

Siouxland Interstate Metropolitan  
Planning Council  
(SIMPCO)

# ***2020 – 2024 PASSENGER TRANSPORTATION PLAN***

Prepared for the SIMPCO  
Metropolitan Planning Organization  
and  
Siouxland Regional Transportation  
Planning Association (SRTPA)

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# I. INTRODUCTION & PROCESS DISCUSSION

## 1. INTRODUCTION

It is the intent of the State of Iowa to ensure that all efforts are made to improve transportation services for persons with disabilities, older adults and individuals with lower incomes by coordination of transportation resources provided through multiple Federal programs (see *Funding* section). Coordination enhances transportation access, minimizes duplication of services and facilitates the most appropriate cost effective transportation possible with available resources. To express these goals, the Siouxland Interstate Metropolitan Planning Council (SIMPCO) Metropolitan Planning Organization (MPO), in conjunction with the Siouxland Regional Transportation Planning Association (SRTPA), is required by the Iowa Department of Transportation (IDOT) to publish a locally developed *Passenger Transportation Plan* (PTP). Included in the PTP is identification of an approved program of projects for area transit systems benefitting from the distribution of funds from Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities). As the PTP provides assessment of available resources, coordination of transportation services and direction of the Transportation Advisory Group (TAG), it fulfills eligibility requirements for Federal funds as established through the Federal Highway Administration (FHWA), Federal Transit Administration (FTA), Nebraska Department of Transportation (NDOT), and South Dakota Department of Transportation (SDDOT) in addition to IDOT.

This PTP meets standards set forth by the IDOT in consideration of funding allocations for public transit systems operating in the SIMPCO MPO and SRTPA planning areas – Siouxland Regional Transit System (SRTS) and Sioux City Transit System (SCTS). Representing a Tri-State Council of Governments, SIMPCO staff has included discussions regarding access by Iowa residents to services located in South Sioux City, Nebraska (as serviced by SCTS) and the Southern portion of Union County, South Dakota as serviced in part by SCTS (North Sioux City) and SRTS (Dakota Dunes, McCook Lake, Jefferson, Elk Point) in this plan.

The goals of this plan are to:

- Improve transportation services to the SIMPCO MPO and SRTPA planning area
- Increase passenger transportation coordination

- Create awareness of unmet needs
- Develop new working partnerships
- Assist decision-makers, advocates, and consumers in understanding the range of transportation options available
- Develop justification for future passenger transportation investments
- Save dollars and eliminate overlapping of services

The 2020-2024 PTP for the SIMPCO MPO and the SRTPA is organized into the following sections:

***Section 1 - Introduction and Process Discussion***

This section provides an overview of the Plan's purpose, coverage area, and briefly discusses the process that was undertaken to complete the PTP. Included are documentation from TAG meetings, a summary of input received during the development of the plan, and a listing of Mobility Manager activities as reported.

***Section 2 - Inventory and Area Profile***

This section includes an inventory of each participating private and public transportation provider within the MPO and SRTPA that provided information during the development of the PTP. The inventory includes a summary of the types of services available, eligibility, times/days of service, and information on vehicles in respective fleets.

The Area Profile outlines the transportation provisions and essential services specific to communities served by the content of this Plan. Demographic characteristics of the SIMPCO MPO and SRTPA planning area and data on populations affected by Limited English Proficient (LEP) provide the foundation for analysis of respective impact on passenger needs.

***Section 3 - Coordination Issues***

This section discusses coordination issues within the planning area including: a general assessment of transit service, management, fleet and facility needs; status of previously recommended priorities and strategies; recent developments affecting coordination issues; and public input received concerning needs and/or challenges.

#### ***Section 4 - Priorities and Strategies***

This section describes the proposed passenger transportation investment strategies for the next five years, as identified by the TAG and respondents of the Siouxland Mobility Survey. The purpose of this section is to focus on identifying meaningful priorities and strategies that may meet identified needs and could eventually lead to and/or guide projects.

#### ***Section 5 - Funding***

This section includes a brief overview of multiple-level funding opportunities and expectations.

## **2 . T H E P L A N N I N G R E G I O N**

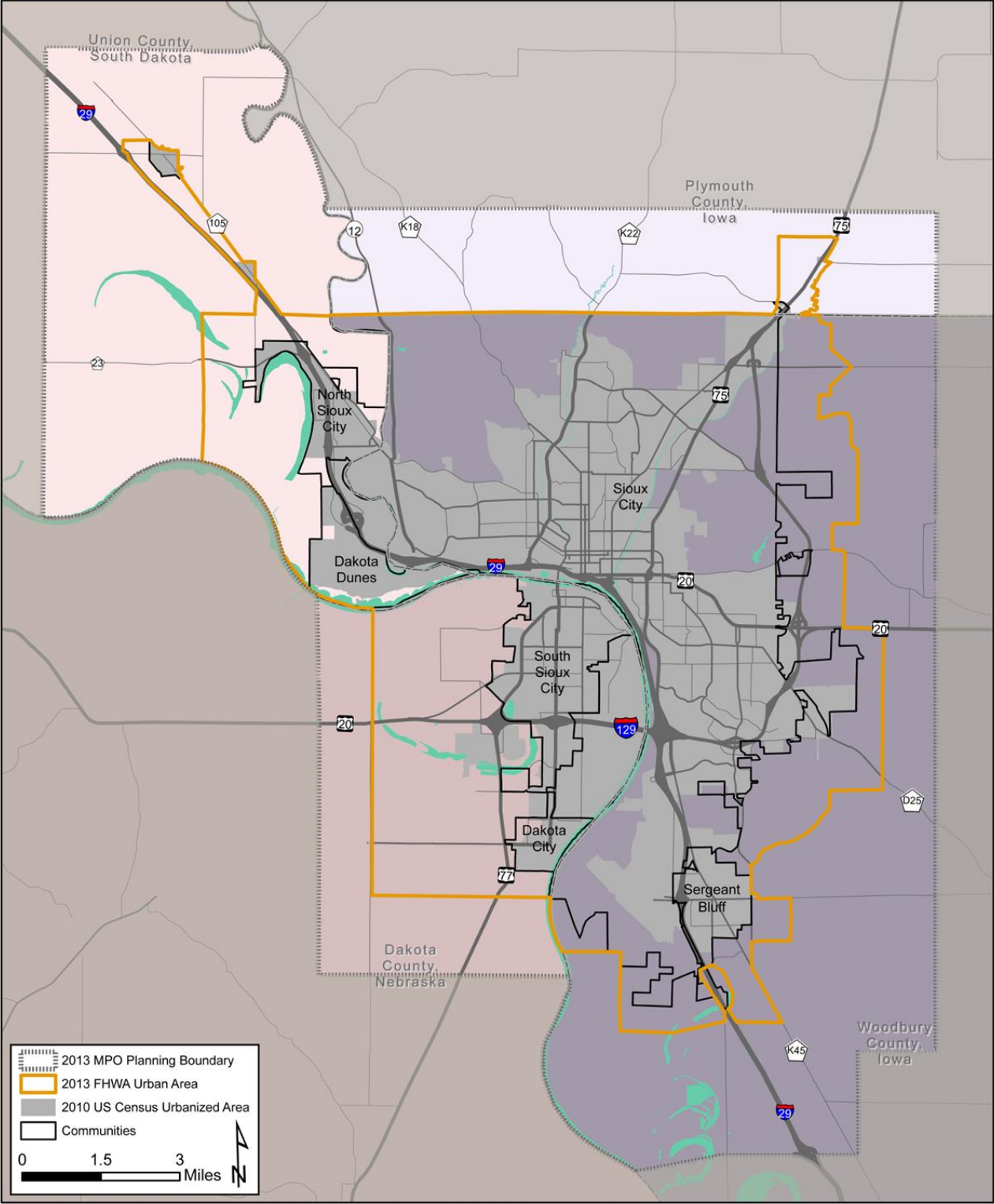
The SIMPCO MPO Metropolitan Statistical Area (MSA) includes the cities of Sioux City and Sergeant Bluff, Iowa; Dakota City and South Sioux City, Nebraska; North Sioux City and Dakota Dunes Community Improvement District, South Dakota; the unincorporated portions of Woodbury and Plymouth County, Iowa; Dakota County, Nebraska and Union County, South Dakota within the planning boundary. The SIMPCO MPO operates with direction from the MPO Policy Board, the MPO Transportation Technical Committee, FHWA, FTA, IDOT, NDOT, and SDDOT.

The SRTPA Regional Planning Area consists of Cherokee, Ida, Monona, Plymouth, and Woodbury (excluding the SIMPCO MSA) counties in Iowa. SRTPA operates with direction from the SRTPA Policy Board, SRTPA Technical Advisory Committee, FHWA, FTA, and IDOT.

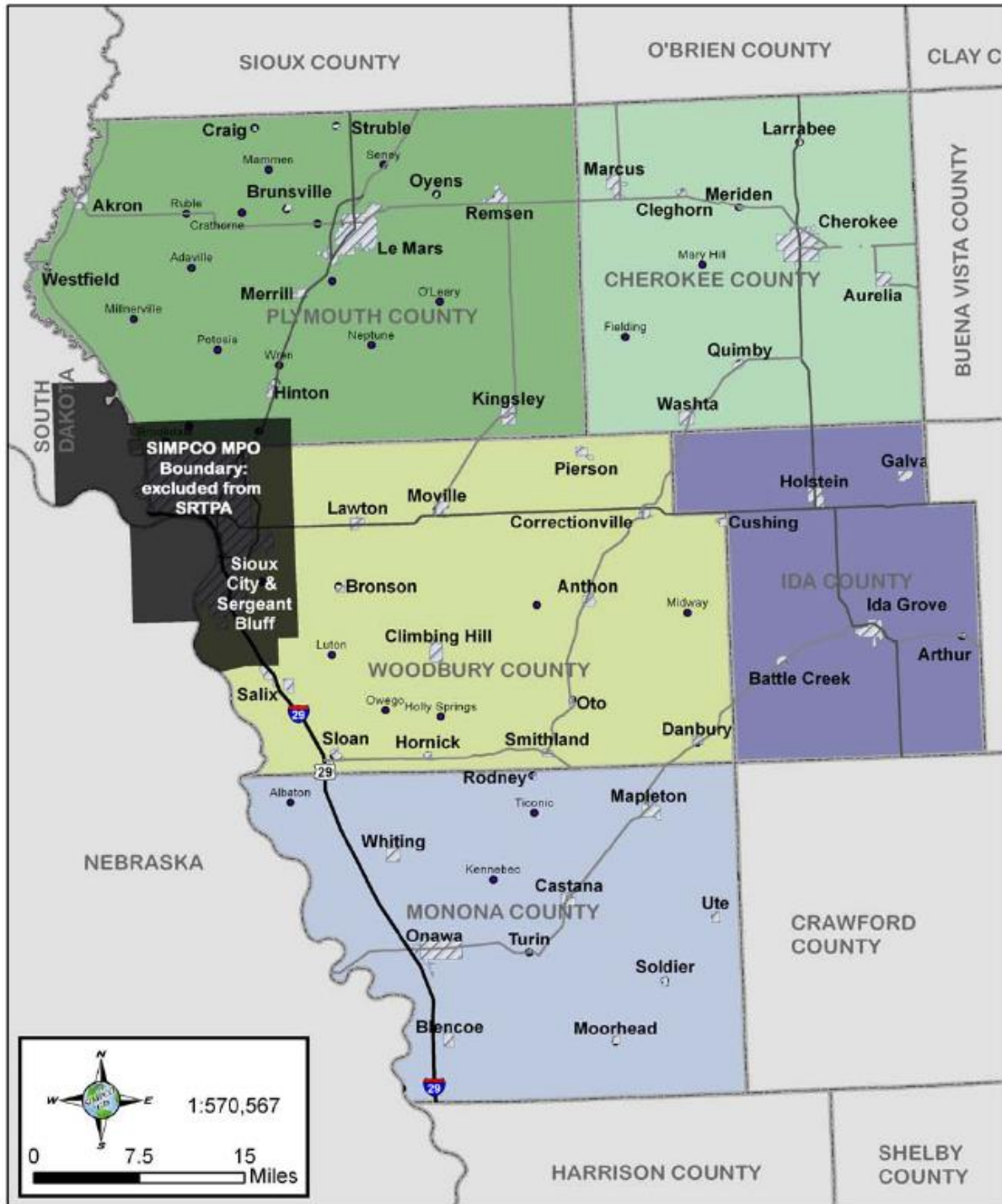
Map 1.1

# SIMPCO MPO Location Map

The MPO Planning Boundary represents the projected metropolitan area out 20 years from designation. The FHWA urban boundary is that which determines eligibility for federal funding programs. The Census Urbanized Area is used for the purpose of tabulating and presenting Census Bureau statistical data.



# Siouxland Regional Transportation Planning Association Boundary Map



### 3. PTP PARTICIPATION PROCESS

Consistent with practices through the NDOT and SDDOT, IDOT requires the PTP to be developed through a local collaborative process including representatives from public and private transportation providers, human service agencies, interested parties and the public.

This PTP continues as record of coordinated efforts as originating with public participation process initiated by IDOT through a series of Mobility Action Plan (MAP) workshops held in various locations throughout the state. The workshops successfully served to “kick-off” the original *Coordinated Public Transit – Human Service Transportation Plan* and the Passenger Transportation Development Plan process by bringing together various groups of stakeholders to discuss transportation services. The feedback collected from the workshops resulted in SIMPCO creating a group of stakeholders that is formally recognized as the TAG. The group continues to contribute to the PTP and acts as a viable group working for enhanced transportation in Siouxland.

The TAG group has been meeting regularly since June of 2006. Below is a list of notes from each of the meetings including participant comments since the last formal update of this document.

#### A. TAG Meeting Notes

##### ***April 22, 2014 – TAG minutes:***

- Attendees: Richard Closter (Iowa Department of Human Services, Kelly Straum (Stoney Brook Suites), Andrew Emanuel (Care-A-Van Transportation), Jeff Harcum (SCTS), Chris Jones (New Perspectives Inc., Dawn Kimmel (SIMPCO), Michelle Bostinelos (SIMPCO), Kathie Pfaffle (SIMPCO), Janet Gris (Western Iowa Tech Community College), Tara Ten Napel (Connections AAA), Julie Utech (Connections AAA), and Jacob Bossman (Senator Grassley’s Office).
- Spotlight Agency: Stony Brook Suites, Dakota Dunes, South Dakota
- Stoney Brook Suites (SBS) is an assisted living home, which is one step before a nursing home. They provide meals, laundry, cleaning, and transportation via SRTS to doctor appointments for their 23 residents. They have a nurse on their campus. They are currently having their transportation needs met. They inquired about trips to Sioux Falls via SRTS, and there was discussion over a new service to Winnebago.



- Mobility Manager Report: Dawn Kimmel, Mobility Manager, updated the group with items she has been working on. Ms. Kimmel has been attending meetings in Akron, Cherokee, and Kingsley, to discuss their transportation needs. She also attended the Sioux City Coffee with Council. Often communities are doing fine, but want to know what their options are for backup service. Dawn attended Leg Day/Siouxland Chamber Day at the Capitol in Des Moines, Iowa, on January 29th. They were there to meet with legislators and informed them that the west side of the state needs attention as much as other regions. It was suggested that Dawn to investigate if there are businesses who are incentivizing riding transit in lieu of driving cars and parking downtown.
- Dawn also visited with the Dana Evans, director of Veterans' Affairs in Cherokee to see if he had concerns, which he does. Dawn will be reaching out to his counterparts in other counties.
- Dawn will be attending a mobility conference in Detroit, as well as a Transportation summit, both in the month of May.
- Transit Training Day: Dawn Kimmel and Michelle Bostinelos are planning a Transit Training Day for the month of October in 2014. They plan to invite health and human services agencies to hear about Sioux City Transit and Siouxland Regional Transit System, and how to ride the bus systems and get their tickets, among other things. The next planning steps are to set a date and draft a plan and send it out to the group.
- Final Passenger Transportation Plan: Michelle Bostinelos passed out the final draft of the PTP. She reviewed the document and highlighted the notes from last meetings, information on current demographics, the essential services maps, needs of transit agencies, coordination efforts between agencies and businesses, priorities and strategies of the document and group, funding sources, and survey details and responses.
- Mobility Issues/Roundtable Sharing/Q&A
- Janet Gill, of Western Iowa Technical Community College, informed that there will be 50-100 new international students on living on campus this next school year. They will be working on strategies to get them places on the weekends. Sioux City Transit is to meet with them to discuss this matter. Jeff Harcum, Sioux City Transit, has been visiting with CF Industries, Saber Industries, and Western Iowa Tech to expand their

service hours for those who work and go to school in the evenings. The main issue is fiduciary workings of this.

**August 19, 2014 – TAG minutes:**

- Attendees: Michelle Bostinelos (SIMPCO), Dakin Schultz (IDOT), Dwight Lang (SIMPCO), Jake Heil (SIMPCO), Richard Closter (Iowa Department of Human Services), Julie Utech (Connections AAA), Jeff Harcum (SCTS), Brenda Berens (SRTS), John Hessa (IWP), Christopher Klove (SIMPCO), Shyril Schroeder (EZ CABS Inc), and Rhonda Capron (Rhonda's Senior Support Service).
- Spotlight Agency: Rhonda's Senior Support Service. Rhonda's Senior Support Service is a non-medical support service, which provides services based on companionship. Some of these services include going to appointments, visiting friends, light housekeeping, being a friend, and setting up appointments. Currently there is no age limit or time of day that they can't help out, the only restriction is it must be non-medical.
- Mobility Manager Report: Dawn Kimmel reported that she has been attending MPO and RPA meetings. She has also attended numerous community meetings throughout the region such as; Healthy Siouxland Initiative, Plymouth Co Wellness Planning Council, Ida County Community Alliance, and Disability Employment Initiative. She also has gone to many different conferences and training throughout the area. Some of the more notable training/ conferences that she attended were; North American Conference on Elder Mobility in Detroit, the CTAA Expo in Minneapolis, and Passenger Transportation Summit in Marshalltown, IA. Dawn has also done community site visits to Onawa, Mapleton, Marcus Remsen, and the Dakota Dunes. Dawn received a recommendation to take advantage of transportation-related conferences and training as available.
- Transit Training Day: Transit training day will be tentatively held October 21st 2014, at the Red Cross, by Riverside Park. The plan is to invite health and human services agencies to hear about the Transit systems, how to ride each system, and show what other available transportation systems are available for use. An idea was brought up to do a booth fair, where everyone may come and go as they please instead of staying the whole three hours. With this opinion Michelle voiced if the name of the Transit Training Day should then be changed to Transportation Training Day.

- Iowa Initiative for Sustainable Communities outreach project: Michelle Bostinelos passed out the project of Allying and Practicing Social Justice Locally. The group of University of Iowa Social Work students will be given a few issues which include Transportation Advisory Group (TAG) and MPO 2040 Long Range Transportation Plan (LRTP). The students will be given a scenario and then work through the project by finding their target population, getting to know the system, and then make recommendations for change. Marketing Students from the University of Iowa also will be doing a marketing project with SRTS. This project is to help SRTS advertise their services throughout Sioux City and the region. The idea of the students possibly coming to the group to give a presentation was voiced as well. More information will be passed to the group as the project progresses.
- Discussion: Transportation option you would use for client reference
- John Hessa stated that IWP is mainly comprised of local vets, and they only provide plans of other existing forms of transportation, and they really don't have any issues. Besides this he raised a point of the public being fearful of riding public transit, because they don't fully know how it works or what it is.
- Mobility Issues/ Roundtable Sharing/ Q&A.
- The idea of a training day for public was shared with the group by John Hessa. He stated that this would allow the public to come and see all the different modes of transportation, while also introducing the public of how to use a bus. He also said it would help get rid of some of the fears that the public faces when they are looking at the different forms of transportation.
- Another idea was to get federal assistance to help spread the word of the existing transit system. The main idea was to help get bus schedules and route information into other company's offices. This would start helping the public get to be familiar with the transit system, while also promoting transit throughout Sioux City.
- Michelle also shared that the MPO is currently conducting a survey to help out with the Long Range Transportation Plan. She asked the group to take it, and then distribute it throughout each of their networks, with the hope that SIMPCO could receive more feedback than the previous survey.
- Dawn asked EZ Cabs, Inc. what type of services they provided and if they could transport people in wheelchairs. Shyril Schroeder stated the EZ Cabs provides a 24-hour everyday service, and that they give rides to people who need a ride just once in

a while to people who need their services daily. Shyril said the EZ Cabs does not really face the problem of wheelchairs but has been able to transport the few people that have requested rides with wheelchairs by folding their wheelchairs and either placing them in the backseat or trunk.

***April 21, 2015 – TAG minutes:***

- Attendees: Dawn Sickelka, Region Decat/CPPC; Jake Heil, SIMPCO; Michelle Bostinelos, SIMPCO; Tammy Crouch, iowaWORKS, Laurie Rutledge, Parent Partner; Linda Phillips, Siouxland CARES; Allison Liska, Salvation Army; Karina Nonnemacher, Mid-Sioux Opportunity; Karen Mackey, SC Human Rights; Janet Gill, WITCC; Kari Hildring, Goodwill; Mary Bertram, CAAS; Jacob Bossman, Sen Grassley's Office; Terrie Binneboese, United Way; Holly Keegan, Jackson Recovery; Melony Storm, Parent Partner Region Coordinator; Nancy Harman, Parent Partners; Tara Ten Napel CAAA; Julie Utech, CAAA; Dawn Kimmel, SIMPCO; Jeff Harcum, SCTS; Richard Closter, IA Dept of Human Services; Chris Klove, SIMPCO; Shawn Fick, IowaWORKS; Mary Ott, IVRS; Jerry Self, Sen Joni Ernst's Office; Sue Brown, Blue Zones Project.
- Mobility Management Update: DKimmel gave an update that she has been doing mainly training and updating information over the last few months. She has been at the Mobility Manager position for 2 ½ years now. She has training in Ames next week, and there is a Passenger Transportation Summit in Ames that is free to everyone and if anyone in TAG would like to go to contact her.
- CDBG Funds: This is currently being reviewed by economic board if this can be available for transportation in rural communities in Iowa. All yet to be determined but Dawn will update the group when changes come.
- SF34 – Iowa Employment Ride Initiative: Dawn gave an update about this Senate bill, saying it's for employee rides, but just for permanent transportation for jobs. Being processed as a policy bill.
- Transportation Training Day: Dawn gave an update to the group of how many people attended and what happened. There was a sheet with all this information given to everyone at the meeting. Dawn also commented that it would be nice to do this type of an event again only one that is more user friendly.

- Comprehensive Strategy/TAG Joint Meeting (Mobility Challenges): Dawn gave an update of what happened at the meeting. She also gave the TAG group the problems that came from the meeting.
- TAG Meeting Chair/Co-Chair Determination: Dawn asked if someone would like to be Chair, or someone to run the group with SIMPCO's help. There were no volunteers but it was mentioned that it can be discussed at the next meeting.
- Priorities: Dawn asked the group to look at the sheet of possible solutions and give out the ones they thought they would like to work on.
- Dawn raised the recommendation of working with the current existing systems to reach their full potential.
- The group discussed advertising on the city bus system. Jeff Harcum discussed the current advertising policy for Sioux City Transit, and how it came about. He also said SCTS would be open to policy changes; it just needs a very tight legal policy to pick and choose.
- There was a small discussion on the feasibility of decreasing the number of parking lots in downtown Sioux City. But more about what type of policy was in place and if there could be anything really done with this.
- Discussion about a Social media page for TAG would be an easy and positive goal for the group to reach. It was decided this could be another committee for the people in TAG to be in.
- There were multiple discussions about public private partnerships. It was decided by the TAG group that this would be another topic for a committee to start reaching out towards employers to try and see what types of partnerships could be made. (Dawn, Carrie, Shawn, Mary).

***June 8, 2015 – TAG minutes:***

- Attendees: Dick Closter (DHS), Marva Bagget (DHS-Senior Employment Program), Marla Barrett (Oakleaf Properties), Mary Bertram (Community Action Agency), Kevin Randle (SIMPCO), Jeff Harcum (SCTS), Jacob Heil (SIMPCO), Michelle Bostinelos (SIMPCO), and Dawn Kimmel (SIMPCO/SRTS).
- An agenda was not prepared for the meeting. D. Kimmel opened the meeting by listing the potential transit-related projects developed during the last two TAG meetings. The Committee was asked to consider which projects they'd like to work on in addition to

creating a bullet point list for communication with all legislative levels of representation.

- The meeting was an open, roundtable discussion on potential projects and their respective impact and likelihood of implementation.
- Discussion about making transit less intimidating for new or potential users included free ride days, area employer-supported free or discounted transit passes and “guided tour” events along regular routes. J. Harcum stated that June 18 is Free Transit day in Sioux City as a show of support for National Dump the Pump Day and National Transit Day. When asked what the ridership response has been in the past, J. Harcum noted that there has been a marginal increase in new passengers on days when free rides have been offered.
- The idea of creating a Buddy System was reintroduced as an option to lessen the anxiety of navigating the bus systems. Explanation provided clarified that riders currently using public transit would be paired with new users as a way of introducing the new riders to the system by a peer.
- Before continuing discussion, Marla Barrett answered the call to volunteer as Chair for the TAG Transit Committee. All present agreed to her acceptance.
- In addition to having a specified list of talking points for legislators and local officials, Committee members expressed interest in considering Adopt-A-Shelter promotions and using advertising as financial support for transit operations. J. Harcum added that there are some shelter agreements being implemented and it would be beneficial to increase those kinds of partnerships. Advertising regulations follow City policy and may not necessarily be an easily implemented process.
- M. Barrett asked about the feasibility of having smaller buses run more often. In response, J. Harcum explained that it is basically an either/or situation. Bus purchases reflect the capacity need at peak times throughout the day. Smaller or light duty buses cannot meet the capacity needs at peak times.
- The Committee talked about Employer participation in supporting transit. M. Bagget described a program in the Des Moines area that provides discounted or free passes for new residents. This program is financially supported by area businesses that are literally buying into the system. The Committee agreed to forward this program example to the Employer/Business Outreach & Education Committee.

**June 23, 2015 – TAG minutes:**

- Attendees: Patti Andrews (Horn Public Health), Terrie Binneboese (United Way), Jerry Self (Office of Sen. Joni Ernst), Richard Closter (Iowa DHS), Kevin McDonald (Recover Health'), Mary Bertram (CAA), Kevin Grieme (SDHD), Julie Utech (Connections AAA), Andrew Emanuel (Care-A-Van), Kari Hildring (Goodwill Great Plains), Mark Monson (Woodbury Co. Supervisor), Shawn Fick (WIA/WITCC), Jeff Harcum (SCTS), Jessi Maxwell (SCHC), Warren Baker (Salvation Army), Michelle Bostinelos (SIMPCO), Jake Heil (SIMPCO), Kevin Randle (SIMPCO), Dawn Kimmel (SIMPCO), Marla Barrett (Oakleaf Apartments), Molly Hewitt (ISU Extension), and Jennifer Roberts (IDOT).
- Transit Committee: Met @ 10am June 8, 2015; Marla Barrett agreed to chair committee. Projected selected: 1. Bullet point list for communicating significant of transit/transportation options in the community to elected officials, and 2. Develop 'Buddy System' to enable ease of transition when learning how to use public transit. Next meeting planned for 10am August 10, 2015.
- Employer/Business Outreach: Met @ 9am, June 23, 2015; Kari Hildring and Shawn Fick agreed to co-chair committee. Committee decided to research information before committing to projects. Charge to committee before next meeting: Each member will compile potential contacts and work together to interview area employers to determine workforce accessibility needs and will follow up by contacting employers via conference call and conducting an interview. Consideration will be given to finding out how employers are filling positions while experience a shortage in eligible candidates. A doodle poll will be sent to determine next meeting – expected to be early August.
- Social Media/Education for the Masses: Michelle Bostinelos commented that to date, membership has not developed for this committee. TAG organizers intend to revisit the possibility of combining efforts from existing committees to support related projects.
- Agency Spotlight: Community Action Agency, Mary Bertram: Mary Bertram shared and outline of various services offered through Community Action Agency of Siouxland. Transportation-related programs include one-time or temporary support via gas vouchers or bus passes/tokens as well as their car donation program Angel Cars. For more information, inquiries can be called in to through administration office @

712.274.1610. In-person inquiries can be made at their main office @2700 Leech Ave in Sioux City. Brochures were distributed to attendees.

- Mobility Management/Transportation Planning Updates: Mobility Manager Dawn Kimmel outlined Transportation Conversation presentations conducted since the last TAG meeting and an emphasis on increasing awareness of existing options in rural communities and enabling access to work discussions.
- Roundtable: Julie Tech shared information about soon-to-be available funds through Mercy Home Care. Community Benefit Funds are expected to be available by way of referral to Options Counseling or LifeLongLinks programs through Connections AAA intended for transportation support throughout community. Updates will be made available as they develop.
- SCTS will provide shuttle services for SITP and RAGBRAI festivities; routes and related information is available online @ the SCTS webpage.
- Transportation provider Andrew Emanuel presented information (as issued by Iowa DHS) on a change in allowable rides as billed through DHS waiver program participants. Effective July 1, 2015 waiver clients will be required to schedule rides for medical appointments through a broker rather than directly scheduling with a transportation provider. Transportation providers, public and private, are concerned about these changes as a large number of rides are currently funded through waiver. Rules have not been fully communicated and preliminary communication has indicated a flat rate reimbursement fee of \$3 per in town trip which is far below published rate of private providers and far below actual cost of providing the rides by all providers. Kevin McDonald added facts relating to potential loss of local jobs due to these changes. Clients have also been expressing concern over no longer having access to medical appointments as these changes have not been well-communicated or clarified. A copy of the issued memo was circulated to attendees. Updates on related procedure or information can be provided as details are made available.
- SCTS representative Jeff Harcum stated that there have been complaints issued regarding smoking at bus shelters throughout the SCTS service area. SCTS is addressing the complaints by adding signage to bus shelters declaring “NO SMOKING” as a public ordinance and by way of driver communication of policy with offenders as needed.



**August 25, 2015 – TAG minutes:**

- Attendees: Brenda Berens (SRTS), Mary Bertram (CAA), Terrie Binneboese (United Way of Siouxland), Michelle Bostinelos (SIMPCO), Richard Closter (Iowa DHS), Andrew Emanuel (Care-A-Van), Kevin Grieme (SDHD), Jeff Harcum (SCTS), Jake Heil (SIMPCO), Kari Hildring (Goodwill), Dawn Kimmel (SIMPCO/SRTS), Dwight Lang (SIMPCO), Jessi Maxwell (SCHC), Mark Monson (Woodbury Co. Board of Supervisors), Dawn Sickelka (Sioux Cluster & BV County DECAT/CPPC Coordinator), Marla Barrett (Oakleaf Properties), Jean Biernbaum (CAA), and Jennifer Roberts (IDOT).
- Transit Committee: D. Kimmel reported for Transit Committee. Information has been collected and reviewed for legislative communications as well as Buddy/Ambassador Programs. SIMPCO staff will compile a communication guide for use by participating TAG agencies when communicating transportation needs with elected officials.
- An outline of information will be provided to the transit agencies to consider for implementing an Ambassador/Buddy Program specific to each operation. Committee members were asked to consider referrals for the role of Buddy Ambassador.
- A future meeting will include distribution of bullet point info, potential referrals and discussion of additional projects.
- Employer/Business Outreach: K. Hildring provided a status update of the committee's efforts. Members have begun contacting employers currently participating in DART's Employer Support Program to determine best approach for developing local support partners. A questionnaire was sent out so all members would be gathering the same information. Each participant will report on contacts made at the next meeting.
- Agency Spotlight: Care-A-Van Transportation, Andrew Emanuel
- Emanuel provided an outline of services provided by Care-A-Van Transportation which was established in 2010. Care-A-Van provides door-through-door service for clients with a focus on meeting specific medical needs. His drivers offer same day service for medical appointments and advance notice is appreciated for non-medical trips, especially if after regular business hours. Care-A-Van has four vehicles, three of which are fully ADA. Care-A-Van is adapting to changes in Medicaid/Waiver billed rides. Rides are provided through Home Bases Consumer Services waivers for non-medical trips. Care-A-Van also participates as a vendor for the *New Freedom Nights & Weekends Voucher Program* through Sioux City Transit. Brochures and business cards are available.

- Further discussion included a description of the *New Freedom Nights & Weekends Voucher Program* and its qualifications for eligibility. Paratransit certified passengers can contact Sioux City Transit, Paratransit Dispatch or the Mobility Manager for more information on *New Freedom Nights & Weekends Voucher Program*.

**October 13, 2015 – TAG minutes:**

- Attendees: Mark Monson (Woodbury Co. Supervisor), Kevin Grieme (SDHD), Tara Ten Naple (CAAA), Jeff Harcum (SCTS), Jean Biernbaum (CAA), Mary Bertram (CAA), April Gardner, Julie Utech (Connections AAA), Michelle Bostinelos (SIMPCO), Dawn Kimmel (SIMPCO/SRTS), Nan Herman, Mayra Valdina (Parent Partners), Nancy Schwartz, Jake Heil (SIMPCO), Brenda Berens (SRTS), Richard Closter (Iowa DHS), Miranda Boltz, Linda Santi, Marla Barrett (Oakleaf Properties), and Karen Mackey.
- Transit Committee – did not meet since last report
- Employer/Business Outreach – did not meet since last report
- Mobility Management/Transportation Planning Updates: D.Kimmel reviewed correspondence with two programs in Des Moines promoting transit. DART Employee Support Program – several area employers provide monthly bus passes directly to employees through a variety of options including payroll deduction, on-site purchase @ reduced cost or free of charge. SmartTrips Des Moines is collaboration between the County Health Department public health focus, area businesses, vendors and transit. The program originated in Portland, OR in an effort to enhance active transportation and has been duplicated in several markets throughout the US varying in location, population and demographics. As part of a Welcome Packet, new residents receive 3 one-month bus passes.
- Mobility Matters 7, a one-day transportation conference, will take place in Des Moines on Nov 3, 2015. (\*\*Flyer distributed via email).
- No new information was provided about agency-specific programs.
- Some information regarding Connections Community Transportation Program was reviewed – seniors in Iowa, age 60 & over can get tickets for transportation within own community; Clarification was provided regarding *New Freedom Nights & Weekends Voucher Program* for SCTS Para-certified passengers – not work-specified trip only, 6pm – 6am pending vendor availability.
- Agency Spotlight: Public Transit

- Brenda Berens spoke on behalf of SRTS and Jeff Harcum shared SCTS information. Both highlighted vehicle features as being 100% ADA accessible. Fares, hours of operation, funding sources and structures for each was covered. More information is available on their respective websites: [www.simpco.org/srts](http://www.simpco.org/srts) and [www.sioux-city.org/transit](http://www.sioux-city.org/transit). For Paratransit information, go to: <https://www.sioux-city.org/transit/250-ada-paratransit-service>.
- To highlight the info: SCTS offers fixed route service 6am – 6pm Monday through Friday on 10 routes and 7am – 6pm Saturday on 9 routes. Adult fare is \$1.80 per trip, with transfers for free to connecting route to complete trips. A one-month unlimited ride pass is \$48.00. Discounted fares are outlined on the website. Newly reformatted brochures should be available soon. SCTS has Paratransit service as required complementary to its fixed route. An application must be completed and approved before permitted to use Para services. An independent program, Freedom Rides Night & Weekends, allows Paratransit-certified passengers purchase vouchers for \$7 to accommodate transportation needs outside of transit hours of operation. Each vendor’s availability is specific to their own hours of operation.
- SRTS offers curb-to-curb and door-to-door service within & between five counties in Iowa. Services including stops in Southern Union County, SD are provided by SRTS under an agreement with Union County. Fares vary according to origin and destination as well as level of service requested. Trips are scheduled by end of business the previous business day. Passengers have the option of scheduling a time for return trips or planning a “call-for-return” when ready to go back home.
- For both transit systems, clients may request use of lift or ramp at any time.
- Q&A throughout the discussion addressed a request for consideration for monthly bus pass users on SSDI. SSDI beneficiaries receive checks on the 3rd of the month leaving them with a 2 – 3 day gap in access to transportation.
- The issue of train-related delays was brought up. Very little can be done to completely avoid the inconvenience. Status of a bus on a given route can be requested via phone call to dispatch. Attendees were informed that the phone number is displayed on the buses.
- Concern over end of day scheduled mid-route on SCTS. Person waiting for bus on bottom half of route will not receive service on last run if no passengers remain

onboard. Persons needing pick up after halfpoint on the regular route should contact dispatch to inform driver of necessary pick up.

- Inquiry was made as to how to address budget-time at city hall. Is there anything consumers can do to help fund services? J.Harcum recommended business and community financial support as specific resource for extended service consideration.
- Attendees were offered a one-ride token for SCTS Fixed Route to be used at rider's convenience. Anyone interested in navigating the routes, either Regional or City, can contact Dawn Kimmel to make arrangements.
- Next Meeting – February (date to be determined) date was not discussed. Information will be sent when available.
- MLK Jr Ground Transportation Center Tour and complimentary bus rides: Some attendees joined transit and SIMPCO staff at the MLK, Jr Ctr for a tour of a SRTS bus and an opportunity to ask about fixed route services.

**February 23, 2016 – TAG minutes:**

- Attendees: Emma Bear (Comes Out, Parent Partners), Mary Bertram (CAA), Jean Biernbaum (IVRS), Richard Closter (IDHS), Jeff Harcum (SCTS), John Hessa (IWD VA Rep), Jessi Maxwell (SCHC), Mark Monson (Woodbury Co. Supervisor), Vickie Schwartz (Iowa WORKS), Dawn Sickelka (DCAT/CPPC), Tara Ten Naple (CAAA), Julie Utech (CAAA), Mayra Valdina (Parent Partners), Michelle Bostinelos (SIMPCO), Jake Heil (SIMPCO), Dawn Kimmel (SIMPCO), Curt Miller (SIMPCO).
- Curt Miller, SRTS Transit Director, provided an overview of the status of MCO implementation and the steps SRTS has taken to prevent service disruption for its passengers. As of the time of the meeting, contracts were prepared and pending approval on 2/24/16 by the SRTS board with two of the three MCOs and three Non-Emergency Medical Transportation brokerages. Jeff Harcum stated that brokers/MCOs have the option to pre-purchase Sioux City Transit monthly passes or Paratransit single ride tickets for distribution at the discernment of the broker/MCO.
- Key points at present include: National approval still pending; implementation March 1 perceived not feasible; many changes in process/procedure expected as system is implemented. Attendees were encouraged to direct clients needing to access transportation benefits to their assigned provider. Dawn Kimmel, Mobility Manager

(MM), and SRTS committed to keeping TAG information of updates as they become available.

- It was noted that public and private providers have a rigorous list of qualifications and requirements to be eligible to contract for service provisions through all of the brokers. Public transit has the benefit of having already met requirements through IDOT protocol for its public transit systems.
- MM outlined activities including attendance at community-centered meetings throughout the counties and Transportation Conversations talks with specific groups building off of community contacts. One such meeting reintroduced interest in finding opportunities to share vehicles with other programs. A questionnaire is available for those interested in considering a vehicle sharing opportunity (find attached questionnaire).
- MM also provided a brief summary of a grant-based project under Siouxland District Health and the National Center for Chronic Disease Directors: Reaching People with Disabilities through Healthy Communities. TAG members are invited to participate by completing an online organizational assessment which can be found at CHII On-Site Assessment – NACDD or copy and past <http://goo.gl/forms/SWBF0uCAx7> to your browser. Questions regarding the project or the assessment can be directed to [MobilityManager@simpco.org](mailto:MobilityManager@simpco.org).
- SIMPCO has organized a Regional Bike Summit. The day-long event will be March 18, 2016 from 9am – 4pm @ WITCC. (Details and registration information can be found on the attached flyer. Please register by March 1 if interested).
- J. Utech provided an updated summary of Community Benefit Fund program funded through Trinity/Mercy Community Benefits dollars and administered by Connections Area Agency on Aging (CAAA). \$2,200 was made available for assistance to members in the community (there are no specifications outlining service area: unrestricted) to access necessary health-related care. Funds are nearly depleted but an additional amount up to \$5000 may become available in the coming weeks. Situations included sudden change in need, increase in medical visits required, urgent situations where accessibility is a challenge. There are no age, income or level of service eligibility requirements. Two private providers, Mercy Home Health Case Management, CAAA and the Mobility Manager are referral sources for the program. Anyone with clients

needing short term assistance in accessing necessary healthcare or health-related activities can contact the MM or Julie at CAAA directly.

- Schwartz stated that access to employment opportunities is greatly impacted by lack of affordable transportation options for nights and Sundays. Accessible options are even more severely limited. There are many job openings and people to fill them, however transportation remains a barrier. D. Kimmel commented that expansion of transit services is not an immediate solution. A community-based transportation program as modeled in Cedar Rapids may be a better option. Employers and community representatives would have to come together to develop the program. SIMPCO can assist with collaboration and potentially with grant proposals once the groundwork has been laid and community partners have committed to the outcome.
- D. Sickelka agreed that evenings and Sundays are an issue in rural communities as well and community-based solutions are a good idea.
- Many attendees continued commentary on the implementation of Privatized Medicaid. M. Monson expressed concern over the line of communication regarding consumers and their access to benefits. R. Closter indicated that the role of DHS is also changing but links to providers and respective transportation brokers are available at the DHS website and on the Iowa HealthLinks webpage. J. Maxwell stated that consumers of SCHC services can contract navigators for assistance. D. Sickelka stated the Integrated Health Homeworkers are also assisting consumers with the transition process and accessing benefit information.

**October 6, 2016 – TAG minutes:**

- Attendees: Jennifer Barcus (Opportunities Unlimited), Jean Biernbaum (IVRS), Jeff Brown (Sioux City Com. Schools/Transpo. Dept.), Tammy Crouch (Disability Rights Iowa), Kevin Grieme (Siouxland District Health Dept.), Jeff Harcum (SCTS), Nan Herman (Sioux City Com Schools/Transpo Dept.), John Hessa (Iowa WORKS), Mark Monson (Woodbury Co. Supervisor), Dawn Sickelka (DCAT/CPPC), Tara Ten Napel (CAAA), Julie Utech (CAAA), Said Zeman (YellowStone Cab Co.), Curt Miller (SRTS/SIMPCOO, Michelle Bostinelos (SIMPCO), and Dawn Kimmel (SIMPCO).
- SCTS reported on additional Nebraska funding source with remaining New Freedom dollars (similar to Iowa program) intended to coordinate opportunity for new service with Nebraska non-profit/community service to purchase vehicle. [Comment re: tri-

state op, challenges with defining state-specific funding. Future similar ops benefit, consider S'landCAG for distant clients and volunteer drivers].

- MM: reported slow down of outreach activities as funding of MM terminates at close of calendar year. Most current work is assisting clients and service agencies with direct calls regarding transportation barriers. Some customer assistance in coordinating transportation will still be in place via SRTS as dispatch learns about referral to programs currently in place. Primary change is MM will no longer be a stand-alone position. SRTS reported status of new vehicles either pending or received: 1 in South Dakota via SDDOT and 8 in Iowa. All buses back in service; restructured maintenance planning; rural transit funds in amount of \$4mil to IDOT but SRTS not in consideration. SCTS reported planned receipt of 5 lg buses and 5 para buses. NDOT funds leftover from Nebraska communities in 2013 – working with city of South Sioux for potential of additional cutaway bus w/funds.
- General discussion was held addressing hours of service for both SCTS and SRTS. Consensus is that transportation options are needed across the board for off-hours. Mention was made of ten-ride punch cards available through the Center for Siouxland under the City of Sioux City's Neighborhood Services program. SIMPCO committed to finding out eligibility guidelines and availability of cards and information will be forwarded as available.
- SCTS was asked about how many routes are in place. 10 standard routes, 8 school tripper routes, 3 NPI-specific and SITP routes as designated 1 day per year.
- SCTS was asked if Saturday transport is expected to resume in South Sioux. Currently a formal consideration has not been submitted. Depends on funding via the City of South Sioux, driver availability and union acceptance of reinstatement of Saturday service. Currently not in budget nor expected to be presented in near future.
- Expanding on SDHD encouragement of employee use of public transit, attendee commented that served community tends toward being “catered to” fully expecting door-to-door assistance as standard level of service rather than contributing to resource by walking a block or two. Recommended emphasis on cultural change to encourage walking and active transportation supporting efforts such as Blue Zones & city efforts to promote walkability. Change the mental state and consideration of expectations. Further comment was made that typically more urban areas gain

interest in transit use as a reduction of congestion and relief of cost of driving/parking which is not an imminent problem in this area.

**February 21, 2017 – TAG minutes:**

- Attendees: Susann Anderson (Parent Partners), Tammy Crouch (Disability Rights Iowa), Don Dew (Disability Resource Center), Janet Gill (WITCC), Clint Sargent (Crossroads of Western IA), Julie Utech (CAAA), Marla Barrett (Oakleaf Properties), Joe Drohos (IDOT), Dawn Sickelka (DCAT Coordinator/Sioux Cluster), Michelle Bostinelos (SIMPCO), Dawn Kimmel (SIMPCO), and Curt Miller (SIMPCO).
- Michelle Bostinelos, Executive Director – SIMPCO, reviewed the PTP by way of short power point presentation. Reference made to congestion, while limited in this area, still a consideration. Discussion included exchange about SCTS loop requiring a lot of time for relatively short distances; ideal would address evening crowds & quick connections; green energy and public-private partnerships; example shared of solution for rapid transit; information provided that funding primarily dependent on ridership and local demographic not sufficient to sustain funding long term – start up programs provide one-time funds but none for maintenance of established programs.
- Further discussion provided reference to recent attempts to foster local support for circulator type transit (Downtown Trolley) and lack of support by local businesses. Request was made for more info on what has been tried and results; discussion addressed vanpools through transit. Mention was made regarding potential use of funds from FAST Act. Regional Transit explained allocation of funds formula based for portion and population based for some. While some communities are able to use funds for expansion of service, not typically available here for such uses. SIMPCO staff committed to providing link to services mentioned throughout discussion.
- SIMPCO staff explained closing out of Mobility Manager position. SRTS dispatch will offer alternate transportation solutions as available for rides requests they are not able to service. Passenger Transportation Summit will be held May 18, 2017 at DMAC. SIMPCO staff committed to forwarding information as available.
- One attendee asked about transportation between communities for Family Treatment Court. SRTS responded that primary concern is driver availability. Encouraged attendee to refer clients and have them call as soon as they are aware of the time/date to best accommodate distance trips. Mention was made that financial



supports are not currently in place to support such trips specifically. The following support programs were outlined for attendees:

- *New Freedom Nights & Weekends Voucher Program* for paratransit eligible passengers
- Community Benefit Funds – Funds from Mercy’s community benefits program are distributed through Connections AAA for transportation assistance to address urgent medical needs that otherwise could not be met in a timely manner
- MCO/Waiver transport – Many MCO and Medicaid program participants are eligible for transportation to appointments for services covered by their medical insurance. Providers are encouraged to have their patients see if they eligible. Waiver transportation is for persons with disabilities deemed eligible through the Dept of Human Services
- Information was shared by C Sargent regarding a shared vehicle contract with the public transit provider servicing the Council Bluffs area. Not enough information was available to immediately determine if such practice is applicable with local transit providers based on respective operations policies.

**October 5, 2017 – TAG minutes:**

- Attendees: Susanne Anderson (Parent Partner w/Children & Families of Iowa), Marla Barrett (Oakleaf Properties), Jacob Bossman ((Office of Sen. Grassley), Jeff Harcum (Sioux City Transit), RoxAnn Smith (Jackson Recovery), Tara TenNapel (Connections Area Agency on Aging), Julie Utech (Connections Area Agency on Aging), Michelle Bostinelos (SIMPCO), Joe Surdam (SIMPCO), and Dawn Kimmel (SIMPCO).
- CMiller provided information about Siouxland Regional Transit and Paratransit; contract for SRTS to provide para services renewed for 3 year term. City will maintain and fuel vehicles, while SRTS provides drivers. Maintenance agreements made in Counties to reduce tow/over road costs for maintenance. Current staffing for drivers @ 60; 50 buses. Some issues recruiting drivers however all busses are in use. Reviewed Federal and State funding status and age of fleets statewide. Four new busses approved for order; funding avail to replace two additional with newer used buses to reduce overall age of SRTS fleet and therefore reduce maintenance costs. CM stated understanding of consumer interest in extending night and Sunday services.

Staffing not available to reasonable consider later shifts. Sunday demand insufficient to provide minimum staff. Discussion re: 5310 funds and applicability to services above and beyond ADA mandated accommodation. Fares were reviewed as same as previous with no expectation to raise them this fiscal year.

- CMiller added that SRTS provided about 200,000 rides per year with approximately 1.1 million passenger miles. Reimbursement process based on MCO contracts has been positive experience as process is automated resulting in little or no delay. Contract process made easier due to blanket adoption of state requirements making transit providers qualified transportation providers for waiver and MCO participants.
- JHarcum reported that Morningside students conducted surveys throughout SCTS service are for their "Day of Service" event. JHarcum committed to forwarding the survey to TAG.
- JHarcum shared that contract with School district has been renewed; currently 8 tripper routes specific to needs as applicable to school transportation; No indication of funding changes at National level apparent for this fiscal year.
- JBossman stated that Senator Grassley is aware of the funding concerns and aging fleet issues. Additional discussion provided that Federal allocation has been alternating with Urban and Rural systems. As this is not beneficial to Iowa, our transit association is lobbying for state control of annual designation based on formulas more reflective to our systems.
- DKimmel committed to include links to both transit services, the DOT home page for Iowa Public Transit and to related items discussed throughout meeting, in the distribution of the minutes.
- Survey review for full PTP update. JSurdam presented the survey to be used for the current process of updating the PTP. The survey will be sent out for review and comments to the TAG members in attendance before full distribution. Some discussion reviewed TAG role in PTP and survey participation. Survey distribution planned for November.
- Outlined services and respective differences between Para and SRTS. Reported that City transit able to apply some funding allocations to enhance door-to-door para services. Additional comment made stating that Iowa has public transit in all 99 counties. While some community services vary and may require scheduling flexibility, all are included in a service area.

- Question was asked if marketing was needed from County services. Transit responded that all buses in operation and, except for short periods accommodating Calls-for-Return, buses are actively in service. Applications for drivers are open.
- Question asked regarding ride notifications/call upon arrival. Reasonable accommodations made upon request. Confirmation calls automated and go out day before scheduled ride to everyone unless that number specifically asked for no calls. One instance of system being down, however those that called to verify were provided ride verification/info as requested. Time frame to expect ride provided at time of call. Passengers must be ready to board at indicated times.
- Question was asked regarding collection on no-shows. Response provided was charge is specific to contract. If non-contracted, passenger will not be billed. However, repeated no-shows will result in warning and subsequent suspension of services for a 30-day period. Typically, drivers and dispatchers make effort to work with passengers as time allows.
- Reminder was given that Nights & Weekend vouchers are available for purchase at the Transit office. N&W is for Para-eligible passengers needing an alternate provider when Para cannot meet service need such as same day service or evening and Sunday services. One provider offers wheelchair service until 9pm. Other services are available 24 hours.
- Discussion included payment options for passengers such as ticket programs, etc. JUtech stated that Community Transportation Program (CTP) through Connections does not currently have a waiting list. Ridership on Para has increased as has City bus ticket requests. CTP participants must meet age guidelines.
- JUtech also shared that funds are still available in the Community Benefits Fund administered through Connections and funded through Mercy. Funds are for anyone that resides within Mercy's vast service area (tri-state, multiple counties including western border counties and more) needing one-time or transitional assistance for transportation to/from necessary medical services. Examples of use include transition into dialysis until rides can be secured for long term; twice per day antibiotic treatments administered in hospital for 2 to 5 weeks; access to specialized care resulting in a distance trip by ambulance or plane. No information distributed regarding these funds; strictly determined by referral and made known by word of mouth.

**February 20, 2018 – TAG minutes:**

- Attendees: Dawn Kimmel (SIMPCO), Michelle Bostinelos (SIMPCO), Jean Biernbaum (IVRS), Dick Closter (Iowa DHS), Jeff Harcum (SCTS), Curt Miller (SRTS), and RoxAnn Smith (Jackson Recovery).
- Spotlight on (What Do You Want from TAG?): Discussion was held regarding attendee expectations of TAG. Suggestions included: improved transportation options for aging and disabled; added comment to include those with mental health issues. Question asked: in absence of mobility management role, how best is info provided to new employees regarding services for their clients. In response: Request was made for resource guide to be published that would be of use to new employees when addressing client needs. Comment made that DHS almost entirely online resulting in lack of personal contact and missed communication opportunities regarding needs/services specifically non-emergency transport issues and contracted provider information.
- CM provided that transit is talking at state level with MCOs & DOT. Resources at local level to communicate services include print/online service brochures and contact info for transit systems. Statement provided that many passengers are eligible for transportation supports but they are not aware of it. Brochures for SRTS services are available online, in print on buses and at dispatch office. Print resource guide not previously distributed as local, private providers constantly change. Flyers are available providing info on both transit systems. Flyers can be mailed out for use by agencies to post in workplace for reference by clients or at common access point for employee info.
- Question asked regarding Freedom Rides program. Response provided that voucher program is currently active and funded providing vouchers for the cost of \$7 for use within city paratransit service boundaries when paratransit is not in service. Further explanation provided that trips do not include Dunes businesses as City transit service does not extend outside of North Sioux City in South Dakota.
- Discussion highlighted previous Transit Training Day. Those in attendance agreed that TAG should host a transit training day this fall as part of the fall TAG meeting. The following were mentioned as entities that should be invited or otherwise included: SCTS, STS, private providers such as Uber, Lyft, Care-A-Van, taxi companies, NEMT providers, MCO/broker reps to explain benefits as available (DC offered to

provide contacts). SCTS mentioned new narrower-designed bus expected to be in full operation that can be highlighted during training. SRTS offered low-floor bus for demonstration.

- Discussion was held regarding Uber/Lyft and related demand being inconsistent. Same is reflected in desire for Sunday and evening services. People want it to be available however not enough actual use to maintain cost of making service available.
- Transit mentioned Transportation Summit as central locale for transportation information. DK committed to forwarding registration information as available
- Transportation Planning Updates: Some discussion covered status of PTP and responses on survey. An overview of PTP was provided. IVR and DHS have returned surveys, however Jackson Recovery was not listed as having responded. RS requested link be directed to her and she would forward to appropriate personnel. Comment was provided that responses to date included information for 17 new contacts interested in TAG involvement. Questions relating to specific South Dakota services have been brought up so clarification on those services needs to be more readily available.
- Staff stated that draft would be presented at next meeting.
- Roundtable: Clarification of services available to Dunes provided as offered through SRTS. Information provided that such service is funded through agreement with Dunes CID and SRTS does not receive state funds from SD. Hours were stated for SRTS: 5:30am – 6pm Monday through Saturday.
- Information was reviewed regarding Sergeant Bluff services as well as those in South Dakota specific to their respective coverage. SCTS will soon be compatible with Google Transit in-time fixed route info.
- Information regarding Community Benefits Program and Community Transportation Program, both administered through Connections AAA was shared on their behalf. *New Freedom Nights & Weekends Voucher Program* program was again outlined in more detail.
- Further discussion addressed impact of funding allocations from MCOs as specified for transportation. CM provided status overview of impact of changes at IME for NEMT rides under MCOs and IME. ID (intellectual disability) Waiver has adjusted tier rates that allows direct payment to agency to provide transportation. Different agencies using funds to purchase vehicles but not in a position to adequately maintain vehicles

or rides long term. Transit does not get funding in such situation and loses capacity. Cannot meet needs when agency vehicles become insufficient to meet client needs. Current cost structure provided break-even (at best) for para services. Agencies are collecting full service rate intended to subsidize cost of trips from IME but paying back in at subsidized public rate. IPTA at DC [this week] and ongoing in Des Moines to call for alignment of funding.

- Some discussion was held regarding contracted services and JH outlined funding provisions in assessed local taxes that benefit transit.
- JH provided outline of annual survey as conducted by Morningside College students on their "In the Streets" service day. The survey was focused on quality of service regarding SCTS 520 fixed stops. Mention made of Evergreen Apartments interest in shelter at its stop. Overview of considerations include frequency of use, EPA review & historical preservation review summary among necessary assessments. Approximately 40 stops have shelters. Some shelter are provided by and maintained by private agency – i.e. Junior League paid for shelter at stop nearest Social Security office, Floyd Walmart, Turpak Foods and City of Sgt Bluff having paid for shelters specific to their resident/employee interests.

**August 17, 2018 – TAG Transportation Training Day & minutes:**

- Attendees: Michelle Bostinelos (SIMPCO), Marla Beene (Oakleaf Property Management), RoxAnne Smith (Jackson Recovery Centers), Jean Bierbaum (IVRS), Suzanne Anderson (Parent Partner), Nicole Knowles (VA), Kevin Grieme (SDHD), Sandy Nation (Dakota County Community Response), JoAnn Gieselman (Dakota County Connections), Curt Miller (SIMPCO/SRTS), Jeff Harcum (SCTS), Karen Mackey (Sioux City Human Rights Commission), and Dawn Kimmel (SIMPCO).
- Transportation Planning Updates: MB provided transportation planning updates— Info on SIMPCO MPO requirements addressing federal funding for highways, roads, trails and transit; info on SRTPA with similar roles in project planning in context of updating Long Range Transportation Plan. LRTP addresses projected transportation needs beyond roads – trails, bicycle-pedestrian projects, transit vehicle and facility projects, etc. Includes input from Iowa, Nebraska and South Dakota. Annual transportation Improvement Project program – listing of projects for 5-year period, updated annually. Projects not included in plan will not be eligible for state/federal funds.

- Discussion regarding 3rd annual Park(ing) Day event– partnering with Downtown Partners to show reduction of parking spaces on street by repurposing with interactive uses. Opportunity to showcase participant organizations. Encourage interactive city spaces and active living. Working on wayfinding project for DTP area. System with emphasis on pedestrian directionals. Question regarding presence of QR codes on kiosks to provide direct links.
- Discussion re: Limebike – dockless bikeshare. Some organizational changes and staffing issues at Limebike; considering e-scooters (kick style) and may not be compatible with local interest. Conversations pending.
- DK provided information on TAG responsibility in determining project ideas. Comment/Idea cards distributed for participants to complete and return.
- Roundtable: JHarcum and CMiller re-introduced on behalf of transit operations. Table open for questions and conversation regarding transit. Some discussion over transition of local VA offices in their move from Sioux City to Dakota Dunes, SD.
- CM provided overview of SRTS and SCTS and respective services and contract agreements. CM covered charter service restrictions for group tours, etc. for a fee. Information on contracted services, including IME and paratransit for the City of Sioux City. Clarification provided for what is entailed with paratransit services, including cost and eligibility and is not limited to wheelchair users. Some discussion about some program supports that require eligibility process in addition to basic paratransit eligibility requirements. Specification provided that service is door-to-door not door-through-door, as available through some providers. Discussion regarding Dunes transportation available through SRTS under agreement with Union County, SD and Dakota Dunes CID to provide trips @ \$5 each way, flat rate. Some discussion about varied services in Nebraska. South Sioux covered by SCTS. Service not currently available to Dakota City or outer limits of South Sioux. Local match required and area has not expressed interest in negotiating for regional services.
- Reminder provided that Connections still has senior ticket program with some restrictions other than age applicability. Information also provided about *New Freedom Nights & Weekends Voucher Program @ \$7 each way* and related restrictions. The *New Freedom Nights & Weekends Voucher Program* is fully funded by local donations. Information on Community Benefits funds provided for medical appointments for Siouxland region – funded through Mercy Community funds.

- Some discussion about Uber/Lyft availability in region. Rides can be impacted by peak service rates – especially during holidays and special events.
- Attendees toured a fixed route bus and a paratransit bus (a model similar to most of the SRTS vehicles) and were provided demonstrations of and opportunity to use adaptive equipment.
- Recap of purpose of PTP provided. Discussion included planning process as it applies to grant applications and standard funding applications. Most funding opportunities are competitive at a national level and at minimum, state level. Discussion about BUILD grant as submitted for SRTS and prerequisites as necessary before submitting application including quorum approvals.

**February 19, 2019 – TAG minutes:**

- Attendees: Danell Riley, Monona County Public Health; Curt Miller, SRTS/SIMPCO; Jeff Harcum, Sioux City Transit; RoxAnn Smith, Jackson Recovery; Joe Surdam, SIMPCO; Dawn Kimmel, SIMPCO; Michelle Bostinelos, SIMPCO; Marla Beene (via phone conference), Oakleaf Property Management.
- Transportation Planning Updates: SIMPCO staff reported that the PTP Draft has been submitted to Iowa DOT for comment. TAG members tasked with reviewing PTP and providing comment for inclusion in final version.
- Roundtable: Comment made requesting presence of media on future Transportation Training Day events.
- Information clarifying eligibility, applicability and availability of Freedom Rides Nights & Weekends vouchers was provided. Information provided regarding group trips at reduced rate to area with more services in in smaller area. Brochures provided detailing trips available in Cherokee and Monona Counties. Discussion included reduced rates in some communities due to funding as provided by the community.
- As representative from Connections Area Agency on Aging was not present, information regarding their Community Transportation Program (for seniors) and funds available through Mercy Medical Community Benefits Funds (as administered through CAAA) were provided on their behalf.
- Transit reps provided information about contracted and supported services within the communities they serve.



- TAG facilitator provided comment on some responses as received through Mobility Survey as distributed in Jan/Feb 2018 for the PTP update. Clarification provided that TAG meetings are intended as means of facilitating discussion between organizations that recognize transportation barriers existing for their clients/program participants. The participating groups have opportunity to review programs that have been successfully implemented in other communities or under other program supports. Emphasis was given to the need for major employers becoming actively engaged in supporting transportation needs for shift work, evening hours and weekend services as data must be gathered to support inquiries into extended transit services – either fixed route or demand-response in rural areas. There is not currently a means of allocated, designated funding to expand existing services in any manner. Current funding streams barely enable maintenance of existing services.
- TAG contacts are asked to reach out directly to TAG facilitator Dawn Kimmel (dkimmel@simpco.org) or SIMPCO Admin, Emily Coppock (Emily@simpco.org) to be removed from our TAG distribution listing. Unsubscribing from a forwarded newsletter or update does not remove an individual from the distribution list! Please forward new contacts in the same manner.

## B. Mobility Manager Outreach

In October of 2012, SIMPCO, SRTS and Siouxland Aging collaborated to hire a Mobility Manager as means of further enhancing communication of barriers to services due to lack of transportation for area persons with disabilities, low income families and individuals, and aging lowans. Due to a series of system reorganizations at Siouxland Aging (now known as Connections Area Agency on Aging) and SIMPCO, several changes in the position occurred and ultimately, the position was eliminated in December of 2016 when transit staff deemed funding for the position to be unstable.

In addition to the TAG meetings as noted above, the Mobility Manager attended several meetings and provided outreach to several groups from May of 2013, as reported in the previous version of the PTP, through December 2016. Below is a listing of Mobility Manager activities:

### ***Presentations, Events***

- Cherokee Area Economic Development Meeting
- Crossroads of Western Iowa, new Sioux City operation – Open House
- Highway 20 Association meeting
- IA DOT Park & Ride Planning Team
- Iowa DOT Transportation Commission Meeting (Sioux City)
- Ida County Board of Supervisors Meeting
- IME GoTo Meeting
- Informational Booth/Vendor - Cherokee Veteran Appreciation Day
- Informational Booth/Vendor – Ida Grove Kids Fest
- Informational Booth/Vendor - Sun N Fun (annual)
- Informational Booth/Vendor - Vision Loss Resource Fair, WITCC, Sioux City IA
- Information visit – Action Taxi/Siouxland Taxi
- Information visit – A Little Help Home Care
- Information visit – Care-A-Van owner/operator Andrew Emanuel
- Information visit – EZ Cabs
- Information visit – Jim Clark (SCFR re: frequent fliers)
- Information visit – Kay Fisk
- Information visit – Big Shots Taxi
- Information visit – Lucky 5's Cabs
- Information visit – Senior Helpmate
- Information visit – Travel Plus
- Information visit – Visiting Angels
- Information visit – Monona County Public Health
- Information meeting – Monona County ECI & Decat
- Information Presentation – Bronson City Council meeting
- Information Presentation – Correctionville City Council meeting
- Information Presentation – CAAA Case Management
- Information Presentation – Horn Memorial/Public Health
- Information meeting – Community Action Agency
- Information meeting – Aaron Lincoln, City Administrator Sgt Bluff & Activities Director Brent Brown
- Information meeting – Recover Health (Assisted transport service), Kevin McDonald
- Iowa Condition of the State luncheon with Governor Terry Branstad & Lt Gov Kim Reynolds
- Iowa Initiative for Sustainable Communities planning meeting
- Iowa Transportation Commission Public Input - Sioux Center, IA
- IPTA Legislative Session
- IPTA Mid-year Conference
- Local transportation provider meeting re: IME
- Legislative Forum (League of Women Voters)
- Legislative forum - Dan Huseman & Randy Feenstra
- Mobility Matters (annual)
- Passenger Transportation Summit meetings (annual)
- Planning meeting for transit collaboration for Bridgeport Business area
- Presentation – Century II apartments
- Presentation – Floyd House Family Night
- Presentation – Kingston Apts
- Presentation to care providers - Akron Mercy Medical Clinic
- Presentation to Case Management – Cherokee County Community Services

- Presentation to Staff – Burgess Hospital (Onawa)
  - Presentation to Staff – CSA&DV Reps: Courtney & Cathy
  - Presentation to Staff – Floyd Valley Hospital Community Health Dept
  - Presentation to Staff – Siouxland Community Health Center
  - Presentation – Diamond Apartments (Onawa)
  - Presentation – Center Heights Apartments (Onawa)
  - Presentation – Willow Dale Wellness Village (Battle Creek)
  - Presentation – Goodwill Industries
  - Presentation – Rotary Club (Le Mars)
  - Presentation – Retired Teachers Association
  - Presentation – Sgt Bluff Mayor's Committee
  - Presentation – Masonic High 12
  - Presentation – Girls Inc
  - Presentation – Arthur City Council
  - Presentation – Battle Creek City Council
  - Presentation – Blencoe City Council
  - Presentation – Galva City Council
  - Presentation – Holstein City Council
  - Presentation – Le Mars City Council
  - Presentation – Merrill City Council
  - Presentation – Smithland Council
  - Presentation – Turin City Council
  - Presentation – Whiting City Council
  - Presentation – Ridgewood Apartment Complex
  - Presentation – Annual Widow's Dinner
  - Site visit – Akron City Hall
  - Site visit – Bavarian Meadows (Remsen)
  - Site visits – Dunes Pain Clinic, Siouxland Urology, Dunes Eye Clinic, CNOS (Dunes office), Midlands Clinic
  - Site visit – Elmwood Care Center (Onawa)
  - Site visit – Happy Siesta
  - Site visit – Heartland Care Center (Marcus)
  - Site visit – Mapleton Heights Senior Living Center (Onawa)
  - Site visit – Marcus Clinic – Floyd Valley Family Medicine
  - Site visit – Marcus City Hall
  - Site visit – Mid-Sioux Opportunity (Remsen)
  - Site visit – Red Cross
  - Site visit – Siouxland Center for Active Generations
  - Site visit – StoneyBrooke Suites
  - Site visit – Valley Lodge Assisted Living (Correctionville)
  - Site visit – Pride Group Corporate Office
  - Siouxland Chamber Legislative Day @ Capitol
- Recurring meetings**
- Access SUX
  - CAAA Advisory Council meeting, Correctionville, IA
  - CAAA Board of Directors' Meeting
  - CAAA Older Americans Month Planning Committee
  - Cherokee Planning Council Meeting
  - Coffee with Council (Sioux City)
  - Comprehensive Strategies/Siouxland CARES meetings
  - Congregate Meal Site Visits – Akron
  - Congregate Meal Site Visits – Aurelia
  - Congregate Meal Site Visit – Centennial Manor Apts
  - Congregate Meal Site Visits – Cherokee

- Congregate Meal Site Visits – Correctionville
- Congregate Meal Site Visit – Evergreen Terrace
- Congregate Meal Site Visit – Fairmount Apartments
- Congregate Meal Site Visit – Holstein
- Congregate Meal Site Visits – Ida Grove
- Congregate Meal Site Visits –Le Mars
- Congregate Meal Site Visits –Marcus
- Congregate Meal Site Visits –Mapleton
- Congregate Meal Site Visits –Merrill
- Congregate Meal Site Visit – Remsen
- Congregate Meal Site Visits – Riverside Gardens
- Congregate Meal Site Visit – Riverside Lutheran
- Congregate Meal Site Visit – Sloan
- Congregate Meal Site Visits – Sgt Bluff
- Congregate Meal Site Visits – Ute
- Congregate Meal Site Visit – Whiting
- DEI Quarterly Meeting
- Healthy Siouxland Initiative Meeting
- Ida County Community Alliance Meeting
- Ida Co Planning Council Meeting
- IMMN Conference Calls & On-Site meetings
- Monona/Harrison/Shelby ECI Planning Council meeting, Mtg held in Logan, IA
- Monona County Economic Dev Meeting
- MPO TTC Meeting
- MPO Policy Board Meeting
- Plymouth Co Health Planning Council Meeting
- SC Disability Advisory Commission Meeting
- SCTS Advisory Board Meeting
- SIMPCO Board of Directors Meeting
- Chamber of Commerce Transportation Committee mtg
- Siouxland Coalition to End Homelessness Meeting
- SRTPA Policy Board Meeting
- SRTPA TAC Meeting
- SRTS Board of Directors Meeting
- TAG Meeting
- Tri-State Legislative Forum hosted by WITCC & SIMPCO
- Webcast - Whitehouse Conference on Aging

## II. INVENTORY AND AREA PROFILE

### 1. INVENTORY

At times, various health and human service agencies and organizations provide transportation or transportation supports to clients outside of what is available through public transit and private transportation providers. To determine vehicle inventory and potential capacity to coordinate transportation resources, the PTP process involves broad outreach to such agencies and organizations within the planning areas providing either transportation and/or health and human services. The Siouxland Mobility Survey as distributed in January 2018 served as primary means of data collection regarding current transportation supports and services as available. The online survey (see Appendix B) was used to collect information for analysis and inclusion in this Plan.

The survey was conducted from January through February 2018 for the Iowa, Nebraska, and South Dakota areas within the MPO in addition to all areas represented by the SRTPA. As many human services systems provide tri-state care, health/human service providers, private transportation providers, and related facilities from all three member states were invited to complete the survey. The survey was emailed to 281 agencies. Fifty-one (51) or 18.1% responded to the survey.

Below is a brief summary of those organizations/agencies/businesses that responded to the surveys. It is important to note that data provided may not be consistent between organizations, as interpretation of questions may vary by organization. In some circumstances, more than one response from a given organization may have been received and considered within the analysis of data. In analysis, consideration of individual response was given within the context of each response. A list of all available health/ human service agencies, transit agencies, government agencies and known private transportation providers within the SIMPCO MPO and SRTPA is provided in the Appendix. SIMPCO staff continues to seek input from all agencies located within the MPO/Regional Planning Affiliation (RPA) planning area.

## A. Responding Agencies and Organizations

Bridges West Transitional Housing – The Bridges West Transitional Housing program is a shelter serving families and individuals as they rebuild their lives offering safe and comfortable housing. Business hours for staff is varied and program participants can remain in program supported housing for up to 24 months. Residents without viable means of transportation services are provided prepaid taxi vouchers and bus passes. Bridges West currently does not own any vehicles for transportation services.

Center for Siouxland (Sioux City) – Center for Siouxland offers programs to help people increase self-sufficiency and become financially stable and stably housed. Current programs include: Bridges West Transitional Housing for homeless families and individuals, a representative payee program, consumer credit and housing counseling, VITA (Volunteer Income Tax Assistance) tax preparation and filing, and prescription medication assistance. Office hours are from 8:00 a.m. to 5:00 p.m., Monday through Friday. Residents in the Bridges West Transitional Housing Program have access to supportive services, including transportation assistance via prepaid vouchers/passes, while they are in the program.

City of Dakota City – The County seat for Dakota County, Nebraska, Dakota City offers a range of services including community development, economic development, emergency crisis assistance, government services, and recreation/fitness opportunities. The governing body is in operation Monday through Friday from 8:00 a.m. to 5:00 p.m. The City does not own any vehicles, nor does it directly contract transit services for public or program transportation services. The City has expressed interest in attaining consistently available transit services.

City of Sergeant Bluff – Located in Woodbury County, Iowa, the governing body of City of Sergeant Bluff offers a range of services including community development, economic development, recreation/fitness, senior services, utilities, police, and fire services. City offices are in operation Monday through Friday from 7:00 a.m. to 5:00 p.m. The City's Police department is in operation at all times. The City contracts with both Sioux City Transit and Siouxland Regional Transit System providing a network of

accessible routes via public transit. All Sergeant Bluff residents are eligible to use the City's public transportation services.

City of South Sioux City – Located in Dakota County, Nebraska, the governing body of City of South Sioux City offers a range of services including community development, economic development, and government services. City offices are open between Monday through Friday from 8:00 a.m. to 5:00 p.m. The governing body does not own any vehicles for transportation services. The City contracts with Sioux City Transit System and has one fixed route within the system that operates Monday through Friday from 6 a.m. to 6 p.m. Saturday service is not currently available in South Sioux City and South Sioux City Route #9 departs every hour on the half hour from the MLK, Jr. Ground Transportation Center in Sioux City.

Connections Area Agency on Aging (Sioux City office) – Affiliated with the national network of agencies on aging, Connections Area Agency on Aging (CAAA) is one of six (6) such organizations serving the state of Iowa. CAAA service area includes twenty-two (22) counties in western and southwestern Iowa with the Sioux City office overseeing all five counties within the SRTPA planning area. Hours of operation are Monday through Friday from 8:00 a.m. to 4:30 p.m. CAAA does not own vehicles for transportation services, but does provide prepaid vouchers/passes for transit provider and contracts with other transportation providers for trip reimbursement through two separate programs. Individuals who are 60 years of age and older are eligible for the agency's senior community transportation program. CAAA Sioux City also administers payments for trips through the Community Benefit Funds program made possible through Mercy community benefits programs. Funds are for one-time and transitional transportation needs for medical attention that may be urgent and may otherwise not be met.

Council on Sexual Assault and Domestic Violence – The Council on Sexual Assault and Domestic Violence (CSADV) provides support, advocacy, and a safe environment to empower adults and children who have experienced domestic violence and/or sexual assault. The CSADV's hours of operation are between Monday and Friday from 8:30 a.m. to 5:00 p.m. There is also a Domestic Violence/Sexual Assault Shelter available

that is in operation at all times. The services provided emphasize on Counseling, Emergency Crisis Assistance, and Food/Clothing. CSADV does not own vehicles for transportation services, but does provide prepaid vouchers/passes for transit provider for shelter clients.

Crittenton Center – The Crittenton Center specializes in providing services to children, individuals, and families in need. Services provided include emergency crisis assistance, home visitation for children, housing, child development, shelter for children, and home visitation for families providing parent education. The Center is in operation at all times, however some of the organization’s programs are only available during specific days and hours Monday through Friday. Transportation services is available for clients but may be limited to emergency/urgent situations.

Dakota County Veterans Service Office (Dakota City) – The Dakota County Veterans Service Office offers a range of services specializing in client transportation, counseling, disability services, education, emergency crisis assistance, food/clothing, government services, and Veteran’s services. The office is in operation Monday through Thursday from 8:00 a.m. to 4:30 p.m. and on Friday from 8:00 a.m. to noon. The office contracts with DAV to provide medical shuttle service from Mercy Medical Center in Sioux City to the VA Hospital in Sioux Falls, South Dakota. The office does not own vehicles for transportation services, but does provide mileage reimbursement and fixed amount fuel cards for Veterans when available.

Disability Employment Initiative – Disability Employment Initiative (DEI) is tasked with expanding the capacity of the workforce system to better serve job seekers with disabilities through assistance with education, training and supportive services for individuals who receive SSI and/or SSDI benefits or who self-attest to experiencing a disability. Services provided specialize in disability services, education, employment service, veterans’ services, and benefits planning. DEI is in operation from 8:30 a.m. to 4:30 p.m. on Monday/Tuesday/Thursday/Friday and from 9:00 a.m. to 4:30 p.m. on Wednesday. The DEI does not own vehicles for transportation services, but does provide prepaid vouchers/passes and bus tickets for transit provider. Individuals who have a disability are eligible for transportation supports.



Disability Rights IOWA – Disability Rights IOWA aims to defend and promote the human and legal rights of Iowans who have disabilities and mental illness. Services provided specialize in Disability and Employment Services. The organization is in operation between Monday and Friday from 8:00 a.m. to 5:00 p.m.. The organization does not own vehicles for transportation services nor contract with a transportation provider.

Floyd Valley Healthcare – The Floyd Valley Healthcare is a system of healthcare providers in and around Le Mars, Iowa with an extended network of clinics and community health providers. The Hospital includes emergency room and is in operation twenty-four (24) hours a day, seven (7) days a week. Clinic and satellite office hours vary by community. Floyd Valley Healthcare offers, among its services, home health care. Non-emergency services hours of operation are Monday – Friday from 8:00 a.m. to 4:30 p.m. Floyd Valley Healthcare does not own any vehicles for transportation services but has indicated the availability of prepaid vouchers/passes for transit and by contract to other transportation provider(s).

Gehlen Catholic School – Located in the City of Le Mars, Iowa, Gehlen Catholic School is a fully accredited system by both the State of Iowa and the Diocese of Sioux City that offers education services. The school's classes are held Monday through Friday from 8:20 a.m. to 3:20 p.m. The school does own multiple vehicles for transportation services including two buses that are at least 40' and two vans. The school collaborates with the Le Mars Community Schools for busing K-12 students. No transportation is offered to preschoolers involving trips between the school and a respective daycare provider. Students in seventh through twelfth that are located in Alton, Granville, and Hospers receive transportation from their three buildings to Gehlen Catholic, otherwise transportation is only provided for school activities.

Girl's, Inc. (Sioux City) – Girls Inc. is a program for students ages 6 – 18 after school during the regular school year and all day during summer vacation. In addition to education and recreation and fitness-focused programs, Girls, Inc. provides client transportation to program from participating schools, counseling and meals and snacks during program hours. Throughout the summer, the organization is in

operation Monday through Friday from 7:30 a.m. to 5:30 p.m. During the school year, hours of operation are after school Monday through Thursday to 7:30 p.m. and to 6:30 p.m. on Fridays. The organization does own multiple vehicles for transportation services. The organization's vehicle inventory is limited to 1 33-passenger bus and three (3) vans. Additional needs are currently being met through Sioux City School District busing and includes at least five buses that are at least 40', two buses that are between 30'-39.9', one bus between 20'-29.9'. Two of the vehicles are American With Disabilities Act (ADA) accessible as they offer wheelchair lifts/ramps and at least five of the vehicles have a Drive/Dispatch communication system. All girls who attend schools from which transportation is offered are eligible for the organization's transportation service.

Goodwill of the Great Plains – Located in Sioux City, Goodwill of the Great Plains serves as an advocate for economic self-sufficiency through employment and education. The organization focuses on providing disability services and employment services. Goodwill is in operation between Monday and Friday from 8:00 a.m. to 4:00 p.m. for office hours. However, for individual placement in community employment, hours vary by day and time depending on employer need. Goodwill does own multiple vehicles for transportation services. Varying by service and department, the vehicle inventory includes four vans and one sedan. Two of the vehicles are noted as ADA accessible with wheelchair lifts/ramps. In addition to organization-owned vehicles, Goodwill also contracts with other providers and provides employees mileage reimbursement.

The Gospel Mission (Sioux City) – The Gospel Mission offers a variety of programs and services to address the complex needs of the homeless throughout the Siouxland area including shelter. The Gospel Mission's hours of operation are 8:00 a.m. to 5:00 p.m., Monday through Friday. The organization does not own vehicles for transportation services nor contracts with a transportation provider.

Heartland Counseling Services, Inc. – Located in South Sioux City, Nebraska, Heartland Counseling Services Inc. is a community behavioral health center that serves individuals and families struggling with mental health and substance abuse.

Heartland is a tri-state provider, accepting clients from Nebraska, Iowa and South Dakota regardless of their ability to pay. Services provided by the organization include client transportation, counseling, education, emergency crisis assistance, food/clothing, community support services, recovery support services, peer support services, and day rehabilitation. Heartland is in operation between Monday and Thursday from 8:00 a.m. to 8:00 p.m. and on Fridays from 8:00 a.m. to 12:00 p.m. In addition to the regular office hours, crisis response is available at all times. Heartland does own multiple vehicles for transportation services including two vans and five (5) or more sedans. All clients of Heartland are eligible to receive transportation services, though availability is limited. Transportation supports include transport by agency-owned vehicles, prepaid vouchers/passes for transit, contracted services through other providers, Ponca Express and Medicaid transportation.

Her Health Women's Center – Located in Sioux City, Her Health Women’s Center’s services include counseling, education, emergency crisis assistance, food/clothing, and medical/dental services. The organization is in operation Monday through Thursday from 8:30 a.m. to 4:30 p.m. The organization does not provide or fund transportation services. However, Her Health Women’s Center encourages clients to take public transit.

The Heritage at Northern Hills – Located in Sioux City, the Heritage at Northern Hills offers both independent living and assisted living for the Senior Population. The Heritage offers a range of services which include Client Transportation, Food/Clothing, Housing, Medical/Dental Services, Recreation/Fitness, and Religious. With Heritage being a care facility, they are open at all times. However, Heritage’s business staff is in operation between Monday and Friday from 8:00 a.m. to 5:00 p.m. Heritage does own vehicles for transportation services. The vehicle inventory consists of one van and one 14’ bus that both have a wheelchair lift/ramp. In addition to the vehicle inventory, the Heritage offers mileage reimbursement and prepaid vouchers/passes.

Iowa Department of Human Services (DHS, Woodbury County office) – The Iowa Department of Human Services (DHS) aims to help Iowans achieve healthy, safe, stable, and self-sufficient lives through the programs and services as provided. Those services include client transportation, counseling, government services, and home visitation for children. DHS has on-call workers available at all times. Office hours are Monday through Friday from 8:00 a.m. to 4:30 p.m. DHS has multiple agency-owned vehicles for transportation for DHS contractors. The vehicle inventory includes at five (5) or more sedans. DHS child welfare clients and their family are eligible to receive the organization's transportation services as applicable to the client's eligible services. DHS also provides as available prepaid vouchers/passes, mileage reimbursement, and fixed amount fuel cards.

Iowa Legal Aid – Iowa Legal Aid (ILA) is a nonprofit organization providing critical legal assistance to eligible low-income Iowans. The organization hours of operation are Monday through Friday from 8:30 a.m. to 4:30 p.m. ILA does not own vehicles for transportation services, however, they do provide mileage reimbursement.

Iowa Vocational Rehabilitation Services (Sioux City) – The Iowa Vocational Rehabilitation Services (IVRS) office in Sioux City works for and with individuals who have disabilities to achieve their employment, independence, and economic goals. Services provided focus on counseling, disability services, employment services, and government services. IVRS is open Monday through Friday from 8:00 a.m. to 4:30 p.m. IVRS does not own vehicles for transportation services but has indicated that it provides prepaid vouchers/passes for transit provider, contract to other transportation provider, mileage reimbursement, fixed amount fuel cards or other transportation supplement.

Iowa Workforce Development (Sioux City office) – The Iowa Workforce Development (IWD) is a department within the executive branch of Iowa's State Government. The responding department within IWD's services focuses on veterans' services and is in operation between Monday and Friday from 8:00 a.m. to 4:30 p.m. IWD Veteran's Services Department does not own vehicles for transportation services but does provide prepaid vouchers/passes for transit provider(s).

Jackson Recovery Centers – Headquartered in Sioux City, Jackson Recovery Centers (JRC) is an independent, not-for-profit program that offers treatment services for adults, adolescents, and families suffering from the disease of addiction. Services provided by JRC include client transportation, community development, counseling, education, medical/dental services, and substance abuse and process addiction services. JRC is in operation at all times through residential and stabilization units. However, the organization's outpatient services is in operation from 8:00 a.m. to 8:00 p.m. JRC does own vehicles for client transportation services including two vans. JRC provides prepaid vouchers/passes for transit provider(s), mileage reimbursement, fixed amount fuel cards, and established fee-for-service rates. Patients receiving residential services from JRC are eligible for transportation.

Lawton-Bronson Community School District – Lawton-Bronson Community School District provides educational services to students K-12 in Woodbury County. The district's office and school hours are from 8:00 a.m. to 3:30 p.m. Monday through Friday. The district does own multiple vehicles for transportation services five (5) or more buses that are at least 40', two vans, one sedan, and two other vehicles; none of which are indicated as ADA. Five (5) or more of the district's vehicles include a driver/dispatch communication system. Those eligible for the district's transportation services include students. The district also provides employees mileage reimbursement.

Le Mars Community School District – The Le Mars Community School District provides educational services to students K-12 in Plymouth County. The district's school office hours are 8:15 a.m. to 3:30 p.m., Monday through Friday. The respondent indicated that the district does own vehicles for transportation services, however the vehicle inventory was not specified. In addition to agency-owned vehicles, the district indicated mileage reimbursement. Students are eligible for the district's transportation services.

Mary Elizabeth Child Care & Preschool – Located in Sioux City, Mary Elizabeth Child Care & Preschool (MECCP) is a non-profit preschool and childcare center providing quality, affordable education and childcare to needy families in Siouxland. With a

focus on offering educational services, MECCP is in operation from 6:00 a.m. to 5:45 p.m. Monday through Friday. The MECCP does not own vehicles for transportation services. However, MECCP offers prepaid vouchers/passes for transit provider.

Mary J Treglia Community House – Located in Sioux City, Mary J Treglia Community House (TCH) works towards helping families achieve self-sufficiency, and helping children learn to succeed in school and in life. Services provided by TCH include education, recreation/fitness, and legal services. Office and service hours from 9:00 a.m. to 4:30 p.m. Monday through Friday and by appointment evenings and Saturdays. TCH does not own vehicles for transportation services. However, the organization has coordinated with SRTS and Sioux City schools for camp in the past.

Mental Health Associates, LLC – Located in Sioux City, Mental Health Associates LLC (MHA) aims to provide the highest quality mental health services, with a commitment to each individual at any stage of their life. MHA's service is centered on counseling. Hours of operation are from 8:00 a.m. to 6:00 p.m. Monday through Thursday and from 8:00 a.m. to 2:00 p.m. on Friday. Survey respondent did not indicate ownership of agency vehicles for transportation services nor any means of transportation supports.

Mid-Sioux Opportunity, Inc. (Remsen) – Mid-Sioux Opportunity Inc. is a regional, non-for-profit Community Action Agency established to fight poverty at a local level by assisting low-income families in Northwest Iowa in becoming self-sufficient. The services provided by the organization include education, emergency crisis assistance, food/clothing, home visitation for children, and medical/dental services. Mid-Sioux's hours of operation at the Remsen office are from 8:00 a.m. to 4:30 p.m. Monday through Friday. The hours of operation for other offices vary depending on location. Mid-Sioux does own multiple vehicles for transportation services and contracts with a transportation provider. The vehicle inventory includes five (5) or more buses that are between 30'-39.9', five (5) or more vans, and five (5) or more sedans. At least five of the vehicles include a driver/dispatch communication system. In addition to the agency-owned vehicles, Mid-Sioux provides employees mileage reimbursement. All program participants of the organization are eligible for transportation services.

Norm Waitt, Sr. YMCA – Located in South Sioux City, Norm Waitt Sr. YMCA is a diverse, non-profit organization of men, women, and children joined together by a shared commitment of youth development, healthy living, and social responsibility. The services provided by the YMCA are open to the tri-state area and include client transportation for summer camp. The hours of operation vary by program with general access from 5:00 a.m. through 10:00 p.m., Monday through Friday and shorter hours on Saturday and Sunday. The YMCA does own multiple vehicles for transportation services and does contract with other non-profits on occasion. The vehicle inventory includes two buses that are at least 40'. All registrants of the YMCA programs are eligible for transportation services.

Northeast Nebraska Community Action Partnership (NENCAP) – The NENCAP is a private, non-profit corporation that serves an income-eligible population in a 14-county catchment area in northeast Nebraska, including Dakota County – a member of the SIMPCO MPO. Services provided by NENCAP include education, emergency crisis assistance, food/clothing, housing, senior services, and veteran services. The corporation's hours of operation are from 8:00 a.m. to 4:30 p.m., Monday through Friday. NENCAP does not provide transportation or transportation supports through its programs.

Northport Apartments – Located in North Sioux City, Northport Apartments is an ADA accessible housing complex that provides affordable senior housing. Northport's staff hours of operation are 8:00 a.m. to 5:00 p.m., Monday through Friday. Respondent indicated that no transportation is provided. However, mileage reimbursement and established fee-for-service rates was noted.

North Sioux City Senior Center – The North Sioux City Senior Center facility is a gathering place for the local senior population. The Senior Center offers a variety of services which include community development, counseling, disability services, economic development, education, emergency crisis assistance, employment service, food/clothing, government services, legal services, recreation/fitness, religious, senior services, and veteran services. The Senior Center is in operation from 9:00 a.m. to 1:30 p.m., Monday through Friday and provides meals at noon. The Senior Center is

also available for rent during the holidays and weekends. The Senior Center does not own vehicles for transportation services nor do they have transportation supports in place.

Oakleaf Property Management – Representing apartment complexes throughout Siouxland, Oakleaf Property Management has over 1,200 affordable family, senior, and disabled living rental units in fifteen (15) locations. In addition to their housing services, Oakleaf offers assistance with benefits applications and limited case management. Oakleaf office hours are 8:00 a.m. to 5:00 p.m., Monday through Friday. Oakleaf’s Resident Services include transportation assistance to qualified residents in specific locations by way of contract with a transportation providers, mileage reimbursement, established fee-for-service rates, and prepaid vouchers/passes for transit provider.

Park Place Estates (Le Mars) – Park Place Estates offers seniors a secure, supportive, and independent lifestyle through thirty (30) assisted-living rental apartments, comfortable community rooms, and various activities. Park Place’s business hours of operation are 8:00 a.m. to 4:30 p.m., Monday through Friday. Outside of regular business hours, there is always staff on the premises. Park Place does own one van for transportation services and contracts with SRTS. Park Place also offers prepaid vouchers/passes. Residents of Park Place Estates are all eligible for transportation services.

Prairie Lake Apartments, North Sioux City (Good Samaritan Society) –Prairie Lake Apartments provides affordable housing services to the senior population. Prairie Lake’s business staff is in operation 8:00 a.m. to 5:00 p.m., Monday through Friday. Prairie Lake does not provide transportation services.

Sioux City Community School District – The Sioux City Community School District offers educational services for all grade levels throughout the Sioux City area. The District’s business hours are 7:45 a.m. to 4:00 p.m., Monday through Friday. The district does own multiple vehicles for transportation services and contracts with private and public transportation providers. The vehicle inventory is not specified but contains



several buses of varying sizes and capacities. The district indicated that is also provides repaid vouchers/passes for transit. Eligible students in the district receive transportation services and/or supports. Approximately 4,700 students receive transportation to and from school amongst the district's 53 school routes each day.

Sioux City Human Rights Commission – The Sioux City Human Rights Commission provides government services that work towards preventing and eliminating discrimination throughout the community. The Commission's business hours are 8:00 a.m. to 4:30 p.m., Monday through Friday. The Commission does not provide transportation.

Siouxland District Health Department (Sioux City, Woodbury County) – The Siouxland District Health Department (SDHD) works to build a healthier community through improved access to health services, education and disease prevention. SDHD's services are centered on public health services, economic development and home visitation for children. SDHD's hours of operation are from 8:00 a.m. to 6:00 p.m. on Monday and 8:00 a.m. to 4:30 p.m., Tuesday through Friday. SDHD does own vehicles for transportation services including two (2) vans, five (5) or more sedans, and one pickup. In addition agency-owned vehicles, SDHD provides transportation support through mileage reimbursement, contracted services, and prepaid vouchers/passes for transit provider. All staff members meeting client needs and clients within programmatic guidelines are eligible for transportation services.

Women Aware – Women Aware is a non-profit organization dedicated to transforming the emotional and economic future of women and men in transition through advocacy, education, information, and referral. Services provided by Women Aware include client transportation, community development, counseling, education, employment service, legal services, and development of individual strategic action plan for clients. The organization's hours of operation are 8:30 a.m. to 4:30 p.m., Monday through Thursday and by appointment. Women Aware does not own vehicles for transportation services but does offers as available prepaid vouchers/passes or fixed amount fuel cards. Individuals eligible for transportation include those in

transition with emergency needs. Assistance is limited to a one month pass or less per client.

Woodbury County Commission of Veteran Affairs – The Commission of Veteran Affairs (VA) aims to assist Woodbury County’s Veterans and their legal dependents in obtaining and maintaining any and all Veteran benefits to which they may be entitled. VA hours of operation are 8:00 a.m. to 4:00 p.m., Monday through Friday. The VA does not own a vehicle for transportation services but works with the DAV coordinator at the VA hospital and with volunteer drivers to coordinate trips to the Sioux Falls facility. The VA offers free rides for disabled Veterans on standard bus. Veterans with appointments scheduled at the VA hospital are eligible for shuttle services.

## B. Public Transit

Included in respondents are local transit providers Siouxland Regional Transit and Sioux City Transit System. Due to the nature of operations in relation to this Plan, transit entities are covered in more detail below.

### (1) *Sioux City Transit System*

Fixed Route System – The SCTS fixed route fleet consists of twenty-eight (28) active fixed-route vehicles and twelve (12) active paratransit vehicles. The SCTS service area includes Sioux City, Iowa, a portion of Sergeant Bluff, Iowa, South Sioux City, Nebraska, and North Sioux City, South Dakota. Basic service on all fixed routes is ADA accessible. SCTS hours of operation are from 6:00 a.m. to 6:00 p.m., Monday through Friday, and Saturday from 7:00 a.m. to 6:00 p.m., with no service on Sunday or major holidays. SCTS maintains a variable fare structure for the fixed routes. Discounts are available for students, seniors (65 and over), persons with disabilities, and for children. The types of fares accepted include cash, paper token, monthly pass, or ten-ride punch card. One transfer per ride is free if used within two hours. The transfer hub is the Martin Luther King, Jr. Ground Transportation Center. Following, table I-1 shows the current fare structure:

<b>Table 1: Sioux City Transit System Fares</b>		
<b>Adult</b>	Cash Fare	\$1.80
	Monthly Pass	\$48.00
	10-Ride Punch Ticket	\$18.00
	Tokens	\$1.80 ea/\$31 for 20
<b>Youth/Student</b>	Youth Cash Fare	\$1.55
	Student 10-ride Punch Ticket	\$15.50
	Children under 5	Free ( <i>Accompanied by an adult</i> )
<b>Senior Citizen/Medicare Cardholder/Disability</b>	Cash Fare	\$0.90
	Monthly Pass	\$42.00
	10-ride Punch Ticket	\$9.00
<b>Transfer</b>	Free	

Paratransit Service – Paratransit service is ADA complementary service to SCTS fixed route. Paratransit service is for certified individuals who cannot access or safely navigate the fixed route system. Paratransit as provided by SCTS is dispatched and operated by contract with SRTS. Customers must obtain certification through an application process with SCTS. Operating as a demand-response system, reservations can be made one (1) to fourteen (14) days prior to the trip. The cash fare for paratransit is \$3.60 origin to destination per one-way trip and includes door-to-door assistance upon request. One (1) escort may travel with passenger free of charge and is in turn expected to assist the passenger as needed.

(2) Siouxland Regional Transit System

Established in 1980, SRTS is the public transit system serving Iowa DOT Region IV in northwest Iowa. SRTS is an ADA accessible demand-response service available to the general public and coverage includes the entire SRTPA planning area consisting of Cherokee, Ida, Monona, Plymouth, and Woodbury counties in Iowa. Coverage is extended by way of contracted services. SRTS is contracted with the City of Sergeant Bluff, Iowa and southern Union County, South Dakota to fill service gaps not currently filled by other transit entities. SRTS provides service throughout the entire MPO and SRTPA area and into neighboring communities through contracted services with specific medical insurance providers and voucher support programs.

Hours of service are 5:30 a.m. to 7:00 p.m. Monday through Saturday. Cost varies depending on origin and/or destination. Base fares are charged per trip at \$4.00 for curb-to-curb service and \$7.00 for door-to-door for trips that stay within city boundaries. When leaving city limits, a cost of \$0.50 per mile is assessed in addition to the base fare. The cities of Sergeant Bluff and Le Mars supplement resident fares when trips fall within specified boundaries. Trips to/from/within southern Union County are assessed a flat fee of \$5, \$10 or \$15 each way, per terms of contract.

Drivers are trained to reasonably assist passengers as needed. Assistance may include walking support or maneuvering of wheelchair. Assistance with small packages that may hinder the passenger's ability to board safely is permissible. Additional assistance should be provided by a personal care attendant. As with paratransit, One (1) escort/personal attendant may travel with passenger free of charge and is in turn expected to assist the passenger as needed.

### C. Inventory of Private Transportation Providers

A number of private transportation operators provide service in the Siouxland Area. No private transportation providers responded to the survey, however, their services as available are referenced often within the responses of organizations and agencies that provide supports through such providers. An overview of available services follows.

#### (1) *Taxi Services:*

- Action Taxi/Siouxland Taxi – cars/vans
  - Action Taxi is a cash only transportation service and does provide wheel chair accessible vehicles.
- EZ Cabs, Inc. – cars
  - EZ Cabs, Inc. has special rates on drives out of the metro area and may have set minimum amounts for drives to the outer most edges of the metro area due to driving assistance. No additional charges are made for patrons with luggage or extra passengers.

- Taxi Xpress – cars/vans
  - Taxi Express has a 200-mile radius and primarily offers services amongst the tri-state area. The transportation service has three vehicles which includes one van that is handicap accessible and two cabs. Cash only is the only available payment method.
- Lucky 5's Cab
  - Lucky 5's Cab provides primarily providers service in the Sioux City area, however local services are provided in areas that exceed 20 miles outside the City as well. The service has \$5.00 minimum rate followed by additional charges that are dependent on wait time, per mile, and destinations that are outside of Sioux City. The service offers specific rates to Airports, Bus Stations, and Amtrak in the region as well.
- Holstein Taxi Service
  - Holstein is one of the few communities who provides their own taxi service. The local taxi service operates between Monday and Friday from 8:00 a.m. to 5:00 pm. and will drive customers to any destination within City limits. The taxi service is available for a wide range of individuals including those who can no longer drive.

(2) *Limo Services:*

- Travel Plus Limo
  - Travel Plus Limo's rates vary depending on duration of trip and vehicle used. The transportation service has a variety of vehicles available which include a Sedan, Class Car, Pass Van, DAB II, Tux, Party Bus, Excur, Limobus, Trolley II, Trolley I, and one ADA accessible Trolley. Additional charges applies to trips traveling outside of Sioux City.

(3) *Charter Buses:*

- Jefferson Lines
  - Jefferson Lines's motor coaches vehicles are ADA accessible and are lift-equipped.
  - Transportation services vary depending on the length of the patron's trip but there is a 10% deposit of total charter cost or \$100 (whichever is greater) to make a reservation.

(4) *ADA Accessible Transportation Services:*

- Care-A-Van Transportation, LLC
  - Care-A-Van Transportation is an ADA Paratransit Service and a private transportation vendor that participates in Nights & Weekends Voucher Program. The program provides transportation services outside of typical transit hours to disabled individuals. The transit service charges an Ambulatory and Wheelchair one-way ride.

(5) *Rideshare*

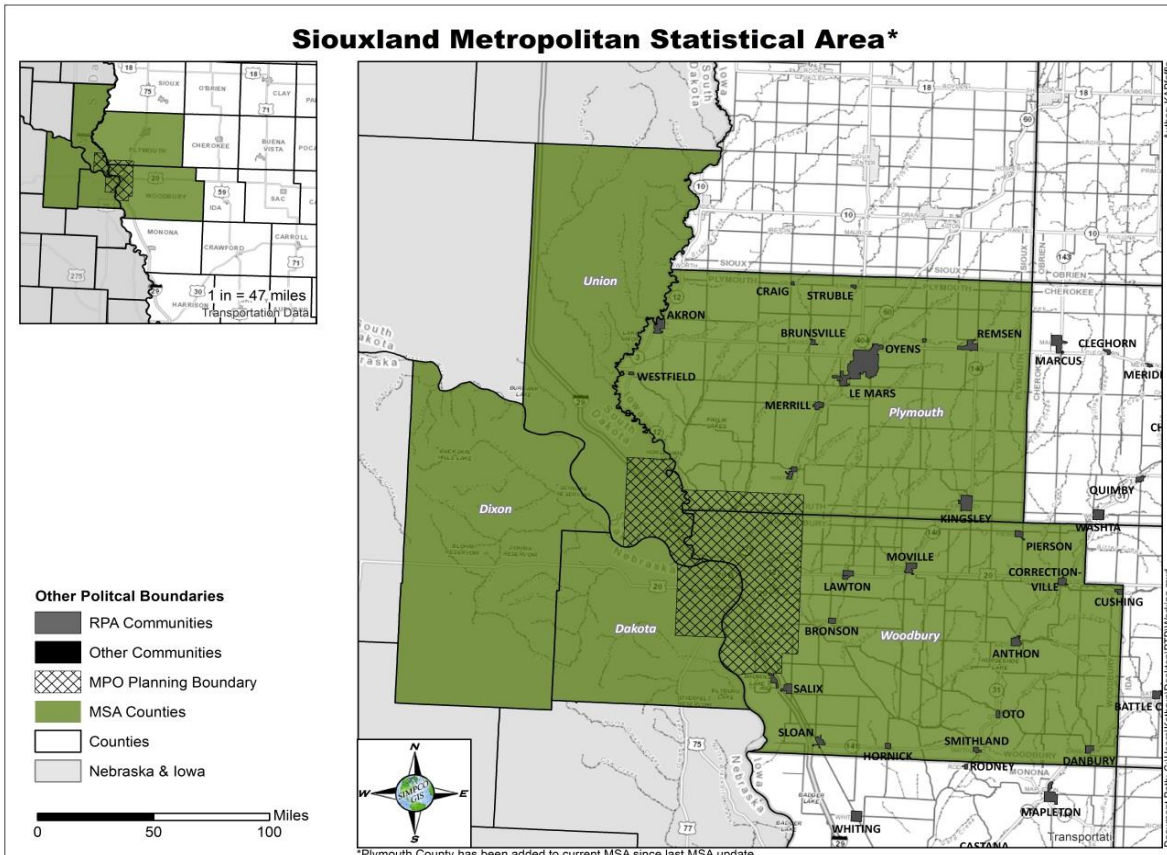
Rideshare services fluctuate in availability by location, day and time. . However, all Iowa communities are currently included among covered areas by at least one state-recognized service.

- Lyft
- Uber

## 2. AREA PROFILE

### A. Demographics

Using data from the U.S. Census Bureau, the following table shows estimates on population, income, poverty, and disability amongst the MSA and the counties within the RPA.



#### (1) Metropolitan Statistical Area

The mobility of the aging residents, persons with disabilities, and individuals and families with low-incomes continues to be a growing concern within the Metropolitan Planning Area. For much of this population segment, public transit may be the primary, if not only, mode of transportation. Coordination of the public transit system with health and human service agencies aims at improving the transportation accessibility to these targeted populations.

	MSA	SRTPA					Iowa	US
		Cherokee	Ida	Monona	Plymouth	Woodbury		
Population	168,889	11,853	7,071	9,088	24,853	102,530	3,093,526	316,515,021
Pop Change (2005-2015)	0.2%	-3.1%	-4.2%	-4.5%	-0.4%	-0.1%	1.5%	2.5%
% of Population 65+	14.2%	22.1%	21.4%	24.3%	17.5%	13.6%	15.6%	14.0%
Median Household Income	\$50,650	\$48,599	\$46,933	\$40,302	\$57,130	\$46,720	\$53,183	\$53,889
Per Capita Personal Inc (2006-2010)	\$25,066	\$27,934	\$28,398	\$24,730	\$27,991	\$23,630	\$27,950	\$28,930
% Persons with a Disability	11.5%	13.7%	12.9%	15.4%	10.3%	12.4%	11.6%	12.4%
% Families below Poverty Level	10.1%	8.2%	10.2%	9.5%	6.1%	10.8%	8.1%	11.3%
% Individuals below Poverty Level	13.0%	11.2%	11.7%	13.9%	7.8%	14.6%	12.5%	15.5%

Source: U.S. Census Bureau (Metropolitan Statistical Area/Micropolitan Statistical Area - Sioux City, IA-NE-SD) 2015 ACS Data

## (2) Regional Planning Area

Based on statistical data estimates, population is declining throughout the region. Largely rural, there are forty-nine (49) incorporated cities within the planning area, with Sioux City being the only area classified as urbanized with a population exceeding 50,000. According to the 2015 American Community Survey 5-Year Estimates, cities with a population over 5,000 people include Le Mars, and Cherokee. There are ten (10) communities that have a population between 1,000 and 4,999 persons:

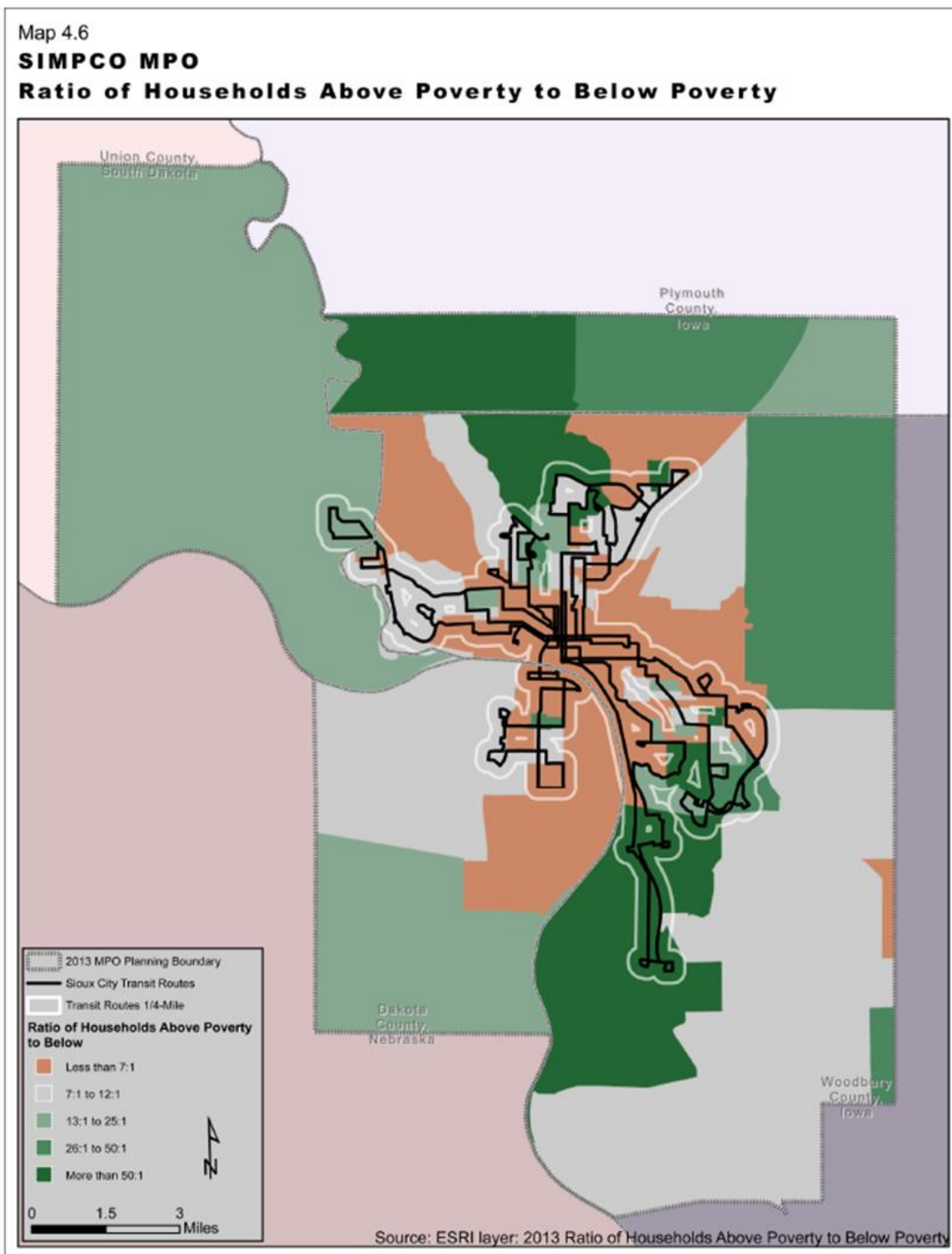
Akron (1,454)	Kingsley (1,456)	Onawa (2,921)
Aurelia (1,002)	Mapleton (1,430)	Remsen (1,878)
Holstein (1,454)	Marcus (1,309)	
Ida Grove (2,199)	Moville (1,481)	

Regarding per capita income, the MSA and Monona and Woodbury Counties had lower figures than both the state and the nation. Three (3) counties reflected comparable recorded incomes. Specifically, Iowa ranked 26<sup>th</sup> in the U.S. for per capita income in 2016. Statewide rankings for 2015 show Cherokee 2<sup>nd</sup> among Iowa's 99 counties, followed by Plymouth at 11<sup>th</sup>, Ida at 35<sup>th</sup>, Monona at 62<sup>nd</sup>, and Woodbury at 75<sup>th</sup> places respectively.

With an increasingly aging population and relatively large representation of persons with disabilities within the planning area, transportation is expected to continue as a primary barrier in accessing essential services. While specific data will not be available until completion of the 2020 Census, the region has experienced an influx of populations relocating from large transit-centered urban areas and emigrating from



areas that are otherwise not vehicle-centric. Discussion from participants in the Transportation Advisory Group have identified proximity to essential services as problematic with non-drivers and persons with disabilities regardless of income.



## B. Limited English Proficiency

### (1) *Sioux City Metropolitan Area*

Based on the most recent Limited English Proficiency Plan (LEP) implemented by Sioux City Transit, the percentages of total households where other-than-English languages are primarily spoken in the Sioux City Metropolitan Area include the following origins:

- Hispanic households: 16.4%
- Asian: 2.7% (primarily Vietnamese and Laotian)
- Non-English Language spoken in the home: 14.8%
- Foreign born: 8.2%

*Note: Percentages based on 2010 Census Data*

The Sioux City fixed routes including #9 South Sioux City, #5 Riverside, #7 Council Oaks, #2 Pierce-Jackson and #8 Indian Hills serve the densest concentrations of non-English speaking households. The neighborhoods with the highest number of non-English speaking households are found within the near North Side and West Side of Sioux City. The greatest concentration of Spanish-speaking households within the SCTS service area is in South Sioux City, Nebraska. A fixed bus stop is typically found within five (5) blocks for approximately 95% of residents within the concentrated areas as described above. Route schedules and maps are readily available in Spanish, both in print and online.

Sioux City Transit translates notices of public hearings in other languages, primarily in Spanish. Notices are posted where target populations are most likely to see them including but not limited to: the New Iowan Office in Iowa Workforce Development, grocery store bulletin boards, radio ads, churches, community centers, non-English newspapers, and the Sioux City Transit website. Notices may provide the option of oral or written translation services if notified ten or more days in advance of the event or public meeting date.

As diversity in primary languages for newer residents continues to expand, SCTS has included signage directing persons with LEP in each transit vehicle. As shown, procedures for accessing information in Spanish, Laotian, and Vietnamese directs passengers in procedure for use of the *Language Line* – the primary means of communicating response to questions from non-English speaking passengers when an interpreter is not present.

English	'If you need an interpreter, we provide free interpreter services on request to help you with your Sioux City Transit bus route questions. Please call us first so that someone who speaks your language will be available to help you. Call 712 - 279 - 6404.'
Spanish Latin America	'Si necesita un intérprete, ofrecemos servicios gratuitos de interpretación a petición para ayudarle con sus preguntas relacionadas con las rutas de los autobuses de Sioux City Transit. Por favor, llámenos primero para que alguien que hable su idioma pueda estar disponible para ayudarle. Llame al 712 - 279 - 6404.'
Laotian	'ຖ້າທ່ານຕ້ອງການລ່າມແປພາສາ, ພວກເຮົາສະໜອງບໍລິການລ່າມແປພາສາບໍ່ເສຍຄ່າໃຫ້ຕາມຄໍາຮ້ອງຂໍ ເພື່ອຊ່ວຍເຫຼືອທ່ານໃນເລື່ອງຄໍາຖາມກ່ຽວກັບເສັ້ນທາງລົດເມຜ່ານເມືອງ Sioux City. ກະລຸນາ ໂທຫາພວກເຮົາກ່ອນ ເພື່ອໃຫ້ໃຜຜູ້ໜຶ່ງທີ່ເວົ້າພາສາຂອງທ່ານກຽມພ້ອມຊ່ວຍເຫຼືອທ່ານ. ໂທຫາເບີ 712 - 279 - 6404. '
Vietnamese	'Nếu quý vị cần một người phiên dịch, chúng tôi cung cấp các dịch vụ phiên dịch miễn phí theo yêu cầu để giúp đỡ quý vị với các câu hỏi về tuyến xe buýt thuộc hệ thống Vận tải Sioux City. Vui lòng gọi cho chúng tôi trước tiên để có ai đó biết nói ngôn ngữ của quý vị sẽ sẵn sàng giúp đỡ quý vị. Hãy gọi số 712 - 279 - 6404.'

Sioux City Transit System solicits feedback directly from passengers, through public hearings, the New Iowan Center at Iowa Workforce Development, Sioux City neighborhood meetings, on-bus surveys, and requests from Human Service Agency representative(s). Since 2007, there have been no requests for additional language information about Sioux City Public Transit. The New Iowan Center indicates that the Latino and Hispanic communities are informed about public transit services and how to access them. Experience has provided that in the metro area, the majority of Spanish-speaking patrons are bilingual. Based on outreach results and negligible contact for language assistance from all sectors, Sioux City Transit believes that transit information needs within metro LEP communities are currently being met.

## (2) Regional Planning Area

SRTS reviewed the U.S. Census Bureau, 2006-2010 American Community Survey 5-Year Estimate, to determine the number of LEP persons within the Iowa regional planning area (Cherokee, Ida, Monona, Plymouth, and Woodbury Counties). Because the service area is

not identical to the geographic boundaries of the five county planning area since it excludes the metropolitan planning area, census tracts were used that corresponded to SRTS' service region. LEP is a descriptor of persons who speak English less than “very well”. Based on available data for all five counties within the regional planning area, it has been determined that 0.93 percent of the population is affected by LEP.

LEP DATA IN SRTPA PLANNING AREA	Cherokee	Ida	Monona	Plymouth	Woodbury	Total
Total Population	11,468	6,694	8,824	23,350	11,787	62,123
Speak only English	11,216	6,484	8,565	22,628	11,613	60,506
Speak another language, but speak English “very well”	143	174	193	402	127	1,039
Speak another language and speak English less than “very well”	109	36	66	320	47	578
Percent that speak another language and speak English less than “very well”	0.95%	0.54%	0.75%	1.37%	0.40%	0.93%

SRTS current language assistive services focus on providing language interpreters, as needed, for LEP populations. While need for use has not been prevalent, SRTS has access to *Language Link*, an online interpretation service. Costs for these services are not well defined because these services are not used on a regular basis. The consideration of bilingual capabilities for dispatchers is considered in the interview process and as such, is part of the operational costs. Currently, little staff time has been associated with providing language assistance.

The American Community Survey data shows that only 0.93 percent of the regional planning area population serviced by SRTS is LEP persons. SRTS staff has not received any requests for information to be translated into additional languages or for additional written or oral language services. SRTS has not been notified that existing language assistance services need to be made more widely available.

### 3 . E S S E N T I A L   C O M M U N I T Y   S E R V I C E S

#### A. Metropolitan Planning Organization

The Sioux City Metropolitan Planning Area serves as a regional commercial and medical hub to Siouxland. The Sioux City Metropolitan Area provides numerous restaurants, post offices, banks, retail stores, elderly care facilities, long-term care facilities, daycares, schools, hospitals, and non-profit organizations which are expected in a metropolitan area.

Even with all the essential services and medical care facilities located within the metropolitan area, transportation for the aging, persons with disabilities, and lower income individuals and families can still prove challenging. Due to the size and the geographical layout encompassing the three states of the metropolitan area, those individuals who are transit dependent or have no independent means of transportation may find it nearly impossible to access essential services or medical facilities even when they are located within the metropolitan area.

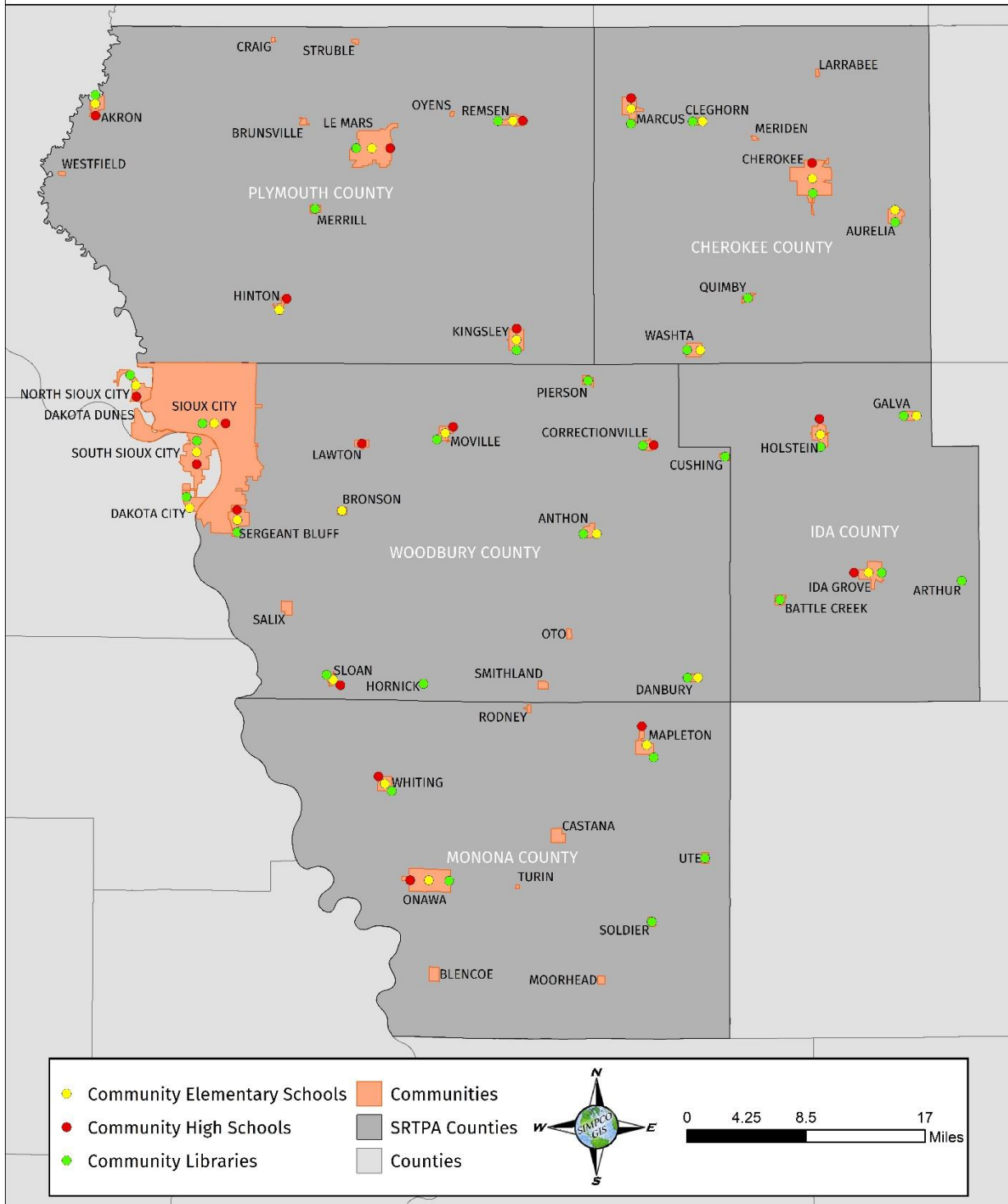
#### B. Regional Planning Area

The Siouland Regional Planning Association contains numerous small towns in which only a few contain the essential services and medical care needed for residents. Banks, grocery stores, pharmacies, hospitals, and medical clinics are mostly located in the larger towns such as Le Mars, Cherokee, Ida Grove, and Onawa. Residents living in small communities must travel to either a county seat or the Sioux City Metropolitan Area to access essential services and/or medical care facilities. Furthermore, Veteran Affairs services are limited to Sioux City, Dakota Dunes, South Dakota, and Sioux Falls, South Dakota potentially causing further complication to accessing eligible benefits for veterans in the region. Available transportation services for the residents of smaller communities to travel to locations of essential services and medical care is becoming increasingly imperative.

Maps II-1 to II-4 reflect the locations of medical services and the locations of essential community services within the region make it evident that these services are not available in most of the very small towns but are clustered in the larger, service-oriented population centers.

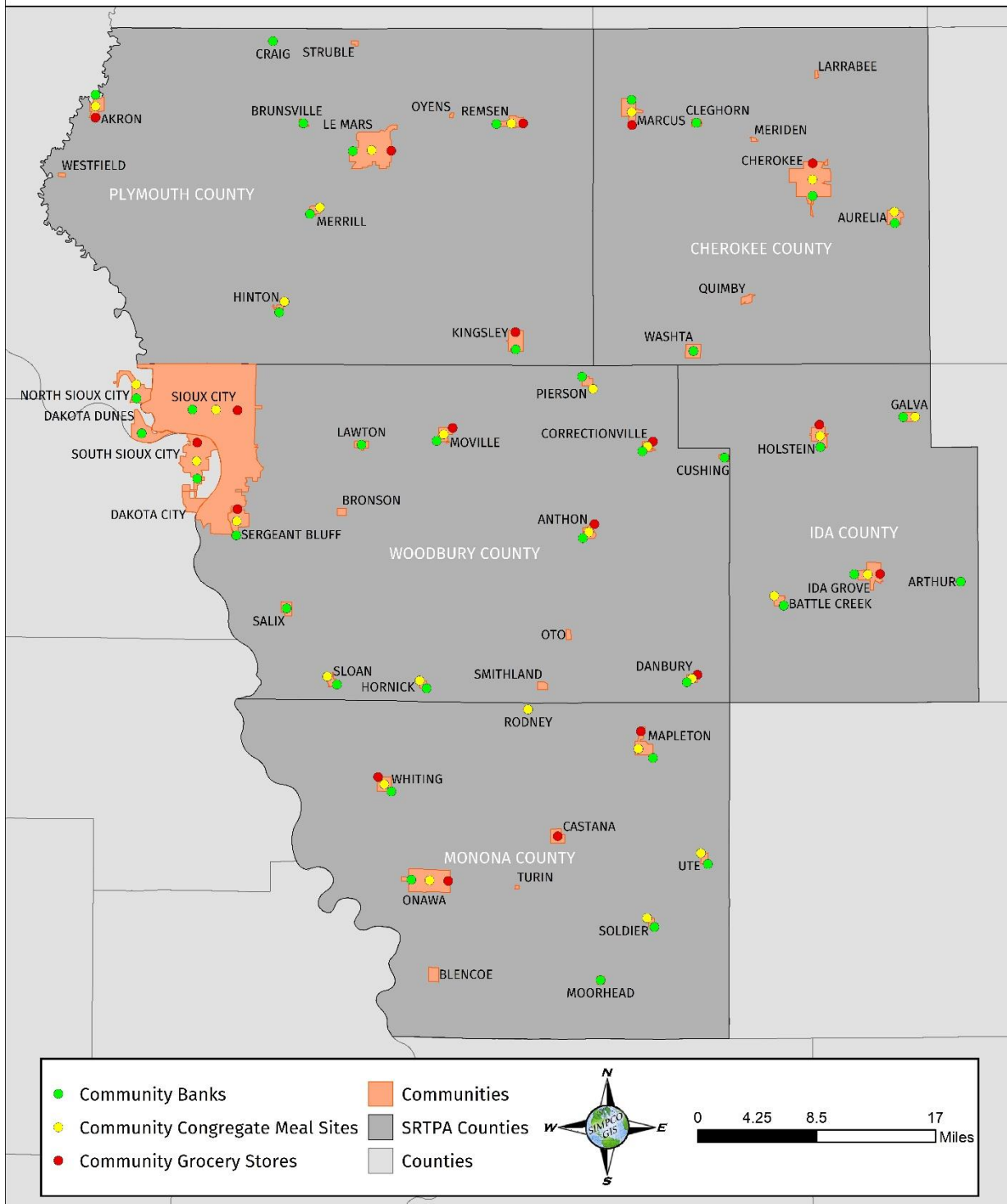
MAP II - 1

# Educational Facility Service Areas

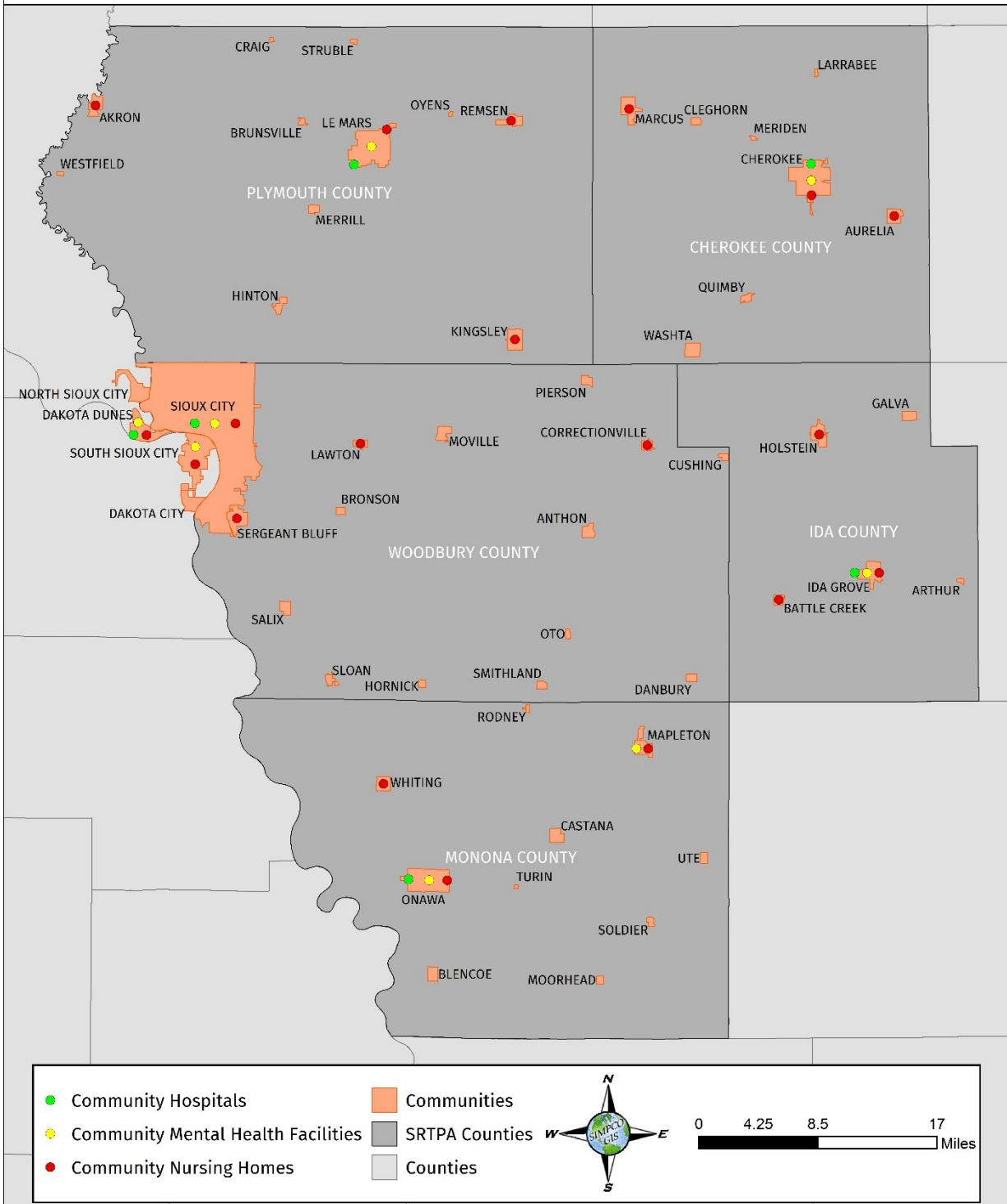


MAP II - 2

# Food / Convenience Store Facility Service Areas

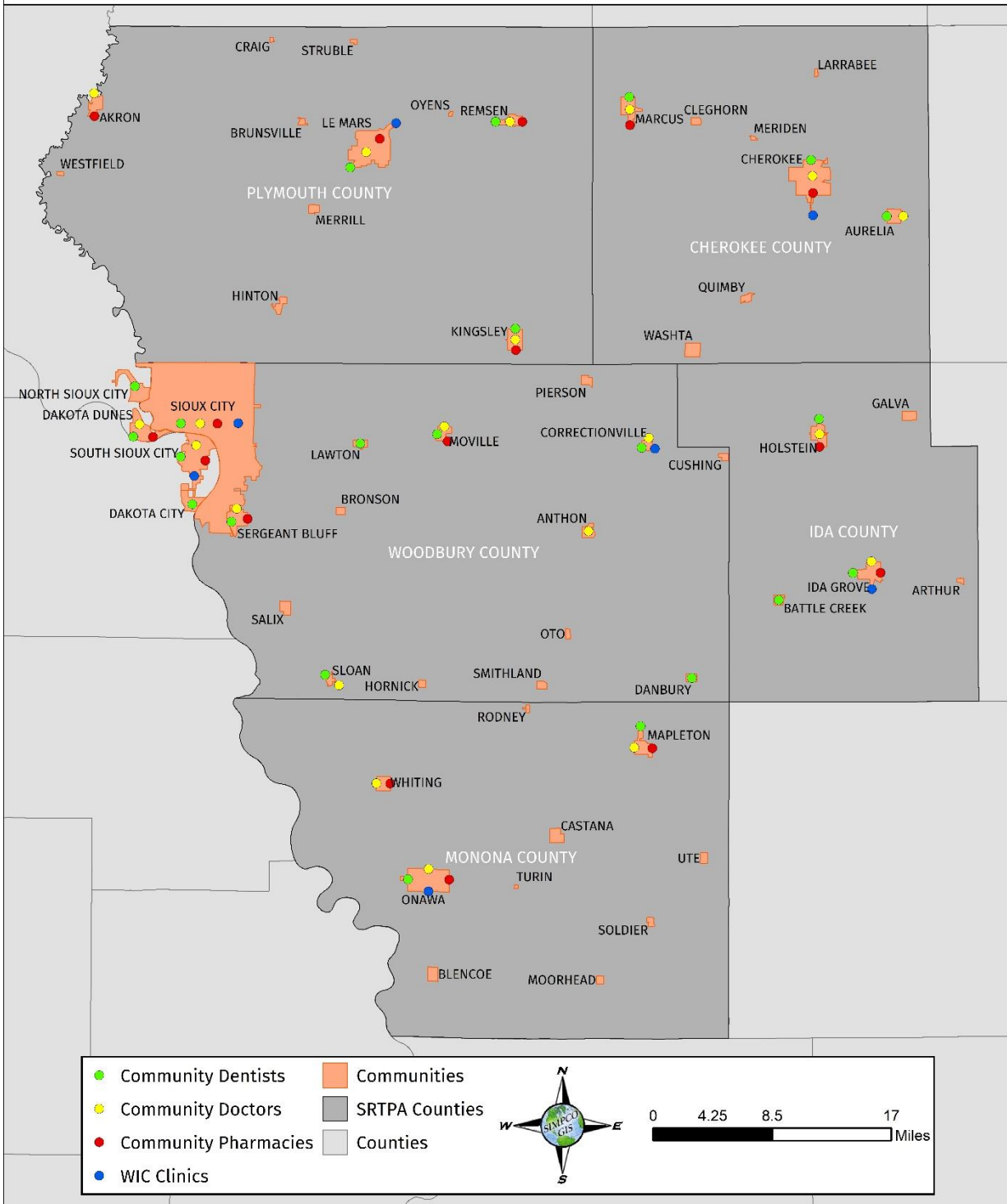


# Healthcare Facility Service Areas





# Health Services Facility Service Areas



### III. COORDINATION ISSUES

#### 1. SERVICE, MANAGEMENT, FLEET AND FACILITY NEEDS

##### A. Service Needs

###### (1) *Sioux City Transit System:*

The basic Sioux City Transit System (SCTS) fixed route service is largely unchanged since implementation of fixed stop locations in 2010. Headways remain one hour for completion of a full route. On average about 50 fixed bus stops line each route with the Martin Luther King, Jr. Ground Transportation Center (MLK Ctr) serving as the central hub and bus transfer point. Fare structure is unchanged since July 1, 2010. Operational hours are from 6:00 a.m. to 6:00 PM Monday through Friday and 7 a.m. to 6 p.m. on Saturday. Operating budgets have remained stagnant despite the increased maintenance costs for vehicles that have exceeded their useful life designations. Even with formulas emphasizing rural services, bus replacement capital is not consistently available. Iowa DOT has been successful occasionally with competitive capital grant awards for rural system bus replacements, attaining additional funds for statewide distribution. However, demand still exceeds available funds. A positive side effect is the upward movement of SCTS buses on the PTMS Funding list – an age and use based formula that prioritizes replacement schedules. Previous interest in alternative fuels and advanced technology has been sidelined in the interest of maintaining an aging stock to meet customer demand. The flexibility to evaluate technical efficiencies, to experiment with service alternatives, and to employ technology improvements is significantly constrained by the lack of funding.

Changes within the Iowa Medicaid Enterprise waiver programs, and the outsourcing of Medicaid management to private sector Managed Care Organizations (MCO) has doubled demand for paratransit rides. With that increase, contractual demand/response expense rose upward by \$500,000 in a single year. The trend is neither supportable nor desired. Increasingly, taxpayers foot the bill for this sector's mobility needs as MCO's diminish Medicaid services to achieve their return on investment. SCTS must determine whether to tighten eligibility to existing stringent guidelines, adhere to only a strict ¾ mile distance from the fixed routes, and/or take over the demand/response operation internally.

Service considerations as potential resolution to existing transportation barriers have not varied greatly in recent years. As noted within survey responses and TAG meetings, the following alternatives are recommended for inclusion in planning discussion.

- a. Collaboration with employers to accommodate shift work for those employed during non-traditional work hours
- b. Expansion of service hours to accommodate social and other quality of life activity at least once per week and periodically to accommodate special events
- c. Enhanced partnerships with private transportation providers including but not limited to taxis, Uber/Lyft operators, private organizational transportation providers
- d. Connector routes that operate on the perimeters of the SCTS service area to shorten some commute options
- e. Formal study performed for local interests to determine route activity and potential for improved effectiveness of route system
- f. Support community planning efforts to improve walkability, thereby making existing stops more accessible
- g. Further evaluate under-served areas such as those along Lewis Boulevard and Highway 75 throughout the metro region
- h. Study impact of School Route enhancements and impact on regular route use/effectiveness
- i. Communication of service variations due to special events, construction and school routes
- j. Establish simplified program allowing private investment in shelters and benches at more bus stops
- k. Public education about bus stop signage and related parking and property maintenance
- l. Enhanced signage connecting users (and potential users) to more information – phone number, website links and/or QR code linking to route and schedule information as potential for information to correlate to local attractions and amenities
- m. Remain open to technological advances as equipment is replaced.

New and expanded transit services are planned to accommodate businesses locating on the outer edges of the City's urbanized areas. Identifying efficient work commuting modes to transport employees to and from these businesses continues to be a need for the community. Building financial partnerships with regional businesses is essential for adding these types of expanded mobility services.

Internal focus for SCTS remains on effective communication systems and security. While major technology implementations for better efficiency are precluded presently by demand/response expenses, it is important to note that existing communication using the VHF two-way radio system is not always reliable. Investment in a UHF system or a cell-phone system is desirable. Membership in the reliable 800 MHz Woodbury County and City System (STARCOMM) continues to be denied. The Safety Vision security camera system in every vehicle is working well; however, facility security must be addressed onsite at the Transit Garage as soon as possible. A security system is essential not only for the safety of buses and drivers, but also to assist in investigation of accidents and incidents, and for liability loss prevention. Iowa DOT assisted urban systems to acquire GTFS capability through one state-wide contractor, Trillium. GPS-enabled location of SCTS buses now are available using Google Maps for passenger and has the potential to be an essential tool in trip planning. Desired components in technology not yet available in the system include an electronic fare collection system, automatic passenger-stop announcements and counters, and mobile data units that capture statistics for planning analysis of passenger miles traveled (PMT) and data used for mandatory NTD reporting.

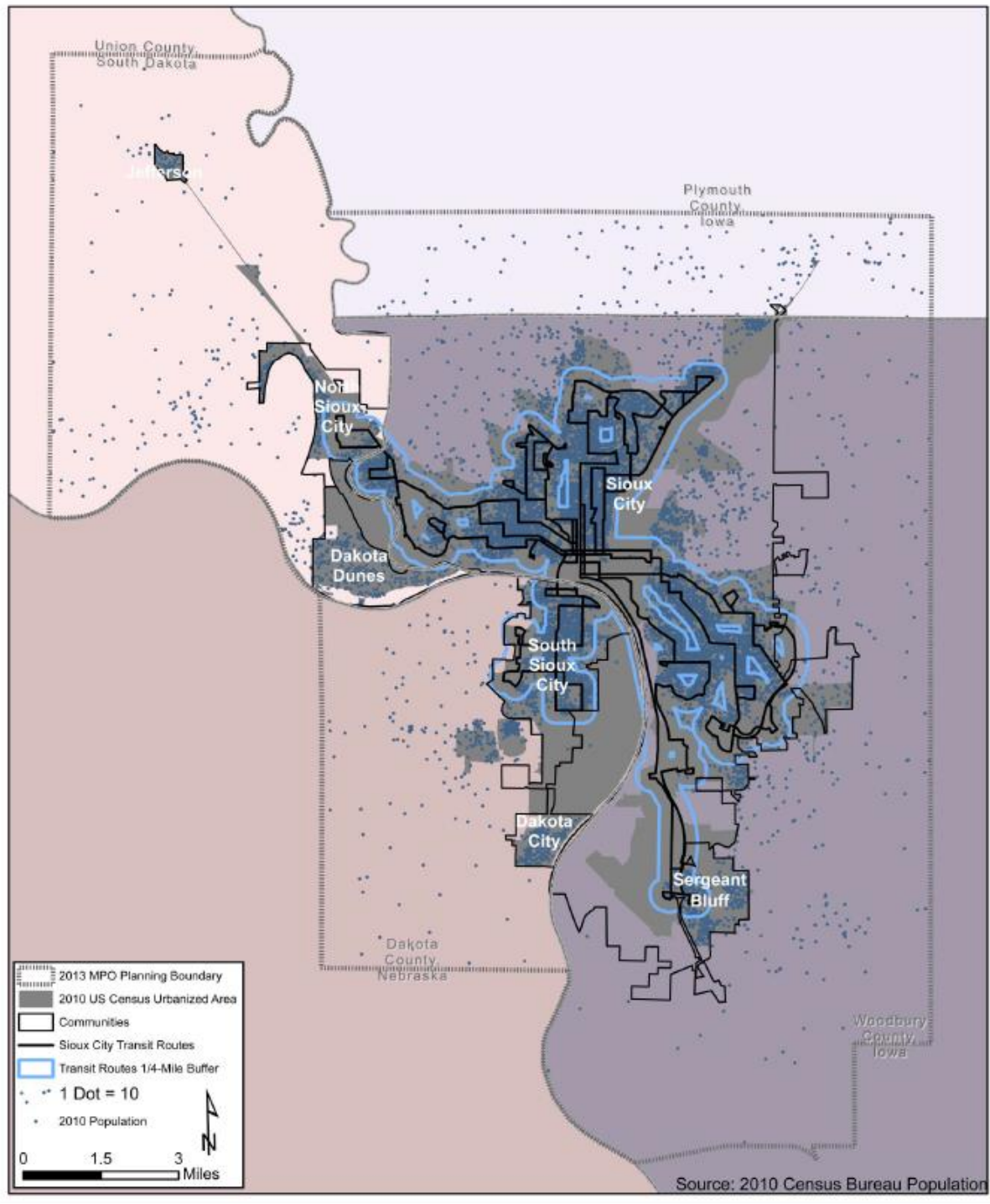
As emphasized through this Plan, demand for mobility services, especially for aging residents, persons with disabilities, and lower income populations continues to increase. A significant challenge is to educate the public at large about available transportation options and programs that may help pay for them. Absence of night and weekend services create a circular pattern of frustration when individuals are not able to attain meaningful work with living wages because they cannot afford personal transportation, which is only intensified when public transit is not available. Enhanced collaboration and coordination with private transportation services, businesses, and healthcare institutions continue to be critical addressing unmet needs.

Map 4.1

### SIMPCO MPO

### Transit Routes and 1/4-Mile Walking Buffer

There are 10 transit routes that run through the MPO planning area. The route coverage seems to be adequate, when comparing the population density, to the routes, and the routes' 1/4-mile buffer around the routes, which indicates the walkable distance to and from the route.



## (2) *Siouxland Regional Transit System*

Similar in operation of the SCTS paratransit network, SRTS is a demand-response system available to the general public in its service area. Trips must be scheduled at minimum by the end of business the day before the desired trip and no more than two (2) weeks in advance. Service is open to all residents with advance scheduling being the only prerequisite. SRTS provides origin to destination trips on ADA vehicles with door-to-door assistance available. Instead of being limited to the boundaries of an existing fixed route, SRTS service is available to residents within the SRTPA planning area and to clients of establishments/facilities/organizations within the planning area. SRTS works with SCTS and other regional transit entities to eliminate duplication of services. A unique characteristic to regional service is the impact of contracted services that may unavoidably cross between designated service areas. Such potential for shared coverage areas further emphasizes the need for ongoing collaboration and communication between transportation providers, healthcare providers and caseworkers to ensure fiscally responsible use of the tax dollars often used to fund state and federal assist programs. Any misinterpretation of services may lead to further depletion of available transit dollars.

Some key advances have taken place since the previous PTP. SRTS has integrated tablets as the primary means of scheduling, tracking passenger movement, and enhancing communication between dispatch and drivers. Tablets are equipped with Bluetooth technology enabling hands-free communication with drivers even while they may be assisting passengers. Drivers are prohibited from calling while driving, however, they now have the ability to receive notifications of passenger pickups and schedule changes so they know to follow up when they are parked and it is safe to do so.

Tablets serve as record of activity and are used to tabulate collected fares and means of payment, and notes specific to passenger needs. Drivers have GPS enabled mapping on the tablets to assist in identifying safe travel routes especially in the event of construction or unplanned road closures due to weather or accidents.

Automated scheduling and electronic fare collection options have not yet been realized within SRTS operations. The limitations of cash fares include inconvenience to the customer, security for customers and drivers (as known or expected to have cash on hand), and unpredictable expenses related to service charges of returned checks and non-

payment of the original fare when checks are not honored. Implementation of automated scheduling would reduce time allocated to seeking available time slots for requested rides and simplify customer communications. Newer to the SRTS system is an automated reminder call made to passengers the day before each scheduled trip. The automated system states the time the ride is scheduled to pick up clients, effectively notifying them of adjusted time schedules as may be needed. Customers do have the option to be removed from the auto call list based on personal preference.

Education of services available experienced temporary reprieve upon installment of the Mobility Manager position in 2012 through the close of 2016. Outreach improved system awareness in extended areas and established a means of communicating unmet needs due to transportation barriers. Unfortunately, lack of local funding and state support once again interfered with progress. SRTS would benefit greatly from the incorporation of mobility management into its staff and dispatch responsibilities at minimum. However, a greater of emphasis on the concept of mobility management as part of social services and healthcare would create a lasting and innately funded means of maintaining awareness of available transportation systems.

## B. Management Needs

### (1) *Sioux City Transit System:*

An enhanced role for the inclusion of Public Transit in the physical design of new City developments and public street improvements could improve safety, access and transit service. Inclusion of transit turn-outs and safe bus stop sites for existing and new development should be a default criterion.

Long-term reliable and predictable funding sources for bus replacement could ensure a fleet of safe and efficient public transit buses with a reduction in maintenance costs. Public participation by users, by regional human service agencies, and political jurisdictions is necessary for comprehensive understanding of future transit needs and pursuing priorities. More effort is needed in educating elected officials regarding the role that public transportation plays in community-wide health, safety, quality of life, and economic development. In doing so, projects including these benefits are more likely recognized as responsible use of local tax dollars. Transit planning, when backed with

reliable data and stakeholder support, significantly improves potential best scope of services. While investment in an automated fare system generates significant expenses for implementation, the efficiencies and data that result from the investment are key to working toward a more sustainable system – a system that results in a more efficient deployment of assets and maximization of overall function.

As discussed previously, one option faced by SCTS is the internalization of operations (as opposed to contracting with an outside provider). Should SCTS take over the operations of paratransit, computer aided dispatch and enterprise management software would be essential. If ridership holds at current levels, expansion vans will be needed, as will additional drivers, dispatch staff, and management personnel. Significant cost/benefit analysis is required, along with an assessment of the impact of state and national politics. Continued discordance among legislative representation has resulted in delayed allocation of dedicated funds as well as formulaic changes. In Iowa, the ever-changing application of Iowa Medicaid Enterprise benefits is affecting change in waiver rules and related transportation provisions. Ensuring capacity for rides and reliability will continue to be a challenge when facing extreme fluctuations in funding allocations and respective uses.

Public and private collaboration efforts to leverage and secure new funding sources is critical. In part, effective marketing of transit services is necessary in new modes and approaches. Delegating the management of advertising to a national third-party vendor could increase revenues, and improve the public's perception of the SCTS agency.

## *(2) Siouxland Regional Transit System*

Consistent with public transit operations in rural and urban areas, SRTS faces fiscal support issues as identified with SCTS management needs – especially in terms of consistent and reliable funding, greater public participation, and support from elected officials. SRTS would benefit greatly from addition of staff person(s) dedicated to the analysis of collected data and application of that data to planning a sustainable system. Unfortunately, that requires an investment of funds that are not currently available.

Having implemented software to facilitate driver/route scheduling, SRTS would further the benefit of its GPS technology by enabling up-to-date in-transit information to the



passenger rather than solely to dispatch. Customer interaction with in-time information may contribute to reduced wait times while passengers currently wait until the bus is at the door, and increasing route capacity. SRTS continually works towards improving marketing, presentation and meeting attendance and other ways to publicize services as staff time allows.

### C. Existing Fleet Needs

#### (1) *Sioux City Transit System:*

An important challenge is maintenance of the existing fixed route fleet. In 2018, more than half (59%) of buses are past the useful life basis (ULB) of fourteen (14) years. The correlation between vehicle age and expense is significant. With no control over petroleum fuel costs, a transition to hybrid-electric and battery-electric technology is well worth consideration. All-Electric public transit buses contribute to the reduction, and ultimate elimination of related health and environmental hazards. They run quieter and are less prone to mechanical problems. Even with a decreased operation cost per mile over diesel buses, the purchase cost in excess of \$800,000 and the scheduled payback as measured in terms of the number of years of useful life presently precludes the City from committing to the transition.

#### (2) *Siouxland Regional Transit System:*

SRTS has received funding to replace twelve (12) buses in the past three years. SRTS has 50 buses with 38 buses (76%) of the fleet that currently exceed the federal guidelines for replacement. Due to the age and miles of the buses that exceed the federal replacement threshold, annual operating costs for bus maintenance have risen drastically. SRTS funding included purchase of four (4) additional buses in 2018, and with another nine (9) planned for 2019. It is important to note that purchases of new buses is a continuous step in the right direction, the fleet at the close of FY 2019 will still fall sort of designation of "state of good repair" as the established standard.

## D. Facility Needs

### (1) *Sioux City Transit:*

The Transit Maintenance and Storage Facility will be 40 years old in 2019. With no plan to build a new facility, functionality such as indoor bus storage, lighting, security, and utility expense will require retrofitting. To revitalize the building, a new roof, HVAC system, and replacement of the bus wash equipment took place. Additional worn-out or inefficient systems such as lighting, plumbing, insulation, ADA accessibility to rest rooms, and replacement concrete is being addressed in the next four years. Removal of buried fuel tanks and installation of a new fueling station with above ground fuel storage has been approved for 2019. An LED lighting retrofit is planned throughout, along with a new digital security camera system.

The Martin Luther King Jr. Ground Transportation Center (MLK) requires scheduled structural maintenance that includes resurfacing concrete driveways, ceilings, and walls in addition to concrete sealing and joint caulking. An on-going project is coordinated and budgeted using Walker Consulting Engineers out of Minneapolis. An LED lighting retrofit implemented in 2015 saves 50% of the former utility expense. The payback, or net zero of the installation expenses should be achieved in 2022. Planned commercial heat pump unit replacements are scheduled through 2020 (phased with two (2) or three (3) replacements per year). Carpet squares have been replaced in three office areas and in one elevator. Painting and spackling are necessary in many elevator areas.

### (2) *Siouxland Regional Transit System:*

Lacking a dedicated structure to store vehicles away from the effects of inclement weather, SRTS has long been in need of a main facility that combines dispatch and management offices, inside vehicle parking, and maintenance stalls at a central location in Woodbury County and satellite facilities for inside storage of buses in Cherokee, Ida, Monona and Plymouth Counties. SRTS has ambitiously pursued funds to resolve facility needs and received notification in December 2018 that SRTS is being awarded funds through a national competitive process. SRTS is in the process of securing a location and developing plans for implementing the project.

## 2. STATUS OF PREVIOUSLY RECOMMENDED PRIORITIES AND STRATEGIES

The last full update of the PTP included a set of recommended priorities and strategies based on the unmet transportation needs identified at TAG meetings through the early part of 2014 and feedback from surveys as submitted for the previous Passenger Transportation Plan. The following provides an update on the status of those projects as proposed.

- A. Continue to support capital needs of coordinated human service/public transportation providers including providing safe and reliable transportation services to clients.

The on-going support of the PTP is tied directly to the maintenance, and at times expansion of the capital infrastructure in the MPO and SRTPA planning area. Before the MPO and SRTPA can think about strategies for improving mobility for aging lowans, persons living with disabilities and lower income individuals and families, it must first ensure that the foundation of services are in place – requiring a sufficient capital network. Maintaining a basic capital infrastructure via vehicle replacement, vehicle rehabilitation, and vehicle equipment improvements serve as primary means of expenditures ensuring successful levels of assistance.

Projects addressing capital expenditures that address unmet need/barriers within this priority address: affordability, accessibility for all users, and compliance with all local, state and federal guidelines pertaining to public transportation.

- (1) *Capital expense to support the expansion of existing fleet to meet the special needs of older adults, people with disabilities and people of lower incomes.*

SCTS and SRTS continue to meet stringent procedural practices to enable subsidized rides for their respective patrons.

- (2) *Capital expenses to replace aging fleet in order to reduce inefficiencies associated with ongoing maintenance.*

Vehicle replacement is an ongoing effort for both systems and is limited based on available government funds as well as budget restraints experienced by

communities contributing local funds to transit services. When purchase of a new bus has not been possible, SCTS has negotiated purchases of "newer used" buses to stabilize its fleet. Purchase of buses used in less severe climates have significantly reduced maintenance needs in order remain operable. The enables transit to restore funding bases to for future purchases of fully new equipment. While not ideal, a newer-used bus meets immediate needs and demonstrates responsible allocation of available funds.

*(3) Capital needs to support the coordination programs among transportation providers, human service agencies and employers providing transportation.*

Financial decisions are based on patron needs and demonstrated use of both transit systems. By active participation with TAG, transit directors maintain an open line of communication to determine new and recurring needs and are able to re-prioritize based on the events/activities expressed in TAG discussion.

*(4) Capital/Operating needs to support the creation of fixed route systems in smaller communities.*

Implementation of fixed route systems in smaller communities remains a consideration for SRTS. In recent evaluations of system usage and routine rides, there has not been sufficient data to support such implementation of a fixed route within served communities as this time.

TAG, SCTS and SRTS will continue to seek eligibility for funding supports through an extensive range of non-government grant programs in addition to Federal programs under sections 5307, 5310, 5311 and 5339, Iowa Clean Air Attainment Program (ICAAP), Surface Transportation Block Grant Program (STBG), Bus and Bus Facilities formula grants – Section 5339.

**B. Build coordination among existing public transportation and human service transportation providers.**

Great strides have taken place in furthering the coordination of transportation between service provider and transportation networks through TAG and the 2012 hiring of a Mobility Manager. Reductions in ongoing funding resources resulted in the elimination

of the mobility management position in December of 2016. However, lines of communication established through the Mobility Manager, have continued to contribute to facilitated conversations between human services providers and the transportation and mobility needs of their program participants.

*(1) Continue to organize and hold TAG committee meetings finding ways to keep people involved and get more agencies involved*

TAG facilitators continue to make available the information of collaborating transportation providers and programs supporting their respective services. Links to both public transit systems and private providers as available, are provided when meeting minutes are distributed to the expansive TAG network. Updates are routinely provided as available regarding services, service changes, support programs and partnering opportunities. SIMPCO emphasizes impact of TAG regarding transportation needs in respective services areas as opportunity arises in the context of all project conversations.

*(2) Continue to find funding for the Mobility Manager whose goal is to provide greater access to funding, create a more cost-effective use of resources, reduce duplication and overlap in human service agency transportation services; fill service gaps within the community & geographic service area; serve additional individuals within existing budgets; and provide centralized professional management of existing resources.*

In 2014, an executive decision was made to bring the Mobility Manager over to SIMPCO/SRTS offices, releasing Connections Area Agency on Aging of their agreement to house and provide local match for the mobility management position. SRTS attained the responsibility of providing local match and over the course of 2014 and 2015, significant changes in the structure of SIMPCO and SRTS operations impacted all positions, including that of Mobility Manager. As stated previously, funds for maintaining a mobility management position ceased to be reliably available. Time dedicated to mobility management, in direct relation to fund availability, decreased progressively throughout the year and the position was eliminated in December of 2016. In an effort to continue availability of services

resources to customers, SRTS dispatch has been trained to include service options for individuals whose needs cannot be immediately met through SRTS regional coverage, contracted services, paratransit or the fixed route systems. As SRTS is contracted with the City of Sioux City to dispatch and implement paratransit service, it serves as an ideal point of contact for communication of alternate services as available.

C. Build awareness of the existing public transportation systems through education and marketing.

In addition to coordinating actual services, TAG has emphasized the necessity of outreach and information sharing to ensure persons with limited mobility, their families and caregivers, and others are aware of the transportation services available in both the MPO and SRTPA planning areas. Several of the projects previously proposed for implementation were reliant on the availability of a full-time Mobility Manager and the lack of progress on some of these elements is due in a great part to the absence of dedicated personnel to complete necessary tasks in developing a given program or project. Measures made to satisfy the intent of these proposed goals are as follows.

(1) *TAG Newsletter.*

A TAG Newsletter has not been created. However, minutes routinely include contact information for new and/or discussed resources. The TAG contact list is regularly used in the relaying of links to projects, programs, trainings, and success stories related to issues as discussed in meetings. Ideally, communications will continue to provide information as would otherwise be content in a newsletter.

(2) *Survey agencies to see what they know about transit.*

Currently, SCTS issues patron surveys annually in conjunction with Morningside College's Day of Service. Students spend one full day administering customer surveys throughout the fixed route system. SCTS reviews responses as means of determining level of satisfaction of system users. Additional surveys are administered to human services providers and transportation providers through several other regional and local planning projects including but not limited to comprehensive plans, strategic economic development, this PTP, the Long Range

Transportation Plan and similar planning documents. A means of surveying agencies to gauge their respective awareness of transit and other available transportation options has not been implemented outside the Mobility Survey as distributed for the public input portion of this Plan.

*(3) Set up a Transit/Senior Ambassador Program/Buddy Program.*

SCTS has not implemented an ambassador program or formal buddy system at this time. However, agencies that provide living skills training for persons with disabilities and their families are given some relief from associated fare costs incurred during the training process. If coordinated with the SCTS administrative office, program staff may accompany passengers as a trainer and fares may be waived for training purposes.

*(4) Continue TAG meetings centered around education/training of the existing transportation system. Including group discussions and an open forum between health/human service agencies and transit agencies.*

TAG meetings have maintained, and will continue to maintain, opportunity for discussion of transportation barriers and respective solutions where available. Meetings include an allocated time frame for facilitated round table discussion. Transportation Training Days are scheduled intermittently based on new membership and/or discussion of interest in such opportunities. Transportation Training Day enables human services agents to personally experience transit and gain familiarity with the functions of the corresponding facilities, vehicles and equipment. Private transportation providers are invited to participate in these scheduled events.

*(5) Continue to fund a Mobility Manager that will provide greater access to funding, create a more cost-effective use of resources, reduce duplication and overlap in human service agency transportation services; fill service gaps within the community & geographic service area; serve additional individuals within existing budgets; and provide centralized professional management of existing resources.*

As the mobility management position is no longer in place, TAG facilitators have made an effort to continue coordination efforts by making information on available services known to TAG participants. Expansions on facilitating access to information is an ongoing goal of TAG.

- D. Expand the availability of demand-response, and specialized transportation services, for older adults, people with disabilities, and people with lower incomes.

While the areas of the MPO and SRTPA region are served by public transit include ADA-required paratransit services, SCTS service is not available after 6 p.m. on weekdays, and not at all on Sundays or Holidays. Although Regional Transit hours of operation are slightly longer to accommodate distance trips, the same restrictions for late evenings, Sundays and Holidays are in place. In addition, for many areas there are limited transportation options to access needed community services and/or employment locations. The expansion of current-demand response service, and specialized transportation operation in the MPO and SRTPA area is a logical strategy for improving mobility for target populations yet not necessarily practical. While this strategy would meet multiple unmet needs and issues while taking advantage of existing amenities, operating costs (driver salaries, fuel, vehicle maintenance, etc.) significantly impact the practicality of such expansions of service. Particularly in regard to expanded hours of service for both systems and consideration of same-day services through paratransit and SRTS, initial analysis of cost far exceeds expected benefit of additional services.

Of possible solutions, the expansion of public-private partnerships holds the greatest potential for success. Further analysis of best practices in similar communities and is a reasonable consideration for goals recommended based on the findings contributing to this PTP. The more attention given to opportunities that do not rely on Federal and State funding, the better the chances of implementation of expanded services.

- (1) *Expanded demand-response service beyond ADA-required service at needed times.*

While not directly meeting full needs of transportation availability for employment and social engagements that enhance quality of life, both transit systems have



strived to maintain schedules that meet the essential needs of again lowans, persons living with disabilities, and individuals and families with lower incomes including access to services and necessary and routine medical care.

SCTS Board of Directors has continued to seek and apply funding to the *New Freedom Nights & Weekends Voucher Program*. Through this program, persons certified for paratransit can purchase vouchers for \$7.00 for use with specified private transportation vendors for rides when transit is not in service. Rides must be within the paratransit service area.

*(2) Expand demand-response and specialized transportation services to medical facilities.*

Some necessary medical treatment is attained only through facilities outside of the service areas covered by SRTS and SCTS. While able to accommodate some out of area trips, SRTS services are typically tightly scheduled with low occurrence of driver availability to accommodate day-trips that intersect other public transit serviced areas. When possible, SRTS will coordinate distance trips which may or may not include additional transit and/or private transportation systems.

Through TAG, support program options are shared regularly. One such program that supports non-routine medical trips is funded through Mercy Medical Center Community Benefits dollars. Connections Area Agency on Aging oversees the allocation of funds to support one-time, urgent and/or transitional transportation for medical purposes. Funds can be used for a bus pass, regional transit fare, or even airline tickets for access to a specialist. Referrals are provided through Mercy's case management team and a network of local transportation providers when clients are not able to afford transportation for necessary medical attention.

Expansion for ongoing accommodation of out-of-area trips is not likely with current conditions contributing to restriction on and of driver availability, vehicle availability, and hours of service.

- E. Lower the overall cost of public transportation and increase the efficiency of public transportation by utilizing the most current technology available.

The cost of transportation continues to be an area of concern among TAG participants. Utilizing Intelligent Transportation Systems (ITS) and other new technology can improve the efficiency of transit system, which may over time, contribute to an overall lower cost to passengers.

- (1) *Utilize ITS for fare collection, passenger counts, and other data collection.*

While still an ongoing consideration, electronic fare collection systems have not been considered as a fiscally feasible option at this time. As technology improves and becomes more standardized over time, MPO and SRTPA service providers will continue to consider options in light of potential of funds that may be attributed to such projects.

- (2) *Provide the latest in technology on buses and on public transit property in terms of security.*

SCTS and SRTS are equipped with security cameras that serve as protections for service providers as well as passengers. Functionality of the implemented systems is incorporated into routine equipment checks as well as scheduled maintenance. Addition of Bluetooth-enabled communication via tablets is also a means of security for SRTS system users as well as drivers. No longer reliant on antiquated radio technology, drivers are able to communicate with dispatch without disruption to functions of the job. Tablet communications are also a means of maintaining customer privacy as paper logs are no longer necessary in the completion of scheduling and completing trips. Dispatch is able to provide real-time arrival data to passenger awaiting pick up or discharge of passengers needing assistance. This minimizes exposure to inclement weather as well as other conditions that may potentially prove unsafe.

SRTS has negotiated terms of vehicle storage to be consistent to that of paratransit vehicles for its vehicles serving in the MPO area. Terms were defined based on the need to secure vehicles while not in service, need for secured location for personal vehicles while performing their jobs, and to better accommodate the number of

vehicles in the SRTS fleet. Measures taken are intended to be an interim solution while SRTS considers options for a new facility that will house its vehicles and staff at one main location and ultimately at satellite facilities in extended areas.

*(3) Continue to fund the Mobility Manager that would provide greater access to funding, create a more cost-effective use of resources, reduce duplication and overlap in human service agency transportation services; fill service gaps within the community & geographic service area; serve additional individuals within existing budgets; and provide centralized professional management of existing resources*

Available human resources within SRTS dispatch have been cross-trained to ease the transition away from mobility management as a standalone service. Efforts are continuing to facilitate discussion of coordination of services with the intent to eliminate transportation-centered barriers to services.

### 3 . C O O R D I N A T I O N   I S S U E S   U P D A T E S

#### A. Previous Coordination Projects

*(1) Sioux City Transit System and Sioux City Community Schools*

Sioux City Transit System continues to provide dedicated school tripper routes supplementing the fixed route. School tripper routes run in the morning and afternoon to absorb the additional flow of passengers at the start and end of the school day. While tripper routes include minimal diversion from the fixed route, they remain open to general public.

**Project Status:** Continued Coordination.

*(2) Sioux City Transit System and New Perspectives, Inc.*

SCTS provides three (3) fixed route vehicles (open to general public) twice per day, in the morning and afternoon, Monday through Friday for the transportation provision of New Perspective clients to and from NPI facilities. All SCTS vehicles are ADA compliant and accessible and all New Perspectives clients are ADA passengers.

**Project Status:** Continued Coordination.

(3) *Sioux City Transit System and New Freedoms Program Support Funds (Various Agencies)*

Carryover funding, as leftover from previous designation to JARC and New Freedom Projects, became available immediately following the completion of the previous plan. SCTS applied for the budgeted amounts as in previous years at \$4,375. SCTS plans to continue the Nights & Weekends Program for each fiscal year from FY2015 through FY2019 and beyond within an annual budget amount of \$4,300 to \$4,800.

**Project Status:** Coordination continues but not through Federal or State funding. State and Federally programmed funds that were previously attributed to this program are no longer available in any format. The *New Freedom Nights & Weekends Voucher Program* is still made possible through the dedication of an active Transit Advisory Board. Through fundraisers, requests for donations, and grants, SCTS has been able to continue funding vouchered rides. Currently, vouchers are \$7.00 and can be used through three private transportation vendors.

(4) *Siouxland Regional Transit System and Sioux City Transit System*

SRTS, through a contract with SCTS, dispatches paratransit service to residents living within  $\frac{3}{4}$  mile of the SCTS Fixed Route service area. Customers must obtain certification through an application process with SCTS. SCTS continues to include services for the aging and persons with disabilities within their annual consolidated application for funding.

**Project Status:** Coordination continues.

B. Current Coordination Projects

(1) *Sioux City Transit System and Sioux City Community Schools*

Sioux City Transit System renewed school tripper routes with the school system. School Tripper routes are existing fixed routes open to the general public that run on a different headway (an extra bus running at a different time with slight deviations to serve school buildings) in the morning and afternoon for students during the academic year. Minimal route deviations allow students to be dropped off and picked up at selected community elementary, middle, and high schools. Future growth in

enrollments coupled with new consolidated school locations may open new opportunities for additional school tripper services.

(2) *Sioux City Transit System and New Perspectives, Inc.*

SCTS provides three (3) fixed route vehicles twice per day, in the morning and afternoon, Monday through Friday for the transportation provision of New Perspective Inc. clients to and from their life skills training centers and workplaces. All SCTS vehicles are ADA compliant. All New Perspectives Inc. clients are certified ADA passengers.

(3) *Sioux City Transit System and New Freedom Nights & Weekends Voucher Program (Various Agencies)*

*New Freedom Nights & Weekends Voucher Program* uses a voucher system to discount the cost of private-provider rides within the paratransit service area for rides outside of SCTS hours of operation. Three private sector transportation vendors agree to provide demand/response origin to destination services after 6:00 PM and on Sundays. The full cost of each ride given is invoiced to SCTS. The current voucher cost is \$7.00 for both ambulatory and wheelchair-accessible rides. Originally funded under New Freedom grant funds enhancing access for disabled and aging individuals, private donations have enabled its continuation and reduced the cost for participation.

(4) *Siouxland Regional Transit System and Sioux City Transit System*

Siouxland Regional Transit System (SRTS) continues its role as the paratransit contractor. Paratransit demand-response service is an FTA required complementary service to the SCTS fixed route system for individuals with disabilities that preventing safe navigation using the fixed route system. The operational time frame and service areas are specific to the fixed route schedule.

#### 4. PUBLIC INPUT RECEIVED CONCERNING NEEDS AND / OR COORDINATION ISSUES

Through regularly scheduled meetings and communications of services available, TAG is constantly re-evaluating transportation barriers and potential solutions regarding personal mobility – particularly for aging lowans, persons with disabilities, and low-income populations within the Sioux City metropolitan and SRTPA planning areas. Documented concerns from TAG meetings, previous Mobility Manager activity were considered in the development of the Siouxland Mobility Survey distributed in early 2018. Following is an overview of needs and coordination issues as identified through the survey.

##### A. Transportation needs throughout the SIMPCO and SRTPA planning area:

- Affordable transportation
- Expanded schedule of availability
- Availability of non-emergency medical transportation to and from local facilities
- Service expansion to more areas
- Availability of non-emergency medical transportation to and from facilities outside of immediate area
- Information on what is available

##### B. Transportation barriers identified:

- Limited resources of transportation provider
- Demand greater than services available
- Limited or no funding for internal transportation program
- Too many disconnects between districts and agencies
- Riders and or transportation providers have inflexible schedules
- Access to information on what is available

##### C. When asked to identify public transportation and their relative merit, survey respondents indicated the following as having either a significant impact or highly significant impact:

- Improved coordination with community needs

- Ensured accessibility for all passengers at all times
- Combining of resources to fill in gaps
- Increased efforts to attain federal funding
- Re-evaluation of current transit routes
- One-stop information resource
- Enhanced transit technology such as: electronic fare card, real-time schedules, GPS, Wi-Fi
- Education/marketing of services
- Newer/better public transit vehicles

D. Other comments and input on transportation/coordination needs in Sioux City Metropolitan area: (Responses are from Siouxland Mobility Survey Question 20)

- Focus is largely on South Dakota and Iowa. I would like to see some efforts to improve access on the Nebraska side of the Metropolitan State Area.
- Need for bus stops in the North Sioux City area.
- No government funds to pay for bus passes and/or gas cards to help clients get to appointments/access area services/programs.
- There are Veterans who will need transportation to the new VA clinic. There is currently no program for this, will be worse when they are in the Dunes.
- Transportation for Vets in Tri State area to Mercy Medical for connection with DAV van to Sioux Falls, South Dakota.
- Need buses to run on weekends and later at night/early in the morning.
- Important for Sergeant Bluff to maintain access to transportation using both Sioux City Transit and SRTS.
- Transit needs to evolve to meet the needs of growing younger generation that does not drive. For example, having electronic trolley/bus that can provide limited services on popular routes to the downtown area.

E. Comments regarding transportation/coordination in Woodbury, Plymouth, Monona, Ida or Cherokee counties: (Responses are from Siouxland Mobility Survey Q21)

- It is needed in the outreach areas as they do not have the transportation needed.
- No funding to access non-medical services/programs.

- Would be nice to contact and get a service within hours and not have to have 24 hour notice doesn't work for the ER. Would also love 24 hours service.
- More rural no emergency transportation is needed as well as transportation to medical appointment for folks who do qualify for free or discounted rides. Rural rides are too costly for most people.

F. Comments regarding transportation/coordination in Dakota County, Nebraska: (Responses are from Siouxland Mobility Survey Q22)

- Limited coverage does not cover Dakota City.

G. Comments regarding transportation/coordination in southern Union County, South Dakota: (Responses are from Siouxland Mobility Survey Q23)

- Please build a pedestrian bridge from North Sioux City golf course to Riverside.
- If there are improvements in transportation in Union County please keep in mind the bordering town of Akron Iowa identifies with South Dakota and many residents shop and doctor in South Dakota.
- Interested in information.
- Needed.
- Limited coverage area.



## IV. PRIORITIES AND STRATEGIES

### 1. PRIORITIES

Based on the unmet transportation needs identified at TAG meetings and 2017 survey responses, priorities and strategies have been developed to address unmet needs of transit agencies and respective local jurisdictions. Through the examination of essential services and medical care facilities, as well as recognized gaps in current services, the following priorities to in the SIMPCO MPO and SRTPA planning areas have been identified:

- A. Continue to support capital needs of coordinated human service/public transportation providers including providing safe and reliable transportation services to clients.
- B. Enhance coordination among existing public transportation and human service transportation providers.
- C. Build awareness of the existing public transportation systems through education and marketing.
- D. Expand the availability of demand-response, and specialized transportation services, for aging lowans, persons living with disabilities, and lower income individuals and families.
- E. Lower the overall cost of public transportation and increase the efficiency of public transportation by maximizing operation efficiency and through application of current technology.

Listed below is each of the priorities in greater detail, including the unmet need/issue addressed, potential funding sources, and potential projects. It is important to note that this list of projects is not comprehensive, and other projects that meet the priority and address the unmet need or issue will also be considered.

- A. Continue to support capital needs of coordinated human service/public transportation providers including providing safe and reliable transportation services to clients.

The on-going support of the PTP is tied directly to the maintenance, and at times expansion of the capital infrastructure in the MPO and SRTPA planning area. Before the MPO and SRTPA can think about strategies for improving mobility for older adults, people with disabilities and people with lower incomes, it must ensure that the foundation of services are in place which requires a sufficient capital network.

Maintaining a basic capital infrastructure via vehicle replacement, vehicle rehabilitation, vehicle equipment improvements, and new vehicles would be the primary expense to ensure a successful level of assistance.

(1) *Unmet need/barrier this priority could address:*

- Affordable transportation
- Accessible vehicles for people with physical limitations or disabilities
- State and Federal regulation
- Lack of appropriate modes (i.e. wheelchair accommodation)
- Demand greater than services available
- The cost of fuel
- Continued replacement/improvement of public transit fleet

(2) *Potential Projects:*

- Capital expense to support the expansion of existing fleet to meet the special needs of older adults, people with disabilities and people of lower incomes.
- Capital expenses to replace aging fleet which is inefficient, unreliable and unsafe
- Capital needs to support the coordination programs among transportation providers, human service agencies and employers providing transportation.
- Capital/Operating needs to support the creation of fixed route systems in smaller communities.

(3) *Possible Funding Sources:*

- Urbanized Area Formula Program – Section 5307
- Enhanced Mobility of Senior and Individuals with Disabilities – Section 5310
- Non-urbanized Area Formula Program – Section 5311
- Iowa Clean Air Attainment Program (ICAAP)
- Surface Transportation Block Grant Program (STBG)
- Bus and Bus Facilities formula grants – Section 5339

B. Enhance coordination among existing public transportation and human service transportation providers.

Since the development of the TAG in 2006, the SIMPCO and SRTPA planning area have been striving to building coordination among existing public transportation and human service transportation providers. While great strides have been taken, including the contributions from the Mobility Manager between 2012 and 2016, work is still necessary to further improve coordination. There exists an ongoing need for improved coordination between public transit providers and agencies that provide services for older adults, people with disabilities and lower income individuals and families.

(1) *Unmet need/barrier this priority could address:*

- Information on available transportation options
- Affordable transportation
- Service expansion to more areas
- Expanded schedule of availability
- Coordination between agencies
- Accessible vehicles for people with physical limitations or disabilities
- Availability of non-emergency medical transportation to/from local facilities and to/from facilities outside of the immediate area.
- Limited resources of transportation providers
- Too many disconnects between districts/agencies
- Limited or no funding for internal transportation programs
- Lack of appropriate modes (i.e. wheelchair accommodation)
- Demand greater than services available
- No service available at origin/destination address
- Riders and/or transportation providers have inflexible schedules
- The cost of fuel
- Education/marketing services
- One-stop information resource
- Increased efforts to attain federal funding
- Improved coordination with community needs

- Combining of resources to fill gaps
- Ensured accessibility of all passengers at all times

(2) *Potential Projects:*

- Continue to organize and hold TAG committee meetings finding ways to keep people involved and get more agencies involved

(3) *Possible Funding Sources:*

- Urbanized Area Formula Program – Section 5307
- Enhanced Mobility of Senior and Individuals with Disabilities – Section 5310
- Formula Grants for Rural Areas – Section 5311

C. Build awareness of the existing public transportation systems through education and marketing.

In addition to the coordinating actual services, greater emphasis can be placed on outreach and information sharing to ensure people with limited mobility, their family, agency staff and others are aware of the transportation services available in both the MPO and SRTPA planning areas.

(1) *Unmet need/barrier this priority could address:*

- Information on available transportation options
- Coordination between agencies
- Accessible vehicles for people with physical limitations or disabilities
- Availability of non-emergency medical transportation to/from local facilities and to/from facilities outside of the immediate area.
- Too many disconnects between districts/agencies
- Limited or no funding for internal transportation programs
- Lack of appropriate modes (i.e. wheelchair accommodation)
- Demand greater than services available
- No service available at origin/destination address
- Riders and/or transportation providers have inflexible schedules

- Education/marketing services
- One-stop information resource
- Improved coordination with community needs
- Combining of resources to fill gaps
- Ensured accessibility of all passengers at all times

(2) *Potential Projects:*

- TAG Newsletter
- Survey agencies to see what they know about transit
- Set up a Transit/Senior Ambassador Program/Buddy Program
- Continue TAG meetings centered around education/training of the existing transportation system. Including group discussions and an open forum between health/human service agencies and transit agencies.

(3) *Possible Funding Sources:*

- Urbanized Area Formula Program – Section 5307
- Enhanced Mobility of Senior and Individuals with Disabilities – Section 5310
- Surface Transportation Block Grant Program (STBG)

D. Expand the availability of demand-response, and specialized transportation services, for aging lowans, persons living with disabilities, and lower income individuals and families.

While the areas of the MPO and SRTPA region are served by public transit include ADA-required paratransit services, service is not available at night or on Sundays. In addition, in some areas there are limited transportation options to access needed community services or employment locations. The expansion of current-demand response service, and specialized transportation operation in the MPO and SRTPA area is a logical strategy for improving mobility for older adults, people with disabilities and people with lower incomes. This strategy would meet multiple unmet needs and issues while taking advantage of existing organizational structures. Operating costs (driver salaries, fuel, vehicle maintenance, etc.) would be the primary expense for expanding demand-response service, through additional vehicles may be necessary for providing

expanded same-day and door-to-door transportation services. SCTS is further tasked with connecting with additional vendors that are equipped to transport persons using wheelchairs. Currently, only one private vendor is able to do so and their hours of operation cease at 9:00 p.m., limiting access to local activities that continue past 10:00 p.m. for most events.

(1) *Unmet need/barrier this priority could address:*

- Affordable transportation
- Service expansion to more areas
- Expanded schedule of availability
- Coordination between agencies
- Accessible vehicles for people with physical limitations or disabilities
- Availability of non-emergency medical transportation to/from local facilities and to/from facilities outside of the immediate area.
- Limited or no funding for internal transportation programs
- Lack of appropriate modes (i.e. wheelchair accommodation)
- Demand greater than services available
- No service available at origin/destination address

(2) *Potential Projects:*

- Expand-demand response service beyond ADA-required service are at needed times.
- Expand demand –response and specialized transportation services to medical facilities.

(3) *Possible Funding Sources:*

- Urbanized Area Formula Program – Section 5307
- Enhanced Mobility of Senior and Individuals with Disabilities – Section 5310

- E. Lower the overall cost of public transportation and increase the efficiency of public transportation by maximizing operation efficiency and through application of current technology.

The cost of transportation continues to be an area of concern when talking to health/human service providers. Utilizing Intelligent Transportation Systems (ITS) and other new technology can improve the efficiency of transit system which can overall lower the cost to riders.

(1) *Unmet need/barrier this priority could address:*

- Information on available transportation options
- Affordable transportation
- Too many disconnects between districts/agencies
- Demand greater than services available
- The cost of fuel

(2) *Potential Projects:*

- Utilize ITS for fare collection, passenger counts, and other data collection
- Provide the latest in technology on buses and on public transit property in terms of security

(3) *Possible Funding Sources:*

- Urbanized Area Formula Program – Section 5307
- Enhanced Mobility of Senior and Individuals with Disabilities – Section 5310
- Formula for Rural Areas – Section 5311
- Bus and Bus Facilities formula grants – Section 5339

## 2 . P R O P O S E D P R O J E C T S

### A. Sioux City Transit System

(1) *Section 5310 FY 2018-2022*

**Project Title/Description:** *New Freedom Nights & Weekends Voucher Program.* Enhanced ADA Services by way of affordable accessible transportation with extended hours by way of private transportation vendors on nights and weekends.

**Justification:** This project expands access for persons with disabilities impacting independent mobility and elderly passengers that currently are certified for paratransit service. A \$7.00 discounted voucher is purchased for access to ADA transportation when paratransit service is not otherwise available; specifically, nights and weekends. The project meets standards above and beyond what is required through ADA compliance measures with the intention of enhancing quality of life for program participants.

**Total Project Cost/Funding Source/Year:** \$22,000/5310, 5307, & local funds/FY2018-2022

**Updates:** SCTS has amended its use of Section 5310 funding. Iowa DOT OPT was notified of the following amended uses of Section 5310:

- Rolling Stock and related activities. Up to 55% may be used for capital expense.
- Public Transportation Projects that exceed requirements of the ADA. SCTS will provide ADA paratransit service in South Sioux City, Nebraska (SSC) on Saturday. There is no fixed route service for Route #9 South Sioux City on Saturday. Therefore, provision of paratransit services on Saturday for the specified area is above and beyond that regulated through ADA legislation. SCTS will also use Section 5310 toward the Nights & Weekends Voucher Program.
- Bus Stop improvements for ADA access compliance, especially those in IDOT right-of-way.



(2) *Sergeant Bluff one-mile diversion from #6 Airport Fixed Route*

**Project Title/Description:** SGT. Bluff Route Extension

**Justification:** City of Sgt. Bluff funding sustains a one-mile extension of the #6 Airport Fixed Route. Public Transit access supports valuable economic activity and employment for the City which directly and exclusively supports the annual cost. The project benefits the community by ensuring mobility options to and from Sioux City.

**Total Project Cost/Funding Source/Year:** \$22,500/ Sgt. Bluff / FY 2018 & 2019.

**Updates:** SCTS Route #6 – Airport extension to Sergeant Bluff, Iowa. SCTS plans to continue the route diversion program each fiscal year from present through FY2019 and beyond subject to the City of Sergeant Bluff's continued direct financial support.

(3) Transit Garage Rehabilitation

- Replacement & upgrade of the Security Camera System to digital with more camera sites – all interior and exterior fixtures.
- Renovation and improvement of mechanic's locker room and restroom.
- Renovation, ADA compliance, and improvement of four public restrooms.
- LED lighting retrofit for all exterior and interior lighting – roughly 150 fixtures.
- Removal of buried fuel tanks in conjunction with the installation of a new fuel station with above ground storage fuel tank at the north end of the property.
- Complete replacement of concrete parking lot around the facility, including removal of islands, curbs, and other impediments.
- Expansion of the storage area of the facility for additional six to ten buses.
- Repair and replacement of exterior metal doors, door jams, and frames.
- Replacement and upgrade of backup generator.

- Repair, retrofit, and improvement of overhead entry doors and weatherization materials around the door jams. Replacement of door openers, with additional safety features with automatic door closures.
- Replacement of exhaust system for mechanic's bay areas.

(4) Technology Expansion and Integration

- Automatic stop enunciator for all fixed route bus stops.
- Smart Phone & electronic fare card system.
- Expansion of Internet based transit information through GTFS technology.
- Automatic Vehicle Locator (AVL) & Computer Aided Dispatch (CAD) technology.
- Electronic information signs (interior and exterior).
- Electronic signs / video advertising for the interior of the transit bus.

B. Siouxland Regional Transit System (SRTS)

(1) Section 5339 (Buses and Bus Facilities Grant Program) FY 2018-2019 & FY 2021-2022

**Project Title/Description:** Building Facilities including one primary building and three satellite facilities.

**Justification:** Siouxland Regional Transit System buses are currently stored outside at the City of Sioux City Central Maintenance Garage, or at designated outside locations throughout the counties. Due to extreme weather conditions in Iowa, the buses are exposed to elements twenty-four hours a day causing additional maintenance, reducing the overall life of the vehicle and thus increasing the overall cost of transit operations. New building facilities for SRTS would allow buses to park and be maintained onsite and in an indoor location, therefore lowering the maintenance costs and extending the life of the vehicle. In addition, a new facility would allow for a central location for drivers, dispatchers, and SRTS administrative staff to work including training/conference rooms. SRTS received a US DOT "BUILD" grant for \$7,000,000 for a primary facility in December, 2018. Construction should be completed in 2021. Additional funding will be required for satellite facilities out in the service area.

**Total Project Cost/Funding Source/Year:** \$8,500,000/Section 5339/FY 2018-2019 = \$7,000,000 & FY 2021-2022 = \$1,500,000

## V. FUNDING

### 1. FEDERAL FUNDING \*

\*source: [www.fta.dot.gov](http://www.fta.dot.gov) & [www.iowa.dot.gov](http://www.iowa.dot.gov)

#### A. Metropolitan & Statewide Planning and Non-Metropolitan Transportation Planning (Section 5303, 5304, 5305)

These programs provide funding and procedural requirements for multimodal transportation planning in metropolitan areas and States that is cooperative, continuous, and comprehensive in long-range plans and short-range programs of transportation priorities. The planning programs are jointly administered by FTA and FHWA, which also provides additional funding.

#### B. Urbanized Area Formula Program (Section 5307)

Section 5307 funds are available to urbanized areas (population 50,000 or more) to support public transportation. Funding is distributed by formula based on the level of transit service provision, population and other factors. Activities eligible under the Job Access Reverse Commute (JARC) (5316) are now eligible under the 5307 program. This includes projects/programs which focus on providing services to low-income individuals to access jobs. This includes operating assistance with a 50 percent local match for job access and reverse commute activities. In addition, the urbanized area formula for distributing funds now includes the number of low-income individuals as a factor. There is no floor or ceiling on the amount of funds that can be spent on job access commute activities. In addition, FAST Act expanded the eligibility for using 5307 funds for operating expenses. Transit systems in urbanized areas over 200,000 can use 5307 funds for operating expenses if they operate no more than 100 buses. Systems operating between 76 – 100 buses in fixed route service during peak service hours may use up to 50 percent of their “attributable share” of funding for operating expenses. System operating 75 or fewer buses in fixed-route service during peak hours may use up to 75 percent of their “attributed share” of funding for operating expenses.

### C. Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310)

The 5310 program provides formula funding to increase the mobility of seniors and persons with disabilities. Funds are apportioned based on each State's share of the transportation populations and are not apportioned to both States and large urban areas. Projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan.

### D. Non-urbanized Area Formula Program (Section 5311)

The 5311 program provides capital, planning and operating assistance to support public transportation in rural areas, defined as areas with fewer than 50,000 residents. Funding is based on a formula that uses land area, population and transit services. Activities under the former JARC program are now eligible under 5311 program.

### E. Rural Transit Assistance Program (RTAP) (Section 5311(b)(3))

Use for Local Transportation Service – A State may use an amount apportioned under this section for a project included in a program under subsection (b) of this section and eligible for assistance under this chapter if the project will provide local transportation service, as defined by the Secretary of Transportation, in a rural area.

### F. Use for Administration, Planning and Technical Assistance (Section 5311(e))

The Secretary may allow a State to use not more than 10 percent of the amount apportioned under this section to administer this section and provide technical assistance to a subrecipient, including project planning, program and management development, coordination of public transportation programs, and research the State considers appropriate to promote effective delivery of public transportation to a rural area.

### G. Intercity Bus Program (Section 5311(f))

Also allowable under Section 5311 projects is planning, development, and promotion of intercity bus transportation. FAST Act requires that a State shall expend at least 15 percent of the amount made available in each fiscal year to carry out a program to develop and

support intercity bus transportation. However, a State does not have to expend at least 15 percent if the Governor certifies to the Secretary that the intercity bus service needs of the state are being met adequately. Eligible activities under the program include:

- planning and marketing for intercity bus transportation;
- capital grants for intercity bus facilities;
- joint-use facilities;
- operating grants through purchase-of-service agreements, user-side subsidies, and demonstration projects; and
- coordinating rural connections between small public transportation operations and intercity bus carriers.
- regional and small urban systems making connections to intercity bus lines or to other intercity transport modes (airports, AMTRAK stations, etc).

#### H. Iowa Clean Air Attainment Program (ICAAP)

This program is one of the five core funding programs of the FHWA that can be flexed between highway, transit or bicycle/pedestrian uses. Nationally, the Congestion Mitigation/Air Quality (CMAQ) program is intended to fund transportation projects to assist metropolitan areas in violation of Clean Air Act standards. In those states with areas in violation, much or all of the CMAQ monies must be spent in the affected areas for projects conforming to a state air quality implementation plan. Because Iowa does not have any area in violation of transportation-related federal clean air standards, the state receives a minimum allocation of CMAQ funding that can be used anywhere in the state for any purpose for which STBG funds can be used on the same eighty percent (80%) federal, twenty percent (20%) non-federal basis.

In Iowa funds are programmed for highway or transit projects through a statewide application process based on the project's anticipated air quality or congestion relief benefits. Applications are due the first business day of October for projects to begin the following federal fiscal year. Project selections are determined in February. When ICAAP funds are programmed for transit projects, funding is transferred from FHWA to FTA for administration through the statewide grant under either the 5307 or 5311 programs depending on whether the projects are in urbanized or non-urbanized areas.

## I. Surface Transportation Block Grant Program (STBG)

This is another of FHWA's core programs. These funds come to the state based on a number of factors including vehicle miles of travel, highway lane miles and the number and size of bridges. The funds can be used for roadway, transit capital projects, pedestrian/bikeway projects, or intermodal planning projects on an eighty (80%) federal, (20%) local basis. In Iowa, a portion of these funds is programmed by local governments acting through metropolitan or regional planning agencies. STBG funds are allocated directly through the State in Nebraska and South Dakota. Nearly all of Iowa RPAs and some MPOs fund a portion of their intermodal transportation planning activities from STBG funds. Most transit systems have also been successful in receiving STBG funding from their local MPO or RPA. When programmed for transit or planning projects, these funds are transferred from FHWA to FTA for administration, either through a direct 5307 grant for large urban transit systems, through a statewide 5311 grant for small urban or regional systems, or through the statewide consolidated planning grant for planning projects. OPT administers the statewide grant for individual small urban and regional transit systems. The Office of Systems Planning administers the planning grant.

## J. Transit Safety & Oversight (Section 5329)

FAST Act grants FTA the authority to establish and enforce a new comprehensive framework to oversee the safety of public transportation throughout the United States. FTA will implement the new law in consultation with the transit community and the U.S. DOT Transit Rail Advisory Committee for Safety (TRACS).

## K. Bus & Bus Facilities Infrastructure Investment Program (Section 5339)

Bus and Bus Facilities - Section 5339 funds provide capital funding to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities. This program replaces the Section 5309 program. Funds are eligible to be transferred by the state to supplement urban and rural formula grant programs.

#### L. Diesel Emission Reduction Act (DERA) Grant

The IDOT administers the Environmental Protection Agency's (EPA) DERA grant program for the state of Iowa. DERA comes out of the Energy Policy Act of 2005. Annually, the counties eligible to apply for funding are those determined by the EPA where all or part of the population is exposed to more than 2.0 µg/m<sup>3</sup> of diesel particulate matter emissions in the 2011 National Scale Air Toxics Assessment. Public transit agencies operating medium- and heavy-duty diesel vehicles in the targeted counties are eligible to apply. In 2017, the amount of funding available was \$233,504.

#### M. Community Development Block Grant (CDBG) Career Link Program – Employment Transportation

Administered by the Iowa Economic Development Authority (IEDA). The Career Link program can be used to address other employment barriers by providing funding for employment related transportation services. Eligible activities include transportation services for individuals to job activities and adult students to educational training/instructional opportunities. The majority of beneficiaries (individuals utilizing transportation) must reside in non-entitlement communities [i.e. communities under 50,000 in population].

- Eligible applicants are non-entitlement cities (under 50,000) or counties. Funds will flow through the local government to a non-profit transportation entity [i.e. public transit agency] providing the transportation services.
- The majority of beneficiaries (individuals) utilizing transportation) must reside in non-entitlement communities.
- Eligible activities will include transportation services for individuals to job activities and adult students to educational training/instructional opportunities.
- Participating businesses may not include retail or service businesses. A services business is a business providing services to a local consumer market which does not have a significant proportion of its sales coming from outside the state.
- The maximum grant award for employment related transportation projects will be \$150,000.
- IEDA will require a 1 for 1 cash match for projects. Matching funds can be a combination of funds from participating businesses, local, state, and federal funds.
- Funds will be used for operational expenses only (not buses/equipment)



- For each project, the majority of beneficiaries (51%) must be low to moderate income individuals, as defined by the federal Department of Housing and Urban Development (HUD).
- Grant recipients must document compliance by collecting income surveys from project beneficiaries.

## 2 . S T A T E P R O G R A M S

### A. State Transit Assistance (STA)

All public transit systems are eligible for funding under the STA program, which began in 1976. Since 1984, STA funding has been derived from a dedicated portion (currently 1/20th) of the first four cents of the state “use tax” imposed on the sale of motor vehicles and accessory equipment. STA funds are provided to support public transit services and may be used for either operating or capital projects.

**STA Formula Program** - The majority of the state transit assistance funds received in a fiscal year are distributed to individual transit systems on the basis of a formula using performance statistics from the most recent available year. Each month, the dollars received in the fund during the prior month are allocated to the transit agencies. These funds can be used by the public transit system for operating, capital or planning expenses related to the provision of open-to-the-public passenger transportation.

The STA formula funds are first split between urban and regional systems on the basis of total revenue miles of service provided by each group. The funds are then split among individual systems in each category, fifty percent (50%) on the basis of locally determined income (LDI), twenty-five percent (25%) on the basis of rides per dollar of expense, and twenty-five percent (25%) on the basis of revenue miles per dollar of expenditure. OPT calculates LDI by subtracting FTA and STA formula funds from the system's operating expenses.

## B. STA Fellowship Program

A major component of the state-wide Special Projects is a program of transit training fellowships that parallels the RTAP fellowship program described previously. The STA fellowship program focuses on training costs for Iowa's large urban transit systems and metropolitan planning organizations that are not eligible under RTAP.

**STA Special Projects** – Each year up to \$300,000 of the total STA funds are set aside to fund “special projects.” These can include grants to individual systems to support transit services which are developed in conjunction with human service agencies, or statewide projects to improve public transit in Iowa through such means as technical training for transit system or planning agency personnel, statewide marketing campaigns, etc.

These funds are available on an “immediate opportunity” basis, meaning these funds can be applied for at any time of the year as an opportunity arises, provided that funding is still available. Projects are intended to assist with start-up of new services that have been identified as needs by health, employment or human service agencies participating in the Passenger Transportation Planning process. Most projects will fall within the \$5,000-\$25,000 range. Operating projects are eligible for funding up to a maximum of 80% state participation for the first year and 50% state participation for the second year. Capital projects are eligible for funding up to a maximum 85% state participation. Priority is given to projects which include a contribution from human service agencies, as well.

## C. Public Transit Infrastructure Grants

In 2006, the Iowa Legislature established a new program to fund some of the vertical infrastructure needs of Iowa's transit systems. Applications are accepted as part of the annual Consolidated Transit Funding Program. Projects can involve new construction, reconstruction or remodeling, but must include a vertical component to qualify. They are evaluated based on the anticipated benefits to transit, as well as the ability to have projects completed quickly. The infrastructure program participation in the cost of transit-related elements of a facility project is limited to eighty percent (80%) and cannot, in combination with federal funding, exceed that number. Also no single system can receive more than forty percent (40%) of the available infrastructure funding in a given year.

#### D. Capital Match Revolving Loan Fund (AMOCO Loan)

The capital match revolving loan fund was created by the Iowa Legislature in the early 1980's with funds from Iowa's share of the federal government's petroleum overcharge settlement against the American Oil Company (Amoco.) The loan program is subject to an intergovernmental agreement between the Iowa DOT and the Iowa Department of Natural Resources (DNR). All public transit systems are eligible for loans under this program. The intent of the program is to increase the inherent energy conservation benefits of public transit by expediting the implementation of transit capital projects. The program allows "no interest" loans to transit systems, which the transit system uses towards the required local match on a federally-funded capital project, paying it back over a negotiated time period as local funds become available. The loan can be used to temporarily fund the entire local match on capital equipment projects or fifty percent (50%) of the required non-federal match on facility projects. Loan recipients may be required to report project energy savings annually to OPT until the loan is repaid. A project is eligible if it is a transit capital project that is approved for federal funding. The project should be targeted at energy savings.

### 3 . L O C A L F U N D I N G

#### A. Passenger Revenues

Fees paid by the passengers are one of the most common sources of local support. This can include monies collected on-board the transit vehicle (usually called "farebox receipts"), as well as prepaid fares from sale of passes or tickets, or fares billed to the passenger after the fact. FTA requires that all passenger revenues be subtracted from the total cost of operating transit service to identify a net operating cost, before eligibility for federal financial support of operations can be calculated.

#### B. Contract Revenue

Human service agencies, local communities, as well as private businesses are often willing to pay a part or all of the cost for certain types of rides provided as part of the open to the public transit operation. Such subsidies are classified as contract revenues and can count toward the required local match on federal projects.

### C. Municipal Transit Levy

Iowa law authorizes municipalities to levy up to 95 cents per \$1,000 of assessed taxable property in order to support the cost of a public transit system. Most of Iowa's larger communities levy for support of their urban transit systems. A number of smaller communities use this authority to generate funding used to support services contracted from their designated regional transit system.

### D. General Fund Levy

The cost of supporting transit services is an eligible use of general fund revenues for all Iowa governments and is the primary source of funding to support transit for counties who don't have the option of a transit levy, as well as for cities which chose not to use the transit levy.

### E. Trust and Agency Levy

The Trust and Agency Levy can be used by cities and counties to support employee benefit plans. As such, it can be used to help support the cost of a city operated transit system.

### F. Student Fees

Mandatory student fees established by a college or university are similar to a tax levy in that all members of the particular community contribute.

### G. Advertising Revenues

Sale of on-board advertising or advertising space in brochures, etc., can provide some additional revenues to the transit program.

## 4 . H E A L T H   A N D   H U M A N   S E R V I C E   P R O G R A M S

It may be possible to use other funding sources besides Department of Transportation/Federal Transit programs to fund transportation projects. Other federal programs allow funds to be used for transportation services. These may include:

A. Department of Education

- Assistance for Education of All Children with Disabilities

B. Department of Health and Human Services – Administration for Children and Families

- Community Services Block Grant Program
- Head Start
- Social Services Block Grants
- State Councils on Development Disabilities and Protection & Advocacy Systems
- Temporary Assistance for Needy Families
- Promoting Safe and Stable Families Program
- Development Disabilities Project of National Significance
- Refugee and Entrant Assistance Discretionary Grants
- Refugee and Entrant Assistance State Administered Programs
- Refugee and Entrant Assistance Targeted Assistance
- Refugee and Entrant Assistance Voluntary Agency Program

C. Administration on Aging

- Grants for Supportive Services and Senior Centers
- Programs for American Indian, Alaskan Native, and Native Hawaiian Elders

D. Centers for Medicare and Medicaid

- Medicaid
- State Children's Health Insurance Program

E. Health Resources and Services Administration

- Community Health Centers
- Healthy Communities Program
- HIV Care Formula
- Rural Health Care Network
- Rural Health Care Outreach Program
- Healthy Start Initiative
- Maternal and Child Services Grants

- Ryan White CARE Act Program

F. Substance Abuse Mental Health Service Administration

- Community Mental Health Service Block Grant

G. Department of Housing and Urban Development Office of Community Planning and Development

- Community Development Block Grant
- Housing Opportunities for Persons with AIDS
- Supportive Housing Program

H. Other Programs:

- United Way
- Easter Seals

It is currently unknown how much funding is available for transportation from any of the health and human service programs listed above. The federal agency would need to be contacted to determine not only what funds are available but whether the transportation service would be an allowable use of funds.

# APPENDIX A

## TAG AND SURVEY CONTACT E-MAIL LIST

Childcare / Schools / Youth	
A to Z Preschool – Kingsley	Le Mars Day Care and Small Wonders Preschool – Le Mars
Akron Children's Center - Akron	Le Mars Public Schools – Le Mars
Akron Westfield Community Schools	Life Skills Training Center Inc – Le Mars
Angle House Daycare – Sioux City	Little Lambs Preschool and Child Care – Sergeant Bluff
Apple Tree Preschool and Learning Center – Sioux City	Little Scholars Christian Preschool – North Sioux City
Aspenwood Christian School and Learning Center – Sioux City	Mapleton Head Start – Mapleton
At the Corner Preschool – Sloan	Mary Elizabeth Daycare – Sioux City
Battle Creek-Ida Grove Community School District – Ida Grove	Merrill Schools
Beyond the Bell – Sioux City	MJ's Den, LLC – Hinton
Bishop Heelan Catholic Schools – Sioux City	Morningside College – Sioux City
Briar Cliff University – Sioux City	MVAO School District
Bright Beginnings Child Care – Kingsley	Native American Child Care Center – Sioux City
Building Blocks Daycare – Sioux City and Sergeant Bluff	Northeast Indian Community College – South Sioux City
Building Futures Child Care and Preschool – Sioux City	Onawa Headstart Center – Onawa
Cherokee Community School District – Cherokee	River Valley Community Schools
Christopher Robin Preschool – Kingsley	Riverside Head Start – Sioux City
Dakota Valley School District – Jefferson	Sergeant Bluff-Luton Schools – Sergeant Bluff
First Congregational United Church of Christ – Nursery School – Sioux City	Sioux City Community School District – Sioux City
Flexible Learning Center – Sergeant Bluff	Siouxland Community Christian School and Children Center – Sioux City
Galva-Holstein Community Schools – Holstein	Storytime Preschool and Child Care - North Sioux City
Guardian Angel Preschool and Daycare – Le Mars	The Children's School – Sioux City
Happy Tot Spot – Sergeant Bluff	The Peaceful Place – South Sioux City
Helping Hands Preschool and Child Care – Sioux City	Tinee Tones – Sioux City
Hinton Community Schools	Trosper-Hoyte Alternative High School – Sioux City
Holy Cross Lutheran Preschool and After School	University of Nebraska Cooperative Extension – Dakota City
ISU Extension Service – Onawa	West Monona CSD – Onawa
Kebecca Educational Service Inc. – Sergeant Bluff	Western Hills Area Education Agency – Sioux City
Kids Care Children Center, Inc – Sergeant Bluff	Western Iowa Tech – Le Mars
Kingsley-Pierson Community School District - Kingsley	Western Iowa Tech Community College* - Sioux City
Lawton- Bronson Community Schools – Lawton	Westwood Community School District – Sloan
Le Mars Community Schools	Yellow Brick Road Preschool – Sioux City
Churches / Religious Organizations	
Adaville United Methodist Church – Merrill	Mayflower Congregational Church – Sioux City
Apostolic Faith Tabernacle – Sioux City	Melbourne United Methodist – Merrill
Assembly of God – Correctionville	Meriden Evangelical Free Church – Meriden
Assembly of God – Dan Krause	Mission of the Messiah – Sioux City
Augustana Lutheran Church – Sioux City	Monona Baptist Church – Onawa
Bethany Lutheran Church – Sioux City	Monte Sinai Baptist Church – Sioux City
Bethel Lutheran Church – Lawton	Morningside Assembly of God – Sioux City
Bethesda Lutheran Church – Moorhead	Morningside Baptist Church – Sioux City
Bread of Life Faith Center – Ida Grove	Morningside Bible Church – Sioux City
Buchanan Avenue Baptist Church – Sioux City	Morningside Lutheran Church – Sioux City
Calvary Episcopal Church – Sioux City	Morningside Presbyterian Church – Sioux City
Calvary Lutheran Church – Sioux City	Mount Zion Baptist Church – Sioux City
Calvin Christian Reformed Church – Le Mars	Nativity Church – Sioux City
Castana Community Church – Castana	New Home Wesleyan Church – Sioux City
Catholic Charities – Sioux City	New Horizons United Church of Christ – Akron
Central Assembly of God – Sioux City	New Life Baptist Church – Kingsley
Central Baptist Church – Sioux City	New Life Christ Church – Sioux City
Child Evangelism Fellowship – Sioux City	New Life Community Church – Sioux City
Christ Lutheran – Le Mars	New Life Lutheran Church – Sergeant Bluff
Christ Lutheran Church – Remsen	Onawa Evangelical Free Church – Onawa
Christ Resurrection Evangelical Orthodox Church – Sioux City	Onawa United Methodist Church – Onawa
Christian Church – Moorhead	Open Door United Church of Christ – Sioux City
Christian Science Church and Reading Room – Sioux City	Peace Reformed Church – Sioux City
Church of Brethren – Kingsley	Presbyterian United Church of Christ – Le Mars
Church of Christ – Anthon	Primera Iglesia Bautist Hispana – South Sioux City
Church of Christ – Correctionville	Redeemer Lutheran Church – Sioux City
Church of Christ – Sioux City	Rejoice Community Church – Le Mars
Church of Jesus Christ of Latter Day Saints – Sioux City	River Hills Church – South Sioux City
Church of Nazarene – Climbing Hill	Riverside United Methodist Church – Sioux City
Church of the Nazarene – Le Mars	RiverEDGE Church – Sioux City
Club Genesis – Sioux City	S. Boniface Church – Sioux City
Community Bible Chapel – Sioux City	Sacred Heart Catholic Church and Hall – Ida Grove
Community Church of Christ – Sloan	Scared Heart Church – Sioux City

Churches / Religious Organizations	
Community of Christ – Sioux City	Seventh Day Adventist – Sioux City
Community of Christ Church – Onawa	Shepard of Peace Lutheran Church – Sioux City
Community Presbyterian Church – Lawton	Sioux City Baptist Church – Sioux City
Community United Methodist Church – Sergeant Bluff	Sioux City Nazarene Church – Sioux City
Concordia Lutheran Church – Sioux City	Siouxland Community Bible Church – South Sioux City
Congregational Beth Shalom – Sioux City	Siouxland Youth for Christ – Sioux City
Congregational Church of Onawa – Onawa	Skien Lutheran Church – Sloan
Congregational United Church of Christ – Kingsley	Southern Hills Baptist Church – Sioux City
Cornerstone World Outreach – Sioux City	St. Casimir Church – Sioux City
County Church – Soldier	St. Catherine Church – Remsen
Covenant Church – Sloan	St. George’s Episcopal – Le Mars
Crescent Park United Methodist Church – Sioux City	St. James Catholic – Le Mars
Crosspoint Church – Sioux City	St. James United Methodist Church – Sioux City
Evangelical Church – Merville	St. John Lutheran Church – Climbing Hall
Evangelical Covenant Church – Sloan	St. John’s Catholic Church – Onawa
Faith Bible Church – Mapleton	St. John’s Lutheran Church – Battle Creek
Faith Community Church – Ida Grove	St. John’s Lutheran Church – Le Mars
Faith Lutheran Church - Sioux City	St. John’s United Methodist Church – Mapleton
Faith Lutheran Church ELCA – Onawa	St. Joseph Church – Sioux City
Family Worship Center – Sioux City	St. Joseph- Ellendale Church – Merrill
First Assembly of God – Sioux City	St. Joseph’s Catholic Church – Anthon
First Baptist - Le Mars	St. Joseph’s Catholic Church – Salix
First Baptist Church – Akron	St. Luke Lutheran Church – Sioux City
First Christian Church – Sioux City	St. Mark Lutheran Church ELCA- Sioux City
First Christian Church of Onawa – Onawa	St. Mary’s Catholic Church – Mapleton
First Church of Christ – Akron	St. Mathew’s Lutheran Church – Mapleton
First Church of Christ – Cherokee	St. Michael Church – Sioux City
First Congregational United Church of Christ – Sioux City	St. Michael’s Catholic Church – Kingsley
First Covenant Church – Sioux City	St. Michael’s Church – South Sioux City
First Evangelical Free Church – Sioux City	St. Patrick’s Catholic Church – Akron
First Lutheran Church – Kingsley	St. Paul Lutheran – Aurelia
First Lutheran Church ELCA – Sioux City	St. Paul Lutheran Church – Sioux City
First Lutheran Church- South Sioux City	St. Paul’s Indian Mission – Sioux City
First Plymouth Presbyterian- Le Mars	St. Paul’s Lutheran Church – Ida Grove
First Presbyterian Church – Battle Creek	St. Paul’s United Methodist Church – South Sioux City
First Presbyterian Church – South Sioux City	St. Peter’s United Church of Christ – Mapleton
First Unitarian Church – Sioux City	St. Stephen-the-Martyr Anglican Church – Sioux City
First United Methodist Church – Aurelia	St. Thomas Orthodox Church – Sioux City
First United Methodist Church – Sioux City	St. Thomas’ Episcopal Church – Sioux City
Friendship Community Church – Sergeant Bluff	Sunnybrook Community Church – Sioux City
Frist Presbyterian Church – Sioux City	The Jewish Federation of Sioux City – Sioux City
Glad Tidings Lighthouse – South Sioux City	The Potter’s House Church of Christian Fellowship – Le Mars
Glendale Baptist Church ABC – Sioux City	Third Street Church of Christ – Le Mars
Good News Baptist Church – Sioux City	Trimble United Methodist Church – Sioux City
Good Samaritan Society – Le Mars	Trinity Lutheran Church – Akron
Grace Baptist Church – Cherokee	Trinity Lutheran Church – Anthon
Grace Evangelical Church – Hinton	Trinity Lutheran Church – Hinton
Grace Lutheran – Correctionville	Trinity Lutheran Church – Merville
Grace Lutheran Church – Le Mars	Trinity Lutheran Church ELCA – Sioux City
Grace Lutheran Church – Sioux City	Tri-State Christian Church – South Sioux City
Grace United Methodist Church – Correctionville	Union Creek Lutheran Church – Akron
Grace United Methodist Church – Sioux City	United Methodist Church – Danbury
Heartland Baptist Chapel – Ida Grove	United Methodist Church – Hinton
Holly Springs Bible Fellowship – Hornick	United Methodist Church – Ida Grove
Holy Trinity Greek Orthodox Church – Sioux City	United Methodist Church – Kingsley
Hope Lutheran Church – South Sioux City	United Methodist Church – Le Mars
Immaculate Conception Church – Merville	United Methodist Church – Merville
Immaculate Conception Church – Sioux City	United Pentecostal Church – Onawa
Immanuel Lutheran Church – Akron	Washington Heights Chapel – Sioux City
Immanuel Lutheran Church ELCA – Sioux City	Wesley United Methodist Church - Akron
Independent Baptist Church – Sioux City	Wesley United Methodist Church – Sioux City
Jehovah’s Witness North – Sioux City	Westfield Congregational UCC – Westfield
Jehovah’s Witness West – Sioux City	Westfield United Congregational Church of Christ
Jehovah’s Witnesses – Onawa	Westlawn Presbyterian Church – Sioux City
Landmark Baptist Church – Sioux City	Westminster Presbyterian Church – Ida Grove
Le Mars Bible Church – Le Mars	Whitfield United Methodist Church – Sioux City
Le Mars Church of Christ - Le Mars	Whiting Congregational UCC – Whiting
Living Water Evangelical Free Church – South Sioux City	World of Life Ministries – Sioux City
Loving Faith Fellowship – Sioux City	Yasha Ministries – Sioux City



<b>Clubs &amp; Organizations</b>	
National Federation of the Blind – Sioux City	
<b>Disability Services</b>	
Camp Goodwill Achievement Center – South Sioux City	Mid-Step Service, Inc.
Camp High Hopes – Sioux City	New Perspectives, Inc – Sioux City
Courage Homes – Sioux City	Opportunities Unlimited* – Sioux City
Crossroads of Western Iowa* – Onawa	Siouxland Special Athletes Booster Club
Gigi’s Playhouse – Sioux City	Three Rivers Independent Living Corp – Sioux City
Goodwill Industries – Sioux City and South Sioux City	
<b>Government</b>	
City of Sergeant Bluff	Iowa DOT – Office of Public Transit
City of Sioux City*	Iowa DOT – Office of Systems Planning Passenger Planning
Ida County Board of Health	SIMPCO*
<b>Health Care Services</b>	
Ablekids Peditirrcs – Sioux City	FMC Dialysis - Sioux City
Abue Bekr Shriners – Sioux City	General Surgery & Diagnostics, P.C. – Dakota Dunes
Akron Care Center	Hawarden Community Hospital – Hawarden
Akron Mercy Medical Center – Akron	Hawarden Mercy Medical – Hawarden
American Cancer Society	Health Nurse – South Sioux City
American Heart Association	Healthy Start Program
American Home Health Care Co – Sioux City	Heartland Chiropractic Associates – Dakota Dunes
American Home Patient – Sioux City	Heights Home Health, Inc – Mapleton
American Red Cross Siouxland Area Chapter – Sioux City	Holland Dental – Dakota Dunes
Anton Mercy Medical Center	Home Care Services, Inc. – Sioux City
Apria Healthcare – Sioux City	Horn Physicians Clinic – Mapleton
Associates for Mental Health – Sioux City	Indian Health Service - Winnebago
Associates for Psychiatric Services – Sioux City	Jackson Recovery Centers – Region-wide
Associates for Psychological and Therapy Services – Sioux City	June E. Nysten Cancer Center – Sioux City
Assurant Health – Sioux City	Kingsley Mercy Medical Clinic
Birthright of Siouxland – Sioux City	Medical Associates PC
Bruening Eye Specialists – Dakota Dunes	Mental Health Associates – Sioux City
Burgess Family Clinic – Mapleton	Mercy Behavioral Care – Sioux City
Burgess Home Health/Hospice – Onawa	Mercy Breast Care Center – Dakota Dunes
Burgess Homenet	Mercy Medical Clinic – South Sioux City
Careage Hills Rehab & Healthcare Center	Mercy Singing Hills Family Medicine – Sioux City
CNOS – Dakota Dunes	Meridian Clinical Research – Dakota Dunes
Continue Care – Sioux City	Midlands Clinic, P.C. – Dakota Dunes
Correctionville Mercy Medical Center	Midwest Pain Clinic – Dakota Dunes
CT,X-Ray & MRI – Dakota Dunes	Nebraska Department of Health and Human Services – Dakota County
Dakota County Health and Human Services	Open Arms Psychological Services – Services
Digestive & Liver Disorders – Dakota Dunes	Oral Surgery Associates PC – Dakota Dunes
Dunes Dental 4 Kids – Dakota Dunes	Plains Area Mental Health – Le Mars
Dunes Eye Consultants – Dakota Dunes	Plastic Surgery Associates of South Dakota, LTD – Dakota Dunes
Dunes Lasik Center – Dakota Dunes	River’s Edge Optical – Dakota Dunes
Dunes Medical Laboratories – Dakota Dunes	Setliff Sinus Institute – Dakota Dunes
Ear, Nose & Throat Consultants – Dakota Dunes	Siouxland Community Health Center* – Sioux City
Embassy Rehab and Care Center – Sergeant Bluff	Siouxland District Health Department - Sioux City
Family Health Care of Siouxland – Dakota Dunes	Siouxland Mental Health – Sioux City
Family Health Care of Siouxland – Sioux City	Siouxland Surgery Center – Dakota Dunes
Family Healthcare Imaging Center – Dakota Dunes	Siouxland Surgery Radiology – Dakota Dunes
Family Medicine Center – Sioux City	Siouxland Urology Associates, P.C. – Dakota Dunes
Family Medicine Clinic – Le Mars	The Alpha Center – Sioux City
Floyd Valley Hospital – Le Mars	Woodbury County Mental Health Services – Sioux City
<b>Native American Services</b>	
Winnebago Tribal Jet Program – Sioux City	
<b>Private Transportation</b>	
A-1 Tax & Transportation	Mr. Good Cab – Sioux City
Action Taxi – Sioux City	Recover Health* – Sioux City
Arrow State Line – Sioux City	Royalty Limousines – Sioux City
Cab’s Inc. – Sioux City	Siouxland Paramedic – Sioux City
Care-A-Van* – Sioux City	Taxi Xpress – Sioux City
Get N Go Limo and Taxi Co	Travel Plus Limousine – Sioux City
Jefferson Lines – Sioux City	Yellowstone – Sioux City
Lucky 5’s – Sioux City	
<b>Public Transit</b>	
Sioux City Transit System* – Sioux City	Siouxland Regional Transit System*

<b>Senior Services</b>	
Akron Senior Citizens Center - Akron	North Park Senior Living
Alzheimer's Association - Sioux City	North Sioux City Senior Center - North Sioux City
Bavarian Meadows Assisted Living - Remsen	Northeast Nebraska Senior Center - South Sioux City
Bickford Cottage - Sioux City	Northern Hills Retirement Community - Sioux City
Char-Mac Assisted Living - Lawton	NorthPark Senior Living Community
Connections Area Agency on Aging* - Sioux City	Onawa Senior Center - Onawa
Correctionville Nursing and Rehabilitation - Correctionville	Park Place Estates Assisted Living - Le Mars
Countryside Nursing - Sioux City	Pleasant View Care Center and Assisted Living - Whiting
Countryside Retirement Home - Sioux City	Plymouth Manor Care Center - Le Mars
Countryside Senior Living - Sioux City	Prime Assisted Living - Sioux City, Le Mars
Danbury Senior Citizens Center - Danbury	Regency Square Care Center - South Sioux City
Elmwood Care Center/Premier Estates Assisted Living - Onawa	Siouxland Adult Day Services - Sioux City
Floyd House Assisted Living - Sioux City	Siouxland Center for Active Generations
Four Seasons Countryside Estates - Sioux City	Siouxland PACE - Sioux City
Hallmark Care Center - Sioux City	Siouxland Residential Services - Sioux City
Holy Spirit Retirement Home - Sioux City	Siouxland Senior Center - Sioux City
Home Instead Senior Care - Sioux City	South Sioux City Senior Center - South Sioux City
Indian Hills Nursing and Rehab - Sioux City	Sunrise Retirement Community - Sioux City
Kingsley Nursing and Rehab - Kingsley	Touchstone Living Center - Sioux City
Landsmeer Ridge Retirement Community	Visiting Angels - Sioux City
Le Mars Senior Citizen Center - Le Mars	Westwood Nursing and Rehab Center - Sioux City
Maple Heights - Mapleton	Whispering Creek Active Retirement Community - Sioux City
Martney's Colonial Manor - South Sioux City	Willow Dale Wellness Village - Battle Creek
Morningside Nursing and Rehabilitation - Sioux City	
<b>Social / Community Services</b>	
Al-Anon Information Center - Sioux City	IowaWorks & Iowa Workforce Development* - Sioux City
American Indian Council - Sioux City	Jeff Dooley - Community Improvement District - Dakota Dunes
Better Living Counseling Services - South Sioux City	Jobs Corps Office - Sioux City
Big Brothers/Big Sisters of Siouxland - Sioux City	Legal Services Corp. of Iowa
Boy Scouts of America	Lutheran Social Services
Boys and Girls Club of Sioux City	March of Dimes
Boys and Girls Home - Sioux City	Mary Treglia Community House
Boys Club of Sioux City - Sioux City	Mary's Choice - Sioux City
Boys Town - Sioux City	Mid Sioux Opportunity for Headstart Center - Remsen
Bridges West - Sioux City	Mid-Sioux Opportunity Inc - Plymouth, Cherokee, Ida Counties
Casa de Paz - Sioux City	Milestone Children's Center - Sioux City
Center for Assistance, Information & Direction of Siouxland	Monona County Community Alliance
Center for Siouxland - Sioux City	Monona County Outreach Center - Onawa
Center on Sexual Assault and Domestic Violence - Sioux City	Moville Family Medical Clinic - Sioux City
Cherokee County Community Services - Cherokee	Narcotics Anonymous - Sioux City
Cherokee Mental Health Institute - Cherokee	Native American Alcohol Treatment Center - Sergeant Bluff
Child Care Resources and Referral	Nebraska HHS Developmental Disabilities - Dakota City
Child Connect - Sioux City	New Horizons - North Sioux City
Christian Needs Center - Le Mars	Northeast Nebraska Community Action Partnership - South Sioux City
Community Action Agency of Siouxland* - Sioux City	Planned Parenthood of Greater Iowa - Sioux City
Community Coalition Against Domestic Violence	Salvation Army - Sioux City
Consumer Credit Counseling	Sanford Community Center - Sioux City
Council on Sexual Assault and Domestic Violence - Sioux City	Shesler Hall - Sioux City
Crittenton Center - Sioux City	Sioux City Gospel Mission Women & Children's Center - Sioux City
Dakota County Veterans Service Officer	Siouxland Chapter - National Federation of the Blind - Sioux City
Eagles Lodge No. 2270	Siouxland Community Foundation - Sioux City
Early Head Start Office - Sloan	Siouxland Council on Child Abuse and Neglect - Sioux City
Even Start Family Literacy Center - Sioux City	Siouxland Family Center - Sioux City
Family Services, Inc. - Sioux City	Siouxland Human Investment Partnership - Woodbury County
Family Solutions Services - Sioux City	Siouxland Human Rights Commission - Sioux City
Foster Grandparent Program - Sioux City	Siouxland YMCA - South Sioux City
Four Directions Community Center - Sioux City	Social Services - South Sioux City
Friendship House - Sioux City	South Sioux City Community Center - South Sioux City
Girls Inc. of Sioux City	St. Luke's Poison Center - Sioux City
Goldenrod Hills Family Services - South Sioux City	St. Luke's Regional Medical Center - Sioux City
Haven House - South Sioux City	The Open Cupboard - Mapleton
Heartland Counseling Services - South Sioux City	The Underground - Sioux City
Holstein Good Samaritan Community - Holstein	Toy Soldiers and Tots - Soldier
Human Services - Monona County	United Way of Siouxland - Sioux City
<b>Social / Community Services</b>	
Iowa DHS* - Woodbury County	Veterans of Foreign Wars - Remsen
Iowa Legal Aid - Sioux City	Women and Children's Center - Sioux City
Iowa State Dept. of Human Services - Plymouth County	Women Aware Inc. - Sioux City
Iowa State Dept. of Human Services - Woodbury County	Woodbury County Commission of Vet. Affairs
Iowa Vocational Rehabilitation Services* - Sioux City	

<b>Staffing / Employment Services</b>	
Adventure Staffing and Professional Services – Sioux City	Labor Read – Sioux City
All in a Day Staffing – Sioux City	Manpower – Sioux City
Diversified Staffing Services – Sioux City	NPF – Sioux City
Elite Staffing – Sioux City	Short Staffed – Sioux City
J&L Staffing and Recruiting – Sioux City	
<b>Veteran's Services</b>	
Disabled AM Veterans – Sioux City	Veteran's Service Officer – South Sioux City
VA Outpatient Clinic – Sioux City	Veterans Affairs – Monona County
Veteran's Outreach Clinic – Sioux City	

## APPENDIX B

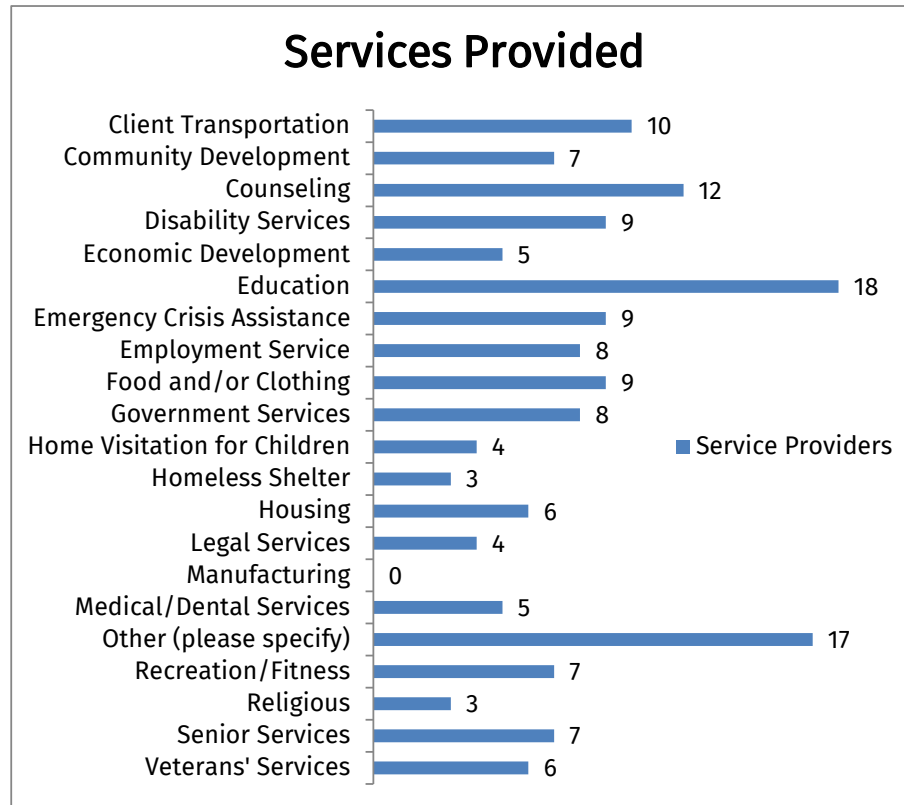
### SIouxLAND MOBILITY SURVEY RESULTS

Question 1: Your Organization Name.

46 respondents listed their organization. 5 respondents skipped the question.

Question 2: What services do you provide? Please check all that apply.

51 respondents responded to the question. The services provided by all the respondents are displayed in the following chart.



Question 3: What are your business hours and days of operation?

51 respondents responded to the question.

Question 4: Please indicate transit/transportation needs identified through your services in Siouxland.

51 respondents responded to the question.

	<b>Don't know</b>	<b>Not a need</b>	<b>Needed</b>	<b>Great need</b>	<b>Total</b>
Information on what is available	1	4	35	9	49
Difference services for each need (no coordination between agencies)	9	6	27	8	50
Affordable transportation	0	3	17	31	51
Service expansion to more areas	6	7	15	22	50
Expanded schedule of availability	5	4	14	27	50
Exceptions in vehicle usage restrictions (i.e. special activities)	18	6	15	9	48

Accessible vehicles for people with physical limitations or disabilities	6	4	27	13	50
Improved efficiency standards or replacement vehicles	25	8	12	3	48
Established safety/security procedures	19	9	15	5	48
Availability of non-emergency medical transportation to/from local facilities	6	6	14	23	49
Availability of non-emergency medical transportation to/from facilities outside of immediate area	6	3	23	17	49

Question 5: For Agencies and Health/Human Services Providers, please rate the significance of the following barriers to meeting your patrons' or program participants' transportation needs as identified through your services.

44 respondents responded to the question. 7 respondents skipped the question.

	<b>Strongly Agree</b>	<b>Agree</b>	<b>Disagree</b>	<b>Strongly Disagree</b>	<b>N/A</b>	<b>Total</b>
Access to information on what is available	14	21	3	1	4	43
Limited resources of transportation provider	21	19	2	0	1	43
Too many disconnects between districts/agencies	11	21	2	0	8	42
State & Federal regulations	8	18	4	2	10	42
Limited or no funding for internal transportation program	18	15	3	1	7	44
Lack of appropriate modes	5	18	5	1	13	42
Lack of reliable, competent, available drivers	9	14	7	1	12	43
Demand greater than services available	18	16	4	0	4	42
Stigma related to riding the bus	11	15	8	4	3	41
No service available at origin destination address	15	12	5	2	8	42
Riders and/or transportation providers have inflexible schedules	17	18	3	1	4	43
Safety/security concerns for driver/rider	6	12	15	2	8	43
The safety of vehicles	5	8	18	2	9	42
The cost of fuel	8	18	5	2	9	42

Question 6: According to experiences within your field, please consider the following public transportation factors and their relative merit.

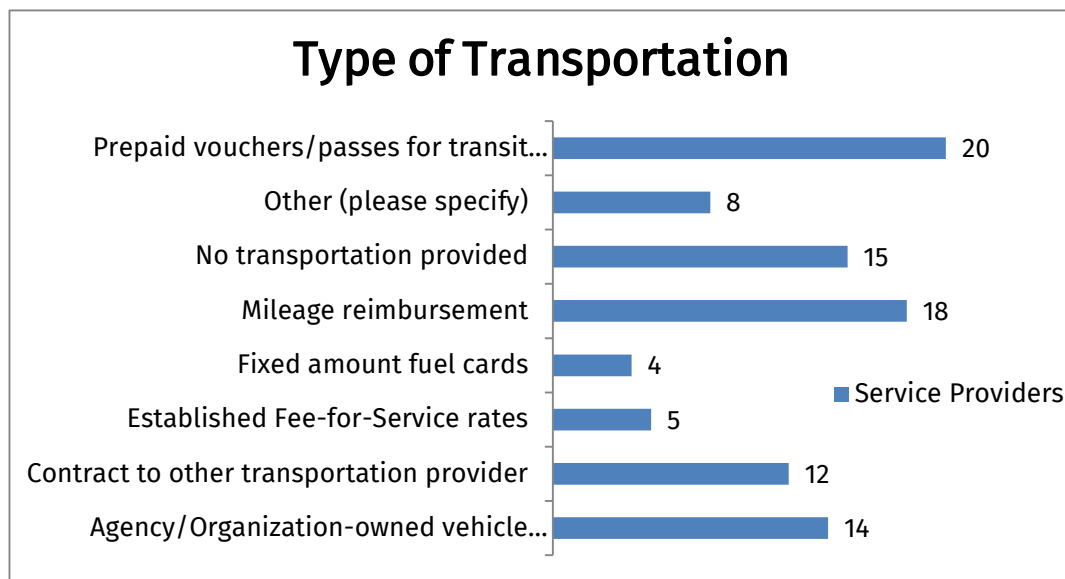
48 respondents responded to the question. 3 respondents skipped the question.

	<b>Not at all likely to have an impact</b>	<b>Almost no impact</b>	<b>Some impact</b>	<b>Has significant impact</b>	<b>Highly significant impact</b>	<b>N/A</b>	<b>Total</b>
Newer/better public transit vehicles	4	9	22	8	1	4	48
Education/marketing of services	2	4	13	19	5	4	47
One-stop informational resource	1	3	16	15	9	3	47
Increased efforts to	2	1	8	20	13	4	48

attain federal funding								
Enhanced transit technology	2	3	16	12	10	5	48	
Re-evaluation of current transit routes	1	4	13	11	14	5	48	
Improved coordination with community needs	1	1	8	15	20	3	48	
Combining of resources to fill in gaps	1	1	10	16	17	2	47	
Ensured accessibility for all passengers at all times	1	0	9	18	15	5	48	

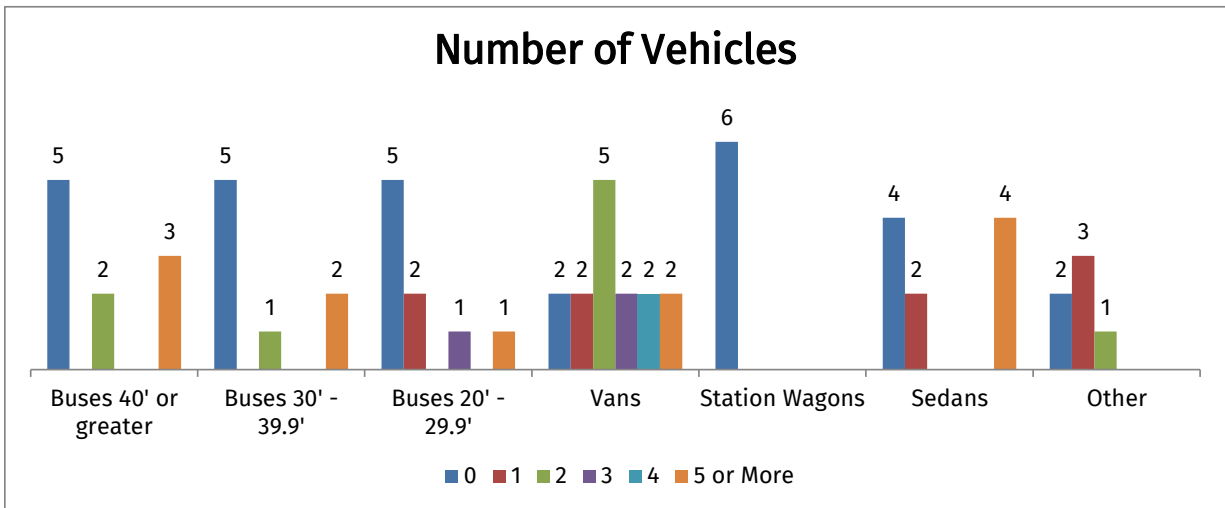
Question 7: What type(s) of transportation do your program participants, patrons or employees use?

48 respondents responded to the question. 3 respondents skipped the question. The types of transportation used by the respondents are displayed in the following chart.

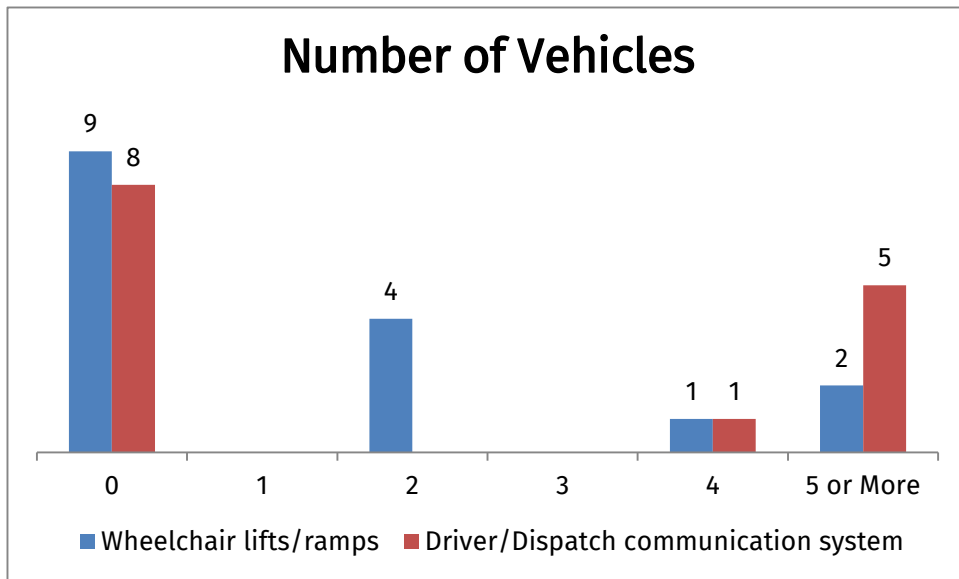


Question 8: If you indicated use of Agency/Organization-owned vehicles, or if you are a transportation provider, please indicate the number of vehicles under each category. If you indicated “no transportation provided”, please check “N/A” for each option. Please not this information is collected just for informational purposes and will be used to help in the coordination of transportation options and potential funding in the future.

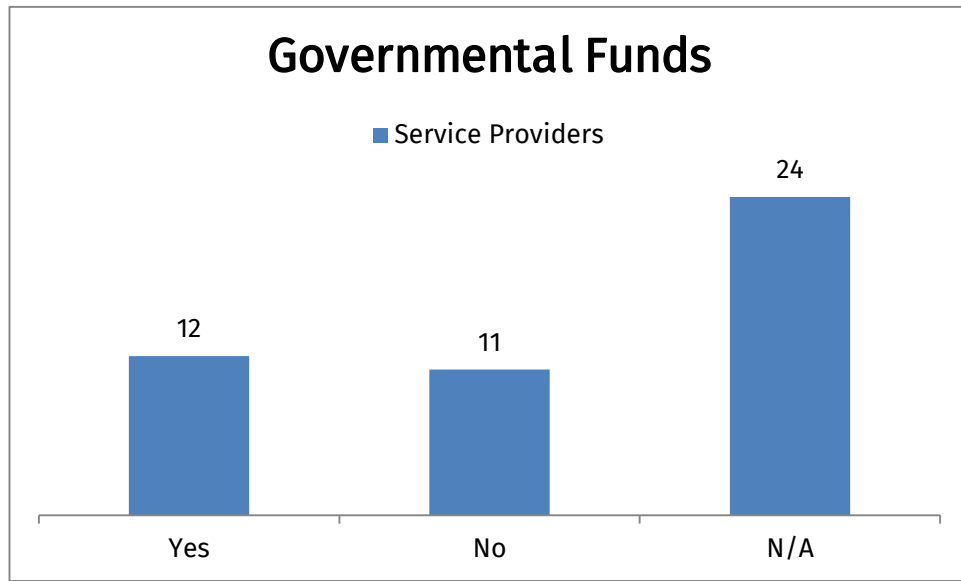
43 respondents responded to the question. 8 respondents skipped the question. The number of vehicles owned and the type of vehicle owned by respondents is displayed in the following chart.



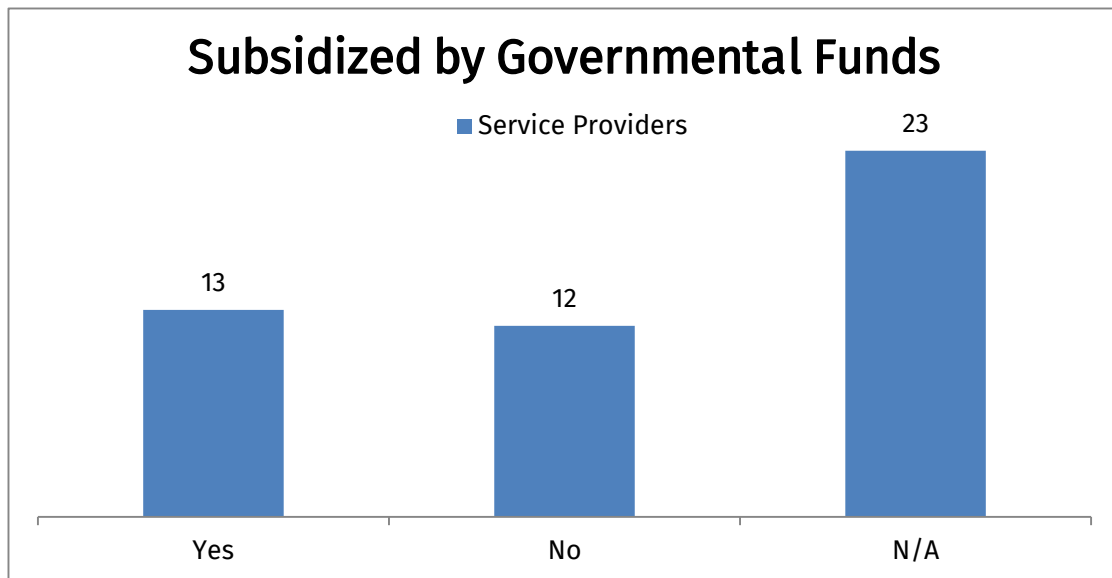
Question 9: If you indicated use of Agency/Organization-owned vehicles, or if you are a transportation provider, please identify the number of vehicles with these listed options. If you indicated “no transportation provided”, please check “N/A” for each option. 43 respondents responded to the question. 8 respondents skipped the question. The number of vehicles owned and the type of vehicle owned by respondents is displayed in the following chart.



Question 10: If you indicated use of Agency/Organization-owned vehicles, or if you are a transportation provider, do you receive Governmental funds to support transportation? 47 respondents responded to the question. 4 respondents skipped the question. The number of respondents who do receive Governmental funds is displayed in the following chart.

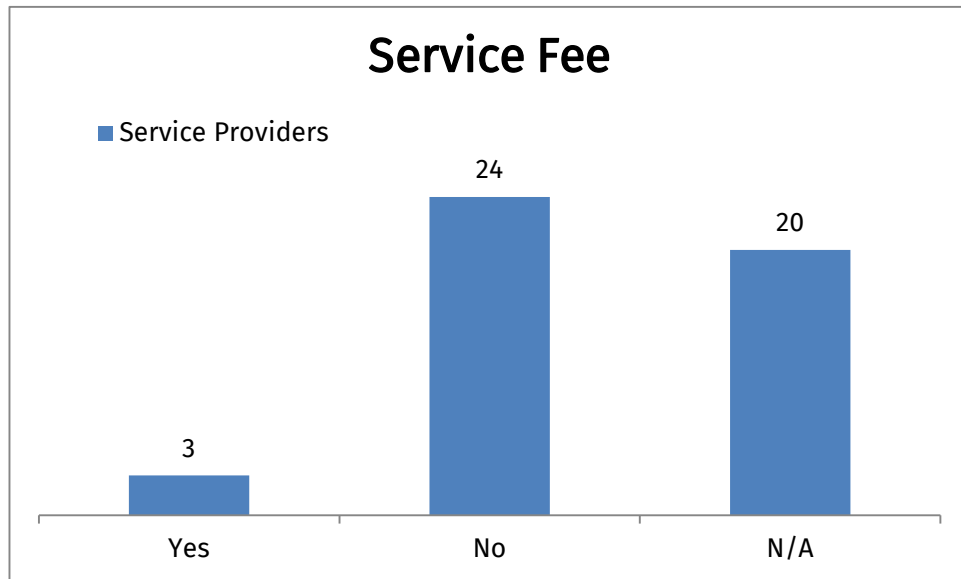


Question 11: If your Agency/Organization provides prepaid vouchers/passes for transit provider, contract to other transportation provider, mileage reimbursement, fixed amount fuel cards or other transportation supplement, is this subsidized by Governmental funds? 48 respondents responded to the question. 3 respondents skipped the question. The number of respondents whose transportation supplements are subsidized by governmental funds is displayed in the following chart.



Question 12: If provided, do you charge a fee for your transportation services? 47 respondents responded to the question. 4 respondents skipped the question. The number of respondents who charge a fee for their transportation services is displayed in the following chart.

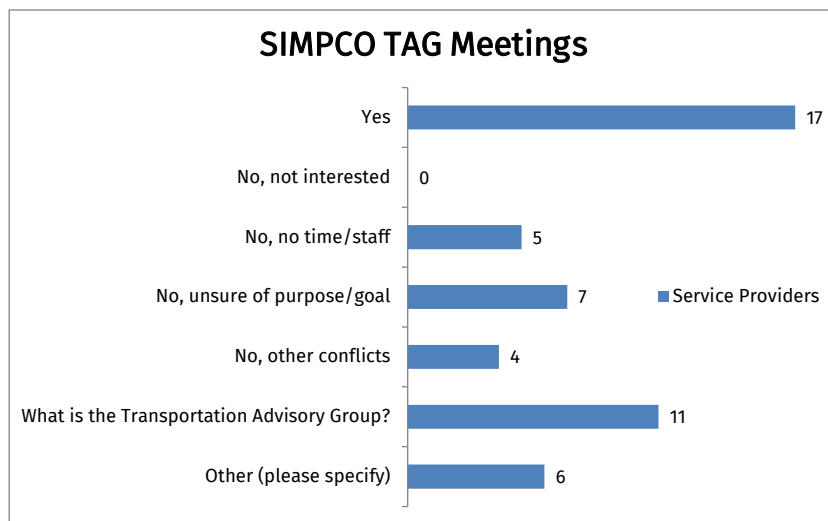




Question 13: If providing transportation, who is eligible for this service?  
 29 respondents responded to the question. 22 respondents skipped the question.

Question 14: Do you coordinate transportation with any other agency or have joint use of facilities relevant to your transportation service?  
 30 respondents responded to the question. 21 respondents skipped the question

Question 15: Have you attended any SIMPCO Transportation Advisory Group (TAG) meetings? If not, why?  
 50 respondents responded to the question. 1 respondent skipped the question. The number of respondents who have attended SIMPCO TAG meetings is displayed in the following chart?



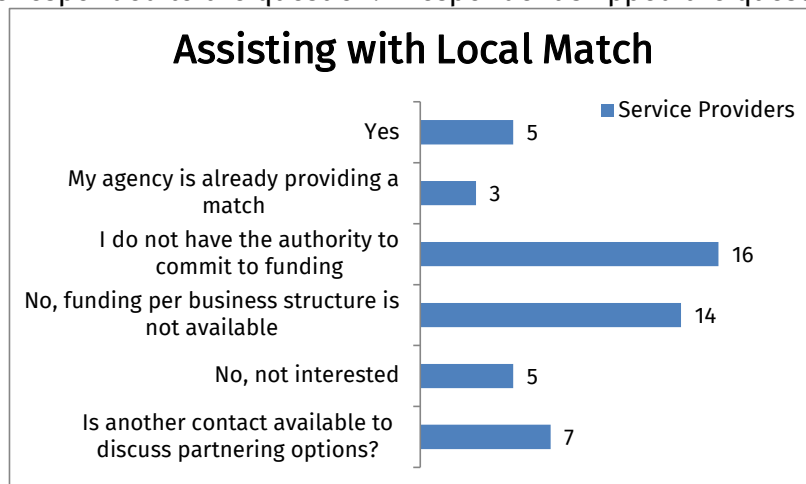
Question 16: Identify your choice of primary goals for SIMPCO TAG?  
 50 respondents responded to the question. 1 respondent skipped the question. The primary goals for SIMPCO TAG identified by the respondents are displayed in the following chart.

	<b>Highly Significant</b>	<b>Requires Attention</b>	<b>Not too Important</b>	<b>Don't Know</b>	<b>Total</b>
Transportation/transit education for public at large	13	25	2	9	49
Goal-oriented forum to present, discuss & resolve transportation issues	12	26	1	11	50
Communication and coordination of health/human service agencies with transit providers	18	19	1	11	49
Collectively apply for Federal transportation funds	10	22	3	13	48

Question 17: What topics would you like to see addressed at future SIMPCO TAG meetings? 49 respondents responded to the question. 2 respondents skipped the question.

	<b>Necessary topic requiring resolution</b>	<b>Worth discussing</b>	<b>Not familiar with issue</b>	<b>Not interested in this topic</b>	<b>Don't know</b>	<b>Total</b>
Transportation/Transit Education for public at large	5	27	4	2	10	48
Communication and coordination of health/human service agencies with transit providers	9	26	3	0	10	48
Collective application for Federal transportation funds	8	23	4	3	10	48
Goal-oriented forums	5	23	6	0	13	47

Question 18: Would your agency/organization be willing to assist with a local match to federal dollars if it meant improving public transportation options in your community? 50 respondents responded to the question. 1 respondent skipped the question.



Question 19: Would you like to be added to the SIMPCO TAG mailing list? Please provide your name, address, phone number and email below. 19 respondents responded to the question. 32 respondents skipped the question.

Question 20: Do you have other comments regarding access to public transit/transportation in the Metropolitan Sioux City area?  
13 respondents responded to the question. 38 respondents skipped the question.

Question 21: Do you have other comments regarding access to public transit/transportation in Woodbury, Plymouth, Monona, Ida or Cherokee counties in Iowa?  
13 respondents responded to the question. 38 respondents skipped the question.

Question 22: Do you have other comments regarding access to public transit/transportation in Dakota County, NE?  
12 respondents responded to the question. 39 respondents skipped the question.

Question 23: Do you have other comments regarding access to public transit/transportation in Union County, SD?  
14 respondents responded to the question. 37 respondents skipped the question.