

DMATS and RPA 8

Passenger Transportation Plan

FY 2021-2025



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SECTION ONE: Introduction and Process Discussion

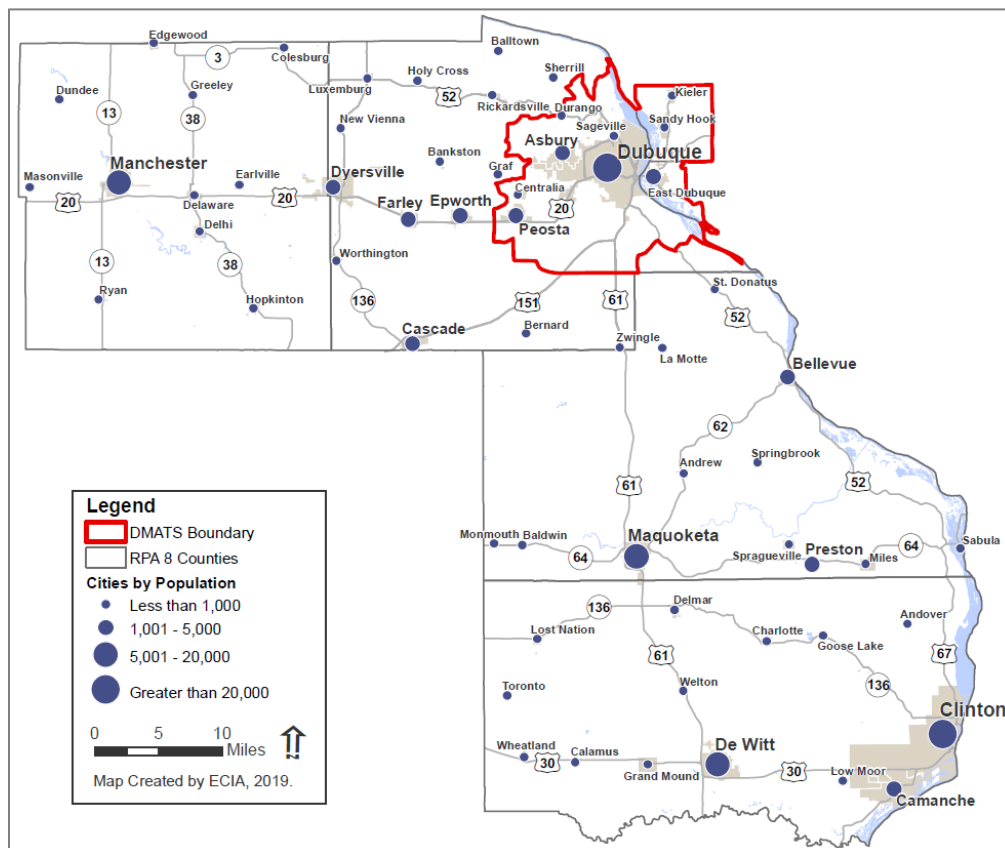
Overview

The State of Iowa created the Passenger Transportation Plan (PTP) to meet federal requirements for coordinated planning from the Fixing America's Surface Transportation Act (FAST Act) and Executive Order 13330; Human Services Transportation Coordination. The PTP provides needs-based project justification for all transit programs within the Dubuque Metropolitan Area Transportation Study (DMATS) and Regional Planning Affiliation 8 (RPA 8). DMATS is the Metropolitan Planning Organization that includes the City of Dubuque and surrounding communities. RPA 8 includes Dubuque, Delaware, Jackson, and Clinton counties. See Figure 1 for a map of the DMATS and RPA 8 regions. The East Central Intergovernmental Association (ECIA) hosts DMATS and RPA 8. The Jule serves the City of Dubuque and East Dubuque, Illinois; the Regional Transit Authority (RTA) provides services to individuals living in Dubuque, Delaware and Jackson Counties; Clinton Municipal Transit Administration (MTA) provides services within the city limits of Clinton; and River Bend Transit provides services to Clinton County.

Staff assisting in the development of the PTP include: ECIA Director of Transportation, Planning, and Transit Services, Chandra Ravada; ECIA Senior Planner, Dan Fox; RTA Mobility Coordinator, Tricia Wagner; Jule Director of Transit Operations Renee Tyler; Clinton MTA Director, Dennis Hart; and River Bend Transit Director Randy Zobrist. This group helps prepare, evaluate, and submit the PTP document.

During the past year, staff worked with the Transit Action Group (TAG) and conducted surveys to list and prioritize needs. In addition to the TAG, staff continue to meet with various human service agencies on an individual basis to address their ongoing transportation needs. Staff continue to stay involved and in touch with the needs of the consumers by attending various human service meetings throughout the DMATS and RPA 8 areas.

FIGURE 1. DMATS AND RPA 8 REGION MAP



TAG

The Transit Action Group (TAG) continues to meet on a regular basis. The TAG initially started as an informational group, however it has since evolved into a group that works to identify and eliminate transportation barriers. The TAG met several times during FY 2020. The TAG met on July 24, September 25, 2019, and February 5, 2020. Meeting minutes are included in Appendix A. Table 1 lists the FY 2020 TAG participants and the organizations they represented.

TABLE 1. TAG PARTICIPANTS

| Participant | Organization |
|--------------------|--|
| Rachel Naderman | Area Residential Care |
| Allen Ward | Area Residential Care |
| Peter Buschman | Delaware County Supervisor |
| Lori Anderson | Dubuque Community School District |
| Ernie Bolibaugh | Dubuque Community School District |
| Dave Baker | Dubuque County Supervisor |
| Dan Fox | East Central Intergovernmental Association |
| Anna Roling | Greater Dubuque Development Corporation |
| Rick Dickinson | Greater Dubuque Development Corporation |
| Margee Woywood | Goodwill Industries |
| Marilyn Althoff | Hills & Dales |
| Jocelyn Anderson | Hills & Dales |
| Michelle Schmitt | Hills & Dales |
| Kara Huss | Hills & Dales |
| Bill Stumpf | Iowa Coalition for Integrated Employment |
| Robin Nims | Imagine the Possibilities |
| Kristin Haar | Iowa DOT |
| Ron Axtell | Iowa Works |
| Larry McDevitt | Jackson County Supervisor |
| Greg Zars | Northeast Iowa Area Agency on Aging |
| Stacie Speirs | Northeast Iowa Area Agency on Aging |
| Carol Gebhart | Opening Doors |
| Stacie Scott | Regional Transit Authority 8 |
| Chandra Ravada | Regional Transit Authority 8 |
| Tricia Wagner | Regional Transit Authority 8 |
| Jacob Ironside | The Jule |
| Renee Tyler | The Jule |
| Genevieve Heinold | Unified Therapy |
| Kelly Heysinger | Unified Therapy |
| Jess Bleile | United Way |
| Michelle Armstrong | Unlimited Services |

SECTION TWO: Inventory and Area Profile

Area Profile

The Area Profile section provides an overview of the characteristics of DMATS and RPA 8 areas. This data is the primary input used to analyze transportation needs and to develop transportation requirements for the region. The analysis is necessary both as a practical matter for quality long-range transportation planning and for compliance with federal transportation legislation. The process of acquiring and checking this data involves coordinated efforts by all the transportation and planning departments in the region.

Population

The DMATS and RPA 8 regions have a combined population of 180,893. The majority of that population is concentrated in the DMATS area and Dubuque County. The next largest concentration of population is in the City of Clinton. Other larger cities include Camanche, Dyersville, De Witt, Manchester, and Maquoketa. Table 2 shows the regional population by City and County.

TABLE 2. DMATS AND RPA 8 AREA POPULATIONS

| Clinton County | | Delaware County | | Dubuque County | | Jackson County | |
|---------------------|---------------|---------------------|---------------|---------------------|---------------|---------------------|---------------|
| Andover | 93 | Colesburg | 462 | Asbury | 5,338 | Andrew | 463 |
| Calamus | 435 | Delaware | 118 | Balltown | 68 | Baldwin | 138 |
| Camanche | 4,350 | Delhi | 478 | Bankston | 28 | Bellevue | 2,315 |
| Charlotte | 304 | Dundee | 221 | Bernard | 114 | La Motte | 221 |
| Clinton | 25,892 | Dyersville | 4,134 | Cascade | 2,023 | Maquoketa | 5,954 |
| Delmar | 525 | Earlville | 877 | Centralia | 132 | Miles | 390 |
| De Witt | 5,227 | Edgewood | 732 | Dubuque | 58,410 | Monmouth | 172 |
| Goose Lake | 241 | Greeley | 255 | Durango | 15 | Preston | 1,021 |
| Grand Mound | 646 | Hopkinton | 532 | Dyersville | 4,134 | Sabula | 450 |
| Lost Nation | 491 | Manchester | 5,047 | Epworth | 1,964 | St. Donatus | 122 |
| Low Moor | 275 | Masonville | 131 | Farley | 1,656 | Spragueville | 110 |
| Toronto | 121 | Ryan | 402 | Graf | 90 | Springbrook | 149 |
| Welton | 133 | | | Holy Cross | 335 | Zwingle | 106 |
| Wheatland | 791 | | | Luxemburg | 242 | | |
| | | | | New Vienna | 396 | | |
| | | | | Peosta | 1,836 | | |
| | | | | Rickardsville | 177 | | |
| | | | | Sageville | 64 | | |
| | | | | Sherrill | 232 | | |
| | | | | Worthington | 414 | | |
| | | | | Zwingle | 106 | | |
| Total County | 47,587 | Total County | 17,326 | Total County | 96,571 | Total County | 19,409 |

Source: U.S. Census Bureau 2013-2017 American Community Survey 5-Year Estimates

Demographic and Activity Center Maps

Demographic characteristics of an area have a direct impact on its specific transportation needs. This section explores three demographic characteristics that are important for transportation planning: Percent of the Population Older than 65, Limited English Proficient Population, and Median Household Income. The section includes maps these demographic characteristics for both DMATS and RPA 8 regions.

This section will help the region's transportation providers improve service for riders and avoid discrimination by identifying areas with higher concentrations of minority and low-income populations. Transit systems and sub-providers may not discriminate in services provided, or in operations to provide those services. Federal nondiscrimination statutes include:

1. Americans with Disabilities Act of 1990 (ADA)
2. 49 U.S.C. 5332, US DOT's Equal Employment Opportunity (EEO) regulations

3. Title VI of the Civil Rights Act of 1964
4. US DOT's Disadvantaged Business Enterprise (DBE) regulations, 49 CFR Part 26

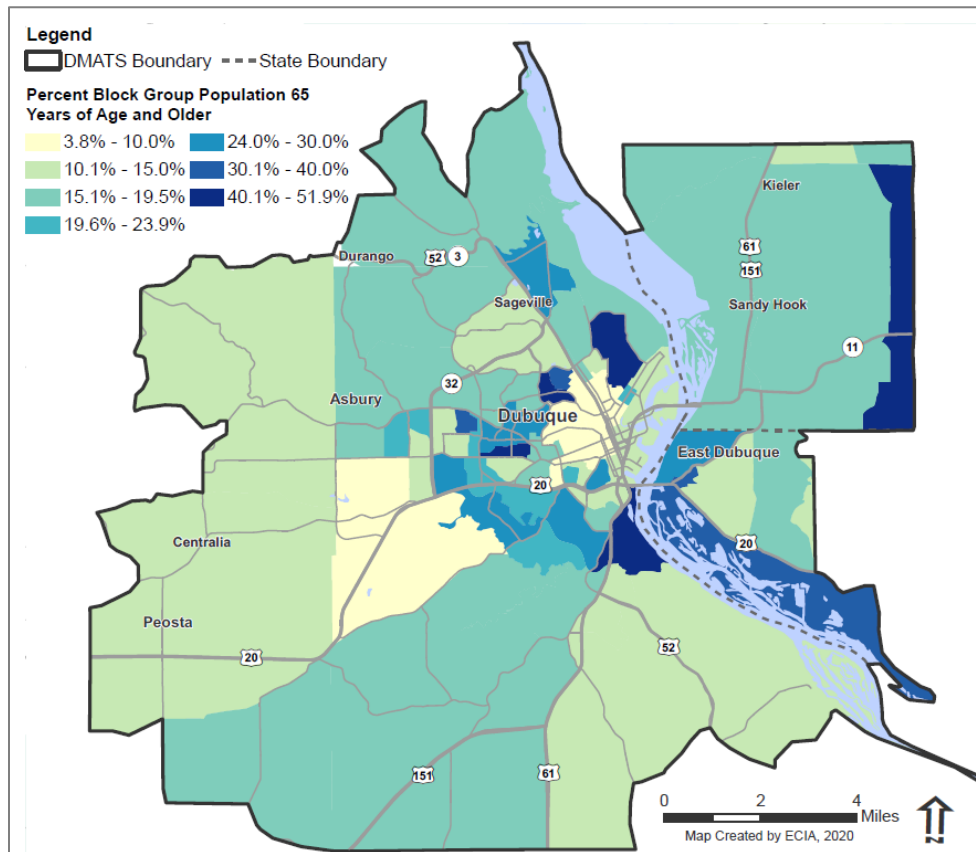
FTA requires that its funding recipients avoid, minimize, or mitigate disproportionately high and adverse health and environmental effects, including social and economic effects, on minority populations and low-income populations. FTA funding recipients are also required to incorporate non-discrimination principles into transportation planning and decision-making processes as well as project-specific environmental review.

This section also looks at the impact of activity centers on transportation needs. For the purposes of this report, activity centers are defined as important destinations for transit passengers. Activity centers include childcare services, hospitals and clinics, dentists, pharmacies, residential care homes, and social services. Activity centers are mapped for both DMATS and RPA 8 regions.

Percent Population Older Than 65 -DMATS

Finding reliable transportation can be difficult for older people. According to the AARP's Public Policy Institute, "more than 20 percent of Americans age 65 and older don't drive."¹ Public transit can help improve quality of life for older people by allowing them to be independent while going about their daily activities. In the DMATS area, the highest concentrations of 65 and older population are found in two areas of Dubuque, one in the North End Neighborhood and the other in the West End Neighborhood. Figure 2 maps the 65 the percent of block group population age 65 and older in the DMATS area. Block groups with greater than 40% 45+ population typically include some type of senior living facility like nursing home or assisted living.

FIGURE 2. PERCENT OF POPULATION 65 YEARS OF AGE AND OLDER - DMATS



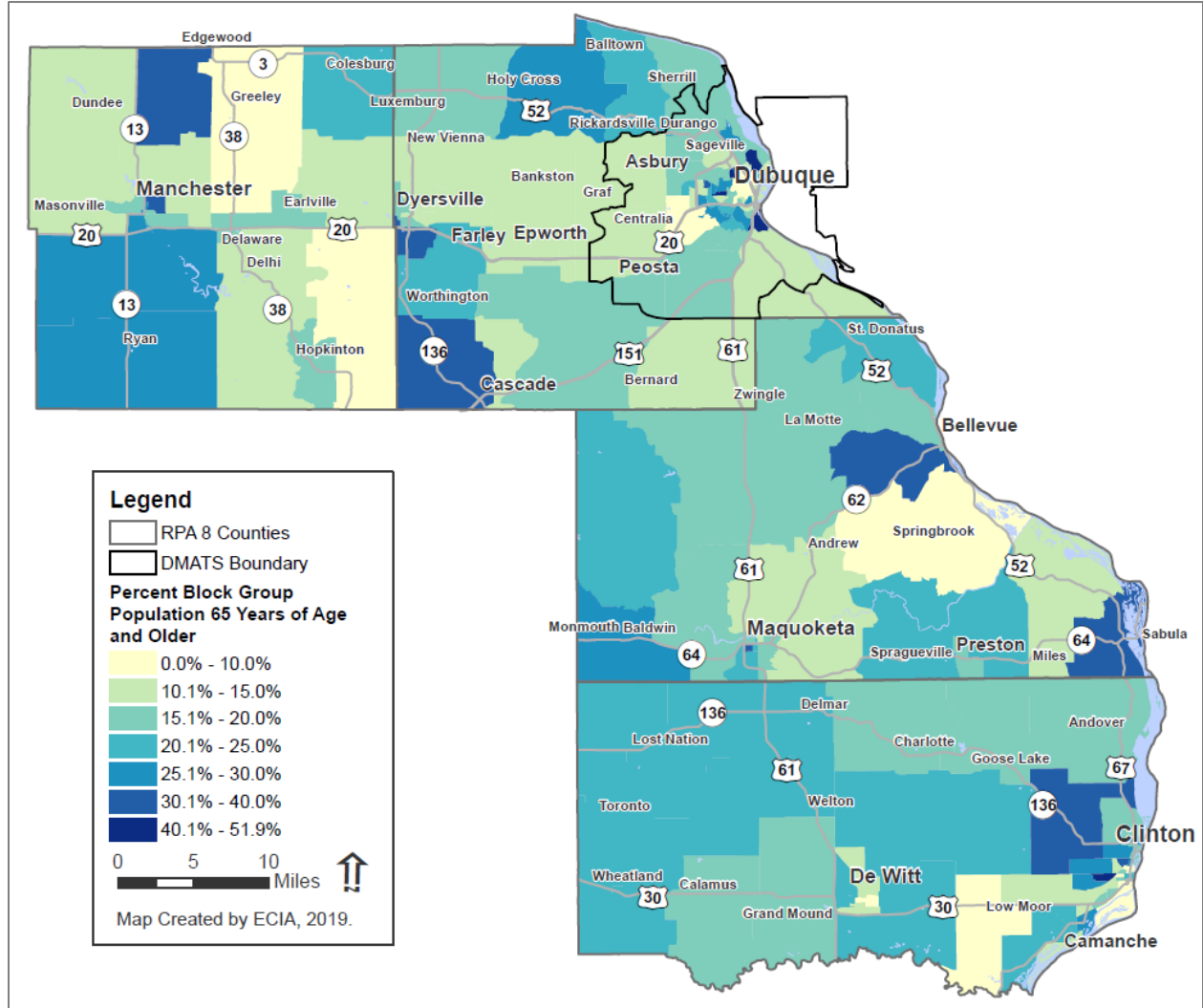
Source: U.S. Census Bureau, American Community Survey (ACS) 2018 5-Year Estimates 2014-2018.

¹ *Improving Transportation Services for Seniors*. AARP April 30, 2016 <http://www.aarp.org/home-family/getting-around/info-04-2013/seniors-independent-living-public-transportation.html>

Percent Older than 65 – RPA 8

Region-wide the 65+ age group makes up between 18 percent of the total population. Figure 3 is a map of the 65+ population in the RPA 8 area by block group. The 65+ population is distributed across the RPA 8 region. Higher concentrations can be found in cities and in block groups with senior living facilities.

FIGURE 3. PERCENT OF POPULATION 65 YEARS OF AGE AND OLDER – RPA 8



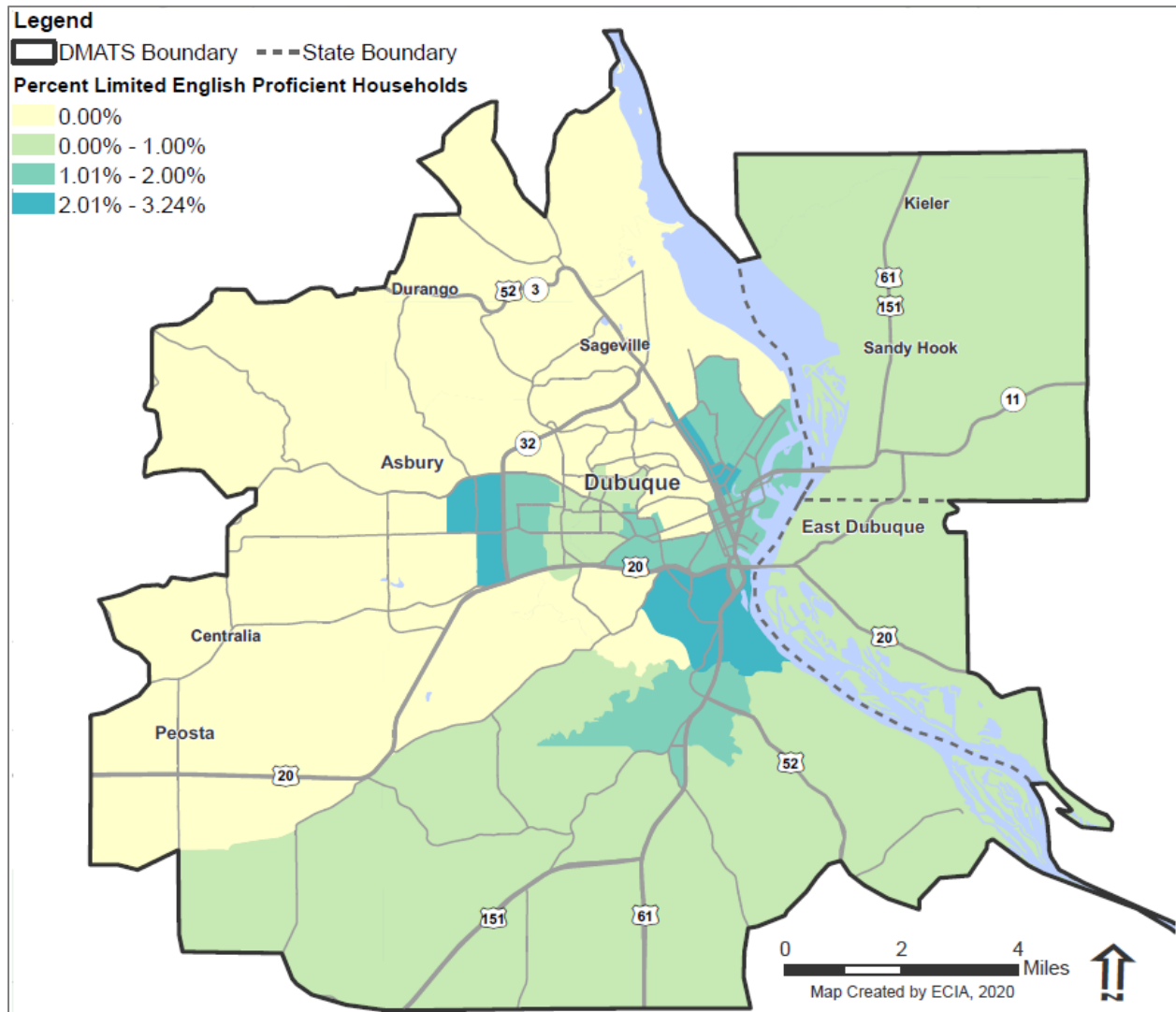
Source: U.S. Census Bureau, American Community Survey (ACS) 2018 5-Year Estimates 2014-2018.

Limited English Proficient Population – DMATS

According to FTA Circular C 4702.1B, “Limited English Proficient (LEP) persons refers to persons for whom English is not their primary language and who have a limited ability to read, write, speak, or understand English. The Department of Justice defines the Safe Harbor threshold as 1,000 persons OR 5% of the total population for a particular language, whichever is less, requiring vital document translation.

Figure 4 shows the distribution of the LEP population in the DMATS area. DMATS does not have a defined LEP population above the Department of Justice’s Safe Harbor threshold. According to the ACS, 0.84% of households in the DMATS area meet the LEP definition. The highest concentration of LEP people in the DMATS area is in the Northend neighborhood, or Dubuque County Census Tract 5. Tract 5 contains 49 LEP households, or 3.23 percent of the tract’s total households.

FIGURE 4. DMATS LIMITED ENGLISH PROFICIENT HOUSEHOLDS

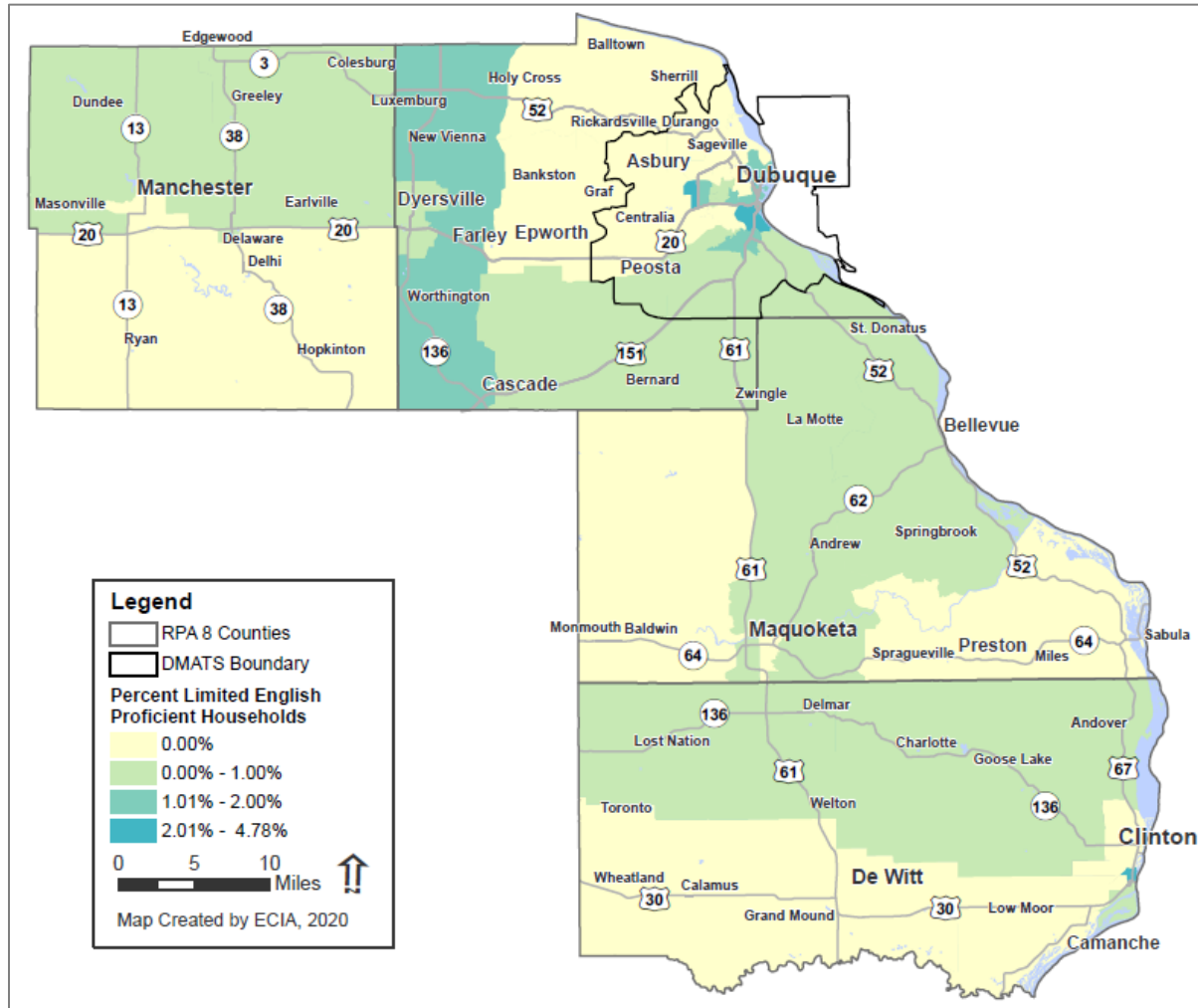


Source: U.S. Census Bureau, American Community Survey (ACS) 2018 5-Year Estimates 2014-2018.

Limited English Proficient Population – RPA 8

Figure 5 shows the LEP households in the RPA 8 area. RPA 8 does not have a defined LEP population above the Department of Justice’s Safe Harbor threshold. The Department of Justice defines the Safe Harbor threshold as 1,000 persons OR 5% of the total population for a particular language, whichever is less, requiring vital document translation. The highest concentration of LEP households in the RPA 8 area is Census Tract 1 in the City of Clinton, where 4.78% of households meeting the LEP definition.

FIGURE 5. RPA 8 LIMITED ENGLISH PROFICIENT HOUSEHOLDS



Source: U.S. Census Bureau, American Community Survey (ACS) 2018 5-Year Estimates 2014-2018.

Language Spoken at Home

While the size region’s LEP population does not meet the FTA standard requiring vital documentation, it is still important to understand the non-english languages spoken by the area’s LEP people. This information will help area transit agencies best serve the region’s population. Table 3 lists the languages spoken in each county and the number of people who speak the language and speak English very well or less than very well. Across all four counties, the most common languages spoken at home among limited English speakers are Spanish (669 people), Other Asian and Pacific Island Languages (287 people), and Chinese (186 people).

TABLE 3 LANGUAGE SPOKEN AT HOME BY THE ABILITY TO SPEAK ENGLISH

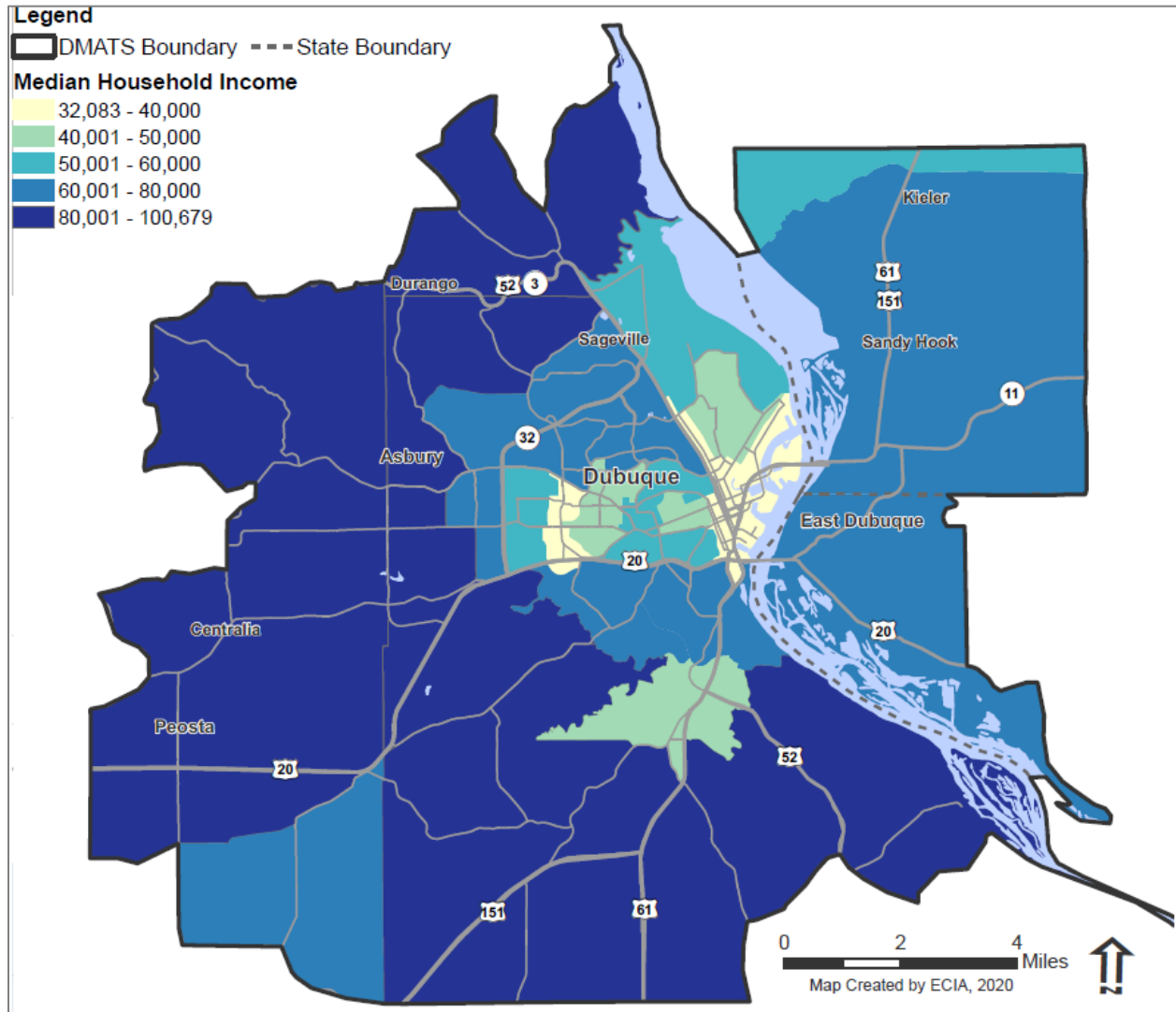
| County | Language spoken at home | Speak English "very well" | | Speak English less than "very well" | |
|-----------------|--|---------------------------|-----------------|-------------------------------------|-----------------|
| | | Estimate | Margin of error | Estimate | Margin of error |
| Clinton County | Spanish | 351 | (+/-)127 | 173 | (+/-)117 |
| | French, Haitian, or Cajun | 44 | (+/-)39 | 3 | (+/-)3 |
| | German or other West Germanic languages | 98 | (+/-)54 | 12 | (+/-)12 |
| | Russian, Polish, or other Slavic languages | 62 | (+/-)87 | 19 | (+/-)18 |
| | Other Indo-European languages | 37 | (+/-)37 | 10 | (+/-)17 |
| | Korean | 32 | (+/-)32 | 7 | (+/-)10 |
| | Chinese (incl. Mandarin, Cantonese) | 0 | (+/-)20 | 20 | (+/-)26 |
| | Vietnamese | 15 | (+/-)26 | 0 | (+/-)20 |
| | Tagalog (incl. Filipino) | 83 | (+/-)53 | 4 | (+/-)6 |
| | Other Asian and Pacific Island languages | 39 | (+/-)35 | 0 | (+/-)20 |
| | Arabic | 30 | (+/-)44 | 0 | (+/-)20 |
| | Other and unspecified languages | 18 | (+/-)30 | 6 | (+/-)10 |
| Delaware County | Spanish | 108 | (+/-)46 | 55 | (+/-)39 |
| | French, Haitian, or Cajun | 0 | (+/-)15 | 0 | (+/-)15 |
| | German or other West Germanic languages | 107 | (+/-)94 | 0 | (+/-)15 |
| | Russian, Polish, or other Slavic languages | 0 | (+/-)15 | 0 | (+/-)15 |
| | Other Indo-European languages | 3 | (+/-)4 | 10 | (+/-)14 |
| | Korean | 0 | (+/-)15 | 5 | (+/-)6 |
| | Chinese (incl. Mandarin, Cantonese) | 0 | (+/-)15 | 0 | (+/-)15 |
| | Vietnamese | 0 | (+/-)15 | 4 | (+/-)7 |
| | Tagalog (incl. Filipino) | 2 | (+/-)3 | 0 | (+/-)15 |
| | Other Asian and Pacific Island languages | 3 | (+/-)6 | 0 | (+/-)15 |
| | Arabic | 0 | (+/-)15 | 0 | (+/-)15 |
| | Other and unspecified languages | 14 | (+/-)23 | 0 | (+/-)15 |
| Dubuque County | Spanish | 1319 | (+/-)200 | 432 | (+/-)119 |
| | French, Haitian, or Cajun | 72 | (+/-)48 | 120 | (+/-)94 |
| | German or other West Germanic languages | 212 | (+/-)75 | 92 | (+/-)61 |
| | Russian, Polish, or other Slavic languages | 70 | (+/-)57 | 43 | (+/-)40 |
| | Other Indo-European languages | 197 | (+/-)115 | 88 | (+/-)53 |
| | Korean | 63 | (+/-)70 | 13 | (+/-)19 |
| | Chinese (incl. Mandarin, Cantonese) | 21 | (+/-)25 | 166 | (+/-)102 |
| | Vietnamese | 0 | (+/-)22 | 25 | (+/-)28 |
| | Tagalog (incl. Filipino) | 29 | (+/-)25 | 44 | (+/-)41 |
| | Other Asian and Pacific Island languages | 160 | (+/-)103 | 269 | (+/-)105 |
| | Arabic | 95 | (+/-)72 | 36 | (+/-)45 |
| | Other and unspecified languages | 150 | (+/-)137 | 12 | (+/-)18 |
| Jackson County | Spanish | 83 | (+/-)51 | 39 | (+/-)40 |
| | French, Haitian, or Cajun | 0 | (+/-)15 | 0 | (+/-)15 |
| | German or other West Germanic languages | 39 | (+/-)25 | 23 | (+/-)28 |
| | Russian, Polish, or other Slavic languages | 3 | (+/-)5 | 1 | (+/-)3 |
| | Other Indo-European languages | 0 | (+/-)15 | 0 | (+/-)15 |
| | Korean | 0 | (+/-)15 | 0 | (+/-)15 |
| | Chinese (incl. Mandarin, Cantonese) | 0 | (+/-)15 | 0 | (+/-)15 |
| | Vietnamese | 0 | (+/-)15 | 0 | (+/-)15 |
| | Tagalog (incl. Filipino) | 3 | (+/-)6 | 30 | (+/-)34 |
| | Other Asian and Pacific Island languages | 16 | (+/-)30 | 18 | (+/-)10 |
| | Arabic | 0 | (+/-)15 | 0 | (+/-)15 |
| | Other and unspecified languages | 0 | (+/-)15 | 0 | (+/-)15 |

Source: U.S. Census Bureau, American Community Survey (ACS) 2018 5-Year Estimates 2014-2018. State Data Center of Iowa.

Median Household Income - DMATS

Income can greatly affect a household's ability to move around their community. Lower income households may not be able to afford a car and be more dependent on public transit to get to work or school. Figure 6 shows the distribution of household income across the DMATS area. Lower household incomes are more concentrated in the downtown Dubuque area while higher income areas are located outside the City of Dubuque in the western part of the region.

FIGURE 6. DMATS MEDIAN HOUSEHOLD INCOME

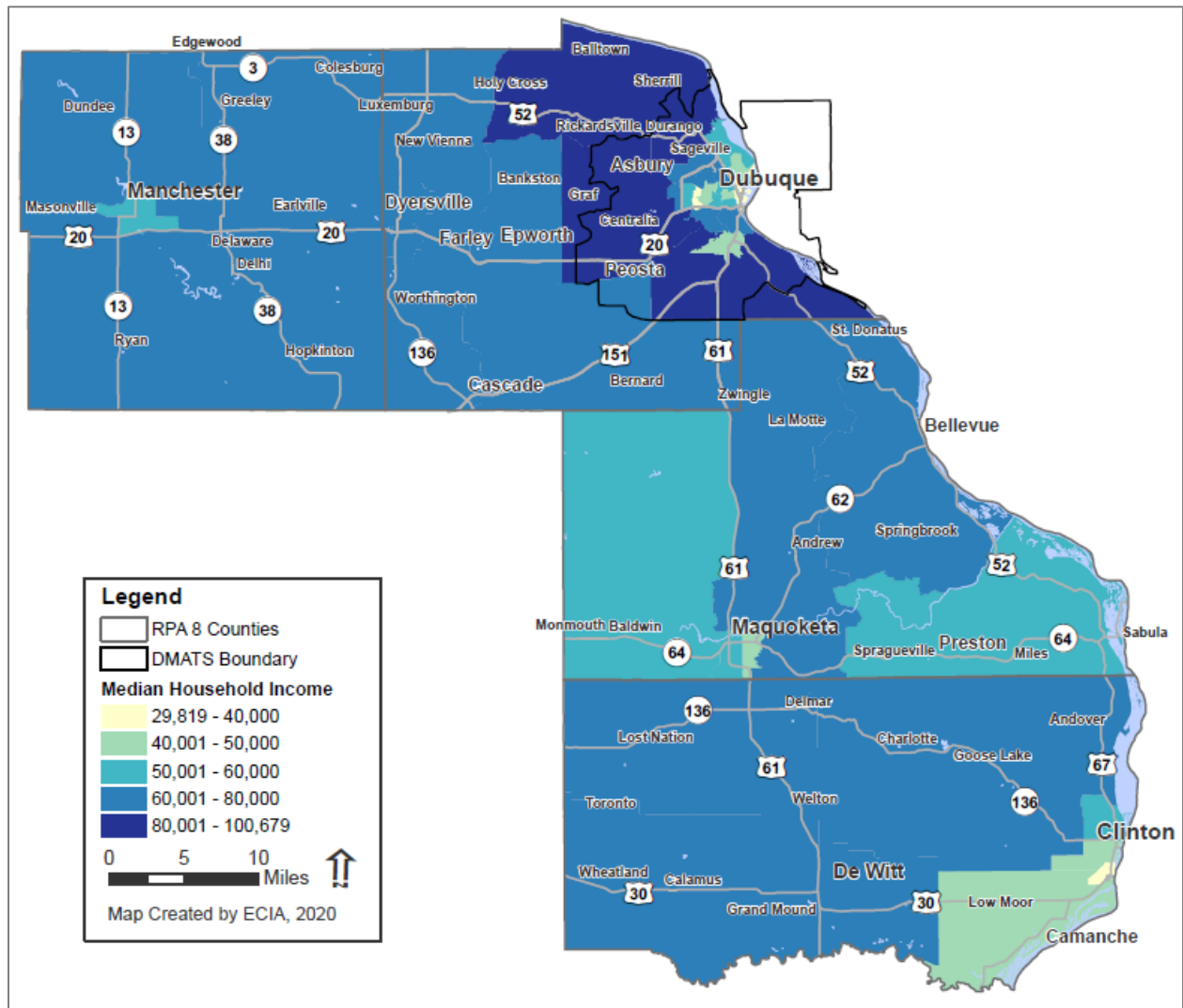


Source: U.S. Census Bureau, American Community Survey (ACS) 2018 5-Year Estimates 2014-2018.

Median Household Income – RPA 8

Figure 7 shows the median household income in the RPA 8 area. In the RPA 8 area, lower household incomes are found in cities such as Clinton and Maquoketa.

FIGURE 7. RPA 8 MEDIAN HOUSEHOLD INCOME

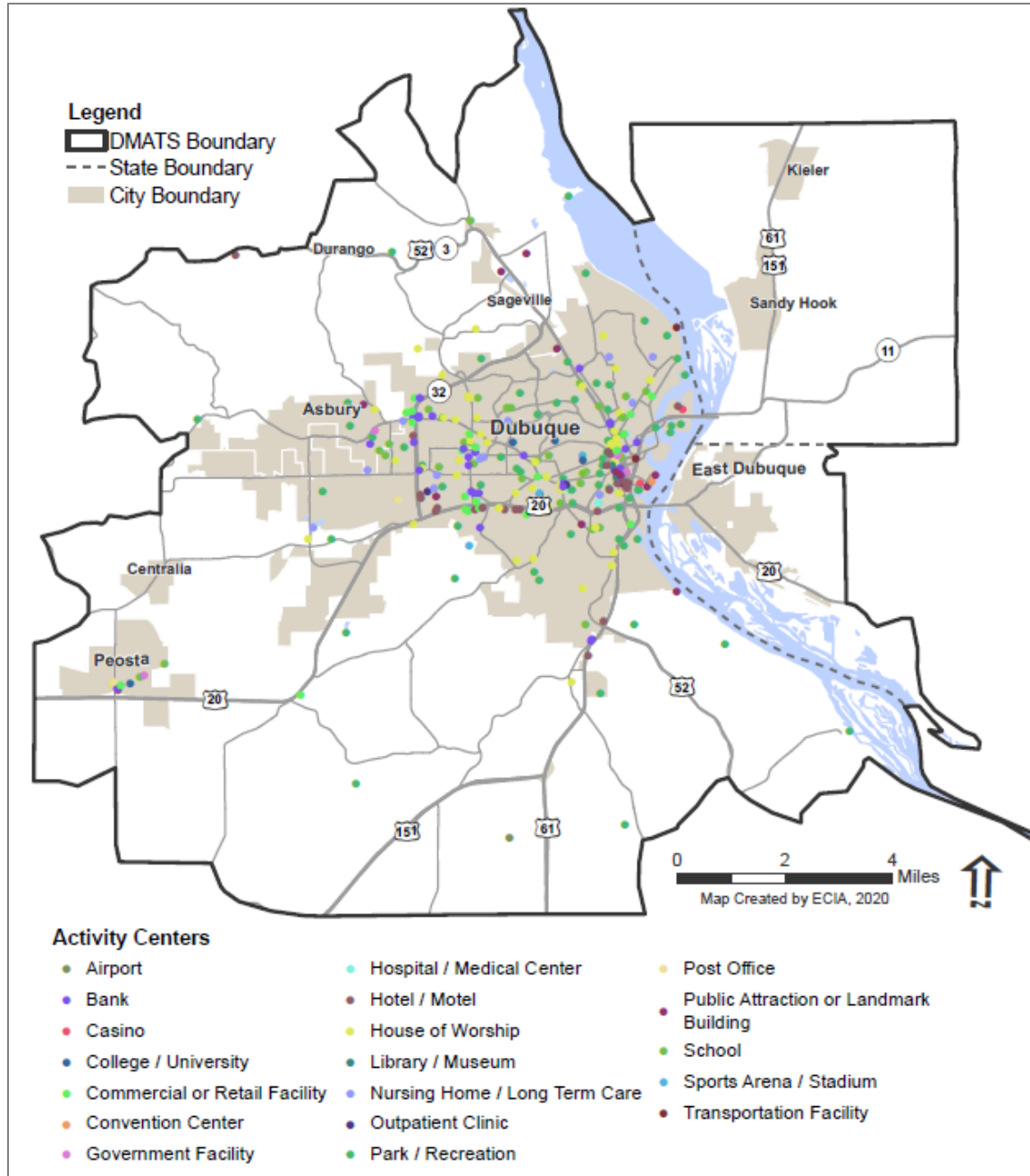


Source: U.S. Census Bureau, American Community Survey (ACS) 2018 5-Year Estimates 2014-2018.

Activity Centers – DMATS

For good passenger transportation planning, understanding where people want to go is as important as understanding where they live. With knowledge of important activity centers, transit managers can plan routes that serve the most popular locations in the community. For the purposes of this report, activity centers are defined as important destinations for transit passengers. Activity centers include childcare services, hospitals and clinics, dentists, pharmacies, residential care homes, and social services. Figure 10 shows the activity centers for the DMATS area. Activity centers are spread across the region. The largest numbers of centers are clustered in Downtown Dubuque, the John F Kennedy Road corridor, the U.S. Highway 20 corridor, and the NW Arterial corridor especially Asbury Plaza.

FIGURE 8. DMATS ACTIVITY CENTERS

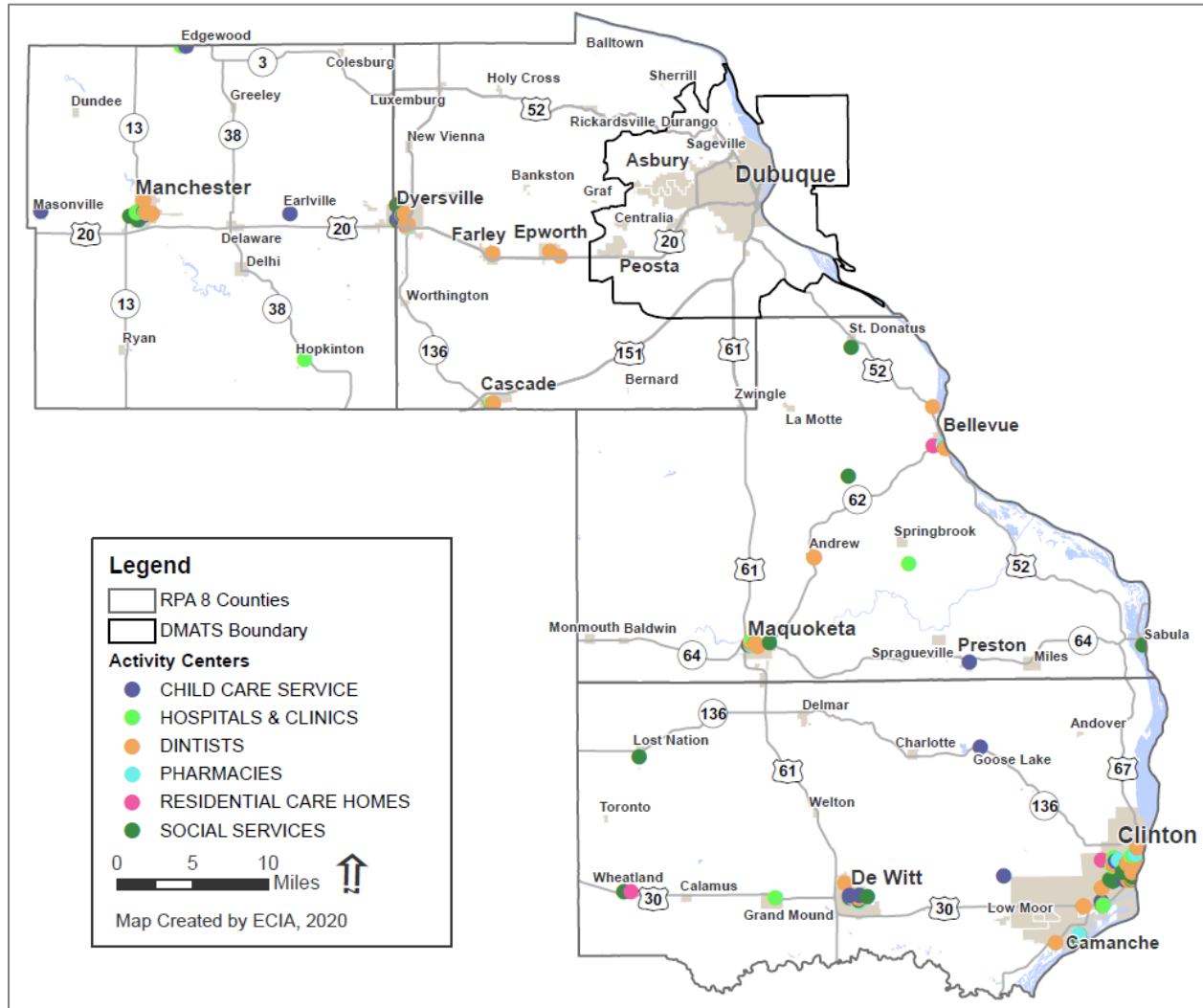


Source: Dubuque County, 2020.

Activity Centers – RPA 8

In the RPA, activity centers are more spread out, but most are concentrated in the region’s larger cities. Figure 9 shows the activity centers for RPA 8. For the most part, activity centers are concentrated in the region’s cities, with larger cities having more activity centers than smaller cities. Larger cities with more activity centers tend to draw in people from a larger region. Many people in the RPA 8 region are drawn to larger outside urban areas like the Quad Cities, Cedar Rapids, Iowa City, and Madison.

FIGURE 9. RPA 8 ACTIVITY CENTERS



Source: Infogroup, 2014

Inventory

Passenger transportation is an important component in the transportation network. The transportation providers within RPA 8 and DMATS region provide access to opportunities that many riders might not otherwise have. The economic and social links provided by passenger transportation allow access to work, school, medical care, meal sites, and leisure activities. It also provides many individuals the mobility that allows them their continued self-improvement, independence, and quality of life. This section includes an inventory of the DMATS and RPA 8 regions' passenger transportation providers including Clinton Municipal Transit Administration, Regional Transit Authority 8, The Jule Transit, River Bend Transit, school districts, and private providers. The section also includes the results of the Passenger Transportation Provider Survey.

Clinton MTA

The Clinton Municipal Transit Administration (MTA) is responsible for providing safe, accessible, economical, and efficient public transportation service to the citizens of the City of Clinton. MTA provides its own paratransit service. All routes are fully ADA accessible. Clinton MTA operates its fixed route service Monday – Friday from 6:00 a.m. to 6:00 p.m. and Saturday from 8:00 a.m. to 3:30 p.m. The City of Clinton Transportation Director is responsible for the transportation department. The Clinton City Council provides policy direction for the MTA. All services are open to the general public. The MTA offers fixed route for the general public and paratransit door-to-door service for ADA eligible passengers. The MTA also provides contracted non-emergency medical transportation. Table 4 lists MTA's service fares. MTA has thirty-two full and part-time employees and a fleet of twenty-eight vehicles Table 5 provides additional information on MTA's vehicle fleet and staff. Figure 10 maps the MTA's fixed route service.

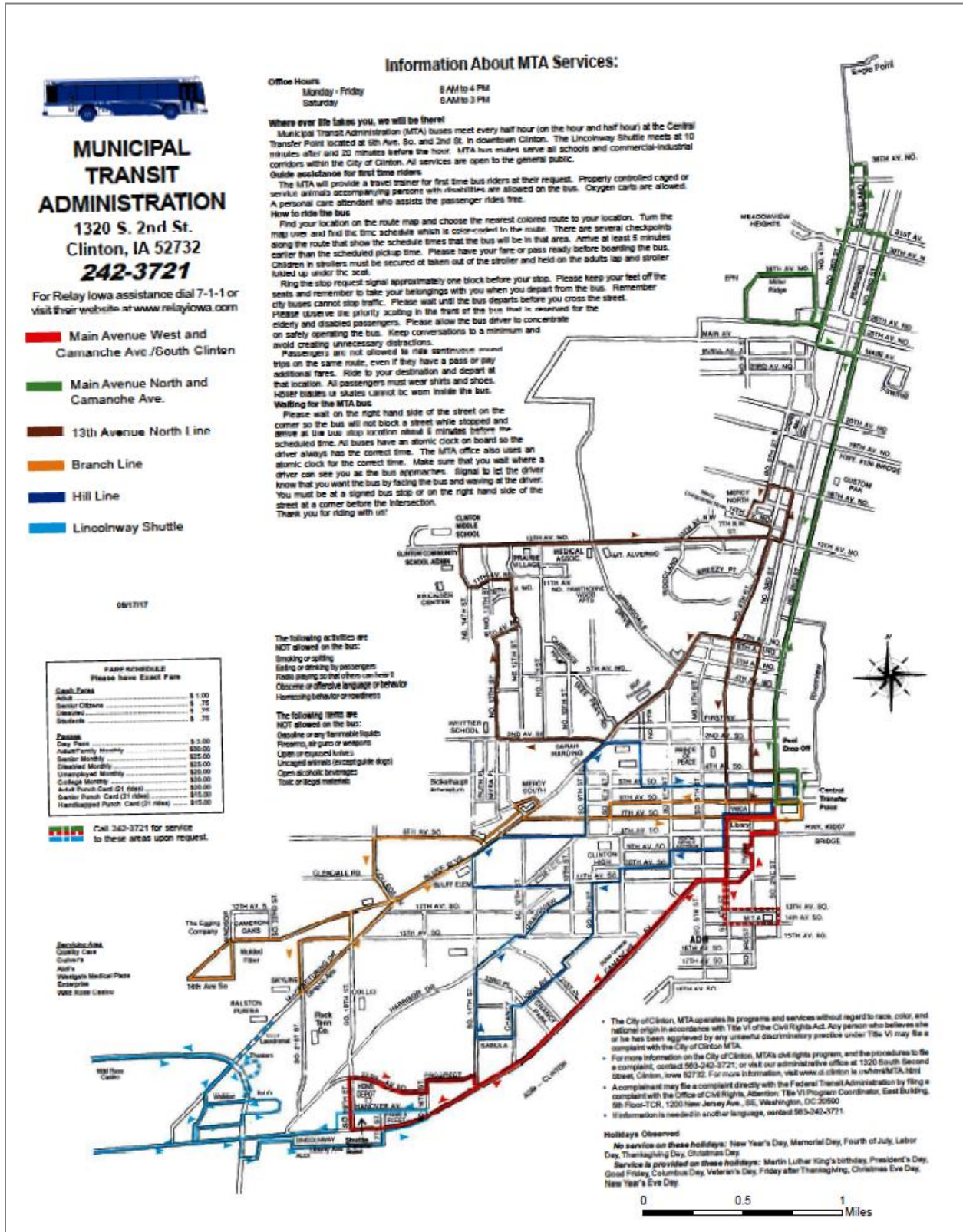
TABLE 4. CLINTON MTA FARES AND PASSES

| Fares | |
|-------------------------------|--|
| Adult | \$ 1.00 |
| Senior Citizens | \$0.75, free with purchase of a Senior ID. |
| Disabled | \$0.75 |
| Students (k-12) | \$0.75, free with current school ID. |
| ADA eligible para transit | \$ 2.00 |
| Passes | |
| Day Pass | \$3.00 |
| Adult / Family Monthly | \$30.00 |
| Disabled Monthly | \$25.00 |
| Unemployed Monthly | \$20.00 |
| College Monthly | \$20.00 |
| Punch Cards (21 rides) | |
| Adult Punch Card | \$20.00 |
| Senior / Disabled Punch Card | \$15.00 |
| Para Punch Card (11 rides) | \$20.00 |

TABLE 5. MTA VEHICLE FLEET AND STAFF

| | |
|--|----|
| Number of Vehicles | 28 |
| Number of Vehicles with Lifts or Ramps | 20 |
| Number of Vehicles to ADA Standards | 20 |
| Full-Time Employees | 12 |
| Part-Time Employees | 22 |
| Volunteers | 0 |

FIGURE 10. CLINTON MTA ROUTE MAP



Source: City of Clinton

The Jule

The Jule strives to provide citizens with a safe, timely, and comfortable mode of public transportation to and from their destinations on fixed routes and door to door services. Fixed route service provides transportation to Dubuque citizens so that they may access various services, shopping, entertainment, community functions, and employment opportunities within the City. Trolley routes operate seasonally on a 1-hour schedule between the Port of Dubuque, key downtown locations, and many city parks and river viewing areas. Mini-bus promotes independence for seniors and persons with disabilities by providing Origin to Destination transportation and passenger assistance when accessing the demand response service. Table 6 lists the Jule’s service hours for fixed route and mini bus. Table 7 and Table 8 show service fares and bus pass costs for both fixed route and paratransit services. Table 9 provides information on the Jule’s vehicle fleet and staff and Figure 11 includes a map of fixed route service.

TABLE 6. JULE SERVICE HOURS – FIXED ROUTE AND MINI BUS

| | |
|-----------------|---|
| Monday-Thursday | 6:00 am - 9:00 pm |
| Friday | 6:00 am - 9:15 pm During the Summer 6:00 am - 2:40 am During the College School Year |
| Saturday | 8:00 am - 9:15 pm During the Summer 8:00 am - 2:40 am During the College School Year |
| Sunday | No Service |

TABLE 7. JULE FIXED ROUTE BUS FARES

| | |
|--------------------------------------|--|
| Full Fare | \$1.50 |
| Half Fare* | \$0.75 |
| Youth (6-18 years) | \$0.75 |
| Youth (5 years and under) | FREE but must be accompanied by an adult |
| College Students (Clarke, Loras, UD) | FREE with current semester ID |

TABLE 8. FIXED ROUTE BUS PASSES

| | |
|---|---|
| 11 Ride Punch Card | Full Fare \$15.00 Half Fare* \$7.50 |
| Monthly Unlimited Ride Pass (pro-rated and effective for calendar month) | Full Fare \$45.00 Half Fare* \$22.50 |
| Youth Annual Pass (11-18 years) Valid August 1-July 31 each year | \$15.00 Annual Youth Pass Application Proof of age is required |
| Youth (6-10 years) Valid August 1-July 31 each year | FREE with Annual Youth Pass Application Proof of age is required |

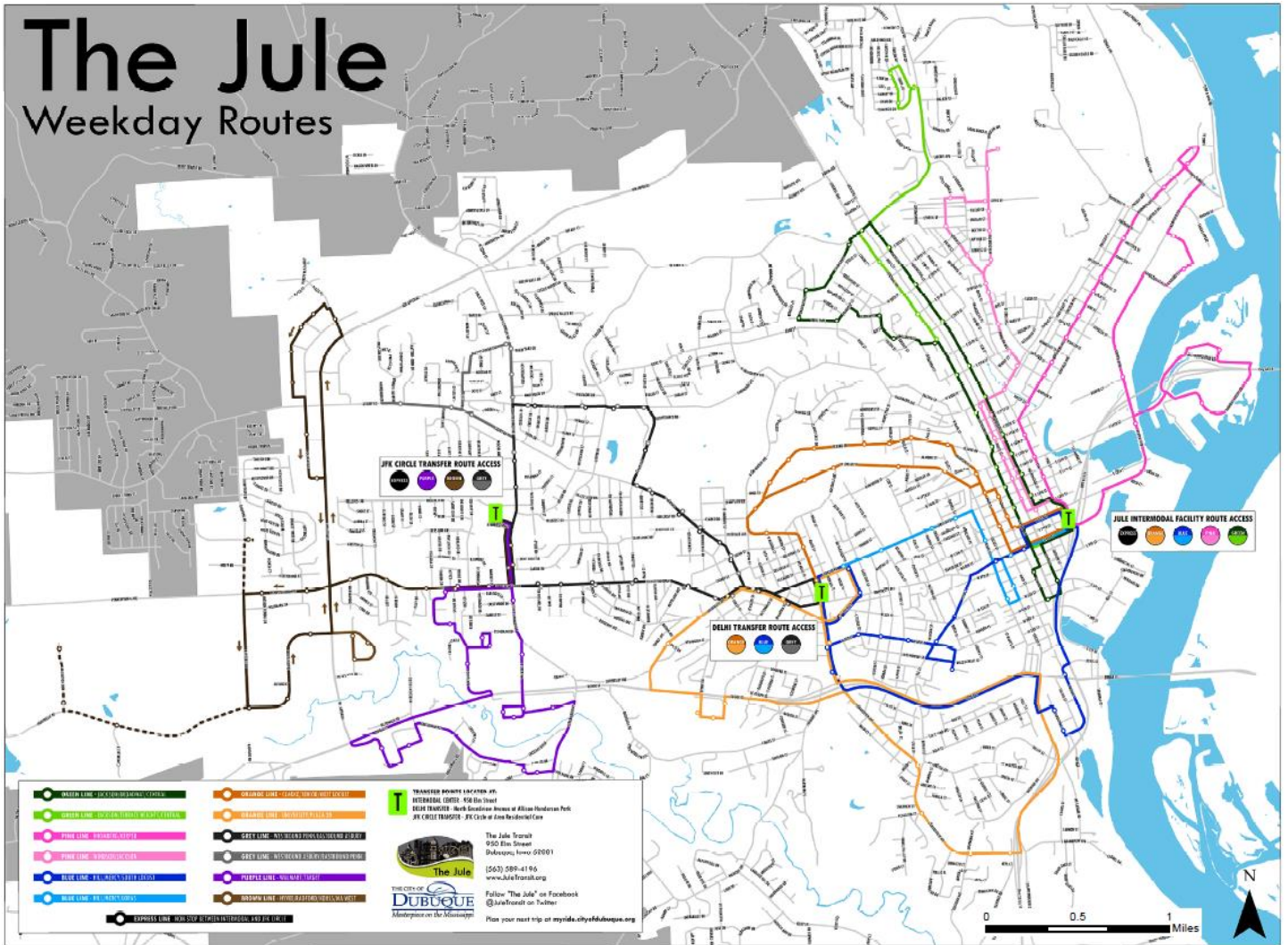
* Half-Fare eligibility is defined for the following individuals:

- Aged 65 or older with photo ID
- Disabled residents showing a Medicare card

TABLE 9. VEHICLE FLEET AND STAFF

| | |
|--|----|
| Number of Vehicles | 36 |
| Number of Vehicles with Lifts or Ramps | 36 |
| Number of Vehicles to ADA Standards | 36 |
| Full-Time Employees | 12 |
| Part-Time Employees | 60 |
| Volunteers | 0 |

FIGURE 11. JULE TRANSIT FULL SYSTEM MAP



Source: Jule Transit, 2020.

River Bend Transit

The Iowa DOT has designated River Bend Transit (RBT) (a not-for-profit corporation) as the regional public transit agency for Cedar, Clinton, Muscatine, and Scott counties. RBT was Iowa's first regional consolidated transit system, starting public transit operations in 1978. RBT is committed to breaking down transit barriers by providing dependable, friendly, efficient and safe transportation. RBT's services are open and available to the general public. RBT vehicles are fully equipped with lifts or ramps to assist entry, and are operated by courteous, experienced drivers who specialize in serving people with disabilities. RBT's regular demand-response service operating hours are 5:30 a.m. to 7:00 p.m.

RBT manages a fleet of 72 ADA cutaway buses and one non-ADA minivan vehicles. RBT reports more than 150,000 rides on its own, and over 200,000 rides with Davenport and Bettendorf Paratransit services combined. Table 10 summarizes RTA 8's vehicle fleet and staff.

TABLE 10. RBT VEHICLE FLEET AND STAFF

| | |
|--|----|
| Number of Vehicles | 72 |
| Number of Vehicles with Lifts or Ramps | 72 |
| Number of Vehicles to ADA Standards | 72 |
| Number of Full-Time Employees | 10 |
| Number of Part-Time Employees | 85 |
| Number of Volunteers | 0 |

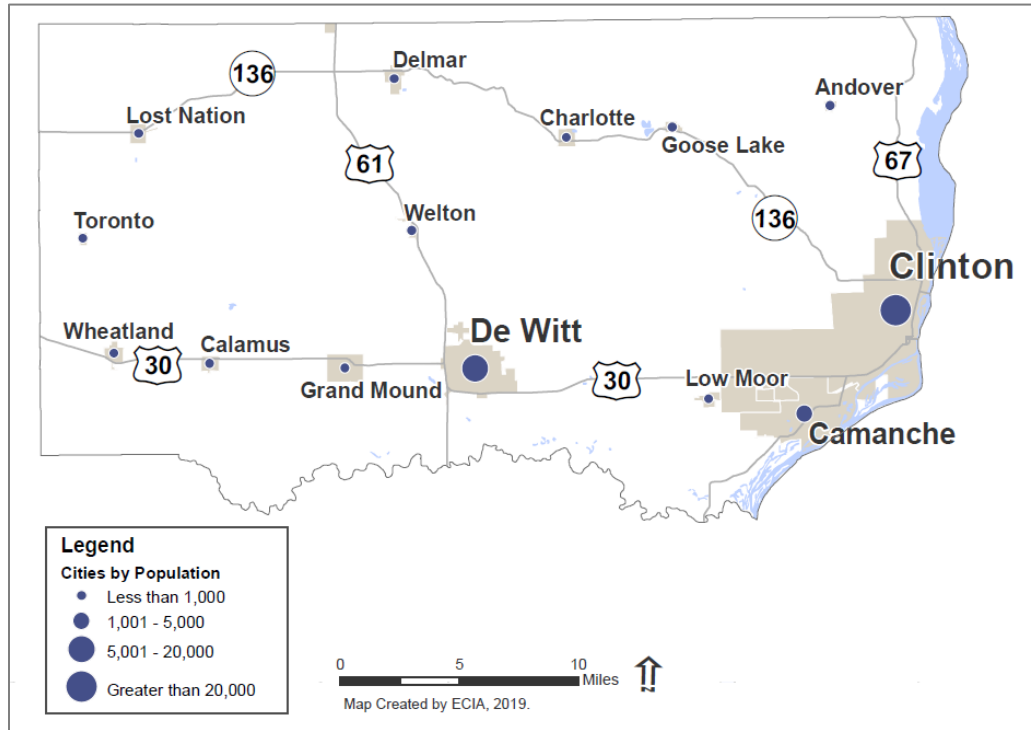
Fares vary depending on which county the ride starts from and to where the rider is traveling, or if a rider is using a contracted service. Table 11 includes RBT's fares for Clinton County. Prices for seniors age 60+ and disabled individuals are lower than prices for the general public. RBT has identified specific days for each county to commute to desirable destinations. Figure 12 maps RBT's service area in the RPA 8 region.

TABLE 11. RBT CLINTON COUNTY FARES

| Service | Days | Seniors (60+) or persons with disabilities - Round Trip Suggested Donation ¹ | Established Fare for General Public |
|----------------------|-------|---|-------------------------------------|
| Iowa City | M | \$18.00 | \$23.00 |
| Davenport | T & F | \$6.50 | \$11.50 |
| DeWitt | W | \$3.00 | \$8.00 |
| Camanche and Clinton | Th | \$3.00 | \$8.00 |
| In-Town Service | | \$1.50 | \$6.50 |
| County Service | | \$3.00 | \$8.00 |

¹Services funded in part by Milestones Area Agency on Aging

FIGURE 12. RBT SERVICE AREA WITHIN RPA 8



Regional Transit Authority 8

Regional Transit Authority 8 (RTA 8) provides accessible, safe, convenient, and efficient transportation for all citizens in the cities, communities and rural areas of Delaware, Dubuque, and Jackson Counties to enhance their quality of life. RTA 8 vehicles are equipped to accommodate the general public, including children, the elderly, and people with disabilities. All RTA services are based on the demand of our clients and are open to the general public, including people with disabilities.

The RTA was formed in 1982 as a 501(c)(3) non-profit organization for the purpose of connecting the elderly, disabled, youth and low income citizens in Delaware, Dubuque and Jackson counties to critical services like healthcare, counseling, nutrition, childcare, education, employment, and social venues. The RTA Corporate Board is comprised of all of the County Supervisors from Dubuque, Delaware, and Jackson Counties. The Board meets every month to review the RTA's budget and general operating policies.

The RTA manages a fleet of 30 light duty buses, accessible minivans and standard vans. RTA provides 180,000 annual passenger trips serving over 2,500 individuals in the three-county region. To expedite customer service, the RTA maintains offices in Dubuque, Earlville, and Maquoketa. Table 12 summarizes RTA 8's vehicle fleet and staff.

TABLE 12. RTA 8 VEHICLE FLEET AND STAFF

| | |
|--|----|
| Number of Vehicles | 30 |
| Number of Vehicles with Lifts or Ramps | 30 |
| Number of Vehicles to ADA Standards | 30 |
| Number of Full-Time Employees | 7 |
| Number of Part-Time Employees | 27 |
| Number of Volunteers | 16 |

Services

The RTA provides transportation to a variety of destinations in Delaware, Dubuque and Jackson counties. All services are open to the general public, and all RTA vehicles are equipped with a lift and are wheelchair accessible. Most RTA services are door to door unless specified. All fares are contingent upon fitting into a current service.

Reservations for service are requested 24 hours in advance. Same day service is subject to availability. Dispatch hours are 5:00 a.m. to 5:00 p.m. RTA is a contracted provider for the State of Iowa MCO's and in partnership with NEIAAA (Scenic Valley). RTA services are available to persons of all income levels.

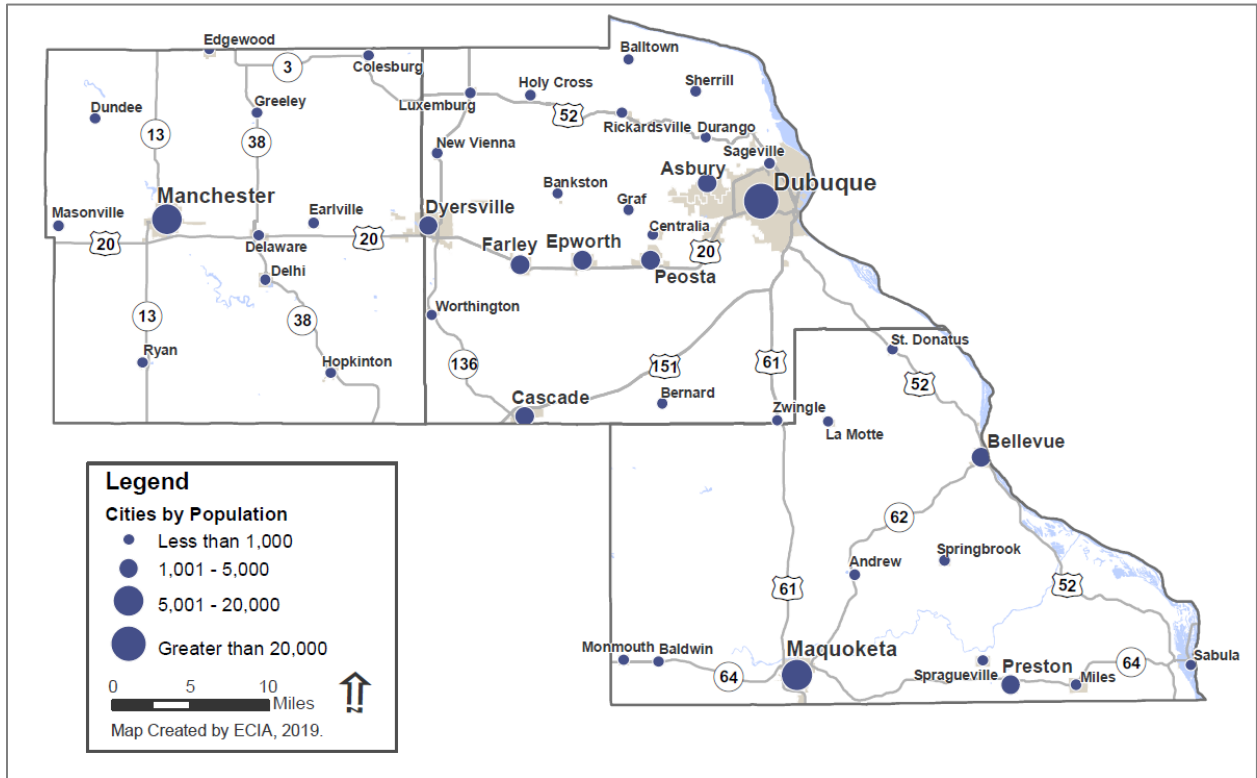
In addition to regularly scheduled services, the RTA provides round trip transportation on a reservation basis to other cities such as Cedar Rapids, Davenport, and even interstate travel to Madison, WI and other locations. Table 13 lists RTA's services and Figure 13 maps RTA's service area.

TABLE 13. RTA 8 SERVICES

| Service | Hours | Cost |
|--|--|---|
| Delaware County Connections - volunteer driver service | 7:00am-7:00pm M-F and weekends, pending driver availability. | \$3.00 One way in-town Manchester. \$6.75 One way out-of-town anywhere in Delaware County. |
| Iowa City – Service from Dubuque, Delaware, and Jackson Counties to Iowa City | Varying, depending upon passenger appointment times. | Contact dispatch for availability and cost (minimum ridership required). |
| In-Town Dubuque | 7:00am-9:00am and 10:00am-5:30pm M-F. locations and times vary throughout the Dubuque County area, contact dispatch for more detailed information and availability. | \$6.75 One way. Children 14 and under \$3.25 one way. |
| Headstart Dubuque – Service in the City of Dubuque, Dubuque County, Epworth, and Dyersville for Head Start students. | Contact Operation New View/Headstart for further details and for availability | Contact dispatch for times and rates |
| NICC and Peosta – Service from the JFK Transfer Station in Dubuque to NICC and the City of Peosta | Departs at JFK Transfer Station at 8:30am and returns to JFK Transfer Station at 2:30pm | \$6.75 One way |
| Epworth/Farley to Dubuque | M-F on a limited basis. Contact dispatch for availability. Departs Epworth around 8:15am arrives at the JFK Transfer Station around 9:00am. Return transportation is provided at 2:30pm at the JFK Transfer Station. | \$6.75 One way |
| Dyersville to Dubuque | M-F. Departs at 7:40am and returns at 2:30pm from the JFK Transfer Station | \$6.75 One way |
| Dyersville to Manchester | M-Th Departs at 7:50am and returns at 3:00pm from Manchester | \$6.75 One way |
| Maquoketa in Town | 8:00am-3:30pm M, W, & F. 9:00am-3:30pm T & Th | \$3.00 One way |
| Miles and Preston to Maquoketa | M-F. Departs at 6:30am and returns at 2:00pm | \$6.75 One way |
| Bellevue to Maquoketa | M, W, & F. Departs at 6:30am and returns at 2:00pm | \$6.75 One way |
| Baldwin to Maquoketa | M-Th. Departs at 6:30am and returns at 2pm | \$6.75 One way |
| Delhi to Manchester ¹ | M-F. Departs at 7:45am and returns at 3:00pm. | \$6.75 One way |
| Ryan to Manchester ¹ | Available on a limited basis. Departs at 7:45am and returns at 3:00pm. | \$6.75 One way |
| Earlville to Manchester ¹ | Available on a limited basis various times throughout the week. | \$6.75 One way |
| Manchester in-town ¹ | M-F. 7:00am-5:00pm. | \$3.00 One way |

¹ If these hours don't fit within your transportation needs, refer to Special Service - Rides to Wellness / Delaware County Connections for additional availability.

FIGURE 13. RTA 8 SERVICE AREA



School Districts

School districts are important providers of passenger transportation in the region. Nineteen school districts are located partially or completely within the DMATS and RPA8 regions. Combined these districts on average transport more than 14,000 students per day and have annual operating costs of more than \$11 million. Table 14 includes annual transportation for the public schools in the DMATS and RPA 8 regions for the 2018-2019 school year.

TABLE 14. 2018-2019 ANNUAL TRANSPORTATION DATA FOR IOWA PUBLIC SCHOOLS

| District Name | Route Miles | Non-Route Miles | Net Operating Cost | Ave # Students Transported | Adj Ave Cost Per Pupil Transported | Approx. Dist. Sq. Miles |
|----------------------------|------------------|-----------------|---------------------|----------------------------|------------------------------------|-------------------------|
| Andrew | 62,658 | 20135 | \$147,441 | 93.0 | 1,655.68 | 98 |
| Bellevue | 75,680 | 20,059 | \$246,842 | 409.7 | 602.49 | 127 |
| Calamus-Wheatland | 88,661 | 15,925 | \$233,503 | 315.4 | 740.34 | 113 |
| Camanche | 32,564 | 22,020 | \$157,196 | 238.0 | 700.26 | 35 |
| Central DeWitt | 136,014 | 48,051 | \$497,699 | 1,356.0 | 367.86 | 319 |
| Clinton | 167,402 | 104,660 | \$830,479 | 1,214.0 | 734.29 | 18 |
| Delwood | 36,002 | 494 | \$190,084 | 87.7 | 2,167.44 | 65 |
| Dubuque | 619,911 | 311,598 | \$2,978,779 | 3,144.5 | 974.50 | 240 |
| Easton Valley | 181,125 | 24,521 | \$346,117 | 290.0 | 1,195.12 | 183 |
| Edgewood-Colesburg | 104,357 | 19,319 | \$292,650 | 419.0 | 708.87 | 155 |
| Maquoketa | 146,138 | 48,641 | \$457,545 | 361.9 | 1,271.76 | 172 |
| Maquoketa Valley | 109,784 | 10,021 | \$351,717 | 435.7 | 823.47 | 178 |
| Midland | 119,627 | 15,132 | \$424,650 | 441.7 | 964.94 | 215 |
| Monticello | 112,885 | 24,288 | \$357,580 | 555.0 | 644.29 | 190 |
| Northeast | 114,319 | 39,748 | \$330,420 | 863.0 | 383.42 | 178 |
| North Linn | 83,836 | 17,597 | \$294,552 | 260.0 | 1,135.60 | 151 |
| Starmont | 83,416 | 19,254 | \$235,586 | 471.0 | 500.18 | 201 |
| West Delaware County | 132,089 | 32,476 | \$513,247 | 790.9 | 650.34 | 237 |
| Western Dubuque | 583,432 | 90,528 | \$1,575,958 | 2,504.0 | 635.57 | 555 |
| Totals and Averages | 2,989,900 | 884,467 | \$10,462,046 | 14,250.5 | 887.18 | 3,430 |

Source: Iowa Department of Education, 2020. <https://www.educateiowa.gov/pk-12/school-transportation/transportation-publications-data>

As part of the PTP development process, staff conducted a school district vehicle fleet inventory survey. Staff distributed the survey to all school districts in the region via email. As of 4/1/2020, 11 districts have responded to the survey. Table 15 contains the survey responses.

TABLE 15. SCHOOL DISTRICT VEHICLE FLEET INVENTORY

| District | Total Vehicles (ADA Accessible Vehicles) | | | |
|----------------|---|----------------|----------------|--|
| | Buses | Passenger Cars | Passenger Vans | Other |
| Bellevue | 12 (0) | 4 (0) | 7 (0) | 2 (0) |
| Camanche | 7 (1) | 0 (0) | 4 (0) | 2 (0) |
| Central DeWitt | 19 (2) | 4 (0) | 3 (0) | 4 (0) |
| Clinton | 30(4) | 1(0) | 6(0) | 2(0) |
| Dubuque | 83 (20 buses, lifts/AC/reduced capacity included) | 5 (0) | 10 (0) | 6 cargo vans, 8 HD pick ups, 4 Med duty box trucks, 6 HD dump trucks (0) |
| Maquoketa | 19 (1) | 1 (0) | 8 (0) | 7 (0) |
| Monticello | 16 (1) | 4 (0) | 4 (0) | 2 (0) |
| Northeast | 16 (1) | 1 (0) | 6 (0) | 4 (0) |
| North Linn | 12(0) | 0(0) | 5(0) | 1(0) |
| Starmont | 13 (0) | 0 (0) | 6 (0) | 0 (0) |
| West Delaware | 21 (1) | 2 (0) | 13 (0) | 4 (0) |

Human Service Agencies

As part of the PTP planning process, staff conducted a survey of area human service providers that provide or utilize transportation services. Staff distributed the survey form to a list of service providers in the region via email. The results of the survey help the TAG better understand the transportation needs of organizations in the region. As of 2-1-2020, 15 organizations submitted survey responses. Table 16 contains the survey responses.

TABLE 16. TAG MEMBER SURVEY

| Organization | Industry | Does your organization own its own vehicles? | Does your organization have a current contract with the RTA? | On average, how many people does your company transport on a weekly basis? | On average, how often does your organization transport people on a weekly basis? | Buses | Passenger Cars/Vans | With Lift |
|--|--|--|--|--|--|-------|---------------------|-----------|
| Area Residential Care | Intellectual Disabilities Services | Yes | Yes | 85/day 425/week | 7/days/week | 20 | | |
| Dubuque Community Schools | School Transportation | Yes | No | 4500/day | daily | 86 | | 17 |
| Dubuque VA Clinic | Outpatient Healthcare for Veterans | No | | 0 | As Needed | | 1 | |
| DuRide | Senior Transportation, Non-Profit Sector | No | No | 120 | 350 | | | |
| Goodwill Industries of Northeast Iowa Inc | Intellectual Disabilities Services | Yes | No | 100/week | Mostly M-F and some Sundays | | 2 | |
| Hilcrest Family Services | Homeless Services | Yes | No | 15-20 bus passes/week | We don't but we give out Jule tickets to those who need | | 15 | |
| Hills & Dales | Health and Human Services | Yes | No | 88 | 5 days per week M-F | 6 | | 6 |
| Imagine the Possibilities | Social Services | Yes | Yes | 3/week | Daily | | 4 | |
| LSI | Working with Clients with Disabilities | No | No | none | We take clients out in the community to work on goal work | | | |
| NEI3A | Aging Individuals | No | Yes | 37 | n/a | | | |
| Opening Doors | Homeless Services | Yes | No | 10 | 5 times | | 2 | |
| Tri-State Dialysis/Grand River Medical Group | Medical | No | No | 0 | 0 | | | |
| Unified Therapy Services | Outpatient Therapy Clinic | No | No | Use RTA Daily | Use RTA Daily | | | |
| United Way of Dubuque Area Tri-States | Program Funding | No | No | 0 | 0 | | | |
| Unlimited Services | Human Services | Yes | No | 25 | 7 days | 1 | 7 | |

Cab Companies

Several private cab companies provide transportation within the region. The regions cab companies are listed in Table 17 by the city they are based in.

Both Uber and Lyft also operate in the region, but these services are typically only available in the larger cities like Dubuque. Uber and Lyft claim to cover the entire state, but service is subject to driver availability and most small communities do not have drivers.

TABLE 17. AREA CAB COMPANIES

| Company Name | Based In |
|-------------------------|----------|
| #1 Green Cab | Dubuque |
| A1 Taxi | Dubuque |
| Starlight Taxi Cabs LLC | Dubuque |
| E&R Taxi | Dubuque |
| On the Go Too Taxi | Clinton |

SECTION THREE: Coordination Issues

Section Three includes a discussion of transportation coordination issues within the DMATS and RPA 8 regions.

Clinton MTA Coordination Issues

The Archer Daniels Midland (ADM) continues expanding their company taking over homes and land in South Clinton of the City of Clinton. This has created new jobs, changed the structure of the city, and created demand for transit in new areas of the community.

The federal government continues their processes to staff the Thomson prison in Thomson, Illinois which has created hundreds of jobs for City of Clinton residents and surrounding areas and may increase demand for transportation.

The MTA continues to review the service areas and make changes that are beneficial for the citizens of Clinton and efficiency of the transit system. Recently, a mental health facility called Bridgeview moved to a new facility not located on an existing bus route. The MTA is working with the organization to provide transportation for their clients by providing demand response rides until the ridership will support a fixed bus route closer to their facility. The MTA is working on a plan to revise a current route to be able to service this new location in the future.

The MTA fleet is in good working order and continues replacing vehicles when funding becomes available. The MTA purchased used minivans that were used for employee van pools from a larger Iowa transit system when the NEMT contract rides started in Iowa. With the additional vehicles added to the fleet, the current building is not large enough to house all vehicles under roof. At some point in the future a larger vehicle storage building will need to be addressed.

Jule Transit Coordination Issues

The Jule manages fixed-route, paratransit, and contract services (DuRide and Burlington Trailways). It maintains current and future plans for transit vehicles, bus stops, and other capital infrastructure.

Management functions include property management, equipment and building maintenance, security, route planning and evaluation, service standards, purchasing, accounting, budgeting, safety, insurance and claims, employee selection, training, customer service, labor negotiations (excluding interest arbitration), public relations and marketing, equipment selection, grant applications, employee discipline per City guidelines and all other functions required in the day-to-day operations and long-term planning for The Jule.

Operations consist of 11 full-time and up to 57 part-time operators, 2 full-time and 4 part-time dispatchers and 1 part-time Operations Assistant/Driver Trainer.

The Jule utilizes the following full-time positions: Transit Manager, Operations Supervisor, Field Supervisor, Transportation Services Analyst and a Confidential Clerk.

The Jule works with a citizen board which represents various interest of the citizens of Dubuque. Known as the Transit Advisory Board (TAB), it is a 5-member board that advises the city council on the execution of agreements and grants relating to the transit system operation, the purchase of new equipment and establishing rates and fares.

Administration activity reports provide management and maintenance of the accounting and statistical records for the benefit of the Transit Board, City Manager, City Council, and State and Federal Departments of Transportation (DOT) and Federal Transit Administration (FTA).

Reporting statistical information and maintaining compliance with state and federal guidelines including the American's with Disabilities Act (ADA) is essential in addition to collaboration with the Iowa Department of Transportation, Office of Public Transit and Federal Transit Administration for planning, funding and operating and capital assistance.

Administration activity reporting supports responses to public requests for service, identifying opportunities for service growth and improvement, negotiating service contracts and agreements, bus scheduling and dispatch, printing, processing of ADA applications, bus pass sales and processing, working with the personnel office on labor negotiations, training and development, uniforms, and other personnel related issues and requirements.

The Jules operates 14 daily fixed-routes and door-to-door on demand paratransit service between the hours of 6:05 AM – 9 PM Monday – Friday and 8:05 AM – 9 PM Saturdays.

Weekday Park & Ride Shuttle service connects downtown parking ramps and employer locations during morning and afternoon commute times.

Late night service on Friday and Saturday nights is provided until 2:40 AM. Known as the Night Rider, this route services the downtown district. It utilizes funding provided through a partnership between Greater Dubuque Development Corporation, University of Dubuque, Clarke University and Loras College.

There are 14 bus shelters and 280 bus stops serviced by these routes. Service is provided by a fleet consisting of 13 light Duty Buses (paratransit/on demand service), 12 medium duty Buses and 6 Heavy Duty Buses.

In 2018 the Jule was awarded a 5339(b) bus and facilities grant in the amount of \$1,762,872 to replace the fleet of Medium Duty buses that are past their life cycle and causing delays with daily breakdowns. The Jule is expecting a delivery of 4 new 30-foot Gillig buses towards the end of June 2020. This is the beginning of the Jule's fleet replacement program.

The grant also covered the purchase of a new fare collection system and on-demand response software for MiniBus. An RFP for both was issued in October 2019. Service awards went to Ecolane for on-demand software and GenFare Solutions for farebox systems. This will provide all new updated smart card fareboxes as well as new tablets or rangers for the buses and drivers.

The updated technology will lead us into a future filled with great advancements at our fingertips.

In 2020 Iowa Dot awarded the City of Dubuque a Fiscal Year 2020 Competitive Funding Opportunity: Grants for Buses and Bus Facilities Program for \$796,000. These funds will be used to purchase 2 heavy duty buses. The city of Dubuque is responsible for a 15% local match.

System changes implemented in 2014 resulted in the creation of a more user-friendly system. The Grey Line and Express underwent a complete system redesign. This design was completed in January 2014. The result was a reduction in travel times and extended hours of service to better accommodate commuters traveling to and from work (namely Dubuque Industrial Center West). The result was an average trip length of 30 minutes.

In 2015 the Jule opened its Intermodal hub at 950 Elm Street. This building was funded using federal transit grants and local funds in the amount of \$10,000,000.

The Smarter Travel project with IBM researched and monitored non-bus travel patterns and compared those results with Jule routes for possible adjustments. The result led to a system-wide revamp of the fixed routes and expanded service to 9pm on weeknights.

In 2018 the Jule Operations Training Center opened. This facility was funded using federal transit grants and local funds in the amount of \$6,217,701. Buses began using this as their new garage in February 2018. Staff from the Transit & Parking Divisions relocated here after their merger into the new Transportation Services Department.

Ridership Coordination

The Jule continued working with Medicaid to provide a free monthly unlimited ride bus pass if the individual has 2 or more medical appointments in each month. Medicaid transportation brokers provide a list of eligible individuals each month and passes are tracked and provided to those individuals at The Jule. The Jule receives 100% reimbursement from Medicaid for these passes.

Medicaid brokers schedule rides for eligible residents and the Jule accepts as many rides as its schedule allows. Each trip is free to the passenger and the Jule is reimbursed by Medicaid at a flat rate per ride.

Minibus service revenue continued to grow due to the partnership with Medicaid providers. This partnership served to allow the Jule to continue to provide low income residents with free rides for medical trips. Revenue from this partnership grew in 2017 and has continued to increase through early 2020.

Elderly or disabled residents who are often eligible for Medicaid continue to have the opportunity to utilize the free monthly pass on fixed-route or the free rides for medical trips on Minibus described above.

If the elderly or disabled resident is not eligible for Medicaid, they receive rides on the fixed-route service for half-fare (\$0.75) by showing their ID or Medicare card. Multiple organizations purchase passes from the Jule and provide these passes for free or at a reduced rate for elderly residents enrolled in their programming.

In 2016, K-12 students continued to ride the Jule for free. A fare change policy required Middle and High school students to purchase an annual pass of \$15 and to show school ID to ride the Jule. Loras, Clarke and UD participated in the college partnership and could ride the Jule by showing their school ID.

Continued System Safety and Accessibility

The focus for improving the perception of public transit and ensuring safety of passengers at bus stops and transfers was brought about through the installation of benches, adequate lighting, bus shelters, visible signage that indicated the locations of bus stops, increased accessibility for disabled persons and the general public. This focus manifested through the installation of concrete pads and/or pathways at bus stops, and the placement of bicycle racks and trash receptacles at major transfer locations.

ADA compliance is ongoing for all bus stops and facilities. Mobile equity is necessary and requires improvement in some areas of the community.

The Jule has completed 91.3% of preventative maintenance on vehicles within 10% of the mileage threshold.

Security cameras have been installed on all Jule vehicles as well as the three transfer centers at Intermodal (950 Elm Street), Midtown (Allison-Henderson Park), and JFK Circle.

An ADA review of all Point Neighborhood bus stops for accessibility has been completed.

River Bend Transit Coordination Issues

River Bend Transit, Inc. (RBT) is a not-for-profit corporation that has been designated per the Iowa Code, Chapter 324A as the regional transit provider for Cedar, Clinton, Muscatine, and Scott counties. RBT utilizes contractual relationships with counties, municipalities, social service agencies, and other organizations within its service area to provide curb-to-curb demand response transportation to specific clients of these organizations and to the general public for medical appointments, work, school, and education trips.

RBT's fleet includes a total of 72 ADA cutaway buses. RBT completed construction of a maintenance and administrative center in 1996 and has expansion capabilities at its existing site. Vehicle wash bay and parking lot improvements were completed in 2010. RBT reports more than 150,000 rides alone and over 200,000 with Davenport and Bettendorf Paratransit services combined. The agency utilizes a 15- year replacement cycle for its fleet, replacing one-third of its revenue fleet every five years. However, due to inadequate funding, RBT has not been able to replace many of its vehicles until they have reached 7 to 9 years of age and have accumulated 160,000+ miles.

RTA 8 Coordination Issues

Mobility Coordinator – for the past six years, this position received funding from the Iowa Department of Transportation, as well as a Rides to Wellness grant from the Federal Transit Administration, up until Fiscal Year 2019. For Fiscal Year 2019 and beyond, the position is being funded by the Regional Transit Authority. The RTA is exploring other revenue sources to supplement the position, including County funding. The Mobility Coordinator position is crucial to the organization's success, as the RTA is designed to be a public relations service.

RTA's mission is to provide accessible, safe, convenient, and efficient transportation for all citizens in the cities, communities and rural areas of the RTA region to enhance their quality of life. The majority of RTA's clients are members of an underrepresented population being socially isolated, elderly, disabled or low-income. The Coordinator is instrumental in ensuring community members are aware of the transportation resources available to them, both through marketing efforts on a broad scale, and on a personal level, explaining how the service operates and working to ensure the best possible rider experience with the RTA. Additionally, the Coordinator acts as the liaison between riders (as well as human service agencies representing riders), and the RTA Operations and Dispatch staff. The Coordinator listens to the needs of the community and formulates strategies around those needs.

In the latter part of FY19, the Mobility Coordinator, along with the new Transit Director assessed the region's transportation needs by conducting surveys and holding meetings with all community stakeholders. There was an overwhelming response that clients, particularly elderly, disabled and low-income and their caregivers were having issues with RTA's reliability of service and wait times. The proposed solution is the development of an app, a portal and re-designed website to improve coordination and reduce wait time, show (potentially improve) availability, and provide better communication. Grant opportunities were Identified and the process has begun to secure funding to support the transportation needs uncovered during the regional transportation assessment.

The Coordinator is in the process of forming a technical committee for the Transit Action Group (TAG). The committee will be instrumental in identifying gaps in transportation within their communities, devising strategies to address the gaps, and in obtaining funds to support creative transportation solutions. Part of their role will be to address needs identified from surveys to the TAG as a whole, as well as to the public.

The Mobility Coordinator will also conduct a transit self-assessment. This will involve data collection for a demographic analysis and transit demand estimation; a review of regional mobility patterns; and polls done with local officials and leaders to identify priorities in transportation services and projects for their community.

Over the past few years, RTA has experienced a slow but steady decline in ridership largely due to the changes in distribution of Medicaid funding. This will be compounded in FY21, if RTA's contract with Head Start is cancelled. Since 2014, RTA has lost one third of its ridership, dropping from over 150,000 rides in 2014 to 100,000 in 2019. In response, the RTA is developing a formal Marketing Plan and Strategic Plan, both to be completed in FY 20 and implemented in FY21.

Safety and Security requirements – All transit systems are required to have separate safety, security and emergency preparedness plans and policies. Transit systems are also required to have a designated Safety and Security Officer who is responsible for addressing all safety and security issues and making sure plans and policies are being followed. In FY19, the RTA experienced a change in Director, and Operations Management. Since the change, RTA has implemented new processes, procedures and documentation for the following: bus camera systems; safety committee; facility maintenance; Active Shooter/Hazmat/bus incidents-accidents; sticker on buses; bus maintenance; driver reviews.

Capital Replacement – The RTA manages a fleet of 30 light duty buses and accessible minivans. In FY17, the RTA purchased a minivan with a Rides to Wellness grant awarded by the Federal Transit Administration. The RTA purchased three new buses in FY17, and 6 in FY18. The purchases were made possible with the assistance of state

and federal funding. The RTA was able to pay the local match of 20%. Three new buses have been allocated funding for FY20, and 11 buses and one van for FY21 or later.

RTA purchased 30 new tablets for our fleet in FY18, for continued tracking of ridership and vehicle data (e.g. revenue miles and hours) and vehicle locations.

In FY19, RTA held a ribbon cutting ceremony to reveal the new Earlville storage facility. The decision was made to reduce deadhead miles, eliminate rental payments and create a permanent storage location for RTA vehicles in Delaware County by combining the Manchester and Dyersville locations. The new facility is strategically located in the center of Delaware County, allowing our services to begin and end in a more central location. With safety and security being a top concern to transit, having one location will make it easier for staff and drivers to routinely inspect vehicles and communicate with other drivers. Having one central location will greatly enhance the efficiency and oversight of the RTA in this area.

SECTION FOUR: Priorities and Strategies

TAG Objectives and Strategies 2018

The TAG began development of a strategic plan in 2017. Over several meetings the group discussed the region's needs and priorities. The discussion resulted in a list of priorities and strategies that would guide the group moving forward. The TAG finalized and adopted the objectives and strategies at its September 2018 meeting.

Educate, inform and provide updates to TAG group regularly

1. Bi-Monthly Meeting
2. Provide minutes from previous meeting with meeting invite

Be a one stop center for all things transportation

1. Facilitate conversations between consumers and agencies
2. Tour facilities to learn how they operate
3. Build relationships with agencies, build a connection
4. Identify who are our customers – who are we trying to target
5. Invite families of passengers to ride along
6. Become knowledgeable of other agencies so RTA can share with others
7. Partner with The Jule (shared transportation meeting)
8. Travel Training

Develop Bus Buddy Program (someone to assist riders) & Internship

1. Part of integrated settings rule – have agency staff identify people
2. Grant to help support positions
3. Consumers

Develop and enhance marketing strategies

1. TAG members sit in dispatch to learn
2. Develop "Life of a Ride" Course
3. Update RTA Website – user friendly, FAQ's, Like and Share
4. Outreach for community job fairs & events
5. Give away something "free" (so many rides gets a free subscription to TH)
6. Branding – have people share stories about their experience
7. Update Mission Statement – reflect current environment
8. Open house, be interactive
9. Ad Campaigns – crazy fun to get people to our website
10. Articles for neighborhood newsletters – agencies that have newsletters
11. Colleges to assist with marketing plan
12. Rides to specific places for groups – Walmart night, Grocery store night
13. Surveys on buses – what is needed?
14. One on one transit

Community Wide Involvement

1. Play Cash Cab, Dubuque Trivia, Kahoot on bus rides, quizzes on phone
2. Attend council meetings and other community events to find out where the need is
3. Outreach

Community Wide Partnerships

1. Car dealerships – donation program for vehicles
2. Employers – van pools
3. Community businesses – offer discount for riders. Peosta Community Center – discounted membership for riders
4. Senior Living Centers
5. Miracle League
6. Veterans (Summit Program)
7. Childcare Centers
8. DuRide
9. Church sponsorships for people who can't afford rides
10. School districts
11. Bring in different generations such as students to ride – discount cost?
12. Use NICC maintenance program as work experience for our buses
13. Banks – swipe cards
14. City expos

Expand and Develop Transit Action Group

1. Current TAG members recruit new members
2. Do special outings with agencies such as Christmas decorating other than just riding the bus to and from work
3. Rotate meetings to other counties – can we use a bus?
4. Schedule meetings for entire year

Expand Services and Programs

1. Volunteer Coordinator (Drivers)
2. Google docs to track clients rides/agencies can make changes quickly
3. Textability (cost?) (Bus Buddies could use)
4. Linear approach rather than spoke and wheel (expand to accommodate individual transportation)

High Quality Vehicles

1. WiFi or Hot spot for longer trips
2. Charging stations for devices
3. Signs for advertising
4. Stay on top of preventative maintenance – preventative maintenance program
5. Need for buses to replace out of date ones
6. Need for minivans and smaller vehicles
7. Upgrade tablets/computer systems
8. Safety Committee

High Quality Drivers

1. Mental Health First Aid – more training for drivers
2. De-escalation training for drivers
3. Safety Committee
4. Partner with Hillcrest or other agency
5. Part of hiring process
6. Part of volunteer driver onboarding

Projects and Initiatives

The following charts summarize the current project list for the Jule, RTA 8, and Clinton MTA. The charts include a description of the service need, the project identified to address the need, the agency that recommended the project, when the project was identified, and the status of the project as of May 2020 unless otherwise noted. Please note, that any Enhanced Mobility for Seniors and individuals with Disabilities projects (Section 5310 funding) must be specifically included in the PTP. All other projects and initiatives funded by other means are encouraged to include in the PTP but are not required.

| Jule 5310 Projects | | | | |
|--------------------|--------------------------|----------------------------|----------------|--|
| No. | Project | Approximate Annual Funding | Years | Status |
| 1 | Preventative Maintenance | 50,000 | FY 2021 - 2025 | Annual Funding; Enhanced Mobility of Seniors and Individuals with Disabilities |

| Jule Service Needs and Projects | | | | | |
|---------------------------------|--|--|---|--------------------|---|
| No. | Service Need | Agency(s) | Project | Year Identified | Status |
| 1 | Replace Jule Buses | The Jule | The Jule will replace buses that are at the end of their useful life. | 2018 | The Jule has secured funding to purchase new buses through the 5339 Buses and Bus Facilities Grant Program. |
| 2 | Update equipment on Jule Buses | The Jule | The Jule will purchase new onboard computers, swipe card readers, electronic fareboxes, and a farebox collection vault. | 2018 | The Jule has secured funding to purchase new equipment through the 5339 Buses and Bus Facilities Grant Program. |
| 3 | Greater Accessibility to Service | Jule Consumers and Human Service Providers (DHS, LSI, Families First, Unified Therapy Services) | Shorten wait times, adjust route pickup times | 2007 | Project Ongoing; Shopping Circulator (FY2012), Express (FY2014), and route reconfiguration completed in January 2014 have improved accessibility by adding more 30 minute routes. |
| 4 | Knowledge of routes, schedules, and service options for consumers | Jule Consumers and Human Service Providers (Iowa Workforce Development Center, Multicultural Center) | Increase knowledge of and market routes and fares | 2007 | Project Ongoing; Marketing Plan updated annually; public presentations, City Channel 8, Advertising, press releases, new route maps for all services are provided online. Social media presence and city Notify-Me system used for all announcements. |
| 5 | Passenger Rail Service Between Chicago and Dubuque | City of Dubuque | Passenger Rail Service Between Dubuque and Chicago | 2007 | Project Ongoing; interest groups still meeting and efforts to lobby state/federal support ongoing. |
| 6 | Review and develop standard design guidelines and amenities for bus stops | The Jule | Review and develop standard design guidelines and amenities for bus stops | 2015 | Project Pending; Review of existing bus stops, other system standards |
| 7 | Public Transit Infrastructure Grant: ARC Transfer Center Phase II | The Jule, Area Residential Care (ARC), Jule Consumers | Improvements to west-end transfer center including indoor waiting area and public restrooms | 2012 | Project Ongoing; Plan to apply for PTIG funds with local match requested for CIP |
| 8 | Promotion of Intercity Bus Station and Connections to Jule Services | The Jule | Intercity Bus (5311) Promotion of intercity connections at Intermodal Center | 2015 | Project Ongoing; Funding received for CY 2015 |
| 9 | Iowa Clean Air Attainment Program: Expanded Weekday Evening Hours; minimum Nightrider service routes, all routes preferred | Goodwill; Human Service Providers; Greater Dubuque Development Corporation; DubuqueWorks | a. extend weeknight service hours to 7:30pm b. extend weeknight service hours to 8:30pm c. extend weeknight service hours to 9:00pm | 2007; updated 2015 | Project Pending; Jule will continue to look for cost savings and funding that will support expansion of service. |
| 10 | Partnership service between RTA and The Jule for service to Peosta | Greater Dubuque Development Corporation; DubuqueWorks; NICC | Partnership service between RTA and The Jule for service to Peosta | 2015 | Project Pending; Jule will continue to look for cost savings and funding that will support expansion of service. |

| Jule Service Needs and Projects | | | | | |
|---------------------------------|---|---|---|-----------------|--|
| No. | Service Need | Agency(s) | Project | Year Identified | Status |
| 11 | Sunday and Holiday Service | Human Service Providers (Transit Action Group) | Add service on: New Year's Day; Memorial Day; Independence Day; Labor Day; Thanksgiving Day; Christmas Eve, Christmas Day; New Year's Eve | 2007 | Project Pending; Jule will continue to look for cost savings and funding that will support expansion of service. |
| 12 | Greater geographic coverage of routes | Jule Consumers and Human Service Providers (DHS, LSI, etc.) | Key West, West End Expansion, Asbury, Illinois, Wisconsin, John Deere | 2007 | Project Ongoing; Route reconfiguration completed in January 2014 will continue to look for opportunities to expand coverage. |
| 13 | Increase the number of bus stop amenities including targeting partner and high ridership locations for bus shelters | Goodwill; Human Service Providers | Increase the number of bus stop amenities (benches, shelters, lighting) including targeting partner and high ridership locations for bus shelters | 2011 | Project Pending; Secure State or Federal funding for bus shelters and installation. |
| 14 | Review East Dubuque Service Needs | The Juel | Evaluate needs in East Dubuque | 2009 | Project Ongoing |
| 15 | State Transit Assistance | The Jule | Operating Assistance for Day-To-Day Operation | 2009 | Annual Funding; Annual formula allocation |
| 16 | Iowa Clean Air Attainment Program: Service to Dubuque Industrial Center South (Seippel Rd & Highway 20) | City of Dubuque Economic Development Department; Dubuque Industrial Center South Employers, Greater Dubuque Development Corporation | Operating assistance for service to new industrial park jobs | 2015 | Project Pending; Jule will continue to look for cost savings and funding that will support expansion of service. |
| 17 | Iowa Clean Air Attainment Program: Service to Kerper Blvd Industrial Area (including Veterans Freedom Center) | City of Dubuque Economic Development Department; Transit Advisory Board | Operating assistance for service to new industrial park jobs | 2015 | Project Pending; Jule will continue to look for cost savings and funding that will support expansion of service. |
| 18 | Maintenance and repair of ADA features on all transit vehicles | The Jule | (5310) Capital Assistance | Ongoing | Annual Funding; Enhanced Mobility of Seniors and Individuals with Disabilities |
| 19 | STA Special Projects | The Jule | Service Expansions Identified in PTP | 2009 | Annual Funding; Competitive grant |
| 20 | ICAAP Funding | The Jule | Service Expansions Identified in PTP | 2009 | Annual Funding; Competitive grant |
| 21 | Bus Replacements | The Jule, to assist with increase in services suggested by community | Replace 35' HD buses | 2015 | Project Pending; Review of service levels and vehicle sizing needs to take place |
| 22 | Bus Replacements | The Jule, to assist with increase in services suggested by community | Replace 22' MD buses | 2015 | Project Pending; Review of service levels and vehicle sizing |

| RTA Service Needs and Projects | | | | | |
|--------------------------------|--|----------------------------------|--|-----------------|---|
| No. | Service Need | Agency(s) | Project | Year Identified | Status |
| 1 | Residents in the rural areas of Delaware County in need of transportation to wellness appointments | RTA, Delaware County Connections | FTA Rides to Wellness grant expanding the service area and hours within Delaware County. The project was to be sustained by volunteer drivers. | 2015 | Grant awarded and implementation began FY17 with purchase of minivan using FTA grant funding. As of FY20 RTA has four volunteer drivers supporting the program with intentions of adding more. Implementation; ongoing. |

| RTA Service Needs and Projects | | | | | |
|--------------------------------|---|--|---|-----------------|---|
| No. | Service Need | Agency(s) | Project | Year Identified | Status |
| 2 | Improve attendance and action from the TAG. More accountability and influence as a group | RTA, TAG | Form a TAG Technical Group to identify gaps in transportation within each County, devising strategies to address the gaps, and obtaining funds to support creative transportation solutions. | 2019 | Status as of March 2020. Determined new TAG structure, roles and responsibilities by County, and timing and process for the meetings. Implementation; ongoing |
| 3 | Advancement and improved structure for RTA with set goals | RTA, TAG | Develop a five year Strategic Plan | 2018 | Status as of March 2020. During FY19 RTA sought input from the RTA Board and TAG via a regional assessment consisting of surveys, questionnaires, meetings, and visioning sessions to determine our primary goals and create this document. Plan is in final stages. Implementation; FY21 |
| 4 | Identify every potential community in the region that may need transportation, but is not utilizing RTA (growth potential) e.g. Amish | RTA | Conduct a Transit Self-Assessment; data collection for a demographic analysis and transit demand estimation | 2019 | Status as of March 2020. Compiled list of all senior living/assisted living/nursing homes in the region. Implementation; ongoing |
| 5 | Seniors needing rides with little or no money and not a member with NEIAAA | RTA, NEIAAA | NEIAAA partnering with RTA to complete NAPIS intake form to allow for immediate ride accommodations. Bill NEIAAA for the rides within 30 days. | 2020 | Status as of March 2020. Process outlined and awaiting approval from NEIAAA to move forward. |
| 6 | RTA general public rates too expensive, particularly for working parents needing help with transportation for children, and for senior citizens. Delaware County volunteer drivers also having concerns about the cost to their passengers. | Delaware, Dubuque, and Jackson County Board of Supervisors, NEIAAA | Service Improvement Plan: all three counties agreed to subsidize the cost of rides, reducing the cost to the individual riders. All agreed to fund full cost for children age 15 and under, making those free, for as long as designated funding lasts. | 2020 | Approved by all three County Boards in March 2020. Marketing initiated, plan to implement May 1, 2020. Once funding is depleted, County Boards will re-evaluate future funding. |
| 7 | Consumers can be anxious on the bus and sometimes act out. Provide activities to keep them occupied and entertained. | RTA, ARC, Hills & Dales, Iowa Voc Rehab Services | Bus Buddies. Either hire high-functioning consumers to conduct activities on the bus, or find volunteers; retired teachers (who can also develop a program/activities for consumers to follow) | 2018 | Status as of March 2020. Pending identification of consumers interested in being a Bus Buddy, and identifying funding to sustain paying them. IVRS can pay some individuals who qualify but only for the short-term. |
| 8 | Low income residents in Maquoketa receive vouchers for Farmer's Market, but no transportation (RTA after hours) | Maquoketa Farmers Market, Maquoketa Community Services | Maquoketa Farmers Market Transportation for low-income residents funded by a grant from Maquoketa Community Foundation; deviated fixed route targeting low-income housing units (open to general public) | 2018 | Implemented FY19; continue annually as grant is awarded. |

| RTA Service Needs and Projects | | | | | |
|--------------------------------|--|--|---|-----------------|---|
| No. | Service Need | Agency(s) | Project | Year Identified | Status |
| 9 | Possible need to get low-income Dubuque County residents to Dubuque Farmers Market | Dubuque Main Street | Work with Dubuque Main Street to determine the need for transportation for residents in the rural Dubuque areas and Asbury/West End to the downtown Dubuque Farmers Market on Saturday mornings. Also for Dubuque Winter Farmers' Market. | 2019 | Status as of March 2020. August - October 2019 Dubuque Main Street surveyed everyone who came to their booth for Food Bucks as part of their regular list of questions. Asking if the individual would use transportation if available. Concluded that most are from the downtown area and walk. Next step is to survey rural Dubuque, West End/Asbury area as it doesn't seem they are attending Farmers Market. |
| 10 | Strategy for spending advertising dollars and promoting RTA services | RTA | Marketing Plan | 2019 | Status as of March 2020. Near completion, and will be updated annually. Implementation; FY 21 |
| 11 | Increase RTA's operational revenue stream | Dupaco CCU, Dutrac CCU, Midwest One Bank, Fidelity Bank, Citizens Bank of Wyoming (IA), Onward Financial (Maquoketa), Green State, Midwest Truck Advertising (MTA) | Bus Wraps | 2019 | Status as of March 2020. Meetings with banks and credit unions to determine interest in purchasing advertising. Looking to expand on Dupaco CCU contract. If no interest from these businesses, RTA will contract with MTA, decision in October 2020. |
| 12 | Improve RTA's reliability of service and wait times | RTA, TAG | Develop an app, a portal and re-designed website to improve coordination and reduce wait time, show (potentially improve) availability, and provide better communication | 2019 | Status as of March 2020. RTA applied for "Mobility For All" FTA grant to fund the project. Implementation; pending grant approval |
| 13 | Recruit employees from other areas to come to Maquoketa to help fill open positions | Family Dollar in Maquoketa, Iowa Works in Davenport, River Bend Transit, MTA in Clinton | Partner with Family Dollar and transit providers in Davenport area and Clinton to obtain Iowa Economic Development grant to aid in bringing employees to Maquoketa's Family Dollar | 2018 | Status as of March 2020. RTA will provide Family Dollar with employee and potential employee surveys to determine interest/need at request of IEDA. |
| 14 | Free rides for low-income individuals with no other funding | United Way, Operation New View, Visiting Nurses Assoc., Delaware County Community Services, Chamber of Commerce and RMC | Rides for Wellness Ride Vouchers - grant from United Way under Health Pillar | 2017 | Implemented; FY17, FY18-19 (two year cycle), FY 20-21 pending grant approval |
| 15 | Goodwill gesture by RTA to community partners | ARC, Hills & Dales, Goodwill, Imagine the Possibilities | RTA Christmas Bus Decorating. Consumers and staff come to RTA garage at noon to decorate their bus with home-made or purchased decorations. In the evening gather again to ride the bus to dinner, then to Reflections in the Park, with a "winner" announced at dinner | 2017 | Implemented; December 2017. Yearly event. |
| 16 | Seniors in Dyersville and Farley area needing transportation, and employers need help recruiting and retaining employees | Dyersville Area Community Foundation | Considering using Small City Grant funds and local matches for five cities to purchase a van for volunteers to drive/share | 2019 | Status as of March 2020. In September 2019, RTA and DACF conducted two surveys; an employment transportation needs survey and a survey targeted at seniors. DACF and RTA did not receive enough completed surveys to implement the project. DACF put the project on hold and will revisit in 2020. |

| RTA Service Needs and Projects | | | | | |
|--------------------------------|--|---|--|-----------------|---|
| No. | Service Need | Agency(s) | Project | Year Identified | Status |
| 17 | Seniors in Maquoketa area needing transportation, and employers need help recruiting and retaining employees | Jackson County Economic Alliance and Maquoketa Area Chamber of Commerce | Considering obtaining a van from a local dealership, donated or grant money, for volunteers to drive/share | 2019 | Status as of March 2020. In September 2019, RTA, JCEA and MACC conducted two surveys; an employment transportation needs survey and a survey targeted at seniors. DACF and RTA did not receive enough completed surveys to implement the project. Project was cancelled. |
| 18 | Pacific Islander (Marshalllese) community in Maquoketa needs transportation to medical appointments in Dubuque & Iowa City, ICE in Cedar Rapids, Immigration Court in Omaha, NE. | Community Foundation of Greater Dubuque (CFGD), Crescent Community Health Center, Pastor Wihden (Pacific Islander representative) | Partner with Community Foundation of Greater Dubuque, Crescent CHC and Pastor Wihden in Maquoketa, for funding and trip coordination to Dubuque, CR and Omaha, NE. | 2020 | Status as of March 2020. Held meetings with CFGD and Crescent CHC. Meeting pending with Pastor Wihden. |
| 19 | Transportation for White Sox vs. Yankees at Field of Dreams, Dyersville | Dyersville Area Chamber of Commerce (DACC), Major League Baseball | Potentially provide transportation into Dyersville from surrounding area, and/or a shuttle service from pop-up parking areas, hotels, etc. Game is on August 13, 2020, but plan to have other activities throughout the week | 2019 | Status as of March 2020: Implementation; pending decision by MLB on which providers to utilize and for what type of service |
| 20 | Transportation between Dubuque and Manchester | RTA | Add service between Dubuque and Peosta with possible future extension to Manchester with stops at the Dyersville Park & Ride, Farley and Peosta. Possible options include a route, carpool or vanpool. | 2018 | RTA launched pilot route between Dubuque and Peosta in August 2018. RTA staff are researching options and identifying funding sources to extend the service west to Manchester. Due to lack of ridership and participation by businesses in Peosta, this pilot service ended July 15, 2019 |
| 21 | Transportation between Maquoketa and Cascade | RTA | Add service that connects Maquoketa, Cascade and Dubuque. Possible options include a route, carpool or vanpool | 2018 | Status as of February 2020. RTA staff are researching several options including a route between Dubuque and Cascade and a route that could begin in Maquoketa stop in Cascade and continue to Dubuque. Pat Noonan with Cascade Lumber Company reported that their Initiatives Group met and are not interested in pursuing the employee transportation project for now. |
| 22 | Improve quality and efficacy of service in Delaware County | RTA | Construct bus garage in Delaware County | 2018 | September 30, 2019, RTA held a ribbon cutting ceremony to reveal the new Earlville storage facility. Combining the Manchester and Dyersville locations, the new facility is strategically located in the center of Delaware County. |
| 23 | Expand mid-day service | Area Residential Care | Explore coordination opportunities between The Jule and RTA | 2012 | Determining need within the area and coordinating with the Jule for city of Dubuque requests. Implementation; ongoing |
| 24 | Offer same day service, or demand response | Sunnycrest Manor, Senior/Assisted Living Facilities, general public | Provide services on an on call basis | 2010 | Continue to educate public on availability of services and same day trips Implementation RTA has a contract with Sunnycrest which allows them to use our services as needed. RTA continues to search for other such contracts, as well as explore the feasibility of creating an on-demand service for the general public; ongoing |
| 25 | Work with MCOs and transportation brokers to fill gaps in non-emergency medical service | Area Residential Care, Hills & Dales, Sunny Crest, Imagine the Possibilities | Continue and grow collaboration with human service agencies, dialysis, medical centers, and MCOs | 2012 | Continue partnership with MCOs for Title XIX medical and waiver trip requests and reimbursement. Educate public of services that are already available and same day trips for medical appointments. Implementation; ongoing |

| RTA Service Needs and Projects | | | | | |
|--------------------------------|---|---|--|-----------------|---|
| No. | Service Need | Agency(s) | Project | Year Identified | Status |
| 26 | Partner with IowaWORKS to identify and address employment transportation needs | PROMISE JOBS Program | Continue discussions with PROMISE JOBS | 2012 | Continue discussions with IowaWORKS and Promise Jobs for workforce transportation needs. Implementation; ongoing |
| 27 | Expand Hours | Public Input | Expand hours to include late afternoons, evenings, weekends and holidays for all three counties | 2007 | Project pending due to funding constraints and lack of vehicles. Implementation; pending until further funding for operations and vehicles is available. Status as of March 2020. All three counties currently operate late afternoons, with many services ending at 5:00PM. Delaware County offers services until 7:00 PM M-F and weekends with the help of volunteer drivers. |
| 28 | Provide Inter-county transportation | Community Action of Eastern Iowa (EARL Transit), MTA and River Bend | Transportation in Dubuque, Delaware, Jackson, Clinton and Clayton Counties | 2011 | RTA continues to partner with EARL Transit, MTA, and River Bend for transportation requests outside of our region. Implementation; ongoing |
| 29 | Recruitment and retention of paid and volunteer drivers | RTA | Continue to recruit paid and volunteer drivers and retain current part time drivers and subs | 2015 | Project ongoing and efforts continue throughout three county region |
| 30 | Provide rider education and increase knowledge of services available | Goodwill, ARC , Imagine the Possibilities, Hill & Dales, support groups | Continue Travel Training Program | 2015 | Continue with RTA Learn to Ride Courses. Implementation; ongoing |
| 31 | Easily, accessible transportation information available on the internet for potential customers | DuRide, NEI3A, RTA, The Jule | Develop a "one stop" website for transportation options in our area | 2015 | Find funding to design and develop new website. Implementation FY15. |
| 32 | Update Transportation Resource Guide | TAG | Update Transportation Resource Guide | 2015 | Find local funding to update and print new Transportation Resource Guides. Update March 2020: Update the pertinent information and include on redesigned website |
| 33 | Reduce rates for those who are not able to afford | Operation New View Head Start | Reduce or eliminate fares. | 2011 | Project pending due to funding constraints. RTA continues to search local funding however project is too costly. Implementation; pending until further funding becomes available. Update March 2020: RTA has been contracted for the past several years with Operation New View to provide transportation for Head Start. FY19 -Head Start program was taken over by CDI. RTA currently has a contract in place, however school year 2020-21 is unknown. RTA is working to ensure CDI continues to see the benefit of the transportation service, to keep the contract. |
| 34 | Add more wheelchair buses | Area Residential Care | Add to wheelchair accessible fleet | 2009 | Capital replacement ongoing; RTA continues to seek additional grant funding for new buses. Update March 2020: RTA currently has 26 accessible light duty buses and four low-floor accessible minivans. RTA continues to assess the need for a shift in fleet, possibly more minivans and smaller buses to accommodate the needs of our clients and potentially lower costs. |
| 35 | Driver Training First Aid/CPR Defensive Driving, Sensitivity, Passenger Assistance | Developing Alternative Choices, Goodwill, Area Residential Care, Region 8 RTA | Schedule Driver Training First Aid/CPR, Defensive Driving, Passenger Sensitivity, Passenger Assistance | 2009 | Future trainings will be conducted with RTA and Jule drivers as time and funding for training permits. Implementation; ongoing. Update March 2020: Implemented online training tools, Safety Committee to include select drivers, and quarterly safety meetings/trainings. |

| RTA Service Needs and Projects | | | | | |
|--------------------------------|--|--------------------|--|-----------------|--|
| No. | Service Need | Agency(s) | Project | Year Identified | Status |
| 36 | Mobility Coordinator | Members of the TAG | Mobility Coordinator project targeting the elderly population, mentally and physically challenged individuals, low income adults and youth, and veterans. Assisting this group of individuals in coordinating with hospitals, clinics, senior centers, wellness agencies, dental offices and food programs | 2011 | Project Ongoing. Update March 2020: the Mobility Coordinator position received funding from the IDOT from FY13-FY18, as well as a R2W grant from the FTA. Beginning FY19 it is funded by RTA. RTA is exploring supplemental revenue streams, including County funding. |
| 37 | Facility Maintenance/Improvements | Region 8 RTA | Established safety committee to diagnose facility and maintenance issues | 2011 | Implemented, on going |
| 38 | Continuation funding of State Transit Assistance | Region 8 RTA | Operating Assistance for Day-To-Day Operation | 2007 | On going |
| 39 | Continuation funding of Federal Operating Assistance | Region 8 RTA | Operating Assistance for Day-To-Day Operation | 2007 | On going |

| Clinton MTA Service Needs and Projects | | | | | |
|--|---|---|--|-----------------|---|
| No. | Service Need | Agency(s) | Project | Year Identified | Status |
| 1 | Camanche - Fulton Route | Residents in Camanche, Clinton and Fulton | Assess need for fixed route services to include Clinton to Camanche and Clinton to Fulton and summer expand services to City of Clinton. | 2012 | Project Pending due to operational funding need. City of Camanche is in the planning stages for a route during the summer of 2020. |
| 2 | Provide access to real time route information online. | MTA Riders | Secure funding for technology such as Google Transit. | 2012 | MTA has implemented AVL/GPS on all buses so the office and the public has access to up-to-date information on fixed route bus locations. MTA was included in implementation of Google Transit through IDOT. |
| 3 | Provide transportation to Davenport, Iowa City, & Dubuque for Medical Appointments. | MTA Riders | Assess Medicaid TMS Services Contract. | 2012 | Project Pending due to funding. Implementation FY 2016. Status; still a viable project if there is funding and a need. |
| 4 | Improve marketing. | Clinton MTA | Identify and implement marketing strategies such as webpage updating | 2012 | Project ongoing. Cable TV commercials , radio and print ads. |
| 5 | Driving staff in need of training | Clinton MTA | Increase training on first Aid/CPR, Defensive Driving & Passenger Assistance | 2009 | Project Ongoing; as new drivers are hired. |
| 6 | Shop Equipment | Clinton MTA | Replace and maintenance of equipment, and computer software for new engine in buses | 2010 | Project Pending due to lack of funding. Purchase some equipment and software as needed. Ongoing as funding becomes available. |
| 7 | State Transit Assistance | Clinton MTA | Operating Assistance for Day-To-Day Operation | 2008 | Annual formula allocation FY 2016. |
| 8 | Federal Operating Assistance | Clinton MTA | Operating Assistance for Day-To-Day Operation | 2008 | Annual formula allocation FY 2016. |
| 9 | Work in partnership with Promise Jobs to provide transportation to their clients | Iowa Workforce PROMISE JOBS | Rural clients struggle to get in to town for Promise Jobs activities that are required to receive welfare benefits. | 2011 | Project Ongoing; will work with Promise Jobs to Secure JARC funding, search for local match, and devise most active routes and services. Implementation FY 2016. |
| 10 | Transportation from Jackson County to Clinton County and from Clinton | Community Action of Eastern Iowa | Expand service to Jackson, Clinton, and Dubuque Counties. | 2011 | Project Ongoing; work to provide inter-county transportation. |

| Clinton MTA Service Needs and Projects | | | | | |
|--|--------------------------------------|-----------|---------|-----------------|--------|
| No. | Service Need | Agency(s) | Project | Year Identified | Status |
| | county to Jackson and Dubuque County | | | | |

| River Bend Transit Service Needs and Projects | | | | | |
|---|---------------------|-----------|-----------------------------------|-----------------|--|
| No. | Service Need | Agency(s) | Project | Year Identified | Status |
| 1 | Replace aging buses | RBT | Replace buses on 15-year schedule | 2020 | Project Pending. Staff working to identify additional funding sources. |

SECTION FIVE: Funding

This section provides an overview of the funding sources available to transit agencies.

Federal Funding

Metropolitan Transportation Planning (Section 5303)

These funds support planning activities in metropolitan areas on an 80 percent federal, 20 percent nonfederal basis. In Iowa, these funds are administered by the Iowa DOT's Systems Planning Bureau and are distributed annually to each of the state's nine metropolitan planning organizations (MPOs) through a funding formula. The 5303 funds can support any MPO costs related to intermodal transportation planning activities for the urbanized area.

Statewide and Nonmetropolitan Transportation Planning (Section 5304)

These funds are intended to support transit planning in addition to what is conducted by the individual metropolitan planning organization (MPO). By law, the state is the direct recipient of the funding. Iowa uses these funds, along with 5311 funds set aside specifically for planning, to support a system of regional planning affiliations (RPAs). The RPAs are responsible for local intermodal transportation planning in areas of the state not included in a MPO. Iowa DOT's Office of Systems Planning serves as the direct recipient of these funds. The combined 5304 and 5311 planning funds are distributed annually to each of the Iowa's 18 RPAs through a funding formula. These funds jointly support regional intermodal planning on an 80 percent federal, 20 percent nonfederal basis.

Urbanized Area Formula Grants (Section 5307)

These funds come to the state on the basis of population and population densities in urbanized areas with populations between 50,000 and 200,000 to support public transit activities. They go directly to areas with a population exceeding 200,000. Public transit systems may use up to 10 percent of these funds to pay for some of their Americans with Disabilities Act paratransit costs on an 80 percent federal and 20 percent nonfederal basis. In urbanized areas with populations greater than 200,000, at least 1 percent of these funds must be set aside for transit enhancement activities. In areas with populations less than 200,000, the funding can be used to support operating deficit. Funds used in this manner must be matched by nonfederal funds (other than passenger revenues) on a dollar-for-dollar basis. The remainder can be used to fund capital improvements (including preventative maintenance activities) or planning activities on an 80 percent federal, 20 percent nonfederal basis. (Purchase of vehicles equipped for access by persons with disabilities can be funded at 85 percent federal participation, and purchase of special equipment required under the Clean Air Act Amendments can be funded at 90 percent federal participation.)

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

This is a federal program for support of transit services serving elderly and persons with disabilities. These funds are allocated to Iowa on the basis of the number of persons who are elderly or have disabilities within the state compared to other states. By law, the state is the direct recipient of the funding for areas with populations less than 200,000. Urbanized areas with populations exceeding 200,000 receive a direct allocation. Public agencies responsible for coordinating human service transportation are eligible, as are private not-for-profit agencies. Because Iowa requires the designated public transit systems to coordinate all publicly funded passenger transportation services, Iowa distributes these funds to the public transit agencies. The funds may be used for the cost of contracted operations, equipment, and passenger or vehicle shelters on an 80 percent federal, and 80 percent nonfederal basis. Projects that go beyond the ADA and mobility management activities also are eligible. Purchase of vehicles equipped for access by persons with disabilities can be funded at 85 percent federal participation. Facilities other than passenger or vehicle shelters are not eligible.

Formula Grants for Other than Urbanized Areas (Section 5311)

This federal program supports transit activities in rural areas and communities with populations less than 50,000. These funds are allocated to Iowa based on the number of persons living outside urbanized areas compared to other states. By law, the state is the direct recipient of the funding. Iowa DOT serves as the direct recipient of the funds, through both the Office of Public Transit (OPT) and the Office of Systems Planning. The OPT administers the bulk of the 5311 funding provided to small urban and regional transit systems, as well as the 15 percent of the annual apportionment, that in conformance with federal law, is utilized to support intercity bus services, described later in this chapter. The Office of Systems Planning administers that portion of the 5311 funds that are combined with the 5304 funding to support rural transit and intermodal planning.

Rural Transit Assistance Program (RTAP) (Section 5311(b)(3))

This federal program provides a source of funding to assist in the design and implementation of training and technical assistance programs and other support services tailored to meet the specific needs of transit operators in nonurbanized areas (less than 50,000 in population). RTAP funds are mainly used to provide local transit agencies training fellowships. The fellowships pay 80 percent of the cost for Iowa's small urban and regional transit systems and their planners to attend Iowa DOT sponsored seminars, as well as transit-related courses or conferences sponsored by other groups. Transit systems may also be reimbursed for training held in-house. A parallel program funded with State Transit Assistance pays for costs incurred by large urban systems and their planners.

Intercity Bus Program (Section 5311(f))

A minimum of 15 percent of each year's nonurbanized formula funds allocated to Iowa under the 5311 program is required to be set aside to support intercity bus transportation. Private-for-profit companies, private nonprofit corporations, or public entities may apply for this funding. Connections to Amtrak or passenger air service terminals are desirable. Service strictly for commuter purposes is not eligible. Projects may include operating assistance, capital assistance, planning, or administrative costs, such as marketing and insurance.

Bus and Bus Facilities Formula Grants (Section 5339)

These funds can finance capital projects to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities. In Iowa, approximately \$1,250,000 is received annually to be spent in small urban (less than 50,000 population) and regional transit systems and receives individual allocations for each large urban transit system serving populations between 50,000 and 200,000. The large urban funds are pooled since individual allocations would not allow for bus purchases on an annual basis. All funds are spent on vehicle replacements rather than on expansion vehicles or bus-related facilities and are distributed utilizing the vehicle rankings of the Public Transit Management System (PTMS). Transit systems serving populations of more than 200,000 receive direct allocations from the Federal Transit Administration and are not included in the statewide distribution through PTMS.

Surface Transportation Block Grant (STBG) Program

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 percent federal, local basis. In Iowa, a portion of these funds are programmed by local governments acting through metropolitan or regional planning agencies.

Iowa's Clean Air Attainment Program (ICAAP)

Iowa does not have any areas in violation of transportation-related federal clean air standards; therefore, the state receives a minimum allocation of Congestion Mitigation and Air Quality Improvement Program funding that can be used for any purpose for which STP funds can be used and on the same 80 percent federal and 20 percent nonfederal basis. In Iowa, funds are programmed for highways or transit projects through a statewide application

process that selects projects based on their anticipated air quality or congestion relief benefits. The Iowa program is referred to as Iowa's Clean Air Attainment Program.

State Funding

The State of Iowa currently offers three programs providing financial assistance to public transit system: State Transit Assistance, Public Transit Infrastructure Grant Fund, and the Capital Match Revolving Loan Fund.

State Transit Assistance (STA)

Iowa devotes an amount equal to 4 percent of the fees for new registration collected on sales of motor vehicle and accessory equipment to support public transportation. Most of this money is distributed by the STA formula that is based on each transit system's performance during the previous year in terms of rides, miles, and local funding support. These formula funds are usable for support of any operating, capital, or planning expenses related to the provision of public passenger transportation.

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 that are developed in conjunction with human services agencies. Grants can also be awarded to statewide projects that improve public transit in Iowa through such means as technical training for transit system or planning agency personnel, statewide marketing campaigns, etc. This funding is also used to mirror the Rural Transit Assistance Program to support individual transit training fellowships for large urban transit staff or planners.

Public Transit Infrastructure Grant (PTIG) Fund

This program is funded annually by the state legislature to fund some of the vertical infrastructure needs of Iowa's transit systems. Projects can involve new construction, reconstruction, or remodeling, but must include a vertical component to qualify. Projects 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 80 percent and cannot, in combination with federal funding, exceed that number. No single system can receive more than 40 percent of the available infrastructure funding in a given year.

Capital Match Revolving Loan Fund (Amoco Loan)

The intent of Capital Match Revolving Loan program is to increase the inherent energy conservation benefits of public transit by expediting the implementation of transit capital projects by providing loans for local match to federal or state funds received for a capital project. The fund was created by the Iowa Legislature in the early 1980s with funds from Iowa's share of the federal government's petroleum overcharge settlement against the American Oil Co. (Amoco). All public transit systems are eligible for loans under this program.

Local Funding

The bulk of transit funding in Iowa comes from local sources, especially on the operating side. How systems generate their local financial support varies, but some of the more common sources are as follows:

Passenger Revenues

Fees paid by the passengers is 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.

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.

Local Taxes

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. Within the DMATS and RPA 8 Region, the City of Clinton and the City of Dubuque both have transit levies in place.

Regional Transit Levy

In 2005, the Iowa legislature authorized that counties with populations exceeding 175,000 are able to form regional transit districts for support of area-wide public transit services. A commission appointed from the governing bodies of participating counties and municipalities is responsible to manage and administer the regional transit district. Once formed, adjacent counties can become part of the district, and municipalities in non-participating adjacent counties can join. The district can levy up to the 95 cents per \$1,000 of the assessed value of all taxable property in a district. No counties in the DMATS RPA 8 region currently meet the 175,000 population threshold.

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.

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.

Other Local

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.

Advertising Revenues

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

Non-Profits

Non profit organizations can provide funding for transit projects. In the past area non-profits such as the Dubuque Racing Association and local community foundations have awarded funding to help local transit agencies improve their service. Examples include the United Way, Maquoketa Area Community Foundation, and the Dubuque Racing Association. Descriptions from these

United Way

Local united way chapters support health and human service programs that address identified community needs and encourage collaboration. RTA has used funding from the united way to fund a Rides to Wellness Program that provides free vouchers for transportation for individuals and families in Dubuque, Delaware and Jackson Counties that cannot afford the normal fare for rides to their wellness activities.

Maquoketa Area Community Foundation

RTA received funding from the Maquoketa Area Community foundation to provide low income individuals and families with rides to the Maquoketa Farmers Market. The services runs every Tuesday during the farmers market season.

Dubuque Racing Association

Dubuque Racing Association (DRA) through its gaming and entertainment facilities provides for social, economic and community betterment and lessens the burden of Dubuque city and area government, while contributing to the growth and viability of Dubuque are tourism. DRA has provided support for Jule transit projects through its partnership with the City of Dubuque. DRA has also supported RTA activities and projects through their grant program.

Transit Action Group (TAG) Agenda
Wednesday, July 24, 2019 11am-1pm
ECIA
7600 Commerce Park
Dubuque, IA 52002

Meeting Minutes

Present: Genevieve Heinold (Unified Therapy), Margee Woywood (Goodwill Industries), Ron Axtell (Iowa Works), Anna Roling (GDDC), Jess Bleile (United Way), Lori Anderson (Dubuque Community School District), Chandra Ravada (RTA) & Tricia Wagner (RTA)

Agency updates:

Jess Bleile, United Way – just finished they're Over the Edge event, it was really fun, may be doing again next year. Starting to work on Volunbeer events, held at local brewery with a volunteer opportunity during first hour, and then a social hour the last hour to network. Will be sending out invites for new year campaign kick off soon. A new Director of Development is starting Monday, Ellen Dettmer, formerly with ARC.

Margee Woywood, Goodwill – Mission Expansion - online survey on their Facebook page, Goodwill Industries of Northeast Iowa. CEO is collecting information on community needs in their territory to grow their services even outside of their traditional service population which is children and adults with disabilities. Anybody can take the survey; looking for information anything from classes to hobbies interested in learning, to skill up or train up, to housing needs. Drawings to win store gift card for those who participate.

Anna Roling, GDDC – Summer intern group, over 160 interns throughout the community and different employers participated. First event was a welcome kick off, high overview telling them what can do in the community, partners like Chamber spoke about how they could get involved. Each month they had a professional development followed up by a professional networking event. At least 1/3 were not from Dubuque, and came from as far away as PA and AZ. Great success and likely do it again next year. Working on a local career fair in Dubuque (Dubuque colleges/universities), open and free to Access Dubuque Jobs investors at no cost, to be held in October. Platteville has their own.

Katie Bahl, Iowa Works (update provided by Ron Axtell on Katie's behalf) – Flier still to come, but in August they are doing an employer event possibly at the Multicultural Family Center, maybe on August 28 11am-2pm, with speakers on Future Ready Iowa, Registered Apprenticeship, and Registered Apprenticeship funding sources. There will be time at the end to dig deep into Registered Apprenticeship programs for businesses with specific potential job programs in mind. Earn and learn at the same time, no college debt, making earnings right away and increase earnings as they go. Employers can train employee the way they want them to learn the trade.

Genevieve Heinold, Unified Therapy – (had to leave early)

Lori Anderson, DCSD – they have a new building on Alta Vista (old Jones), added on to the campus: Cornerstone Academy which replaces outside contracts with Hillcrest and Four Oaks. 100 students max, secondary (middle school & high school) for behavior/mental health intense services. Elementary will have a Cornerstone Academy at Irving. New Director of Special Ed, Benda Duggal (Shirley is still there as Director of Support Services). Attached to the ALC (Alternative Learning Center- school district program mainly gen ed, a few special ed spots- formerly Central Alternative), will share cafeteria at separate times, no interaction between the two. HART (Housing Education & Rehabilitation Training) program is at Alta Vista campus where Summit is. Students flip houses (many on Washington St) and sell back to first time home buyers with the HUD program. Talking about adding a young adult HART program. Summit is the 12 plus program, students have met graduation criteria and can get their diploma but have unmet transition needs or goals for their IEP. Graduate but choose to stay on, and enter Summit. Focuses on goals and services; what is your goal and what's it going to take to get there.

Ron Axtell, Iowa Works –looking at submitting a Youth Bill Gant possibly next year to do much like they do with the HART program. Out of school youth helping to build homes for homeless men.

RTA update:

- New RTA Team: Chandra Ravada, Director of Transportation, Planning and Transit Services. Chandra has been with ECIA for 17 years, in transportation; working with Cities, Counties, Economic Development, IDOT, Federal highways and transit. Took over Transit June 1st.
- Updated plan for formal RTA Strategic Plan: what do we need to do with the RTA to increase providers using the service, to keep RTA services intact. We want honest feedback, and it could be about money, dispatch, our services, our service times, anything. What are your problems and needs, and how can we accommodate?

RTA is nonprofit, we should be breaking even, not making money. We don't want to dictate our services; we want to meet the needs of the agencies and riders. We will be sending out a survey in early September, and then meeting at next TAG to discuss. Chandra will take the feedback to the RTA Board. [Margie suggested working through providers to coordinate a meeting at their facility to talk to individual consumers and families. Also recommended asking what future needs might be for transportation based on their strategic plan.]

- Chandra and Tricia will be meeting with the school district, and Hills & Dales, ARC and so on to really understand how each one works
- Chandra is meeting with the County Health Department
- Chandra feels strongly we need to really understand our clients and what they do
- Peosta pilot shuttle service ended July 15
- Uber/Lyft – partnerships are having issues with these services not following IDOT regulation, not always safe.
- Employment Elderly transportation surveys in Jackson County meeting next week. Farmer's Market transportation – received the Maquoketa Community Services grant & underway
- Tricia is meeting with Dubuque Main Street to possibly set up similar program as the Maquoketa Farmers Market transposition.
- Employment & Elderly transportation in Dubuque County (Dyersville, Farley, Worthington, New Vienna, Petersburg) met last week and Jeff Simon is taking to his board for approval to distribute
- Tricia, Stacie & Gayle touring H&D's Stoneman road facility next week while meeting with Michelle and Marilyn about supplemental services (all staff will tour Davis St. Residential facility in a month or two)

Ideas for presentations or other suggestions for future meetings

- Employment Specialist for Iowa Total Care
- Jim Wagner, Veterans' Freedom Center
- New VA clinic opening August 15, Jess will send the contact. They will be at the Stand Down event as well.

If ever it's determined we can do Daycare to School transportation (i.e. ABC Learning), Child Resource & Referral would be a great resource. Waiting on approval from US DOT (Federal Charter Reg).

Next meeting: Wednesday, September 25, 20

Transit Action Group (TAG) Agenda
Wednesday, September 25, 2019 11am-1pm
ECIA
7600 Commerce Park
Dubuque, IA 52002

Meeting Minutes

Present: Genevieve Heinold (Unified Therapy), Margee Woywood (Goodwill Industries), Jess Bleile (United Way), Ernie Bolibaugh (Dubuque Community School District), Robin Nims (Imagine the Possibilities), Rachel Naderman (ARC), Allen Ward (ARC), Greg Zars (NEIAAA), Michelle Armstrong (Unlimited Services), Bill Stumpf (ICIE), Stacie Speirs (NEIAAA), Jacob Ironside (The Jule), Renee Tyler (The Jule), Kristin Haar (Iowa DOT), Kelly Heysinger (Unified Therapy), Carol Gebhart (Opening Doors), Marilyn Althoff (Hills & Dales), Larry McDevitt (Jackson County Supervisor), Jocelyn Anderson (Hills & Dales), Dave Baker (Dubuque County Supervisor), Stacie Scott (RTA), Michelle Schmitt (Hills & Dales), Kara Huss (Hills & Dales), Peter Buschman (Delaware County Supervisor), Rick Dickinson (GDDC), Dan Fox (ECIA), Chandra Ravada (RTA) & Tricia Wagner (RTA)

Welcome and introductions

Presentation: Chandra Ravada & Tricia Wagner: RTA Operations and Survey Results (PPT slide deck included). Goal was to discuss where should the RTA invest in the next five years, and asking everyone for their input. Goals for the TAG work session: 1. What are existing and future issues in our area? 2. How can we fix the issues? 3. What type of partnerships can we do in the future to help everyone?

Reviewed:

- Difference between The Jule Services (fixed route with paratransit) and RTA (demand response), work together, we don't compete.
- RTA Budget (explanation of FTA and STA funding)
- Data shows cost per ride going up due to number of rides going down (fewer rides increases cost per ride), while cost per mile is the same because we are getting the same miles every year. Revenue hours and miles have stayed the same, but lost 1/3 ridership since 2014. DOT looks at all of this to determine need for funding, and if no rides, is there a need?
- Survey results: cost was not the main concern, rather it was in operations. Three main areas of concern: 1. Communication on delays/reliability 2. Wait time at appointments and ride time on bus 3. Need for more routes

- Overview of RTA's costs and how we can make improvements (i.e. more contracts, more rides, increase revenue miles, etc.)
- Review of suggestions from stakeholder meetings (Improve the Quality of Service):
 1. Delays – we can refer to RouteMatch but it should be a group effort to figure this out
 2. Client updates – updates to agencies regarding their clients on the bus (delays, arrival time), i.e. text messages?
 3. Scheduling - can we coordinate appointments for all clients going to Iowa City for example to shorten wait times?
 4. Coordination - can we pool together and take clients from multiple agencies to community events in one bus?
 5. Information – how RTA works
 6. Outreach – to destination locations (i.e. hospitals, recreational facilities) and coordinate efforts

Small group discussions

Groups reported back the following ideas/recommendations:

- Schedule doctor/dentist appointments around RTA availability
- Ap to track bus and regular text messages with notifications on arrival (like Jule) – Kristin Haar from DOT said they are planning to discuss with Google how this would work for demand response/on demand (Google is currently experimenting in VT)
- Group meetings with clients and their families for their input/feedback
- Add RTA services to all of the service providers' websites (patient resource tab)
- Be aware if client is more medically complex: time sensitivity - need meals/medicine at certain time, unable to have long breaks between restroom visits, etc.
- Agencies share the bus for outings/local events – suggestion for the RTA to provide a schedule of events and bus schedule to the agencies with number of seats available
- Invite Hillcrest FS and Crescent Health Center to the next meeting
- Build delay factor into the trips (more time allowed for certain trips) – 30 minute window
- Coordinate appointments with medical provider, have them schedule rides – Iowa City for example (Ames/Des Moines area does this). Also maybe pick one day RTA always goes to Iowa City and the other days are based on demand (River Bend does this)
- Designated day/hour for grocery shopping (especially on weekends)
- Formal policy on notifying clients on delays – what is acceptable and feasible
- Get the Chambers on board to **address individuals with disabilities**, they can fill the unemployment gap. Also, transportation to voting/caucuses (Duride did this) and other special sites – extend hours for those dates

- Store an RTA bus at Jule and Jule bus at the RTA to address early morning trips on opposite end of town
- Schedule trips around down time and how can we increase frequency of services
- Increase relationships with the business sector
- Suggested the RTA talks to the Board to make the TAG a formal technical group who would make recommendations to the Board for services.
- Get Voc Rehab to come to the meetings
- Advertise that WIC checks are accepted at Famer's Market to increase rides for the Farmer's Market in Jackson County and get more people out to the Market – suggestion to get in touch with organization handing out the checks to also hand out a flier on the RTA transportation available - (and do the same in Dubuque if need for this service is identified)
- Daycares – to avoid becoming a charter service, a group like the TAG (as a technical committee) can apply for a grant to fund the service and becomes direct contract which is allowed. Big cities like DART have these technical committees.

Next steps:

- RTA will draft a report
- TAG approves the report or requests changes
- RTA will take the report to policy members for approval
- RTA & TAG will come up with list of projects

Transit Action Group (TAG)
Wednesday, February 5, 2019 11am-1pm
ECIA
7600 Commerce Park
Dubuque, IA 52002

Meeting Minutes

Present: Genevieve Heinold (Unified Therapy), Bill Stumpf (ICIE), Stacie Speirs (NEIAAA), Kelly Heysinger (Unified Therapy), Dave Baker (Dubuque County Supervisor), Stacie Scott (RTA), Michelle Schmitt (Hills & Dales), Dan McDonald (GDDC), Greg Orwoll (DuRide), Jennifer Walker (ECIA), Dan Fox (ECIA), Chandra Ravada (RTA) & Tricia Wagner (RTA)

Welcome and introductions

Presentation by Dan Fox: Overview & Group Discussion on Passenger Transportation Plan (handout) – five sections:

1. Intro & Process Discussion – overview of what PTP is, who’s involved & why. DMATS & RPA policy boards approve plan. TAG must be consulted. IDOT requires rough draft on February 1st, final adopted document due May 1st. Updated every five years, amendments in between.
2. Inventory & Area Profile – under Area Profile discuss demographic & socioeconomic characteristics of the area, including areas with highly concentrated limited English proficiency. Various maps. Group suggested to add Employment Centers/Industrial Areas to the listed Activity Centers. Inventory section discusses existing passenger transportation operators including; transit agencies in area, school districts, human service providers (TAG), private providers.
3. Coordination Issues – transit agencies (with TAG input) provide information/updates on services and needs for this section. Avenue for transit agencies to communicate to IDOT and public anything that is affecting service.
4. Priorities & Strategies – identify needs-based projects (TAG strategic plan)
5. Funding – overview of funding sources available to transit agencies; Federal, State and local sources.

Presentation by Jennifer Walker: Overview & Group Discussion on RTA Strategic Plan (handout) – RTA Board, TAG and RTA Staff provided input to create better systems and communication for the RTA’s future, to build the program. Set goals and objectives gleaned from the information from one on one meetings and in the TAG and RTA Board surveys, and then set specific action steps with timeline. Five-year plan, some things are already underway. Overview and group discussion on Coordination Project: Portal, Re-Designed Website & Tracking Ap, and Mobility for All FTA Grant and DRA Grant. Group discussion was had on cost for agencies to maintain their own fleet, and Michelle at Hills & Dales spoke as testimonial to this and that they were open when approached again by RTA, and signed a new contract to help with their transportation needs. TAG will give input on their transportation costs, along with RTA to create a cost analysis/estimate on vehicle/fleet maintenance. Plan will be reviewed annually. Send Jennifer any suggestions/comments by February 21st, then it will be approved by the RTA Board. Once approved, Tricia will share with TAG.

Presentation by Tricia Wagner: Establishing Roles & Responsibilities for TAG as Technical Committee for RTA 8. Establishing a sub-committee - proposal on how the group will be set up. Three separate technical TAG groups, one for each County and each would select its own members, provided recommendations. It was suggested to add Stakeholders (family members of riders) and consumers to the list (Bill Stumpf). Reviewed suggested topics for discussions/action items. Idea here is for TAG to be the technical committee vetting out projects and making recommendations to the policy board (RTA Board) for approval on all projects. Proposing a combined/joint meeting in December; each TAG Chair will report to the Board what they are looking for in the next year, and discuss. IDOT will present on what is going on around the rest of the State, TAG can ask questions. Group discussion on impairment window with marijuana and the effect on the ability to hire and retain drivers. Suggested TAG could be a voice on this topic. Get changes to the suggested roles and responsibilities for the Technical TAG as outlined today to Tricia prior to approval at RTA Board meeting first week of March.

Next steps:

- Confirm technical TAG members by County
- Schedule 2020 meetings