

CORRIDOR MPO

Smarter Transportation, Better Community



Passenger Transportation Plan (PTP) 2016 - 2020

April 16th, 2015

MEMBERS:

Cedar Rapids
Marion
Robins
Hiawatha
Fairfax
Ely
Linn County

CREATING SUSTAINABLE COMMUNITIES
THROUGH REGIONAL PLANNING & CIVIC ENGAGEMENT



RESOLUTION NO. 02-15
RESOLUTION ADOPTING THE PASSENGER TRANSPORTATION PLAN 2016 – 2020.

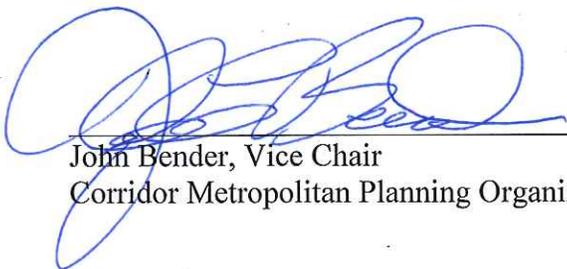
WHEREAS, the Iowa Department of Transportation requires every five years a Passenger Transportation Plan to incorporate Federal requirements for coordinated planning in the metropolitan area; and

WHEREAS, the development of the plan includes joint involvement of human service agencies, private transportation providers, and transit systems; and

WHEREAS, the goal of the plan is to encourage coordination between human service agencies and transportation providers to identify transportation needs and gaps in order to provide more efficient service to the metropolitan citizens;

NOW, THEREFORE, BE IT RESOLVED that the Corridor Metropolitan Planning Organization hereby adopts the Passenger Transportation Plan 2016 - 2020.

Passed this 16th day of April, 2015



John Bender, Vice Chair
Corridor Metropolitan Planning Organization



Date



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Section One: Introduction

Passenger Transportation Plans (PTP) are an Iowa creation, providing needs-based justification for passenger transportation projects, while incorporating federal requirements for coordinated planning. For the Corridor Metropolitan Planning Organization (Corridor MPO) the PTP serves as a resource on the existing transportation system in the Corridor MPO planning area; it is designed to promote joint, coordinated passenger transportation planning to further develop the local and regional public transit systems.

The Corridor MPO planning area (Figure 1 below) currently includes the Cities of Cedar Rapids, Marion, Robins, Hiawatha, Fairfax, Ely, and some portions of unincorporated Linn County. The PTP is intended to provide a comprehensive analysis on existing public transportation systems within the Corridor MPO's planning area. This document is often used by local private and public transportation providers, human service agencies, school districts, local organizations, government agencies, and other interested parties. The PTP documents the socio-economic profile of the planning area, inventory's existing transportation providers, analyzes unmet passenger transportation needs, forecasts available federal, state and local funding sources, and recommends a funding program for next five years.

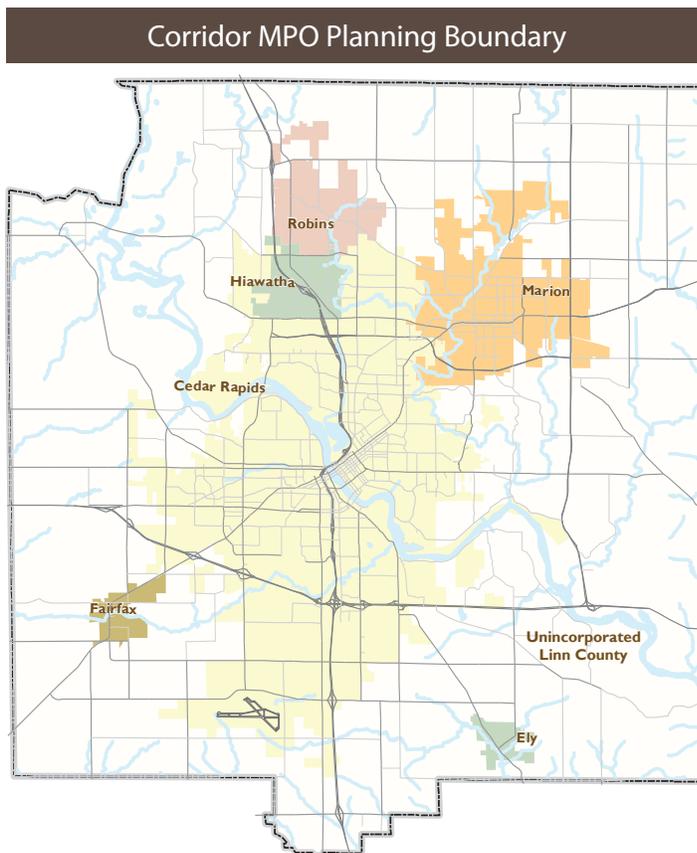


Figure 1: Corridor MPO Member Communities

The goals of the PTP are as follows:

1. Improve transportation services to Iowans
2. Increase passenger transportation coordination
3. Create awareness of unmet needs
4. Develop new working partnerships
5. Assist decision-makers, advocates, and consumers in understanding the range of transportation options available
6. Develop justification for future passenger transportation investments
7. Save dollars and eliminate overlapping of services

These goals were the central guide during the creation of this document.



Process Discussion

Corridor MPO understands the importance of public involvement and values public input in any of its planning activities. Corridor MPO has coordinated local passenger transportation planning with the member jurisdictions and the local transit agencies since the passage of the Intermodal Surface Transportation Efficiency Act (ISTEA) of 1991. The coordination with local Human Service agencies began in November of 2005. Corridor MPO called and individually met with representatives from various human service agencies within the area. Through these meetings, Corridor MPO staff discussed their responsibilities and desire to assist in greater coordination of transportation needs. In April of 2006, Corridor MPO hosted a public meeting and invited all the human service agencies previously contacted as well as the local municipal transportation providers, and the general public. Local staff and officials discussed services provided and plans for improvements, while others attending discussed current transportation opportunities, needs, and plans for the future.

In October of 2006, the United Way of East Central Iowa started a focus group to identify transportation areas where coordination may be effective. The United Way is connected to over 30 human service agencies in the area and can greatly simplify the coordination process. This group would later become the Transportation Advisory Group (TAG). Corridor MPO meets with the TAG quarterly to identify and discuss the needs, issues, and goals of transit users and providers across the metro. Corridor MPO staff has been involved with this group since its inception and will continue participation to improve coordination efforts throughout the area.

The TAG meets on a quarterly basis throughout the year (meeting schedules and attendance records are included in the appendix of this report). The third quarter TAG meeting was a bit different. Instead of the normal TAG meeting, the TAG held the 5th Annual Transportation Forum, on September 19th, 2014 (Agenda, attendance, and evaluation records available in the appendix). The 2014 Transportation Forum's objective was to provide quality information by inviting knowledgeable state and national speakers to discuss important issues to the TAG and to the general public. A free event with 80 attendees, the Forum brought in a wide variety of transportation and human service providers, as well as elected officials and interested members of the general public. People discussed issues ranging from health care to the state gas tax funding mechanism. But most importantly, facilitated discussion groups were convened that focused on collecting and analyzing the needs of the transit system and its riders. This is very similar to the normal functions of the TAG, however a much more diverse and wider group of individuals were brought together; discussion was in depth and extremely useful. Public data gathered from the 2014 Transportation Forum and each and every TAG meeting are crucial components of this the PTP. Feedback from the public and from transit providers comprises the substance of this report and directs future transportation improvements across the metro.

The last and final piece of the PTP process was a much needed user survey and review. A two week Passenger Transportation Survey was released via the internet and paper copies to Cedar Rapids Transit and Neighborhood Transportation Service users (Corridor MPO offered paper copies to all transit providers). The goal of this survey was to ascertain the unmet needs, difficulties, preferences, and demographics of



transit users (this survey will be analyzed later in the document). After the survey was closed, a special meeting of TAG members (see table 1 below) was called to review the preliminary results (online and most of the hard copy results). The Passenger Transportation Survey was a key part of this PTP development process and will provide transit providers solid direction for improvements within their systems based on the stated preferences of the people they serve.

Table 1 : TAG Membership

The PTP processed concluded with action items (discussed later in this document) that were identified by the survey review group (list of attendees available in appendix) in late January of 2015 but derived from the culmination of all the information gathered during TAG meetings, the 2014 Transportation Forum, and the passenger transportation survey.

TAG Members	TAG Members
Abbe Center for Mental Health	Goodwill Industries
Aging Services, Inc.	Hawkeye Area Community Action Program
Alzheimer's Association	H.D. Youth Center
American Cancer Society	Healthy Linn Care Network
Area Ambulance	Horizons, A Family Service Alliance
Area Substance Abuse Council - Heart of Iowa	Iowa Department of Transportation
Area Substance Abuse Council - Novus Center	Iowa Workforce Development
Big Brothers Big Sisters	Jane Boyd
Boys and Girls Club	Jones County Jets
Benton County Coalition	Kirkwood - Skills to Employment
Benton County Transit	Linn County Community Services
Benton County Volunteer Transportation	Linn County General Assistance
Catherine McAuley Center	Linn County LIFTS
Cedar Rapids Transit	Linn Marr School District
Cedar Rapids Community Schools	Mercy Medical Center
Cedar Rapids Recreation Department	Neighborhood Transportation Systems
Churches United	Options of Linn County
Community Health Free Clinic	RSVP of Linn and Jones County
Conner Center for Independent Living	Southeast Linn Community Center
Corridor MPO	The Arc of East Central Iowa
Cross Roads Mission	The Heritage Area Agency on Aging
Coralville Transit	United Way of East Central Iowa
Discovery Living	Volunteer Services of Cedar County
East Central Iowa Council of Governments	Willis Dady Shelter
Empower Iowa	Witwer Senior Center
Foundation 2	YMCA
Four Oaks	Young Parents Network



Section Two: Inventory and Area Profile

Public Transportation services are available throughout the Corridor MPO planning area for a variety of uses and purposes. The metro area is served most regularly by the fixed route bus service operated by Cedar Rapids Transit, and is augmented by several other programs. These include a demand responsive “door-to-door” service, para-transit service for the disabled, and many private non-profit transit services with varying operating structures. A detailed look at these services and the people they serve is best to understand the needs and next steps required to improve the metropolitan transit system.

• *Inventory*

A short description of existing passenger transportation operations is provided to understand the current foundations of the Corridor’s public passenger transportation network. Each provider overview will include information regarding:

- What types of services are available (fixed route, demand-response, subscription, intercity bus, etc.)
- Who is eligible for service
- Hours and days of service
- Type, number, and ADA status of vehicles in each fleet, if applicable

The Corridor MPO’s transit providers are both a mix of public and private service agencies provide various transportation solutions. Those mentioned below are in no way an exhaustive example of what is available, but rather those that chose to respond in the time provided. Transit Provider Surveys and inventory request were made to transit providers, many chose not to respond (responses received can be found in the appendix). Most of these include volunteers who assist those in need to reach medical appointments, work, school, and other life necessities. The human service agencies and local agency passenger transportation providers are meeting a great variety of passenger needs throughout the planning area.

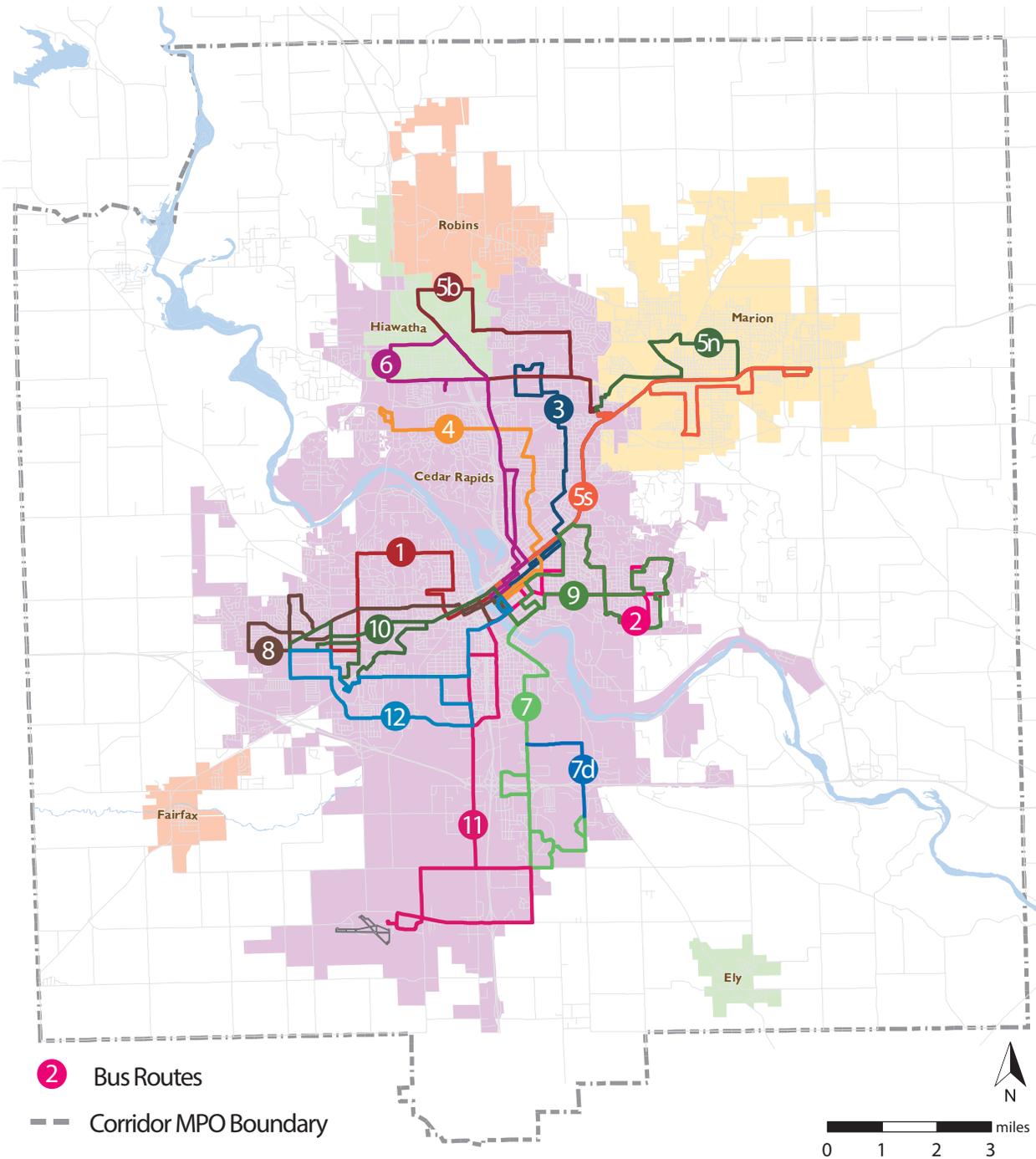
Cedar Rapids Transit (CR Transit) - CR Transit operates fixed route bus service, providing conventional passenger transportation services through 14 fixed bus routes and a fixed route fleet of 30 buses that currently operate from a central location at the Ground Transportation Center (GTC) in downtown Cedar Rapids. Bus routes converge at the GTC at approximately the same time to allow for simple transfers to other routes.

CR Transit bus service is available to the general public Monday through Friday 5:15 am to 7:00 pm; and Saturdays from 8:25 am to 5:00 pm (for route details see figure 2 on the next page). Full price fare is \$1.50, however reduced fares are available for children under five, seniors, students, the disabled, and low-income riders. Saturday service is free to all riders (promotes new ridership). All 30 vehicles are owned and operated by CR Transit and are wheelchair accessible. CR Transit currently has six full-time administrative staff, 42 full-time drivers.

Ridership trends in the area for most of the public transportation agencies have been relatively flat over recent years. CR Transit has seen a two and a half percent increase in ridership in 2014 (latest available data),



Figure 2: CR Transit Routes





this increase is a positive sign, assumed to be attributed to high gas prices and lingering effects of the Great Recession. It is CR Transit's goal to see a five percent increase in 2015.

It is also CR Transit's goal to operate at \$100 cost per route hour. In 2013 operating costs were slightly above this goal at \$101. CR Transit operates conservatively at an expected \$105 cost per route hour, this budgeting approach led to a net surplus of \$663,236 for fiscal year 2013. Budgeted expenditures have since been increased to improve service with the purchase of four new heavy-duty buses for fiscal year 2015 (see figure 3 below).

Figure 3: CR Transit Adopted Budget 2015

	FY 2013 Actual	FY 2014 Adopted Budget	FY 2015 Budget	Amount Change From FY 2014 Incr / (Decr)	% Change From FY 2014
Revenues	11,190,440	9,094,864	10,986,538	1,891,674	20.8%
Expenditures					
Personal Services	3,975,161	4,150,688	4,189,727	39,039	
Discretionary	1,447,685	1,208,754	1,150,240	(58,514)	
Fleet & Facilities	1,342,566	1,436,562	1,425,334	(11,228)	
Non-Discretionary	1,832,414	1,701,104	1,672,903	(28,201)	
Capital Outlay	1,844,035	89,995	1,695,000	1,605,005	
Debt	-	183,500	183,500	-	
Transfers Out	85,342	324,261	651,569	327,308	
	10,527,204	9,094,864	10,968,272	1,873,408	20.6%
Net	663,236	-	18,266	18,266	

Source: City of Cedar Rapids Approved Budget 2015

Local operating revenue is generated in Cedar Rapids via a transit levy of 80.7 cents of every \$1,000 dollars of taxable property valuation for a total of \$4,586,363 in 2013. Marion taxes at 16.0 cents for a total transferred to CR Transit of \$190,000. Services provided in Hiawatha are paid for out of their local general funds at \$75,600. Locally generated revenue is supplemented by state and federal funding sources. State Transit Assistance provides \$500,000 annually. Federal operating dollars are provided by Urbanized Area Formula Grants (5307) at \$2,400,000 annually. Additionally, CR Transit contracts out para-transit service to Linn County LIFTS using local and federal, Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) funding received every year at \$110,000.



Other changes, CR Transit plans to purchase hardware, software, set-up costs, and the first year data plan to implement a bus GPS tracking system and mobile application to be funded from operations (\$135K). This new amenity will provide users will real time bus information, including a pinpoint text-able bus location option. GPS devices will be installed on all 30 buses (summer 2015). WIFI and automatic people counting hardware may also be included. These additions, will enhance the user experience with possible increases in ridership.

SERVICES AVAILABLE: Fixed Route with demand-response para-transit contracted

WHO IS ELIGIBLE: Everyone

OPERATING HOURS: Monday through Friday 5:15 am to 7:00 pm; Saturdays from 8:25 am to 5:00 pm

FLEET DETAILS: 30 Heavy-duty buses (22 in daily operation), all ADA accessible

Neighborhood Transportation Service (NTS) - NTS has a fleet of ten vehicles, six of which are provided and replaced by CR Transit. In early 2014, the Corridor MPO used local obligated membership dues to purchase two new mini-vans (total \$50,000). Three of these ten vehicles are equipped with wheelchair lifts/ramps. This service is offered as curb to curb demand responsive to provide rides to citizens of Cedar Rapids, Marion and Hiawatha from 6:30 pm to 6:00 am when the conventional fixed route bus system is not available.

NTS currently has 6 administrative staff, 3 full-time and 3 on a part-time basis. NTS has four full-time drivers and 8 part-time drivers serving the residents in the metro-area. All of the fleet and maintenance services to NTS are provided by Cedar Rapids Transit. Eligible rides are for trips to work, school, or life skills classes. Tickets are purchased in advance at a variety of locations throughout the area, and rides must be scheduled at least 24 hours in advance of the time needed. The one-way tickets currently cost five dollars.

SERVICES AVAILABLE: Door-to-door demand response

WHO IS ELIGIBLE: Those traveling for work, school, or life skills classes

OPERATING HOURS: 6:30 pm to 6:00 am, 7 days a week

FLEET DETAILS: 6 Mini-vans, 3 Full-sized Vans, and 3 Light-duty Buses (ADA accessible).

Linn Intracounty Facilitating Transportation System (LIFTS) - is operated by Linn County and provides rides for general public, seniors and persons with disabilities within the metro-area. Although primarily designed for riders outside the metropolitan area, CR Transit has contracted with LIFTS to provide complimentary para-transit service as required by the Americans with Disabilities Act (ADA) which augments CR Transit services for metro area seniors and persons with disabilities. Riders within the metro area must be 65 or older or have a disability that prevents them from riding one of the fixed route buses to be eligible for LIFTS service. All county residents outside the metro area are eligible for service. LIFTS is a demand responsive service and as such reservations must be made in advance. Rides are available the next day, but LIFTS staff prefers three to seven days advance notice.



LIFTS fleet is comprised of 18 medium-duty buses, five light-duty buses, and 1 mini-van, which all are provided by CR Transit, Linn County, and East Central Iowa Council of Governments. LIFTS currently has two full-time administrative staff, 15 full-time drivers and two part-time drivers. Costs for LIFTS service vary depending on the location and person's physical status. For one-way trips within the Metro area of Cedar Rapids, Marion, and Hiawatha (seniors and disabled only), the cost is three dollars. For one-way trips outside of the Metro area, the cost is three dollars if passengers are 60 or older or have a disability and six dollars for all other passengers outside the urban area.

LIFTS is expecting to provide a Corridor Medical Shuttle providing service to Iowa City from Cedar Rapids once a week, starting in the summer of 2015. Costs have not yet been determined.

SERVICES AVAILABLE: Door-to-door demand response

WHO IS ELIGIBLE: Within the metro only persons over the age of 65 or disabled. Outside the Metro, everyone is eligible

OPERATING HOURS: Monday through Friday 5:20 am to 6:20 pm, Saturdays from 8:00 am to 5:00 pm

FLEET DETAILS: 18 medium-duty buses (ADA), 5 light-duty buses (ADA), and 1 mini-van

Linn County Veterans Affairs (VA) - The VA office offers van rides to and from the VA medical center in Iowa City. This service, paid by the Veterans Administration is provided to eligible veterans who have been referred to the Disabled American Veteran (DAV) Transportation office. Currently one van is provided by DAV to transport veterans with medical appointments. Clients must have a scheduled appointment at the VA medical center. This service is available Monday through Friday 8:00 am to 4:00 pm. There is no cost to the user for this service. CR Transit bus passes may be made available based on need.

SERVICES AVAILABLE: Medical Shuttle for scheduled appointments

WHO IS ELIGIBLE: Disabled American Veterans

OPERATING HOURS: Monday through Friday 8:00 am to 4:00 pm

FLEET DETAILS: 1 Light-duty bus (ADA)

American Cancer Society - Volunteers provide transportation for cancer patients to get to treatment and medical appointments, as available. Five working days notice is required. Patients must be ambulatory. Patient services office is open Monday through Friday 8:00 am – 6:00 pm. An after hours call National Cancer Information Center is also available; providing assistance is available 24 hours per day, seven days per week. Patients must be ambulatory and the cancer patient must place the request.

SERVICES AVAILABLE: Volunteer demand response for scheduled medical appointments

WHO IS ELIGIBLE: Cancer patients

OPERATING HOURS: Monday through Friday 8:00 am to 6:00 pm

FLEET DETAILS: Volunteer personal vehicles



Norse Transport - Provides high quality, non-emergency wheelchair accessible transportation around the Cedar Rapids area. Every customer can expect to receive professional, courteous, dependable and safe transportation to and from their destination. Fleet of vans are equipped with the latest seven point safety restraint systems, on-board GPS, wheelchairs and oxygen system. Hours: 7:00 am to 5:00 pm, anytime by appointment.

SERVICES AVAILABLE: Door-to-door demand response

WHO IS ELIGIBLE: Disabled

OPERATING HOURS: 7:00 am to 5:00 pm

FLEET DETAILS: Unknown number of vans (declined inquiry). All vehicles are ADA accessible

The Way Shuttle Service - The Way Shuttle provides work transportation and courier service within a 250 mile radius of Cedar Rapids, IA. Trips desired outside the metro area will be considered on a case-by-case basis. Service is oriented toward work, school, and medical trips but any trip will be considered. Normal hours are Monday through Friday, 6:00 am to 6:00 pm. However, service can be provided outside of designated hours. There is no additional charge for being outside of business hours but to ensure transportation, 24 hour notice is required. All persons are eligible at a basic rate of \$2.25 per mile.

SERVICES AVAILABLE: Door-to-door demand response

WHO IS ELIGIBLE: All (ADA accessibility is not none)

OPERATING HOURS: Monday through Friday 6:00 am to 6:00 pm

FLEET DETAILS: Declined to state

To The Rescue - To The Rescue is a full service home health care company with a well-trained and caring staff available to assist a wide range of needs. Wheelchair and non-wheelchair transportation provided to individuals with any need (doctor appointments, dialysis, social occasions, group outings or any personal needs). All drivers are certified caregivers who are capable of assisting individuals before, after and during transit. Operating hours are Monday through Friday from 8:00 am to 5:00 pm. Transportation is available outside these hours by prior appointment. Costs are discussed on a per trip basis.

SERVICES AVAILABLE: Door-to-door demand response

WHO IS ELIGIBLE: All persons including disabled.

OPERATING HOURS: Monday through Friday from 8:00 am to 5:00 pm.

FLEET DETAILS: Declined to state, but ADA accessible vehicles are available.

Riders Club of America - Volunteers provide transportation for any destination within the Cedar Rapids metro area, 24 hours a day 7 days a week. At least 24 hours notice for each ride request required. Riders Club operates on an annual fee structure not including per trip costs determined on a case-by-case basis. Riders must be 55 years of age or older or have a medical condition that prevents driving.



SERVICES AVAILABLE: Door-to-door pre-scheduled response (noon previous business day)
WHO IS ELIGIBLE: Persons 55 years old or older or with special medical conditions
OPERATING HOURS: 24 hours a day, 7 days a week
FLEET DETAILS: Volunteer personal vehicles

Special K Transport - Special K focuses on wheelchair transportation, taking people to and from medical appointments, shopping, family events, etc. With a fleet of 10 vehicles, all ADA accessible, Special K is generally able to maintain a less than 20 minute response time for immediate assistance trips or return trips. Driver background checks ensure the safety, integrity, and respect of clients is maintained at all times. Drivers are on call 24 hours a day, 7 days a week. Costs per trip are determined on a case-by-case basis.

SERVICES AVAILABLE: Door-to-door demand response
WHO IS ELIGIBLE: Disabled
OPERATING HOURS: 24 hours a day, 7 days a week
FLEET DETAILS: 8 Full-sized vans, 1 Mini-van, and 1 Light-duty bus. All are ADA accessible.

Heritage Area Agency on Aging - A department of Kirkwood Community College, The Heritage Area Agency on Aging plans, coordinates, and funds a system of home and community based programs and services that support the independence and dignity of the more than 60,000 older adults in East Central Iowa. Heritage also plans, funds, and advocates for services in volunteer transportation programs offered through many of their member agencies, three of which are in the Corridor MPO area. Those three volunteer programs are operated through Aging Services, Pathways, and Milestones. Volunteer rides are available Monday through Friday from 8:00 am to 4:30 pm. There is no fare for these rides, however users must be 60 years of age or older to participate.

SERVICES AVAILABLE: Door-to-door demand response
WHO IS ELIGIBLE: Persons 60 years of age or older
OPERATING HOURS: Monday through Friday, 8:00 am to 4:30 pm
FLEET DETAILS: Declined to state

Cedar Rapids Community School District - The Cedar Rapids School District encompasses most of the urban area, with a total area of approximately 121 square miles. The district has a fleet of 116 buses and provides transportation to and from schools within the district for students living at least two miles from school. There is no direct fare structure for this service. Office hours: Monday through Friday from 8:00 am to 5:00 pm. Transportation available 24 hours a day and holidays by appointment. NOTE: Information from previous PTP used. Numerous attempts to collect data were made without response.

SERVICES AVAILABLE: Fixed route and demand based for school children
WHO IS ELIGIBLE: Community School District students
OPERATING HOURS: Monday through Friday 8:00 am to 5:00 pm



FLEET DETAILS: 116 buses (ADA information not provided)

Linn-Mar School District - The Linn-Mar School District includes the northeastern portion of the metro area including most of north Marion, northeast Cedar Rapids and rural Linn County, with a total area of 63 square miles. The district has a fleet of 55 buses and provides transportation to and from schools within the district for students living at least two miles from school. There is no direct fare structure for this service. NOTE: Information from previous PTP used. Numerous attempts to collect data were made without response.

SERVICES AVAILABLE: Fixed route and demand based for school children

WHO IS ELIGIBLE: Linn-Mar School District students

OPERATING HOURS: Monday through Friday 8:00 am to 5:00 pm

FLEET DETAILS: 55 buses (ADA information not provided)

Marion Independent School District - The Marion Independent School District includes central Marion, with a total area of four square miles. The district has a fleet of 17 vehicles with an average age of ten years old. Marion Independent provides transportation to and from schools within the district for students living at least two miles from school. There is no direct fare structure for this service. NOTE: Data reflected for Marion Independent School District is current as of January 2015.

SERVICES AVAILABLE: Fixed route and demand based for school children

WHO IS ELIGIBLE: Marion Independent School District students

OPERATING HOURS: Monday through Friday 8:00 am to 5:00 pm

FLEET DETAILS: 9 Heavy-duty buses, 4 Full-sized vans, 2 Mini-vans, and 2 Light-duty buses (ADA)

College Community Schools District - The College Community School District includes most of the area south of US Hwy 30 within the Corridor MPO planning boundary, with a total district area of 137 square miles. The district has a fleet of 47 buses and provides transportation to and from schools within the district for students living at least two miles from school. There is no direct fare structure for this service. NOTE: Information from previous PTP used. Numerous attempts to collect data were made without response.

SERVICES AVAILABLE: Fixed route and demand based for school children

WHO IS ELIGIBLE: College Community School District students

OPERATING HOURS: Monday through Friday 8:00 am to 5:00 pm

FLEET DETAILS: 55 buses (ADA information not provided)

Burlington Trailways - Burlington Trailways operated an intercity bus service out of the GTC in downtown Cedar Rapids. After the flood of June 2008, they have moved their location to the eastern Iowa Airport. This bus service provides transportation to most major cities throughout the Midwest, and is available to the general public. Currently, there is an inter city bus services between Iowa City and Cedar rapids open to the



general public. Morning and afternoon trips to Iowa City cost \$12.50. Trips to Chicago are made three times per day, while trips to Des Moines are made once daily. All Trailways buses are ADA accessible.

SERVICES AVAILABLE: Intercity bus service
WHO IS ELIGIBLE: All members of the public
OPERATING HOURS: Departure times vary by destination.
FLEET DETAILS: Declined to state. All Trailways buses are ADA accessible.

Century Cab - Currently, Century Cab maintains a fleet of 18 taxi cabs. The fare for the cab varies with the total miles traveled. Century Cab no longer participates in “Accessible taxi” program in partnership with Cedar Rapids Transit. Century Cab does not currently have any ADA accessible taxis.

SERVICES AVAILABLE: Door-to-door demand response
WHO IS ELIGIBLE: All members of the public
OPERATING HOURS: 24 hours a day, 7 days a week
FLEET DETAILS: 18 Taxi cabs

Yellow Cab of Cedar Rapids - Yellow Cab operates taxi service in Cedar Rapids and Marion city limits. The fare for the first sixth of a mile is \$3.50 and \$3.00 for each mile after. Yellow Cab does not currently have any ADA accessible taxis.

SERVICES AVAILABLE: Door-to-door demand response
WHO IS ELIGIBLE: All members of the public
OPERATING HOURS: 24 hours a day, 7 days a week
FLEET DETAILS: Declined to state

Airport Shuttle - Airport shuttle has a pool of nine vans that provide services from Eastern Iowa Airport to Cedar Rapids, Iowa City and other surrounding cities. They operate between 4:00 am to 12:00 am and charge a fare ranging between \$10 - 35, depending on the requested destination. Airport Shuttle does not currently have any ADA accessible vans.

SERVICES AVAILABLE: Intercity/Airport door-to-door demand response
WHO IS ELIGIBLE: All members of the public
OPERATING HOURS: 7 days a week, 4:00 am to 12:00 pm
FLEET DETAILS: 9 Mini-vans

University of Iowa (U of I) Employee Vanpool Program - The University of Iowa operates an Employee Vanpool Program which many Corridor MPO area residents use to commute. The University of Iowa Employee Vanpool is a program provided by the University of Iowa Parking and Transportation Department. University-owned vans are provided to groups of faculty and staff to facilitate carpooling. This program offers



the use of passenger vans for employees and students to ride to and from the U of I campus. One employee is designated as the driver and caretaker of the vehicle, with other employees signing up to ride. Seven to 15 University faculty and staff can ride together to and from work in a commuter van. Fees range from \$40.00 to \$172.00 per month depending on the space in the vehicle and the distance traveled. A volunteer driver rides for free in exchange for driving and being responsible for the van. The vanpool program serves 24 communities over nine counties and runs to and from the University at regular agreed upon times by the vanpool riders. Emergency rides home are provided through a separate program to those participating in the vanpool program. Currently, the program is only open to University employees. As of September 2014, the University has 68 vans in operation with five extra to use as loaners providing rides to 693 commuters with a capacity to serve 730.

The University of Iowa also provides a carpool program and matching service for faculty, staff and students. Current parking permit holders who want to share the driving with another University faculty/staff or student can exchange their parking permit for a carpool arrangement. The permit holder still retains rights to their permit and pays the permit fee, however, the people they carpool with can take turns driving in the carpool. The matching service helps people locate others interested in carpooling, however, those in the carpool coordinate with one another on ride arrangements.

SERVICES AVAILABLE: Subscription based vanpooling
WHO IS ELIGIBLE: University employees and students
OPERATING HOURS: Organized by vanpool members
FLEET DETAILS: 68 Vans



- **Area Profile**

A sustainable public transportation system is dependent on the demographic profile of a community. The demographic information such as population, housing patterns, employment centers, individual travel behavior, income, etc play an important role in identifying the transportation needs and a feasible transportation system for an area. The analysis of demographic profile within Corridor MPOs planning area will help understand the existing commuting pattern and forecast future transportation needs in the area. The following sections will provide an overview on the population, housing, employment, poverty, disability and vehicle occupancy in the Corridor MPO planning area.

Corridor MPO’s planning area includes the Cities of Cedar Rapids, Marion, Robins, Hiawatha, Ely, Fairfax, Shueyville, Swisher, Bertram, a portion of Walford and a portion of Linn County. Not all of these jurisdictions within the planning area are currently a member of Corridor MPO. The Corridor MPO members include Cedar Rapids, Marion, Robins, Hiawatha, Fairfax, Ely, and unincorporated Linn County within the planning boundary (for map see Figure 1 on page 5). The data presented in the following section will only represent the MPOs member jurisdictions.

Population Growth and Density - An efficient and frequent public transportation system is heavily dependent on the density of population. There is a strong correlation between population density and transit ridership. Typically, the public transit ridership increases in a linear pattern with increases in population density above 4,500 per square mile. The higher the density, higher the chances of increment in transit trips per person. For population densities of 2,000 persons per square mile, transit trips usually account for 0.08 trips per person (Dunphy & Fisher, Transportation, Congestion, and Density: New Insights,” Transportation Research Record No. 1552).

Table 2: Population Trends 2000 - 2020

	<u>2000 Land Area per Square Mile</u>	<u>2010 Land Area per Square Mile</u>	<u>2000 Decennial Census</u>	<u>2010 Decennial Census</u>	<u>Annual Rate of Growth*</u>	<u>Estimated Population 2015</u>	<u>Estimated Population 2020</u>	<u>2000 Population Density</u>	<u>2010 Population Density</u>	<u>2020 Population Density**</u>
Cedar Rapids	63	72.25	120,563	126,323	0.94%	132,365	138,697	1,913.70	1,748	1,919.68
Marion	12	16.58	26,477	34,768	1.60%	36,671	38,425	2,206.42	2,097	2,317.56
Unincorporated Linn County In Planning Boundary	N/A	200.793	N/A	10,024	0.54%	10,462	10,962	N/A	50	54.59
Hiawatha	3.82	4.37	6,458	7,024	1.05%	7,368	7,720	1,690.58	1,607	1,766.64
Robins	3.5	5.76	1,804	3,142	5.40%	3,438	3,602	515.43	545	625.38
Fairfax	1.4	1.93	903	2,123	0.99%	2,226	2,332	645.00	1,100	1,208.33
Ely	1.4	1.4	1,149	1,776	0.27%	1,849	1,937	820.71	1,269	1,383.54
Total in MPO Planning Boundary	309	309		185,180		194,378	203,675			
*Annual Rate of Growth from Connections 2040 Transportation Model										
**Assumes Land Area Stays Constant										



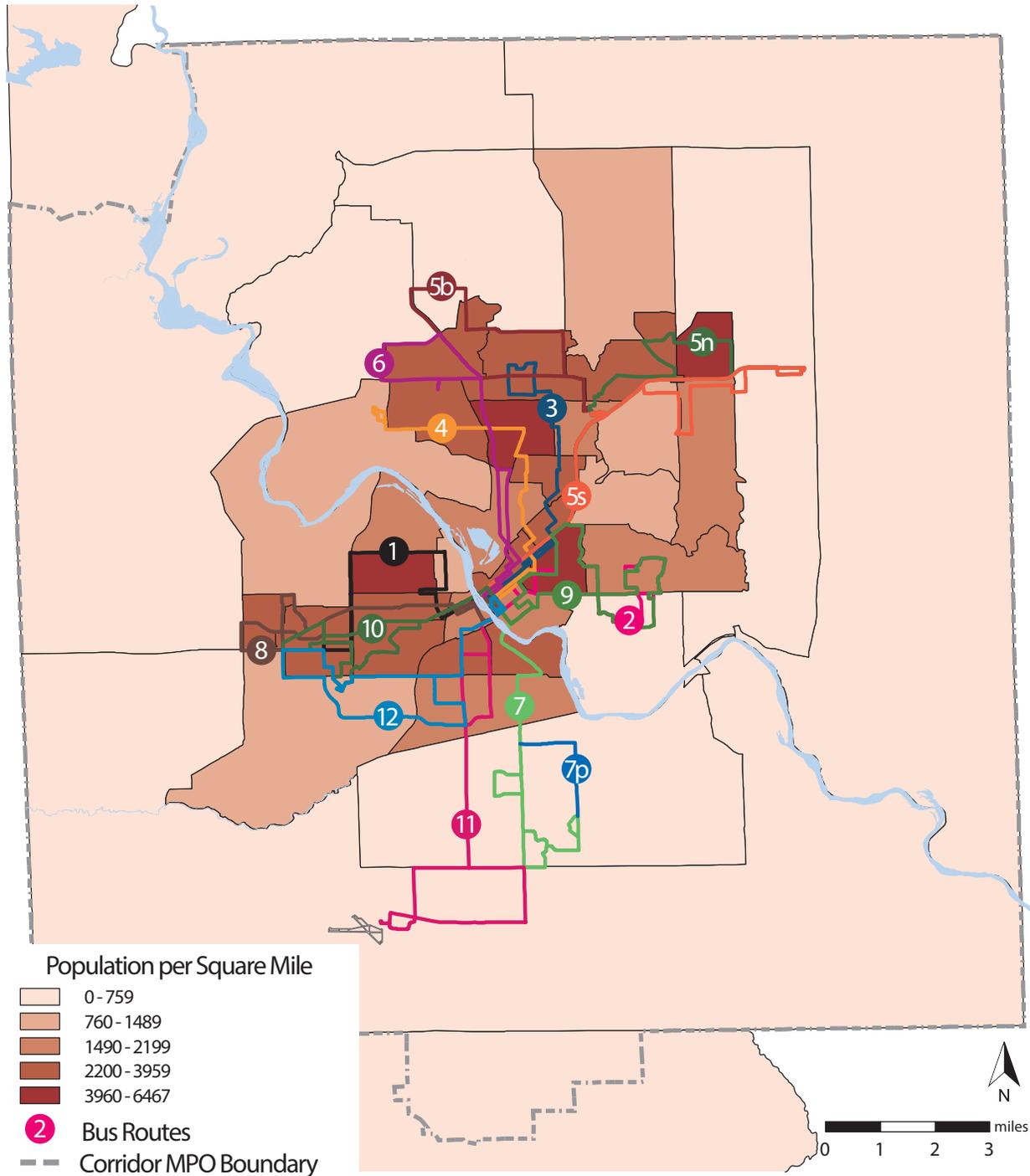
Looking at the data (Table 2 on the previous page), we will see that Cedar Rapids, Hiawatha, and Marion have some density to support public transit but with very low ridership. Looking at the population density's from 2000 to 2010 we will see that Cedar Rapids, Marion, and Hiawatha density's actually decrease with increases in residency. This is a result of land annexation and a still expanding style of land use. Projections for population in 2020 are based on assumed annual rates of growth for each community as used in the Corridor MPO's Transportation model. With these increased populations, population density is projected to increase and make transit a more appealing mode of travel. However, this will require change in land use patterns that will stated desire for urban infill is present in both Marion and Cedar Rapids. Rapid growth and annexation is expected on each communities borders. Hiawatha is not expected to see high levels of annexation in the future. Given these expected land use patterns rampant expansion of CR Transit is not expected.

While the expansion of existing transit coverage is not desired or expected, a focus on improving frequency and quality of service is likely to be successful. Figure 4 on the next page demonstrates that while the whole of the communities served by CR Transit may not reach significant population densities to support high levels of transit use, specific portions of the metro have sufficient and encouraging densities. Three metropolitan census tracts show population densities very near or greater than 4,000 people per square mile; all are currently served by transit. There is generally a high density of people along Hwy 151 that is represented in figure 4 by the 5 and 10 bus routes. Ridership is often at capacity during weekday peak travel period.

A combined approached is needed to best capitalize on the population patterns present in the metro. Land use that promotes infill development and higher intensity activities is needed to further develop and encourage population densities within the central cores' of all member communities. Additionally, a focused development of transit assets on the existing high density population areas will act to maximize overall system efficiency.



Figure 4: Corridor MPO Population Density by Census Tracts



Source: 2009 - 2013 American Community Survey 5 Year Estimates



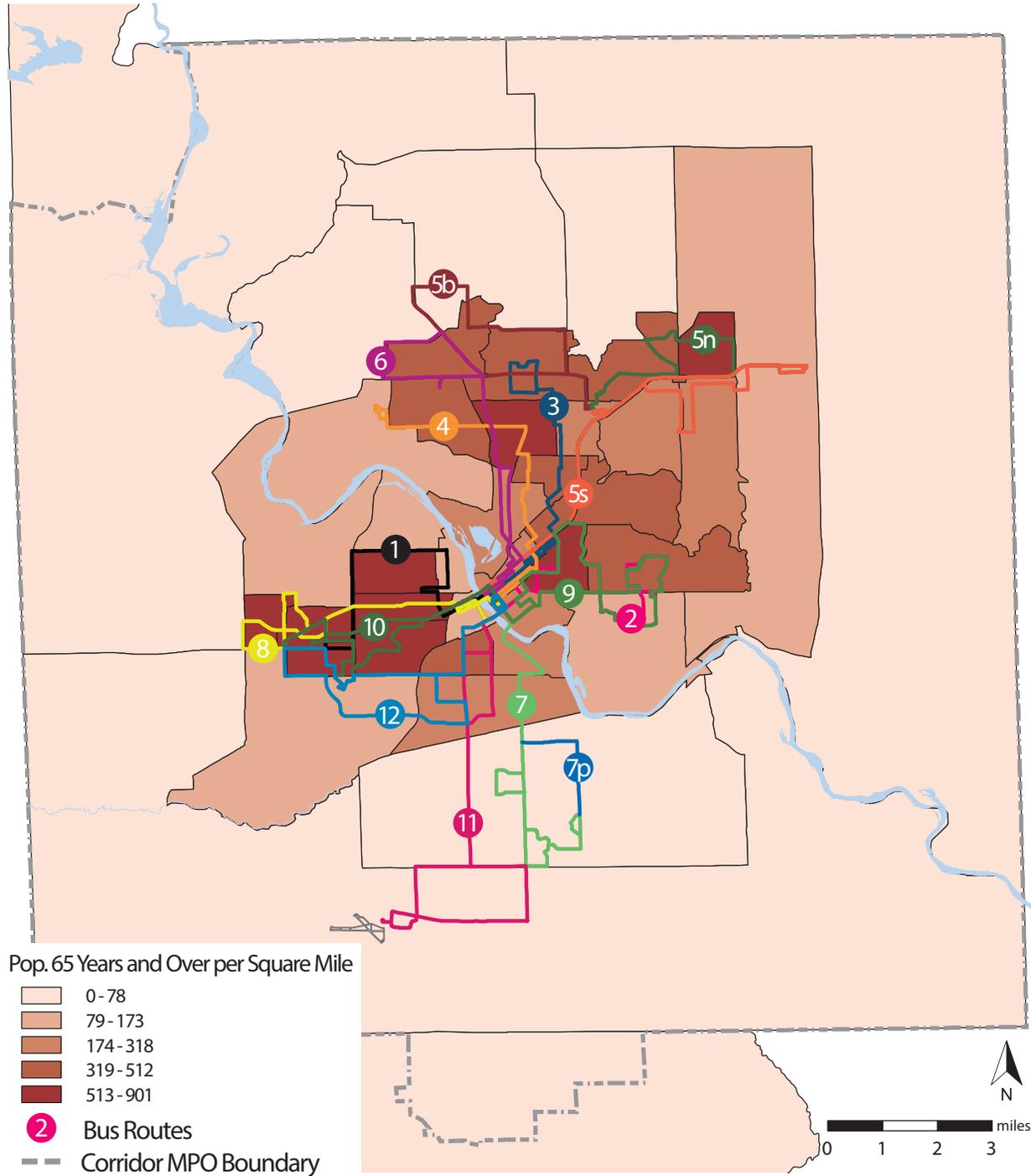
Adults 65 years or Older - Population density of citizens over 65 years old are similar to those of the general population across the metro, with the exception of the west side of Cedar Rapids (see figure 5 on page 22). Routes served by the number 1, 8, 10, and 12 buses show a high proportion of older residents. Older citizens are much more likely to need the service that public transportation provides. Current service coverage appears to be adequate. However, frequency of service may need to increase as these areas will continue to age, producing more dependent transit riders.

Additionally, service issues along these routes and in other high density population areas will likely foretell issues that will become important to the entire network. Americans are expected to live longer than ever before. Issues like the quality of bus stops, sidewalks, and bus shelters will likely more important in this older population clusters as physical mobility issues will require more support to adequately serve ridership.

Existing Disabled Population - The City of Cedar Rapids hold the highest levels of disabled persons in the metro, with pronounced concentrations occurring on the west side routes served by the number 1, 8, 10, and 12 buses (see figure 6 on page 23). There is likely a strong correlation between those over 65 years old and those with a documented disability. Current service coverage appears to be adequate. Similar to the needs of older individuals, the is disabled population will also require a greater quality of service specifically regarding bus shelters, pads, and sidewalks. If service hours are considered for expansion on specific bus routes this population may see the most benefit has the disabled population is likely to dependent on public transportation.



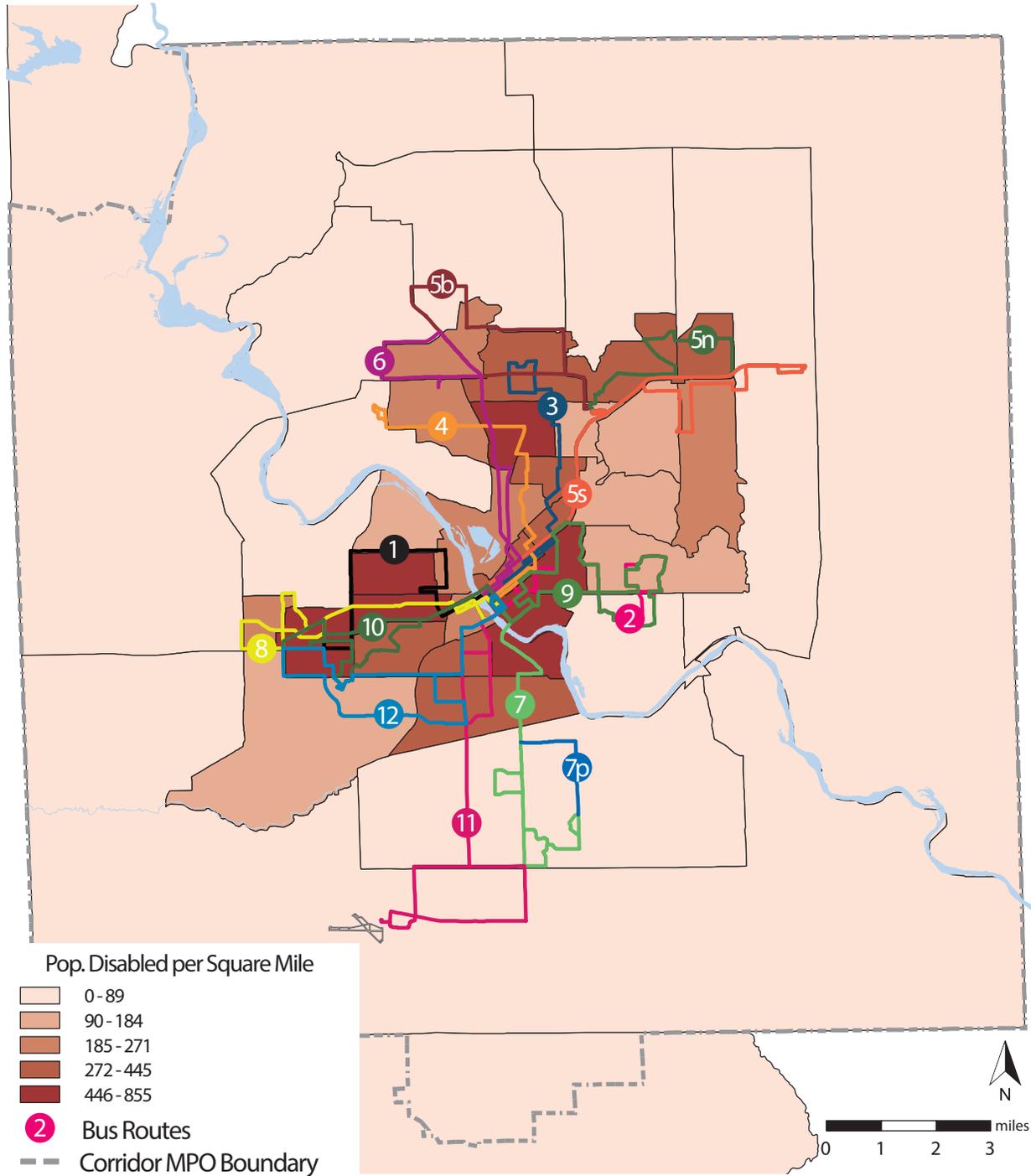
Figure 5: Corridor MPO Population Density 65 and Older by Census Tracts



Source: 2009 - 2013 American Community Survey 5 Year Estimates



Figure 6: Corridor MPO Population Density Disabled Persons by Census Tracts



Source: 2009 - 2013 American Community Survey 5 Year Estimates



Workers Below 100 Percent Poverty - The population density of those living on low incomes is slightly different than disabled and older citizens. Clustering of low income workers is occurring in Hiawatha, the northern most proportions of Cedar Rapids, and in the downtown core (See figure 7 on the next page). The west side of Cedar Rapids shows some clustering as well. Citizens on the west side and downtown areas of Cedar Rapids have numerous routes to choose from. But could benefit from increased frequency of service.

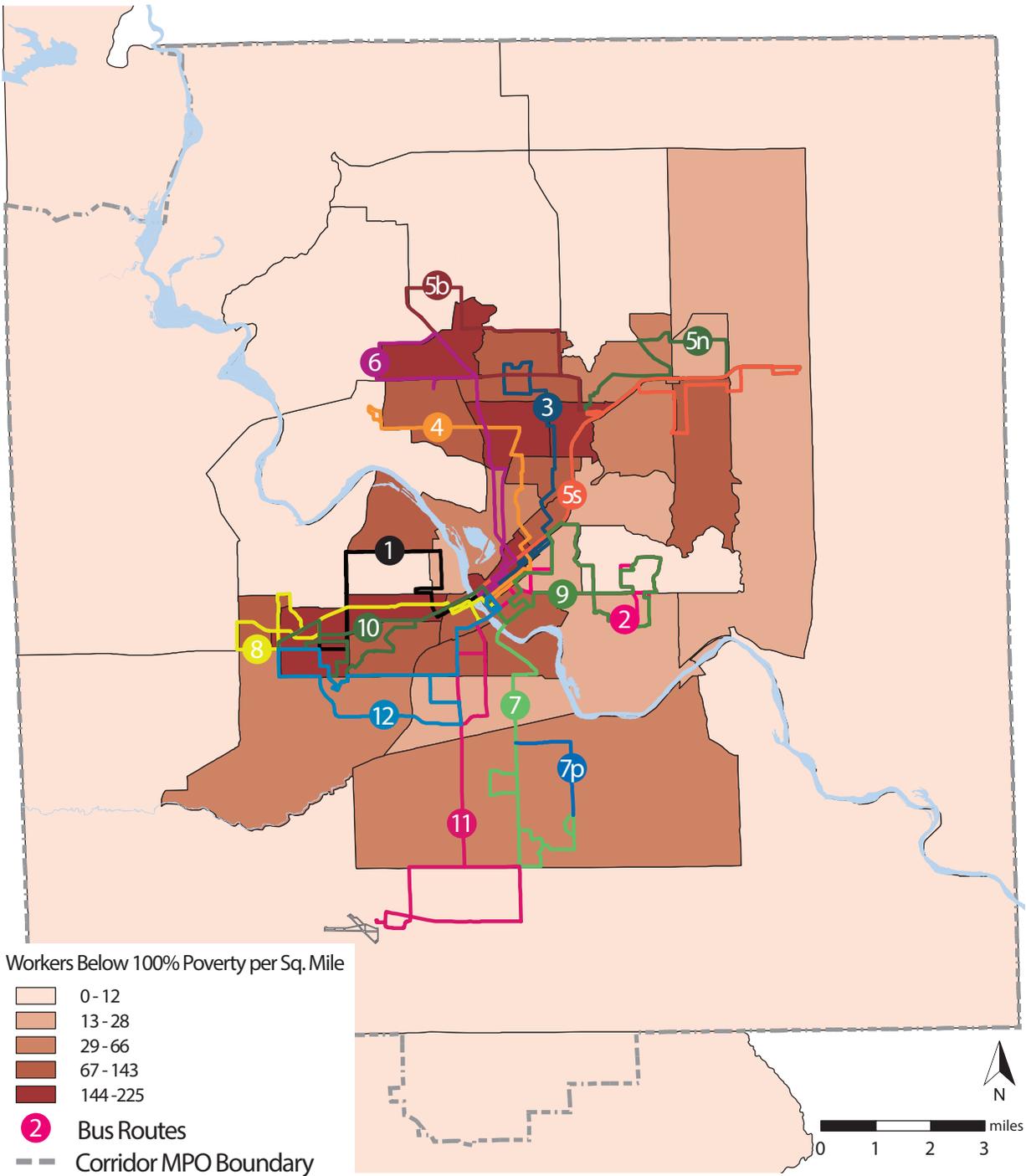
Residents on the northern portions of the metro are served at a lower frequency than any where else in the metro; routes 5N, 5S, and 5B have 90 minute headways (combining for 30 minute headways on Hwy 151 from the Ground Transportation Center (GTC) to Lindale Mall). This is especially impact to Hiawatha low income residents dependent on the 5B and 6 bus routes. Increased frequency to these northern areas is needed. A mini-hub concept at the Lindale Mall will be discussed later that would have the potential to increase headways across the metro.

Households without a Vehicle - Citizens without a vehicle have centralized in the Cedar Rapids downtown core (see figure 8 on page 26). This is assumed to be largely a result of land use patterns and the hub and spoke design of the CR Transit system. The GTC is located in the center of the main downtown area and the metro. All bus routes converge at this point and thus those without a motor vehicle either by choice or circumstance have clustered within a short distance to the GTC. This is viewed as a positive impact of transit on land use; frequent and dense transit service can direct land use.

However, there are assuredly other factors present. There appears to be correlation between the older population centers on the west side of Cedar Rapids and the lower income clusters on the northern portions of the metro. Citizens located in these farther reaches of the metro are not as well served by transit and are likely dependent only one specific bus route. This dependence on single routes vice the diversity of routes found in the downtown core can present a significant burden to transit users that need to make transfers to connect to other portions of the city; with most routes running 60 minute headways (some 90 minutes) a transfer can take more than an hour's time one way to reach the desired destination. Again, the concept of mini-hubs on the west side at Westdale Mall and on the north side at Lindale Mall (discussed later) could provide significant improvements for many users.



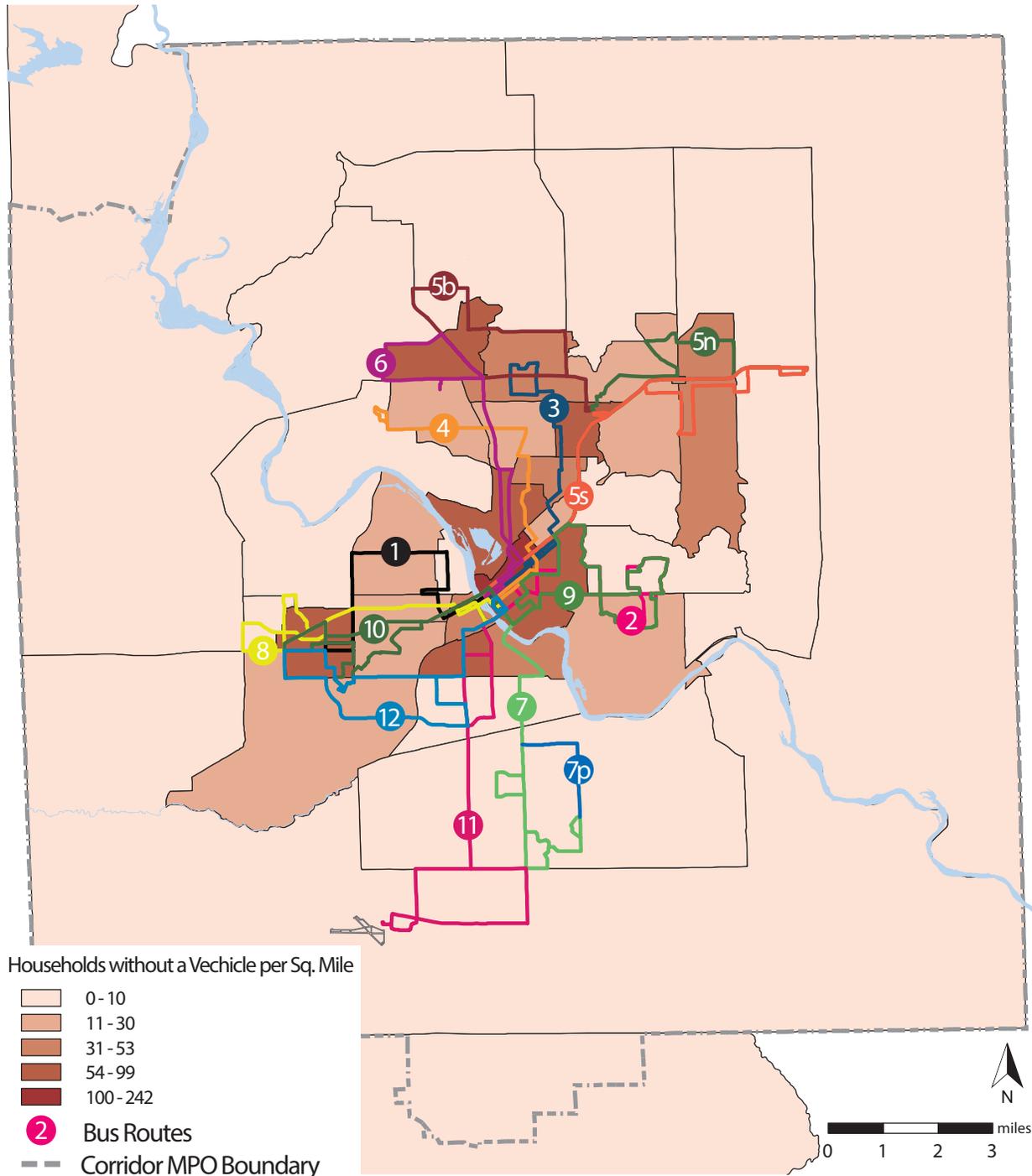
Figure 7: Corridor MPO Population Density Below 100 percent Poverty by Census Tracts



Source: 2009 - 2013 American Community Survey 5 Year Estimates



Figure 8: Corridor MPO Households Without a Vehicle per Square Mile by Census Tracts



Source: 2009 - 2013 American Community Survey 5 Year Estimates



Community Activity Centers - It is critical that an effective public passenger transportation system get people to the places that want and need to go. As important as rider origins are so are their destinations. While all destinations are valuable, some are more crucial to everyday life. Figures 9 and 10 on pages 28 and 29 respectively, analyzed connections made to these important destinations.

Figure 9 (next page) looks at the metro's largest employers and general activity centers. Some of the regions largest employers are deliberately served by transit routes. Commuting loops are made for Rockwell Collins, the Transamerica campus, and Kirkwood community college. Serving colleges is an important demographic to provide service to as well, the metro's three largest colleges or universities are all connected with regular service. Both area malls, Lindale and Westdale are currently served and offer the potential for transfer centers given the density of transit routes converging.

Lastly, the Eastern Iowa Airport is a crucial activity center to connect to. Acting as an inter-modal transfer center Eastern Iowa Airport connects CR Transit, Trailways, and numerous connecting flights from across the country. Additionally, the recently completed Iowa Commuter Study indicated the Eastern Iowa Airport as an important destination for Iowa City to Cedar Rapids commuter bus service.

Figure 10 (page 29) looks at some of the most important destinations needed for healthy living: schools, grocery stores, medical facilities, and green park space. The importance of parks and schools to physical, mental, and social health cannot be understated. CR Transit makes special effort to provide connections to nearly every school and grocery store. Lastly, for many transit users connections to medical facilities can often mean the difference between strong health and costly and painful untreated conditions. Ensure connections to these facilities is important to CR Transit and nearly all important connections are made. However, connecting to the facility is not enough to provide meaningful opportunities to all riders. Increase the frequency, hours, and days of operations is also very important. If it takes an inordinate amount of time to reach these healthy destinations may users will not choose to make the connection.



Figure 9: Corridor MPO Employment and Activity Centers

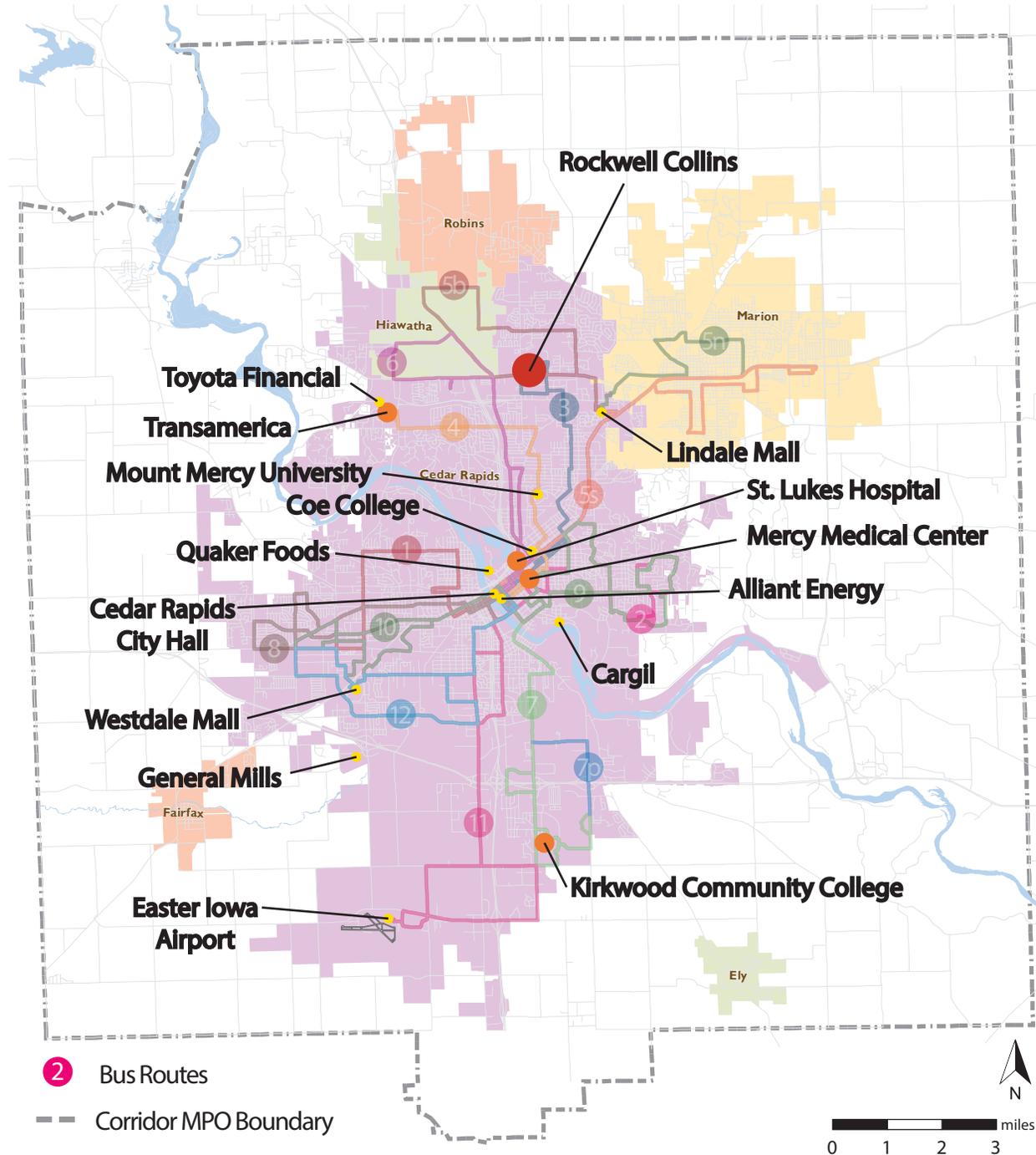
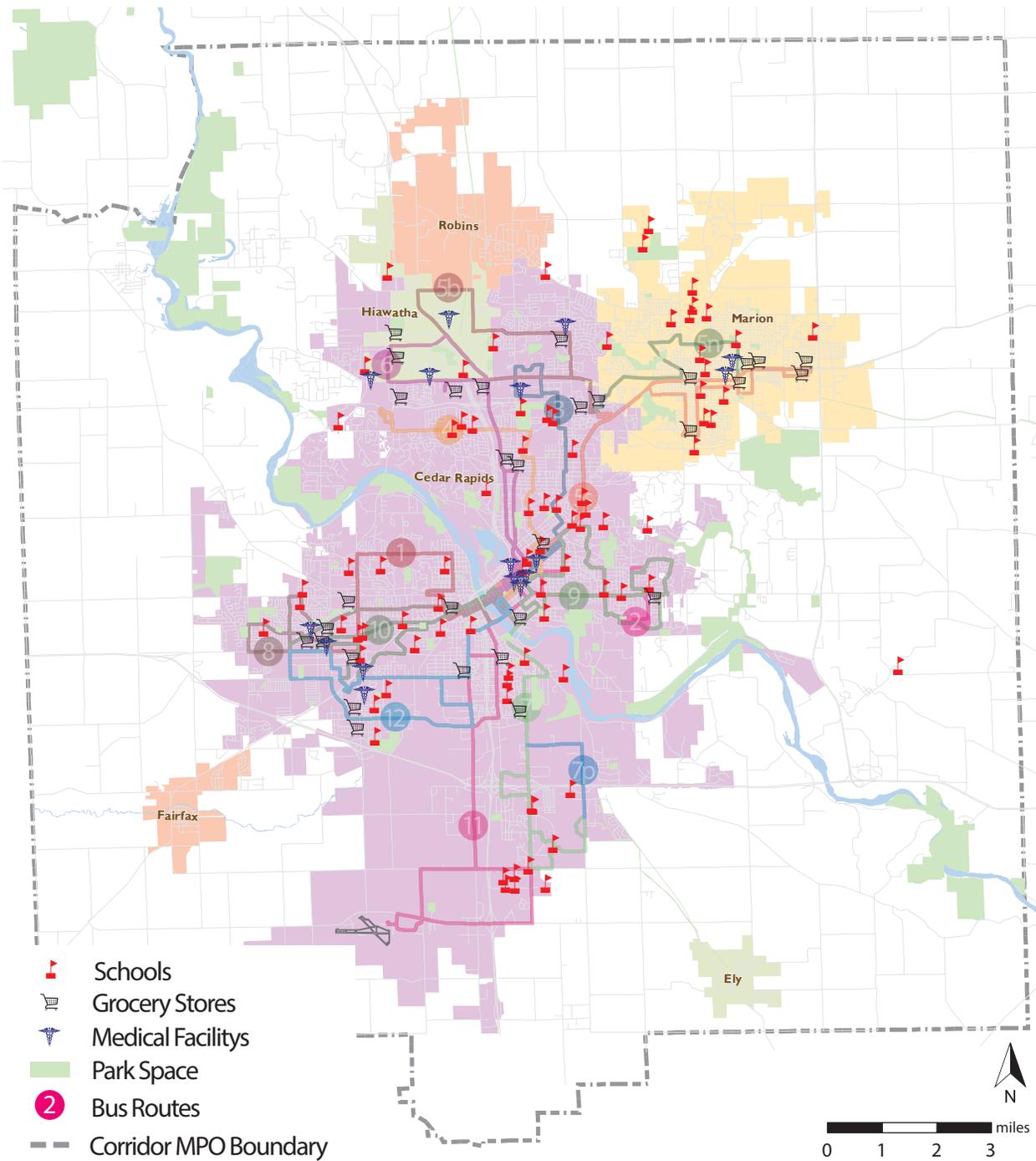




Figure 10: Corridor MPO Healthy Activity Centers





Limited English Proficiency Speakers - The United States Census defines limited English proficiency (LEP) speakers as those that do not speak English at least very well. Understanding the needs of this group is important as many non-English speakers are new members of the community who may be very isolated, unable to operate a motor vehicle, or of lower income. For these reasons three figures on the next few pages are presented: LEP speakers (figure 12, page 32), LEP speakers by percentage of the population (figure 13, page 33), and LEP speakers as function of land area (figure 14, page 34).

Additionally, LEP speakers are further analyzed by figure 11 and table 3 on the next page, Most Spoken Languages (other than English) in the Corridor MPO. This data indicates which languages need the most support. Lastly, table XX indicates the total percentage of LEP speakers as of the American Community Survey 2012 - 2008 5 year estimate.

Analyzing this data from both the perspective of percentage of LEP speakers and from the understanding of the density of LEP speakers per square mile is important. When looking at the total LEP individuals in a given census tract and the percentages of LEP speakers it becomes apparent that most are living in the northern portions of the metro. High percentages exist in northern Cedar Rapids, Hiawatha, Robins, and the eastern and northern portions of Linn County. Non-native speakers are likely drawn to the large employers (see figure xx, page xx) located near these areas, like Rockwell Collins, Trans American, and Skyworks.

When viewed from a density perspective greater clarity can be found. The northern portions of Cedar Rapids, Hiawatha, and Robins still show a large concentration of LEP speakers. However, when density is considered the core of Marion and the western side of Cedar Rapids now indicate high concentrations while the northern and eastern portions of Linn County do not indicate the presence of LEP persons. This suggests that Marion area may have a greater incidence of LEP speakers than indicated. LEP speakers are likely living farther east in the more rural areas near Marion but maybe not in Marion itself.

It is not clear why LEP speakers have a higher than expected concentration in the west side of Cedar Rapids; inquiry is required.

These data indicate that while the Corridor MPO's planning area does not have a high total number of LEP speakers they are clustering in the more rural northern portions of the metro. Transit service in this area exists but frequency is less with less route options. Given these operations LEP speakers may best be served by a less centralized transit system with the possibility of a mini-hub transfer center at Lindale Mall being supportive. Additionally, language support is most needed toward the northern areas of the metro, any resources toward that end would best be allocated on the bus routes serving Hiawatha, Marion, and northern Cedar Rapids.



Table 3: LEP Population of the Corridor MPO

	Cedar Rapids	Marion	Hiawatha	Robins	Fairfax	Shueyville	Swisher	Palo	Bertram	Walford	Ely	All Linn County
Total Population	118,424	32,417	6,470	2,744	1,674	432	793	726	448	1,495	1,481	197,787
Speaking English Only	111,603	30,997	6,111	2,609	1,632	416	788	722	432	1,467	1,441	188,226
Speaking Another Language and Speak English Less Than "Very Well" - LEP	2,300	401	141	66	12	12	4	3	7	3	4	3,270
Limited English Proficiency (LEP) %	1.9%	1.2%	2.2%	2.4%	.7%	2.8%	.5%	.4%	1.6%	.2%	.3%	1.7%

Source: 2008-2012 American Community Survey, US Census Bureau

Figure 11: Most Spoken Languages (other than English) in the Corridor MPO

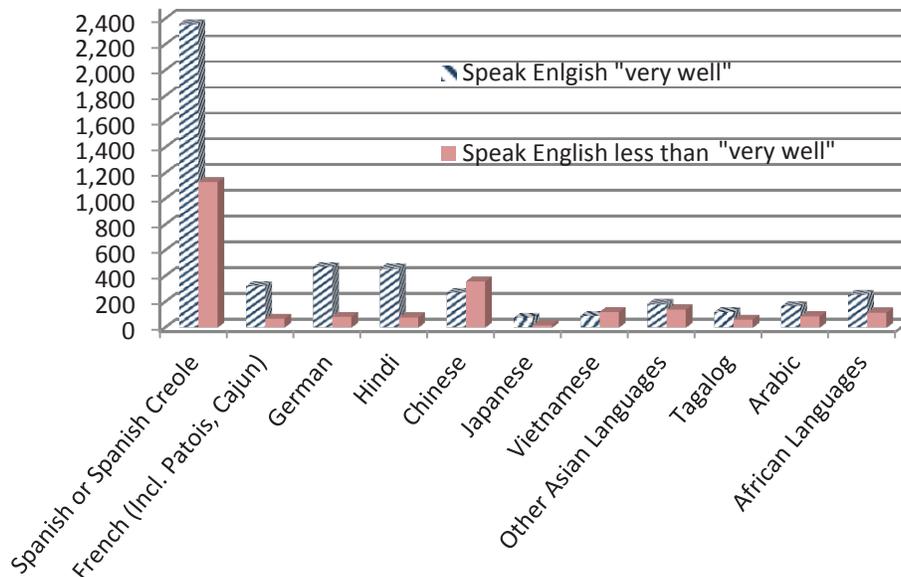
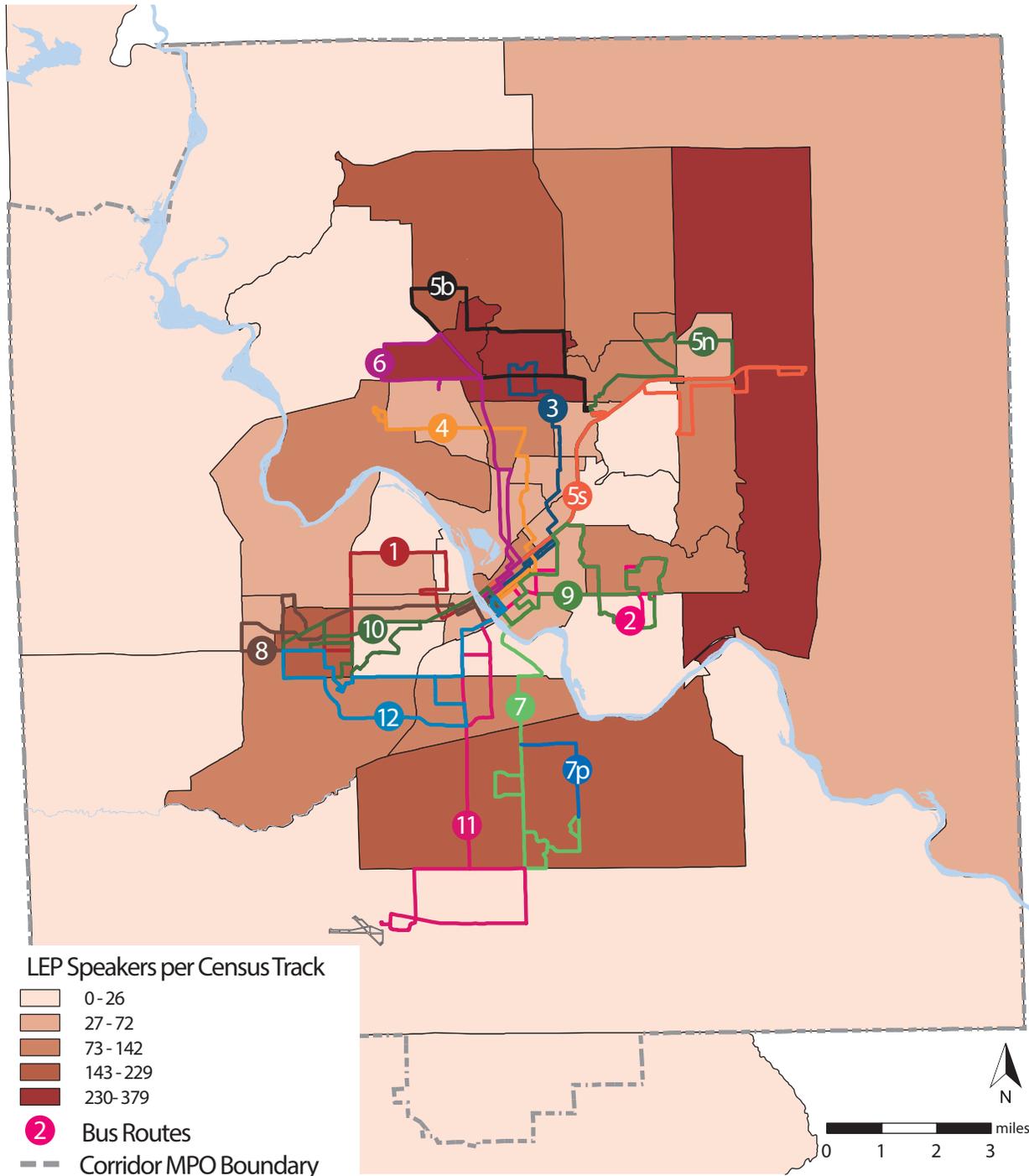




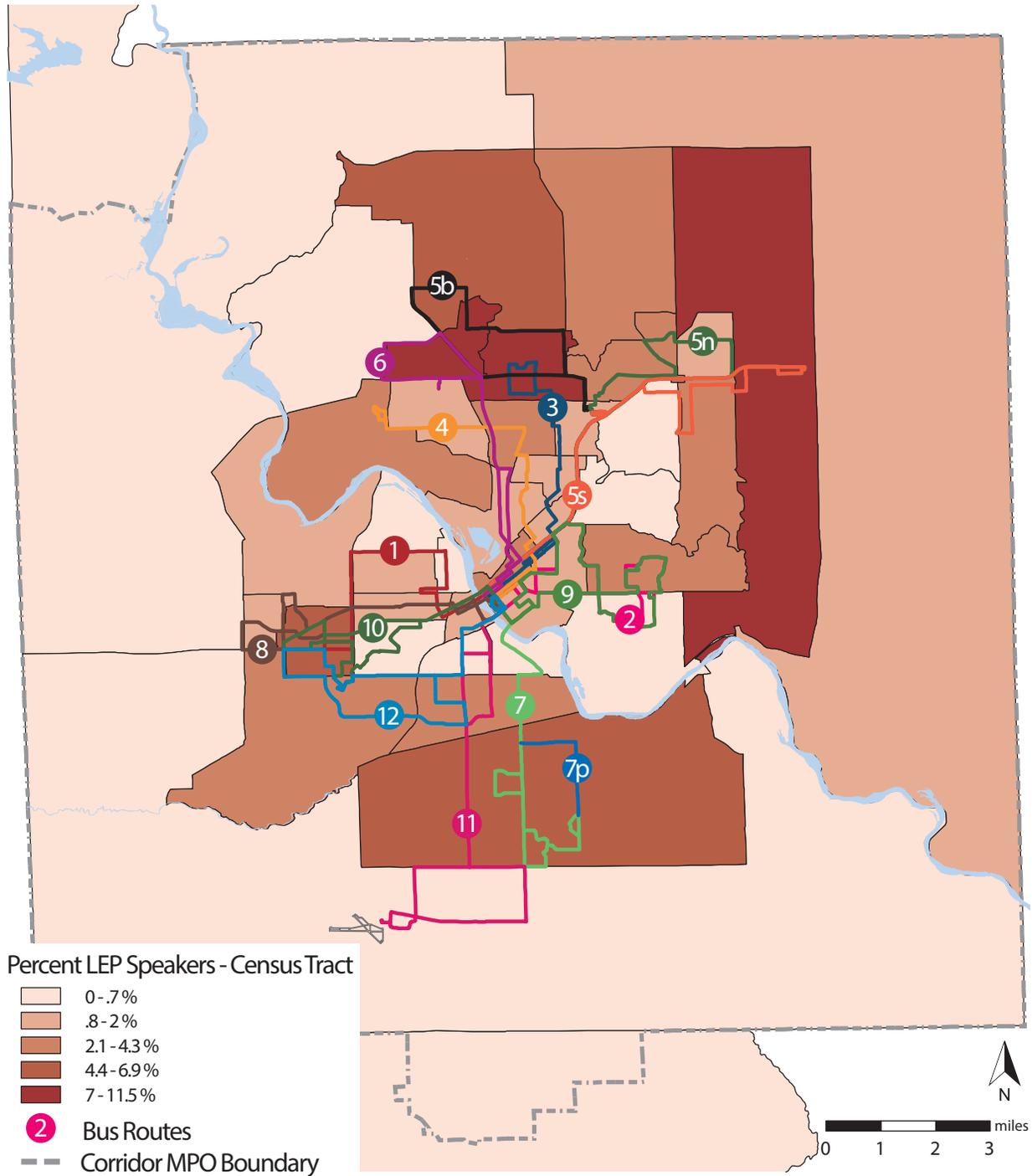
Figure 12: Limited English Proficiency Speakers per Census Tract



Source: 2009 - 2013 American Community Survey 5 Year Estimates



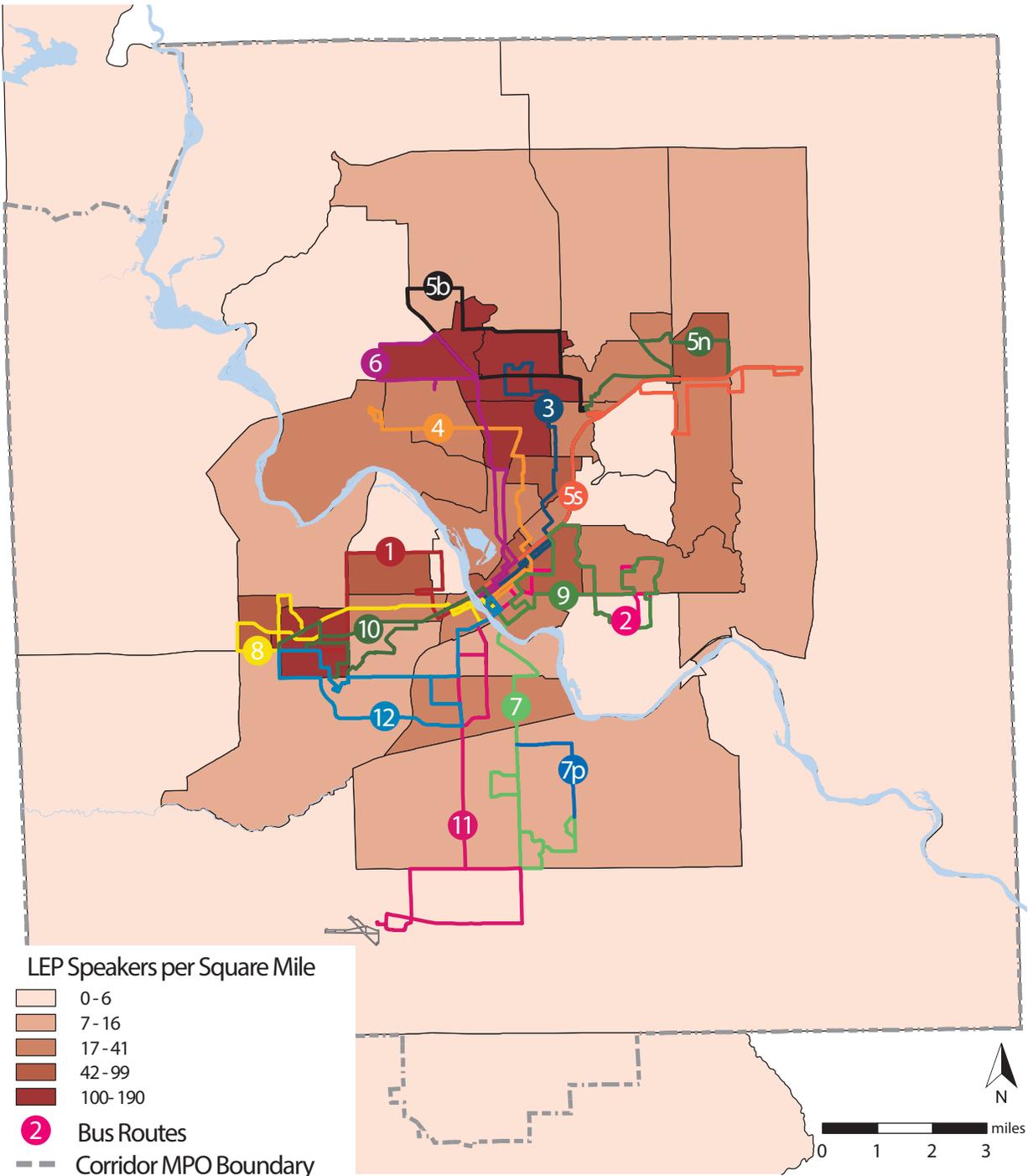
Figure 13: Limited English Proficiency Speakers percentage of population by Census Tract



Source: 2009 - 2013 American Community Survey 5 Year Estimates



Figure 14: Limited English Proficiency Speakers per Square Mile by Census Tract



Source: 2009 - 2013 American Community Survey 5 Year Estimates



Section 3: Coordination Issues

A coordinated approach to transportation planning fulfills many of the goals of this PTP while also ensuring an efficient and responsive public transportation system that meets the needs of all of its users. Crucial to effective coordination is a knowledge of what we have accomplished and what we need to move towards. Additionally, a review of the resources currently available and the projects currently underway allows us to better plan our actions, priorities, and identify the best strategies to achieve them.

- *Status of Fleet and Facilities*

In order to identify areas for investment and the improvement of service a current knowledge of the condition of hard assets needs to be known.

CR Transit - Cedar Rapids' local fixed route service provider has significantly lowered the average age of its fleet. CR Transit purchased 22 new buses from 2009 through 2014 reducing the average age of the bus fleet from 20.4 years to 7.6 years bringing the fleet back within national standards. However, new heavy-duty buses are still required to keep the fleet running and lower or maintain maintenance costs. The remaining 8 operating buses are reaching their recommended useful life and will soon need to be replaced. In two years 8 existing buses will need replacement and in five years 8 more. CR Transit plans to purchase four new heavy duty buses in 2015 for \$1.6M, of which \$1.3M will be funded by a federal grant (5339) and \$283K from operations. CR Transit has a fleet of 30 heavy-duty buses (all ADA accessible) with 22 operating on a normal day (see appendix for reported inventory).

CR Transit in 2014 selected a service provider, RideSystems, to install and operate a ride scheduling and information delivery smart-phone application and online service. This new amenity will provide users with real time bus information, including a pinpoint text-able bus location option. GPS devices will be installed on all 30 buses (summer 2015). WIFI and automatic people counting hardware may also be included. These additions, will enhance the user experience with possible increases in ridership.

In 2014 CR Transit saw the opening of both the newly renovated Ground Transportation Center (GTC) in downtown Cedar Rapids and the new bus garage located in the northwest quadrant of Cedar Rapids. The previous GTC, which housed CRT and NTS and served as central transfer hub, sustained severe damage during the flood of June 2008. Until the opening of the GTC in early 2014, Cedar Rapids Transit was operating from a temporary facility located at a "Park and Ride" lot in downtown Cedar Rapids. The Bus Garage and Maintenance Facility also sustained heavy flood damage and needed to be replaced. Both the GTC and bus garage serve as administrative offices for CR Transit. Both of these new facilities should serve CR Transit well in the future.

However, CR Transit understands the need to keep improving and to better serve its customers. Currently bus transfers are only made at the GTC, the main hub of the system. Improving the ability of riders to make low or no cost transfers is important to improve the efficiency and appeal of the whole system. For these



reasons it is desired to construct or renovate space to provide transfer centers to act as mini-hubs at both of the metro’s large shopping centers: Westdale and Lindale Malls.

Lastly, CR Transit has recognized the need to improve the condition of its bus stops, by the addition of 18 new passenger shelters since 2012. While this is a significant improvement more needs to be done. Many stops are not connected to sidewalks or do not have the a solid bus pad from which to operate and safely accommodate riders. These improvements and the addition of more bus shelters and benches are important.

Regarding the service level of the fleet, a look at the headways for each existing route (table 4 below) and an analysis of the transit level of service (LOS) indicates that there is a need for transit improvement to better serve the metro (table 5 next page).

LIFTS - Like CR Transit LIFTS is also in need of new vehicles. LIFTS operates a fleet of 24 vehicles: 1 Mini-van, 5 light-duty buses (all ADA accessible), and 18 medium-duty buses (all ADA accessible). Of these vehicles the average age is 9.5 years. LIFTS has a great need for replacement vehicles, with 18 of their 24 vehicles needing replacement now and 23 needing replacement in just two years (details located in the appendix). CR Transit in partnership with LIFTS will purchase one light-duty bus in 2015.

Currently, LIFTS has full service facilities for maintenance, administration, and vehicle parking but has the desire to build a new indoor garage for bus storage in harsh weather conditions.

Table 4: CR Transit Service Intervals

30 Minute Interval	60 Minute Interval
Route 5B	Route 1
Route 5N	Route 2
Route 5S	Route 3
	Route 4
	Route 6
	Route 7
	Route 8
	Route 9
	Route 10
	Route 11
	Route 12

NTS - The last major transit provider in the metro also has a similar need for replacement vehicles. NTS operates a fleet of 4 mini-vans, 3 full-size vans, and 3 light-duty buses (all ADA accessible). Of these 10 vehicles 1 need immediate replacement, 3 need replacement in 2 years.

NTS would also like to provide GPS integration on their vehicles for better operating purposes with the possibility of a ride planning application or integration with CR Transit’s upcoming service. Additionally, security cameras are desired for the fleet to increase passenger safety.



Table 5: CR Transit Level of Service

Level of Service (LOS)	Assessment Categories	Comments
D – F (30 – 60 min)	Service Frequency	<ul style="list-style-type: none"> • Service unattractive to choice riders • Service available during hour • Service unattractive to all riders
D (12 – 13 hrs)	Hours of Service	<ul style="list-style-type: none"> • Daytime service provided
A – D (0 – 1.25)	Load Factor (Passenger/Seat)	<ul style="list-style-type: none"> • No passenger need sit next to another • Passengers can choose where to sit • All passengers can sit • Comfortable standee load for vehicle design
C – F (15 – 60 min)	Travel Time Difference Bus vs. Auto	<ul style="list-style-type: none"> • Tolerable for choice riders • Round trip at least an hour longer by transit • Tedious for all riders • Unacceptable for most riders
B (80 -90 %)	Service Coverage Area	<ul style="list-style-type: none"> • Most major origins and destinations served

Special K Transport - This private non-profit service provider has a fleet of 10 vehicles: 1 mini-van, 8 full-size vans, and 1 light-duty bus. Like most transit providers in the metro, Special K also needs vehicle replacement: 1 vehicle immediately, 3 in 2 years and all 10 in 5 years (details available in appendix).

These four transit providers (CR Transit, LIFTS, and NTS) cover the vast majority of all transit vehicles and facilities in the metro. Inventory requests were made to numerous other private transit providers; all declined to provide data.



- **Status of Previously Recommended Priorities and Recent Developments**

Hire a New Mobility Manager - In FY 2012 Cedar Rapids Transit applied for the New Freedom Grant to support the hiring of the Mobility Manager position in the metro-area. However, the lack of local match/funds resulted in a hold. The TAG and its Executive Committee worked to redefine the roles and responsibilities of this position and define strategies for the sustainability of this position. An application for New Freedom Grants was re-submitted in FY 2013, leading to the hire of Terry Bergen as Regional Mobility Manager with funding for the position through FY 2014.

New Freedom funding was secured through the Iowa Department of Transportation, with a local match from the Greater Cedar Rapids Community Foundation, to hire a mobility manager. The position was filled and the Mobility Manager began work in August 2012. Funding appears to be in place through calendar year 2014. So far the Mobility Manager has coordinated a “Lunch & Learn” session on the topic of MAP-21 legislation, developed a new local transportation website (www.365ride.org), launched a companion telephone assistance line (365-RIDE or 365-7433) and secured funding for a medical shuttle service between Cedar Rapids and Iowa City to serve IowaCare patients, veterans and the general public. With this position filled, the TAG looks forward to beginning work on previously identified needs and improved coordination between transportation stakeholders.

Continued funding for the position is in jeopardy with the loss of the New Freedom funding stream. The mobility manager position remains for FY 2015 with funding from Linn County. Future funding will require approval from the Linn County Board of Supervisors or the identification of other sources.

Reorganize the Transportation Advisory Group (TAG) - The Human Services and Transportation Advisory Group (HSTAG) was renamed to Transportation Advisory Group (TAG) to make the advisory group more inclusive and not just focus on Human Service Agencies. An Executive Committee made up of major transportation providers, planning agency, and human service providers was created to oversee the TAG, with several sub-committees. The TAG remains a strong and engaged group collecting public input and identifying solutions to transportation problems.

Create “Ride Planning Tool” for Cedar Rapids Transit - CR Transit in 2014 selected a service provider, RideSystems, to install and operate a ride scheduling and information delivery smart-phone application and online service. This new amenity will provide users with real time bus information, including a pinpoint text-able bus location option. GPS devices will be installed on all 30 buses (summer 2015). WIFI and automatic people counting hardware may also be included. These additions, will enhance the user experience with possible increases in ridership.

Change Bus Schedule format used by Cedar Rapids Transit - Ongoing effort. TAG has identified a format they would like the bus schedules to be printed on. TAG Executive Committee will work with Cedar Rapids Transit to establish new scheduled formats. The new schedules will be in color and include an overall system map with individual routes and their schedules in a large foldable glossy paper.



Organize “Lunch and Learn” event for the stakeholders - Lunch and learns continue to be an ongoing activity conducted by the Mobility Manager.

Organize Annual Transportation Forum - TAG held the 5th Annual Transportation Forum, on September 19th, 2014 (Agenda, attendance, and evaluation records available in the appendix). The 2014 Transportation Forum’s objective was to provide quality information by inviting knowledgeable state and national speakers to discuss important issues to the TAG and to the general public. A free event with 80 attendees, the Forum brought in a wide variety of transportation and human service providers, as well as elected officials and interested members of the general public. People discussed issues ranging from health care to the state gas tax funding mechanism. But most importantly, facilitated discussion groups were convened that focused on collecting and analyzing the needs of the transit system and its riders.

The Iowa Commuter Transportation Study - The Iowa legislature directed the Iowa Department of Transportation (Iowa DOT) “to conduct a study to identify administrative needs, projected demand, necessary capital and operating costs, and public transit service structures including park and ride lots, employer or public vanpool programs, and traditional fixed-route transit. The goal of this study was to identify the existing and future commuter needs in the Interstate 380 (I-380) corridor and determine the viability of various commuter transportation improvements to address those needs. The results of the study were encouraging and promising. Commuting between the Cedar Rapids and Iowa City metropolitan areas is significant. As there are over 7,500 commuters traveling between the Cedar Rapids and Iowa City metropolitan areas and most of these commuters are traveling during the peak periods using I-380. The additionally was a very positive interest in some sort of commuter service from citizens as indicated by DOT survey data. Nearly 70 percent of respondents stated that they would use a public bus for their commute, indicating significant support for transit and other forms of ridesharing.

The next steps in the process development of a true commuter service have begun with the convening of a commuter service steering committee consisting of government and elected officials, transit providers, and community groups. For more information on the Iowa Commuter Transportation Study go to: http://www.iowadot.gov/commuterstudy/pdfs/ITC_ReportWithAppendices.pdf

365ride.org Website and 365-RIDE Telephone Assistance Line - November 2012 a new website (www.365ride.org), was launched to provide information about transportation providers in the region, share news regarding transportation services and provide a way for citizens to reach out for ride assistance. The telephone service provides the same features, for persons without internet access or who need to speak with someone directly about their needs.

Corridor Medical Shuttle - On January 29, 2013 the Corridor Medical Shuttle began service. The shuttle provides twice weekly service University of Iowa Hospital and the Veterans Hospital in Iowa City. The service is designed primarily for IowaCare patients and non-ambulatory veterans needing transportation to these facilities, but also serves the general public.



Funding for this service has been removed and in June of 2014 all service was discontinued. However, demand still exists, with numerous calls made weekly inquiring about travel to Iowa City for medical service. It is the intention of Linn County LIFTS to resume operation of the medical shuttle in the summer of 2015 on a once per week basis.

The Coalition to Augment the Bus System (CABS) - program provided rides via taxi when bus service is not available. Accessible transportation is augmented by a “roll-out” taxi program which was done through a partnership with CRT and a local taxi company. With the loss of New Freedom (5317) federal funding the CABS system was not able to continue service. There is no current plan to return to CABS operation.

- *Assessment of Transportation Needs*

The PTP documents the transportation needs in the metro-area through consultation with TAG members, Corridor MPO staff observation of existing transportation services, and information received from the general public. Most recently (early January 2015) the Corridor MPO conducted a Passenger Transportation Survey of the public. This survey was available both online and in hard copy form. Data returns were better than expected with a total of 424 survey responses, 267 online and 157 hand written. The information received from the survey has been and will be extremely valuable to future transportation planning in the Corridor Metropolitan Area. Evaluating the previous needs and comparing them to the data collected now is important to consider when identifying actions items and making future funding decisions.

Previous Needs Identified from 2011 to 2014 - A review of the last four years of PTP identified needs will demonstrate that many of the needs stated from year to year are the same or very similar. The next three pages (tables 6 to 9) display the needs recorded in each year since the last major PTP update.

There were a total 31 identified needs from 2011 until 2014. In order to focus the evaluation process, these 31 items were summarized into two lists of ten needs. One list applicable to “general transportation needs” and another test relevant to CR Transit specifically. Corridor MPO staff then evaluated the two lists against current input received from the TAG meetings, the general public, and the professional input of transit providers. Refinements were made and one notable addition was added: providing free WIFI on CR Transit buses. This addition was made to better understand the desire from the public for this service currently being considered.

These two lists of ten were included in the Passenger Transportation Survey and respondents were asked to rank each one. Initially, they would be ranking each one in order from 1 to 10 with 1 indicating their most important need. In survey testing this proved to be a difficult task and concern was raised that these questions might be skipped by survey respondents. For this reason, each list of needs was further divided into four separate questions with respondents ranking on a scale of 1 to 5, 1 being their number one need. These questions became the focal point of the Passenger Transportation Survey. Open ended follow up



Transportation Needs Identified in 2011

	Need Identified	Source of Identification
1	Need to improve transportation to medical and dental appointments	Public Input Meeting, PTP Survey, Coalition Meetings and Transportation Meetings, Transit Providers
2	Need to improve transportation to low-income workers	Transportation Meetings, Coalition Meetings, PTP Survey
3	Need more marketing and communication of transportation information	Transportation Meetings, PTP Survey, Coalition Meetings, Transit Providers
4	Need to maintain and expand services in the rural areas and cross county trips (more trips during operating hours and need for evening hours)	PTP Survey, Coalition Meetings, Transportation Meetings, Transit Providers
5	Need to improve transportation to the elderly	PTP Survey, Transportation Meetings, Coalition Meetings
6	Need to improve transportation to the disabled	Transportation Meetings, PTP Survey,
7	Need more outreach, education and travel training in rural counties	PTP Survey, Coalition Meetings, Transportation Meetings
8	Need for more transportation to grocery shopping and errands	PTP Survey, Coalition Meetings, Transportation Meetings
9	Need to improve efficiency of existing transit services and safety	Public Input Meetings
10	Need to make the transportation more affordable	Public Input Meeting, PTP Survey, Coalition Meetings

Table 6: Corridor MPO Transportation Needs Identified in 2011



Transportation Needs Identified in 2012

	Need Identified	Source of Identification
1	Need to provide better transportation connections between home, childcare and work	Transportation Advisory Group (TAG)
2	Need to reduce the bus headways, they are too long and have impact on health, work and overall quality of life	
3	Need to improve accessibility to the bus stops/shelters	
4	Need to maintain Bus shelters and pads, especially during winter.	
5	Need to provide after-hours accessible taxi service.	
6	Need to create and maintain Jumpstart program to help people in need to ride the transit system	
7	Need coordination between all public transportation providers on the field, a call center would help.	

Table 7: Corridor MPO Transportation Needs Identified in 2012

Transportation Needs Identified in 2013

	Need Identified	Source of Identification
1	Need to explore options for after-hours service needs, beyond the services provided by Cedar Rapids Transit	Transportation Advisory Group (TAG)
2	Need to create a mechanism to support transportation scheduling for special appointments (Iowa Care, VA etc.)	
3	Need to improve accessibility to the bus stops/shelters, connect bus stops with sidewalks.	
4	Need better coordination between all public transportation providers and volunteer transportation providers.	
5	Need to create a Ride Planning Tool	
6	Need to increase Marketing and Outreach activities to promote transit ridership, capitalize on Blue Zone Projects	
7	Need to explore transit opportunities between the Cedar Rapids Iowa City Corridor	
8	Need to provide door-to-door services to elderly or those in need	

Table 8: Corridor MPO Transportation Needs Identified in 2013



Transportation Needs Identified in 2014

	Need Identified	Source of Identification
1	Need for non-emergency medical transportation services	Transportation Advisory Group (TAG)
2	Ensure access to work outside the metro area	
3	Transporting low-income youth to and from before school, after school, and summer school programs. (non-school-can't use school bus)	
4	Family friendly transportation to assist parents access programming for themselves and for their children	
5	Transporting youth to weekend programs who are too young to use the bus alone.	
6	Ensure comfortable and safe ride on buses	

Table 9: Corridor MPO Transportation Needs Identified in 2014

questions and questions designed to identify transportation difficulties were also asked. These were asked in an effort to allow respondents to identify their own needs if they did not fit with those already asked (Complete survey questions and aggregated answers are provided in the appendix).

Needs as identified in the 2015 Passenger Transportation Survey - Results from the survey (table 10 on page 45) confirmed many existing assumptions of need while also bringing greater clarity to what issues are more important to citizens. Needs inputted into the survey were all derived from previous TAG meetings, the 2014 Transportation Forum, and the experience of transportation providers and planners.

The most impactful lesson from the survey was the respondents desire for improved bus stops. Both improving the connection to the bus stop (lowering the distance to bus stops from the origin or destination) and improving the quality of the bus stop itself were major points of emphasis by survey respondents. Survey data (questions 5 and 14 in the appendix) both indicated that this was a major issue, scoring as the number one need out all twenty presented needs and the number one and two challenges to using transportation. Write in questions also indicated that more shelters, connecting sidewalks, winter maintenance, and general upkeep of shelters were of key importance to respondents.

The next most important issue to respondents was the need to improve service within the urban areas. This was indicated in question 11 directly, but also through write-in responses as well. Many respondents requested better service specifically on the 5 routes, that often experience full capacity buses. However, expanded service has meant much more than more buses on route. Respondents indicated that the hardest destinations to reach were those that constituted evening activities (question 7 and 15). When analyzing write-in data, longer service hours and Sunday service were all suggested in detail numerous times.

The specific question of WIFI on CR Transit buses did not score well, ranking as the lowest need of all twenty posed to respondents.



Initial indications show some significant differences between respondents online and those turning in hard copies. Hard copies were available in the GTC (CR Transit) and on all NTS buses (Hard copies were offered to all transit providers). Demographic data for these groups was different from those responding online. With online respondent typically using transit less and having higher incomes. Specific issues were also of differing importance. Lower fares was not very important to online respondents but generally important to hard copy respondents. However, many similarities still existed, specifically when it came to expanding service hours, Sunday service, and above all with both groups improving the condition of bus stops in the metro.

Limitations to this survey are present and will be further investigated. Demographic data as not yet been evaluated to find differences between modes, cities, disability, age, or between CR Transit and NTS hard copy respondents. Significant and useful findings are expected. Further limitations lie in some of the questions not asked, specifically questions involving employment and unemployment. It became clear through analyzing the write-in questions and discussions with TAG members that these types of questions and demographic breakdowns would be helpful. Lastly, while a large number of potential choice transit users are believed to have been reached they were not asked why they weren't using transit now and why they might choose to use it in the future.

Additionally, greater outreach to specific groups is necessary. Data from non-English speaking groups, senior groups, disabled groups, and youth groups, needs to be more directly solicited. These groups are not likely to have been exposed to the online or CR Transit and NTS hard copy surveys. Often these are the groups that most need transit. Future surveys are planned on a biannual basis that will improve on the quality of the 2015 Passenger Transportation Survey.

The City of Robins is dis-proportionally, represented in the data. This was investigated by Corridor MPO staff and no reason to invalidate the data was identified. Internet Service Provider (ISP) addresses were different amongst respondents as well as actual responses including names, phone numbers, and email addresses when provided. However, reasons for the higher than average response from this community are not known.

While much improvement can be made regarding data collection, overall the survey has gone farther to collect and analyze the needs of users than previous attempts. It should be noted that when action items and priorities were evaluated this survey data is only one piece of that evaluation. Human service and transportation providers provide invaluable information and experience; lessons learned from listening to and serving the public on a daily basis.

In short, all the needs listed from 2011 until 2014 are still relevant and important for consideration. Priority ranks were generated by the survey respondents to assist in action item selection and priority in order to better understand the public need. However, these priority ranks do not mean that lower ranking or unranked issues are not important or should not be considered during the planning process. Please consider all identified needs as valid.



Table 10: Corridor MPO Transportation Needs Identified in 2015

<u>General Transportation Need Identified Question 1</u>	<u>Ranking (A score of 5 is the maximum possible)</u>	<u>First Place Votes</u>
Increase frequency of service in urban areas	3.71	115
Provide a transit planning/scheduling service for all transit options	2.98	47
Provide more service in rural areas	2.98	72
Increase marketing, education, and outreach regarding transit options	2.75	37
Lower the cost of transit	2.58	55
<u>General Transportation Need Identified Question 2</u>		
Improve service to low-income workers	3.34	92
Improve service to the elderly	3.19	62
Improve service to the disabled	3.05	58
Improve service to medical facilities/appointments	2.98	48
Improve service to students (K-12 and college)	2.46	43
<u>CR Transit Need Identified Question 1</u>		
Improving condition of bus stops (shelters and pads)	3.73	111
Providing a ride planning computer/phone app or service	3.17	78
Lowering fares	3.14	76
Providing more comfortable bus interiors	2.56	21
Providing free WIFI	2.41	29
<u>CR Transit Need Identified Question 1</u>		
Longer evening/night service	3.57	111
More bus routes	3.1	60
Sunday service	2.95	58
Shorter time between buses (buses visit each stop more often)	2.88	56
More bus stops	2.49	20



Section 4: Priorities and Strategies

Based on the knowledge, experience, and public input generated by the PTP process, specific investment strategies for the next five years have been identified. Members of TAG and the survey review group met to identify action items and a funding schedule (discussed in the next section) for future investments with the hope of fulfilling some of the needs identified since 2011. Note, investments mean more than just dollars and cents. The investments proposed involve capital, labor, and policy change. The action items listed below are associated with target dates and in some cases responsible parties. It is the goal of this document to not only identify what needs to be done but act as a catalysts for an improved public transportation system.

Metro Transit Study – The need for a comprehensive transit study has been discussed for some time. A meaningful look at how to expanded service both from a cost neutral and an expanded funding framework is required. Important questions regarding the concept of mini-hubs, free transfers, expanded service hours, and the possibility of a regional transit authority are needed. Transit study analysis needs to include a look at all transit options available in the metro including para-transit.

NEEDS ADDRESSED: All needs should be addressed and considered in the study evaluation process.

TIME FRAME: As soon as possible, likely to receive funding in federal fiscal year 2016.

RESPONSIBLE PARTY(S): Corridor MPO and CR Transit.

Improved Accommodations at Bus Stops - Most bus stops in Cedar Rapids, Marion, and Hiawatha need to be improved either through the addition of complete bus shelters or by bus pads with connections to the existing sidewalks. Many areas of the metro do not have complete sidewalk networks leading to the lack of quality facilities at bus stops. An evaluation of all bus stops in the metro is needed to identify priority stops and the quality of the stops. From there, prioritized infrastructure improvements will be needed from MPO member communities and CR Transit. Particular consideration to winter maintenance is also required. Many improvements will occur as new road projects develop, as Cedar Rapids adopted a Complete Streets Policy in July of 2014. The new policy will require sidewalk improvements to occur with any road work.

NEEDS ADDRESSED: Improved conditions of bus stops and improved service to all transit users.

TIME FRAME: On-going. Prioritized list of stops with improvement required by the Summer of 2016.

RESPONSIBLE PARTY(S): City's of Cedar Rapids, Marion, and Hiawatha, CR Transit, and Corridor MPO.

Better Marketing of Services Available - A better job of creating awareness of current services (all transit options, Special K Transport, NTS, CR Transit, etc.) is needed to better reach out to existing and choice riders. Advertising via email, social media, workforce outreach, unemployment benefits, community services, municipal utilities bill, and conventional media is needed. Utilizing internal marketing experts, funding should be devoted to materials, education, and execution.

NEEDS ADDRESSED: Increase marketing, education, and outreach regarding transit options and improve service to all transit users.

TIME FRAME: Begin plan creation May 2015, execute Fall 2015.



RESPONSIBLE PARTY(S): City of Cedar Rapids communications department, Mobility Manager, CR Transit, non-profit transportation providers (NTS, LIFTS, etc.)

Transit Application and Planning Service - Online software provides information on bus locations in real time to assist ridership in planning transit. Additionally, data gathering will be included to better plan and evaluate the CR Transit network. Consider para-transit and after hours integration, as well as the possibility for user survey data collection to further improve responsiveness to users.

NEEDS ADDRESSED: Provide a transit planning/scheduling service for all transit options, provide a ride planning computer/phone application or service, provide free WIFI, and improved service to all user groups.
TIME FRAME: Launch Summer of 2015. Survey data collection should be discussed with provider in February of 2015. Discuss integration with other service providers in Spring of 2016.
RESPONSIBLE PARTY(S): CR Transit, Corridor MPO, LIFTS, and NTS.

Follow-up on Corridor Commuter Transit Study – Create steering committee and work with interested parties in plan creation, funding identification, and delegation of management responsibility.

NEEDS ADDRESSED: Provide more bus routes and improve service to all user groups.
TIME FRAME: Create plan by winter of 2015. Secure funding in federal fiscal year 2021.
RESPONSIBLE PARTY(S): CR Transit, Mobility Manager, NTS, Corridor MPO, Commuter Transit Study Steering Committee.

Increase Quality and Breadth of ADA Para-transit Service – Increasing the quality of para-transit service while ensuring all who need service are in fact served is an important goal. Presently, LIFTS serves this objective for the metro area. LIFTS is in need of new buses to replace their aging fleet. Additionally, there is a need for an indoor bus garage to lower maintenance costs. Currently Section 5310 federal formula grants (Enhanced Mobility for Seniors and Individuals with Disabilities, for details see page 50) provide for LIFTS service via a contract with CR Transit. This agreement has proven to be beneficial for transit users and is intended to continue.

NEEDS ADDRESSED: Increase frequency of service to urban and rural areas, improve service to the elderly and disabled, improve service to medical facilities/appointments.
TIME FRAME: On-going and continuous.
RESPONSIBLE PARTY(S): CR Transit and LIFTS.

Increase Community Outreach and Provide More Travel Training – Increase frequency of lunch and learns, increase outreach to demographic groups not currently reached by existing methods, gather data to improve the existing public and private transportation network, while providing information on current services and how best to utilize them.



NEEDS ADDRESSED: Increase marketing, education, and outreach regarding transit options and improve service to all user groups.

TIME FRAME: Create plan by spring of 2015, begin outreach by fall of 2015.

RESPONSIBLE PARTY(S): Mobility Manager and Corridor MPO.

Free Pass Program for Para-transit – The concept of providing a free or discounted CR Transit pass to LIFTS and NTS customers should be considered to shift usage away from higher cost, door-to-door providers to the existing lower cost CR Transit system.

NEEDS ADDRESSED: Increase marketing, education, and outreach regarding transit options, lower the cost of transit, improve service to all user groups.

TIME FRAME: Create plan summer of 2015, implement plan spring 2016.

RESPONSIBLE PARTY(S): CR Transit, Mobility Manager, NTS, and LIFTS.



Section 5: Funding

Most of the previously discussed action items and facility and fleet needs will require funding for improvement to be made. Below is a brief overview of funding opportunities available for transit improvements. Following this overview, a chart with suggested projects and indicated fleet and facility needs requiring funding in the next 5 years (2016 to 2020) is provided. Projects have funding sources listed that are eligible for the given project. Items list in purple are believed to be reasonably achievable within the life of the plan, additionally, the anticipated source of funding for that project will also be listed in purple.

- ***Overview of Available Funding Sources***

Moving Ahead for Progress in the 21st Century (MAP-21) - The most recent federal transportation bill, Moving Ahead for Progress in the 21st Century (commonly referred to as MAP-21) was signed into law on July 6, 2012. MAP-21 provides federal funding for FY2013 and FY2014. The largest change affecting human services transportation providers is the elimination of Section 5316 (Job Access/Reverse Commute or JARC) and Section 5317 (New Freedoms) funding streams. These programs have been utilized by area transportation providers to provide alternative transportation services to underfunded entities.

Elimination of JARC and New Freedom Funding had a significant impact on several transportation programs:

- Neighborhood Transportation Services (NTS) lost funding for its JARC program after October 31, 2013. With no available funding stream to continue operations, the organization is taking in new clients on a case-by-case basis. Additionally, NTS no longer offers a discount fare for low income workers.
- The Cabs to Augment the Bus System (CABS) program relied on funding through the New Freedom program to provide additional services to disadvantaged residents. With this loss of federal funding the CABS system was not able to continue offering service. There is no current plan to return to CABS operation.

In July of 2014, MAP-21 was extended until May 31st, of 2015. Congress continues to draft a new transportation funding bill to replace MAP-21. Additionally, the possibility of another extension remains as an option.

Metropolitan Transportation Planning (Section 5303) - This is a FTA program to support planning activities in metropolitan areas on an 80% federal, 20% non-federal basis. By law, the state is the direct recipient of the funding. In Iowa, these funds are administered by the Iowa DOT's Office of Systems Planning and are distributed to each of the state's Metropolitan Planning Organizations (MPOs). Annual allocations of 5303 funds are based on a formula that guarantees each MPO an amount of funds equal to what they received in 1992, plus a share of the additional funds proportionate to their share of the statewide metropolitan population total. The 5303 funds are administered jointly with Metropolitan Planning "PL" funds available through the Federal Highway Administration as part of a Consolidated Planning Grant. The 5303 and PL funds can support any MPO costs related to intermodal transportation planning activities.



Urbanized Area Formula Grants (Section 5307) - This is a federal program for support of urban transit systems serving communities with more than 50,000 in population. In all urbanized areas, 5307 funds can be used for capital improvements, including preventive maintenance activities, or planning activities on an 80% federal, 20% non-federal basis. Purchase and installation of special equipment or features required by the Americans with Disabilities Act or the Clean Air Act Amendments, and certain bicycle accommodation projects are eligible for 90% federal assistance. Transit systems may use up to 10 percent of their total 5307 funds to pay for ADA para-transit costs on an 80% federal, 20% non-federal basis.

Each area over 200,000 in population receives its own 5307 allocation directly from FTA. The allocations are based partially on population and population density, and partially on performance factors, including passenger miles of service provided. Within each of these larger urbanized areas, at least one percent of the 5307 funds must be set aside for transit enhancement activities. Within each area, the MPO is responsible for programming the funds as part of the Transportation Improvement Program.

Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) - This is a federal program for support of transit services serving elderly and disabled persons. 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. 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% federal, and 20% non-federal basis. Facilities other than passenger or vehicle shelters are not eligible.

CR Transit expects to receive \$110,000 in 5310 funding in fiscal years 2015 through 2017 and \$120,000 in years 2018 to 2020. This money will be used to with local transit levy funding to contract para-transit service from Linn County LIFTS.

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.



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

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

Surface Transportation Program (STP) - This is another of FHWA's core programs. These funds come to the state based on a number of factors including Vehicle Miles of Travel, Highway Lane Miles and the Number and Size of Bridges. The funds can be used for roadway, transit capital projects, pedestrian and bikeway projects, or inter-modal planning projects on an 80% federal, 20% local basis. In Iowa, a portion of these funds are programmed by local governments acting through metropolitan or regional planning agencies. Nearly all of Iowa RPAs and some MPOs fund a portion of their inter-modal transportation planning activities from STP funds. Most transit systems have also been successful in receiving STP funding from their local MPO or RPA. When programmed for transit or planning projects, these funds are transferred from FHWA to FTA for administration, either through a direct 5307 grant for large urban transit systems, through a statewide 5311 grant for small urban or regional systems, or through the statewide consolidated planning grant for planning projects. OPT administers the statewide grant for individual small urban and regional transit systems. The Office of Systems Planning administers the planning grant.

Temporary Assistance to Needy Families (TANF) - States receive these formula grants, know as TANF, to provide cash assistance, work opportunities, and necessary support services for needy families with children. States may choose to spend some of their TANF funds on transportation and related services needed by program beneficiaries.

Community Service Block Grant - Under this family of programs, states and tribes receive funding to provide a broad range of services for low-income persons. Most of the funds in this set of programs are awarded as formula-based grants to states, which pass them on to the local community services programs. An important component of these community services programs is the Job Opportunities for low income individuals (JOLI) program through discretionary grants are awarded to local non-profits who are creating



employment and business opportunities for welfare recipients and other low income persons. Transportation services similar to NTS are commonly provided in both the block grant and JOLI programs.

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

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

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

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

STA Coordination Special Projects - The projects are considered an “immediate opportunity” program by the Iowa DOT, meaning that these funds can be applied for at any time of the year as an opportunity arises, provided that funding is still available. Projects are intended to assist with start-up of new services that have been identified as needs by health, employment or human service agencies participating in the Passenger Transportation Development Planning process. Most projects will fall within the \$5,000-\$25,000 range. Projects shall be for no more than one year, but a second year of funding can be applied for separately. Priority is given to projects which include a contribution from human service agencies as well.

Public Transit Infrastructure Grant (PTIG) - In 2006, the Iowa Legislature established a new program to fund some of the vertical infrastructure needs of Iowa’s transit systems. Applications are accepted as part of the annual Consolidated Transit Funding Applications. Projects can involve new construction, reconstruction or remodeling, but must include a vertical component to qualify. They are evaluated based on the anticipated benefits to transit, as well as the ability to have projects completed quickly. The infrastructure program participation in the cost of transit-related elements of a facility project is limited to 80% and cannot, in



combination with federal funding, exceed that number. Also no single system can receive more than 40% of the available infrastructure funding in a given year.

Capital Match Revolving Loan Fund (AMOCO Loan) - The capital match revolving loan fund was created by the Iowa Legislature in the early 1980's with funds from Iowa's share of the federal government's petroleum overcharge settlement against the American Oil Company (Amoco.) The loan program is subject to an intergovernmental agreement between the Iowa DOT and the Iowa Department of Natural Resources (DNR). All public transit systems are eligible for loans under this program. The intent of the program is to increase the inherent energy conservation benefits of public transit by expediting the implementation of transit capital projects.

The program allows "no interest" loans to transit systems, which the transit system uses towards the required local match on a federally-funded capital project, paying it back over a negotiated time period as local funds become available. The loan can be used to temporarily fund the entire local match on capital equipment projects or 50% of the required non-federal match on facility projects. Loan recipients may be required to report project energy savings annually to OPT until the loan is repaid. A project is eligible if it is a transit capital project that is approved for federal funding. The project should be targeted at energy savings.

Municipal Transit Levy - Iowa law authorizes municipalities to levy up to 95 cents per \$1,000 assessed property valuation to support the cost of a public transit system. Most of Iowa's larger communities levy for support of their urban transit systems. CR Transit currently received a municipal transit levy of approximately 80 cents. While Marion taxes 16 cents of every \$1,000 assessed property value. Hiawatha does not utilize the transit levy but instead uses general funds to compensate CR Transit for service.

Regional Transit Levy - In 2005, the Iowa legislature authorized Iowa's two largest counties to form special taxing districts, under the control of the county, for support of area-wide public transit services. Once formed, adjacent counties can become part of the district, or municipalities in nonparticipating adjacent counties can join. The district can levy up to the 95 cents per \$1,000 assessed valuation; but, unlike the provisions in the municipal levy, the regional transit districts can set differing levy rates across their territory. As of July 2007, only Polk County has chosen to form a district, and has, so far, limited its geographic coverage to just their county. Nearly all municipalities within the county have opted to participate.

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. advertising revenue of \$52,000.



United Way Community Enhancement Grants - Community Enhancement Grants are investments United Way makes into a specific community or to help with an emerging need. Open to any nonprofit agency meeting the criteria of the grant – not just United Way partner agencies – these one-time grants give nonprofits the opportunity to start a new program, enhance an area of service or purchase needed equipment and supplies. Community Enhancement Grants are another way United Way makes our region a better place for all of us.

Local Foundations (Hall-Perrine) - Local foundations can also be good sources for funding as transit improvements provide direct and measurable improvements on the local community. Foundations like Hall-Perrine dedicated to improving the quality of life for people of Linn County, Iowa, by responding to changing social, economic and cultural needs, are excellent examples where local dollars and help local citizens.

Environmental Foundations (Rockwell Collins Green Communities Grant) - Grants focus on improving the environment may be another source of revenue for large to small projects. Rockwell Collins offers an annual Green Communities Grant that aims to make communities that Rockwell Collins calls home more sustainable and health places to live. Smaller improvements like bus shelter to larger facilities like transfer centers are natural fits for environmentally focused funding opportunities.

Technical Assistance (Easter Seals Project Action) - Sometimes what is needed for a project is technical know-who. This can be purchased from consultants but can also come in the form of a grant or community service. Easter Seals Project Action is a federally funded training and technical assistance center cooperative agreement between Easter Seals, Inc. and the U.S. Department of Transportation Federal Transit Administration. ESPA holds training events, gives tailored technical assistance, leads outreach initiatives, partners with many other national organizations, and directs small research efforts to further its mission to promote universal access to transportation for people with disabilities and beyond. Grants of this nature should not be overlooked.

Community Involvement - Sometimes the technical assistance or financial support needed for a project can be found within one's own neighborhood. Reaching out to local experts, volunteer groups, or college students can provide the much needed labor, expertise, or general support a project needs for success. Partnerships with local Universities, Colleges, or Schools can be beneficial to both parties.

Crowd Funding - Smaller to medium sized projects, like bus shelters or vehicles could be funded with a successful crowd funding campaign to raise revenue in smaller contributions from a larger number of sources. Successful public funding projects have been completed through websites like neighbor.ly and citizeninvestor.com. These service are completely free to governments and non-profits and have the potential to engage and educate the public while raising funding for important projects.



- *Recommended Program of Projects*

All recommended projects that require funding in the next 5 years (2016 to 2020) are provided on the chart on the next page (table 11). Fiscal year 2015 is provided for reference for the currently budgeted projects. Projects have funding sources listed that are eligible for the given project, as well as estimated costs per unit and per year of expenditure. Items listed in **purple** are believed to be reasonably achievable within the life of the plan given existing funding anticipated for each fiscal year. Additionally, the most likely source of funding for an expected project will also be listed in **purple**.

Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) funding for all years of the PTP will be spent toward contracting para-transit service with Linn County LIFTS. All \$110,000 that CR Transit receives annually will be put toward para-transit service from LIFTS, funding to this amount will not exceed the maximum 80 percent federal cost share.

Table 11 : Recommended Program of Projects

Transportation Provider	Project Description	Type	Funding Required to Address Action Item	Estimated Unit Cost	Potential Source(s)	Existing Funding FY15	Proposed Funding FY16	Proposed Funding FY17	Proposed Funding FY18	Proposed Funding FY19	Proposed Funding FY20
Corridor MPO	Planning Funds	Planning	No	\$ 45,000.00	5303	\$ 45,000.00	\$ 45,000.00	\$ 45,000.00	\$ 45,000.00	\$ 45,000.00	\$ 45,000.00
Corridor MPO	Transit Study	Planning	Yes - Metro Transit Study	\$ 100,000.00	5303, PL	\$ -	\$ 100,000.00	\$ -	\$ -	\$ -	\$ -
CR Transit	Heavy Duty Bus (35-39 ft.) Diesel Low Floor	Capital	No	\$ 419,000.00	5339, Local Transit Levy	\$1,676,000 (4 buses)	\$1,676,000 (4 buses)	\$1,676,000 (4 buses)	\$ -	\$ -	\$ -
CR Transit	Transfer Center Westdale	Capital	No	\$ 7,000,000.00	STA, 5307, ICAAP, STP, PTIG, Local Transit Levy, Private (United Way, Etc.)	\$ -	\$ -	\$ -	\$ -	\$ 7,000,000.00	\$ -
CR Transit	Transfer Center Lindale	Capital	No	\$ 7,000,000.00	STA, 5307, ICAAP, STP, PTIG, Local Transit Levy, Private (United Way, Etc.)	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 7,000,000.00
CR Transit	General Operation, Administration and Maintenance	Operations	Yes - Better Marketing of Services, Follow-up on Corridor Commuter Transit Study, Increase Community Outreach, Free Pass Program for Para-transit	\$ 8,900,000.00	STA, 5307, Local Transit Levy	\$ 8,900,000.00	\$ 8,900,000.00	\$ 8,900,000.00	\$ 8,900,000.00	\$ 8,900,000.00	\$ 8,900,000.00
CR Transit	One percent of STP devoted to Transit Capital Equipment	Capital	No	\$ 40,000.00	STP	\$ 39,390.00	\$ 50,000.00	\$ -	\$ -	\$ -	\$ -
CR Transit	Bus Shelters	Capital	Yes - Improved Accomodations at Bus Stops	\$12,500	STA, PTIG, 5307, Local Transit Levy, STP, Crowd Funding, Private (United Way Etc.)	\$12,500 (1 shelter)	\$50,000 (4 shelters)				
CR Transit	Transit App	Capital	Yes - Transit Application and Planning Service	\$135,000	Local Transit Levy	\$ 135,000.00	\$40,000 (Operations)				
CR Transit/Linn County LIFTS	Contracted ADA Para-transit Service	Operations	No	\$ 110,000.00	5310	\$ 110,000.00	\$ 110,000.00	\$ 110,000.00	\$ 120,000.00	\$ 120,000.00	\$ 120,000.00
CR Transit/Linn County LIFTS	Medium Duty Bus (to 28 ft.) Diesel	Capital	No	\$ 162,000.00	5339, STP, ICAAP, Local Transit Levy, Crowd Funding, Private (United Way, Etc.)	\$ -	\$648,000 (4 buses)	\$648,000 (4 buses)	\$648,000 (4 buses)	\$486,000 (3 buses)	\$486,000 (3 buses)
CR Transit/Linn County LIFTS	Light Duty Bus	Capital	No	\$ 90,000.00	5339, STP, ICAAP, Local Transit Levy, Crowd Funding, Private (United Way, Etc.)	\$ 90,000 (1 bus)	\$ -				
CR Transit/NTS	Full Size Van	Capital	No	\$ 50,000.00	5339, STP, ICAAP, Local Transit Levy, Crowd Funding, Private (United Way, Etc.)	\$ -	\$ 150,000 (3 vans)	\$ -	\$ -	\$ -	\$ -
Linn County LIFTS	Indoor Garage for Bus Storage	Capital	No	\$ 3,500,000.00	ICAAP, STP, PTIG, Private (United Way, Etc.)	\$ -	\$ -	\$ -	\$ 3,500,000.00	\$ -	\$ -
Mobility Manager	Mobility Manager Position Continuation	Capital	Yes - All Action Plan Items Require Support from Mobility Manager	\$ 60,000.00	20% Local Match (80/20% split with DOT), 5303, PL, Crowd Funding, Private (United Way, Etc.)	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00	\$ 60,000.00
NTS	GPS and Text Integration	Capital	No	\$ 50,000.00	JOLI, ICAAP, STP, Crowd Funding, Private (United Way, Etc.)	\$ -	\$ 50,000.00	\$ -	\$ -	\$ -	\$ -
NTS	Security Cameras	Capital	No	\$ 20,000.00	JOLI, ICAAP, STP, Crowd Funding, Private (United Way, Etc.)	\$ -	\$ -	\$ 20,000.00	\$ -	\$ -	\$ -





Appendix

**1. TAG Meeting
and Transportation
Forum Minutes**

**2. Passenger
Transportation User
Survey Results**

**3. Passenger
Transportation
Provider Survey
Results**

Transportation Advisory Group (TAG)
Tuesday, January 21, 2014
9:30AM- 10:30 AM
Meeting Minutes

Present: Reggie Ancelet, Options of Linn County; Terry Bergen, Transportation Advisory Group; Bob Cihla, Peer Access Disability Support (PADS); Ryan Differding, To The Rescue; Tom Doermann, The Arc; Kay Fisk, NTS; Brock Grenis, ECICOG; Tom Hardecopf, Linn County LIFTS; Caireen Redmond, Riders Club of Cedar Rapids; Keith Rippy, Area Ambulance Service; Jennifer Tibbetts, Catherine McAuley Center; Jeffery Tourdot, Linn Community Care; Kari Van Zee, Goodwill; Matthew White, HACAP; Brandon Whyte, Corridor MPO/City of Cedar Rapids; Marci Williams, Cedar Rapids Transit; Patrick Williams, To The Rescue; Martin Wissenberg, Riders Club of America; Rick Zimmerman, Iowa County Transit.

1. Greeting/ Introductions

Regular introductions of the group, plus special introduction of a new member. Brandon Whyte is the new Multimodal Transportation Planner for the Corridor MPO and the City of Cedar Rapids. He comes here from the Chicago area, where he worked as a consultant. Brandon will focus on all forms of transportation planning, including trails and public transit. Reggie asked if that included sidewalks, as many of their clients with disabilities have challenges getting around in areas without sidewalks. Brandon said it does and he is trying to get \$100,000 annually placed in the budget for new sidewalks. Terry and Brandon have already met to discuss priorities and projects.

2. Transit Provider Spotlight – Kay Fisk, NTS

2014 is the 20th Anniversary for NTS. The nonprofit service, which provides rides to work and school during hours when CR Transit does not run, began after a town hall meeting. Initially they served one neighborhood, then all of Cedar Rapids, now the entire metro area. Hours of operation are 6 pm to 6 am, Monday-Saturday and all-day Sunday. The first year they gave about 500 rides, their last fiscal year they provided just over 40,000 work rides. Through internal data collection they say 87% of their clients have annual incomes between \$18,000 and \$22,000. NTS charges \$5.00 per ride. Each ride they give costs approximately \$16.50. Primary funding support for the service comes from the City of Cedar Rapids and United Way of East Central Iowa. They get some funding from Marion and Hiawatha and some from businesses with employees using the service. NTS also has provided CR to IC

rides for the Corridor Medical Shuttle for the past year and supports other local nonprofits when they have transportation needs. Kay has also been working hard to get legislation introduced for the "Iowa Employment Rides Initiative" that would provide \$1 million to support services throughout the state which get people rides to work. (Waiting to hear more soon, now that the Legislature is in session)

Next Transit Provider Spotlight: To The Rescue

3. Update on the CR Transit Income-Based Half-Fare Program

The program officially launched December 9, 2013, once the Ground Transportation was reopened. (Details can be found in the brochure which is included) Approximately 130-140 people have already signed up and received the annual ID Card. Marci reports that they were anticipating more people signing up right away. But between the weather, the holidays and the fact that some people are still using up JARC passes, things have gone a bit slow. People are still calling CR Transit and 365-RIDE with questions on how to sign up, so more are anticipated as we proceed. Terry has done one group/mass qualification at ASAC and will do more if the need exists; contact him if you'd like to do this. The process of making the ID cards has gone well. CR Transit will also begin creating permanent ID Cards for seniors and persons with disabilities soon. Not many people coming to HACAP to get qualified, but a lot have been going to Iowa Works.

If anyone has feedback on any aspects of the program, please reach out to Terry.

4. Status of the Corridor Medical Shuttle

Terry reported that funding from the IDOT and the Greater Cedar Rapids Community Foundation ran out at the end of 2013, with the discontinuation of the Iowa Care program. Over the course of the year we provided approximately 1,000 rides to and from Iowa City. Thanks to generous funding from the Linn County Board of Supervisors, we are able to continue the service while we gauge the potential ongoing need. We have funding for six months of service if we stay with twice a week service.

Tom Hardecopf reported that the numbers have dropped substantially so far in January. Instead of 4-5 riders each service day, we've been having 1 or 2 riders. We're not sure if this

is what to expect going forward or if this relates to the new healthcare programs which are being implemented. Another significant change is a major increase in the number of no-shows. In 2013 we had very few no-shows, so we're not sure what is causing this.

We will continue to monitor the ridership. If the numbers remain this low, we'll likely have to make a change in service. We might first look to reduce service to one day a week, though that will be a challenge for some riders. Several people commented that the healthcare changes have been confusing for people and that some folks still don't know if they'll have a long-term need to get to Iowa City; they encourage us to wait as long as we can before making changes. We hope to give 30 days notice before any changes, so they can be communicated and appointments can be adjusted.

You can continue to promote the Corridor Medical Shuttle as you have been. Keep watching for e-mails regarding changes to the service.

5. 2014 TAG Transportation Forum – September 10 or 17

Every other year the TAG holds a Transportation Forum to engage the group and the community on important transportation issues. This year's event will be held on either September 10th or 17th, in the Hallagan Education Center at Mercy Medical Center. Terry asked the group for input on potential topics. Kay suggested a focus on transportation issues related to the Americans with Disabilities Act (ADA). Terry also mentioned employment, medical and rapid transit between CR and IC as potential topics. He also said that he would be sending out a link to an online survey asking for feedback from the entire group. We want to get some decisions made soon so we can begin reaching out to potential speakers.

If you would like more details about the forum and/or would be interested in serving on a committee to help organize the event, feel free to contact Terry Bergen.

6. Ridesharing/Carpooling Committee

Since we continue to get a fair number of calls about people looking for work rides, especially outside of the metro area (Amana, North Liberty, Coralville), Terry has been doing some research into what would be involved in starting a local online ridesharing/carpooling program. After a little more digging we may be forming a sub-committee to further explore how/if to proceed.

If you'd be interested in serving on the committee please contact Terry.

7. Your Thoughts/Concerns

Terry mentioned the Volunteer Transportation Survey recently conducted by the Iowa Transportation Coordination Council (ITCC) and the Iowa Commission on Volunteer Service (ICVS). Responses will assist the Iowa Department of Transportation in growing a database of transportation options available to veterans, persons with disabilities, aging persons, and the general public. The ICVS will use this information to work on policies to assist volunteer organizations. Additionally, the ITCCouncil will use this information to determine training or other resources that may be useful to volunteer transportation programs.

The results report can be found at:

<http://www.iowadot.gov/transit/itcc/pdf/Volunteer%20Transportation%20Programs%20Survey%20Results%20Report%20Final.pdf>

Martin Wissenberg mentioned a State study on aging and elder care. He said he believed transportation was the third highest issue identified. Terry will review the material and share highlights with the TAG at a future meeting for further discussion. If you are interested in reading more on this subject, you can follow this link:

<https://www.iowaaging.gov/state-plan>

Jennifer Tibbetts mentioned some concerns which she's heard of regarding recent route changes for CR Transit. There have been some minor route changes as a result of re-opening the Ground Transportation Center. For the most part they seem to be working fairly well. It was suggested that if anyone hears about issues like this that they reach out to Brad or Marci at CR Transit so they can explore the concerns and see if anything can be done to address them.

Patrick Williams brought up two ideas he feels the TAG should focus attention on this year and going forward...One: A comprehensive Transportation Needs Assessment for our area; quantify scope of needs, which ones are critical, etc. Two: A deep dive into funding sources (Federal and State) which may be available, that would be shared with the TAG. Kay also mentioned that it would be good to explore what the economic development impact of transportation services are

in our communities. These all seem like good ideas which will warrant exploration by Terry and more discussion at subsequent meetings.

Next Meeting: 9:30 am, Tuesday, April 15, Human Service Campus

Transportation Advisory Group (TAG)
Tuesday, April 15, 2014
9:30AM- 10:45 AM
Meeting Minutes

Present: Reggie Ancelet, Options of Linn County; Mike Barnhart, NTS; Terry Bergen, Transportation Advisory Group; Tom Brase, Johnson County SEATS; Ryan Differding, To The Rescue; Tom Doermann, The Arc; David Garner, Department of Correctional Services; Sandy Gilbert, United Way 2-1-1; Brock Grenis, ECICOG; Tom Hardecopf, Linn County LIFTS; Ann Hearn, Linn County Community Services; Dawn Larson, Sixth Judicial District; Amy Kahler, Special K's Transportation; Jennifer Roberts, Iowa Department of Transportation; Jennifer Tibbetts, Catherine McAuley Center; Bob Ugarph, Area Ambulance Service; Kari Van Zee, Goodwill; Matthew White, HACAP; Brandon Whyte, Corridor MPO/City of Cedar Rapids; Rick Zimmerman, Iowa County Transit.

1. Greeting/ Introductions

Regular introductions of the group plus special introduction of a visitor, Jennifer Roberts, Transit Programs Administrator, with the Iowa Department of Transportation. Jennifer was previously a Mobility Coordinator in Des Moines and started with the DOT in January. She is trying to get around to visit transportation groups throughout the state, to see what they are working on and assist in any way she can. She will be working on a variety of projects and will be one of the people reviewing Passenger Transportation Plans submitted by MPOs and RPOs. Jennifer will be a great asset for us and other transit programs.

2. Transit Provider Spotlight – Ryan Differding, To The Rescue

Ryan is the Transportation Manager for To The Rescue, 4225 1st Ave SE, Cedar Rapids. To The Rescue operates 7 days a week, primarily serving Cedar Rapids and surrounding areas; though they can go out of town (even out of state) when necessary. All their vehicles are ADA compliant, inspected and approved by the City of Cedar Rapids. They are licensed, insured and bonded. To The Rescue provides transportation for work, doctor's appointments, physical therapy, dialysis, grocery shopping and more. They accommodate all wheelchair sizes, have an 800 lb. hydraulic lift and 7-point safety restraint system.

In addition to transportation, To The Rescue also provides home health care, respite care, cleaning services, construction and maintenance services and more. For more information, visit their website: www.totherescue.net

3. Status of the Corridor Medical Shuttle

In 2013 we gave 1,674 rides to and from Iowa City on the shuttle. As previously reported, ridership has decreased significantly in 2014 after the Iowa Care program ended. Terry reported numbers for the first quarter: January – 7 passengers; February – 16 passengers; March – 4 passengers. **With the numbers using the service so low, the TAG Executive Committee has decided that we will discontinue this service when our current funding (generously provided by the Linn County Board of Supervisors) runs out at the end of June. So, the last date the shuttle will run is Thursday, June 26, 2014.**

We believe it would be very difficult to find funding for the service with such low ridership. A question was asked about promoting the shuttle for more than just medical appointments; like shopping, or just traveling to Iowa City. While that might draw a few more riders, it wouldn't be likely to generate the cash flow necessary to continue the service and it uses NTS and LIFTS resources for a purpose that isn't in line with the critical transportation needs of the community.

Please share this notification with anyone you think may be impacted by this change. Contact Terry if you have questions or concerns.

4. Medicaid NEMT Forum in Cedar Rapids – May 7

Terry reported that, as part of its Non-Emergency Medical Transportation (NEMT) Request For Information (RFI) process, Iowa Medicaid Enterprise will be holding three public meetings in early May. The purpose of the meetings is to provide another opportunity and format to listen to Medicaid members, advocates, constituents, and potential bidders' comments and responses to the RFI. (Meeting flyer has been sent to all TAG members)

One of these information gathering meetings will be held in Cedar Rapids: 10:30 am – 12:30 pm, Wednesday, May 7, at the Human Service Campus, 317 Seventh Ave. SE.

Other meetings will be: Thursday, May 1, at the Council Bluffs Public Library 10:00am – 12:00pm, 400 Willow Avenue, Council Bluffs, IA; and Monday, May 5, 2014 Iowa Medicaid Enterprise 1:00pm – 3:00pm, 100 Army Post Road, Suite 44, Room 95, Des Moines, IA.

This is a great opportunity to be involved and improve the Medicaid NEMT process. Please feel free to share the flyer with anyone you think may have an interest in this event. I hope to see you at the meeting!

If you have information to share or are interested in this process, please plan to attend. If you are unable to attend but have comments/feedback you'd like brought to the attention of IME, please send them to Terry in an e-mail; he'll make sure they are delivered.

5. IDOT Passenger Transportation Summit – May 15

A number of TAG members are planning to attend the Summit in Marshalltown. The day's program includes:

9:00 a.m. Registration
9:30 a.m. Welcome and Introductions
9:45 a.m. Introduction to passenger transportation in Iowa
10:15 a.m. Transportation and Health Care
11:00 a.m. Transportation and Aging
11:30 a.m. Transportation and Veterans
12:00 p.m. Lunch, meet your local public transit manager and/or mobility coordinator
1:15 p.m. Transportation and Employment
1:45 p.m. Transportation and Disability Issues
2:30 p.m. Breakout sessions: Finding creative solutions to needs
4:00 p.m. Wrap up - Common threads
4:45 p.m. Adjourn

Registration for the event has closed...Approximately 120 people from around the state have signed up to participate.

If you are attending and would be interested in riding along with others from our area please let Terry know by Friday, May 2nd and he'll coordinate a vehicle that will meet our needs.

6. 2014 TAG Transportation Forum – September 19

Planning has begun for our Transportation Forum. A "Save-the-Date" e-mail has already been sent to TAG members. The forum will be held **Friday, September 19, in the Hallagan Education Center at Mercy Medical Center.**

Also included in the e-mail announcement was a survey about the forum. Thanks to everyone who took the time to complete it...we had 34 responses! Here is a portion of those responses dealing with topics which we might consider for the program:

What transportation topics would you like to see covered in the 2014 Transportation Forum?

Answer Choices	Responses
Employment Rides Outside of Cedar Rapids	12
Funding for Transit Services and Positions	16
Affordability and Availability of Non-Emergency Medical Transportation	21
Ways to Increase Transit Ridership	13
Serving Those Who Have Served: Veteran's Transportation Needs	11
Transportation Coordination - Crossing County Barriers	15
How to Maintain After-Hours Accessible Transportation Service	24
Meeting the Transportation Needs of Persons with Disabilities	19
Mobility in an Aging Society	13
Conducting a Community Transportation Needs Assessment	14
Best Ways to Utilize Technology to Improve Transportation Services	7
Ridesharing / Carpooling / Vanpooling	13
Volunteer Transportation Services	15

Total Respondents: 34

We used some time at the meeting to discuss these results and other ideas people wanted to share. Other comments/discussion included: Transportation challenges specific to people with low incomes; technology in transportation; ridesharing/carpooling; cost-benefit analysis the employers of having a shuttle or similar service to get people to work (check with Winnebago to see if they've done something like this) at places like Amana; new collaborations/partnerships that might be possible; non-emergency medical transportation (not just Medicaid); what's ahead in transportation; best practices from around the country. We had some good discussion. More information will be coming out soon with additional program highlights, schedule and reservation details.

If you would like more details about the forum and/or would be interested in serving on a committee to help organize the event, feel free to contact Terry Bergen.

7. Meals On Wheels Transportation Survey

Thanks to the team at Horizons, we were able to conduct a transportation survey of people who received Meals On Wheels. We have received 141 responses and have done initial tabulation. A file with the results to-date are attached as a separate document. We'll continue to review and see if there are any actions which can be taken based on this information.

8. Your Thoughts/Concerns

Terry mentioned the "Iowa Employment Rides Initiative." Kay Fisk continues to work very hard to get this to the finish line. It is part of the Appropriations Bill and, as far as we've heard, it stands a good chance of being funded. It would provide \$1 million to support services throughout the state which get people rides to work. (When we hear more, we'll be sure to share information with the group)

Next Meeting: 9:30 am, Tuesday, July 15, Human Service Campus

TAG 2014 Transportation Forum Agenda

Friday, September 19, 2014, Mercy Medical Center, Hallagan Education Center

- 8:30 – 9:00 am **Registration**
- 9:00 am **Welcome, State Senator Rob Hogg**
- 9:10 – 10:00 am **Ed Redfern, National Transportation Advocate**
Status of Funding for Transit and What’s Happening in Transit Around the
United States
- 10:00 – 10:30 am **Josh Byrnes, State Representative**
What a Gas Tax Increase Would Mean For Iowa
- 10:30 – 10:45 am **Break (Coffee/Juice/Water/Pastries/Fruit)**
- 10:45 – 11:15 am **John Dobies, HNTB**
Iowa Commuter Transportation Study
- 11:15 – 11:45 am **PANEL (Cherie Clark, Tom Hardecopf, Tom Brase)**
Disability Transportation Challenges in Eastern Iowa
- 11:45 – 12:30 pm **Lunch Buffet: Fajita Bar**
Including a brief presentation on the new CR Transit APP
- 12:30 – 1:15 pm **Scott Bogren, CTAA**
National Health Care Trends and the Business Case for Expanded Health Care
Transportation Partnerships (Via Skype)
- 1:15 – 2:00 pm **PANEL (Gina Johnson, Mercy Medical, Diane Sorensen,
Eastern Iowa Health Center, Renee Yeisley, Dialysis
Patient and Andria Fisher, Mercy Dialysis)**
Health Care Transportation Challenges in Eastern Iowa
- 2:00 – 2:15 pm **Break (Beverages/Cookies/Trail Mix)**
- 2:15 – 2:30 pm **Kay Fisk, NTS**
Iowa Employment Rides Initiative: Status and Plans
- 2:30 – 3:15 pm **Breakout Sessions**
(Three Groups – Leaders: Mike Barnhart, Ann Hearn, Tom Hardecopf)
- 3:15 – 3:30 pm Drawings/Evaluation/Close

2014 Transportation Forum Attendees		
Name	Organization/Agency	E-Mail
Amy Kahler	Special K's Transport	specialkstransport@gmail.com
Andi Kahler	Special K's Transport	specialkstransport@gmail.com
Andria Fisher	Mercy Medical Center	ahighly@mercyare.org
Ann Hearn	Linn Community Services	Ann.Hearn@linncounty.org
Barb Beets	NTS	b.beets@nts-cr.org
Ben Johnson	Community (Poster at Bus Station)	bubbaben2014@gmail.com
Brad Neumann	MPO of Johnson County	Brad-Neumann@iowa-city.org
Brady Dorman	OPN Architects	bdorman@opnarchitects.com
Brandon Whyte	Corridor MPO	b.whyte@cedar-rapids.org
Bridget Bartlett	ECIA/RTA Dubuque	bbartlett@ecia.org
Brock Grenis	ECICOG	brock.grenis@ecicog.org
Charles Blackhurst	Family Systems	Charles.Blackhurst@sui.org
Cherie Clark	PADS	empoweria@mchsi.com
Christine Gray	Community Member	
Collette Rammelsberg	GeeBee Lawn Care	geebeelawn@gmail.com
Dana Burmeister	Benton County Transportation	dana@co.benton.ia.us
Daniel Fullerton	Stanley Consultants	FullertonDaniel@stanleygroup.com
Dawn Kimmel	Siouxland Regional Transit	Dawn@simpco.org
Deb Woock	Community (Poster at Bus Station)	deborahwoock@aol.com
Diane Sorensen	Eastern Iowa Health Center	dsorensen@eihc.co
Dusty Noble	HACAP Operation Home	DNoble@hacap.org
Ed Redfern	The Bus Coalition/Redfern Resources	ed@eredfern.com
Elizabeth Cwik	Greater CR Community Foundation	elizabeth.cwik@gcrf.org
Fran Baird	Community Member	
Fred Schuster	Senator Grassley's Office	Fred_Schuster@grassley.senate.gov
Gina Hiler	Linn County MHDD	Gina.Hiler@linncounty.org
Gina Johnson	Mercy Medical Center	gmjohnson@mercyare.org
Gloria Witzberger	HACAP	gwitzberger@HACAP.ORG
Greg Janezic	Total Transit	gjanezic@totaltransit.com
Hai Trinh	ASAC	htrinh@asac.us
Heidi Schminke	Better Tomorrows	director@bettertomorrowseci.org

James Rea	Total Transit	jrea@totaltransit.com
Janean Hajek	Linn County	Janean.Hajek@linncounty.org
Jeffrey Tourdot	Linn County MHDD	Jeff.Tourdot@linncounty.org
Jennifer Clemen	Penn Center	jclemen@abbe.org
Jennifer Roberts	Iowa DOT	JENNIFER.ROBERTS@dot.iowa.gov
Jeremy Johnson-Miller	Iowa DOT	Jeremy.Johnson-Miller@dot.iowa.gov
Jerry Merritt	Community Member	hawkspride07@yahoo.com
John Dobies	HNTB	jdobies@HNTB.com
Josh Byrnes	State Representative	josh.byrnes@legis.iowa.gov
Judy Breja	Sixth Judicial District	Judy.Breja@iowa.gov
Kathy Koerperich	JETS	jets@co.jones.ia.us
Kay Fisk	NTS	k.fisk@nts-cr.org
Kevin Rammelsberg	GeeBee Lawn Care	geebeelawn@gmail.com
Kristine Harris	Cedar Valley Friends of the Family	Kristine@cvfriendsofthefamily.org
Kristy Korpi	City of Muscatine	kkorpi@muscatineiowa.gov
Kristyn Watson	SASC Gambling Treatment Program	WatsonK@sasc-dbq.org
Laura Martin	SASC Gambling Treatment Program	MartinL@sasc-dbq.org
Leland Freie	Community Member	lvcf@ymail.com
Libra Fichtner	Community Member	libra.fichtner@gmail.com
Lu Barron	Linn County Supervisor	lu.barron@linncounty.org
Marci Williams	CR Transit	M.Williams@cedar-rapids.org
Mark Cross	PADS	mszd820@mediacombb.net
Martin Smith	Community Member	mtsinfatland@gmail.com
Martin Wissenberg	Riders Club of America	martin@myridersclub.com
Melissa Cullum	Mercy Medical Center	mcullum@mercyare.org
Michael Chalupa	PADS	loopy207@yahoo.com
Michele Canfield	HACAP	mcanfield@HACAP.ORG
Mike Barnhart	NTS	m.barnhart@nts-cr.org
Nazar Osman	American Class Taxi	service@americanclasstaxi.com
Nikki Strong	Mercy Family Counseling	nstrong@mercyare.org
Peggy Petlon	Delaware County Community Services	delcocpc@co.delaware.ia.us
Renee Yeisley	Dialysis Patient - Panelist	
Rob Hogg	State Senator	Rob.Hogg@legis.iowa.gov
Robin Kash	Community Member	rekle@mchsi.com

Robin Switzer Brunner	PADS	compuplace@ecc-cr.net
Ryan Differding	To The Rescue	rdifferding@totherescue.net
Sandi Fowler	City of CR	s.fowler@cedar-rapids.org
Sandra Ahrendsen	Mercy Medical Center	sahrendsen@mercyare.org
Sara Etringer	REM Iowa Community Services	Sara.Etringer@TheMentorNetwork.com
Shannon Jamison	Goodwill	sjamison@goodwillheartland.org
Sheree Murphy	Eastern Iowa Health Center	smurphy@eihc.co
Tamara Milton	Senator Harkin's Office	Tamara_Milton@harkin.senate.gov
Terry Bergen	TAG	t.bergen@nts-cr.org
Tesha Doblin	Linn County MHDD	Tesha.Doblin@linncounty.org
Tom Brase	SEATS	tbrase@co.johnson.ia.us
Tom Doermann	The ARC	TDoermann@arceci.org
Tom Hardecopf	Linn County LIFTS	Tom.Hardecopf@linncounty.org
Tracy Laws	Washington County Mini-Bus	washminibus@iowatelecom.net
Wayne Clayton	Options of Linn County	wayne.clayton@linncounty.org

Transportation Solutions 2014

Evaluation Form **(44 responses)**

Thank you for taking just a few minutes to tell us what you thought about today's program. Your input helps us plan future educational programs!

1.) Please check the option which best describes you or your work:

1	Business	1	Environmental Advocate
0	Consumer of Transportation Services	7	Government Employee
3	Disability Advocate	13	Human Services Agency
0	Education	3	Medical/Health Care
0	Elected Official	1	Planning Agency
0	Employment Services	10	Transportation Provider
5	Other (Early Childhood Caregiver, Architect, Disabled, Mobility Manager, Concerned Citizen)		

Please rate how strongly you agree or disagree with the following statements:

(circle the number which best describes your opinion)

2.) Attending the Transportation Forum was a good use of my time (Avg. 1.75)

Strongly Agree 1(26) 2(10) 3(2) 4(5) 5(1) Strongly Disagree

3.) The forum provided me with increased knowledge of transportation challenges (Avg. 1.73)

Strongly Agree 1(26) 2(10) 3(3) 4(4) 5(1) Strongly Disagree

4.) The forum provided me with increased knowledge of transportation options (Avg. 2.0)

Strongly Agree 1(18) 2(14) 3(7) 4(4) 5(1) Strongly Disagree

5.) Speakers and panelists covered topics which were of interest to me (Avg. 1.77)

Strongly Agree 1(24) 2(11) 3(5) 4(3) 5(1) Strongly Disagree

6.) Speakers and panelists were knowledgeable of the subject matter they shared (Avg. 1.52)

Strongly Agree 1(33) 2(5) 3(1) 4(4) 5(1) Strongly Disagree

7.) I would be interested in attending a future Transportation Forum (Avg. 1.75)

Strongly Agree 1(26) 2(9) 3(4) 4(4) 5(1) Strongly Disagree

What transportation related topics would you like to see addressed at future forums?

Addressing cost of services; connecting community to public transit rather than transit serving select groups (low-income, disabled, etc.); employment related; interaction with MHDD relating to transportation needs/services/challenges; accessibility and cost for economically disadvantaged population; available transportation services information being easily accessed and understandable; TMS should be present; coordination relationships (hospitals – transit providers, how to begin facilitating these relationships); different options for people with disabilities to utilize transportation – specifically to/from work or community activities; funding options vs. private pay; transportation options from other counties to CR; efficiency – where are we saving? are there ways to save? how are we providing access to rural communities?; allowing individuals to be autonomous while using public transit; reduce negative stigma – increase public awareness; legislative reps emphasized roads and bridges w/out addressing transit; help in transporting people for employment; getting more workers to carpool; what about train options for Corridor workers?; why can't city bus have a route to Airport National Golf Course?; continue diverse range of transit/transportation issues; how general public transit services can be improved to better support disability and healthcare needs, in addition to the general public; can fixed route services be better improved to serve all populations?; how to reach out to choice riders and the benefits to this; ticket to ride; more on rural options and things for families with young children; discussion of expanded city/paratransit hours and exploring funding options to support this; focusing on East Central region for MHDD services, rural expansion; expanded services for folks to get to work; more door services (cost?); how do planning and zoning decisions interact with transit systems?; can cities be persuaded to guide development and especially in-fill development and re-development to better support mass transit?; please address the conflicting and inefficient policy that state 2 services can't be billed in the same day (e.g. therapy apt. and psychiatrist or medical doctor), it will pay for appointments on different days, this is inconvenient and can it really be cost effective?; more information about transportation issues/options in rural counties; after hours transportation for low income persons.

What did you enjoy most about the Transportation Forum?

Speech about the gas tax increase; Kay's advocacy report; collaborated and learned a lot; Iowa in comparison to D.C.; Ed Redfern's perspective on Federal issues; state legislators; panelists on healthcare transportation; networking; good variety of speakers and perspectives; learning new information; networking; wide breadth of knowledge; healthcare and disability related issues; the challenges finding funds; different programs that are available; medical costs; new technology; barriers to transportation; Healthcare panel; CTAA presentation and the panels; meeting transit providers and transit users; it was very informative, all was interesting; healthcare panel; facts and figures re: transportation costs and challenges; info on the gas tax; disability panel; CTAA presentation was excellent; panel on disability challenges – Cherie was PHENOMENAL!; networking with advocates, govt. agencies and transportation providers; Rep. Byrnes discussion about gas tax; Scott Bogren's presentation – he did a nice job of linking gaps related to healthcare and transportation. As we focus on prevention, we need to remember the impact of a lack of transportation; gaining an understanding of the funding issues at the federal level; Access to legislative reps and Ed Redfern; Information shared by people who use the services; speakers who knew their subjects; update on the Iowa Commuter Transportation Study; Cherie provided a great perspective that is very important for people to hear; all the information and speakers; Josh and Ed; potential expansion of funding from the state; the variety of speakers and topics; speakers were interesting and passionate; learning about how funding is used by local governments.

What things do you think could be improved or should be changed?

More info from people with disabilities about transportation; excellent, can't think of a thing; bigger plates for the buffet ☺; continued and expanded public education about available transit options; encourage Park & Ride; more participants and different topics; It was a great conference overall – day flowed well and I like how the information from this forum will feed into your priorities; I think it went very well; the technical issues need to be ironed out so that sound and clarity are not a problem; Well done – diverse; More solutions and best practices; don't run on on topics...make your point and move on; have a half hour where you go around and ask people what they want to say here today; forum was run smoothly and efficiently; maybe not writing questions down, just taking the microphone to the person with the question; Skype; getting transportation providers and/or mobility coordinators together within the 9 county MHDD region; more information about rural communities; TMS.

Do you have any other feedback to share with forum organizers?

The community has no idea of the societal impact of transportation issues; what happens if we don't increase the gas tax, costs that occur if it doesn't happen; well worth my time; lunch being provided helped attendance and encouraged attendees to stay longer; thanks to DOT; thanks for all your efforts; thank you for making this free; well organized; great job!; good speakers, thank you; awesome presentations; the setting and hospitality were great; well organized and well run!; Could we use public transportation to take services to the people, rather than moving the people? Do we benefit be being a Blue Zone community? More impact potential if legislative reps actually stay to hear the info (stories, problems); you have a screen for presentations, use it...show graphs and pictures, etc.; thank you for having this today; keep up the great work; very well done – nice job!; transportation has come a long way over the years, I worked in an area years ago that had nothing but now at least has something; well done!

17 attendees said they were interested in participating in quarterly meetings of the Transportation Advisory Group

22 attendees said they would be interested in attending “Lunch and Learn” sessions on transportation-related topics

Transportation Advisory Group (TAG)
Tuesday, November 18th, 2014
9:30AM- 10:45 AM
Meeting Minutes

Present: Mike Barnhart, NTS; Terry Bergen, Transportation Advisory Group; Ryan Differding, To The Rescue; Kay Fisk, NTS; Sandy Gilbert, HACAP/United Way 2-1-1; Brock Grenis, ECICOG; Tom Hardecopf, Linn County LIFTS; Ann Hearn, Linn County Community Services; Amy Kahler, Special K's Transportation; Keith Rippy, Area Ambulance Service; Kari Van Zee, Goodwill; Matthew White, HACAP; Brandon Whyte, Corridor MPO/City of Cedar Rapids; Martin Wissenberg, Riders Club of Cedar Rapids.

1. Greeting/ Introductions

Terry noted that the extremely cold weather caused several last minute cancellations by people who had planned to attend. He also mentioned that the Transportation Forum took the place of our last scheduled TAG meeting; he thanked everyone for their understanding and ongoing engagement.

2. Old Business

Mobility Manager Funding – Terry shared with the group that funding has been received from the IDOT for 80% of the amount needed to continue/maintain the mobility manager position for the next 2 calendar years, through December 2016. Tom Hardecopf has approached the Linn County Board of Supervisors about providing the 20% match needed for 2015. He said he has received verbal support from the BOS and expects to have formal authorization of funding in early December. Great news! Please thank IDOT and BOS members for their support.

Corridor Medical Shuttle – We continue to get some calls about rides to Iowa City for medical appointments. We're waiting for completion of the Corridor Commuter Transportation Study to see if anything which might be established as a result of this project might fill the needs which exist. Other options might include LIFTS doing something weekly or twice a month, if funding can be secured.

Medicaid NEMT RFP – Terry shared with the group that the deadline for RFP submissions to provide transportation brokerage services had been extended into November. IME should have all the RFPs by now and will be reviewing them. Some questions still remain about the program and if the new RFP was addressing concerns which had been identified. Of particular note is comments that have been heard from potential bidders that they think waiver transportation may still be included through the broker; this despite the fact that many

concerns about this were raised in public information sessions held by IME. The basic concern has been that the current system has enough challenges providing the service for which they are already contracted, and that adding waiver transportation into this system will create more problems for consumers.

Veterans Day Free Rides – CR Transit, NTS and LIFTS again provided free rides to vets on Veterans Day; not sure how many rides were given, but will report back to the group when data is gathered.

Minnie Rubek Award – Kay Fisk received the Greater Cedar Rapids Community Foundation’s Minnie Rubek Award, for a non-profit agency staff member who goes above and beyond for their organization and the community! Congratulations Kay!!

CR Transit APP – CR Transit has selected Ride Systems to develop their new transit APP. They have lots of experience and were less expensive. Keeping the base cost down will probably allow some additional features to be added. They’re looking to launch in the spring of 2105. Terry asked if it would be possible to include feedback along the way from potential users and groups like persons with disabilities. Brandon said they were very early in the process, so he would see what was possible. More news will be shared as it becomes available.

3. IPTA Legislative Program

At their recent mid-year meeting, the Iowa Public Transit Association (IPTA) asked members to try to organize local meetings in early December with legislators, to discuss the need for increased funding for vehicle replacement. Tom Hardecopf and Kay Fisk are working on this and trying to find a date that will work. So far it’s been difficult. It may need to be a series of individual meetings with the legislators. They are also waiting for a PowerPoint presentation from IPTA to use as part of the presentation(s). If a date/location is determined, we will share it with the TAG, in case anyone would like to attend to show support.

4. 2014 TAG Transportation Forum

Terry reported that 81 people attended the Transportation Forum on Friday, September 19, and reviewed the topics which were presented. A synopsis of the survey results (attached below) was distributed. Forty-four surveys were completed and gave the program very positive responses. Most of the presentations were videotaped and they will soon be put online. We also discussed possible subjects for future educational events, including: NEMT; the CR Transit App and other technology being used in transportation systems; UBER, which is in Des Moines and will be in Cedar Rapids soon.

Transportation Solutions 2014 - Forum Evaluation (44 responses)

Thank you for taking just a few minutes to tell us what you thought about today's program. Your input helps us plan future educational programs!

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Strongly Agree 1(26) 2(9) 3(4) 4(4) 5(1) Strongly Disagree

5. 2105 TAG Priorities

One of the things we did at the Transportation Forum was to break into small groups to discuss priorities for the year ahead. A list of priorities for the TAG in 2015 was distributed

and discussed. While we can't get to everything, this is the list we'll use as a starting point. If you have any questions, concerns or interest in being involved in work on a specific topic please contact Terry.

- Inventory of Transportation Resources/Availabilities
- Quantify Transportation Needs and Service Gaps
- Human Service Agency Shared Vehicle Plan
- Expand Employment Transportation Services
- After-Hours Accessible Transportation
- Inter-County Transportation Coordination
- Develop Sustainable Funding Sources
- Transportation Needs/Coordination in MHDD Redesign
- Local NEMT Discussion/Plan; medical providers, transportation providers, non-profits and users
- More outreach, marketing and public speaking about existing transit services and challenges people in our communities are facing
365-RIDE and 365ride.org
CR Transit APP
Free Saturday Bus Service
Choice Ridership
Lunch & Learn
- Expand Volunteer Transportation Services
- TAG work in Public Policy
- Work with CR Transit to develop better map/schedule

6. FTA Triennial Review

CR Transit has been notified that their Triennial Review with the FTA will be held in April of 2105. Several members of the TAG will be asked to pull together information which will be needed as part of the review. This is brought up both as a heads up (in case we need any information from you) and to let you know that we'll report back on what CR Transit hears from the FTA once the review is completed.

7. ECICOG Passenger Transportation Plan Update

Brock Grenis reported that ECICOG is working on an update for their Passenger Transportation Plan (PTP). An Advisory Committee is meeting to review and discuss the current plan and things which might need to be changed or added. He said that there will be two surveys conducted to get feedback from agencies and users (see links below). Input received from the surveys will help develop goals, priorities, and objectives for the PTP. Surveys have been sent to the entire TAG; please take a few minutes to complete.

www.surveymonkey.com/s/ptagency

www.surveymonkey.com/s/ptuser

If you have questions about the PTP update, please call Brock.

8. Disadvantaged Business Enterprise Program

Terry explained the Disadvantaged Business Enterprise (DBE) program. The U.S. Department of Transportation's DBE program provides a vehicle for increasing the participation by minority-owned businesses in state and local procurement. DOT DBE regulations require state and local transportation agencies that receive DOT financial assistance, to establish goals for the participation of DBEs. Each DOT-assisted State and local transportation agency is required to establish annual DBE goals, and review the scopes of anticipated large prime contracts throughout the year and establish contract-specific DBE subcontracting goals. As a recipient of this funding, CR Transit strives to make sure potential DBEs are aware of the program and sets annual goals to contract with DBEs which are eligible and listed in the IDOT DBE Directory. Since neither Brad DeBrower nor Marci Williams were able to attend this TAG meeting, Terry outlined the concept and made available copies of a document which helps explain the program. He mentioned that there are not a lot of businesses in this area, in the directory, which provide services needed by CR Transit. He encouraged people on the TAG to look into the program, if applicable, and to contact Brad, Marci or the IDOT if they'd like to find out more. He asked for comments or questions and asked if anyone wanted a copy of the information he had which helps to explain the DBE program (material obtained from the IDOT website). There were no questions or comments, but one person requested a copy of the program information.

9. Iowa Commuter Transportation Study

The Iowa Commuter Transportation Study is nearly complete. The advisory committee will meet again tomorrow, November 19, to discuss findings from the study and preliminary recommendations from the consultants doing the work. Terry reminded TAG members that there will be a public open house tomorrow at 5 pm at the Cedar Rapids Library where more

details will be presented. He reported that the recommendations will outline a variety of options, from intercity public transit to vanpools to private services. One person asked if train service was considered; Terry said it was and there will be some reference to it in the study report, although cost remains an obstacle. The only other comments from the group were that it will be interesting to see if there will be funding to support any of these opportunities. A link to the report can be found on the IDOT website.

10. Mt. Mercy Marketing Class Project

Terry reported he is working with a marketing class of Mount Mercy University graduate students to develop a plan to promote ridership on CR Transit. A group of 6 students are part of a project team which will evaluate opportunities and make recommendations. He'll report to the TAG and work with CR Transit to see if any of the suggestions can be implemented.

11. Your Feedback/Thoughts/Concerns

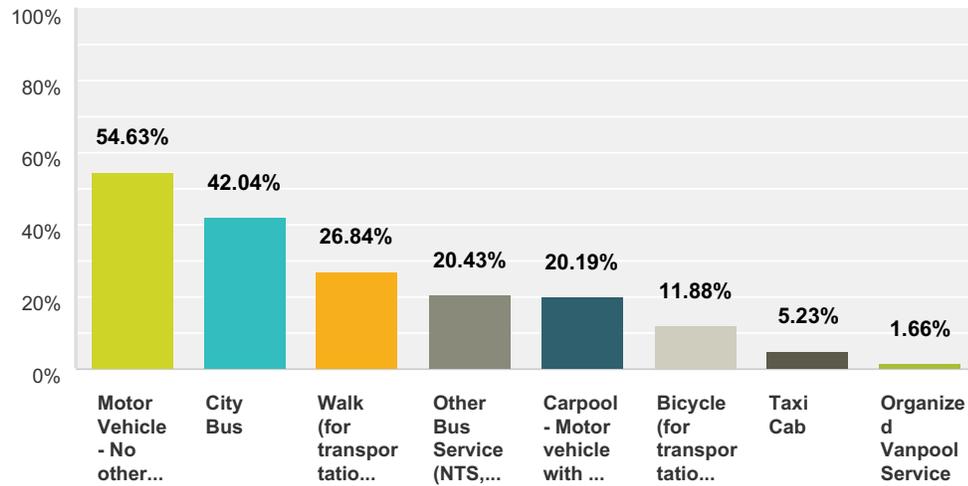
Keith Rippy reported that Area Ambulance has been asked by public health officials to prepare a vehicle and its staff for measures which would be appropriate and necessary, should they be called upon to transport Ebola patients. A medical facility in Omaha is one of the few places which can work with such patients. This involves significant effort and expense. Though they hope it won't be something they ever need to do, this preparedness could be important in the future for this or other disease scenarios. The general feeling of the group was that it was good to know that we have a local agency with these capabilities.

Several transportation agencies reported on their fleet (new vehicles, maintenance challenges and weather related issues). Terry wondered if it made sense to have a sub-committee of transportation agencies to consider things like shared vehicle maintenance, storage facilities, etc. People said it would be worth looking into, and might even include transit agencies in surrounding counties.

Next Meeting: 9:30 am, Tuesday, February 17, Human Service Campus

Q1 In a typical week, which of the following forms of transportation do you use? (Check all that apply)

Answered: 421 Skipped: 3

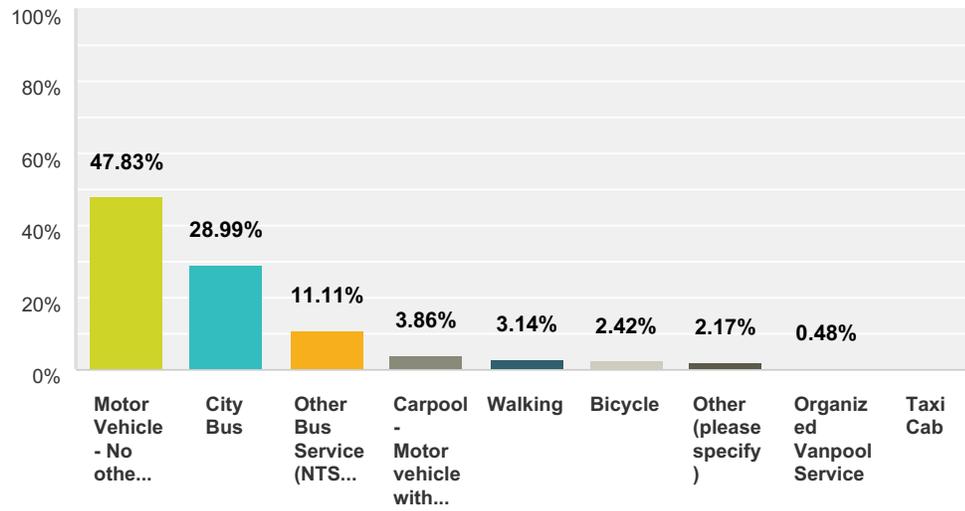


Answer Choices	Responses
Motor Vehicle - No other passengers with you	54.63% 230
City Bus	42.04% 177
Walk (for transportation purposes)	26.84% 113
Other Bus Service (NTS, LIFTS, Etc.)	20.43% 86
Carpool - Motor vehicle with at least 2 occupants	20.19% 85
Bicycle (for transportation purposes)	11.88% 50
Taxi Cab	5.23% 22
Organized Vanpool Service	1.66% 7
Total Respondents: 421	

#	Other (please specify)	Date
1	I don't bike in the winter November-April	1/26/2015 7:07 PM
2	school bus	1/26/2015 7:05 PM
3	motor vehicle driven by parent	1/26/2015 7:01 PM
4	Riders Club and to the Rescue and family	1/26/2015 6:59 PM
5	Uber	1/13/2015 10:20 AM
6	I use the city bus in winter when it is below 0 degrees F. So far this year it has been 5 times.	1/12/2015 7:07 PM

Q2 What is your primary mode of travel to work or school? (Select One)

Answered: 414 Skipped: 10



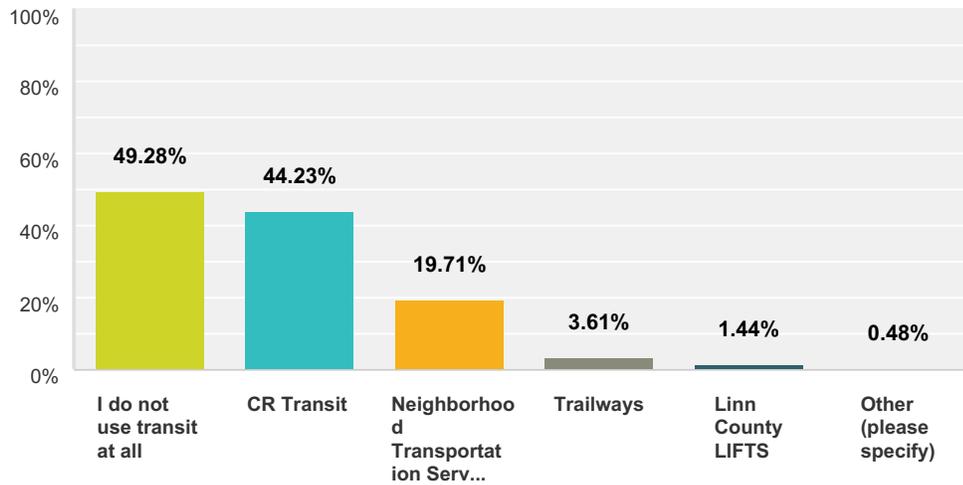
Answer Choices	Responses	Count
Motor Vehicle - No other passengers with you	47.83%	198
City Bus	28.99%	120
Other Bus Service (NTS, LIFTS, Etc.)	11.11%	46
Carpool - Motor vehicle with at least 2 occupants	3.86%	16
Walking	3.14%	13
Bicycle	2.42%	10
Other (please specify)	2.17%	9
Organized Vanpool Service	0.48%	2
Taxi Cab	0.00%	0
Total		414

#	Other (please specify)	Date
1	I don't work or go to school	2/22/2015 8:57 PM
2	I don't work outside of my home.	2/22/2015 8:39 PM
3	dependent on weather--city bus stop to far to walk in inclement weather	1/26/2015 7:01 PM
4	Retired	1/17/2015 2:28 PM
5	I am a stay at home mom so I don't go to work or school.	1/14/2015 8:36 AM
6	no commute	1/13/2015 7:49 PM
7	bike 1/2 time in summer, drive 1/2 time in summer and full time in winter	1/13/2015 3:30 PM
8	Retired	1/13/2015 10:50 AM

9	Retired	1/12/2015 6:56 PM
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Q3 What transit services do you currently use?

Answered: 416 Skipped: 8

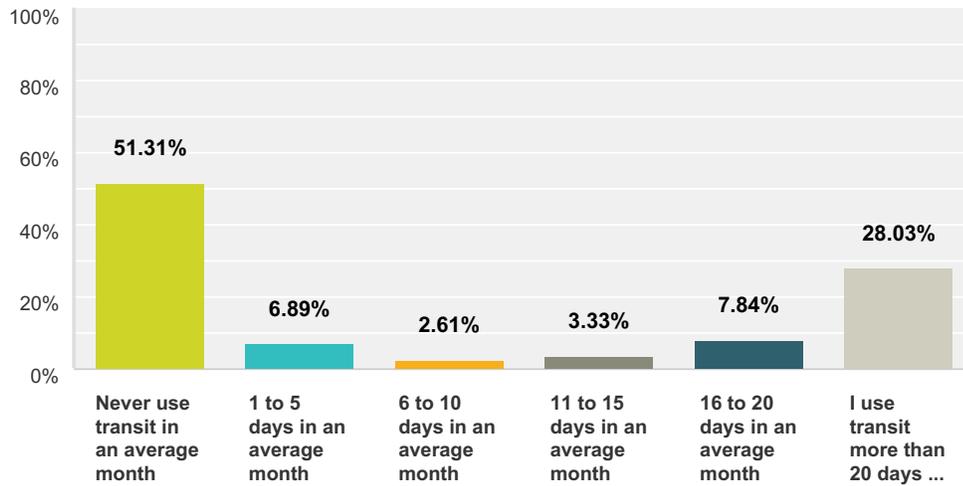


Answer Choices	Responses
I do not use transit at all	49.28% 205
CR Transit	44.23% 184
Neighborhood Transportation Service (NTS)	19.71% 82
Trailways	3.61% 15
Linn County LIFTS	1.44% 6
Other (please specify)	0.48% 2
Total Respondents: 416	

#	Other (please specify)	Date
1	Taxi	1/26/2015 7:16 PM
2	Riders Club, To the Rescue and Family	1/26/2015 6:59 PM

Q4 How many days in an average month do you use any form of transit (CR Transit, NTS, LIFTS, Etc.)?

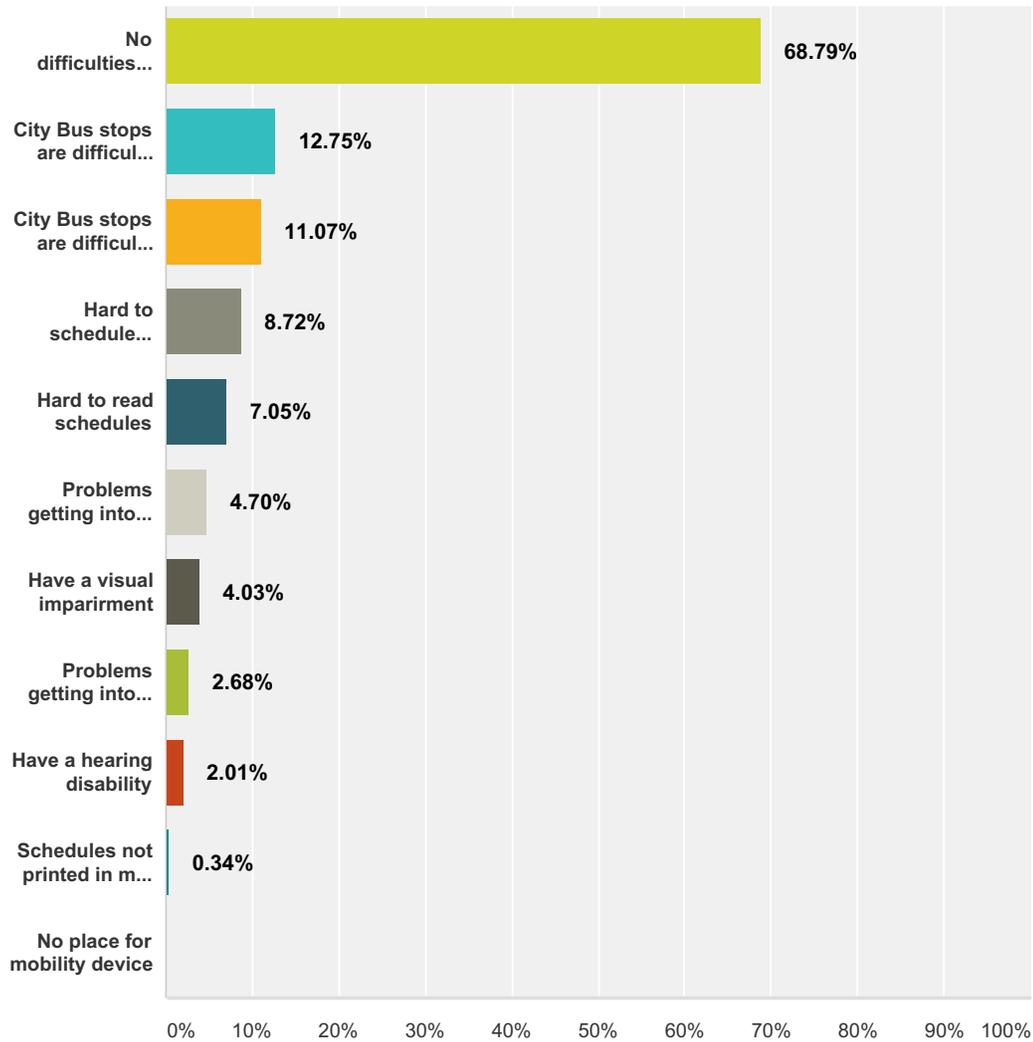
Answered: 421 Skipped: 3



Answer Choices	Responses	
Never use transit in an average month	51.31%	216
1 to 5 days in an average month	6.89%	29
6 to 10 days in an average month	2.61%	11
11 to 15 days in an average month	3.33%	14
16 to 20 days in an average month	7.84%	33
I use transit more than 20 days in an average month	28.03%	118
Total		421

Q5 Do you have physical, mental, or emotional challenges using transportation?

Answered: 298 Skipped: 126



Answer Choices	Responses
No difficulties using transportation	68.79% 205
City Bus stops are difficult to reach due to distance	12.75% 38
City Bus stops are difficult to reach due to accessibility of the bus stop itself (no sidewalk or no room to safely wait)	11.07% 33
Hard to schedule transportation (Taxi, City Bus, LIFTS, NTS, other)	8.72% 26
Hard to read schedules	7.05% 21
Problems getting into a vehicle (Personal Car, Taxi, Van)	4.70% 14
Have a visual impairment	4.03% 12
Problems getting into a vehicle (CRTransit, LIFTS, NTS)	2.68% 8

Have a hearing disability	2.01%	6
Schedules not printed in my language	0.34%	1
No place for mobility device	0.00%	0
Total Respondents: 298		

Q6 If you have any difficulties with your transportation services, please list the providers' name and what they could do to improve service for you.

Answered: 52 Skipped: 372

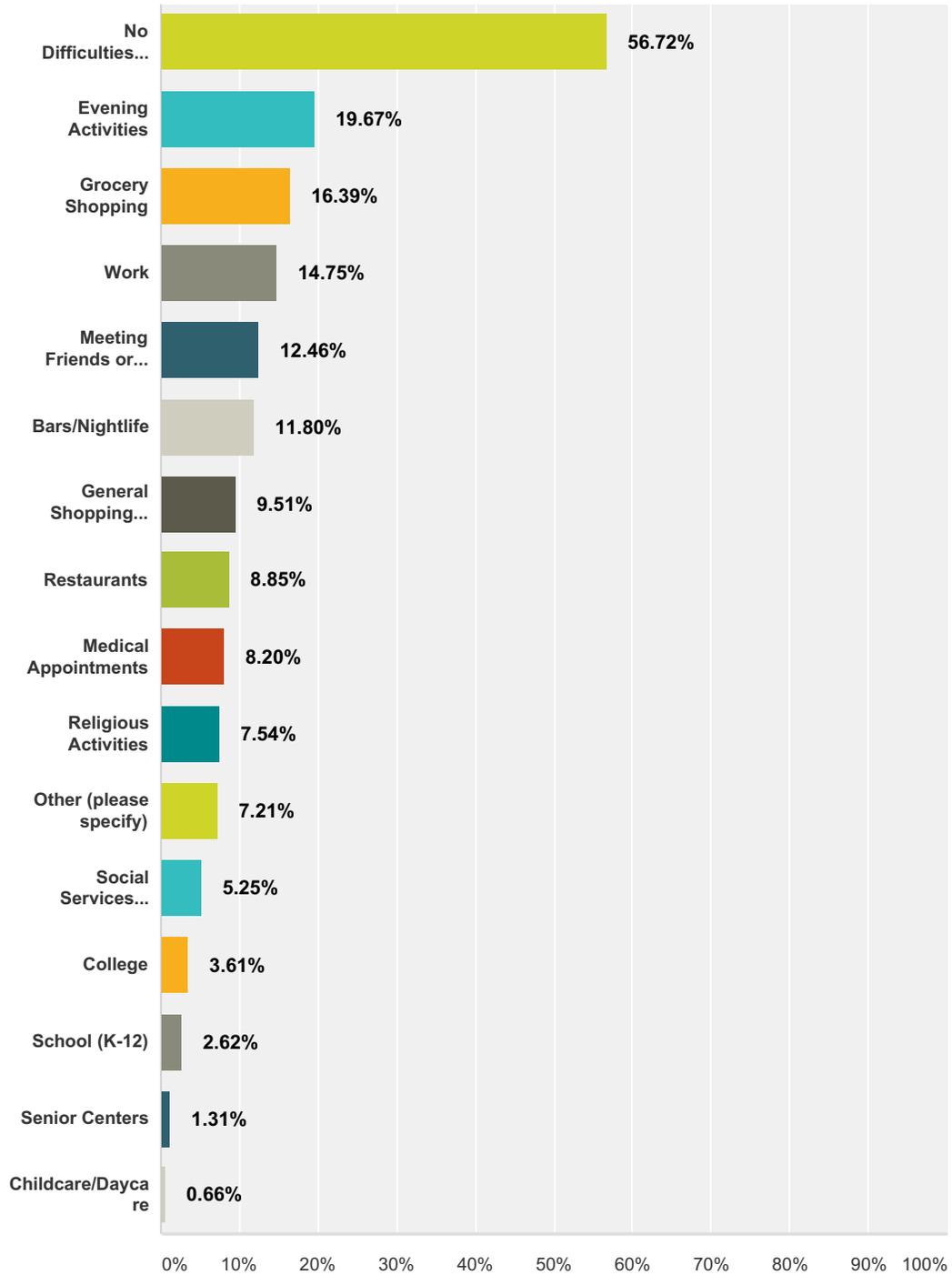
#	Responses	Date
1	Add more seats and more sidewalks around town. I don't know the providers name.	2/26/2015 9:39 AM
2	Put at each stop the times the bus will be there or a board should make it so everyone can read not like book that o one can read. shovel out where bus stops go so people can get on and off buses safely. Crowded over snow banks or walking on traffic. not cool.	2/22/2015 8:49 PM
3	CR Transit does not run late enough, the schedules are in too fine of a print, the maps are difficult to read and too small. There should be more shelters at bus stops. Several of the drivers are not friendly, while others are outstanding. Route scheduling to the Armar Dr area is very wide spread, ex : I go in to work 1hr and 15 minutes early because route 5S does not have a time closer to 8 am.	2/22/2015 8:31 PM
4	I need to work at CCB Packaging 1st Shift, starting at 7 am I can't because to do so will require me to catch the 5B downtown at 545am. However, to get downtown by that time I will catch the 7 at fruitland and C St. And it gets downtown after the 5B bus has already left.	2/22/2015 8:22 PM
5	My ride starts on bus 7 at fruitland and c St I have no way to get downtown before the 5B leaves to get me to work at CCB packaging at 7am.	2/22/2015 8:15 PM
6	I've no problems with NTS, but CR Transit can be more clean, and the bus driver more polite on the 5N bus at the 7:15, 8:50, and 7:20.	1/31/2015 2:57 PM
7	Make more bus stops, shelters	1/31/2015 2:12 PM
8	City buses should run later. To at least 9pm.	1/31/2015 1:47 PM
9	NTS - scarfed of being late, accruing points and losing my job. As we pay for ride if we are no-call, no-show I think its only fair to not have to pay for a ride when picked up after our given pick up time.	1/31/2015 1:41 PM
10	Have a van with steps on the front entrance.	1/31/2015 12:30 PM
11	More bus stops	1/31/2015 11:57 AM
12	Due to the early end of city buses in a given day, anyone working past 6:30 or so is forced to spend money on two transit systems; the city bus while inflexible is consistent. NTS while slightly more flexible is erratic due to rider schedules, putting extra stress on second and third shift workers.	1/31/2015 11:40 AM
13	It's difficult to reach the bus stops because I have to travel with a baby. I'm light sensitive and can't see far away. Tend to miss the bus stops at night. Time. I'm always rushing for the last buses because I live on the outskirts of town. I travel with an infant; and appointments are rushed/work is scheduled around bus times. I feel the buses should run later at night.	1/31/2015 1:01 AM
14	Buses need to arrive on time.	1/31/2015 12:55 AM
15	You marked time for bus. They need to arrive on time.	1/31/2015 12:53 AM
16	Bus stops are difficult to reach, especially in winter and when it's dark out.	1/31/2015 12:37 AM
17	Cedar Rapids city bus. If they would somehow intertwine so you're not waiting so long to get your next bus.	1/31/2015 12:30 AM
18	It's not so much the transportation itself. It's more along the lines of being on time really.	1/31/2015 12:25 AM
19	bus--I use a walker. When there is no sidewalk or a grassy area where I stand, it's hard to use my walker. Making sure there is a sidewalk or a sidewalk to walk on would be helpful.	1/31/2015 12:00 AM
20	Bus sometimes allow time to sit goo 90% of the time.	1/30/2015 1:07 PM

21	I don't have any trouble with the city bus. You are all wonderful. I don't like the foul language, the disrespect to the elderly, and the disabled! Who wants to be called a black or white etc. etc? Not right!	1/27/2015 10:24 PM
22	Can't understand bus schedule.	1/27/2015 10:03 PM
23	CR Transit - more stops with benches and shelter (flat hard surface) - more accessibility for front entrance of bus.	1/27/2015 9:46 PM
24	City of Cedar Rapids bus, revise routes to cover Viola Gibson school area. Sidewalk or stop on Blairs ferry Rd NE @ UnityPoint Clinic Northridge	1/26/2015 10:06 PM
25	CRTransit - I need to walk downtown approximately 3 miles to get on the bus most days.	1/26/2015 9:49 PM
26	Lifts- Riders daily schedule is very inconsistent and can change on moments notice so scheduling is difficult. Rider also has hearing impairment and mental disability. They can be difficult to understand by dispatcher. Guardian has to either make calls or double check on scheduled rides by son. City bus--rt 1 changes made last year decreased riders independence immensely! Rider with hearing/visual/mental impairment could no longer use due to accessibility and distance. If route 1 was changed back to wiley blvd vs edgewood road route service would improve.	1/26/2015 7:02 PM
27	Lifts - availability is the issue; NTS does not operate during the day: City Bus, does not operate early enough to get me to work and schedules are too difficult for me to use, I can't figure out times	1/26/2015 6:59 PM
28	Need app that could give bus schedule based on your gps location also SE form of current bus activity as it is very cold outside and health does not allow us to stand outside in cold long	1/26/2015 6:50 PM
29	N/A	1/26/2015 11:10 AM
30	CR Transit: I have two small children and it is difficult and often times unsafe to reach many of the bus stops due to lack of sidewalk and/or the traffic near the stop. The frequencies also makes it hard since we may just miss a bus if the baby needed to eat or the 3 year old couldn't walk fast enough.	1/26/2015 9:38 AM
31	Cedar Rapids Buses could stop in the middle of residential neighborhoods or along East Robins Road between neighborhoods	1/23/2015 11:32 AM
32	Bus stops on the east side of Marion are rather widespread and distant from residential areas.	1/22/2015 11:09 AM
33	I often have to walk the rest of the way across highways to work, like General Mills the bus only goes to Walmart and there is no side walk on the bridge.	1/21/2015 2:15 PM
34	The way that city buses and NTS are handled in Cedar Rapids is a joke, featuring a punchline that creates inconvenience and additional expense for citizens. This is the only major city I know with a bus service that runs its last cycle ahead of 6:30, forcing anyone who works later than normal business hours to use NTS - a service that is more than THREE times as expensive as the city bus. Iowa City runs routes until 10:30 at night. Des Moines runs its last route a few minutes ahead of 11:00 at night. It's embarrassing to have a city this size run its last route at 6:20, and frankly, it isn't excusable. If you want to help your citizens, run the buses later and cut the hours of NTS to create a more affordable and accessible transit experience.	1/21/2015 10:05 AM
35	NA	1/19/2015 10:33 AM
36	Please provide shelters for people waiting for the bus, this includes a designated place to stand rather than a patch of grass. Additionally, I would enjoy a rideshare program for the far reaching areas of Linn County	1/19/2015 8:56 AM
37	No city bus routes in Robins	1/16/2015 1:58 PM
38	Extend the C R bus line going Northeast on Council to Boys on Rd.	1/15/2015 5:45 PM
39	Buses tend to take forever to reach destination.	1/15/2015 1:59 PM
40	CR Transit with bus stops on the busy 151 in Marion were it is conveniently to ride only one way at night because of the bus looping in CR where it takes 45 minutes to go 10 blocks home where it goes 15 minutes to and bus stop in after a big ditch or an area under construction	1/15/2015 12:21 PM
41	The Cedar Rapids city buses do not have routes that come out to Ely so that is why I am unable to use it.	1/15/2015 11:37 AM
42	CR transit has many stops that are not listed on their schedules. My students with disabilities have a hard time estimating the appropriate time to be at the stop for their pick ups at these stops. I know the stops are dependent on whether anyone is waiting there, so times may be difficult to schedule, but having the stop listed can give a time window between major stops for better estimation purposes.	1/14/2015 8:40 AM
43	CR Transit, more stops, more routes, city of CR more sidewalks ie. 29th St NE area	1/14/2015 8:21 AM

44	I live 8 miles from work. I'd ride the city bus, but with no express service it's not really an option for me.	1/13/2015 3:40 PM
45	CRTransit is unavailable during the late evening, non-standard hours I work.	1/13/2015 3:32 PM
46	Traffic between Cedar Rapids and Iowa city is too heavy	1/13/2015 3:18 PM
47	Operate city bus later and on Sundays	1/13/2015 2:50 PM
48	City Bus: Only runs once per hour and very limited hours. Difficult to get to and from work some days and I can't afford the money for scheduled trips from taxis or LIFTS	1/13/2015 10:15 AM
49	CD transit make it a policy to lower busses for those 5 foot 3 inches and Lower	1/13/2015 10:11 AM
50	I want bus service from marion to kirkwood straight shot. M-F 700 to 5. Please make this happen	1/13/2015 9:44 AM
51	Corrective glasses	1/13/2015 9:43 AM
52	N/A	1/13/2015 9:42 AM

Q7 Do you currently have transportation difficulties reaching any of the following destinations:

Answered: 305 Skipped: 119



Answer Choices	Responses
No Difficulties Reaching My Destinations	56.72% 173

Evening Activities	19.67%	60
Grocery Shopping	16.39%	50
Work	14.75%	45
Meeting Friends or Family	12.46%	38
Bars/Nightlife	11.80%	36
General Shopping (Malls,Clothing, Etc.)	9.51%	29
Restaurants	8.85%	27
Medical Appointments	8.20%	25
Religious Activities	7.54%	23
Other (please specify)	7.21%	22
Social Services (Appointments, Human Services, General Assistance Etc.)	5.25%	16
College	3.61%	11
School (K-12)	2.62%	8
Senior Centers	1.31%	4
Childcare/Daycare	0.66%	2
Total Respondents: 305		

#	Other (please specify)	Date
1	not late enough to get to my outside meetings	2/19/2015 6:49 PM
2	All destinations on Sunday are difficult to reach due to no public transportation.	1/31/2015 2:15 PM
3	Job interviews/possible employers	1/31/2015 2:12 PM
4	Because of work and appointments, I have no time to go anywhere because I usually have to catch the 5:20 bus for daycare and the 6:20 bus for home after I get off work.	1/31/2015 1:01 AM
5	Getting to school board on Edgewood Rd.	1/27/2015 9:51 PM
6	I don't, but for my special needs students finding busing to work, stores, etc. is difficult. It can take a very long time for them to get from point A to point B.	1/26/2015 7:13 PM
7	To UHIC for appointments; my husband can't drive on highways	1/26/2015 7:04 PM
8	I rely on others being available to take me where I need to go	1/26/2015 6:59 PM
9	My family takes me places.	1/26/2015 6:56 PM
10	I almost got hit trying to cross the bridge at night coming from work at General Mills so I switched shifts but its not safer.	1/21/2015 2:15 PM
11	I do not have difficulties getting places, as I have a car I use. However, using transit or getting taxi service to get to shopping, bars, restaurants, etc. not in my neighborhood is extremely difficult and often too expensive.	1/20/2015 11:17 AM
12	I don't have difficulties, but if there were public transportation available I would potentially use.	1/19/2015 3:45 PM
13	I do not go to any places downtown because I can't figure out how to use the parking meters. I moved here in February, and haven't found any information on them.	1/19/2015 3:07 PM
14	Traffic signal timing and congestion on Collins Road needs improved greatly.	1/15/2015 4:36 PM
15	evening events like Kernels games, Rough Riders games, movies, Special Olympics, bowling, concerts	1/14/2015 8:21 AM

16	None	1/13/2015 10:56 PM
17	I have what I hope to be temporary difficulties with virtually any form of transportation. Otherwise I am an avid walker and would be more active and mobile in general.	1/13/2015 7:51 PM
18	I have family members who need transportation when they get off work and bus service has stopped.	1/13/2015 5:28 PM
19	Because I am capable of driving, I have no difficulties reaching my destinations. I would prefer to not have to drive so much.	1/13/2015 3:32 PM
20	I work in Iowa City and am unaware of any way to use public transportation to get to Iowa City from Cedar Rapids that works with my work schedule.	1/13/2015 1:06 PM
21	Need to have covered areas to protect against wind/rain/snow when waiting for the bus on wright brothers road near Pearson. Another option would be to use Bus Tracking system to better understand bus arrival times. With the changes of weather and delays - standing outside for extended times is a problem. Also consider an express service to reduce times/unneeded stops. Express to downtown, express to airport. I would pay more for this service. Finally - my organization has many people that live in Cedar Rapids and work in Iowa City, but no public transportation options. Consider an express from downtown Cedar Rapids to Pearson & VA hospital Iowa City.	1/13/2015 9:57 AM
22	Cannot do highway driving	1/12/2015 6:57 PM

Q8 If you have any difficulties with your transportation services, please list the providers' name and what they could do to improve service for you.

Answered: 60 Skipped: 364

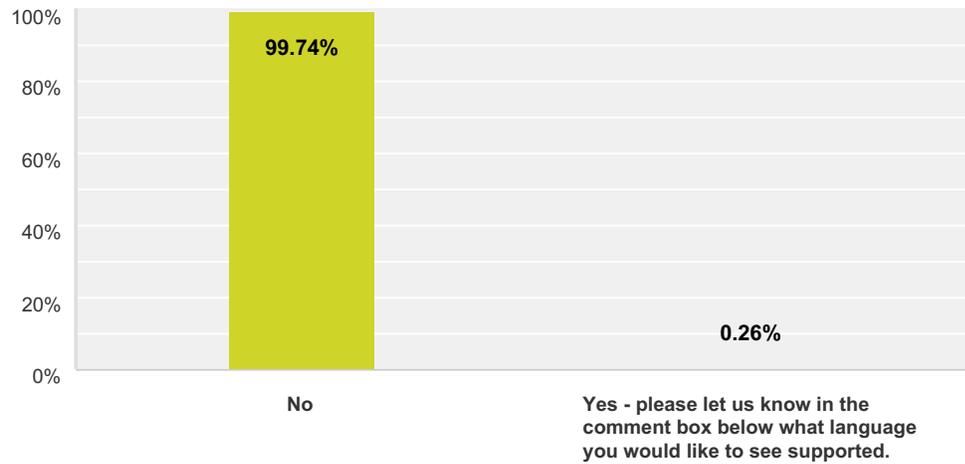
#	Responses	Date
1	City bus running later	2/26/2015 9:17 AM
2	CR Tansit could run until 9 or 10:00 pm	2/26/2015 9:12 AM
3	Going to church on Sundays.	2/26/2015 9:04 AM
4	I get stranded if I can't get down by the time the bus leaves.	2/26/2015 8:53 AM
5	Connect, Hope Wesleyan Church on Boyson Rd. Can't go to bible study on evenings and church on Sunday because you don't run buses these. Buses are running early.	2/22/2015 8:49 PM
6	CR transit could run later routes to enable night classes and persons working till 10pm to have safe transportation home.	2/22/2015 8:31 PM
7	I need to work at CCB Packaging 1st Shift, starting at 7 am I can't because to do so will require me to catch the 5B downtown at 545am. However, to get downtown by that time I will catch the 7 at fruitland and C St. And it gets downtown after the 5B bus has already left.	2/22/2015 8:22 PM
8	CR transit buses dont run on sundays	2/22/2015 8:02 PM
9	Not having transportation at night	2/22/2015 3:52 PM
10	Cedar Rapids Transit - bus service could be extended until 10 pm.	2/22/2015 2:15 PM
11	have a later run time	2/19/2015 6:49 PM
12	I would like CR Transit to run at night monday through sunday	2/19/2015 6:41 PM
13	CR Transit--it would be mighty helpful if they did not shut buses down so early. Thank god for NTS.	1/31/2015 2:57 PM
14	Married couples should have to pay the price for one person because of getting dropped off at the same place. (NTS)	1/31/2015 2:36 PM
15	Have public transportation for late night workers and on Sundays.	1/31/2015 2:15 PM
16	NTS can improve on how you schedule rides. Also on manners. But mainly scheduling rides.	1/31/2015 2:09 PM
17	City bus should take me to the door.	1/31/2015 1:59 PM
18	Sunday service--city bus for church transportation	1/31/2015 12:33 PM
19	CR Transit-buses would have to run longer and more often.	1/31/2015 12:25 PM
20	City bus not often enough-an hour between buses. To make an appointment, a person needs to take the bus two hours before.	1/31/2015 12:02 PM
21	Bus could run later hours.	1/31/2015 11:57 AM
22	Let the bus down when I get on it.	1/31/2015 1:09 AM
23	Sunday service.	1/31/2015 1:05 AM
24	Because of work and appointments, I have no time to go anywhere because I usually have to catch the 5:20 bus for daycare and the 6:20 bus for home after I get off work.	1/31/2015 1:01 AM
25	Some buses are late.	1/31/2015 12:53 AM
26	More frequent trips	1/31/2015 12:47 AM

27	Need more buses on route 5. I've had it on numerous occasions had to get off early and walk because it is overcrowded.	1/31/2015 12:37 AM
28	Running later at night hours--GTC, running on Sundays as well.	1/31/2015 12:30 AM
29	There is a bunch of providers out there, however limited income and phone minutes make it almost impossible to get my errands done.	1/31/2015 12:13 AM
30	Bus--night and Sunday service for non-work/school activities.	1/31/2015 12:00 AM
31	On Saturday's have to leave early to catch the bus.	1/30/2015 1:07 PM
32	I only use the city bus. People and some drivers can be very rude. My first concern is the children and the elderly. People won't let them have the front seat.	1/27/2015 10:24 PM
33	City bus does not go by my apartment in Marion often enough. Only every 1.5 hours. All buses could run later and on Sunday.	1/27/2015 10:11 PM
34	None with the providers. My family lives in Monticello, IA. Since I don't drive, it makes it real hard to get there from my residence.	1/27/2015 9:46 PM
35	No buses on Sunday are a drag!	1/26/2015 10:49 PM
36	Earlier or later run times especially Saturdays. Sunday hours as a lot of people need to work weekends.	1/26/2015 9:49 PM
37	Extend service for evening cultural and religious activities.	1/26/2015 9:35 PM
38	Need better public transportation period. Not enough busses and bus stops. Doesn't go into suburbs. I rarely see any busses around town.	1/26/2015 7:03 PM
39	city bus--change route 1 back to travel Wiley Blvd	1/26/2015 7:02 PM
40	See 6 above	1/26/2015 6:59 PM
41	Evening hours on the regular bus routes till at least 10pm	1/26/2015 6:50 PM
42	I have to walk out Hwy 100 to Tama St to from Lindale Mall to get to and from work.	1/26/2015 11:10 AM
43	Later Buses or Cheaper NTS	1/26/2015 10:51 AM
44	No school bus service offered to elementary school kids. They can usually walk, but it's hard in the winter when the temperatures are really low.	1/26/2015 9:50 AM
45	CR Transit: no service in the later evenings means that we can usually get to an activity, but can't get home using CR Transit. Meeting people and going to restaurants is also difficult due to the frequency and need to go downtown to transfer. Many of the people and places I visit and go to are fairly close to us, but we have to go all the way downtown which takes a lot of time.	1/26/2015 9:38 AM
46	The city bus service should cover the whole Cedar Rapids not just the common parts.	1/21/2015 2:15 PM
47	Back when I lived at the Shadowwood apartments and Windsor on the River, buses for CR Transit were hugely difficult to access. The former required a 15 minute walk along the side of Edgewood Road - try doing that in a snowy winter or wet spring by the way, I think you'll see the need for a sidewalk pretty quickly. Buses are extremely far from Windsor, requiring a nearly 30 minute walk to make the most efficient use of your time. It seems odd that a golf course can dictate the needs of an entire apartment complex, but if there is any truth to the fact that buses don't run near Windsor because of them, some priorities need to be re-evaluated.	1/21/2015 10:05 AM
48	City Bus, later hours of operation and Sunday service.	1/15/2015 6:16 PM
49	relying on others to do grocery shopping	1/15/2015 12:21 PM
50	Need the Cedar Rapids city buses to come out to Ely.	1/15/2015 11:37 AM
51	CR Transit or others- evening and weekend transportation for non-work trips	1/14/2015 8:21 AM
52	Express city bus routes and later service hours	1/13/2015 3:40 PM
53	CR Transit have late hours at least Thur - Sat.	1/13/2015 11:02 AM
54	CRTransit night service would be great.	1/13/2015 10:55 AM
55	City Bus: Only runs once per hour and very limited hours. Difficult to get to and from work/other activities some days and I can't afford the money for scheduled trips from taxis or LIFTS	1/13/2015 10:15 AM

56	I have issues with many of the shopping (both grocery and other) destinations not having facilities for bicycles (parking, on street bike lanes, etc.)	1/13/2015 10:15 AM
57	Cr transit increase operation hours and offer a grocery bus	1/13/2015 10:11 AM
58	CR Transit - some problems using school ID as my school issues a single ID for the entire college career. The issue date of the ID will remain the same for four years and appear not to be "current". Perhaps consider allowing to show transcripts?	1/13/2015 9:57 AM
59	N/A	1/13/2015 9:42 AM
60	Better routes, hub system is slow for short trips.	1/12/2015 10:55 PM

Q9 Do you need signs, schedules, or documents in another language?

Answered: 389 Skipped: 35

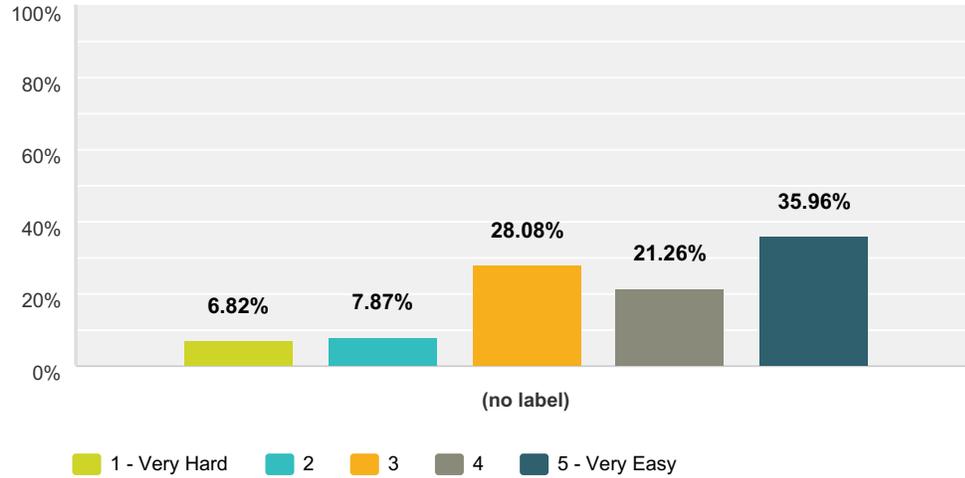


Answer Choices	Responses
No	99.74% 388
Yes - please let us know in the comment box below what language you would like to see supported.	0.26% 1
Total	389

#	Yes - please let us know in the comment box below what language you would like to see supported.	Date
1	none stated	1/27/2015 9:58 PM

Q10 Please rank on a scale of 1 to 5 how easy it is to obtain transportation services that meet your needs.

Answered: 381 Skipped: 43



	1 - Very Hard	2	3	4	5 - Very Easy	Total	Weighted Average
(no label)	6.82% 26	7.87% 30	28.08% 107	21.26% 81	35.96% 137	381	3.72

Q11 Below are examples of previously indicated general transportation needs. Please rank each of the 5 needs by importance to you, with 1 being your most important and 5 being your least important. If you have a need that is not expressed, please be sure to let us know in the comment box below. Transportation in our metro needs to:

Answered: 326 Skipped: 98

	1	2	3	4	5	Total	Score
Increase frequency of service in urban areas	35.28% 115	25.46% 83	19.63% 64	14.72% 48	4.91% 16	326	3.71
Provide more service in rural areas	22.09% 72	19.94% 65	17.79% 58	14.42% 47	25.77% 84	326	2.98
Provide a transit planning/scheduling service for all transit options	14.42% 47	22.70% 74	23.93% 78	23.93% 78	15.03% 49	326	2.98
Increase marketing, education, and outreach regarding transit options	11.35% 37	18.40% 60	23.93% 78	26.99% 88	19.33% 63	326	2.75
Lower the cost of transit	16.92% 55	13.54% 44	14.77% 48	20.00% 65	34.77% 113	325	2.58

Q12 Below are examples of previously indicated areas to improve transit service. Please rank each of the 5 needs by importance to you, with 1 being your most important and 5 being your least important. If you have a need that is not expressed, please be sure to let us know in the comment box below. Transit service (CR Transit, LIFTS, NTS, Etc.) needs to:

Answered: 303 Skipped: 121

	1	2	3	4	5	Total	Score
Improve service to low-income workers	30.36% 92	19.47% 59	19.80% 60	14.19% 43	16.17% 49	303	3.34
Improve service to the elderly	20.46% 62	21.78% 66	26.73% 81	18.15% 55	12.87% 39	303	3.19
Improve service to the disabled	19.14% 58	18.81% 57	23.76% 72	24.09% 73	14.19% 43	303	3.05
Improve service to medical facilities/appointments	15.84% 48	25.08% 76	17.16% 52	24.09% 73	17.82% 54	303	2.97
Improve service to students (K-12 and college)	14.19% 43	14.85% 45	12.54% 38	19.47% 59	38.94% 118	303	2.46

Q13 Did we miss something above? Please let us know what your specific transportation needs are.

Answered: 59 Skipped: 365

#	Responses	Date
1	Better service after 6 pm during the week and longer service on Saturday.	2/26/2015 8:55 AM
2	All of the above questions are very important.	2/22/2015 8:50 PM
3	Need more buses on longer lines to avoid 1 hour plus wait times. Lower bus rates, oil prices have fallen.	2/22/2015 8:33 PM
4	I need to work at CCB Packaging 1st Shift, starting at 7 am I can't because to do so will require me to catch the 5B downtown at 545am. However, to get downtown by that time I will catch the 7 at fruitland and C St. And it gets downtown after the 5B bus has already left.	2/22/2015 8:22 PM
5	Please add late night and sunday service	2/22/2015 7:49 PM
6	I just need to take the bus to and from places I don't have problems at all. They do a wonderful job.	2/19/2015 7:31 PM
7	buses should run longer	2/19/2015 6:45 PM
8	Have public transportation for late night workers and on Sundays.	1/31/2015 2:16 PM
9	Have city buses run on Sundays and until midnight.	1/31/2015 2:13 PM
10	Saturday CR Transit schedules should be the same hours as during the week. Very inconvenient for Saturday work schedules currently.	1/31/2015 2:05 PM
11	Be reliable	1/31/2015 1:42 PM
12	The buses need to be cleaner. Some sort of air freshener would probably be better.	1/31/2015 12:44 PM
13	You are doing a great job. Thank you!	1/31/2015 12:11 PM
14	Getting to and from work on holidays.	1/31/2015 12:03 PM
15	Later buses if I want to go downtown or back and forth from the YWCA.	1/31/2015 1:10 AM
16	Time. Later bus schedules after 6pm.	1/31/2015 1:02 AM
17	Trying to get buses to meet each other so you don't have to go all the way downtown to catch your next bus.	1/31/2015 12:31 AM
18	I use to and from work, and sometimes on work weekends and some holidays. Important to have transportation for appointments	1/30/2015 12:56 PM
19	Take care of the elderly and the disabled. Tell some of your drivers to talk about others when they get off the bus. Some of your drivers only like to let them ride free but only if they are young and pretty, if you know what I mean!!! And only if they want a girlfriend. Wait till he's off work, because he only has favorites and complains about hooking up wheelchairs.	1/27/2015 10:27 PM
20	If you can't lower the rates, extend the hours of bus service. People might even be willing to pay more if hours were longer.	1/27/2015 10:17 PM
21	Run on Sundays and later in the evening (if not 24/7).	1/27/2015 10:13 PM
22	We need a cleaner bus.	1/27/2015 10:04 PM
23	Make sure all bus stops are free from snow and ice.	1/27/2015 9:48 PM
24	You need to have service go to general mills that is to far to walk in the cold from walmart	1/26/2015 10:36 PM
25	Ask the drivers to pay attention and stop where there are posted signs as we should not have to chase down a bus that just drove past the stop	1/26/2015 10:11 PM

26	I need public transportation between Cedar Rapids and University of Iowa Hospitals and Clinics. My husband no longer can drive on interstate or rural highways. Sometimes, appointments prevent me from driving home.	1/26/2015 7:04 PM
27	Transportation to local parks and recreation and points of interest	1/26/2015 6:51 PM
28	No	1/26/2015 11:10 AM
29	Lower price of NTS, buses should not take over an hour. Need larger buses for route 5, need more room.	1/26/2015 10:52 AM
30	Getting my kids to preschool and then to appointments. Waiting a long time between buses makes this difficult especially when it usually takes no more than 5-10 minutes to drop off or pick up my kids. Then we still have at least another 20 minutes of waiting.	1/26/2015 9:40 AM
31	Mostly I'm concerned that the bus doesn't go all the way to General Mills, and people have to walk across that bridge myself included.	1/21/2015 2:23 PM
32	your response buttons do not work correctly. They would not allow me to change the order. My numbers for previous two questions are not valid	1/21/2015 10:06 AM
33	no.	1/20/2015 9:38 PM
34	I think some sort of corridor bus service between Cedar Rapids and Iowa City is a good idea. It seems like there could be some sort of intersections with major routes so that you didn't necessarily have to ride two routes just to get from one side of the city to the other.	1/19/2015 9:36 AM
35	you need to provide urban parking areas that allow for all day parking for the downtown commuters.	1/19/2015 8:24 AM
36	Currently, I supply my own transportation by vehicle. I think I would use the city bus if it reached my neighborhood in Robins AND stopped more frequently. The one time I tried to use the bus to give grandchildren the experience and education of riding the bus, we waited 10 minutes on the edge of Marion, then called the bus office and learned it would be another hour, so we walked back to our parked car and drove to our destination. I assume that having the ideal - routes that provide 15-20 minute cycles - is too expensive considering that private vehicles are the main form of transit.	1/17/2015 9:25 AM
37	no wish to add anything	1/16/2015 8:24 PM
38	There are great bike paths close to us, such as off main street, but getting there is difficult in areas with no bike or walking or running trails. We need more of those before anything else!	1/16/2015 4:20 PM
39	I would use a service from Cedar Rapids to Coralville EVERY DAY if it were available.	1/16/2015 3:28 PM
40	Yes- I stopped answering b/c the survey seems skewed. Our family has no need for transportation services and it didn't seem this was an option to mark in any way. Tax dollars are limited so I would prefer not to see it used for this for our area. We knew when we moved here that we were out a ways and public transport would not be as accessible as in CR.	1/16/2015 2:00 PM
41	I think all areas should be addressed	1/16/2015 10:33 AM
42	Provide a super fast transport method to high population areas. (bullet train)	1/15/2015 2:12 PM
43	more bus stop that have shelters from the elements or benches for the long wait times	1/15/2015 12:24 PM
44	affordable evening and weekend transportation.	1/14/2015 8:24 AM
45	Commuter rail to Iowa City.	1/14/2015 8:00 AM
46	the fact that transit does not run on holidays, late evenings affects the very people who most likely need it, low income workers who unfortunately will most likely need to get to work during those times.	1/13/2015 5:54 PM
47	Interesting how none of the questions involve making transit more efficient thru lower costs. Entire survey is designed towards increasing transit, more costs. All I know is everytime I see a city or LIFTS bus it is mostly empty which means you have capacity that can be cut saving taxpayer money. That's an awful lot of diesel fumes going up in smoke, this isn't Iowa City with 15,000 students needing a ride somewhere and they have multiple separate systems too, what a waste:(1/13/2015 3:34 PM
48	I would like to ride the bus to and from work, but the route I would have to take would take 3 hours out of my day just to ride the bus. I drive my car because it only takes up 45 minutes of my day for the round trip. Can we get a no stop service from downtown to Rockwell Collins? That would reduce the trip time immensely.	1/13/2015 3:17 PM
49	what about middle class - they are the ones paying taxes and they don't get any discounts.	1/13/2015 11:05 AM

50	Decrease the length of routes - less time spent in-transit using bus routes	1/13/2015 10:53 AM
51	need more "hubs" so that you don't need to travel all the way downtown to use multiple routes	1/13/2015 10:50 AM
52	More accessibility around town by bicycle, this means more racks provided at destinations, and more on-street bike lanes so I can get there. Street planning needs to take into consideration that a one/two block detour is easily navigated by car, but is a long detour to pedestrians, and may be difficult on bicyclists if hills are not considered.	1/13/2015 10:18 AM
53	Needs to run more frequently and longer hours.	1/13/2015 10:17 AM
54	A service is needed from Cedar Rapids to specific Iowa City Employers. This would increase riders and revenue.	1/13/2015 10:00 AM
55	Bus service needs to be competitive with private autos. Cities should revise street repair policies and create rules that make a bus ride more attractive than driving.	1/13/2015 10:00 AM
56	N/A	1/13/2015 9:45 AM
57	Service is needed to go to kirkwood from marion ia. Direct shot. Please put this in place.	1/13/2015 9:45 AM
58	I am a full time employee, have my own vehicle and can afford to pay full price to use the city bus. I don't use the city bus because the scheduling of the city bus system does not accommodate my work schedule.	1/13/2015 9:02 AM
59	Better access to long-distance bus service. My family would regularly make use of a bus to the Twin Cities. The best current option available takes far too long (>12hrs), going through Des Moines. Access to a twin cities route from CR, Iowa City, or CF/Waterloo would be fantastic.	1/12/2015 8:00 PM

Q14 Below are examples of previously indicated needs regarding CR Transit amenities. Please rank each of the 5 needs by importance to you with 1 being your most important need and 5 being the least important. If you have a need for CR Transit that is not expressed, please be sure to let us know in the comment box below. CR Transit needs to improve transit amenities by:

Answered: 315 Skipped: 109

	1	2	3	4	5	Total	Score
Improving condition of bus stops (shelters and pads)	35.24% 111	28.57% 90	17.46% 55	11.11% 35	7.62% 24	315	3.73
Providing a ride planning computer/phone app or service	24.76% 78	20.00% 63	18.41% 58	21.27% 67	15.56% 49	315	3.17
Lowering fares	24.13% 76	21.90% 69	18.10% 57	15.56% 49	20.32% 64	315	3.14
Providing more comfortable bus interiors	6.67% 21	13.02% 41	30.48% 96	28.89% 91	20.95% 66	315	2.56
Providing free WIFI	9.21% 29	16.51% 52	15.56% 49	23.17% 73	35.56% 112	315	2.41

Q15 Below are examples of previously indicated needs regarding CR Transit operations. Please rank each of the 5 needs by importance to you with 1 being your most important need and 5 being the least important. If you have a need for CR Transit that is not expressed, please be sure to let us know in the comment box below. CR Transit needs:

Answered: 305 Skipped: 119

	1	2	3	4	5	Total	Score
Longer evening/night service	36.39% 111	20.33% 62	16.07% 49	18.69% 57	8.52% 26	305	3.57
More bus routes	19.67% 60	21.64% 66	23.61% 72	19.67% 60	15.41% 47	305	3.10
Sunday service	19.02% 58	24.59% 75	16.72% 51	12.13% 37	27.54% 84	305	2.95
Shorter time between buses (buses visit each stop more often)	18.36% 56	16.07% 49	22.95% 70	20.00% 61	22.62% 69	305	2.88
More bus stops	6.56% 20	17.38% 53	20.66% 63	29.51% 90	25.90% 79	305	2.49

Q16 Did we miss something above? Please let us know what you need from CR Transit.

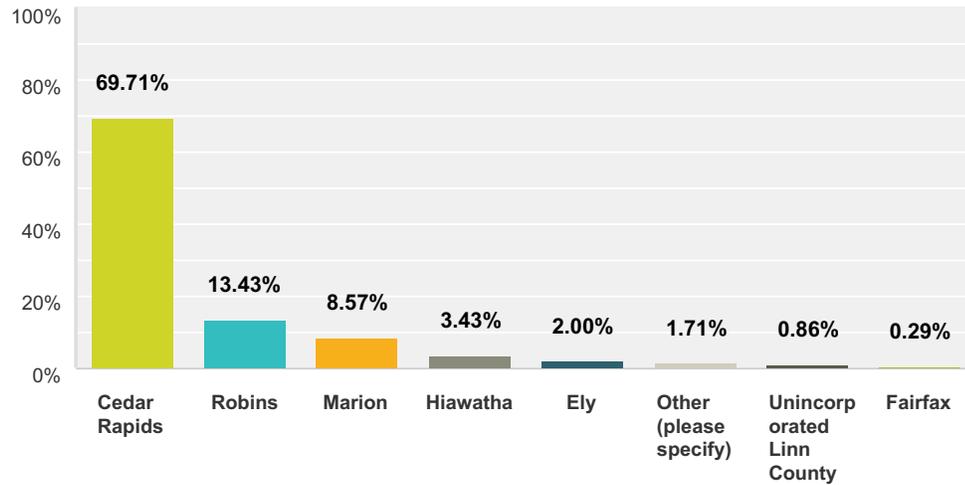
Answered: 34 Skipped: 390

#	Responses	Date
1	All are very important and should be looked at soon.	2/22/2015 8:51 PM
2	Bus should run earlier and end later on Saturdays. I have to take NTS on Saturdays. Need sunday service.	2/22/2015 7:54 PM
3	Bus routes in Marion will need to be extended to reach the north part of marion since it is growing so much. Service to Lowe Park and Senior Living apartments just off Highway 13	2/22/2015 2:19 PM
4	Put up more shelters at stops	2/19/2015 6:51 PM
5	build more bus shelters	2/19/2015 6:42 PM
6	Cheaper fares	1/31/2015 2:13 PM
7	More buses on route 5!	1/31/2015 2:06 PM
8	How about keeping the bus shelters clean and smelling fresh.	1/31/2015 2:01 PM
9	Earlier routes for working people	1/31/2015 1:44 PM
10	Longer hours and more frequent buses is extremely important.	1/31/2015 12:26 PM
11	It would be nice to see the express buses make a return between downtown and Lindale on the 5 routes to decrease congestion. It seems to me that a large quantity of the people are using the 5 routes to travel between Lindale and Marion areas to downtown.	1/31/2015 11:55 AM
12	Sunday service so I can get to church.	1/31/2015 1:10 AM
13	Also if you do extend the hours, better advertisements must be used. Take advantage of using 2, 7, 9 news to spread the word.	1/27/2015 10:18 PM
14	More bus drivers like the one on route 8 afternoon.	1/26/2015 10:43 PM
15	Express bus that runs at peak hours with less stops	1/26/2015 10:13 PM
16	Earlier Morning service to get to station to get to station to transfer to work bus.	1/26/2015 9:51 PM
17	Eliminate transfer fee	1/26/2015 6:51 PM
18	No	1/26/2015 11:10 AM
19	Larger bus route 5 to ease crowding and distractions	1/26/2015 10:53 AM
20	Pay special attention to the answers in number 15 - nights and weekends are huge things that should have been corrected long ago. More frequent stops would be very nice as well, but pales in comparison to the first two.	1/21/2015 10:11 AM
21	no	1/20/2015 9:38 PM
22	your drop down ratings do not work.	1/19/2015 1:13 PM
23	I think weekday service needs to be more frequent. Growing up in Chicago, I used transit constantly but it is so infrequent here that it isn't worth the time investment to wait for it. The routes also all start at the same place, and I wonder if there'd be ways to make the routes cross over more often (so that you can have multiple transfer points and frequency gains).	1/19/2015 9:39 AM
24	no need to express anything more	1/16/2015 8:25 PM
25	Can't figure out how to use the bus schedules	1/15/2015 4:07 PM
26	24/7 service	1/14/2015 8:56 AM
27	These things are important, but since I almost never ride the bus, I don't feel like my opinion should matter much.	1/13/2015 7:54 PM

28	see previous comments	1/13/2015 5:55 PM
29	Again, too much capacity, when will Uber be allowed to help these people out with less regulation, not more?	1/13/2015 3:36 PM
30	WiFi might encourage more riders since boredom could be problematic on long and repetitive routes.	1/13/2015 10:09 AM
31	A phone app to track transit status	1/13/2015 10:02 AM
32	N/A	1/13/2015 9:45 AM
33	It would be helpful to provide system map and route schedules at heavily-used bus stops, for example, stops with shelters. This would make it easier to use transit more spontaneously, rather than having to plan ahead and look up schedule and route information.	1/12/2015 10:48 PM
34	I think routes with logical routes to specific destinations would be more successful than the current system.	1/12/2015 9:48 PM

Q17 In what city do you live?

Answered: 350 Skipped: 74

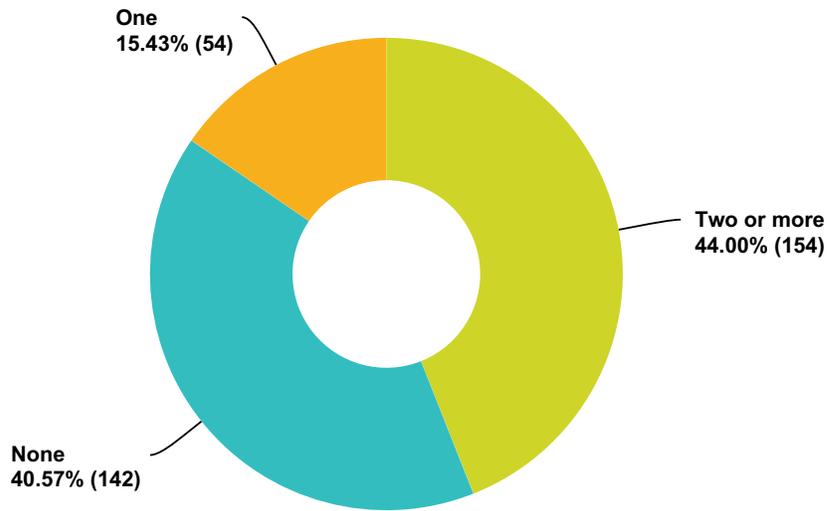


Answer Choices	Responses
Cedar Rapids	69.71% 244
Robins	13.43% 47
Marion	8.57% 30
Hiawatha	3.43% 12
Ely	2.00% 7
Other (please specify)	1.71% 6
Unincorporated Linn County	0.86% 3
Fairfax	0.29% 1
Total	350

#	Other (please specify)	Date
1	Covington	1/31/2015 11:59 AM
2	askdhf;ad	1/19/2015 2:58 PM
3	Palo	1/16/2015 10:53 AM
4	Mt Vernon	1/15/2015 12:10 PM
5	Lisbon	1/13/2015 9:52 AM
6	Iowa City (recently moved from Cedar Rapids, still work in CR)	1/12/2015 10:49 PM

Q18 How many drivable automobiles are owned in your household?

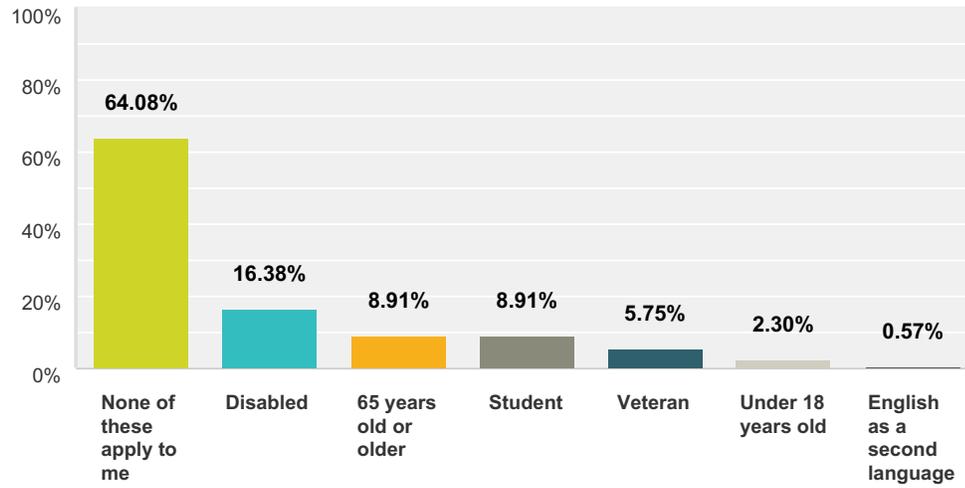
Answered: 350 Skipped: 74



Answer Choices	Responses	
Two or more	44.00%	154
None	40.57%	142
One	15.43%	54
Total		350

Q19 Please mark all that apply to you:

Answered: 348 Skipped: 76



Answer Choices	Responses	Count
None of these apply to me	64.08%	223
Disabled	16.38%	57
65 years old or older	8.91%	31
Student	8.91%	31
Veteran	5.75%	20
Under 18 years old	2.30%	8
English as a second language	0.57%	2
Total Respondents: 348		

Q20 Please specify your household income:

Answered: 332 Skipped: 92



Answer Choices	Responses	Count
Less than \$20,000	39.76%	132
\$20,000 to \$29,999	9.34%	31
\$30,000 to \$39,999	5.12%	17
\$40,000 to \$49,999	5.42%	18
\$50,000 to \$59,999	2.71%	9
\$60,000 to \$69,999	4.82%	16
\$70,000 to \$79,999	4.82%	16
\$80,000 to \$89,999	5.42%	18
\$90,000 to \$99,999	3.01%	10
More than \$100,000	19.58%	65
Total		332

Q21 Do you have any comments, questions, or suggestions for transportation in our metro?

Answered: 111 Skipped: 313

#	Responses	Date
1	I would suggest that the buses be cleaned inside and outside and I would suggest that the route 3 short bus be replaced with a brand new one because it leaks when raining.	2/26/2015 9:41 AM
2	I feel buses should run 7 days a week from 5 am to 8 pm. I reel we need more buses that goes out to the place where you get your IDs	2/26/2015 9:33 AM
3	It would be nice if the #5 routes were changed so they ran every hour this would greatly reduce the number of passengers and allow easier scheduling for the people who ride these routes. Have a separate route for 1st Avenue to Lindale then back which would run every half hour. Possibly have a separate staging area at Lindale for the routes since they are so long something like that.	2/26/2015 9:29 AM
4	Going to Fairfax. My Grandma lives in Fairfax and I could visit her more instead of having to depend on family members to take me.	2/26/2015 9:23 AM
5	Longer times (night hours) and more stops in further away	2/26/2015 9:19 AM
6	Please be more outwardly spoken about rules and please say hello back.	2/26/2015 9:15 AM
7	I think you are great to public and I enjoy your services.	2/26/2015 9:10 AM
8	I think you guys are good. Just need more buses that come more than once an hour.	2/26/2015 9:06 AM
9	Bus drivers need to wait for persons to be seated before taking off. Number 8 bus seems early at stops. I was out there 4 minutes early and missed it.	2/26/2015 9:01 AM
10	Need more peak service especially on the 5 routes.	2/26/2015 8:56 AM
11	More routes and buses pick up stops. Longer hours and more convenient stops and let offs.	2/22/2015 9:01 PM
12	Having bus driver that follow the rules and ask people to move for the elderly not to use bad language, not to be playing music on their phones, not to smoke at the bus top buildings. Rather than those who care less and would rather yell at people who get on and ask to have the bus step lowered or want to get a seat instead of standing when they could fall if they do stand. Drivers who take off before you get in a seat so if you have trouble with balance you fall into the seats or bars between seats. But thanks to all the driver who do there job and do it well even keep a smile on their face.	2/22/2015 8:55 PM
13	I wanted you to appreciate a very nice person Chris on route 12. I had car issues and began riding the bus again. She is very friendly and professional. I also rode the bus when a man drove the same route. He on the other hand wasn't friendly.	2/22/2015 8:43 PM
14	I understand that there are safety issues. Lost issues, etc... I take evening classes at kirkwood. No City transportation . I have often held evening jobs to supplement my income but there is no city transportation so I have to walk or bicycle. 5N and %B routes are too lengthy to only have 1 bus running each route. shelters at more stops would be great. Since fares have not gone back down w/oil prices then why can't extra revenue be used to pay for later routes schedules and more shelters at stops.	2/22/2015 8:37 PM
15	Need bus runs on Saturday, every half hour will be good plus I would like to see bus start earlyer on sat and end later. It would be good if bus runs 24 hours a day every half hour. I can get more accomplished in my day and it would be nice to be able to catch a bus to church on sundays. Most importantly for me: I need to work at CCB Packaging 1st Shift, starting at 7 am I can't because to do so willl require me to catch the 5B downtown at 545am. However, to get downtown by that time I will catch the 7 at fruitland and C St. And it gets downtown after the 5B bus has already left. I miss the 5B bus by 20 minutes and am late for work.	2/22/2015 8:25 PM
16	I enjoy riding the city bus. I think the drivers are really nice people. I've been riding for a while now and have not had any problems. I need the 7 bus to get me downtown before 545am in order to be at work by 7am. CCB Packaging on the 5B.	2/22/2015 8:18 PM

17	Some of the drivers immediately take off once you have paid, do not wait for you to get seated. Have almost fallen down several times.	2/22/2015 8:05 PM
18	Making disabled and elderly space just for disabled and elderly not for baby carriages and ore the people with baby carriages to fold them so they don't block the room in the bus	2/22/2015 8:00 PM
19	Marion Buses are too crowded. People standing is a safety issue. Sometimes too many strollers (2 or 3) on bus. Not enough room for people to stand.	2/22/2015 7:56 PM
20	Keep up the good work	2/19/2015 7:19 PM
21	I like the larger bus shedules easier to read	2/19/2015 6:43 PM
22	I believe that CR Transit should become more like NTS. NTS is more family-oriented, inexpensive, and reliable. They will not pass you up like CR Transit as they watch you run to the bus.	1/31/2015 2:59 PM
23	The service is great. Don't know what I would do without it. Drivers are great. Only thing I would say is wait times from work for pickup are a little long sometimes. But other than that, no problems.	1/31/2015 2:27 PM
24	Extend hours for Friday and Saturday to 9:20 and start service on Sunday 8-1pm.	1/31/2015 2:21 PM
25	Have public transportation for late night workers and on Sundays. Shorter wait time for buses.	1/31/2015 2:17 PM
26	24 hour service or earlier routes so I can catch the bus to work.	1/31/2015 1:45 PM
27	When my time was up to be picked up, I have called the line to see if anyone was coming. No answer. Called again and again. Still no answer. I need to know if someone is coming or not so I can make other arrangements for a ride to work. This has happened on more than one occasion. My time is valuable to me. I'm not going to wait all day to see if a ride is going to show up or not. What are you going to do about this?	1/31/2015 12:52 PM
28	Keep it the same.	1/31/2015 12:41 PM
29	Keep up the good work!	1/31/2015 12:23 PM
30	NTS is a blessing.	1/31/2015 12:17 PM
31	I believe that we should be able to call and talk to someone if the NTS is going to be late.	1/31/2015 12:01 PM
32	If we could have a bus system as Iowa City has, I believe it would relieve some issues.	1/31/2015 11:59 AM
33	Very grateful the buses are here. Thanks. More number 5 buses. It gets so crowded sometimes you can't move or breathe.	1/31/2015 1:11 AM
34	For the most part, you are a good service. Thank you.	1/31/2015 1:06 AM
35	Because of work and appointments, I have no time to go anywhere because I usually have to catch the 5:20 bus for daycare and the 6:20 bus for home after I get off work.	1/31/2015 1:03 AM
36	Need more shelters.	1/31/2015 12:56 AM
37	Need to have more shelters, more areas to sit down. Buses need to be on time.	1/31/2015 12:54 AM
38	Well I just moved here to CR and so far I'm doing good with the buses. The employees are really nice when I need to get somewhere or off the bus.	1/31/2015 12:45 AM
39	Two complaints: 1. the 5 buses are seriously overcrowded and this is by far not safe. There is no possible way CR Transit is not aware of this. 2. People getting on the bus are not getting seated before the bus takes off. The bus takes off while they are still trying to sit down and this causes people to lose balance. This really needs to be addressed! Other than this, I applaud CRT for their great communication skills and all the difficulties that arise to make the service work as they do, for they are handled in a fashionable manner.	1/31/2015 12:41 AM
40	Longer hours. Running on Sundays. Buses meeting each other on the same side of town.	1/31/2015 12:32 AM
41	In my opinion, the bus is just fine the way it is.	1/31/2015 12:21 AM
42	Provide night and Sunday service. Longer service on Saturday. Make drivers go through training for dealing with strangers with disabilities.	1/31/2015 12:03 AM
43	I think that CR bus service is real helpful. I also thank the drivers and people who give directions and bus information. They are very kind and have very good attitudes. They also are real helpful. Thank you CR Transit for giving me the time and patience everyday.	1/30/2015 11:56 PM

44	Tell people to respect the elderly and disabled. No such remarks about what race we all are. The buses are getting scary! You have a great bus system. Some spoil it for the rest of us. Driver with long white hair, tell him to go home to his whatever. The bus station is not a place to hussle!!! P.S. my bus ticket is low income, but I still have a hard time. Thank you,	1/27/2015 10:31 PM
45	Buses run until 9 or 10pm during week nights. Buses run until about 7 or 8pm on Saturday. Buses run from 8am to 2pm on Sundays. I've chatted with others who ride the bus and their views are sort of similar to those I wrote above.	1/27/2015 10:19 PM
46	Cleaner bus stops when it snows.	1/27/2015 10:02 PM
47	Possibly another route 5 bus. They are usually pretty crowded.	1/27/2015 9:55 PM
48	Need to run longer on Saturday and Sunday for at least 4pm and longer during the week, like until 10pm	1/27/2015 9:52 PM
49	More bus routes and night service would be nice. The city bus is my way to work and home monday through friday everyday. I buy a day pass every morning. I take 4 and 2 (routes) mornings 9 at night. Enjoy all three.	1/26/2015 11:08 PM
50	I think overall the bus system is very helpful.	1/26/2015 11:01 PM
51	Completely satisfied in bus service in Cedar Rapids and surrounding areas. Almost all drivers are friendly and helpful in giving route directions. for a person who is in doubt which route to take.	1/26/2015 10:57 PM
52	I think the bus helps a lot of people in need.	1/26/2015 10:53 PM
53	Your Saturday routes are not sufficient start too late end to early.	1/26/2015 10:47 PM
54	You are doing a superb, fantastic and amazing job! All of you! Love "JR" Rupert	1/26/2015 10:31 PM
55	Try to add more routes for growing NE areas	1/26/2015 10:15 PM
56	Benches needed at more locations. Shelters would be very nice in bad weather (enclosed) Shelter at 1st Ave Across from hy-vee (subway) allows the wind to enter. Al of times it is warmer to behind shleter. there are some places that could use stops closer together. When I checked on riding w/NTS I was they were not talking new riders but I could be put on a waiting list.	1/26/2015 9:53 PM
57	I	1/26/2015 7:13 PM
58	I used to work in Iowa City, it would have been nice to have public transportation between Cedar Rapids and Iowa City.	1/26/2015 7:04 PM
59	We need better public transportation period.	1/26/2015 7:03 PM
60	Provide more LIFTS and more NTS - not everyone can understand how to use regular buses - the disabled need more support at a reasonable cost	1/26/2015 6:59 PM
61	People tell me they don't ride the bus because it's to difficult to figure out how to get to their destination the signage offers no indication of when bus comes or where it goes	1/26/2015 6:51 PM
62	I work off Hwy 100 on Tama St. Would like to see some kind of service for this area. I have to walk to and from work on Hwy 100 to meet the bus at Lindale Mall.	1/26/2015 11:10 AM
63	Do something about cellphone ringers. They are annoying and distracting Don't allow loud and obscene language Do something about noisy kids Rude drivers especially on Route 5	1/26/2015 10:54 AM
64	The people who bring baby strollers on the bus should fold them up and hold their kid because they put the strollers in the area where old and disabled people sit than now where do the old and disabled sit now? the old and disabled should be able to sit in the front seats without a baby stroller already parked there.	1/25/2015 4:47 PM
65	The bus company should make people with strollers fold them up so it is not taking the seat space away from the old people and disabled	1/25/2015 4:20 PM
66	Making the people with baby carriages fold them up because they take up the space where the old and disabled sit and they also take up room in the bus when it is packed up.	1/21/2015 7:18 PM
67	Facilitate night and Sunday service for CR Transit.	1/21/2015 10:13 AM
68	no.	1/20/2015 9:39 PM

69	Increase the hours of operation for transportation services (maybe for just a few certain routes) into the evening hours. This would allow people to take the bus to get home from work, even if they're getting of work at 8 or after. Night hours during the weekends would be especially nice, as it's difficult to take a taxi across town for cheap, there are no buses available, and you can't drive home because you don't want a DUI.	1/20/2015 11:25 AM
70	Although I am still able to drive my own car anywhere and anytime I want, I am nearly 68 years old and I know I won't have this ability later in my life. I hope we have a quality and user friendly system in place by the time I need it.	1/19/2015 10:47 PM
71	Provide more service to Robins. Need a couple of stop locations in Robins	1/19/2015 12:24 PM
72	Given my experience living in DC, to make CR's transit work better we would need: 1) Smaller, more efficient buses 2) Bus stop shelters need to be greatly improved, too many sign-only stops 3) More buses to increase stop frequency during peak hours Last, to build the transit empire, we'll need some focused marketing to let people know what we have to offer. CR has become a car-only city because of the lack of options. But I'm seeing more folks moving from large cities or other countries that expect walking and transit-service commuting to work and groceries.	1/19/2015 10:40 AM
73	I'd like to see some smarter routes and intercity options. Being able to hop a bus to Iowa City or North Liberty would be a nice option to have, because I hate driving it all the time.	1/19/2015 9:40 AM
74	none	1/16/2015 8:26 PM
75	You might want to look into heated bus shelters for some of the more frequented bus stops: http://www.ubspectrum.com/news/view.php/762609/UB-to-finish-installing-first-heated-bus	1/16/2015 3:36 PM
76	we don't have bus service in our town. it would be nice to have something	1/16/2015 3:11 PM
77	I work for non-profit and it would be get if we could bus tickets at minimal cost. There is always a huge need for bus tickets in Linn County	1/16/2015 10:41 AM
78	Light rail would be good.	1/15/2015 8:54 PM
79	Help Collins Road congestion by improving timing on traffic signals.	1/15/2015 4:38 PM
80	Would love to ride the bus if I could figure out the transfer schedules	1/15/2015 4:08 PM
81	I wish public transportation was more accessible. I would use this and sell one or two of my cars. I hate owning a car for such a short work commute but I have little kids I must transport places and using the bus is impossible with the terrible service currently.	1/15/2015 3:07 PM
82	Our family used to take the bus a lot in the seventies and eighties. I remember walking endlessly to the bus stops and sitting in the hard seats, waiting in the cold for the bus to come and it taking forever to reach our destination. I remember not being able to participate in afterschool activities as a kid because there was no bus available after 6 and not being able to go to church unless a church had a bus because there was no service on sundays...I do not currently take the bus but if any of these issues still exist it severely limits where someone that relies on the bus can choose to work, go to school or participate for fun. My advice to you is having more bus trips that alternate bus stops so that buses come more frequently and time is cut shorter...or making the bus fun ...having community event that require someone to take the bus to get there...uptown friday nights in cr...show your bus pass and get in free ..first beer free. Or a Saturday night ride to downtown on the hour so people can go out and not worry about driving. Or during the day...kids bring your tablets and take an adventure tour of cedar rapids..see pictures of what each place looked like 100 years ago.(brucemore, greensquare park, horse racing track in marion). You could have something new on the tablet every day to see and view so that it is fun and interesting. You could have bingo like they do on the allegiant flights. Sounds flaky but currently I have no reason to give up the freedom of my car unless I am getting something I can't get in the car...community.	1/15/2015 2:33 PM
83	Public Transportation is especially important to special population groups, such as persons with disabilities, those with low-income, older adults, etc. It is important to provide accessible transportation to meet the needs of these groups.	1/15/2015 12:45 PM
84	I have 2 disabled adults in my household where they do depend on the transit system and one of them is getting to the point where she rather walk then wait for the bus because at night she van walk faster the riding the bus home	1/15/2015 12:28 PM
85	train would be nice for people commute	1/15/2015 9:58 AM
86	Transportation to Coralville/Iowa City area by rail would be hugely beneficial	1/14/2015 11:09 AM

87	The most high need areas for the individuals with disabilities that I work with are defined stops in between major locations and more accessibility to medical facilities and appointments.	1/14/2015 8:48 AM
88	Work with your regional partners. Connect the corridor.	1/14/2015 8:01 AM
89	Bring train service to the area, both inter and intra state.	1/14/2015 6:41 AM
90	Better and more user friendly route maps	1/14/2015 1:14 AM
91	Having the transfer point downtown makes traveling across 1 side of town inconvenient. E.g. Traveling from Marion to Hiawatha. Getting from route 5N to route 6 or 4.	1/13/2015 8:37 PM
92	No	1/13/2015 5:56 PM
93	Lots of empty buses driving around when cabs could move people more efficiently with less walking in the winter. Cut the excess diesel polluting the air.	1/13/2015 3:37 PM
94	Connections between Iowa City and Cedar Rapids.	1/13/2015 3:29 PM
95	Again - non stop service from a central location to Rockwell Collins - C Ave Complex, with arrival and departure from Rockwell at common daytime working times.6:30-8:30 AM and 3:30-5:30 PM	1/13/2015 3:21 PM
96	Routes to Iowa City for work commuters would be great!	1/13/2015 1:08 PM
97	BRT from Westdale Mall to Uptown Marion would be amazing.	1/13/2015 11:28 AM
98	I would really appreciate night service. I would also like to say how friendly the CRTransit drivers are and very helpful to all the riders. Thank you!	1/13/2015 11:25 AM
99	Having later hours into the evenings and adding Sunday will increase the usage of the bus transportation.	1/13/2015 11:07 AM
100	Shorter bus routes and more of them.	1/13/2015 10:55 AM
101	hard to prioritize longer service/more frequent service/sunday service as all are very important to me.	1/13/2015 10:23 AM
102	The bus routing scheme discourages potential riders by requiring most riders to go through the GTC.	1/13/2015 10:12 AM
103	I have an elderly parent in my household who has trouble finding affordable transportation to appointments. It would be great to see improvements in that area.	1/13/2015 10:01 AM
104	Yes. Please put in buses from kirkwood to marion direct route. Please please please please	1/13/2015 9:47 AM
105	N/A	1/13/2015 9:46 AM
106	I was very concerned when I heard about MPO money being designated for a skywalk downtown. I hope that situation has been addressed and corrected and that it will not occur again.	1/13/2015 8:46 AM
107	For many, it takes too long to catch a bus, wait at the GTC and then catch another bus to get to work or another desired location. People still sometimes need service to the Iowa City area for medical appts, work or shopping. Could there be a bus route to Amana and Fairfax? The books with schedules and maps for CR Transit are hard to use and understand, especially for people new to the area. As the city (cities) spreads out, it is getting harder for some people to get to a bus stop, especially in areas where there aren't always sidewalks.	1/13/2015 8:36 AM
108	Need focus on visibility, quality branding, ingrain transit into the identity and culture of the community. More people will see it's value and support it, even if they still don't use transit themselves.	1/12/2015 10:50 PM
109	We need to be prepared for the possibility that federal transportation funding will stop or diminish. What sort of transit could we fund on our own, if need be, based on demand and need?	1/12/2015 9:50 PM
110	Yes, I'd like to see a bus route that goes on 1st Ave only all day long, back and forth from east edge of Cedar Rapids to the west edge. I am on the outbound bus route in the morning when I need an inbound bus. Why do we have to pay a second fare if you change buses at the GTC but are still on one trip? I like riding the bus. Drivers on Route 10 are helpful and courteous. I've never experienced problems. Thanks for the bike racks on front. I use one occasionally.	1/12/2015 7:16 PM
111	Need transportation from Cedar Rapids to U of Iowa	1/12/2015 7:01 PM



101 First St SE
 Cedar Rapids, IA 50703
 (319) 286 -5299

Passenger Transportation Survey

The purpose of this survey is to develop basic information on transportation services in Cedar Rapids, Ely, Fairfax, Hiawatha, Marion, Robins, and unincorporated Linn County. This survey is broadly focused and includes organizations that provide, contract for, or fund transportation services, or are interested in transportation service. Additionally, a transit vehicle inventory is being developed to better ascertain the available capacity and identify any opportunities for resource sharing. Thank your for time and effort, it is much appreciated.

1. General Information

Contact Person: Kew Cook
 Agency/Organization: Marion Ind. School Dist. (MISD)
 Address: 150 3rd Ave
 City/Town: Marion
 ZIP: 52302
 Email Address: kcook@marion-isd.org
 Phone Number: 319-377-4974

2. What are the major functions/services of your organization? (check all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Assisted Living/Nursing Home | <input type="checkbox"/> Religious Services |
| <input type="checkbox"/> Taxi Service | <input checked="" type="checkbox"/> Education | <input type="checkbox"/> Financial Assistance |
| <input type="checkbox"/> Medical Services | <input type="checkbox"/> Childcare | <input type="checkbox"/> Recreation/Social |
| <input type="checkbox"/> Human Services | <input type="checkbox"/> Job Training/Job Placement | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Disabled Services | <input type="checkbox"/> Counseling | _____ |

3. Which of the following best describes your situation with regard to transportation services?

- We offer direct transportation services
- We contract with someone else who provides transportation service for us
- We purchase and distribute transit agency passes for our clients
- We do not currently provide transportation services
- We do not currently provide transportation services, but would be potentially interested in providing them in the future

Comments: _____

4. What counties and cities does your operation serve with transportation?

Linn County - Marion

5. What type of transportation services are offered by your agency? (check all that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> Taxi Services | <input type="checkbox"/> Employment | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Elderly | <input type="checkbox"/> Shopping/Recreation | <input type="checkbox"/> Head Start |
| <input checked="" type="checkbox"/> Disabled/ADA Compliant | <input type="checkbox"/> Medical/Dental | <input checked="" type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Transit Dependent | <input checked="" type="checkbox"/> Education/Training | <u>Staff use of vehicles</u>
<u>for meetings</u> |

6. What level of assistance is provided for riders? (check all that apply)

- Curb-to-Curb (drivers may assist riders in and out of vehicle)
- Door-to-Door (drivers may assist riders to the entrance of origin/destination)
- Drivers are permitted to assist with packages
- Passengers are permitted to travel with a personal care escort
- No assistance provided

7. What are your organization's transportation eligibility requirements? (check all that apply)

- | | | |
|--|---|--|
| <input type="checkbox"/> None | <input type="checkbox"/> Age Specific | <input checked="" type="checkbox"/> Disabled/ADA |
| <input checked="" type="checkbox"/> Residents Only | <input checked="" type="checkbox"/> Geographic Service Area | <input checked="" type="checkbox"/> Medicaid |
| <input type="checkbox"/> Senior Clients Only | <input type="checkbox"/> Church Membership | <input checked="" type="checkbox"/> Medical |
| <input checked="" type="checkbox"/> Children | <input type="checkbox"/> Veterans Only | <input type="checkbox"/> Other (please specify) |
-

8. What types of transportation limitations are experienced by the people your agency serves? (check all that apply)

- | | | |
|--|--|---|
| <input type="checkbox"/> Aging Related | <input checked="" type="checkbox"/> Physical Disability | <input checked="" type="checkbox"/> Financial Limitations |
| <input checked="" type="checkbox"/> Visual Impairment | <input checked="" type="checkbox"/> Developmental Disability | <input type="checkbox"/> Remote/Rural Location |
| <input checked="" type="checkbox"/> Hearing Impairment | <input checked="" type="checkbox"/> Multiple Disabilities | <input type="checkbox"/> Language Barriers |
| <input checked="" type="checkbox"/> Other (please specify) | | |
| <u>Homeless</u> | | |

9. How does your agency provide the following: (check all that apply)

- | | | |
|---|---|--|
| <input checked="" type="checkbox"/> We own our own vehicles | <input checked="" type="checkbox"/> We perform our own vehicle maintenance | <input checked="" type="checkbox"/> We have paid drivers |
| <input type="checkbox"/> We lease our vehicles | <input checked="" type="checkbox"/> We contract out for maintenance service | <input type="checkbox"/> We have volunteer drivers |
| <input type="checkbox"/> N/A | <input type="checkbox"/> N/A | <input type="checkbox"/> N/A |

**10. Based on your experience, what are the barriers to coordinating transportation services?
(check all that apply)**

- | | |
|--|--|
| <input type="checkbox"/> Federal Regulations | <input checked="" type="checkbox"/> Not enough equipment/staff |
| <input checked="" type="checkbox"/> State Regulations | <input type="checkbox"/> Funding |
| <input checked="" type="checkbox"/> Liability Issues | <input type="checkbox"/> Reluctance of providers to coordinate |
| <input checked="" type="checkbox"/> Other (please specify
<u>accountability</u>) | <input type="checkbox"/> Competition from other providers |

11. If funding was not an obstacle, what additional transportation services would your agency like to provide?

12. What are your organization and/or clients' unmet transportation needs? (check all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Getting to/from work | <input type="checkbox"/> Visiting friends and family |
| <input checked="" type="checkbox"/> Recreational activities and events | <input type="checkbox"/> Shopping and errands |
| <input type="checkbox"/> Weekend and holiday travel | <input checked="" type="checkbox"/> Attending training or education classes |
| <input type="checkbox"/> Accessing social service providers | <input checked="" type="checkbox"/> Getting children to childcare, school, or school activities |
| <input type="checkbox"/> Going to doctor/dentist/medical appointments | <input checked="" type="checkbox"/> Travel to surrounding communities |
| <input type="checkbox"/> Other (please specify
_____) | <input checked="" type="checkbox"/> Evening service |

13. What additional transportation needs do you anticipate for your agency or community in the next five years?

**14. What areas of transportation service coordination would be of interest to your agency?
(check all that apply)**

- | | |
|---|---|
| <input checked="" type="checkbox"/> Cooperatively purchasing vehicles | <input type="checkbox"/> Participating in a roundtable of service providers |
| <input type="checkbox"/> Contracting to provide services | <input type="checkbox"/> Pooling financial resources |
| <input checked="" type="checkbox"/> Joint driver training program | <input type="checkbox"/> Sharing routes with other agencies |
| <input type="checkbox"/> Sharing vehicles with other agencies | <input type="checkbox"/> Contracting to purchase services |
| <input type="checkbox"/> Other (please specify
_____) | |

Thank you for completing our survey! If you have any questions or comments please contact Brandon Whyte with the Corridor MPO at b.whyte@cedar-rapids.org or 319.286.5299.



101 First St SE
 Cedar Rapids, IA 50703
 (319) 286 -5299

Passenger Transportation Survey

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1. General Information

Contact Person: _____
 Agency/Organization: _____
 Address: _____
 City/Town: _____
 ZIP: _____
 Email Address: _____
 Phone Number: _____

2. What are the major functions/services of your organization? (check all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Assisted Living/Nursing Home | <input type="checkbox"/> Religious Services |
| <input type="checkbox"/> Taxi Service | <input type="checkbox"/> Education | <input type="checkbox"/> Financial Assistance |
| <input type="checkbox"/> Medical Services | <input type="checkbox"/> Childcare | <input type="checkbox"/> Recreation/Social |
| <input type="checkbox"/> Human Services | <input type="checkbox"/> Job Training/Job Placement | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Disabled Services | <input type="checkbox"/> Counseling | _____ |

3. Which of the following best describes your situation with regard to transportation services?

- We offer direct transportation services
- We contract with someone else who provides transportation service for us
- We purchase and distribute transit agency passes for our clients
- We do not currently provide transportation services
- We do not currently provide transportation services, but would be potentially interested in providing them in the future

Comments: _____

4. What counties and cities does your operation serve with transportation?

5. What type of transportation services are offered by your agency? (check all that apply)

- | | | |
|---|--|---|
| <input type="checkbox"/> Taxi Services | <input type="checkbox"/> Employment | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Elderly | <input type="checkbox"/> Shopping/Recreation | <input type="checkbox"/> Head Start |
| <input type="checkbox"/> Disabled/ADA Compliant | <input type="checkbox"/> Medical/Dental | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Transit Dependent | <input type="checkbox"/> Education/Training | _____ |

6. What level of assistance is provided for riders? (check all that apply)

- Curb-to-Curb (drivers may assist riders in and out of vehicle)
- Door-to-Door (drivers may assist riders to the entrance of origin/destination)
- Drivers are permitted to assist with packages
- Passengers are permitted to travel with a personal care escort
- No assistance provided

7. What are your organization's transportation eligibility requirements? (check all that apply)

- | | | |
|--|--|---|
| <input type="checkbox"/> None | <input type="checkbox"/> Age Specific | <input type="checkbox"/> Disabled/ADA |
| <input type="checkbox"/> Residents Only | <input type="checkbox"/> Geographic Service Area | <input type="checkbox"/> Medicaid |
| <input type="checkbox"/> Senior Clients Only | <input type="checkbox"/> Church Membership | <input type="checkbox"/> Medical |
| <input type="checkbox"/> Children | <input type="checkbox"/> Veterans Only | <input type="checkbox"/> Other (please specify) |
| | | _____ |

8. What types of transportation limitations are experienced by the people your agency serves? (check all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> Aging Related | <input type="checkbox"/> Physical Disability | <input type="checkbox"/> Financial Limitations |
| <input type="checkbox"/> Visual Impairment | <input type="checkbox"/> Developmental Disability | <input type="checkbox"/> Remote/Rural Location |
| <input type="checkbox"/> Hearing Impairment | <input type="checkbox"/> Multiple Disabilities | <input type="checkbox"/> Language Barriers |
| <input type="checkbox"/> Other (please specify) | | |
| _____ | | |

9. How does your agency provide the following: (check all that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> We own our own vehicles | <input type="checkbox"/> We perform our own vehicle maintenance | <input type="checkbox"/> We have paid drivers |
| <input type="checkbox"/> We lease our vehicles | <input type="checkbox"/> We contract out for maintenance service | <input type="checkbox"/> We have volunteer drivers |
| <input type="checkbox"/> N/A | <input type="checkbox"/> N/A | <input type="checkbox"/> N/A |

1\$. Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Federal Regulations | <input type="checkbox"/> Not enough equipment/staff |
| <input type="checkbox"/> State Regulations | <input type="checkbox"/> Funding |
| <input type="checkbox"/> Liability Issues | <input type="checkbox"/> Reluctance of providers to coordinate |
| <input type="checkbox"/> Other (please specify
_____ | <input type="checkbox"/> Competition from other providers |

1% If funding was not an obstacle, what additional transportation services would your agency like to provide?

1&. What are your organization and/or clients' unmet transportation needs? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Getting to/from work | <input type="checkbox"/> Visiting friends and family |
| <input type="checkbox"/> Recreational activities and events | <input type="checkbox"/> Shopping and errands |
| <input type="checkbox"/> Weekend and holiday travel | <input type="checkbox"/> Attending training or education classes |
| <input type="checkbox"/> Accessing social service providers | <input type="checkbox"/> Getting children to childcare, school, or school activities |
| <input type="checkbox"/> Going to doctor/dentist/medical appointments | <input type="checkbox"/> Travel to surrounding communities |
| <input type="checkbox"/> Other (please specify
_____ | <input type="checkbox"/> Evening service |

1' . What additional transportation needs do you anticipate for your agency or community in the next five years?

% . What areas of transportation service coordination would be of interest to your agency? (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Cooperatively purchasing vehicles | <input type="checkbox"/> Participating in a roundtable of service providers |
| <input type="checkbox"/> Contracting to provide services | <input type="checkbox"/> Pooling financial resources |
| <input type="checkbox"/> Joint driver training program | <input type="checkbox"/> Sharing routes with other agencies |
| <input type="checkbox"/> Sharing vehicles with other agencies | <input type="checkbox"/> Contracting to purchase services |
| <input type="checkbox"/> Other (please specify
_____ | |

Thank you for completing our survey! For more information, contact the Rapid Response Team at rapidresponse@rapids.org or call 319.286.5299.



101 First St SE
 Cedar Rapids, IA 50703
 (319) 286 -5299

Passenger Transportation Survey

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1. General Information

Contact Person: _____
 Agency/Organization: _____
 Address: _____
 City/Town: _____
 ZIP: _____
 Email Address: _____
 Phone Number: _____

2. What are the major functions/services of your organization? (check all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Assisted Living/Nursing Home | <input type="checkbox"/> Religious Services |
| <input type="checkbox"/> Taxi Service | <input type="checkbox"/> Education | <input type="checkbox"/> Financial Assistance |
| <input type="checkbox"/> Medical Services | <input type="checkbox"/> Childcare | <input type="checkbox"/> Recreation/Social |
| <input type="checkbox"/> Human Services | <input type="checkbox"/> Job Training/Job Placement | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Disabled Services | <input type="checkbox"/> Counseling | _____ |

3. Which of the following best describes your situation with regard to transportation services?

- We offer direct transportation services
- We contract with someone else who provides transportation service for us
- We purchase and distribute transit agency passes for our clients
- We do not currently provide transportation services
- We do not currently provide transportation services, but would be potentially interested in providing them in the future

Comments: _____

4. What counties and cities does your operation serve with transportation?

5. What type of transportation services are offered by your agency? (check all that apply)

- | | | |
|---|--|---|
| <input type="checkbox"/> Taxi Services | <input type="checkbox"/> Employment | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Elderly | <input type="checkbox"/> Shopping/Recreation | <input type="checkbox"/> Head Start |
| <input type="checkbox"/> Disabled/ADA Compliant | <input type="checkbox"/> Medical/Dental | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Transit Dependent | <input type="checkbox"/> Education/Training | _____ |

6. What level of assistance is provided for riders? (check all that apply)

- Curb-to-Curb (drivers may assist riders in and out of vehicle)
- Door-to-Door (drivers may assist riders to the entrance of origin/destination)
- Drivers are permitted to assist with packages
- Passengers are permitted to travel with a personal care escort
- No assistance provided

7. What are your organization's transportation eligibility requirements? (check all that apply)

- | | | |
|--|--|---|
| <input type="checkbox"/> None | <input type="checkbox"/> Age Specific | <input type="checkbox"/> Disabled/ADA |
| <input type="checkbox"/> Residents Only | <input type="checkbox"/> Geographic Service Area | <input type="checkbox"/> Medicaid |
| <input type="checkbox"/> Senior Clients Only | <input type="checkbox"/> Church Membership | <input type="checkbox"/> Medical |
| <input type="checkbox"/> Children | <input type="checkbox"/> Veterans Only | <input type="checkbox"/> Other (please specify) |
| | | _____ |

8. What types of transportation limitations are experienced by the people your agency serves? (check all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> Aging Related | <input type="checkbox"/> Physical Disability | <input type="checkbox"/> Financial Limitations |
| <input type="checkbox"/> Visual Impairment | <input type="checkbox"/> Developmental Disability | <input type="checkbox"/> Remote/Rural Location |
| <input type="checkbox"/> Hearing Impairment | <input type="checkbox"/> Multiple Disabilities | <input type="checkbox"/> Language Barriers |
| <input type="checkbox"/> Other (please specify) | | |
| _____ | | |

9. How does your agency provide the following: (check all that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> We own our own vehicles | <input type="checkbox"/> We perform our own vehicle maintenance | <input type="checkbox"/> We have paid drivers |
| <input type="checkbox"/> We lease our vehicles | <input type="checkbox"/> We contract out for maintenance service | <input type="checkbox"/> We have volunteer drivers |
| <input type="checkbox"/> N/A | <input type="checkbox"/> N/A | <input type="checkbox"/> N/A |

1\$. Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Federal Regulations | <input type="checkbox"/> Not enough equipment/staff |
| <input type="checkbox"/> State Regulations | <input type="checkbox"/> Funding |
| <input type="checkbox"/> Liability Issues | <input type="checkbox"/> Reluctance of providers to coordinate |
| <input type="checkbox"/> Other (please specify
_____ | <input type="checkbox"/> Competition from other providers |

1% If funding was not an obstacle, what additional transportation services would your agency like to provide?

1&. What are your organization and/or clients' unmet transportation needs? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Getting to/from work | <input type="checkbox"/> Visiting friends and family |
| <input type="checkbox"/> Recreational activities and events | <input type="checkbox"/> Shopping and errands |
| <input type="checkbox"/> Weekend and holiday travel | <input type="checkbox"/> Attending training or education classes |
| <input type="checkbox"/> Accessing social service providers | <input type="checkbox"/> Getting children to childcare, school, or school activities |
| <input type="checkbox"/> Going to doctor/dentist/medical appointments | <input type="checkbox"/> Travel to surrounding communities |
| <input type="checkbox"/> Other (please specify
_____ | <input type="checkbox"/> Evening service |

1' . What additional transportation needs do you anticipate for your agency or community in the next five years?

% . What areas of transportation service coordination would be of interest to your agency? (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Cooperatively purchasing vehicles | <input type="checkbox"/> Participating in a roundtable of service providers |
| <input type="checkbox"/> Contracting to provide services | <input type="checkbox"/> Pooling financial resources |
| <input type="checkbox"/> Joint driver training program | <input type="checkbox"/> Sharing routes with other agencies |
| <input type="checkbox"/> Sharing vehicles with other agencies | <input type="checkbox"/> Contracting to purchase services |
| <input type="checkbox"/> Other (please specify
_____ | |

Thank you for completing our survey! For more information, contact the Rapid City Area Transportation Planning Board at rapids@rapids.org or 319.286.5299.



101 First St SE
 Cedar Rapids, IA 50703
 (319) 286 -5299

Passenger Transportation Survey

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1. General Information

Contact Person: _____
 Agency/Organization: _____
 Address: _____
 City/Town: _____
 ZIP: _____
 Email Address: _____
 Phone Number: _____

2. What are the major functions/services of your organization? (check all that apply)

- | | | |
|--|---|---|
| <input type="checkbox"/> Public Transit | <input type="checkbox"/> Assisted Living/Nursing Home | <input type="checkbox"/> Religious Services |
| <input type="checkbox"/> Taxi Service | <input type="checkbox"/> Education | <input type="checkbox"/> Financial Assistance |
| <input type="checkbox"/> Medical Services | <input type="checkbox"/> Childcare | <input type="checkbox"/> Recreation/Social |
| <input type="checkbox"/> Human Services | <input type="checkbox"/> Job Training/Job Placement | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Disabled Services | <input type="checkbox"/> Counseling | _____ |

3. Which of the following best describes your situation with regard to transportation services?

- We offer direct transportation services
- We contract with someone else who provides transportation service for us
- We purchase and distribute transit agency passes for our clients
- We do not currently provide transportation services
- We do not currently provide transportation services, but would be potentially interested in providing them in the future

Comments: _____

4. What counties and cities does your operation serve with transportation?

5. What type of transportation services are offered by your agency? (check all that apply)

- | | | |
|---|--|---|
| <input type="checkbox"/> Taxi Services | <input type="checkbox"/> Employment | <input type="checkbox"/> Childcare |
| <input type="checkbox"/> Elderly | <input type="checkbox"/> Shopping/Recreation | <input type="checkbox"/> Head Start |
| <input type="checkbox"/> Disabled/ADA Compliant | <input type="checkbox"/> Medical/Dental | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Transit Dependent | <input type="checkbox"/> Education/Training | _____ |

6. What level of assistance is provided for riders? (check all that apply)

- Curb-to-Curb (drivers may assist riders in and out of vehicle)
- Door-to-Door (drivers may assist riders to the entrance of origin/destination)
- Drivers are permitted to assist with packages
- Passengers are permitted to travel with a personal care escort
- No assistance provided

7. What are your organization's transportation eligibility requirements? (check all that apply)

- | | | |
|--|--|---|
| <input type="checkbox"/> None | <input type="checkbox"/> Age Specific | <input type="checkbox"/> Disabled/ADA |
| <input type="checkbox"/> Residents Only | <input type="checkbox"/> Geographic Service Area | <input type="checkbox"/> Medicaid |
| <input type="checkbox"/> Senior Clients Only | <input type="checkbox"/> Church Membership | <input type="checkbox"/> Medical |
| <input type="checkbox"/> Children | <input type="checkbox"/> Veterans Only | <input type="checkbox"/> Other (please specify) |
| | | _____ |

8. What types of transportation limitations are experienced by the people your agency serves? (check all that apply)

- | | | |
|---|---|--|
| <input type="checkbox"/> Aging Related | <input type="checkbox"/> Physical Disability | <input type="checkbox"/> Financial Limitations |
| <input type="checkbox"/> Visual Impairment | <input type="checkbox"/> Developmental Disability | <input type="checkbox"/> Remote/Rural Location |
| <input type="checkbox"/> Hearing Impairment | <input type="checkbox"/> Multiple Disabilities | <input type="checkbox"/> Language Barriers |
| <input type="checkbox"/> Other (please specify) | | |
| _____ | | |

9. How does your agency provide the following: (check all that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> We own our own vehicles | <input type="checkbox"/> We perform our own vehicle maintenance | <input type="checkbox"/> We have paid drivers |
| <input type="checkbox"/> We lease our vehicles | <input type="checkbox"/> We contract out for maintenance service | <input type="checkbox"/> We have volunteer drivers |
| <input type="checkbox"/> N/A | <input type="checkbox"/> N/A | <input type="checkbox"/> N/A |

1\$. Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Federal Regulations | <input type="checkbox"/> Not enough equipment/staff |
| <input type="checkbox"/> State Regulations | <input type="checkbox"/> Funding |
| <input type="checkbox"/> Liability Issues | <input type="checkbox"/> Reluctance of providers to coordinate |
| <input type="checkbox"/> Other (please specify
_____ | <input type="checkbox"/> Competition from other providers |

1% If funding was not an obstacle, what additional transportation services would your agency like to provide?

1&. What are your organization and/or clients' unmet transportation needs? (check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Getting to/from work | <input type="checkbox"/> Visiting friends and family |
| <input type="checkbox"/> Recreational activities and events | <input type="checkbox"/> Shopping and errands |
| <input type="checkbox"/> Weekend and holiday travel | <input type="checkbox"/> Attending training or education classes |
| <input type="checkbox"/> Accessing social service providers | <input type="checkbox"/> Getting children to childcare, school, or school activities |
| <input type="checkbox"/> Going to doctor/dentist/medical appointments | <input type="checkbox"/> Travel to surrounding communities |
| <input type="checkbox"/> Other (please specify
_____ | <input type="checkbox"/> Evening service |

1' . What additional transportation needs do you anticipate for your agency or community in the next five years?

% . What areas of transportation service coordination would be of interest to your agency? (check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Cooperatively purchasing vehicles | <input type="checkbox"/> Participating in a roundtable of service providers |
| <input type="checkbox"/> Contracting to provide services | <input type="checkbox"/> Pooling financial resources |
| <input type="checkbox"/> Joint driver training program | <input type="checkbox"/> Sharing routes with other agencies |
| <input type="checkbox"/> Sharing vehicles with other agencies | <input type="checkbox"/> Contracting to purchase services |
| <input type="checkbox"/> Other (please specify
_____ | |

Thank you for completing our survey! For more information, contact the Rapid Response Team at rapidresponse@rapids.org or call 319.286.5299.



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1. General Information

Contact Person: Brad DeBrower
 Agency/Organization: Cedar Rapids Transit
 Address: 427 8th St NW
 City/Town: Cedar Rapids, Iowa
 ZIP: 52405
 Email Address: b.debrower@cedar-rapids.org
 Phone Number: 319-286-5560

2. What are the major functions/services of your organization? (check all that apply)

- | | | |
|--|---|---|
| <input checked="" type="checkbox"/> Public Transit | <input type="checkbox"/> Assisted Living/Nursing Home | <input type="checkbox"/> Religious Services |
| <input type="checkbox"/> Taxi Service | <input type="checkbox"/> Education | <input type="checkbox"/> Financial Assistance |
| <input type="checkbox"/> Medical Services | <input type="checkbox"/> Childcare | <input type="checkbox"/> Recreation/Social |
| <input type="checkbox"/> Human Services | <input type="checkbox"/> Job Training/Job Placement | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Disabled Services | <input type="checkbox"/> Counseling | _____ |

3. Which of the following best describes your situation with regard to transportation services?

- We offer direct transportation services *Fixed Route*
- We contract with someone else who provides transportation service for us *ADA paratransit*
- We purchase and distribute transit agency passes for our clients
- We do not currently provide transportation services
- We do not currently provide transportation services, but would be potentially interested in providing them in the future

Comments: _____

4. What counties and cities does your operation serve with transportation?

Cedar Rapids, Hiawatha, Marion

5. What type of transportation services are offered by your agency? (check all that apply)

- | | | |
|--|--|--|
| <input type="checkbox"/> Taxi Services | <input type="checkbox"/> Employment | <input type="checkbox"/> Childcare |
| <input checked="" type="checkbox"/> Elderly | <input type="checkbox"/> Shopping/Recreation | <input type="checkbox"/> Head Start |
| <input checked="" type="checkbox"/> Disabled/ADA Compliant | <input type="checkbox"/> Medical/Dental | <input checked="" type="checkbox"/> Other (please specify) |
| <input checked="" type="checkbox"/> Transit Dependent | <input type="checkbox"/> Education/Training | <i>open to the public</i> |

6. What level of assistance is provided for riders? (check all that apply)

- Curb-to-Curb (drivers may assist riders in and out of vehicle)
- Door-to-Door (drivers may assist riders to the entrance of origin/destination)
- Drivers are permitted to assist with packages
- Passengers are permitted to travel with a personal care escort
- No assistance provided

7. What are your organization's transportation eligibility requirements? (check all that apply)

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> None | <input type="checkbox"/> Age Specific | <input type="checkbox"/> Disabled/ADA |
| <input type="checkbox"/> Residents Only | <input type="checkbox"/> Geographic Service Area | <input type="checkbox"/> Medicaid |
| <input type="checkbox"/> Senior Clients Only | <input type="checkbox"/> Church Membership | <input type="checkbox"/> Medical |
| <input type="checkbox"/> Children | <input type="checkbox"/> Veterans Only | <input checked="" type="checkbox"/> Other (please specify) |
| | | <i>open to the public</i> |

8. What types of transportation limitations are experienced by the people your agency serves? (check all that apply)

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> Aging Related | <input checked="" type="checkbox"/> Physical Disability | <input checked="" type="checkbox"/> Financial Limitations |
| <input checked="" type="checkbox"/> Visual Impairment | <input checked="" type="checkbox"/> Developmental Disability | <input checked="" type="checkbox"/> Remote/Rural Location |
| <input checked="" type="checkbox"/> Hearing Impairment | <input checked="" type="checkbox"/> Multiple Disabilities | <input checked="" type="checkbox"/> Language Barriers |
| <input type="checkbox"/> Other (please specify) | | |

9. How does your agency provide the following: (check all that apply)

- | | | |
|---|--|--|
| <input checked="" type="checkbox"/> We own our own vehicles | <input checked="" type="checkbox"/> We perform our own vehicle maintenance | <input checked="" type="checkbox"/> We have paid drivers |
| <input type="checkbox"/> We lease our vehicles | <input type="checkbox"/> We contract out for maintenance service | <input type="checkbox"/> We have volunteer drivers |
| <input type="checkbox"/> N/A | <input type="checkbox"/> N/A | <input type="checkbox"/> N/A |

**10. Based on your experience, what are the barriers to coordinating transportation services?
(check all that apply)**

- | | |
|---|--|
| <input type="checkbox"/> Federal Regulations | <input checked="" type="checkbox"/> Not enough equipment/staff |
| <input type="checkbox"/> State Regulations | <input checked="" type="checkbox"/> Funding |
| <input type="checkbox"/> Liability Issues | <input type="checkbox"/> Reluctance of providers to coordinate |
| <input type="checkbox"/> Other (please specify) | <input type="checkbox"/> Competition from other providers |
-

11. If funding was not an obstacle, what additional transportation services would your agency like to provide?

increased fixed route service such as ^{expansion} more frequency on busy routes, added service hours, service area within the metro area

12. What are your organization and/or clients' unmet transportation needs? (check all that apply)

- | | |
|--|---|
| <input checked="" type="checkbox"/> Getting to/from work | <input checked="" type="checkbox"/> Visiting friends and family |
| <input checked="" type="checkbox"/> Recreational activities and events | <input checked="" type="checkbox"/> Shopping and errands |
| <input checked="" type="checkbox"/> Weekend and holiday travel | <input checked="" type="checkbox"/> Attending training or education classes |
| <input checked="" type="checkbox"/> Accessing social service providers | <input checked="" type="checkbox"/> Getting children to childcare, school, or school activities |
| <input checked="" type="checkbox"/> Going to doctor/dentist/medical appointments | <input checked="" type="checkbox"/> Travel to surrounding communities |
| <input type="checkbox"/> Other (please specify) | <input checked="" type="checkbox"/> Evening service |
-

13. What additional transportation needs do you anticipate for your agency or community in the next five years?

maintaining existing service levels with limited funding options

**14. What areas of transportation service coordination would be of interest to your agency?
(check all that apply)**

- | | |
|---|---|
| <input type="checkbox"/> Cooperatively purchasing vehicles | <input type="checkbox"/> Participating in a roundtable of service providers |
| <input type="checkbox"/> Contracting to provide services | <input type="checkbox"/> Pooling financial resources |
| <input type="checkbox"/> Joint driver training program | <input type="checkbox"/> Sharing routes with other agencies |
| <input type="checkbox"/> Sharing vehicles with other agencies | <input type="checkbox"/> Contracting to purchase services |
| <input type="checkbox"/> Other (please specify) | |
-

Thank you for completing our survey! If you have any questions or comments please contact Brandon Whyte with the Corridor MPO at b.whyte@cedar-rapids.org or 319.286.5299.