

# Region XII Passenger Transportation Plan

FY 2021



*Adopted April 8, 2021*



Region XII Council of Governments Policy Council

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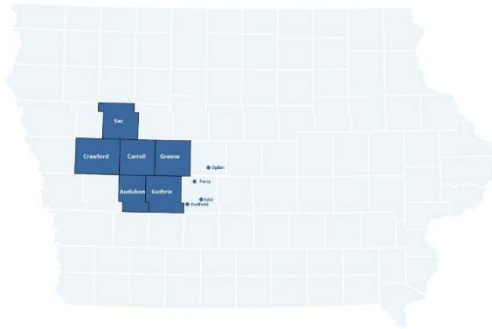
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## Chapter I: Passenger Transportation Plan Update Process

Region XII Council of Governments (Region XII COG) is the transportation planning authority for Audubon, Carroll, Crawford, Greene, Guthrie, and Sac Counties in west central Iowa as designated by the Boards of



Supervisors in each county. Region XII COG was formed in 1973 by its member counties through the joint exercise of powers provision in Chapter 28E of the Code of Iowa. Aside from transportation planning, Region XII provides technical and professional support services to the governments in the region, and administers numerous workforce programs, the Western Iowa Transit, various housing initiatives, the Housing Trust Fund through Council of Governments, Inc., the Iowa Waste Exchange and the Region XII Development Corporation business loan funds.

The Passenger Transportation Planning (PTP) process is designed to promote passenger transportation planning and coordination amongst health and human service agencies, transportation providers and the transportation planning agency in the region to further the development of the public transportation systems. While the Region XII PTP covers a five (5) year period, the annual updates provide a yearly review and justification for passenger transportation projects to be included in the regional Transportation Improvement Program (TIP). The PTP and the annual PTP updates are a required element for the Region XII RPA's annual Transportation Planning Work Program (TPWP). This document is the FY 2021 PTP Update. This update will review public input into the passenger transportation planning process, coordination efforts, review projects and their status and recommend new projects for implementation.

Coordination of transit service has always been a high priority for Region XII as the operator of WIT and as the regional planning agency. Passenger transportation coordination efforts have been successful and further efforts can and should be pursued. The revival of the Region XII Transit Advisory Committee, now known as the Transit Roundtable XII Committee will continue to formulate and promote transit coordination efforts. The Transit Roundtable XII Committee is comprised of representatives from Buena Vista Crawford and Sac Empowerment, Elderbridge Agency on Aging, R.S.V.P., New Hope Village, (serving persons with special needs) Partnership 4 Families (Empowerment Agency serving Audubon, Carroll, Greene, and Guthrie Counties), Windstar Lines, and Region XII COG staff. Membership of the TRXII Committee is open and new members and transportation interest participation is welcome.

As part of the PTP annual review, the TRXII Committee reviews the identified needs for passenger transportation service. The TRXII Committee and Region XII request for operational assistance and special project funding and the WIT capital improvement program. In April, the TRXII Committee reviews the final PTP update and makes its recommendation to the Region XII Policy Council for approval of the document.

## Chapter II: Inventory and Area Profile

### Western Iowa Transit Information:

Service is available for use by all citizens within the local communities and the surrounding areas. WIT is especially suitable for the transportation disadvantaged, such as persons with disabilities and senior citizens. WIT also works with nursing homes, care centers, local rehabilitation agencies, and group homes. The service is intended to compliment other transportation services to the community.



Table 1 shows some information regarding Western Iowa Transit's fares and reservations.

Table 1: WIT Fares and Reservations

In Town Service	
One-way	\$5.00
Round Trip	\$10.00
Out of Town Service	
Regular OOT	Quoted on a per trip basis
Special Trips and Group Outings	Charged on "time and mileage" cost

\*Rides must be scheduled 24 hours in advance; rides can be arranged by contacting our main office at Region XII office in Carroll at (712) 792-9914

In addition to the daily on-demand transit service to individuals, WIT is contracting with over twenty-five (25) agencies to provide transit service throughout the region. These contracted services include the following:

#### Agencies serving clients with disabilities

- New Hope Village, Carroll
- Wesco Industries, Denison
- Howard Center, Inc., Sac City
- Access to Care-Medicaid & Waiver Services
- Home Care Options Day-Hab

#### Care Centers and Nursing Homes

- Accura Health Center, Carroll
- Regency Park, Carroll
- St. Anthony Nursing Home, Carroll
- Regency Park, Jefferson
- Friendship Home, Audubon\*
- Panora Nursing & Rehab\*
- Twilight Acres\*
- Black Hawk Life Care Center\*
- Odebolt Nursing & Rehab Center\*
- Thomas Rest Haven\*

#### Senior Services

- Elderbridge Agency on Aging
- Manning Community Services\*\*

- Catch a Cab Company of Carroll, Iowa, and Emerald Cab of Denison, Iowa. These private cab companies provide ambulatory transit services for senior citizens and people with disabilities in Carroll and Denison. WIT provides a subsidy to the companies that allow them to offer rides at discounted rates.

Agencies serving children

- New Opportunities Inc., Carroll. (Head Start in Carroll, Sac City and Audubon).
- Job Corps of Denison\*\*
- West Central Development Corporation/Harlan. (Head Start in Denison)

School Districts (service to children with special needs)

- Denison Community Schools
- Coon Rapids/Bayard Community Schools
- Greene County Community Schools
- East Sac Community Schools
- Carroll Community Schools
- Ar-We-Va Community Schools
- Glidden-Ralston Community Schools

Employee Shuttle Services (all commuters originate in Denison)

- Monogram Foods (Harlan)
- Midwest Industries (Ida Grove)\*\*

*\*Denotes service provided on demand with no contract*

*\*\*Indicates service is currently suspended due to COVID.*

In FY 2020, Western Iowa Transit provided 125,661 rides. Rides in FY 2020 were down over 22-percent over the previous fiscal year due to the loss of service as a result of the Corona virus pandemic. Revenue miles were also down from FY 2019, totaling 820,624 miles (-21%).

Thirty employees allow Western Iowa Transit to provide these public transit services. These employees include 20 full-time drivers, 5 part-time drivers, Transit Director, Service Manager, Transit Assistant, Office Assistant, and a Service Assistant.

Western Iowa Transit's fleet is comprised of 61 public transit vehicles. These vehicles are utilized throughout the region to provide service and include: 22 light duty busses, 3 medium duty busses, 5 passenger vans, 10 standard mini-vans, 8 ADA mini-vans, 11 MV1 ADA units, one sedan, and one service truck.

### **Cab Company Information:**

- Carroll Cab (Carroll Area): 712-830-0123
  - Operates one sedan
  - Hours: Monday – Friday, 6 AM – 6 PM
- Catch a Cab (Carroll Area): 712-292-5637
  - Operates one sedan
  - Hours: Monday – Friday, 6 AM - 6 PM
- Emerald Cab (Denison Area): 712-269-1267
  - Operates one minivan
  - Hours: Monday – Saturday, 6 AM - 10 PM; Sunday 8 AM – 2 AM
- Pat’s Taxi (Carroll Area): 515-313-3243
  - Operates one SUV
  - Hours: Monday 9 AM - 3 PM; Wednesday 9 AM – Midnight; Thursday 11 AM – Midnight; Friday and Saturday 10 AM – 3 AM

### **Charter Bus Company Information**

Windstar Lines began in 1995 and is headquartered in Carroll, Iowa. Windstar Lines provides luxury charter bus rentals. Windstar travels throughout the USA, providing ground transportation service to or from anywhere in the continental United States and Canada. Windstar has 10 locations throughout the United States, including Iowa (Carroll, Cedar Rapids, Des Moines, and Dubuque), Nebraska (Lincoln), Illinois (Rockford), Missouri (Kansas City), South Dakota (Sioux Falls), and Nevada (Las Vegas).

Windstar accommodates groups of all types and sizes, including, but not limited to the following: colleges/universities/school districts, athletic teams, tour operators, musicians/entertainers, convention transports, shuttles, corporate travel, hotels/casinos, church groups, weddings, family reunions, military, adult leisure groups, bank clubs, and many more!

Windstar Lines operates a large and varied fleet that includes 21 Passenger Minibuses, 47-56 Passenger Luxury Motorcoaches, and VIP Sleeper Motorcoaches that are designed for overnight travel.<sup>1</sup>

### **Crawford County Memorial Hospital**

Crawford County Memorial Hospital located in Denison operated 4 ADA busses. The Hospital Foundation of Crawford County and Crawford County Memorial Hospital operates these busses to provide free transportation to the Crawford County Memorial Hospital to those who need it to access to healthcare at their facility and clinics.

### **Facilities serving those with Special Needs**

New Hope Village (NHV) is a not-for-profit 501(c)(3) community based organization in Carroll, Iowa which began offering services to adults with disabilities in 1977. NHV provides residential services at their main campus in Carroll as well as individual or small group sites in Carroll, Manning and Glidden. There are also several individual or small group sites rented directly by the individual or residing with the family.

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<sup>1</sup> [www.gowindstar.com](http://www.gowindstar.com), Windstar Lines, 1903 US Hwy 71 North, Carroll, IA 51401, 712-792-4221



New Hope Village also provides occupational services and operates thrift stores in Carroll, Manning and Coon Rapids. Carroll Enterprise Systems provides a wide variety of different types of work, including: direct and bulk mailing, packaging and assembly, car wash detailing, can crushing, shredding confidential documents, and cleaning video cassette boxes.

New Hope Village owns and operates 45 vehicles and provides transportation for clients to and from residential and works sites as well as transportation for activities, shopping and medical appointments.

While NHV owns and operates 45 vehicles of their own; Region XII COG supplies NHV with 5 ADA accessible buses to provide transportation for NHV clients. This contractual agreement has been in place since 1980. This agreement allows NHV to have access to the WIT fleet. NHV employs their own drivers, pays for vehicle maintenance and fuel and provides the local match for newly purchased vehicles while WIT counts rides and revenue miles for inclusion into STA and FTA funding formulas.

### **School Information**

There are 33 school districts that serve the Region XII COG area; although a number of these districts do not have facilities within the 6 county area. Map 1 illustrates the public school districts in the region. The 33 school districts that serve the Region XII COG area operate 399 buses.

<b>In Town Service</b>	
One-way	\$5.00
Round Trip	\$10.00
<b>Out of Town Service</b>	
Regular OOT	Quoted on a per trip basis
Special Trips and Group Outings	Charged on "time and mileage" cost

Table 2: School Bus Inventory

School District	Number of Vehicles
Audubon CSD	15
IKM-Manning CSD	25
Exira-Elk Horn-Kimballton CSD	16
Panorama CSD	18
Guthrie Center CSD	16
Paton-Churdan CSD	11
Glidden-Ralston CSD	9
Coon Rapids-Bayard CSD	12
Schleswig CSD	10
Boyer Valley CSD	17
Carroll CSD *	49
Kuemper High School	6
West Central Valley CSD	28
Adair-Casey CSD	13
Greene County CSD	26
Charter Oak-Ute CSD	11
AR-WE-VA CSD	13
Denison CSD	38
East Sac County CSD	25
Schaller-Crestland CSD	14
Odebolt-Arthur-Battle Creek-Ida Grove CSD	27
<b>Total</b>	<b>399</b>

\*Operates at least one ADA bus



### **Senior Living Facility Information**

There are a number of elderly care facilities located in the region. Only five facilities reported owning and operating their own vehicles for client and resident transportation: Eventide Lutheran Home in Denison, Exira Care Center in Exira, Thomas Rest Haven in Coon Rapids, Sunny Brook Assisted Living and Swan Place in Carroll. Each facility operated one ADA vehicle each.

Thomas Rest Haven utilizes their vehicle for group activity transportation only. Eventide utilizes their vehicle for activities and individual appointments. Bus usage is restricted to residents of each respective facility.

Region XII COG contracts with the following elderly care facilities to provide individual transportation for appointments as well as for group outings and events. WIT also provides service to clients at other elderly care facilities on an as needed basis.

### **Veterans Affairs**

Veteran's Affairs (VA) offices are located in each county and can assist veterans, their widows, widowers, wives and minor children with filling out forms to enroll in VA Healthcare system as well as VA pensions, home loan assistance, education, and burial benefits. The Carroll and Crawford County Veteran's Affairs offices offer transportation or transportation assistance.

Crawford County operates a standard mini-van to provide transportation for veterans to the Omaha VA Hospital and VA offices. Typically the Crawford County VA van operates 5 days per week utilizing volunteer drivers.

To utilize this service, the veteran must have been discharged from active military service under other than dishonorable conditions to receive service. Active service means full-time service as a member of the Army, Navy, Air Force, Marines Coast Guard, or as a commissioned officer of the Public Health Service, the Environmental Services Administration or the National Oceanic and Atmospheric Administration. Certain VA benefits and medical care require wartime service.

### **Regional Planning Area Demographics:**

Based on statistical data gathered from the U.S. Census Bureau and 2019 U.S. Census Estimates, population is increasing throughout the majority of the region. The regional planning area is largely rural, and consists of 56 cities.

Table 3: Region XII Demographic Data

	<b>Audubon County</b>	<b>Carroll County</b>	<b>Crawford County</b>	<b>Greene County</b>	<b>Guthrie County</b>	<b>Sac County</b>	<b>Region XII Area</b>	<b>State of Iowa</b>	<b>United States</b>
2010 Population	6,119	20,816	17,096	9,336	10,954	10,350	74,674	3,046,355	308,745,538
2019 Population	5,496	20,165	16,820	8,888	10,689	9,721	71,779	3,155,070	328,239,523
% Population Change 2010-2019	-10.2%	-3.1%	-1.6%	-4.8%	-2.4%	-6.1%	-3.8%	3.6%	6.3%
% of Population 65+	24.7%	20.7%	17.9%	22.5%	22.8%	23.9%		17.5%	16.5%
Median Household Income	\$52,055	\$59,212	\$55,755	\$53,050	\$61,161	\$58,232		\$60,523	\$62,843
Per Capita Income	\$30,344	\$31,648	\$29,196	\$28,451	\$31,128	\$32,274		\$32,176	\$34,103
% Persons with a Disability	13.10%	10.6%	14.3%	15.7%	13.6%	10.7%		11.6%	12.6%
% Persons in Poverty	10.9%	8.2%	12.5%	11.2%	8.8%	9.5%		11.2%	10.5%

Regarding median household income, all of the counties, except Guthrie, in the regional planning area had lower figures than both the State and the Nation (Table 3).

In Audubon, Crawford, Greene, and Guthrie County, the percentage of persons with a disability are higher than both the state and the nation (Table 3). This means there will continuation of transportation as a primary barrier in accessing essential services.

Table 4: Region XII LEP Data

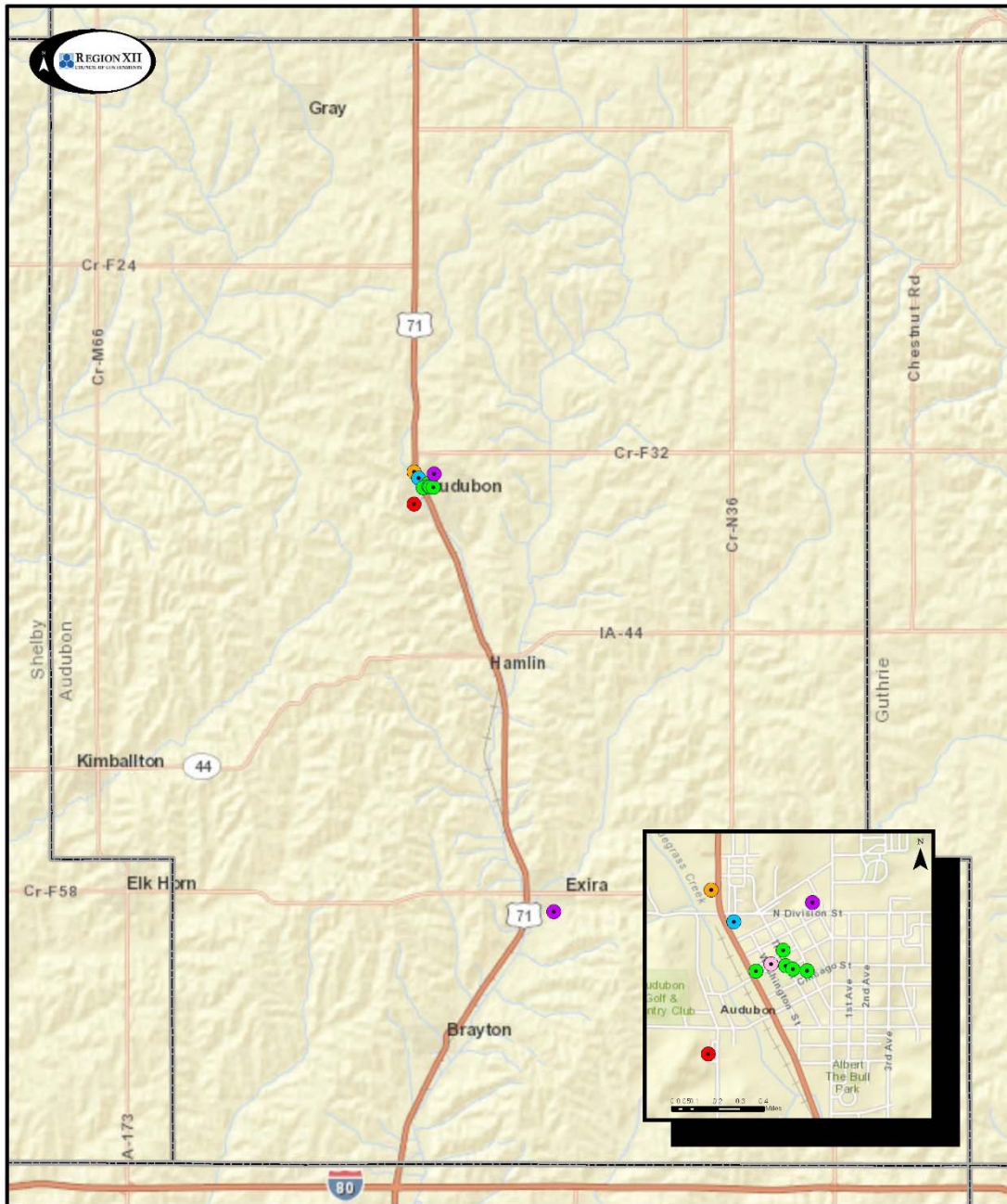
LEP Data (2015 ACS)							
	<b>Audubon County</b>	<b>Carroll County</b>	<b>Crawford County</b>	<b>Greene County</b>	<b>Guthrie County</b>	<b>Sac County</b>	<b>Total</b>
Total Population	5,589	19,283	15,916	8,688	10,172	9,574	69,222
Speak only English	5,525	18,801	12,192	8,510	9,968	9,346	64,342
Speak another language, but speak English "very well"	39	419	1,889	101	138	159	2,745
Speak another language, and speak English less than "very well"	25	63	1,835	77	66	69	2,135
Percent that speak another langual and speak English less than "very well"	0.45%	0.33%	11.53%	0.89%	0.65%	0.72%	3.08%

Limited English Proficiency (LEP) data in the regional planning area shows that 3.08 percent of the total area population speaks another language and speak English less than "very well" (Table 4). The Western Iowa Transit website provides brochures in English, Spanish, and Braille (upon request).

### Service Center Locations

The following will visually display the locations of banks, clinics, grocery stores, hospitals, nursing homes and pharmacies throughout the region as well as business districts that have a concentration of retail businesses.

Map 2: Audubon County Service Centers

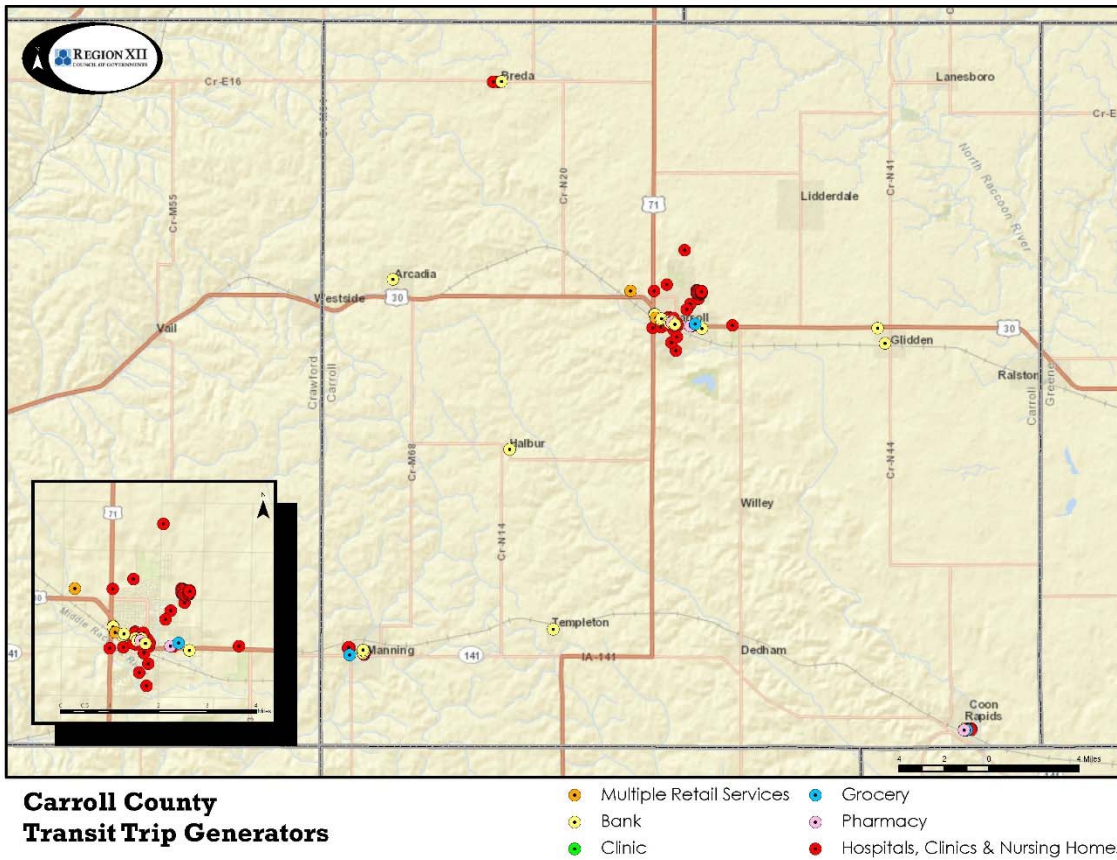


**Audubon County  
Transit Trip Generators**

- Multiple Retail Services
- Hospital
- Bank
- Nursing Home
- Clinic
- Pharmacy
- Grocery

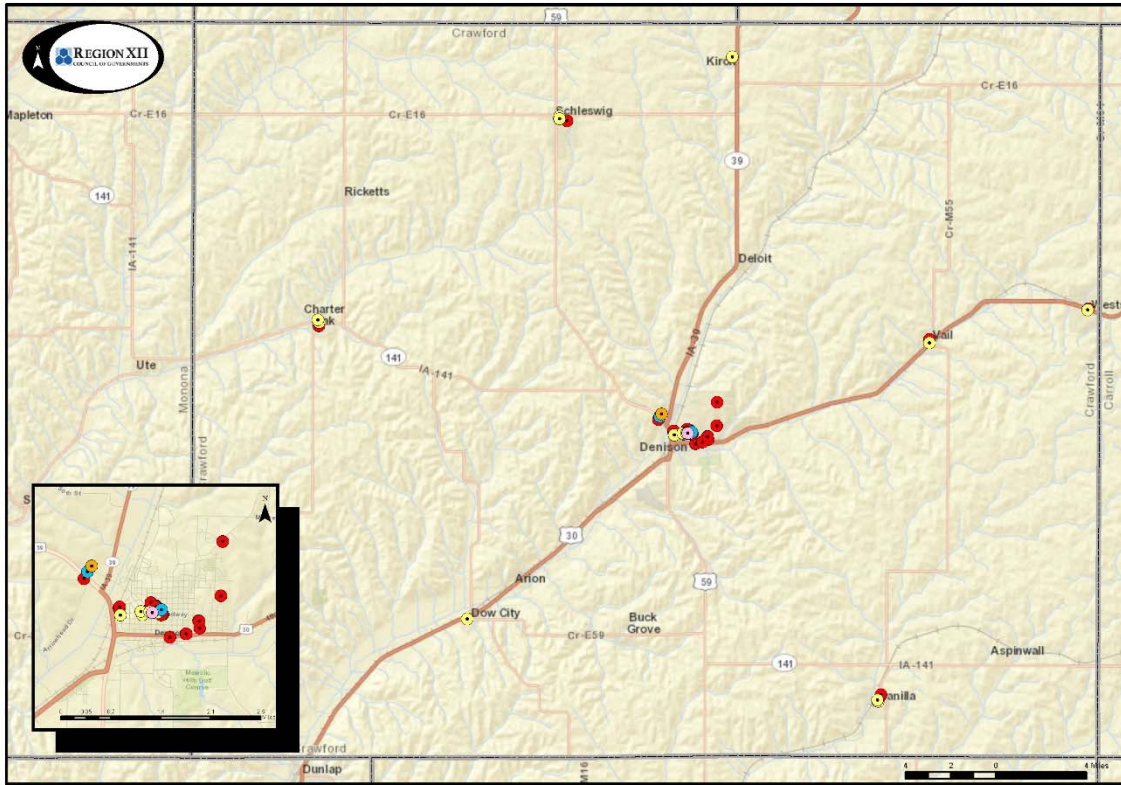
Most transit trip generators are located in the City of Audubon where Western Iowa Transit operates one full time bus. An additional transit bus is located in Exira.

Map 3: Carroll County Service Centers



Region XII Council of Governments/Western Iowa Transit is headquartered in the City of Carroll. Carroll is also the regional hub for retail businesses and many medical and health services. WIT's also has a transit bus stationed in Manning and Coon Rapids to service the trip generators located in southern Carroll County.

Map 3: Crawford County Service Centers



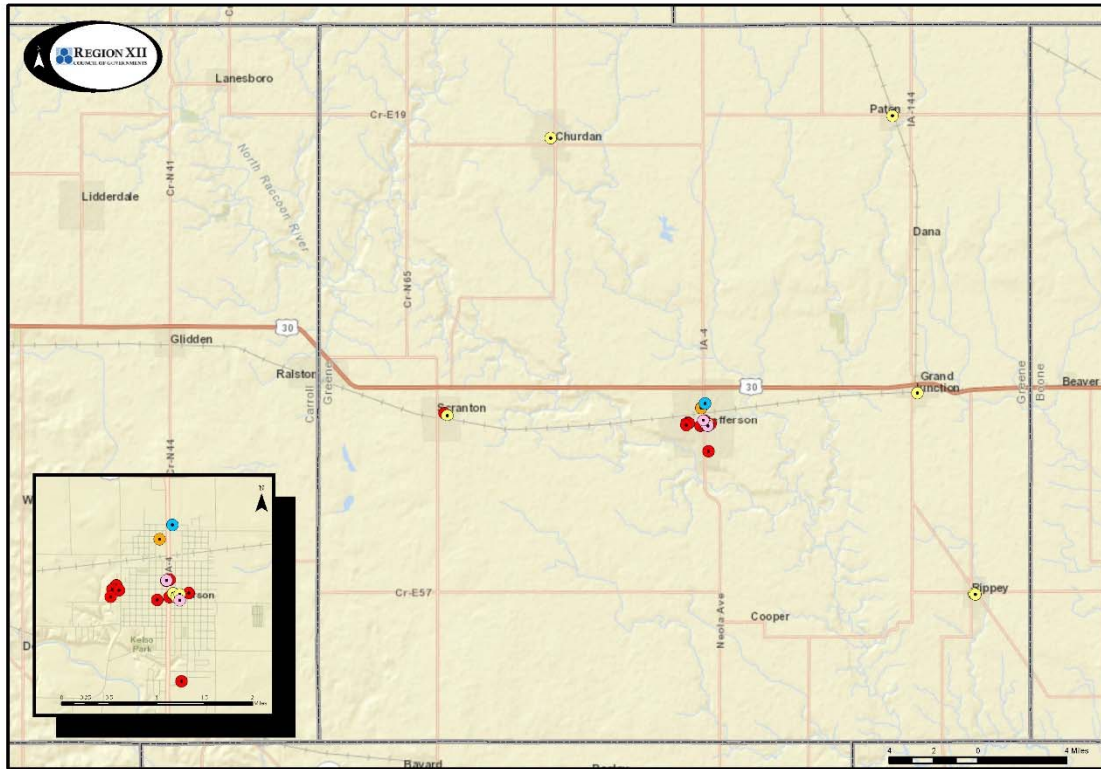
**Crawford County  
Transit Trip Generators**

- Multiple Retail Services
- Bank
- Clinic
- Grocery
- Pharmacy
- Hospitals, Clinics & Nursing Homes

Denison and Crawford County is home to several service providers. WIT has a satellite facility in Denison to provide service.



Map 4: Greene County Service Centers



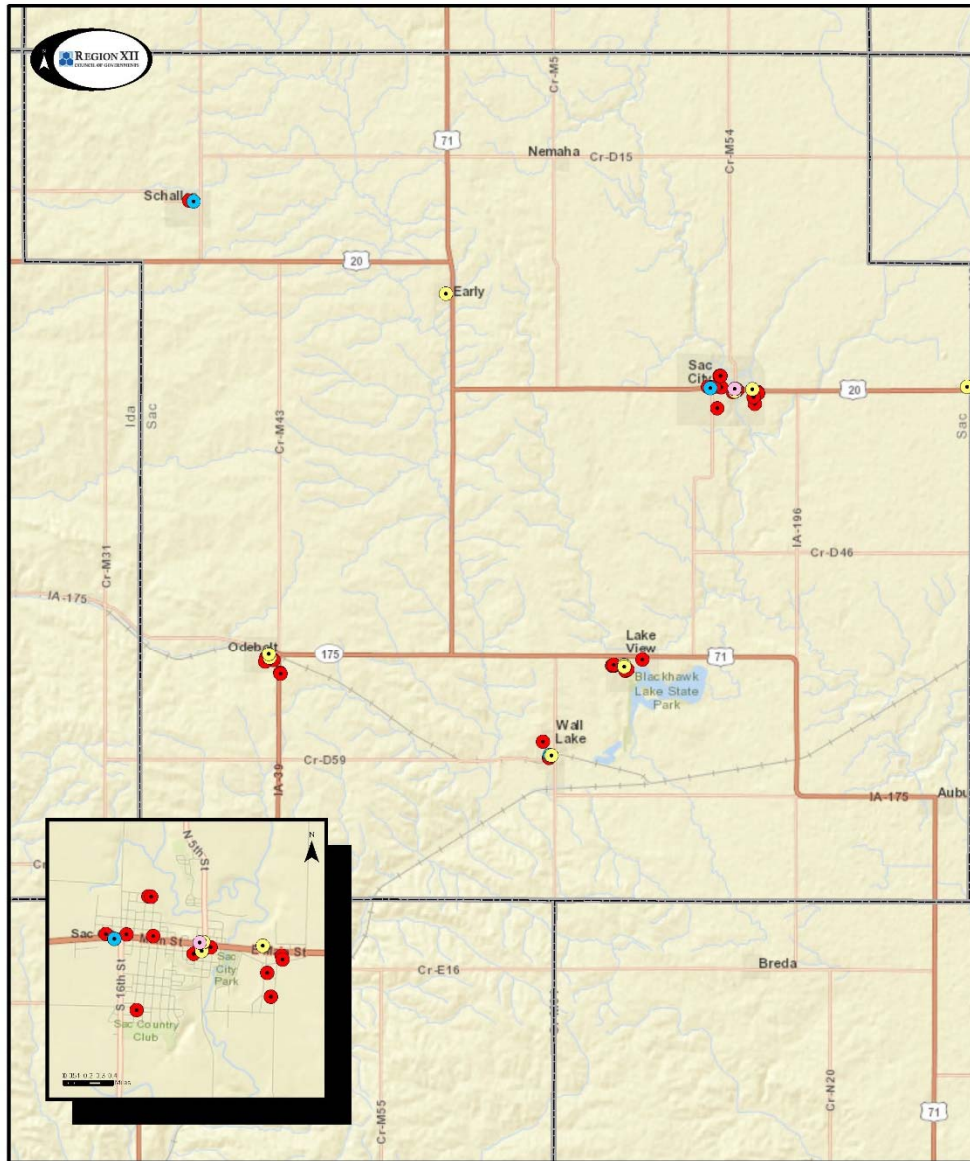
**Greene County  
Transit Trip Generators**

- Multiple Retail Services
- Bank
- Clinic
- Grocery
- Pharmacy
- Hospitals, Clinics & Nursing Homes

Jefferson is the county seat of Greene County and is the location for several trip generators and service centers. WIT operates a satellite building in Jefferson to provide service throughout Greene County.



Map 6: Sac County Service Centers



**Sac County  
Transit Trip Generators**

- Multiple Retail Services
- Bank
- Clinic
- Grocery
- Pharmacy
- Hospitals, Clinics & Nursing Homes

Trip generators and spread throughout Sac County. WIT’s has vehicles stationed in Auburn, Odebolt and 3 in Sac City to provide service in the county.

Chapter III: Coordination Issues

The following table (Table 5) lists the unmet needs and the challenges and potential solutions that go along with these identified needs for passenger transportation service in the area. The TRXII committee reviews the identified needs for passenger transportation service.

<b>Unmet Passenger Transportation Needs</b>	
<b>Category: After Hours Services</b>	
Challenges	Solutions
<ul style="list-style-type: none"> <li>• Drivers often don't want evening hours</li> <li>• Inflexibility of schedules</li> <li>• Demand vs. supply</li> <li>• Resources (drivers, vehicles, are they available?)</li> <li>• Cost to provide ride</li> <li>• Lack of knowledge/need to share information (No clearing house)</li> <li>• Insurance/Liability issues</li> <li>• Agency policies</li> <li>• State/Federal regulations</li> <li>• Supporting documentation to justify need</li> <li>• Coordination of medical appointments</li> <li>• Variables out of our control</li> <li>• Lack of transit shelters</li> <li>• Individualized needs</li> <li>• Lack of funding</li> </ul>	<ul style="list-style-type: none"> <li>• Widen job search               <ul style="list-style-type: none"> <li>○ Incentives – shift differential pay</li> <li>○ Donate funds/rides to transit providers</li> <li>○ Use partner agency drivers</li> <li>○ Partner with agencies who own vehicles</li> </ul> </li> <li>• Create partnerships with employers &amp; community agencies—explore tax advantages for employers</li> <li>• Public education &amp; coordination of ride needs               <ul style="list-style-type: none"> <li>○ Community</li> <li>○ Transit providers</li> <li>○ Businesses</li> </ul> </li> <li>• Identify/list available drivers &amp; vehicles—diversify fleet to meet rider needs</li> <li>• Collaborate with other agencies who have the vehicles you need               <ul style="list-style-type: none"> <li>○ Ask businesses for funds or “in kind”</li> </ul> </li> <li>• Publicize               <ul style="list-style-type: none"> <li>○ PSA's</li> <li>○ AD's meetings</li> <li>○ Religious organizations</li> <li>○ Meal sites</li> <li>○ Flyers on buses</li> <li>○ 211</li> <li>○ Family caregiver</li> <li>○ Libraries</li> <li>○ Word of mouth</li> <li>○ Share information among agencies</li> </ul> </li> <li>• Public transit already has coverage               <ul style="list-style-type: none"> <li>○ Volunteers—good Samaritan laws</li> <li>○ Legislation changes needed</li> <li>○ Changes to insurance policy/laws</li> </ul> </li> <li>• Creatively looking at funding streams</li> <li>• Surveys               <ul style="list-style-type: none"> <li>○ Incentives</li> <li>○ Language barriers</li> <li>○ Multiple formats</li> <li>○ Short</li> </ul> </li> <li>• Collaborate with medical providers               <ul style="list-style-type: none"> <li>○ Demonstrate benefits</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Get testimonials to share with potential funders</li> <li>● “We” need to be flexible in our planning <ul style="list-style-type: none"> <li>○ Education &amp; outreach to public/consumers</li> <li>○ Customer may need to use alternate transport</li> </ul> </li> <li>● Encourage indoor “waiting areas”; discuss creative options for businesses &amp; employers</li> <li>● Be flexible but recognize that you might not be able to meet their needs; involve individuals in problem solving</li> <li>● Advocacy; fundraise; grants; taxes</li> </ul>
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**Category: Affordability and Funding**

Challenges	Solutions
<ul style="list-style-type: none"> <li>● Lack of funding</li> <li>● Competition for dollars</li> <li>● Costs of doing business</li> <li>● Cost to consumers</li> <li>● Unfunded mandates</li> <li>● Regulations/reporting tied to funds</li> <li>● More time required for senior rides</li> </ul>	<ul style="list-style-type: none"> <li>● Networking</li> <li>● Volunteers</li> <li>● Private and corporate funding</li> <li>● New dollars and areas for dollars</li> <li>● Coordination of trips</li> <li>● Company sponsored routes/trips</li> <li>● Maintenance</li> </ul>

**Category: Availability of Services**

Challenges	Solutions
<ul style="list-style-type: none"> <li>● Distance is a problem</li> <li>● Few users per trip</li> <li>● Cost</li> <li>● Timing/timely</li> <li>● Users per area</li> <li>● Volunteers</li> <li>● Insurance</li> <li>● Background of drivers</li> <li>● Physical abilities</li> <li>● Salaries</li> <li>● Coordination</li> <li>● Licensing</li> <li>● Putting money into programs or marketing</li> <li>● Targeting marketing</li> <li>● Understand available services</li> <li>● Language barriers</li> <li>● Social skills</li> <li>● Connections</li> <li>● Paper work—regulations</li> <li>● Specialized equipment</li> <li>● Available drivers</li> </ul>	<ul style="list-style-type: none"> <li>● Combining trips</li> <li>● ITS</li> <li>● Website</li> <li>● E-mail</li> <li>● Promoting good design</li> <li>● Drivers Ed support</li> <li>● Part-time drivers</li> <li>● Collaboration</li> <li>● Human service coalition</li> <li>● Central point for information sharing</li> <li>● Brochures (+/-)</li> <li>● Making sure the right people are getting the information</li> <li>● Driving training/sensitivity</li> <li>● Partner with private entities</li> </ul>

<ul style="list-style-type: none"> <li>• Cost</li> </ul>	
<b>Category: Drivers</b>	
<b>Challenges</b>	<b>Solutions</b>
<ul style="list-style-type: none"> <li>• Education of whom you are driving</li> <li>• Qualified</li> <li>• Insurable</li> <li>• Honest</li> <li>• Dependable</li> <li>• Confidential</li> <li>• Patience, yet firmness</li> <li>• Capable and safe driver</li> <li>• Physical conditions (i.e. lifts, tie-downs)</li> <li>• License requirements</li> <li>• Hours</li> <li>• Pay</li> <li>• Expectations</li> <li>• Training</li> </ul>	<ul style="list-style-type: none"> <li>• Education and training <ul style="list-style-type: none"> <li>○ Vehicle</li> <li>○ Equipment</li> <li>○ Driving</li> <li>○ People skills—sensitivity</li> </ul> </li> <li>• Physical—wellness program and info</li> <li>• Policies</li> <li>• Money</li> <li>• Supervision</li> <li>• Recruitment</li> </ul>
<b>Category: Equipment Needs</b>	
<b>Challenges</b>	<b>Solutions</b>
<ul style="list-style-type: none"> <li>• Funding</li> <li>• Size</li> <li>• Reliable</li> <li>• Technology</li> <li>• Comfort/climate/space</li> </ul>	<ul style="list-style-type: none"> <li>• Additional funding</li> <li>• ADA revisions and coordination</li> <li>• Corporate and private funding</li> <li>• Regulations</li> <li>• Different size vehicles</li> </ul>
<b>Category: Information and Communication</b>	
<b>Challenges</b>	<b>Solutions</b>
<ul style="list-style-type: none"> <li>• Proper information to targeted population</li> <li>• Proper outlet of information</li> <li>• Public perception of the bus</li> <li>• Potential passengers, use, availability and community coordination</li> <li>• Networking ride information</li> <li>• Flexibility</li> </ul>	<ul style="list-style-type: none"> <li>• Bus—good advertisement</li> <li>• Networking</li> <li>• Community education</li> <li>• Flyers and brochures</li> </ul>
<b>Category: Volunteers</b>	
<b>Challenges</b>	<b>Solutions</b>
<ul style="list-style-type: none"> <li>• Availability</li> <li>• Qualified and capable</li> <li>• Insurable</li> <li>• Honest</li> </ul>	<ul style="list-style-type: none"> <li>• Policies</li> <li>• Screening</li> <li>• Education</li> <li>• Training</li> </ul>

<ul style="list-style-type: none"> <li>• Dependable</li> <li>• Confidential</li> </ul>	<ul style="list-style-type: none"> <li>• Willingness to take a chance</li> </ul>
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**Passenger Transportation Coordination Efforts**

Passenger Transportation Coordination and planning is not new to Region XII COG or to WIT. Since its inception until 2005, the WIT Transit Advisory Committee met quarterly to discuss transit issues on a regional basis and the need for additional services in the local areas. The WIT Transit Advisory Committee oversaw the development of the Transit Development Planning process as required by IDOT until the elimination of this requirement in the late 1993. WIT continued this planning process even though it was not required to help provide better and more forward thinking delivering of service.

As part of the Mobility Action Workshop held in 2006, a new WIT Transit Roundtable XII Committee (TR XII) was formed to discuss transit coordination and need for services. This group is made of up transit providers and users from across the region. The TR XII Committee is charged with the oversight of the Region XII Coordinated Passenger Transportation Plan as well as ways to increase coordination and improve service.

**Region XII COG and Western Iowa Transit Joint Use of Facilities**

The Region XII COG facility is a joint use facility. Region XII COG operates WIT but also a local assistance department and workforce development department jointly out of their facility in Carroll. As stated previously, this facility was constructed in 1994 after Region XII COG spent several years growing in and out of rented office spaces; with departments being housed in various locations either jointly or separately.

**Western Iowa Transit Passenger Transportation Coordination Efforts**

Region XII COG contracts with the following elderly care facilities to provide individual transportation for appointments as well as for group outings and events: Carroll Health Center (Carroll), Regency Park Nursing and Rehab Center of Carroll, Regency Park Nursing and Rehab Center of Jefferson, Denison Care Center (Denison), Friendship Home (Audubon), Loring Care Center (Sac City), Panora Nursing and Rehab (Panora), Parkview Care Center (Sac City), St. Anthony’s Nursing Home (Carroll), Thomas Rest Haven (Coon Rapids). WIT also provides service to clients at other elderly care facilities on an as needed basis.

**New Hope Village Passenger Transportation Coordination Efforts**

While NHV owns and operates 45 vehicles of their own; Region XII COG supplies NHV with 5 ADA accessible buses to provide transportation for NHV clients. This contractual agreement has been in place since 1980. This agreement allows NHV to have access to the WIT fleet. NHV employs their own drivers, pays for vehicle maintenance and fuel and provides the local match for newly purchased vehicles while WIT counts rides and revenue miles for inclusion into STA and FTA funding formulas.

**Cab and Taxi Passenger Transportation Coordination Efforts**

Region XII COG works with local cab companies to provide discounted ride tickets for elderly and disabled riders in the City of Carroll and Denison. This enables WIT to offer additional rides at a reduced cost and gives passengers more freedom of choice and flexibility in times for service. This agreement allows both WIT and the private cabs to provide more service efficiently.

**Manning Community Services Passenger Transportation Coordination Efforts**

With Manning Community Services providing senior and disabled rides in Manning, WIT is able to use its own bus stationed in Manning to provide service in the surrounding communities for medical and other appointments. This coordination effort allows MCS to obtain FTA and STA assistance while providing additional rides and miles for WIT.

**Public Input**

From October through December of 2020, Western Iowa Transit staff distributed 500 ridership surveys to riders throughout the region. These surveys help to identify service needs and issues. A summary of these surveys are included in Appendix 2.



## Chapter IV: Priorities and Strategies

### **Goal: Increase Awareness of Public Transit**

#### **Action: Continue to promote and market the public transit system.**

Marketing WIT has been an ongoing effort. Marketing efforts have included: brochures, Region XII COG newsletter articles, community visits, community service meeting presentations, newspaper ads, yellow page listings, and the internet. Arguably, some of these effort have proven more fruitful than others, but the need for continued marketing and promotion of the system continues.

**Partners and Resources:** Region XII COG staff (newsletter and website), TRXII Committee, IDOT, IPTA, RSVP, local media, community service organizations, health and human services organizations and providers.

**Recommendations:** Continue to work with the TRXII Committee members to promote and market public transit services through brochures, site visits to chamber groups, community groups and senior centers.

**Update:** Ongoing. The effort to communicate and market the availability of public transit and passenger transportation is ongoing.

#### **Action: Communication.**

Wester Iowa Transit staff needs to communicate the availability of the public transit service to the public who need it. Generally, these people are the elderly and those with special needs, but others can utilize and benefit from the system. These groups or organizations may include: care centers, schools, congregate meal sites, major employers or major retailers. While the message may be clear, the message needs to be delivered to the proper potential user groups.

**Partners and Resources:** Region XII COG staff, TRXII Committee, local media, community service organizations, health and human services organizations and providers.

**Recommendations:** Work with the TRXII Committee members and WIT staff to develop printed material and low proficient English brochures to promote the use of public transit to all citizens.

**Update:** Ongoing. The effort to communicate the availability of public transit and passenger transportation is ongoing. This effort is being improved through the PTP process and the TRXII Committee discussions. Region XII has made available WIT brochures in Spanish to provide information to non-English speaking persons regarding public transit services. WIT staff has also explored the use of the The Big Word: telephone interpreter service which is currently utilized by IDOT.

### **Goal: Affordable Passenger Transit Service and Funding**

#### **Action: Educate financial partners about the need for adequate funding for passenger transit service.**

**Partners and Resources:** IDOT, IPTA, Federal and State Legislators, County and City governments, Elderbridge Agency on Aging and United Way.

**Recommendations:** Work with federal and state legislative groups to promote the awareness of funding for public transit.

**Update:** Ongoing. Efforts to increase the awareness of passenger transportation funding and service continue and this effort is being improved through the PTP process and the TRXII Committee discussions.

**Action: Increase efficiency.**

Increased efficiency may not save money, but it may allow for better delivery of service. Combining trips both internally and working to develop a system that will allow for the combination of trips externally, will improve efficiency and coordination.

**Partners and Resources:** Region XII COG staff, IDOT, TRXII Committee, and passenger transportation providers.

Recommendations: Coordinate trips and rides internally and with outside organizations where possible.

**Update:** Ongoing. Efforts to increase efficiency and coordination of passenger transportation continues. Communication among transportation providers will continue to improve this effort. TMS Management Group (TMS) started operation in Iowa in 2010 to provide Medicaid transportation brokerage services in Iowa. Continuing in 2017 and 2018, the Managed Care Organizations (MCOs) focus is to match each eligible rider with timely and cost efficient transportation. WIT continues to work with MCOs to provide Medicaid transportation services for residents of the region.

**Goal: Retain and Recruit Quality Drivers**

**Action: Retail quality drivers.**

Safe, honest, dependable, and insurable drivers are at times difficult to find and retain. Financial incentives, benefits, and flexibility are all pieces of compensation packages that will assist in the recruitment and retention of drivers. Driver training programs and education are ongoing and should be combined with other agencies when at all possible. These efforts will provide for better and more efficient training.

**Partners and Resources:** Region XII COG, IDOT, School Districts, and transportation providers.

Recommendations: Continue to hire and retain quality drivers.

**Update:** Ongoing. The need for quality drivers that are committed to providing safe and quality transportation service continues to be a high priority. Driver recruitment remains difficult as unemployment rates continue to be low statewide and hours of service are extended.

**Goal: Provide Additional After Hours Service**

**Action: Evaluate the need for expanded taxi-cab hours.**

**Action: Evaluate the need for expanded public transit after hours service.**

Expanded hours of service are deemed a need although some user surveys do not indicate that this need is high. Evening and weekend service is provided on an as needed or as available service by WIT. The taxi-cab companies typically operate until 5:00PM during the week and run limited daytime hours on Saturday and Sunday. For WIT, and most likely the private tax-cabs, after hours and evening service is complicated due to the small number of rides that can be provided combined with the high cost of having a vehicle and driver available.

**Partners and Resources:** Region XII COG, IDOT, School Districts, and transportation providers.

Recommendations: pursue additional hours of service and quality of life trips in communities throughout the region. Apply for National Senior Community Transportation Funding.

**Update:** After Hours Cab began operations in Carroll and the surrounding area in 2010 and discontinued service in 2019. Other cab companies have began and ceased operations over the period but none operation 24-7. While the demand for cab services, along with rideshare services, in the evening has flourished, demand does not appear to be high enough to support after hours service for public transit at this time.

## **Goal: Increase Availability of Services**

### **Action: Develop connection to intercity bus network.**

Burlington Trailways, Greyhound Lines, and Jefferson Lines run scheduled bus service throughout the State, although none through the Region XII area. Other public transit agencies across the state have partnered with these inter-city bus services to provide connector service; increasing ridership for both entities. All three lines have a depot in Des Moines, while Burlington Trailways and Jefferson Lines have terminals in Ames; both are within close proximity to the existing Region XII service area and WIT.

**Partners and Resources:** Region XII COG and intercity bus companies.

**Recommendations:** Develop a relationship between charter bus, intercity bus and public transit to develop a regional connection to the intercity bus network.

**Update:** No action. Availability of funding and the need hamper the implementation of this service.

### **Action: Explore quality of life shopping route in various communities.**

Recreational shopping and social trips are important parts of everyone's life and even more so for those residing in elderly care centers or other facilities. WIT currently runs a Hy-Vee route in Carroll on a weekly basis and provides, providing rides from various senior housing and apartment complexes to Hy-Vee for shopping and pharmacy needs. Hy-Vee subsidizes the route to encourage shopping at their store which retained customers after their store relocation some years ago. This route or service could be duplicated in other communities such as Jefferson or Sac City where there are senior housing and apartment complexes that are some distance from the local grocery store in each community.

**Partners and Resources:** Region XII COG, senior housing complexes, National Center on Senior Transportation, and local retailers.

**Recommendations:** Pursue additional hours of service and quality of life trips in communities throughout the region. Apply for National Senior Community Transportation Funding.

**Update:** No action. The lack of available funding combined with the lack of support from local businesses and potential riders have kept this service from being implemented.

### **Action: Expanded transit services to persons with disabilities.**

**Partners and Resources:** Region XII COG, sheltered workshops, and local businesses.

**Recommendations:** Pursue additional service and quality of life trips for special needs individuals specifically at New Hope Village and in other communities throughout the region.

### **Action: Expand the regional van-pool and commuter shuttle program.**

In the Spring of 2008, Region XII COG was awarded an Iowa Clean Air Attainment Program grant to establish a commuter van-pool in the region. This program, known as JobJet, is the first rural commuter van pool program in the State of Iowa. JobJet launched its first vanpool in August of 2009 with a volunteer driver and 4 passengers commuting from Schleswig to Tyson Foods in Denison. JobJet ceased operations in 2015 as Tyson Foods in Denison closed.

In 2016, WIT began a commuter shuttle service from Denison to Monogram Foods in Harlan. This service provided transportation to those workers and residents that faced transportation barriers. This service was initial funded with CDBG CareerLink Transportation Funds through the Iowa Economic Development

Authority, Monogram Foods, and rider fares. After the CareerLink funds were exhausted, the service continues with funding provided by Monogram Foods and rider fares.

In 2017, WIT began a commuter shuttle from Denison to Midwest Industries in Ida Grove. This service was initial funded with CDBG CareerLink Transportation Funds through the Iowa Economic Development Authority, Midwest Industries and rider fares. After the CareerLink funds were exhausted, the service continues with funding provided by Midwest Industries and rider fares. This service was temporarily suspended in 2020 due to the pandemic.

Region XII will continue to recruit drivers and riders for this new service and should expand operations. Commuter travel has increased as workers are willing to travel longer distances to find quality jobs. Large multi-shift employers such as Pella Corporation, Tyson, Farmland, and Farner Bocken draw employees from outside their local community or county. These commuters will benefit from a rural commuter van pool by providing cost savings for individual commuter trip, reduce emissions from multiple vehicles trips, while providing rides and revenue for WIT.

**Partners and Resources:** Region XII COG, IEDA, ICAAP, and large employers.

**Recommendations:** Continue to recruit and promote the JobJet program with local industries, economic development organizations and Workforce Development to ensure its success.

**Update:** Continued service. Region XII staff continues to explore opportunities to implement additional service in other areas.

### **Goal: Provide Quality Public Transit Operation through Region XII COG/WIT**

**Action: Safety, dependability, and efficiency.**

WIT's mission is to provide safe, dependable, and efficient public transit services for all citizens within its service area in a manner that will help them maintain and improve their quality of life.

**Partners and Resources:** Region XII COG, FTA, IDOT/FTA, local funds, private funds, and contract revenue.

**Estimated Cost:** \$2,000,000 Annually

**Update:** Continued service. WIT continues to provide approximately 175,000 rides annually. Service in 2020 saw record lows due to the Corona Virus Pandemic. WIT continued to provide services throughout the year and ridership is slowly returning. The TRXII Committee recommends applying for STA, FTA, and other financial assistance for operations.

**Goal: Upgrade and Maintain Region XII COG/WIT Fleet**

**Action: Fleet maintenance.**

WIT plans to replace approximately 2 to 5 vehicles per year. Depending upon the availability of federal grant funds and local matching funds, 1 to 3 vehicles are normally replaced per year.

<b>WIT Short Term Capital Improvement Plan</b>					
<b>Vehicle #</b>	<b>Project</b>	<b>Federal Fund Type</b>	<b>Type of Work</b>	<b>Estimated Total Project Cost</b>	<b>Estimated Federal Aid</b>
JJ03	Conversion Van	5339	Replacement	58,728	49,918
1101	Light Duty Bus (176" wb)	5339	Replacement	99,198	84,318
1102	Light Duty Bus (176" wb)	5339	Replacement	99,198	84,318
1502	Conversion Van	5339	Replacement	58,728	49,918
1007	Light Duty Bus (176" wb)	5339	Replacement	99,198	84,318
1201	Light Duty Bus (176" wb)	5339	Replacement	99,198	84,318
1301	Light Duty Bus (176" wb)	5339	Replacement	99,198	84,318
1302	Light Duty Bus (176" wb)	5339	Replacement	99,198	84,318
JJ02	Light Duty Bus (176" wb)	5339	Replacement	99,198	84,318
0901	Light Duty Bus (176" wb)	5339	Replacement	99,198	84,318
1402	Conversion Van	5339	Replacement	58,728	49,918
1504	Conversion Van	5339	Replacement	58,728	49,918
JJ04	Conversion Van	5339	Replacement	58,728	49,918
1401	Conversion Van	5339	Replacement	58,728	49,918
1501	Conversion Van	5339	Replacement	58,728	49,918
1103	Light Duty Bus (176" wb)	5339	Replacement	99,198	84,318
1104	Light Duty Bus (176" wb)	5339	Replacement	99,198	84,318

**Update:** WIT has replaced several vehicles through the State of Good Repair Grant program and through Surface Transportation Block Grant Program. It is critical for WIT to maintain a fleet of vehicles in good operating condition. The TRXII Committee recommends applying for vehicle replacements as outlined.

### **Goal: Service and Maintain the WIT Fleet**

#### **Action Building and preventive capital equipment.**

Building and preventive and capital equipment needs to continue to exist whether these be major shop equipment such as a tire machine, transmission flusher, welder, or radio equipment; these purchases assist WIT in the maintenance of their existing fleet and the existing facility.

**Partners and Resources:** Region XII COG and FTA

**Update:** Ongoing. WIT continues to maintain their maintenance and satellite facilities to provide efficient service.

### **Goal: Increase Passenger Transportation Coordination**

#### **Action: Coordination improvements.**

Coordination of transit service has always been a high priority for WIT. WIT has been involved with several transit coordination efforts with: Denison Schools, Denison Job Corps, Howard Center/JARC program, Partnership 4 Families New Hope Village, Southern Cal Schools and taxi-cab companies. These coordination efforts have been successful, further efforts can and should be pursued. The revival of the Region XII Transit Advisory Committee, now known as the Transit Roundtable XII Committee will formulate and promote transit coordination efforts.

**Partners and Resources:** Region XII COG and Transit Roundtable XII Committee

#### **Action: Complete utilization of vehicle fleet.**

Full utilization of vehicles would increase efficiency in passenger transportation. Capital vehicle purchases are extremely expensive and these units need to be utilized as much as possible. Buses and vans at elderly care facilities, workshops, or Veteran's Affairs vans that provide less than a few rides per week or travel less than a few thousand miles a month or year seem inefficient. Coordination or management of these units by WIT would increase the utilization of these vehicles, provide increased transportation coordination and likely reduce costs.

**Partners and Resources:** WIT, elderly care facilities, and Veteran's Affairs Departments

**Update:** Ongoing. Efforts to increase efficiency and coordination of passenger transportation continues. Communication among transportation providers will continue to improve this effort.

Challenges for passenger transportation vary greatly in scope and complexity. WIT ensures that they are being as efficient as possible on every trip they make. Increases in operational efficiencies enable WIT to maintain affordable rates for clients.

Education, outreach and public awareness of issues are ongoing but continue to be improved upon by the Transit Roundtable XII Committee and their continued efforts for increased coordination and conversations about transit. Funding for transit operations through State Transit Assistance and Federal Transit Assistance continues to be a high priority for overall public transit operations.

The Transit Roundtable XII Committee and the Region XII Technical Advisory Committee have both review the Passenger Transportation Plan Update and both groups recommend the projects and services proposed in the Region XII Passenger Transportation Plan are still relevant and do not need to be modified. This recommendation to approve the Region XII Passenger Transportation Plan Update was ratified by the Region XII Policy Council in April.

## Chapter V: Funding

Financial resources for the delivery of public transit services come from a variety of federal, state and local sources.

**Enhanced Mobility of Seniors and Individuals with Disabilities Program** (Section 5310) This program was established to provide federal funding for support of transit activities in rural areas and in urban areas, to serve the special needs of transit-dependent populations beyond traditional public transit services and Americans with Disabilities Act (ADA) complementary paratransit services. Urban and regional transit systems as designated by local officials under Chapter 324A of the Code of Iowa are eligible for Section 5310 funding. (Transit systems may be organized as public bodies or as not-for-profit corporations.)

**Non-urbanized Area Formula Program** (Section 5311) - This program provides federal funding for support of transit activities in rural areas and in urban areas of less than 50,000 in population (operating, capital, planning, and job access and reverse commute assistance). Urban transit systems less than 50,000 in population and regional transit systems as designated by local officials under Chapter 324A of the Code of Iowa are eligible to apply for Section 5311 funding. (Transit systems may be organized as public bodies or as private, not-for-profit corporations.)

**Transit Capital Program** (Section 5339) - This federal program supports transit activities in rural areas and communities with capital bus replacement needs through the Iowa Para-Transit Management System.

**Iowa Clean Air Attainment Program (ICAAP)** –This program is one of the five core funding programs of the Federal Highway Administration (FHWA) that can be flexed between highway, transit or bicycle/pedestrian uses. 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 80% federal, 20% non-federal basis.

**Surface Transportation Block Grant Projects (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 80% federal, 20% local basis.

**State Transit Assistance (STA)** - All public transit systems are eligible for funding under the STA program. 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 Special Projects** - 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.

**Coordination Special 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.



**Public Transit Infrastructure Grants** –The Iowa Legislature established a new program to fund some of the vertical infrastructure needs of Iowa’s transit systems in 2006.

**Career Link Employment Transportation Program** - This Iowa Economic Development Authority program can be used to address 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.

All incorporated cities and all counties in the State, except those designated as HUD entitlement areas, are eligible to apply for and receive funds under this program. The maximum grant award for Career Link Employment Transportation projects is \$150,000. 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).

**Local Funding** - The majority of transit funding comes from local sources, particularly for operating. Local funding typically includes passenger revenue/fees, contract revenue and local taxes.

**General Fund Tax Levy** - Typically, local government support for transit services is derived from general fund revenues

**Municipal Transit Levy** – Iowa law authorizes municipalities to levy up to 95 cents per \$1,000 assessed valuation to support the cost of a public transit system. Of the 55 cities in the Region XII COG service area, only the City of Denison has implemented a municipal transit levy to support public transit services. In fiscal year 2019, the City of Denison levied \$0.095 per \$1,000 assess valuation which generated \$12,500 to assist with public transit services. As municipal budgets become more fiscally challenging, the municipal transit levy is a tool that is available to assist local governments with funding public transit while utilizing more of their municipal general fund dollars for city specific projects and operations.

Appendix 1: Transit Roundtable XII Committee Meeting Minutes

**Western Iowa Transit/Elderbridge Agency on Aging  
September 9, 2020 9:00 AM**

Region XII COG, Carroll

Meeting Notes

I. Introductions

Attendance: Tom Feldman, Western Iowa Transit Director Emeritus and Matt Cleveland, Western Iowa Transit met with Amber Holm, Options Counselor with the Elderbridge Agency on Aging.

II. Feldman introduced Cleveland as the incoming Transit Director as Feldman is set to retire. Cleveland outlined the services provided by WIT and the importance of Elderbridge funding to assist with senior transportation.

Holm discussed experiences with WIT versus other regional transit systems that her agency works with.

Discuss followed about the taxi ticket program and expanded hours of service for seniors.

III. Adjourn

The meeting was adjourned at 10:00 AM

**Western Iowa Transit/United Way of Carroll**  
**February 11, 2021 2:00 PM**  
ZOOM

Meeting Notes

I. Introductions

Attendance: Matt Cleveland, Western Iowa Transit Director, met with the United Way of Carroll Executive Board Julie Perkins, President, Kyle Bauer, Vice-President, Bill Beck, Treasurer; and Mallory Ramaekers, Secretary.

II. Cleveland outlined the services provided by WIT and the importance of United Way funding to assist with senior transportation in Carroll County. Board members discussed usage by seniors and the cost for expanded service hours.

III. Adjourn

The meeting was adjourned at 2:20 PM

**Western Iowa Transit/Elderbridge Agency on Aging  
March 1, 2021 7:00 AM**

Zoom Meeting

Meeting Notes

I. Introductions

Attendance: Chris Whitaker, Local Assistance Director met with Jen Daniel, New Hope Village Director of Vocational Services via Zoom conference call.

II. Whitaker outlined the services provided by WIT and availability of vehicles for New Hope Village services. Daniel discussed issues with scheduling and the need for a replacement vehicle. Discussion was held regarding funding issues and the staffing needs.

III. Whitaker discussed upcoming Transportation Improvement Program and the WIT capital replacement plan. Discussion followed.

IV. Adjourn

The meeting was adjourned at 8:15 AM

**Western Iowa Transit/Windstar Lines**  
**March 3, 2021 5:00 PM**

Meeting Notes

I. Introductions

Attendance: Chris Whitaker, Local Assistance Director met with Mike Greteman, Windstar Lines.

II. Whitaker outlined the services provided by WIT.

III. Greteman discussed Windstar operations and the effect on the charter industry. The need for drivers was discussed by both organizations.

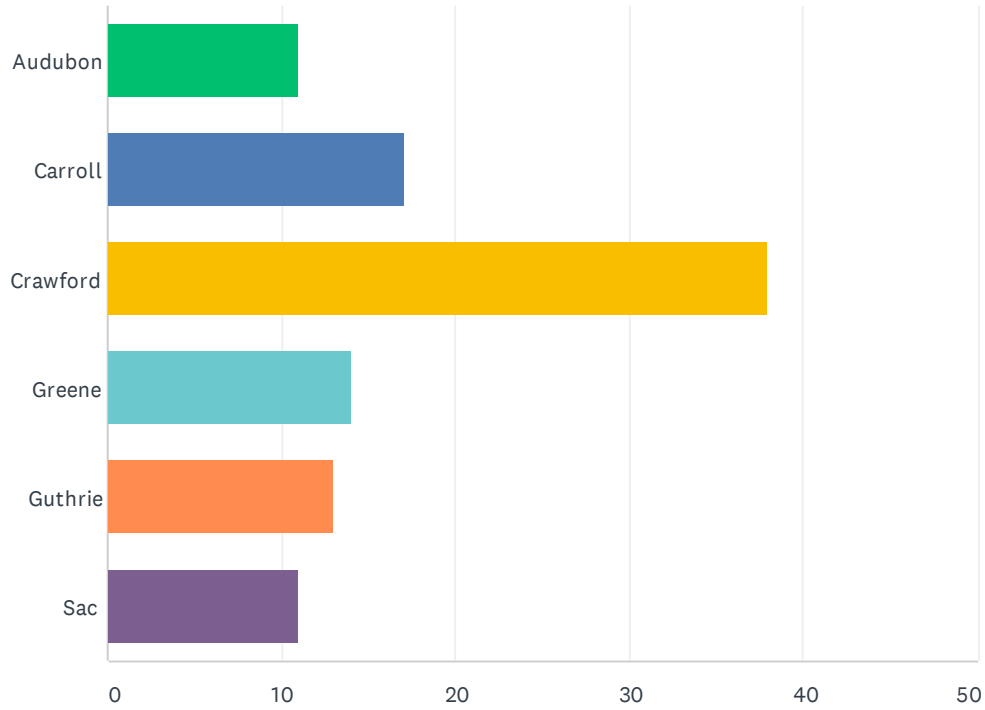
IV. Adjourn

The meeting was adjourned at 6:15 PM

Appendix 2: Western Iowa Transit Ridership Survey Summary

### Q1 Which county are you from?

Answered: 104 Skipped: 0

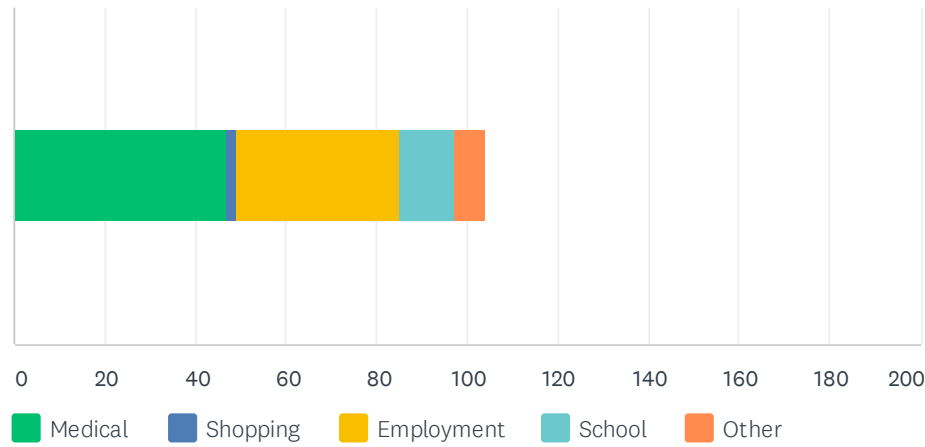


ANSWER CHOICES	RESPONSES
Audubon	10.58% 11
Carroll	16.35% 17
Crawford	36.54% 38
Greene	13.46% 14
Guthrie	12.50% 13
Sac	10.58% 11
<b>TOTAL</b>	<b>104</b>



## Q2 What is the purpose of your trip?

Answered: 104 Skipped: 0

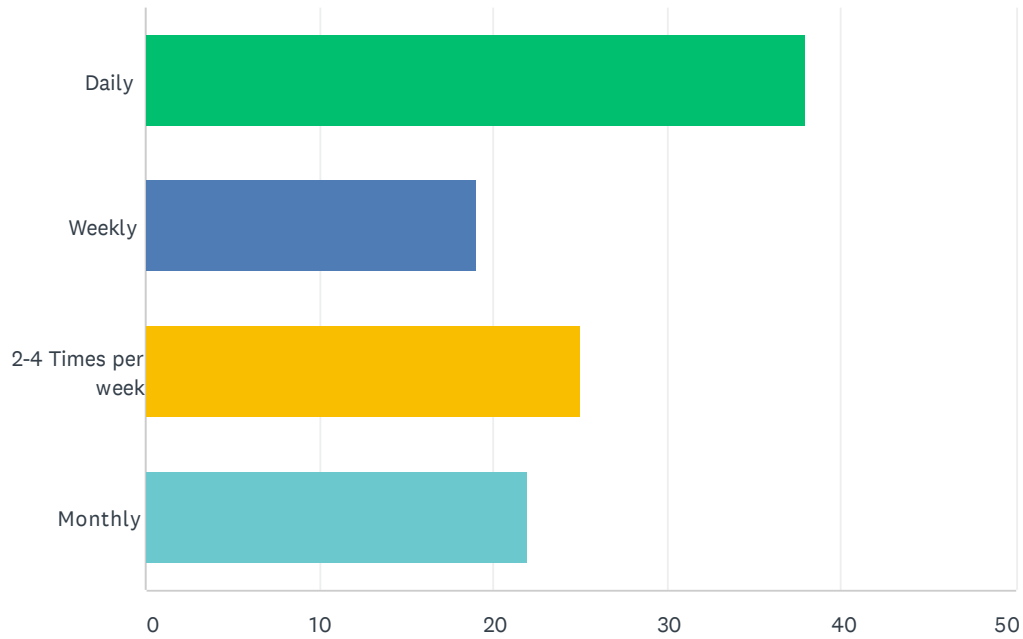


ANSWER CHOICES	RESPONSES
Medical	45.19% 47
Shopping	1.92% 2
Employment	34.62% 36
School	11.54% 12
Other	6.73% 7
Total Respondents: 104	

#	OTHER	DATE
1	Dentist	1/20/2021 1:36 PM
2	Dayhab/Discovery	1/20/2021 1:27 PM
3	Discovery	1/20/2021 1:24 PM
4	ADS	12/7/2020 10:40 AM
5	Transport from home to day program.	12/7/2020 10:37 AM
6	Day Havd	12/7/2020 10:12 AM
7	Shopping and bill paying.	12/7/2020 10:08 AM
8	Hair appointment	12/7/2020 10:05 AM
9	P.T.	12/7/2020 9:51 AM
10	Day Hab	12/7/2020 9:49 AM
11	Day Hab	12/7/2020 9:44 AM
12	Workouts	12/7/2020 9:32 AM

### Q3 How often do you use Western Iowa Transit System?

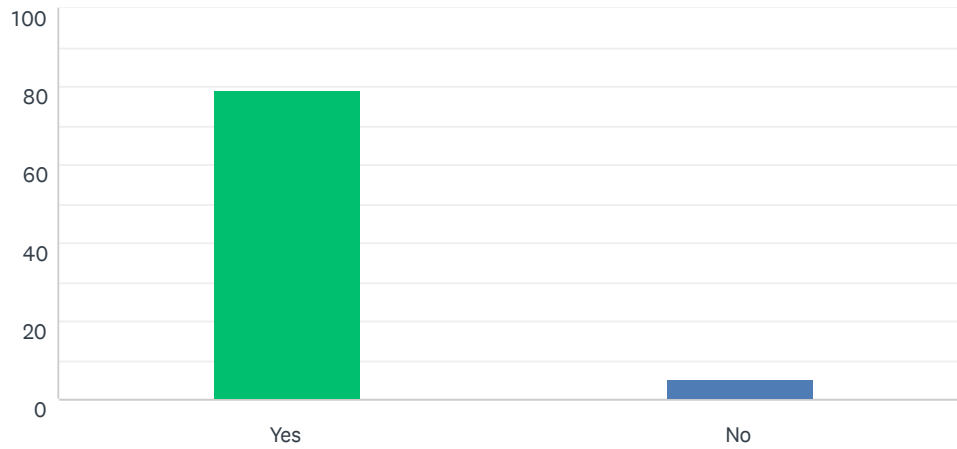
Answered: 102 Skipped: 2



ANSWER CHOICES	RESPONSES	
Daily	37.25%	38
Weekly	18.63%	19
2-4 Times per week	24.51%	25
Monthly	21.57%	22
Total Respondents: 102		

### Q4 Was the cost of your trip affordable?

Answered: 84 Skipped: 20



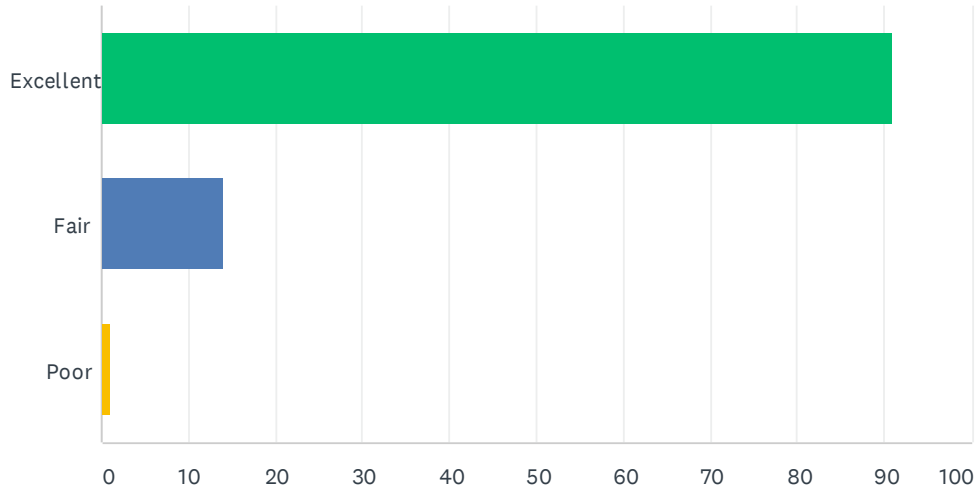
ANSWER CHOICES	RESPONSES	
Yes	94.05%	79
No	5.95%	5
Total Respondents: 84		

#	FARE PAID:	DATE
1	N/A	1/20/2021 1:45 PM
2	Didn't pay for trip!	1/20/2021 1:40 PM
3	Insurance pays	1/20/2021 1:40 PM
4	Nothing	1/20/2021 1:35 PM
5	0	1/20/2021 1:27 PM
6	HCare	1/20/2021 1:26 PM
7	0	1/20/2021 1:25 PM
8	--	12/31/2020 9:46 AM
9	\$5.00	12/7/2020 11:36 AM
10	Free	12/7/2020 11:32 AM
11	Insurance pays	12/7/2020 11:30 AM
12	\$5.00 a week	12/7/2020 11:29 AM
13	\$5.00	12/7/2020 11:27 AM
14	\$1.00 per day	12/7/2020 11:26 AM
15	\$0	12/7/2020 11:15 AM
16	\$1.00 per day	12/7/2020 11:12 AM
17	\$5.00	12/7/2020 11:08 AM
18	\$5.00 a week	12/7/2020 10:58 AM
19	\$1.00 per day	12/7/2020 10:54 AM
20	\$5.00	12/7/2020 10:53 AM
21	\$5.00	12/7/2020 10:48 AM
22	\$1.00	12/7/2020 10:44 AM
23	\$5.00	12/7/2020 10:41 AM
24	Unknown - paid by East Sac schools	12/7/2020 10:34 AM
25	Insurance pays	12/7/2020 10:30 AM
26	0	12/7/2020 10:21 AM
27	Covered by insurance	12/7/2020 10:15 AM
28	\$58.00	12/7/2020 10:08 AM
29	\$5.00	12/7/2020 10:05 AM
30	\$10.00	12/7/2020 9:50 AM
31	N/A	12/7/2020 9:47 AM
32	\$0	12/7/2020 9:45 AM
33	\$10.00	12/7/2020 9:42 AM
34	\$5.00 one way	12/7/2020 9:37 AM
35	Nothing	12/7/2020 9:27 AM
36	N/A	12/7/2020 9:23 AM
37	0	12/7/2020 9:18 AM

38	Elderbridge	12/7/2020 9:15 AM
39	Insurance UHC	12/7/2020 9:03 AM

### Q5 What was the condition of the vehicle in which you rode?

Answered: 104 Skipped: 0

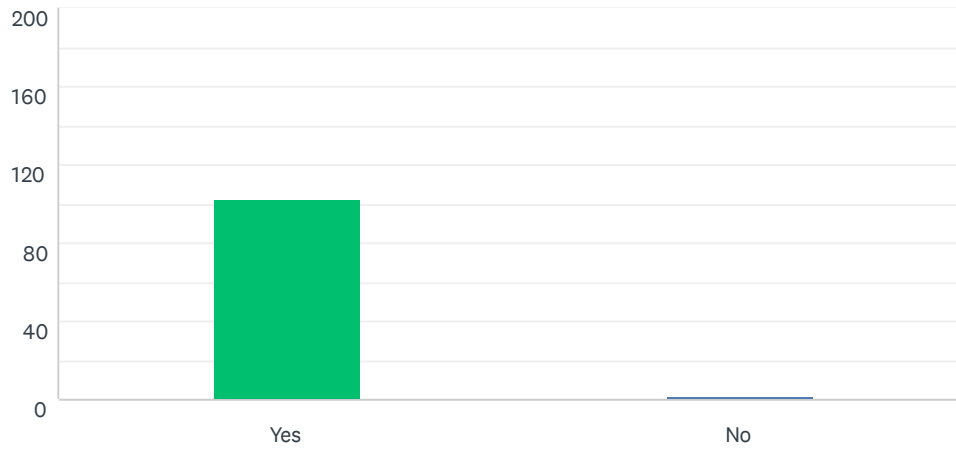


ANSWER CHOICES	RESPONSES
Excellent	87.50% 91
Fair	13.46% 14
Poor	0.96% 1
Total Respondents: 104	

#	COMMENTS:	DATE
1	Excellent/good	1/20/2021 1:35 PM
2	Sometimes for both.	12/7/2020 9:27 AM

## Q6 Was your driver courteous and friendly?

Answered: 104 Skipped: 0

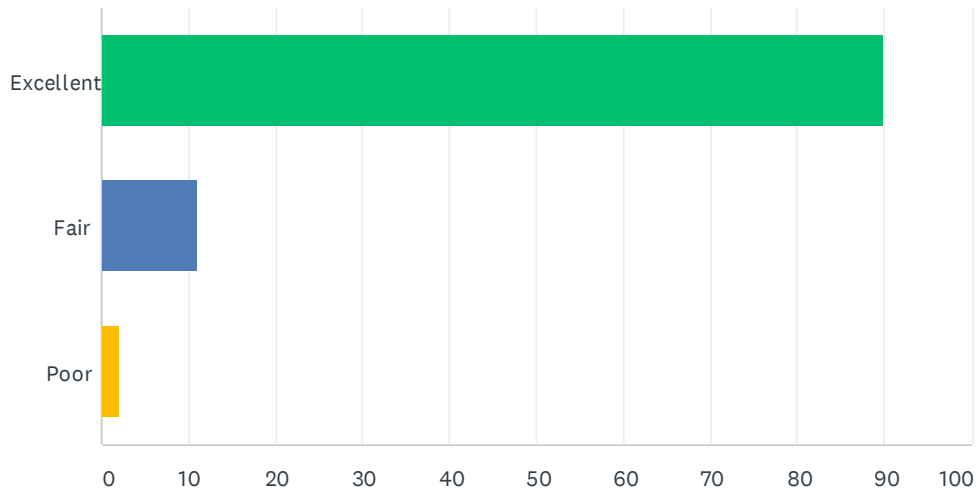


ANSWER CHOICES	RESPONSES
Yes	98.08% 102
No	1.92% 2
Total Respondents: 104	

#	COMMENT:	DATE
1	Always awesome!	1/20/2021 1:45 PM
2	I want Curtis as my driver on December 7th.	1/20/2021 1:36 PM

## Q7 How would you rate the appearance of your driver?

Answered: 103 Skipped: 1



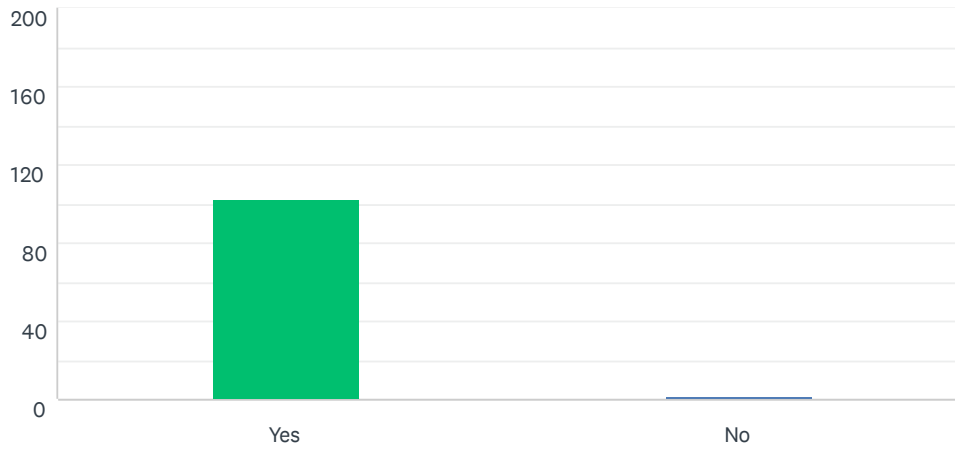
ANSWER CHOICES	RESPONSES
Excellent	87.38% 90
Fair	10.68% 11
Poor	1.94% 2
Total Respondents: 103	

#	COMMENT:	DATE
1	Most of them are okay, but the one I had this morning wasn't! He just didn't look too clean!	12/7/2020 10:30 AM



## Q8 Do you feel your driver provided you a safe ride?

Answered: 104 Skipped: 0

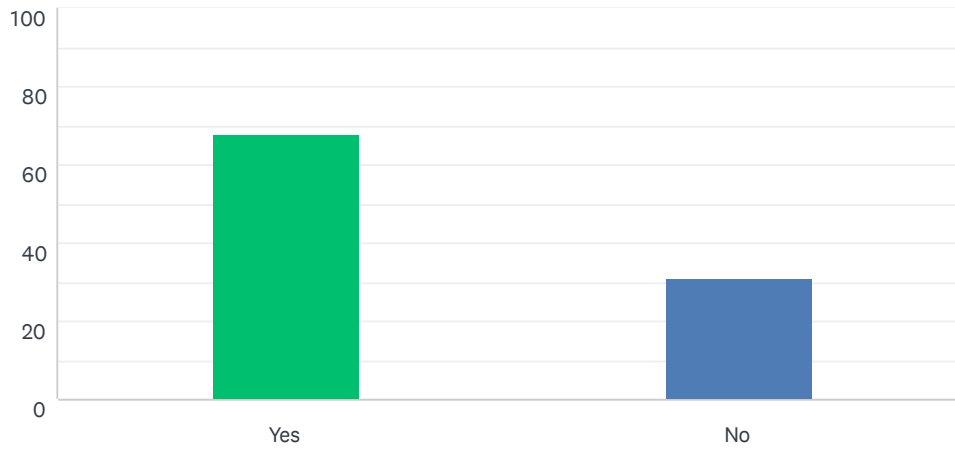


ANSWER CHOICES	RESPONSES
Yes	98.08% 102
No	1.92% 2
Total Respondents: 104	

#	IF NO, WHY?	DATE
1	Very friendly.	12/7/2020 11:37 AM
2	Drives carefully.	12/7/2020 11:26 AM
3	They drive well.	12/7/2020 10:58 AM
4	Drives cautiously	12/7/2020 10:53 AM
5	Drove too fast, followed to close, slammed on the brakes	12/7/2020 10:49 AM

### Q9 Where you offered assistance getting on and off of the transit vehicle?

Answered: 99 Skipped: 5



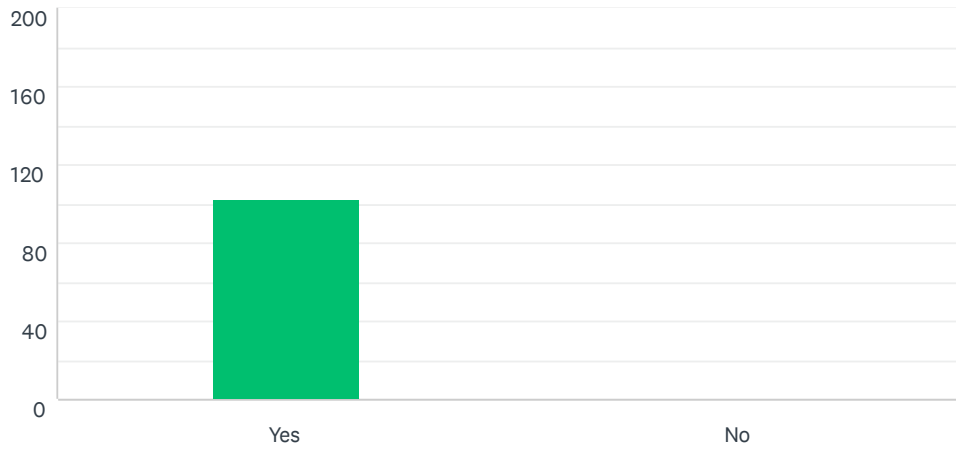
ANSWER CHOICES	RESPONSES	
Yes	68.69%	68
No	31.31%	31
Total Respondents: 99		

#	IF YES, HOW?	DATE
1	Does an amazing job of helping the kids on and off.	1/20/2021 1:45 PM
2	Wheel chair, help with door at clinic/hospital if needed.	1/20/2021 1:44 PM
3	Door assistance.	1/20/2021 1:40 PM
4	Helps with wheel chair, the hospital staff was waiting and makes sure I am safe and comfortable	1/20/2021 1:40 PM
5	Using the ramp.	1/20/2021 1:39 PM
6	I don't need help.	1/20/2021 1:36 PM
7	My daughter rides	1/20/2021 1:35 PM
8	Has assisted to help my child on.	1/20/2021 1:35 PM
9	not helping getting in and out of vehicle	1/20/2021 1:28 PM
10	He helped me navigate the wheelchair in and out and even assisted me into my home	1/20/2021 1:27 PM
11	offered to help with bag and lowered ramp	1/20/2021 1:27 PM
12	Pushed my wheelchair to the Dr.'s waiting room.	1/20/2021 1:26 PM
13	Opened door	1/20/2021 1:25 PM
14	Pushing the wheelchair	1/20/2021 1:25 PM
15	Wheel Chair	1/20/2021 1:24 PM
16	Wonderful about helping me	1/20/2021 1:22 PM
17	One time when it snowed, the driver helped everyone get off the bus.	12/7/2020 11:47 AM
18	Excellent	12/7/2020 11:37 AM
19	Not needed	12/7/2020 11:32 AM
20	Drives well	12/7/2020 11:29 AM
21	He was very nice and said hello and goodbye.	12/7/2020 11:25 AM
22	Very friendly and says hello and goodbye:)	12/7/2020 11:21 AM
23	Let you take your time	12/7/2020 11:11 AM
24	Yes, they say hello and goodbye.	12/7/2020 11:00 AM
25	Taking temperatures.	12/7/2020 10:58 AM
26	Offered help if needed	12/7/2020 10:53 AM
27	Not needed.	12/7/2020 10:44 AM
28	He is very good at loading and unloading son in wheel chair.	12/7/2020 10:40 AM
29	open door	12/7/2020 10:37 AM
30	Helped me get on and off with my walker.	12/7/2020 10:30 AM
31	Opens door	12/7/2020 10:25 AM
32	Put me on and off in the wheel chair.	12/7/2020 10:21 AM
33	I didn't need any	12/7/2020 10:16 AM
34	Didn't need assistance.	12/7/2020 10:15 AM
35	Remembers seat belts.	12/7/2020 10:12 AM
36	He opened the door like a gentleman.	12/7/2020 10:08 AM
37	He asked if I needed help.	12/7/2020 10:01 AM

38	Driver asked	12/7/2020 9:59 AM
39	Held my rollator steady.	12/7/2020 9:50 AM
40	Don't need assistance	12/7/2020 9:49 AM
41	N/A	12/7/2020 9:47 AM
42	No need.	12/7/2020 9:45 AM
43	I do not need assistance.	12/7/2020 9:44 AM
44	By holding my arm getting up or down the ramp.	12/7/2020 9:43 AM
45	I do not need assistance	12/7/2020 9:40 AM
46	Most of the time.	12/7/2020 9:39 AM
47	Made sure I did not fall.	12/7/2020 9:38 AM
48	If needed.	12/7/2020 9:32 AM
49	Opened the door.	12/7/2020 9:22 AM
50	Opened door and helped me out.	12/7/2020 9:21 AM
51	Not needed.	12/7/2020 9:18 AM
52	Helping with walker	12/7/2020 9:15 AM
53	Used a lift on and off van.	12/7/2020 9:09 AM
54	They offered help.	12/7/2020 9:05 AM
55	Did not need help.	12/7/2020 9:03 AM
56	I am able to take of self.	12/7/2020 9:00 AM

### Q10 Were you picked up at the scheduled time?

Answered: 103 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	99.03%	102
No	0.97%	1
Total Respondents: 103		

## Q11 What did we do well in providing this trip?

Answered: 93 Skipped: 11

#	RESPONSES	DATE
1	Always so safe, punctual, and so so friendly and nice.	1/20/2021 1:45 PM
2	Arrived right on time very courteous and friendly. Glad spouse can ride along on bus or would have to. I also appreciated the accuracy and attention to detail for scheduling. Thanks!	1/20/2021 1:44 PM
3	Picking me up on time was good.	1/20/2021 1:43 PM
4	He was courteous, mindful, and friendly! I really enjoy talking to him.	1/20/2021 1:40 PM
5	Good conversation, makes you feel important, wishes you well regarding doctor's appointment. Driver makes sure you are not too hot or cold and has a wonderful personality.	1/20/2021 1:40 PM
6	Had an amazing drive.	1/20/2021 1:39 PM
7	Excellent driver, vehicle, service.	1/20/2021 1:36 PM
8	Excellent driver. My daughter loves them.	1/20/2021 1:35 PM
9	Friendly, positive, and patient - was good to inform me when concerned with my child.	1/20/2021 1:35 PM
10	Nothing. Driver talks about company in the wrong way. They don't talk nice about others and tells how well they could run company.	1/20/2021 1:28 PM
11	Driver was amazing! He was helpful, friendly, and made me feel very comfortable.	1/20/2021 1:27 PM
12	very friendly	1/20/2021 1:27 PM
13	Everything	1/20/2021 1:26 PM
14	Most drivers are very friendly and very eager to help me in any way possible and "make my day" when I use the bus. Thank you for your service to the area!	1/20/2021 1:26 PM
15	Everything.	1/20/2021 1:25 PM
16	On time, friendly, had very good manners, and waited for me to get inside before leaving.	1/20/2021 1:25 PM
17	On time.	1/20/2021 1:24 PM
18	Friendly driver, no problems. If running late, he always calls to inform us.	1/20/2021 1:24 PM
19	I always have a great trip.	1/20/2021 1:22 PM
20	On time.	12/31/2020 9:46 AM
21	Offers savings for the employee.	12/7/2020 11:47 AM
22	Offers savings for the employee.	12/7/2020 11:37 AM
23	This transportation is safe and in these times very reliable.	12/7/2020 11:36 AM
24	Yes, it was good.	12/7/2020 11:34 AM
25	Safety, kindness, and punctuality.	12/7/2020 11:32 AM
26	Everything is good.	12/7/2020 11:30 AM
27	Prevents from driving to Harlan.	12/7/2020 11:29 AM
28	Prevented us from driving to Harlan.	12/7/2020 11:27 AM
29	Arrive safely and on time to work.	12/7/2020 11:26 AM
30	Everything.	12/7/2020 11:25 AM
31	Gets me to work everyday.	12/7/2020 11:22 AM
32	He drives well and has a great personality.	12/7/2020 11:21 AM
33	The driver is friendly and drives the speed limit.	12/7/2020 11:19 AM
34	Very friendly.	12/7/2020 11:17 AM
35	You get my children to classes.	12/7/2020 11:15 AM

36	Safety, attentive, friendly	12/7/2020 11:13 AM
37	Excellent service and the driver is very friendly.	12/7/2020 11:12 AM
38	Everything.	12/7/2020 11:11 AM
39	Everything	12/7/2020 11:10 AM
40	We avoiding driving to Harlan.	12/7/2020 11:08 AM
41	Everything is alright.	12/7/2020 11:00 AM
42	We arrived early to work and on time.	12/7/2020 10:58 AM
43	Drove carefully and got to work safely.	12/7/2020 10:54 AM
44	The driver is very friendly both in the morning and the afternoon.	12/7/2020 10:53 AM
45	clean bus	12/7/2020 10:49 AM
46	The drive/driver was good.	12/7/2020 10:47 AM
47	The driver drove the speed limit and provided a safe ride.	12/7/2020 10:46 AM
48	The driver is good, friendly and drive with precaution.	12/7/2020 10:42 AM
49	The service is excellent.	12/7/2020 10:41 AM
50	The driver is very friendly and helpful.	12/7/2020 10:40 AM
51	Always friendly and courteous.	12/7/2020 10:34 AM
52	Everything was very nice, safe, and secure.	12/7/2020 10:33 AM
53	I was picked up on time and home in time, they were just confused in between cause I had two different places to go.	12/7/2020 10:30 AM
54	Timely	12/7/2020 10:25 AM
55	Everything was excellent!	12/7/2020 10:21 AM
56	On time, driver knew the way, friendly conversation.	12/7/2020 10:17 AM
57	Everything.	12/7/2020 10:15 AM
58	I absolutely love my driver. He's very friendly and courteous.	12/7/2020 10:14 AM
59	You got me safely to work.	12/7/2020 10:13 AM
60	Transplant and home and work	12/7/2020 10:12 AM
61	Getting to my appointment on time.	12/7/2020 10:10 AM
62	Everything was fine, was picked up on time.	12/7/2020 10:09 AM
63	Everything, timely, courteous.	12/7/2020 10:08 AM
64	Enjoyed the trip.	12/7/2020 10:05 AM
65	Showing up and on time.	12/7/2020 10:04 AM
66	Knowing directions without asking for directions.	12/7/2020 10:01 AM
67	On time	12/7/2020 9:59 AM
68	Everything was fine.	12/7/2020 9:51 AM
69	Always took care of what I needed.	12/7/2020 9:50 AM
70	N/A	12/7/2020 9:48 AM
71	Always come.	12/7/2020 9:47 AM
72	Everything.	12/7/2020 9:45 AM
73	Friendly driver, got me to my destination on time.	12/7/2020 9:44 AM



74	Going to dialysis.	12/7/2020 9:43 AM
75	I usually have two drivers and they are both excellent and very courteous.	12/7/2020 9:42 AM
76	I was taken to where I needed to be in a timely manner.	12/7/2020 9:40 AM
77	Timing, courteous.	12/7/2020 9:39 AM
78	Talk about things.	12/7/2020 9:38 AM
79	The driver is very capable, dependable and helpful.	12/7/2020 9:37 AM
80	Helped find location.	12/7/2020 9:32 AM
81	Drivers.	12/7/2020 9:28 AM
82	Everything.	12/7/2020 9:27 AM
83	Safe and courteous driver	12/7/2020 9:23 AM
84	Safety	12/7/2020 9:22 AM
85	Very friendly and very helpful.	12/7/2020 9:21 AM
86	Everything.	12/7/2020 9:18 AM
87	Every trip was excellent.	12/7/2020 9:15 AM
88	Comfortable, safe ride to important appointment	12/7/2020 9:13 AM
89	Friendly and helpful.	12/7/2020 9:09 AM
90	Very nice, on time.	12/7/2020 9:05 AM
91	Friendly	12/7/2020 9:04 AM
92	Great driver, vehicle, knowledge of area.	12/7/2020 9:03 AM
93	On time.	12/7/2020 9:00 AM

## Q12 How could we improve our service for future trips?

Answered: 69 Skipped: 35

#	RESPONSES	DATE
1	No comment.	1/20/2021 1:45 PM
2	In town trips are very affordable, out of town trips are a little pricey but worth it for safety and service provided. Both my drivers are very, very good. I thank both of you.	1/20/2021 1:44 PM
3	On 11/17 my wife and I were picked up on time for wife's appt. We were finished by 10 AM and by 10:30 call transportation to say we didn't have a driver yet. I was told he was busy at 10:47 AM. Once the driver showed up, he said he was not told about picking us up. He was just checking on his own. This is the third time this has happened.	1/20/2021 1:43 PM
4	I don't see where anything has to be improved. The rides and drivers are FANTASTIC!! Thank you all so much!!!	1/20/2021 1:40 PM
5	N/A	1/20/2021 1:40 PM
6	I have no complaints!	1/20/2021 1:39 PM
7	Nothing I know of - would recommend to friends.	1/20/2021 1:36 PM
8	Nothing at this time.	1/20/2021 1:35 PM
9	I never want to ride with certain drivers.	1/20/2021 1:28 PM
10	You can't! It was perfect.	1/20/2021 1:27 PM
11	doesn't get any better than the driver I have now.	1/20/2021 1:27 PM
12	Always have Region XII provide transport.	1/20/2021 1:26 PM
13	Have bus service on Saturday or Sunday if needed or anytime. Having buses that are neat, drivers that are friendly and helpful people. Keep up the good work ethic!	1/20/2021 1:26 PM
14	You can't	1/20/2021 1:25 PM
15	Everything went great.	1/20/2021 1:25 PM
16	?	1/20/2021 1:24 PM
17	Hire more drivers to stop lateness.	1/20/2021 1:24 PM
18	Nothing.	1/20/2021 1:22 PM
19	I think that for me it is excellent.	12/7/2020 11:36 AM
20	Good.	12/7/2020 11:34 AM
21	Everything is good.	12/7/2020 11:30 AM
22	Everything is good, and thank you for the service.	12/7/2020 11:29 AM
23	Having the buses in better condition.	12/7/2020 11:26 AM
24	Nothing.	12/7/2020 11:25 AM
25	Nothing.	12/7/2020 11:21 AM
26	Everything is good.	12/7/2020 11:19 AM
27	Nothing.	12/7/2020 11:17 AM
28	In my opinion, the service is very good!	12/7/2020 11:12 AM
29	Everything is good.	12/7/2020 11:10 AM
30	All is good.	12/7/2020 11:08 AM
31	Nothing.	12/7/2020 11:00 AM
32	I think it's fine, thanks!	12/7/2020 10:58 AM
33	Have the buses in better conditions.	12/7/2020 10:54 AM
34	The service is excellent, but perhaps on Sunday they could send two units.	12/7/2020 10:53 AM

35	Get another driver.	12/7/2020 10:49 AM
36	Use an adequate heating system, on occasion it doesn't work.	12/7/2020 10:44 AM
37	Nothing.	12/7/2020 10:42 AM
38	Nothing really, the service is great to me.	12/7/2020 10:41 AM
39	Make sure consumer knows prior if pickup times/ drop off changes	12/7/2020 10:40 AM
40	To keep up to good day.	12/7/2020 10:38 AM
41	Better timing, especially if I have more than one place to go.	12/7/2020 10:30 AM
42	It's perfect!! All is great.	12/7/2020 10:21 AM
43	None.	12/7/2020 10:17 AM
44	None that I know.	12/7/2020 10:15 AM
45	Doing an excellent job.	12/7/2020 10:13 AM
46	Watch more on the camera and look into the problem.	12/7/2020 10:12 AM
47	Lower the price a little for disabled and senior citizens, but that is up to you. I live in Ina, a small town quite a ways from where you are located. This would be great if I could do it once a week, but being on a fixed income that would be impossible.	12/7/2020 10:08 AM
48	No.	12/7/2020 10:05 AM
49	You guys are excellent.	12/7/2020 10:04 AM
50	Great service!	12/7/2020 10:01 AM
51	Keep doing what you're doing/watch how many are on the bus.	12/7/2020 9:59 AM
52	You are fine.	12/7/2020 9:51 AM
53	Call before. I depend on transit because I can no longer drive and have no family.	12/7/2020 9:50 AM
54	N/A	12/7/2020 9:48 AM
55	Trips are great already.	12/7/2020 9:45 AM
56	Just keep on with your service!	12/7/2020 9:43 AM
57	I really don't know.	12/7/2020 9:42 AM
58	What you are doing is working.	12/7/2020 9:38 AM
59	It's well done now.	12/7/2020 9:37 AM
60	Don't over load the vans with bodies and wheel chairs.	12/7/2020 9:28 AM
61	I'm happy! Thankful for the help.	12/7/2020 9:27 AM
62	N/A	12/7/2020 9:23 AM
63	Nothing, would recommend to anyone.	12/7/2020 9:21 AM
64	Continue the excellent service you have.	12/7/2020 9:15 AM
65	Keep up the good work!	12/7/2020 9:09 AM
66	You guys are doing good!	12/7/2020 9:05 AM
67	N/A	12/7/2020 9:04 AM
68	I have used transport services before - this was the best!	12/7/2020 9:03 AM
69	Call maybe when the vehicle arrives.	12/7/2020 9:00 AM