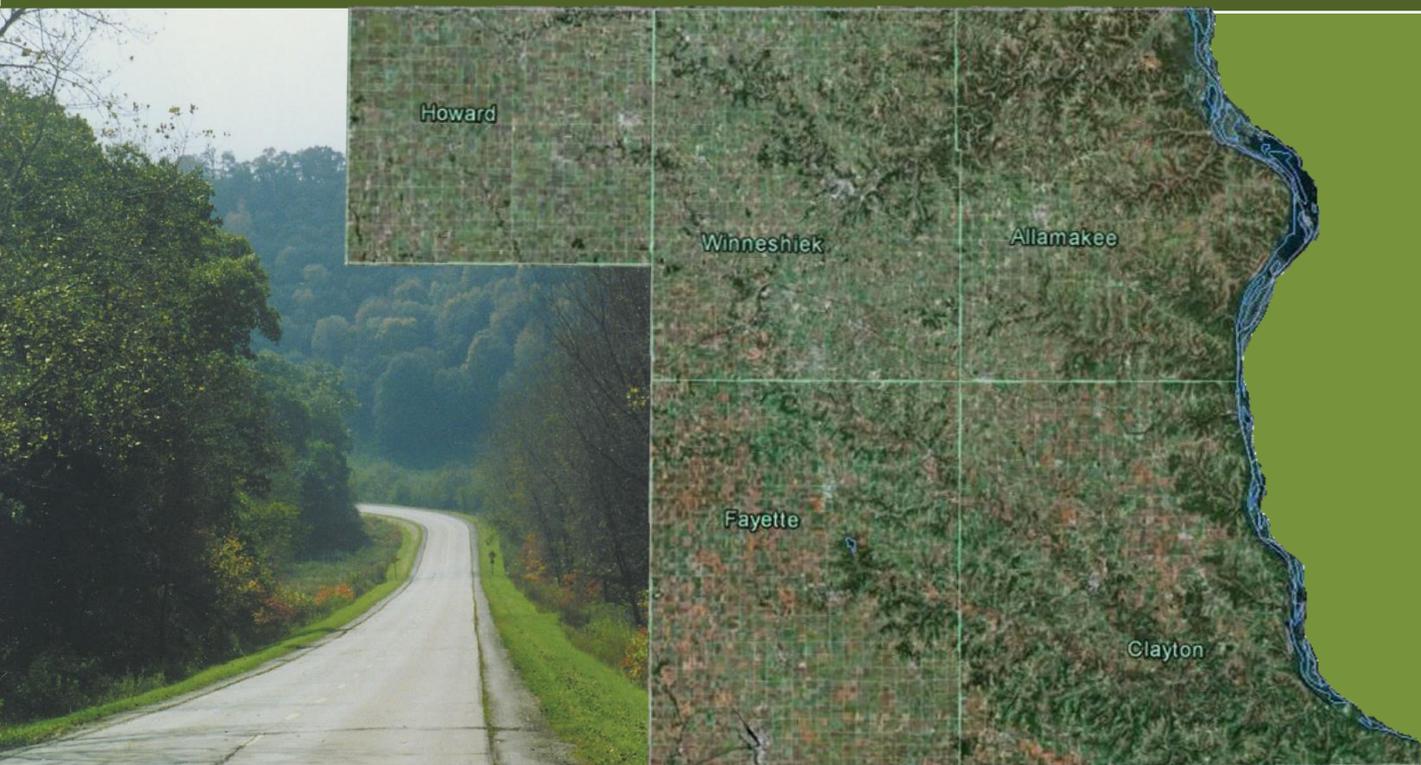




**FINAL
2016-2020**

RPA 1 PASSENGER TRANSPORTATION PLAN



***Serving the Northeastern Iowa counties of:
Allamakee, Clayton, Fayette,
Howard and Winneshiek***

April 1, 2015

**Prepared by:
Upper Explorerland Regional
Planning Commission
Passenger Transportation Advisory
Group
NEICAC Transit
Transportation Policy Board**

**For the Iowa Department of
Transportation**

Upper Explorerland Regional Planning Commission
Region 1 Regional Planning Affiliation
FY 2016-2020 Passenger Transportation Plan

* * * * *

Submitted to the Iowa Department of Transportation
800 Lincoln Way
Ames, Iowa 50010
July 15, 2014

By

Upper Explorerland Regional Planning Commission

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UPPER EXPLORERLAND REGIONAL PLANNING COMMISSION
REGION 1 REGIONAL PLANNING AFFILIATION (RPA 1)
RESOLUTION 2015 - 01

RESOLUTION TO APPROVE
THE RPA 1 PASSENGER TRANSPORTATION PLAN, 2015 - 2020

WHEREAS, Upper Explorerland Regional Planning Commission (UERPC) has been designated as the regional planning agency (RPA 1) for the counties of Allamakee, Clayton, Fayette, Howard and Winneshiek for the purposes of transportation planning and programming, and

WHEREAS, the UERPC Transportation Policy Board has been established by resolution to serve as the governing body for RPA 1, and

WHEREAS, the Iowa Department of Transportation requires the RPA to develop a Passenger Transportation Plan that identifies the goals and objectives that will serve as guidance for prioritizing regional projects, and

WHEREAS, the RPA 1 has worked with regional agencies, NEICAC Transit, governmental partners and transportation stakeholders to write a Passenger Transportation Plan that adheres to Iowa DOT Passenger Transportation Plan Guidance, and

WHEREAS, the Transportation Policy Board, its committees and the public have had an opportunity to review and comment on the plan;

BE IT THEREFORE RESOLVED that the UERPC RPA 1 Transportation Policy Board hereby approves the RPA 1 Passenger Transportation Plan, 2015-2020 for the five county region.

Passed and adopted this 26th day of March, 2015

Signed:  _____

Larry Schellhammer, Chair
Upper Explorerland RPA 1 Transportation Policy Board

Attest:  _____

Karla Organist, Senior Planner
Upper Explorerland Regional Planning Commission

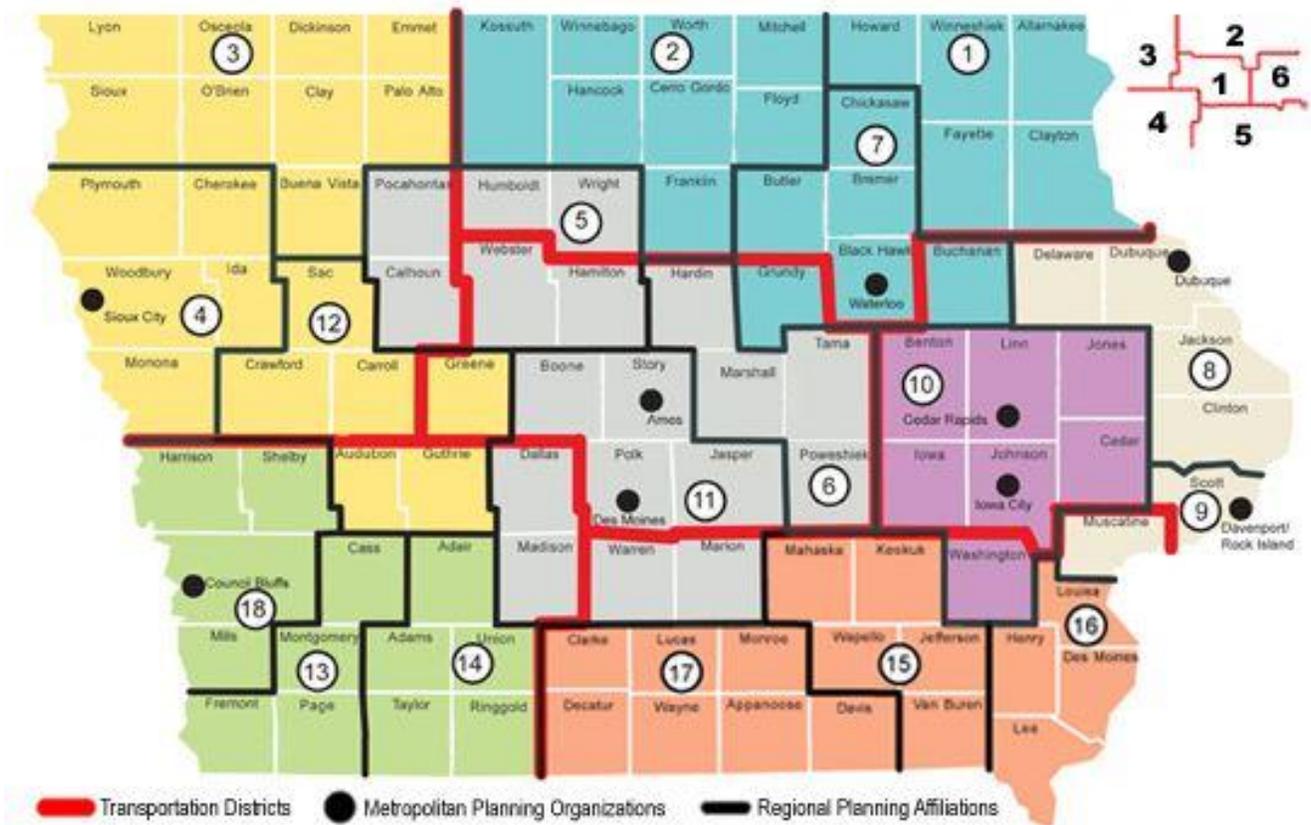
Contents

| | |
|---|----|
| SECTION ONE: Introduction and Process Discussion | 5 |
| PTP Goals | 6 |
| Transportation Advisory Group (TAG) | 6 |
| TAG's Role | 6 |
| SECTION TWO: Inventory and Area Profile | 8 |
| NEICAC-Transit | 9 |
| Inventory | 13 |
| Area Profile | 15 |
| Population | 16 |
| Population Projections | 17 |
| Population Density | 19 |
| Diversity | 20 |
| Limited English speaking Populations | 21 |
| Income | 22 |
| Employment | 25 |
| Commuting | 27 |
| Summary | 32 |
| SECTION THREE: Coordination Issues | 33 |
| Regional Survey – Public Input of the Agencies and Providers within RPA 1 | 33 |
| Regional Surveys – Public Transit Input | 35 |
| Review of Prior Efforts | 35 |
| Mobility Manager | 36 |
| Recent Developments | 37 |
| SECTION FOUR: Priorities and Strategies | 39 |
| SECTION FIVE: Funding | 42 |
| Appendices | 46 |
| Appendix A: 2014 Agency Transportation Needs Assessment | 47 |
| Appendix B: Survey Results | 55 |
| Appendix C: TAG Agendas and Minutes | 78 |
| Appendix D: References | 85 |

SECTION ONE: Introduction and Process Discussion

The following Passenger Transportation Plan (PTP) is designed to help facilitate future passenger transportation planning activities. The PTP provides the basis for efficient and effective passenger transportation resource allocation for future operations, maintenance, and service development. The PTP identifies both the duplication of services, resulting in scheduling and funding inefficiencies, and the gaps in services, resulting in unmet transportation needs of constituents.

Metropolitan Planning Organizations and Regional Planning Affiliations



Region 1 can be found in the top right corner of the map

The RPA 1 PTP encompasses the Five-county Region: Allamakee, Clayton, Fayette, Howard and Winneshiek and Counties, and includes passenger transportation projects that will appear in the Region's Transportation Improvement Plan and Transportation Planning Work Program. The PTP covers the five-year period 2016-2020, and reflects funding calculations as anticipated through the local budget process, contracted services, and state and federal sources for both transportation and human services. The PTP follows the goals set out in the RPA 1 Public Participation Plan. The outcomes of the PTP are as follows:

Provide an understanding of passenger transportation services in Region 1;
Continue coordination of transportation services within the region; and
Present options to address gaps, needs within the providers and facilities

PTP Goals

The purpose of the Region 1 PTP is to improve passenger transit services in the Northeast Iowa Region. Specific **priorities in Region 1 are:**

Make transit easier for all to use
Improve communication between all providers
Continue enhancement of Public Transit in Region 1

Transportation Advisory Group (TAG)

The Transportation Advisory Group is made up of representatives from the following agencies. Input from other stakeholder groups are encouraged and will be invited to future TAG meetings when the opportunity arises.

Allamakee County Veterans Affairs
 Clayton County CPC
 Elkader Development Corporation and Main Street Elkader
 Families First Counseling
 Fayette County CPC
 G & G Living Centers
 Helping Services of Northeast Iowa
 Howard County CPC
 Howard County Business and Tourism
 Howard County Residential Care Facility
 Iowa Department of Human Services
 Grandview Healthcare
 IowaWORKS
 Luther College
 Northeast Iowa Community Action – Transit
 Northeast Iowa Area Agency on Aging
 Northeast Iowa Community College
 Opportunity Homes
 Upper Explorerland Regional Planning Commission
 Upper Iowa University

TAG's Role

The purpose of the TAG is to provide the input from stakeholders and citizens in the five-county region into the Passenger Transportation Plan. Many of the representatives on the TAG committee are from agencies that have transportation services or may need more information for their client's transportation needs, whether they are colleges, employers or service agencies.

The TAG reviews the PTP throughout the year and offers the guidance and then sends the final version to the Transportation Policy Board for review. The main responsibilities of the TAG are to determine the

transportation needs in Region 1, determine how to fill those needs and prioritize them, and also ensure implementation is being completed.

Input to the PTP was provided by RPA 1's regional transit provider, communication with the policy board and other transportation committee members, from a regional web based transportation survey and from individual human service providers. Meetings with policy/planning members take place on a quarterly basis, and ongoing communication exists with the Transportation Director of regional transit.

Efforts were made to implement new methods for the gathering of information and the collection of data. Discussions regarding the attendance of and input into meetings for the region indicated a declining number of participants on a historical basis. Economic impacts to the region left many organizations with fewer staff members to complete the same amount of work, as well as tighter budgets limiting travel opportunities. For these reasons, a regional passenger transportation survey was created and distributed online.

Over 300 regional stakeholders were invited to complete the survey, with the offer to forward or share this opportunity with other interested parties. RPA 1 received responses from 51 regional stakeholders that completed the on-line survey. In a region where a scheduled meeting might bring 5 to 10 attendees, 51 responses was viewed as a successful outcome. The leading categories of responses came from client transportation (20), community development (14), disability services (14), government services (14), education (12), others (libraries, cities, etc) (9), economic development (8), counseling (8), senior services (8), housing (7), medical service (7), food and/or clothing (5), recreation/fitness (4) and religious (2). The entire survey and responses list is located in Appendix A and B.

SECTION TWO: Inventory and Area Profile

The purpose of public transportation in RPA 1 is to provide an adequate level of mobility for the general public and transit dependent residents of the region at the least possible cost. On April 1, 1979, the Northeast Iowa Community Action Corporation (NEICAC) assumed administrative oversight of the regional transit agency, located in Decorah, IA. NEICAC operates many programs that primarily serve low income and elderly populations of the region, giving NEICAC-Transit a unique operational setting.



Previous logo NEICAC-Transit used that is currently being phased out

NEICAC-Transit

The NEICAC-Transit is responsible for transit administration, operations and coordinating the Region's transit services. They also qualify as the recipient of funds from the Iowa Department of Transportation (IDOT) and the Federal Transit Administration, to help support their capital and operating assistance needs. Since its inception, the NEICAC-Transit has provided transit services to the public, including persons who are elderly, disabled, participate in nutrition, refugee and childhood programs and to human service providers and clientele.

NEICAC-Transit runs demand response service in all five counties of the region, with the exception of the pilot commuter route which is a schedule route. These service routes transport people to a variety of destinations, including worksites, and returns them to their residences. Transit rides are open to all persons, regardless of age, color, national origin, citizenship status, physical or mental disability, race religion, creed, gender, sex or sexual orientation. Individuals can access rides by simply contacting NEICAC-Transit and informing them that they would like transportation.

NEICAC-Transit Fleet Inventory and Utilization Analysis

NEICAC-Transit has provided the Fleet Utilization Analysis, including the name and assignments of its transit fleet.

NEICAC - Transit – Region 1

| Year/Body MFR/Model | Fleet ID# | Seats | Wheelchair Plus Seats | Assignment | Evening and/ or Weekend Use? |
|------------------------|--------------|-------|--------------------------|-------------------|---------------------------------|
| 2003 Chevy Minivan | 3051 | 5 | 1+4 or 2+1 | General Public | When Needed |
| 2005 Chevy Minivan | 4061 | 6 | 1+3 or 2+1 | General Public | When Needed |
| 2005 Chevy Minivan | 4062 | 6 | 1+3 or 2+1 | General Public | When Needed |
| 2008 Chevy Minivan | 8033 | 3 | 1+2 or 2+1 | General Public | When Needed |
| 2010 Dodge Minivan | 9058 | 5 | 1+4 or 2+1 | General Public | When Needed |
| 2010 Dodge Minivan | 9059 | 5 | 1+4 or 2+1 | General Public | When Needed |
| 2011 Dodge Minivan | 11033 | 3 | 1+13 or 2+9 | General Public | When Needed |
| 2010 Dodge Minivan | 11051 | 5 | 1+4 or 2+1 | General Public | When Needed |
| 2010 Dodge Minivan | 11052 | 5 | 1+4 or 2+1 | General Public | When Needed |
| 2013 Dodge Minivan | 12051 | 5 | 1+4 or 2+1 | General Public | When Needed |
| 2013 Dodge Minivan | 12052 | 5 | 1+4 or 2+1 | General Public | When Needed |
| 2013 Dodge Minivan | 12053 | 5 | 1+4 or 2+1 | General Public | When Needed |
| 2013 Dodge Minivan | 12054 | 5 | 1+4 or 2+1 | General Public | When Needed |
| 2000 Ford El Dorado | 162 | 16 | 1+12 or 2+10 | General Public | When Needed |
| 2000 Ford El Dorado | 164 | 16 | 1+12, 2+10 | General Public | When Needed |

| Year/Body MFR/Model | Fleet ID# | Seats | Wheelchair Plus Seats | Assignment | Evening and/ or Weekend Use? |
|------------------------|--------------|-------|----------------------------|-------------------|---------------------------------|
| 2003 Ford Champion | 3162 | 16 | 1+12 or 2+10 | General Public | When Needed |
| 2004 Ford Goshen | 4101 | 10 | 1+6 or 2+4 | General Public | When Needed |
| 2004 Ford Goshen | 4102 | 10 | 1+6 or 2+4 | General Public | When Needed |
| 2006 Ford El Dorado | 5161 | 16 | 1+16, 2+12, 3+10 or 4+6 | General Public | When Needed |
| 2006 Ford El Dorado | 5162 | 6 | 1+16, 2+12, 3+10 or 4+6 | General Public | When Needed |
| 2006 Ford El Dorado | 5163 | 6 | 1+16, 2+12, 3+10 or 4+6 | General Public | When Needed |
| 2006 Ford El Dorado | 5164 | 10 | 1+16, 2+12, 3+10 or 4+6 | General Public | When Needed |
| 2006 Ford El Dorado | 5165 | 10 | 1+16, 2+12, 3+10 or 4+6 | General Public | When Needed |
| 2006 Ford El Dorado | 5166 | 16 | 1+2 or 2+10 | General Public | When Needed |
| 2006 Ford El Dorado | 5167 | 16 | 1+2 or 2+10 | General Public | When Needed |
| 2006 Ford El Dorado | 5168 | 16 | 1+2 or 2+10 | General Public | When Needed |
| 2006 Ford El Dorado | 6161 | 16 | 1+2 or 2+10 | General Public | When Needed |
| 2006 Ford El Dorado | 6162 | 16 | 1+2 or 2+10 | General Public | When Needed |
| 2006 Ford El Dorado | 6163 | 16 | 1+2 or 2+10 | General Public | When Needed |
| 2006 Ford El Dorado | 6164 | 16 | 1+2 or 2+10 | General Public | When Needed |
| 2006 Ford El Dorado | 9182 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 2006 Ford El Dorado | 9183 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 2006 Ford El Dorado | 9184 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 2006 Ford El Dorado | 9185 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 2006 Ford El Dorado | 9186 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 1995 Ford El Dorado | 9187 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 2006 Ford El Dorado | 10181 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 2006 Ford El Dorado | 10183 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 2006 Ford El Dorado | 10185 | 18 | 1+16 or 2+14 | General Public | When Needed |

| Year/Body MFR/Model | Fleet ID# | Seats | Wheelchair Plus Seats | Assignment | Evening and/ or Weekend Use? |
|---------------------------------|--------------|-------|--------------------------|-------------------|---------------------------------|
| 2006 Ford El Dorado | 10186 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 2006 Ford El Dorado | 10187 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 2006 Ford El Dorado | 10188 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 2006 Ford El Dorado | 11184 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 2006 Ford El Dorado | 12185 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 2006 Ford El Dorado | 12186 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 2006 Ford El Dorado | 12187 | 18 | 1+16 or 2+14 | General Public | When Needed |
| 1991 International Blue Bird | 9291 | 29 | 2+29 | General Public | When Needed |
| 1998 International HD Thomas | 10354 | 35 | 2+35 | General Public | When Needed |
| 1999 International HD Thomas | 10289 | 28 | 2+28 | General Public | When Needed |

Base Location: The US DOT's Office of Inspector General (OIG) established a minimum fleet utilization standard of 10,000 miles that must be accumulated per vehicle each year. Implementation of policies to rotate equipment in a manner that assures compliance with the OIG's fleet utilization standard for each vehicle that has not met one of FTA's minimum useful life criteria is expected of each agency, unless other measures are approved. Each transit manager is expected to ensure that agency policies and procedures result in intensive vehicles use. The 10,000 mile per year requirement drops down to 3,000 miles per year once a vehicle has reached its useful life threshold unless:

1. the OIG's minimum utilization standard is met; or
2. the director of OPT approves a "case-by-case" waiver. (This will only be done after OPT has reviewed justification and is satisfied that all measures have been taken to meet this standard.)

Note that 10,000 miles per year is a minimum. Vehicles with only 10,000 miles per year will take a long time to accumulate PTMS priority points. Low use vehicles will have to be maintained for a long time and could become problematic before PTMS points are high enough for replacement. Systems should rotate all vehicles to achieve a higher degree of utilization than the minimum.

For NEICAC - Transit to accomplish this, no vehicle has a permanent Base location.

Private Transportation Providers within the RPA 1 Region

In addition to the transportation services provided by NEICAC-Transit there are eight private transportation providers within the region. Only one of the eight, Hometown Taxi of Decorah, has regular operating hours and is available on a demand response basis to the general public six days a week. If a person needs a ride in Decorah or to the immediate surrounding area, they simply contact the taxi service. The operators of Hometown Taxis have communication devices in their vehicles.

The two bus lines in the region are Hawkeye Stages and Jewel Transportation. Both of these providers are charter bus lines with no regularly scheduled routes.

- Allamakee County Disabled Veterans Van** – Scheduled on an as needed basis by Veterans Affairs
- Clayton County Disabled Veterans Van** – Scheduled on an as needed basis by Veterans Affairs
- Cozy Van LLC** – New Hampton – Taxi Service – No regular hours of service
- Hawkeye Stages** (bus line) - Decorah – Charter service – No regular hours of service
- Hometown Taxi** - Decorah and surrounding area
- Jewel Transportation** – Charter Bus Service only – No regular hours of service
- Grandview Care Center/Oelwein Health Care Center**– Provide transportation for those 65+ or disabled in Oelwein.

Chart 1: Private Transportation Provider Inventory

| Agency | Number of Buses | Number of Other Vehicles | ADA status vehicles |
|---|-----------------|--------------------------|---------------------|
| Allamakee Veterans Van | 1 | 1 | 1 |
| Clayton Veterans Van | 1 | 1 | 1 |
| Cozy Van | 0 | 25 | 25 |
| Grandview Care Center/Oelwein Health Center | 1 | 3 | 3 |
| Hawkeye Stages | 24 | 0 | 1 |
| Hometown Taxi | 0 | 4 | 0 |
| Jewel Transportation | 2 | 5 | 0 |

Relationship Partnership between Hometown Taxi and NEICAC-Transit

The City of Decorah provides \$14,000 to NEICAC-Transit to assist with discounting Hometown Taxi rides for any Decorah resident 60 years or older. NEICAC-Transit also puts \$14,000 towards this effort bringing the total available to subsidize elderly riders in Decorah to \$28,000 each year.

Hometown Taxi delivers monthly rider log sheets by category totals to NEICAC-Transit and NEICAC-Transit pays out \$1.50 per elderly rider to Hometown. In addition, another organization in Decorah, the Depot, a faith-based organization, pays NEICAC-Transit to assist with granting \$1.00 off any ride that Hometown gives to any person with a disability. An elderly person with a disability can only claim the elderly subsidy and not the disability subsidy.

Veteran’s Transportation within the RPA 1 region

UERPC staff included input was received from all five Veterans representatives within the region. All five counties are being served by a Disabled American Veteran (DAV) provided 8-passenger van. Allamakee County operates the van Tuesday through Friday and makes stops in many towns such as Decorah, Postville, Calmar, West Union, Fayette and Oelwein along the way. The van only goes to the VA medical facility in Iowa City.

If veterans desire to ride the van, they must call the Allamakee Veteran’s office to schedule their trip. Each county that has veterans riding the van is billed for the transportation by Allamakee County Veteran’s Affairs office.

Clayton County also has a DAV provided van. This van serves Clayton County and Delaware County. On Mondays, the van goes to the Regional VA medical clinic in Dubuque. On Tuesday and Thursday, the van goes to the VA medical facility in Iowa City. The van does not operate on Wednesday and Friday.

Other publicly funded transportation assets: RPA 1 School Districts

There are eighteen school districts that operate either in part or entirely within the region. Transportation of students is an ever increasing cost to these districts. RPA 1 school districts will make their buses available for public transportation depending upon the circumstances and the conditions with which the buses would be used. Typically most school districts are open to bus use for emergency transportation of citizens within their school district if the need were to arise. The RPA 1 School District table reflects the enrollment, route miles, students transported and average cost to transport the student on a school year basis.

Inventory

Table 1: Public School Transportation Costs

| RPA 1 School Districts | Enrollment (less shared time students) | Route Miles | Ave # Students Transported | Ave Cost Per Pupil Transported | District Square Miles |
|------------------------|--|-------------|----------------------------|--------------------------------|-----------------------|
| Allamakee | 1,205.5 | 233,601 | 859.4 | \$861.72 | 417 |
| Central/Elkader | 472.1 | 92,138 | 299.9 | \$975.69 | 180 |
| Clayton Ridge | 618.3 | 159,393 | 337 | \$1,219.74 | 100 |
| Decorah | 1,418.3 | 168,773 | 1341.9 | \$547.86 | 165 |
| Eastern Allamakee | 377.0 | 98,440 | 275 | \$999.90 | 150 |
| Howard-Winneshiek | 1,319.3 | 257,724 | 533.9 | \$1562.62 | 434 |
| MFL MarMac | 797.1 | 123,966 | 458.9 | \$820.98 | 166 |
| North Fayette | 826.5 | 114,428 | 305 | \$1,120.85 | 190 |
| North Winneshiek | 293.3 | 78,659 | 160.2 | \$1,376.81 | 136 |
| Oelwein | 1,284.6 | 56,593 | 686.9 | \$378.28 | 143 |
| Postville | 608.2 | 49,927 | 168.5 | \$825.04 | 119 |
| Riceville | 291.6 | 52,322 | 250 | \$691.99 | 224 |
| South Winneshiek | 569 | 121,608 | 621.9 | \$612.05 | 175 |
| Starmont | 635 | 118,210 | 653 | \$457.93 | 201 |
| Turkey Valley | 381 | 105,674 | 422.7 | \$521.38 | 169 |
| Valley/Elgin | 412 | 69,720 | 438.9 | \$355.87 | 166 |
| West Central | 296.2 | 52,120 | 147.9 | \$883.01 | 124 |

Source: (Iowa Department of Education, 2013)

Table 2: Public School Inventory

| School District | Number of Buses | Number of Vehicles | ADA status vehicles |
|-----------------------------------|------------------------|---------------------------|----------------------------|
| Allamakee | 32 | 3 | 2 |
| Central/Elkader | 11 | 4 | 0 |
| Clayton Ridge | 15 | 7 | 0 |
| Decorah | 28 | 0 | 1 |
| Eastern Allamakee | 7 | 5 | 0 |
| Howard-Winneshiek | 24 | 2 | 2 |
| MFL MarMac | 13 | 4 | 1 |
| North Fayette Valley (Elgin) | 8 | 2 | 1 |
| North Fayette Valley (West Union) | 17 | 12 | 0 |
| North Winneshiek | 9 | 3 | 1 |
| South Winneshiek | 15 | 3 | 2 |
| Oelwein | 10 | 5 | 5 |
| Postville | 9 | 4 | 1 |
| Riceville | 9 | 5 | 0 |
| Starmont | 13 | 7 | 0 |
| Turkey Valley | 12 | 4 | 1 |
| West Central | 8 | 4 | 0 |

Source: (Iowa Department of Education, 2013)

Area Profile

Since 1970, the region has experienced a steadily declining population. A significant contributor to this decline stems from the changes in the agrarian economy of NE Iowa. Larger farm operations are taking the place of many of the historically small farms that were a major part of the region's livelihood. The overall population decline in the region and the decrease in the number of farm operators can be reflected in the tables to follow.

Per Capita income in the region has increased along with a decrease in Family Poverty rates. While gross income may be up, virtually all expenses are rising at a faster rate than per capita income; especially in the areas of food and energy costs. While the future cannot be predicted, it is entirely possible that the aging population will put future demands on Public Transit that will have to be addressed in a proactive manner rather than in a reactive manner. Source for data in the following tables is the US Census Bureau. The information presented in this chapter illustrates the demographic characteristics and economic factors within the five-county area.

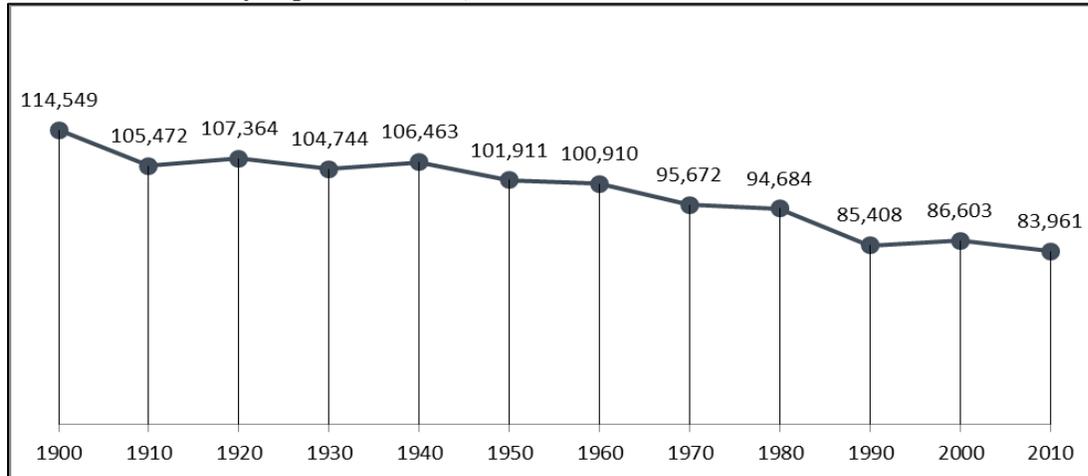
| | # of each per county | Percent of Total Population |
|----------------------------|-----------------------------|------------------------------------|
| Allamakee County | | |
| <i>Total Population</i> | 14,330 | |
| <i>Below poverty level</i> | 1,740 | 12% |
| <i>65 and older</i> | 2,845 | 20% |
| <i>Disabled</i> | 1,647 | 11% |
| Clayton County | | |
| <i>Total Population</i> | 18,129 | |
| <i>Below poverty level</i> | 2,207 | 12% |
| <i>65 and older</i> | 3,557 | 20% |
| <i>Disabled</i> | 2,097 | 12% |
| Fayette County | | |
| <i>Total Population</i> | 20,880 | |
| <i>Below poverty level</i> | 2,307 | 11% |
| <i>65 and older</i> | 4,061 | 19% |
| <i>Disabled</i> | 2,733 | 13% |
| Howard County | | |
| <i>Total Population</i> | 9,566 | |
| <i>Below poverty level</i> | 1,087 | 11% |
| <i>65 and older</i> | 1,847 | 19% |
| <i>Disabled</i> | 1,098 | 11% |
| Winneshiek County | | |
| <i>Total Population</i> | 21,056 | |
| <i>Below poverty level</i> | 1,568 | 7% |
| <i>65 and older</i> | 3,571 | 17% |
| <i>Disabled</i> | 1,730 | 8% |

Population

The total population of the five-county region is 83,961 as of the 2010 Census. This was a decline of over 3% from the 2000 Census and a long-term decline of over 26% since the turn of the last century.

Chart 2 illustrates this decline over time.

Chart 2: Five-County Population Totals, 1900-2010

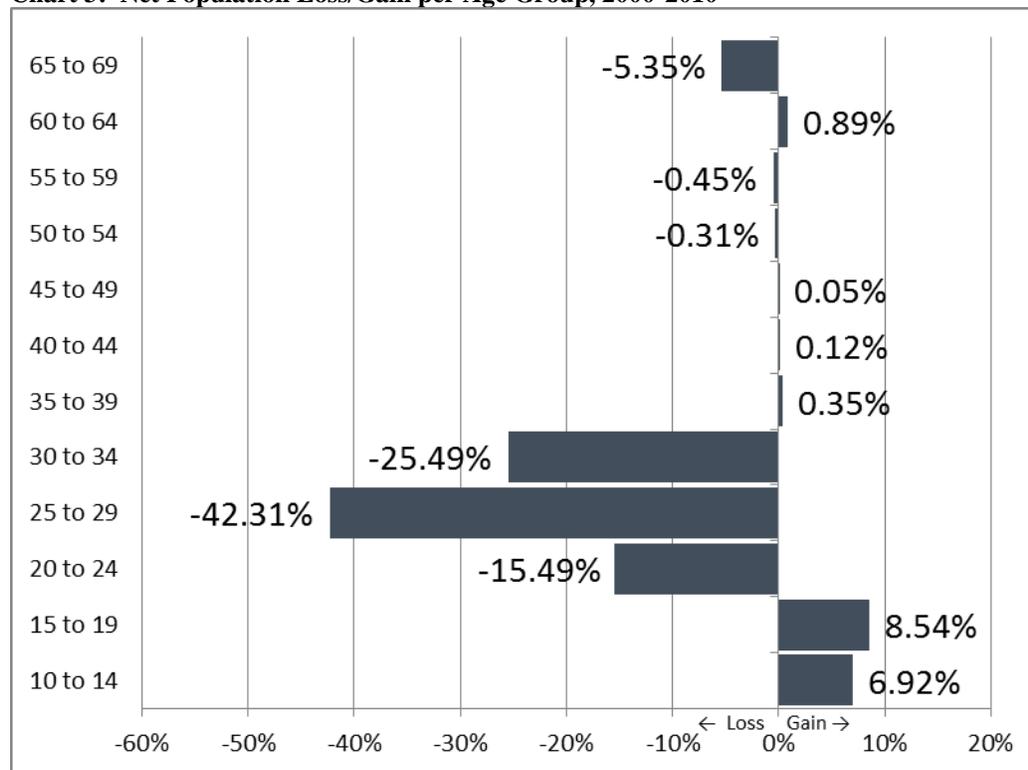


Source: (State Data Center of Iowa, n.d. (Decennial Census); U.S. Census Bureau, 2012)

Population loss occurred in each of the five counties over the last decade, with some experiencing more loss than others. This is significant for the region as much of the transportation funding is allocated by population. Not only are the five counties losing population in their own right, but with the growing state population, the region’s percentage of overall population is shrinking significantly.

Chart 3 demonstrates how much each five year incremental age group is shrinking or growing due to a net migration. In other words, when compared to expected population numbers from the previous census, one can see the age groups in which the region are losing population due to a migration out of the region. The greatest loss of population is in the age groups from 20 to 34, losing a net of over 5,400 individuals within the decade. The region notes some gains in the 10 to 19 year age groups, but not enough to overcome the net losses in later years. There are many reasons for population migration including jobs, retirement, family and medical needs.

Chart 3: Net Population Loss/Gain per Age Group, 2000-2010



Source: (U.S. Census Bureau, 2012)

Population Projections

Future population can be predicted through a number of methods. This plan will look at two possible population projections. The first is calculated using a simple compound growth rate calculation and does not consider birth, death or net migration rates. As a region, the population has noted an annualized growth rate of -.08% over the last 20 years. The 20-year calculation is used to project population for the region as it is the period of growth rate with the smallest deviation from zero growth.

Table 3 projects the region’s population out to 2040 using the following calculation, where *i* is the growth rate and *n* is the number of periods:

$$Future\ Population = Present\ Population \times (1 + i)^n$$

Table 3: Population Projections, Simple Compound Growth, 2015-2040

| Year | Population | Year | Population |
|------|------------|------|------------|
| 2015 | 83,606 | 2030 | 82,550 |
| 2020 | 83,252 | 2035 | 82,201 |
| 2025 | 82,900 | 2040 | 81,853 |

Calculations/Source: (UERPC, 2013)

The other method predicts population by calculating exponential growth based on the population data since 1900.

Table 4 illustrates the results of this method. The results are calculated by fitting an exponential trend line to the known population data for each decennial period. The following equation was identified to project population exponentially where *e* is a constant 2.71828182845904, the base of the natural logarithm, and *x* is the number of the year (where 1900 is year 1):

$$Future\ Population = 117178 \times e^{-0.027x}$$

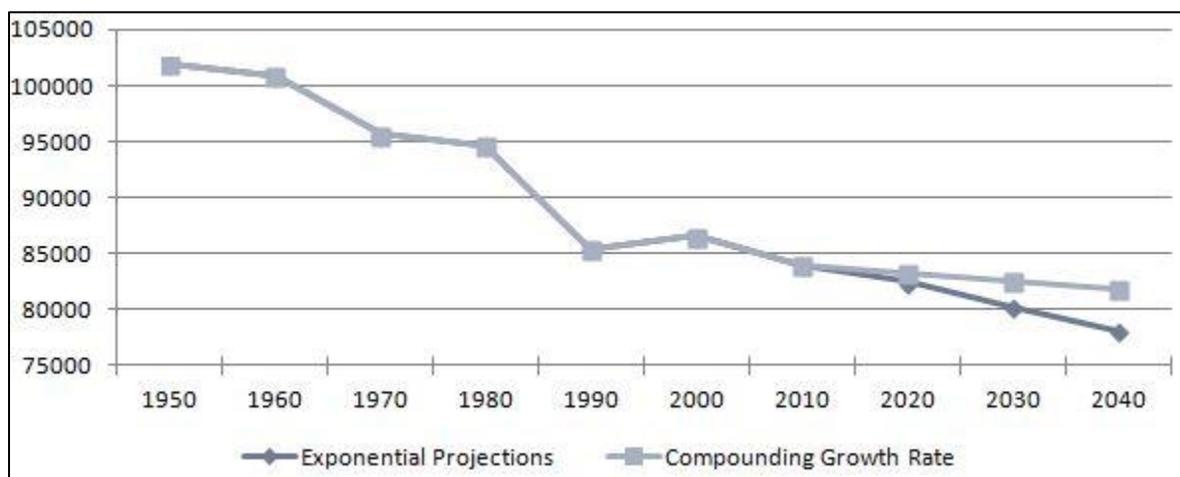
Table 4: Exponential Population Projections, 2015-2040

| Year | Population | Year | Population |
|------|------------|------|------------|
| 2015 | 83,613 | 2030 | 80,294 |
| 2020 | 82,491 | 2035 | 79,217 |
| 2025 | 81,385 | 2040 | 78,155 |

Calculations/Source: (UERPC, 2013)

Chart 4 illustrates each of these projections from the actual population counts since 1950. It is important to note that these projections are dependent on many different variables and can in no way be considered exact counts. The compounding growth rate method comes closest to the average of both, while the exponential calculations present the most conservative estimate for future population numbers if being used to calculate future funding distribution by population.

Chart 4: Population Projections to 2040

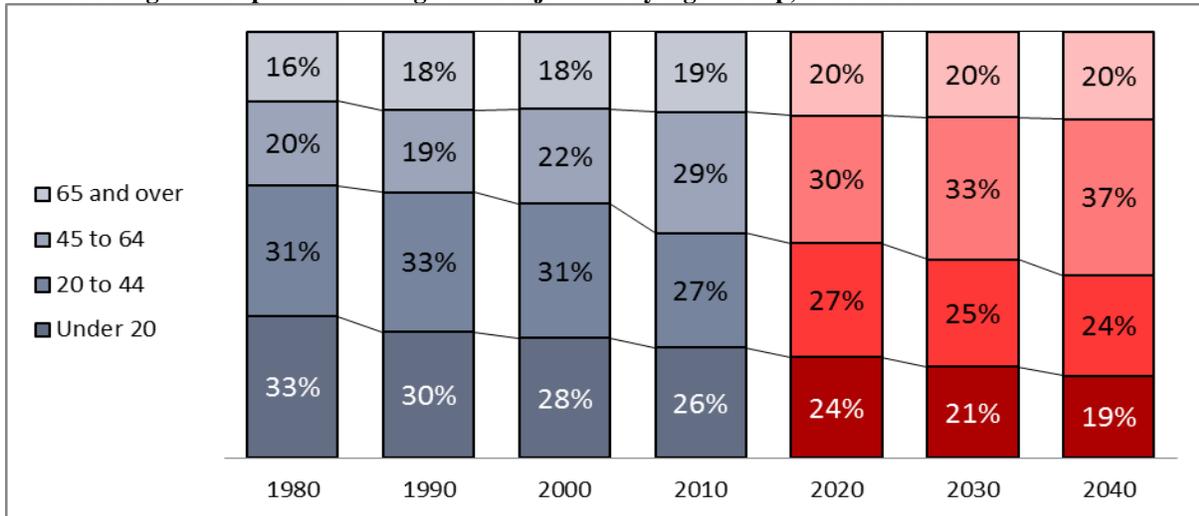


Source: (UERPC, 2014)

The overall decline expected in population over the next 30 years will impact various age groups differently.

Chart 5 illustrates the projected change in percent of population by age group calculated exponentially from 1980. These projections indicate that the population, while shrinking overall, is also expected to grow older, with approximately 57% of the population projected to be over the age of 44 by 2040. The transportation needs of older populations may require adjustments to the current infrastructure. This may include larger, brighter signage, more visible pavement markings and additional public transportation options. The availability of sufficient and affordable transportation allows older people to live more independently in their communities and can also help to prevent loneliness and social isolation within this vulnerable population.

Chart 5: Regional Population Change and Projections by Age Group, 1980-2040



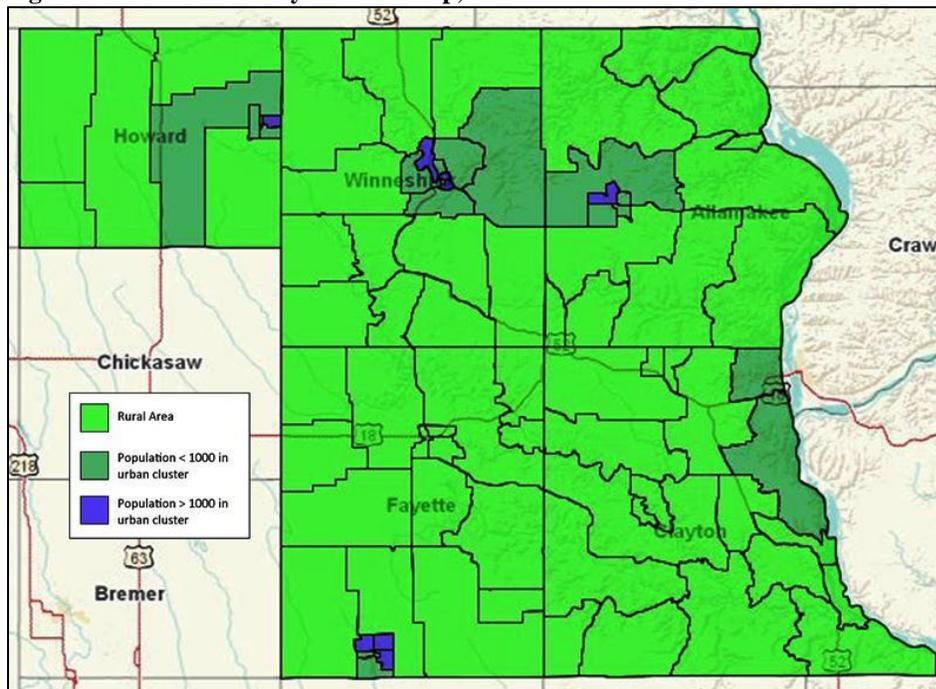
Source: (UERPC, 2014) (U.S. Census Bureau, 2011)

Population Density

As of the 2010 Census, there were just over 25 persons per square mile, which is less than half the statewide average of 54.5. The Census defines a densely settled territory that has at least 2,500 people but fewer than 50,000 as an urban cluster. At the 2010 Census, 27% of the region’s population resided in an urban cluster.

Figure 1 illustrates the region’s urban clusters by block group. Block groups with a population over 1000 in an urban cluster are shaded in purple, populations less than 1000 in an urban cluster are shaded in dark green and rural only block groups are shaded light green. With such a spread-out population, transportation costs, whether for personal vehicles or public transportation, are an increasing burden for the region.

Figure 1: Urban/Rural by Block Group, 2010

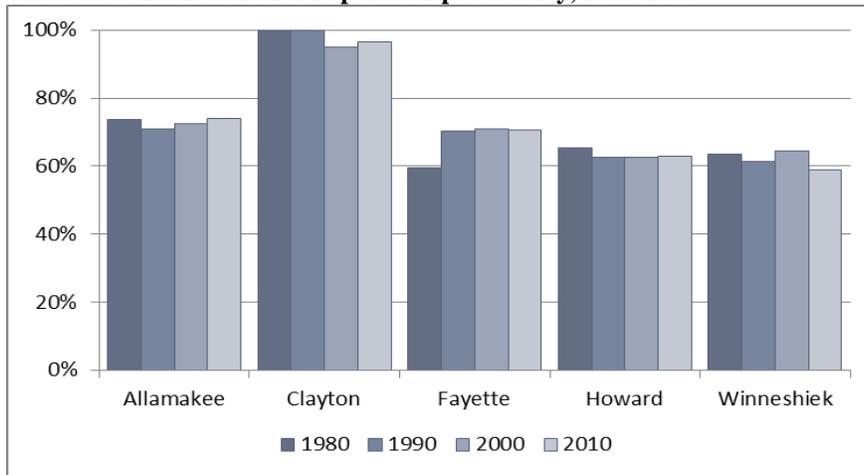


Source: (U.S. Census Bureau, 2012)

The urban/rural distribution in each county has remained fairly steady since 1980.

Chart 6 illustrates the percentage of population in each county residing in a rural area from 1980 to 2010. In all counties, the majority of population is in a rural area. Clayton County has the highest percent of its population in rural areas while Winneshiek County has the lowest at 59% as of 2010. Fayette County is the only county where the percent of its population in rural areas has grown over time, with most of the change occurring between 1980 and 1990.

Chart 6: Percent of Rural Population per County, 1980-2010



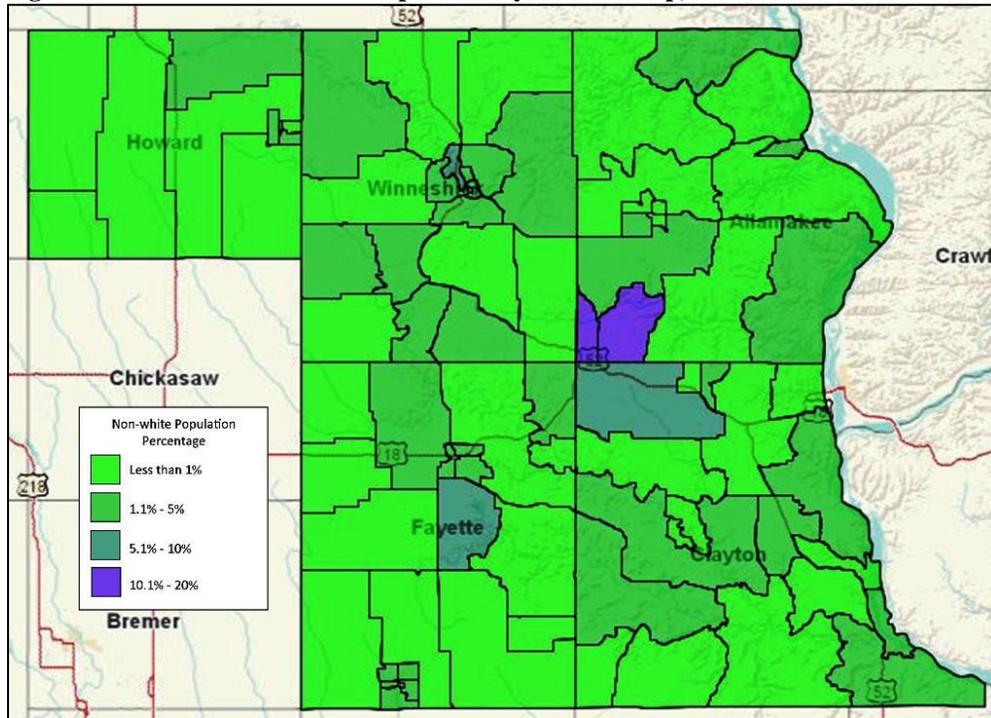
Source:(State Data Center of Iowa, n.d) (; U.S. Census Bureau, 2012)

Diversity

The population in the region is not very racially diverse. As of 2010, the non-white population in the region was only 2.2% of the total population. This was, however, an increase from the 2000 Census, at which time only 1.72% of the population was non-white.

Figure 2 illustrates the percent of non-white population in the region by block group. Areas with higher percentages of minority populations occur nearest the region’s two private colleges, Luther College in Decorah and Upper Iowa University in Fayette and in and around the community of Postville.

Figure 2: Percent of Non-white Population by Block Group, 2010



Source: (U.S. Census Bureau, 2012)

Limited English speaking Populations

Limited English speaking Populations are addressed by regional transit in several ways. The transit provider services a region that does experience ridership by Hispanic, Jewish, Ukrainian and Somalian cultures. Of these groups, the Hispanic residents are the largest population and are the focus of accommodations being made. Transit has access to a resource person who can be arranged to translate Spanish as needed, whether verbally or in writing. Brochures for service have been made available in Spanish, and Northeast Iowa Community Action Corporation (NEICAC) Transit continues to communicate with bus and van drivers to assess difficulties encountered. Transit interacts with the Jewish population in Postville, but they do not require interpreters for the most part and understand English in communication exchanges. Transit also maintains a telephone interpreter service which can assist with dozens of languages, and can be accessed as needed.

RPA 1 researched Census data to approximate how many persons are non-English speaking in their homes, and have reviewed this data to target where and how to assist these groups. Following is a table, which documents the Census data for the RPA 1 counties for non-English speaking persons..

Table 5: Change in Limited English Proficiency Population

| COUNTY | 2000 | 2013 | DIFFERENCE | % change non-English speaking populations | % of county's population |
|-------------------------|--------------|--------------|-------------|---|--------------------------|
| Allamakee | 722 | 479 | -243 | 33.6% decrease | 3.3% |
| Clayton | 247 | 208 | -39 | 15.5% decrease | 1.1% |
| Fayette | 231 | 170 | -61 | 26.4% decrease | 0.1% |
| Howard | 191 | 141 | -50 | 17.6% decrease | 1.5% |
| Winneshiek | 267 | 178 | -89 | 33.3% decrease | 0.8% |
| Total RPA 1 pop. | 1,658 | 1,176 | -482 | 29.1% decrease in RPA 1 | 1.4% |

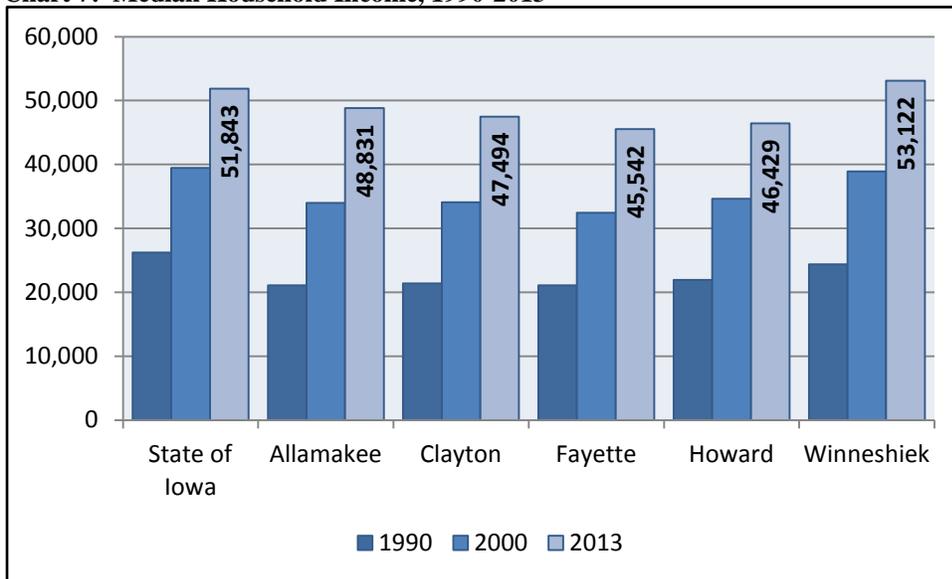
Source: (U.S. Census Bureau, (ACS 2009-2013)

The region showed a modest decrease in total population as seen in the table above there is also a decrease in those that have a Limited English Proficiency (LEP) over the last 13 years. All counties indicated a decrease population of the LEP population since 2000 with a total decrease of 89 people. This could be explained quite simply due to the raid by the U.S. Immigration and Customs Enforcement in 2008 at the slaughterhouse and meat packing plant in Postville.

Income

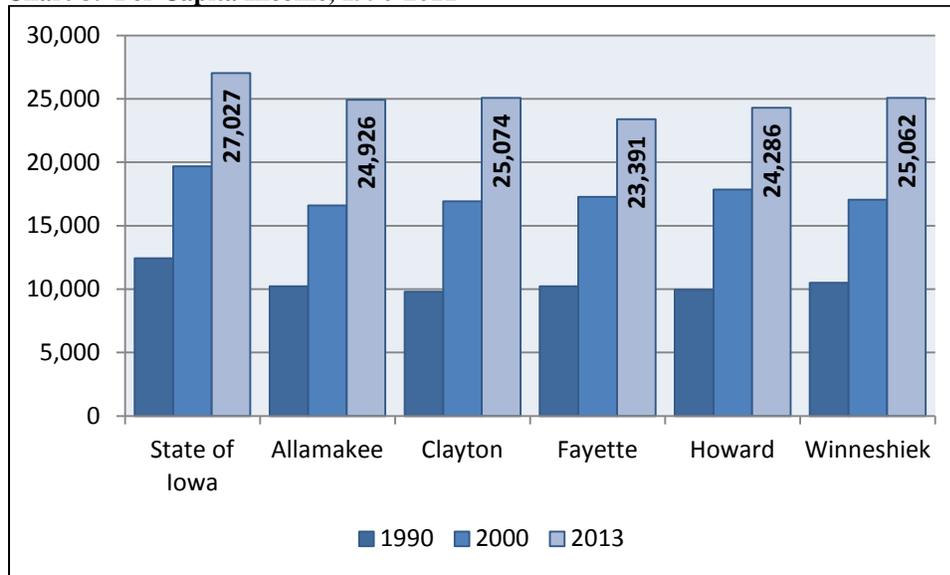
The median household income for the region has risen at an average annual growth rate of 5.4% since the 1990 Census. Per capita income has noted an average annual growth rate of 6.1%. Chart 7 and Chart 8 compare the median income and per capita income of each county to the state for the past two decades. With the exception of Winneshiek County, the counties in RPA 1 have median income levels below that of the state as a whole. All counties have a per capita income level lower than the state.

Chart 7: Median Household Income, 1990-2013



Source: (U.S. Census Bureau, ACS 2009-2013)

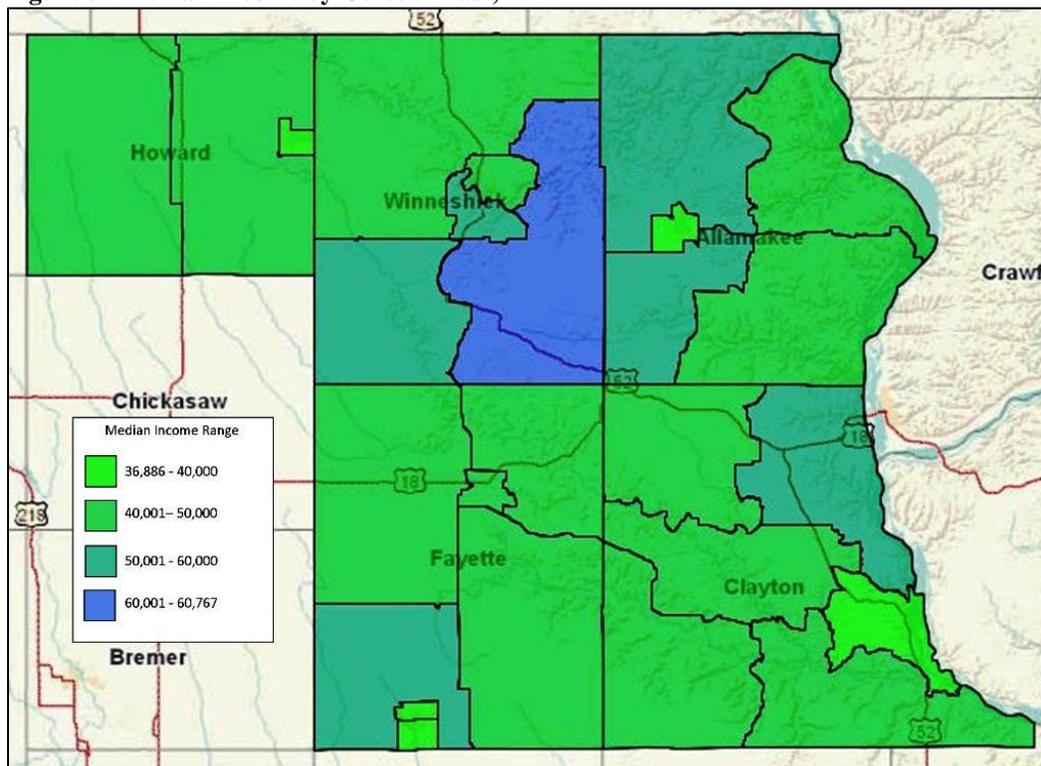
Chart 8: Per Capita Income, 1990-2011



Source: (U.S. Census Bureau, ACS 2009-2013)

Figure 3 illustrates the median household income by Census Tract. Tracts surrounding Cresco, Waukon, Guttenberg and Oelwein have the lowest median incomes, while the tract consisting of the southeast section of Winneshiek County registers the highest median income in the region.

Figure 3: Median Income by Census Tract, 2011



Source: (U.S. Census Bureau, ACS 2009-2013)

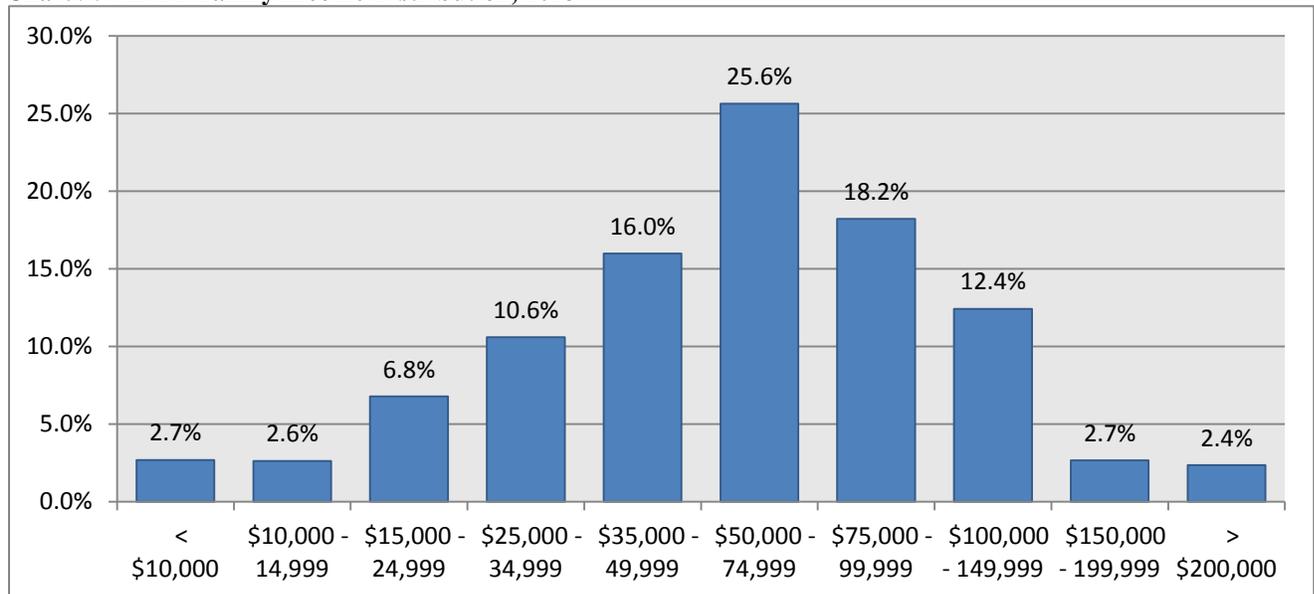
Chart 9 demonstrates the family income distribution of all counties combined by percent of population in each income range. A full 41% of the regions’ families earn less than \$50,000 and nearly 13% make less than \$25,000. According to HUD, families in Allamakee, Clayton, Fayette and Howard counties making less than \$47,850 are considered “low-income.” In Winneshiek County, the low-income threshold is \$52,300.

In the five county region both parents are working in 80% of all families. According to a recent AAA report, it was found that the cost per mile to operate an average sedan is 59.2 cents (AAA, 2014). Table 6 illustrates the possible costs of transportation to work for the region’s lower income families. A very low income family with both parents working could pay over 30% of their income on transportation. Affordable transportation will continue to challenge the region as costs continue to rise.

Table 6: Impact of Employment Transportation Costs on Families with Two Parents Working

| | |
|--|---------------|
| Average travel time to work (U.S. Census Bureau, 2012) | 19.34 minutes |
| <i>Assumption:</i> average miles to work (19 minutes @ 40 mph) | 13 miles |
| Average distance per year (50 weeks) | 6,500 miles |
| Average cost per year @ 59.2 per mile (AAA, 2014) | \$3,848.00 |
| Average cost per family given two people working | \$7,696.00 |
| % family income spent on work transportation @ \$50,000 | 15.4% |
| % family income spent on work transportation @ \$25,000 | 31% |

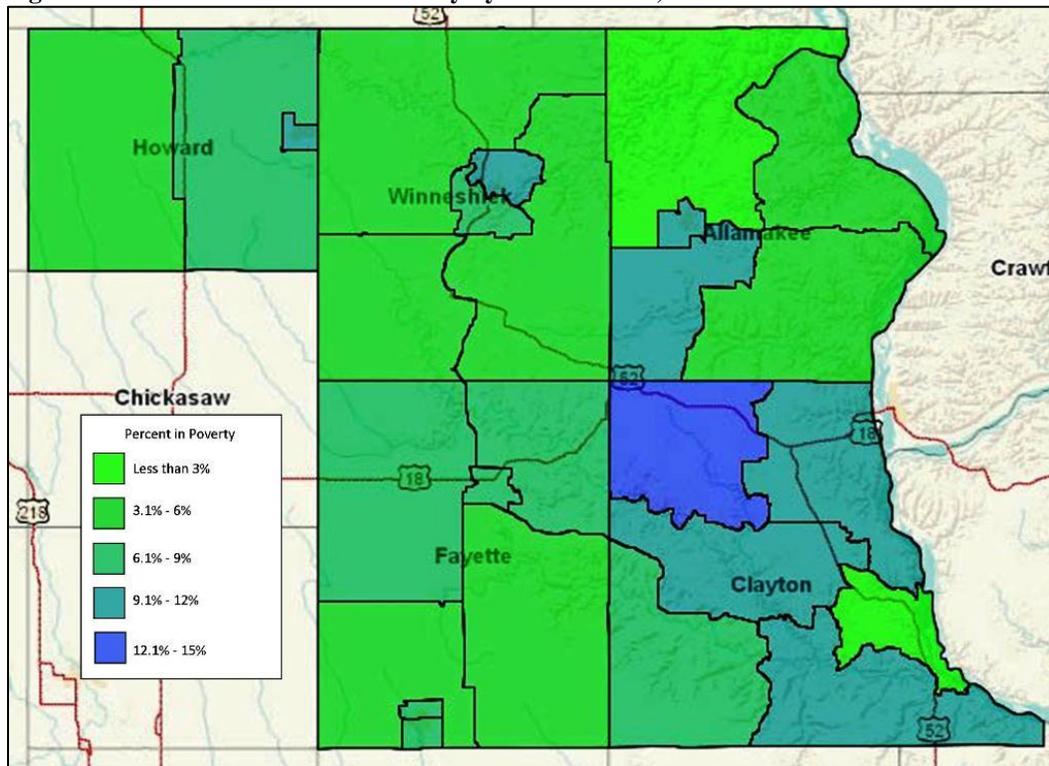
Chart 9: RPA 1 Family Income Distribution, 2013



Source: (U.S. Census Bureau, ACS 2009-2013)

Figure 4 illustrates the percentage of families whose income was below the poverty level by Census tract. Clayton County notes the largest area with percentage of poverty level families over 9% within the region. The Census tract in and south of Postville has the largest percentage of families in poverty at 13.8%.

Figure 4: Percent of Families in Poverty by Census Tract, 2011



Source: (U.S. Census Bureau, ACS 2009-2013)

Employment

An aging workforce and a shortage of critical talent are among the biggest challenges facing today's rural businesses. The availability of, and access to, skilled workers is critical to the success of the region's businesses, especially when competing in an increasingly global economy.

Table 7 breaks down the labor force characteristics for the region as it compares to the state.

Table 7: RPA 1 Labor Force Characteristics

| | RPA 1 | State of Iowa |
|------------------------------------|--------|---------------|
| Total population 16 years and over | 67,332 | 2,420,102 |
| Total in labor force | 45,624 | 1,650,140 |
| Percent in labor force | 67.3% | 68.2% |
| Employed labor force | 43,000 | 1,155,303 |
| Percent employed in labor force | 63.9% | 64.2% |
| Females 16 years and over | 33,819 | 1,231,948 |
| Females in labor force | 21,290 | 786,852 |
| Percent of females in labor force | 63.0% | 63.9% |

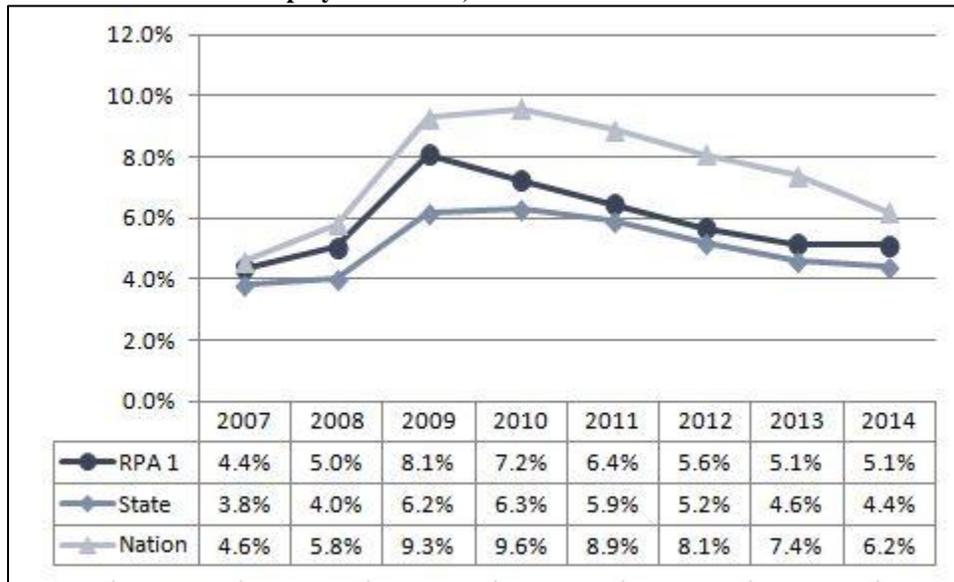
Source: (U.S. Census Bureau, ACS 2009-2013)

Unemployment rates for the region, as compared to the state and nation, are shown in Chart 10. Since 2007, overall RPA 1 unemployment rates have been higher than the state and lower than the national average.

Chart 10 illustrates the change in unemployment rates for each of the RPA 1 counties over the past five years. Generally, Winneshiek County noted the lowest rates, while Allamakee had the highest. Unemployment rates have recently begun to drop in the state and county with the average rate as of 2013 at a five-year low for the region. Businesses are beginning to experience a shortage of workers within their immediate vicinity and understand that the high costs of transportation are affecting their ability to attract a workforce, especially for lower paying positions. This has led to some business expansion plans

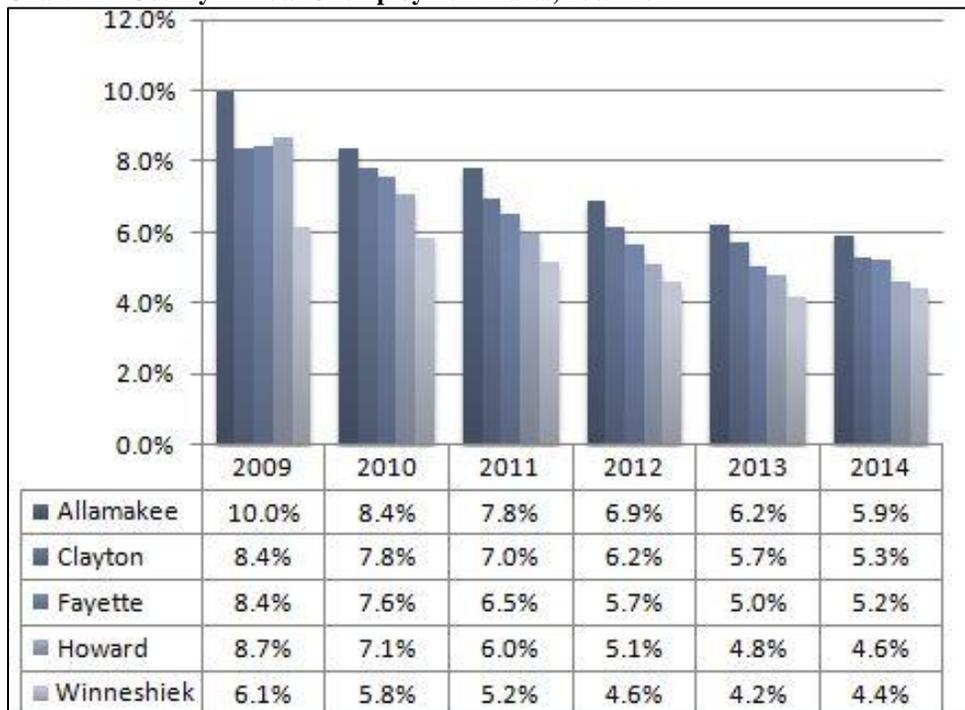
being put on hold or worse, expansions occurring in other locations. The region has already begun addressing these issues and is working to develop more affordable transportation options for its available workforce.

Chart 10: Annual Unemployment Rates, 2007-2014



Source: (Iowa Workforce Development, 2014) (Bureau of Labor Statistics, 2014)

Chart 11: County Annual Unemployment Rates, 2009-2014



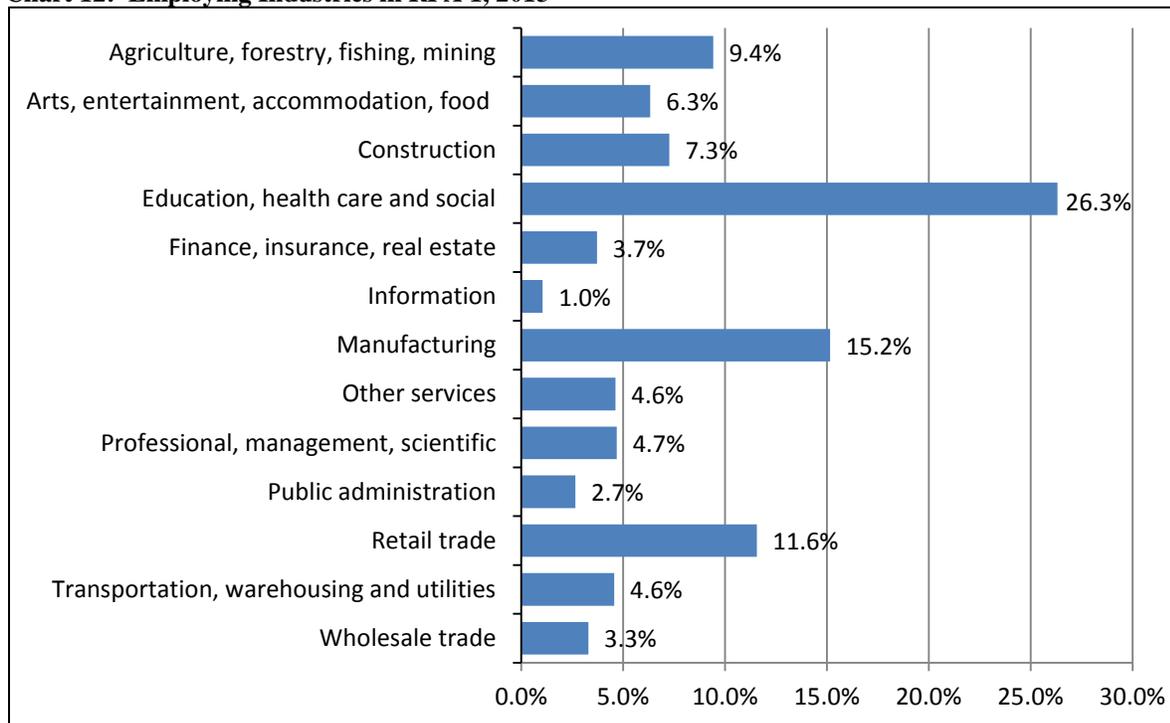
Source: (Iowa Workforce Development, 2014)

The region’s economic base is distributed across many industries. The education, health care and social assistance service industry employs nearly 25% of the employed population within the region, with manufacturing and retail trade being the next largest employing industries at 16% and 11% respectively.

Chart 12 illustrates the percent of the employed RPA 1 population working in each industry. Chart 13 shows the occupations of these same workers, regardless of industry. While most are employed in

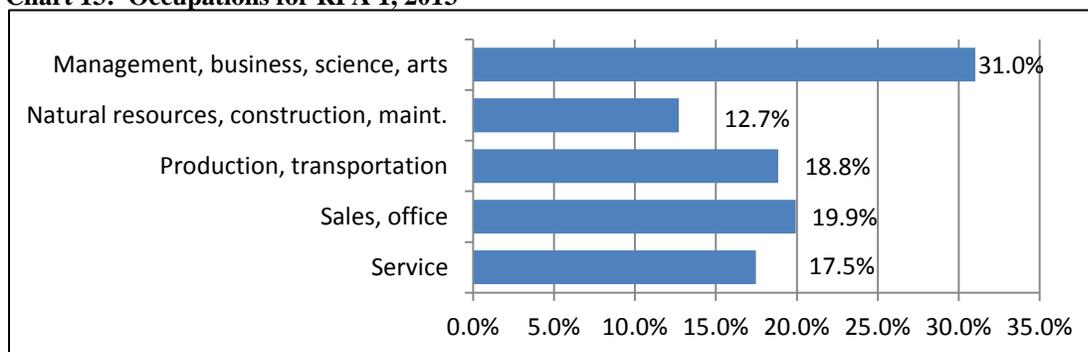
management, business, science and arts occupations (31%), over 19% of the working population fill occupations in each of production and transportation jobs and sales and office jobs.

Chart 12: Employing Industries in RPA 1, 2013



Source: (U.S. Census Bureau, ACS 2009-2013)

Chart 13: Occupations for RPA 1, 2013



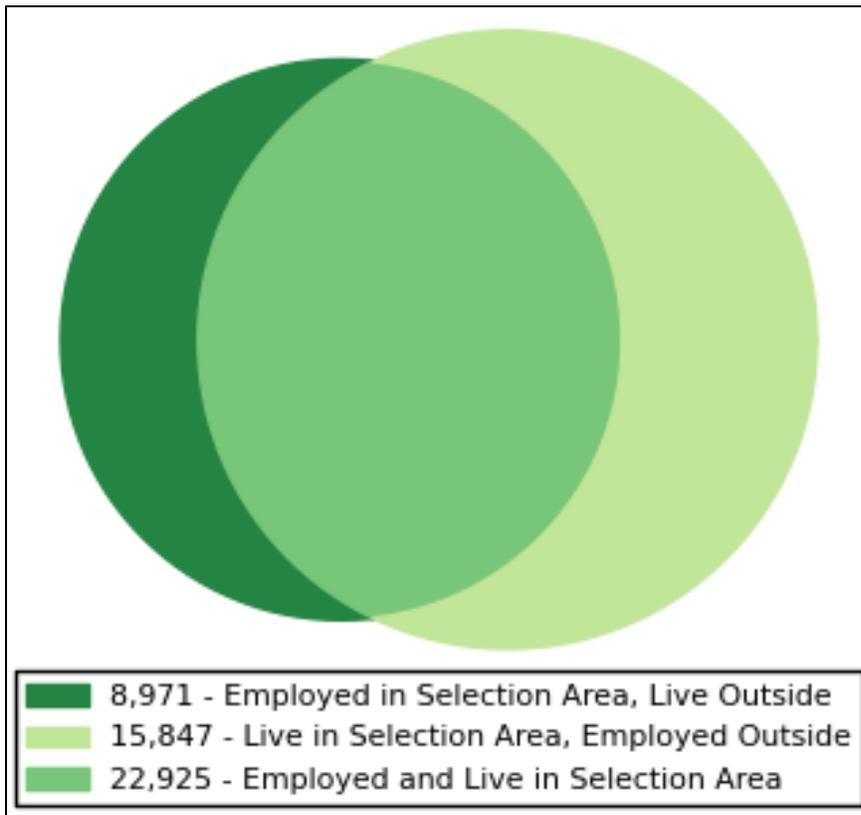
Source: (U.S. Census Bureau, ACS 2009-2013)

Commuting

As previously noted, many of the employment opportunities for RPA 1 residents require a significant travel distance. Across the area, nearly 38% of the current workforce commutes greater than 25 miles for employment and over 55% work in a different county than where they live. As a region, over 40% of the working residents commute out of the RPA 1 five-county area for jobs (U.S. Census Bureau, Center for Economic Studies, 2011).

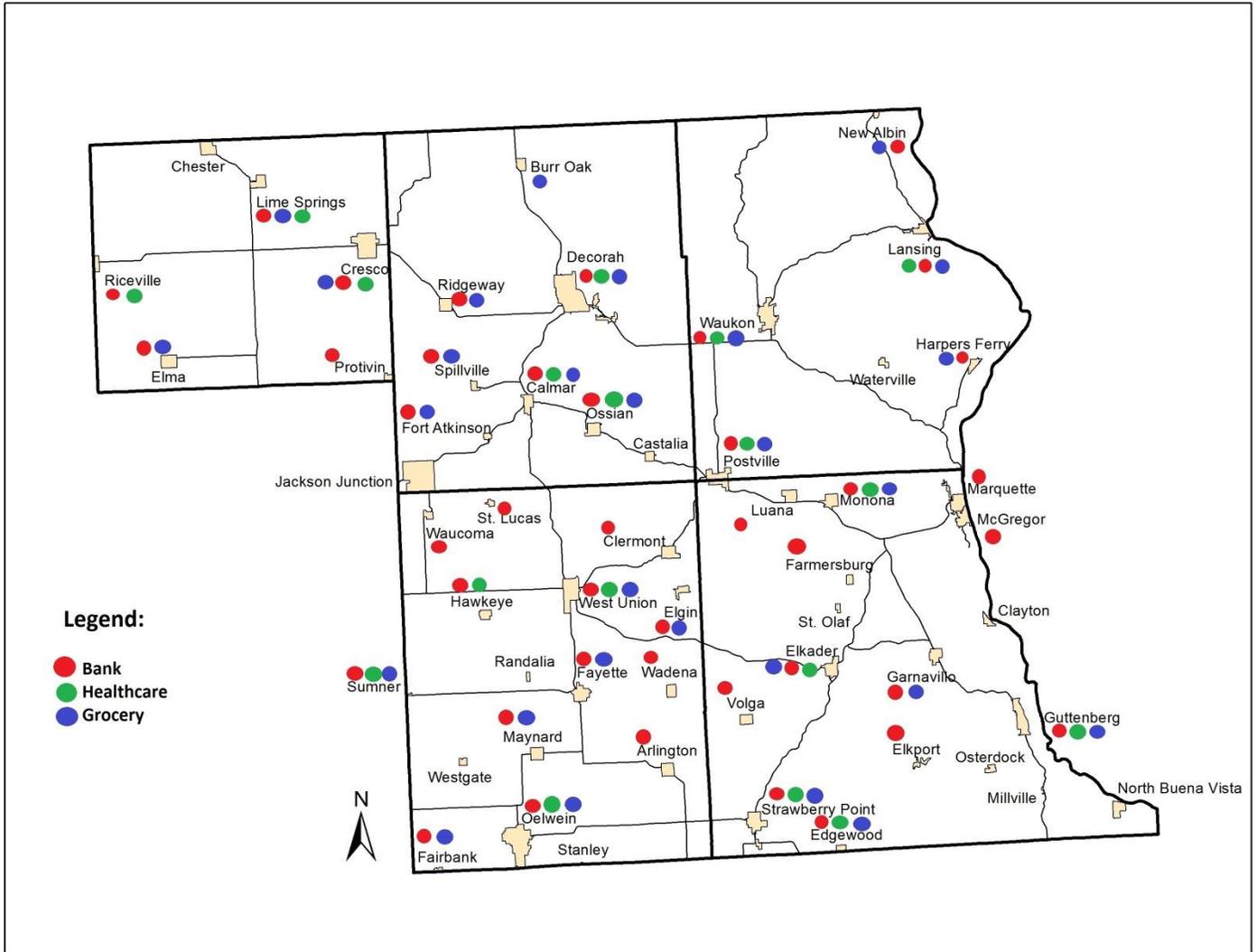
Figure 5: Inflow/Outflow Job Counts, 2011 shows the migration of the workforce both in and out of the RPA 1 region. According to this data, there are fewer jobs than workers in the region.

Figure 5: Inflow/Outflow Job Counts, 2011



Source: (U.S. Census Bureau, Center for Economic Studies, 2011)

Figure 7: Activity Centers in Region 1

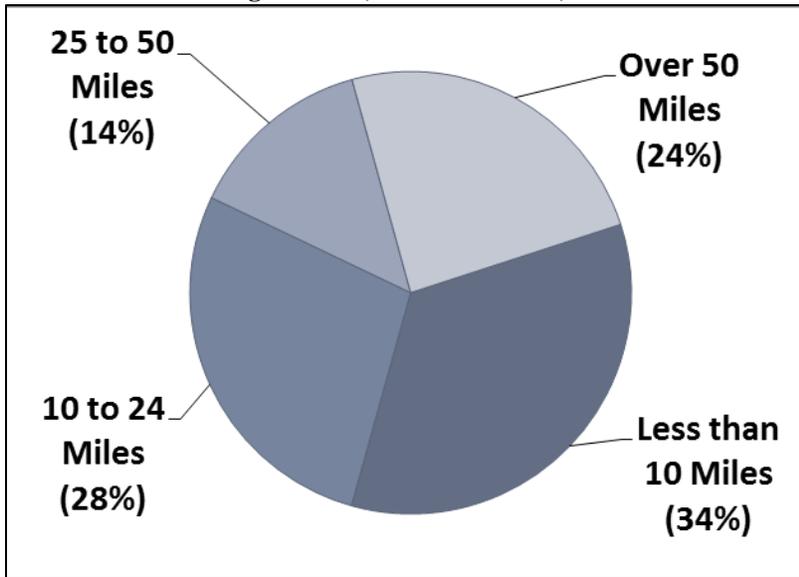


Source: (UERPC, 2014)

As shown above in the map, activity centers are typically the county seats. Most communities do have banks and some form of groceries but it may be limited. Healthcare is available in about one or two communities per county. This shows where residents have to go to get the services they need.

As shown in Chart 14, 34% of workers travel less than 10 miles to work and another 28% travel between 10 and 24 miles to work. The top five places of work for those who live in the five-county area are: Decorah (11.4% of the region’s workers), Cresco (5.8%), Waukon (4.5%), Oelwein (3.9%) and Postville (3.6%). The remaining 70% of the region’s workers are distributed widely across the region and in neighboring counties and states (U.S. Census Bureau, Center for Economic Studies, 2011).

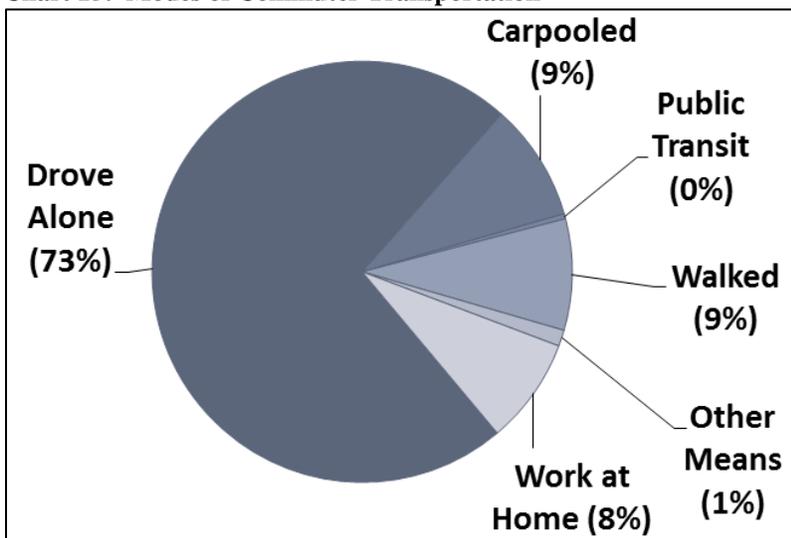
Chart 14: Commuting Distance, RPA 1 Workers, 2011



Source: (U.S. Census Bureau, Center for Economic Studies, 2011)

Chart 15 illustrates the methods of transportation most often used by workers to get to work. The majority of the commuting workforce travels alone. Workers in Winneshiek County were more likely to walk to work than in other counties, with over 15% walking to work. Carpooling was highest in Fayette County where nearly 10% shared rides to work. Over 10% of Howard County workers worked at home (U.S. Census Bureau, 2012).

Chart 15: Modes of Commuter Transportation



Source: (U.S. Census Bureau, 2012) (2007-2011 ACS)

About 72% of the region's jobs are filled by workers living within the five-county region. County by county, this percentage drops significantly. The inflow of workers to the individual counties ranges from 41.6% of jobs filled by non-county residents in Howard County to 49.1% in Fayette County. The following table demonstrates the top counties where workers are in flowing and out flowing from within Region 1.

Table 8: Inflow and Outflow of Employees

| | Allamakee County | Clayton County | Fayette County | Howard County | Winneshiek County |
|-------------------------------------|------------------|----------------|----------------|---------------|-------------------|
| Total Employed in County | 5,260 | 6,389 | 6,890 | 4,029 | 9,328 |
| Employed in County but Live Outside | 2,266 | 3,058 | 3,439 | 1,678 | 4,052 |
| Employed and Live in County | 2,994 | 3,331 | 3,453 | 2,351 | 5,276 |

Source: (U.S. Census Bureau, Center for Economic Studies, 2011)

Summary

The region is facing a declining and aging population. This is expected to have an impact on the overall transportation system and the long term economic prospects for the area. The declining population is already having an impact on the region's employers as they seek to hire quality employees from an ever-shrinking pool. The employee recruitment area has expanded for these businesses and ensuring an affordable ride to work for employees will be integral to developing the workforce needed to accommodate openings. An aging population will require the region's leadership to consider the safety of these older drivers and realize that alternate modes of transportation will be necessary as older drivers become unable to transport themselves. Overall with a declining population, people are having to travel farther for work, recreation and shopping due to decrease in businesses overall but especially in smaller communities.

SECTION THREE: Coordination Issues

Regional Survey – Public Input of the Agencies and Providers within RPA 1

In October 2014, RPA 1 created and distributed the regional agency transportation needs assessment to over 300 area organizations and contacts. Included in this group were 80 human service and care providers, 100 school, pre-school and childcare providers, 35 medical and health service providers, 75 city/ county/ government contacts and over 20 libraries. This survey was distributed October 1, 2014 electronically, with a web link to take users directly to the survey. Information was also provided so that the survey could be obtained in hard copy by mail as well. Following is the notice sent along with the October 2014 survey:

Hello,

We are currently working on our next Passenger Transportation Plan for submission to the Iowa Department of Transportation. To ensure there is a full representation of all five counties in which we serve we would like input from all other agencies and stakeholders that we work with in our region. Please take and share this survey as you see fit so we can continue to make transportation the continual link for all of our residents!

Here is the survey link, please share!

<https://www.surveymonkey.com/s/RPA1PTP>

Thanks!

Michaela Collins
Community and Economic Development Planner
Upper Explorerland Regional Planning Commission
325 Washington Street, Suite A
Decorah, IA 52101
P: 563-382-6171, ext. 203 F: 563-382-6311
mcollins@uerpc.org

The survey generated 51 responses, from several different human service and public organizations. The survey and summary data can be found in Appendix A and B.

Responses to the questions asked provided the following insight:

Client Transportation, Community Development, Disability Services, Government Services and Education were the top 5 services the participating organizations provide.

All 5 counties and nearly every community were represented in the survey. Over half of the responding agency's clients were low income persons with persons with disabilities following closely behind.

The top 3 types of trips needed for clients were **medical, employment and shopping**.

Transportation outside the county was needed by 76% of the respondents, monthly or as needed.

Only **2.6%** of respondents offered any type of overnight service, with 10% offering weekend service.

How could service be improved? The top 3 responses were:

- Expanded service outside of town
- Expanded hours of operation
- Affordability of service

Almost 90% of respondents believe there are unmet needs in the region. The top 5 categories

- Persons with disabilities,
- All of the above (persons with disabilities, unemployed or underemployed, low income persons, senior citizens, students, homeless and limited English proficiency)
- Unemployed or underemployed individuals
- Low income persons
- Senior citizens

Which communities in the Region could better serve clients with improvements to the system?

- Decorah (17 responses)
- Cresco (12 responses)
- Waukon (3 responses)
- West Union (3 responses)

What type of service do you need?

- Curb to Curb, on demand 59%
- Door to Door, on demand 56%
- Fixed Route, deviated service 37%
- Fixed Route, scheduled stops 43%

Regional Surveys – Public Transit Input

**NEICAC-TRANSIT USER QUESTIONNAIRE
COMMENT SUMMARY 2014**

The questionnaire consisted of 8 questions, of which the first 6 provided yes or no answer options. A total of 27 questionnaires were returned.

| | | | |
|---|----------|--------|--------|
| 1. Was it easy to schedule your trip? | Yes = 25 | No = 0 | NA = 2 |
| 2. Was the scheduler courteous/helpful? | Yes = 25 | No = 0 | NA = 2 |
| 3. Was your bus on time? | Yes = 26 | No = 0 | NA = 1 |
| 4. Was your bus clean? | Yes = 26 | No = 0 | NA = 1 |
| 5. Was your driver courteous? | Yes = 27 | No = 0 | NA = 0 |
| 6. Was it easy to use our service? | Yes = 26 | No = 0 | NA = 1 |

7. Which of the following do you most often use NEICAC-Transit for?

| | |
|------------|----|
| Medical | 16 |
| Shopping | 0 |
| Work | 1 |
| Recreation | 1 |
| School | 1 |
| Other | 6 |

- Used it twice
- Beauty shop
- Transport to Sunflower
- Beauty shop
- Davis Center, Independence, IA

8. NEICAC-Transit is always striving to improve our service. Please give us any suggestions that you might have.

- This was my only experience. I've always heard good comments.
- I think you do very well with this service. I only used the bus once. I'm sure I'll be using it more.
- Excellent Service
- My husband and I found the transit very convenient and staff and drivers very efficient and certainly appreciate having access to it.
- Thank you so much for taking extra care of my young rider, especially when I call to update you with early release and you all already know.
- I was very satisfied with my first time ride and the second one which was a very snowy day and had to call that morning. Service was good.
- I was very satisfied for our first trip.
- This is a wonderful service and I would certainly be happy to use it again.
- I would like to go out of town.
- None-went well.
- Really hard seats on our rock roads really rough ride.
- What's the fare? Rider's guide didn't state the fare.

Review of Prior Efforts

Job Access and Reverse Commute (JARC) and New Freedom Programs

With the repeal of JARC and New Freedom programs, NEICAC has sustained the Wheels for Work program as a self-supporting revolving loan fund and will be continuing with the Mobility Manager position. Part of the mission of NEICAC is to "...create opportunities for basic self-sufficiency..."

Given this goal, the organization sees value in continuing to financially support the Wheels for Work Program. In addition, the Mobility Manager's work to build ridership through the Job Access Mobility Institute program is expected to increase revenue, some of which can help support the position. Funding will continue to be a challenge and the long-term viability of these programs cannot be completely assured. The political and economic climate at the local, state and federal levels will continue to impact future programming decisions.

Marketing for Ridership

Efforts have been made by Transit to market its services more broadly and participation in the Job Access Mobility Institute has helped identify new marketing ideas. Brochures have been updated and distributed to human service agencies, larger employers, tourism and economic development offices and higher education schools in the region. Although most residents of the region are aware of the public transit agency, many are unsure who can ride it, where it would take them and how to make arrangements for a ride.

Collaborations for Support

Beyond the community of Decorah, subsidies through community partnerships have yet to be established. The City of Decorah maintains its commitment of \$14,000 to Hometown Taxi. The funds are administered through NEICAC-Transit and subsidize rides for elderly residents. NEICAC-Transit matches the city's subsidy at the current time, but it is uncertain how long this extra subsidy will continue. The Depot, a Decorah organization, continues to help subsidize Hometown Taxi rides for disabled individuals by reimbursing the taxi service for rides provided.

Participation in the Job Access Mobility Institute has engaged local representatives from the transportation, work force, planning and economic development fields in developing alternative transportation options for our workforce. The project has allowed our team the expertise available from our coaches at CTAA (Community Transportation Association of America) and NADO (National Association of Development Organizations).

Outreach to Elected Officials and Stakeholders

The education of elected officials and stakeholders is an ongoing process. UERPC continues to participate in the Five-County Meetings held five times a year. These meetings provide the opportunity to share issues and ideas for passenger transportation among RPA 1 county supervisors. In addition, UERPC hosted two regional legislative forums in the region this year. These forums allow for the education of state legislators in our area's transportation needs.

Beyond local officials, service organizations often find that legislative decisions at the state or even federal level have unintended consequences for their clientele. The TAG will continue to monitor these discussions and provide input as necessary to legislators.

Mobility Manager

Mobility Management is in full swing in NE Iowa. The new Mobility Manager for the region has been given these main focus areas: strengthen partnerships, perform community outreach, identify unmet needs, and develop new services. To accomplish the outreach and partnership building, the Mobility Manager has been attending meetings and giving presentations on a very regular basis throughout the five-county area. This helps make and strengthen community connections and helps spread the word about Mobility Management and Public Transportation. The Mobility Manager has also conducted a transportation needs survey and has spent time talking and listening to people to try to identify unmet needs and to gather ideas for service improvements.

Achievements to date include:

- Grant written and received for the Wheels for Work program.

- Coordinated services with an adjacent regional transit agency that allows our citizens a more affordable ride option to Iowa City medical facilities each week.
- Expanded regular in-town service hours in Cresco, IA, ridership more than doubled.
- Assembled a team and co-wrote an application to the Job Access Mobility Institute hosted by CTAA. The team was selected as one of only 7 in the nation to participate in the program.
- Conducted an employee transportation survey that received 783 responses.
- Worked with partners in planning, economic development and work force to identify transportation barriers to employment in our area and develop possible solutions.
- Developed a transportation website for NE Iowa that will give people a single place to go for transportation information.
- Received funds for rebranding and daily commuter route between the towns of Decorah, Calmar, and Cresco.

Recent Developments

Transit Improvements

NEICAC Transit continues to improve technology to support its operations. They have replaced the MDC Mobile Data Computers in each bus, replacing obsolete devices with the new Ranger IV. This effort continues to increase efficiency, expand communications capabilities and provide more security for the system. The internal scheduling and dispatch system continues to be updated as necessary to provide consistent, timely service to riders. Transit has contracted with Big Word and now offers translation assistance in over 150 different languages should anyone call or walk into the regional offices in need of such assistance.

The Charter rule continues to be a challenge for small nonprofit organizations looking for reasonably priced group transportation in the area. The current Charter rules are being revisited by FTA and it is hoped that a solution that works for both public and private transportation providers will be attained.

Job Access Mobility Institute

Region 1 was selected as one of seven across the nation to participate in the CTAA's Job Access Mobility Institute (JAMI). The program was designed to address transportation challenges in communities. The focus of the region is "How can we make transportation more affordable?"

The JAMI training and planning process began in September 2012 and included webinars and meetings to outline the JAMI process and expectations. The first phase of the program involved research; which the team accomplished by holding interviews and focus groups with employers, employees and job seekers, conducting a region-wide survey, and gathering existing secondary job and commuting data.

Armed with this background information, the team was able to identify the region's strengths and weaknesses in job access transportation. The last week of November 2012, the team traveled to Washington, D.C. for a week of intensive work with the other six national teams. They followed a "Design Thinking" process to brainstorm, categorize and prioritize needs and identify potential solutions. The solutions were rapidly prototyped as services and/or programs that were presented to the other teams on the final day. Region 1's team ended up with two main focal areas: First, the team identified that public transportation has to become a standard in Region 1, which will help build a stronger community and boost the local economy. Public transit already exists in Region 1, but many people are unaware or have misunderstandings about who can use the service. Changing and clarifying the public perception of existing transit is a top priority for Region 1. This is where the rebranding of public transit in our area to EARL Public Transit comes into play. Second, NEICAC-Transit have launched a route designed for commuters that is providing at a lower cost for commuters traveling to and from work. The overarching goal is that transportation is always the link, and never the barrier, for people in Region 1 communities. This route was launched January 5, 2015 between the towns of Decorah, Cresco, and Calmar. The route operates three times daily Monday through Friday.

Wheels for Work Program

Northeast Iowa Community Action – Transit received funding to implement a “Wheels for Work” program. NEICAC-Transit’s Wheels for Work functions as a zero-interest car loan program for working, income-eligible residents (incomes under 200% of poverty level). Applicants to the program also receive financial education and work with reputable vehicle dealers to make the most of the program. Loan recipients commit to carpooling and ride sharing as possible so that the program reaches more rural commuters. The initial goal of the program was to close 12 vehicle loans. The JARC contract for the Wheels for Work program will end in September of 2015. With no additional JARC funding available in MAP-21, it is uncertain as to whether this program can be expanded beyond the initial JARC investment, but as previously mentioned, it is the hope that the Wheels for Work Program is ultimately self-sustaining as a revolving loan fund without the need for additional capitalization.

Future Needs for Transit

The future needs for NEICAC-Transit would be the possibility of purchasing the maintenance shop facility that the organization currently rents in West Union. This facility would allow some more of a central location, repair facility and also storage for the fleet. Other fleet and facility needs at this time are unclear.

SECTION FOUR: Priorities and Strategies

This section details the priorities and strategies to improve transit through Region 1. These priorities come from the 2014 Service Provider Survey, 2014 Ridership Surveys and analysis of these by the Transportation Advisory Group (TAG).



Transit Driver George Grosz, Mobility Manager Jenna Sutton and Transportation Director Curt McNew with one of the new “EARL” buses before the launch of the commuter route

Make transit easier for all to use.

Goal: Streamline Transportation Medical Services

Ensure that transportation services are available with ease and accessibility in all form.

Goal: Clarify Charter Rule

Clarify Charter Rule and School Service Rule for Region 1. There are many opportunities for public transit to enhance effectiveness but may be limited by these rules. Region 1 is different than many other regions and that would be the need for clarification.

Goal: Ensure all five counties are involved in transit.

Ensure that transportation is a main focus in all five counties of the region. The agency survey showed communities in four of the five counties were where clients could use improvements to the system so overall there is still growth in the entire region. Also, 76% could use transportation out of the county as well.

Priority #2**Improve communication efforts between all providers.**

Goal: Better communication between all entities (housing, economic development, tourism, etc.)

Better communication between all entities would allow for further development of transit and also marketing would come naturally from this connection.

Goal: Consider a networking conference (possibly in conjunction with NIBN)

A networking conference in the region would be beneficial in many fields and enhance relationships that could benefit the link that brings them all together, transportation.

Goal: Develop a transportation stakeholder map

A map that details where people are coming from, where they are going and what agencies can assist in between would truly build a stronger link within the region.

Priority #3**Continue enhancement of Public Transit in Region 1**

Goal: Support, maintain and promote NEIAgo.com

The NEIAgo website provides information on all transportation providers, contact information, hours and services in on location for easy access and maintaining this tool is vital to improving transportation in region 1.

Goal: Maintain the work of a Mobility Manager within the region

The Mobility Manager role has continued to strengthen transit within Region 1 and maintaining that work is vital to ensuring transit is ever-changing and improving.

Goal: Continue to re-image Public Transit

Re-imaging to the new "EARL" logo will take some time as the bus replacement plan goes through its course but ensuring all other materials have EARL logos on them will guarantee recognition of these items in connection with the buses.

Goal: Marketing for Public Transit

Marketing for Public Transit is an on-going process that will always be needed to bring in new riders, especially as the fleet gets the EARL logo on all vehicles. In the survey from the residents and agencies marketing appears to have lessened on how to better serve the region and expanded hours and service have risen to the top.

Goal: Develop "how-to" guides to make transportation Easy

Creating a brochure and/or video of how to use transit in Region 1 would make those new to the transit system feel more comfortable with the process.

Goal: Capitalize Wheels for Work loan fund

Now that the JARC funds have ended the region would like to continue this loan fund by self-sustaining itself. This loan fund is vital to assisting those who need their own transportation for daily life activities.

Goal: Expand Commuter Routes

The current commuter routes encompass three communities within the region. The goal would be to include more communities that have large workforce locations or where a lot of the population is coming from.

Goal: Seek new and additional financing for Public Transit

There are many avenues to seek new and additional financing for transit. Some of the ideas that have come from the various committees are employer benefits such as a discount or a monthly/yearly pass for riding Public Transit. Other ideas are allowing advertising whether that is on the buses themselves or

other marketing materials to receive some funds for transit. Also, allowing bus sponsors whether that is advertised on the bus or just a sponsor for a short amount of time such as a day or week. Of course looking into additional grant sources or partners that are eligible to receive grants would be another way to gain funds that could assist transit such as a business that uses the commuter route. In the agency survey the third largest improvement that could be done was reducing pricing or making it more affordable.

Online Service Provider Survey Results

As a result of the recent regional on-line survey, feedback supported that although sufficient numbers of regional transit vehicles are available, not enough hours and service exists for the general public to use. How could public transportation services be improved? The top 3 response categories were:

- **Expanded service outside of town**
- **Expanded hours of operation**
- **Affordability of service**

Discussions have been initiated with regional transit to assess current scheduling and efforts so that additional methods and locations can be researched to increase awareness. Coordination of transit services with private and human service providers to reduce gaps in coverage will be ongoing.

Responses to a question in the survey “Do you believe there are unmet public transportation needs in the Region?” indicated that 89.2% of respondents said yes. The top 5 categories were:

- **Persons with disabilities (18 responses)**
- **All of the above (17 responses)**
- **Unemployed or underemployed individuals (15 responses)**
- **Low income persons (14 responses)**
- **Senior citizens (12 responses)**

Several topics of interest for low income families included typical after hour and weekend demand, such as parent/teacher conferences in evenings, park & recreation events on weekends, and seasonal school functions and events like concerts and performances that can be difficult for the above mentioned groups to attend without public transportation options. Assessments will take place to address these activities and groups with respect to transit availability and feasibility for extended hours and days.

SECTION FIVE: Funding

Funding for transit services in all areas is crucial for continued services to meet the needs. Financial support comes from many sources including local, state and federal funding sources. This section describes the funding sources and what they can or have been used for in the region.



Front view of the new “EARL” bus rebranding.

Financial support for NEICAC-Transit comes from a variety of courses from local funding, state funding and also federal funding. The primary funding sources are listed below. The Iowa Department of Transportation also has a listing of transit funding information available on their website: http://www.iowadot.gov/pol_leg_services/Funding-Guide.pdf

Local Funding Programs:

Contract Revenues: Contract Revenues are available from human service agencies, local communities and private businesses that are willing to pay a portion or all of the cost of a certain type of ride that is provided as part of the open to the public transit operation. These routes are considered contract revenues and can count in the local match if needed for federal projects. This revenue fluctuates and cannot always be relied on.

Passenger Revenues: Fees paid by the passenger for transportation services. This is the most common local financial support. This follows ridership numbers so if there are riders this is guaranteed funding.

Municipal Transit Levy – Iowa law allows municipalities to levy up to 95 cents per \$1,000 assessed valuation to support the cost of a public transit system. Most larger cities levy for the support of the urban transit system. Smaller communities use the levy to support services within their regional transit system. NEICAC-Transit uses transit levy to cover the cost of operations of transit services.

General Fund Levy: These funds come from the general fund revenues for all Iowa governments and is the primary source of funding to support transit for counties that do not have the option of a transit levy. This is not as attainable as NEICAC-Transit receives the transit levy.

The Depot & City of Decorah/Hometown Taxi: Both the City of Decorah and The Depot of Decorah offer discounted rides to elderly and disabled patrons through Hometown Taxi, the local taxi company. This funding is agreed upon annually for the year.

State Funding Programs:

State Transit Assistance (STA): Funding for public transit systems that can be used for operating, capital or planning expense. The STA formula funds are split between urban and rural systems on a basis of total revenue miles of service provided by each region. The funds are then split by locally determined income (LDI) (50%), basis of rides per dollar of expense (25%) and revenue miles per dollar of expenditure (25%). This funding is reasonable achievable in the life of this plan. STA funds cannot be secured until ridership is secured which is always variable.

State Transit Assistance (STA) Special Project: Iowa DOT had \$300,000 in reserve funding for STA each year specifically for special projects to help better transit in Iowa. Special projects are those that are in support of start-up of new transit activities. These special projects are to help respond to need by human service agencies with an inclination for funding to projects that involve a match coming from the human services side. Projects would allow start-up funding until the funding is coming from STA formula. These funds are reasonably achievable within the life of this plan. This funding could be used for the transportation networking conference or any marketing purposes.

Access2Care Non-Emergency Medical Transportation Program: Access2Care provides transportation coordination for individuals for non-emergency medical transportation rides if the individual is covered by Medicaid insurance. This funding is available if there are patients who need to be transported. This funding is not secured.

AMOCO Loan: AMOCO is a capital match revolving loan fund that was created by the Legislature in Iowa. The funds come from the settlement Iowa received from the American Oil Company (AMOCO). The loan program must be agreed upon by the Iowa DOT and the Iowa Department of Natural Resources

(DNR). All transit systems in Iowa are eligible for loans under this program. This program is no interest loans to transit systems within the state. This loan can also be used as part of the local match for federal programs and paying it back over an allotted amount of time. This loan is reasonable achievable in the life of this plan.

Public Transit Infrastructure Grants: The Public Transit Infrastructure Grant came about in 2006 after the Iowa Legislature wanted to fund vertical infrastructure needs of Iowa's transit systems. Projects can include new construction, reconstruction or remodeling, but must include a vertical component to qualify. The state share is up to 80 percent of the total cost of the project and there is no maximum amount. Local participation is considered when analyzing grants. This is reasonable attainable within the life of this plan.

Congestion Mitigation and Air Quality Improvement (CMAQ) Program: CMAQ funding may be available in upcoming years beginning in 2016. NEICAC-Transit may be eligible for those funds but at this point it is too early to determine eligibility.

Federal Funding Programs:

Capital Only Program (Bus and Bus Facilities Formula Grants) (Section 5339): Federal transit funding that is limited to capital projects to replace, rehabilitate and purchase buses and bus-related equipment, and to construct bus-related facilities. Section 5339 is a program that is authorized under MAP 21 and often is used to exchange older higher-mileage vehicles for newer buses. These funds are reasonably achievable within the life of this plan. These funds could be used if a bus facility were to be built or purchased.

Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310): This program is to provide federal funding for support of transit activities in rural areas and in urban areas, to serve those special needs populations that are transit-dependent. This funding is reasonably achievable within the life of this plan.

Non-urbanized Area Formula (Section 5311): Provides capital and operating assistance for rural transit systems and are allocated based on performance in the prior year. The area must be rural or urban areas of less than 50,000 in population. The funds can be used for operating, capital, planning and job access and reverse commute assistance. 75% is allocated to regional systems and 25% to the small urban systems. These funds are reasonably achievable within the life of this plan.

Surface Transportation Program (STP) Funds: The Surface Transportation Program (STP) Funds come to the state through MAP-21 legislation. These funds can be used on roadways or transit capital projects with a 20% match to 80% federal funding. In Region 1, the Upper Explorerland Regional Planning Commission administers these funds through an application process. These are achievable but are planned over 4 years in advance so it may already be distributed.

Rural Transit Assistance Program (RTAP): The RTAP program is a source of funding to assist and implement training and technical assistance programs and other support services meant to meet specific needs of transit operators that are in rural areas. The state is the direct recipient of the funding and typically used for training purposes. This is achievable if transit were to do some training or technical assistance programs.

Other Non State and Federal Funding Programs

CTAA – Community Development Transportation Lending Services: Community Development Transportation Lending Services (CDTLS) offers assistance to create sustainable and profitable business enterprises in the transportation field. The efforts of CDTLS include supporting the development of businesses that move people and products in a cost-effective way. This program is especially focused towards environmentally sound technology. Current CTAA funding is available for implementation of the

new branding but will be ending at the beginning of this plan. CTAA funding could be expanded on future commuter routes or additional branding or marketing plans.

Easter Seals Project Action – Accessible Transportation Technical Support Project: The Accessible Transportation Technical Support Project is specifically to support a community's goals. This may be used to increase Americans with Disabilities Act (ADA) compliance or to maximize current transportation options. This funding may be available if there was veteran ridership shown.

United Way: United Way organizations across the State of Iowa provide funding for a variety of community organizations and services. In Region 1 there are two United Way agencies. If funding was needed these organizations could provide funding for assisting in providing transportation services. This could be used in certain situations but overall not a long-term funding source.

Local Foundations: Many areas and businesses have local foundations in Region 1 and are additional opportunities for funding in Northeast Iowa. This is attainable for small amounts in this plan and can be achieved by applying for each foundation separately and could be used towards marketing.

Appendices

| | |
|---|----|
| Appendix A – 2014 Survey | 47 |
| Appendix B – 2014 Survey Results | 55 |
| Appendix C – TAG Meeting Agendas and Minutes | 78 |
| Appendix D – Reference List | 85 |

Appendix A: 2014 Agency Transportation Needs Assessment

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

Region 1 Agency Transportation Needs Assessment

We appreciate your input on passenger transportation needs within the five-county region of Allamakee, Clayton, Fayette, Howard and Winneshiek. The information collected through this survey will help our Passenger Transportation Advisory Group understand your issues and needs, and work to address them through the region's Passenger Transportation Plan.

Please feel free to forward the link to this survey to any other agency contacts you feel might be interested in providing their opinions about transportation.

Karla Organist & Michaela Collins
 Upper Explorerland Regional Planning Commission
 563-382-6171

Survey Section

1. Please indicate the type(s) of service your organization provides. (Check all that apply)

| | |
|--|---|
| <input type="checkbox"/> Senior services <input type="checkbox"/> Medical service <input type="checkbox"/> Disability services <input type="checkbox"/> Employment services <input type="checkbox"/> Counseling <input type="checkbox"/> Food and/or clothing <input type="checkbox"/> Client transportation <input type="checkbox"/> Government services <input type="checkbox"/> Other (please specify) <input style="width: 100%; height: 15px;" type="text"/> | <input type="checkbox"/> Housing <input type="checkbox"/> Education <input type="checkbox"/> Recreation/fitness <input type="checkbox"/> Legal services <input type="checkbox"/> Economic development <input type="checkbox"/> Community development <input type="checkbox"/> Religious |
|--|---|

2. What communities and/or counties does your organization serve? Please define:

▲
▼

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

3. What categories best describe your principle clients?:

- Senior citizens
- Persons with disabilities
- Students
- Low income persons
- Unemployed or underemployed individuals
- Limited English Proficiency (LEP) populations
- Homeless
- Other (please specify)

4. What types of trips do your clients need?:

- | | |
|---|---|
| <input type="checkbox"/> Shopping | <input type="checkbox"/> Religious |
| <input type="checkbox"/> Medical Appointments | <input type="checkbox"/> Employment |
| <input type="checkbox"/> Meals/nutrition | <input type="checkbox"/> Social/entertainment |
| <input type="checkbox"/> Recreation | <input type="checkbox"/> Family/Friend visits |
| <input type="checkbox"/> Other (please specify) | |

5. Do your clients need medical transportation outside the county?

- Yes
- No

If yes, where?

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

6. How often? (Check all that apply)

- Daily
- Weekly
- Monthly
- Other (please specify)

7. What are your agency's operational hours and days of week? (Select all that apply):

- | | |
|--|--|
| <input type="checkbox"/> 24/7 or on-call | <input type="checkbox"/> Overnight hours 10:00 p.m. to 5:00 a.m. |
| <input type="checkbox"/> Business hours 8:00 a.m. to 5:00 p.m. | <input type="checkbox"/> Monday through Friday |
| <input type="checkbox"/> Early morning 5:00 a.m. to 8:00 a.m. | <input type="checkbox"/> Weekends |
| <input type="checkbox"/> Late evening 5:00 p.m. to 10:00 p.m. | <input type="checkbox"/> Holidays |

8. When do your clients need public transportation? (Check all that apply)

- Weekdays, 7:00 AM to 5:00 PM
- Weekdays, 5:00 PM to 10:00 PM
- Saturday, 7:00 AM to 5:00 PM
- Saturday, 5:00 PM to 10:00 PM
- Friday/Saturday, after 10:00 PM
- Sunday, 7:00 AM to 5:00 PM
- Sunday, 5:00 PM to 10:00 PM
- Holidays
- Other (please specify)

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

9. Does your organization provide client transportation in any of the following ways? (Check all that apply):

- We do not provide transportation.
- We operate transportation vehicles directly.
- We contract with transportation provider to serve clients.
- Our staff provides client transportation.
- Our volunteers provide client transportation.
- We purchase or subsidize fares (or passes) for clients with local transportation providers.

Please indicate which provider(s):

10. If your organization does operate its own transportation vehicles, please specify how many, type and if equipped for handicapped accessibility.

| | How Many | Condition | # of passengers |
|----------------|---|---|---|
| car | <input style="width: 50px;" type="text"/> | <input style="width: 50px;" type="text"/> | <input style="width: 50px;" type="text"/> |
| mini-van | <input style="width: 50px;" type="text"/> | <input style="width: 50px;" type="text"/> | <input style="width: 50px;" type="text"/> |
| light-duty bus | <input style="width: 50px;" type="text"/> | <input style="width: 50px;" type="text"/> | <input style="width: 50px;" type="text"/> |
| other | <input style="width: 50px;" type="text"/> | <input style="width: 50px;" type="text"/> | <input style="width: 50px;" type="text"/> |

Handicap Accessibility?

11. What category best describes your drivers?

- Staff
- Volunteers
- Other (please specify)

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

12. What is/are your transportation program funding source(s):

13. Public transportation in the Region is provided by both public and private providers. Please indicate how current service could be improved. (Check all that apply)

- Expanded hours of operation
- Payment methods
- Better advertising/marketing
- Expanded service outside of town
- Accessibility of service
- Affordability of service
- Better coordination between service providers
- Other (please specify)

14. Do you believe there are unmet public transportation needs in the Region?

- Yes
- No

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

15. If yes, what group(s) have unmet transportation needs? (Check all that apply)

- Limited English Proficiency (LEP) populations
 - Homeless
 - Senior citizens
 - Persons with disabilities
 - Unemployed or underemployed individuals
 - Students
 - Low income persons
 - All of the above
 - Other (please specify)
-

16. In efforts to inventory all existing transportation providers in the Region, please provide the following verification if you have your own vehicles or provide transportation services:

Name:

Company:

Street Address:

Mailing Address:

City/Town:

State:

ZIP/Postal Code:

Email Address:

Phone Number:

17. Which communities in the Region could better serve your clients if improvements were made to public transportation services? (Please list top three communities by greatest need.)

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

18. What type of public transportation do your clients need? (Check all that apply)

- Fixed route scheduled bus service (pick-up at designated bus stops)
- Fixed route, deviated service (bus operates regular routes, can go off routes on request)
- Curb-to-curb demand response service (call ahead for scheduled pick-up)
- Door-to-door demand response (call ahead for scheduled pick-up)
- Other (please specify)

19. What areas of transportation service coordination would be of interest to your agency/organization?:

- | | |
|---|---|
| <input type="checkbox"/> Payment method options | <input type="checkbox"/> Pooling financial resources |
| <input type="checkbox"/> Joining a network of service providers | <input type="checkbox"/> Shared routes |
| <input type="checkbox"/> Sharing vehicles with other agencies | <input type="checkbox"/> Centralized scheduling |
| <input type="checkbox"/> Cooperatively purchasing vehicles | <input type="checkbox"/> Contract to provide services |
| <input type="checkbox"/> Other (please specify) | |

20. What service restrictions or limitations exist for your organization? Please describe:

21. If you could change one thing about public transportation for your clients, what would it be? Why?

Thank You

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

Thank you very much for taking the time to answer these survey questions. Your answers are very valuable and will be used in the planning process for the region's new Passenger Transportation Plan.

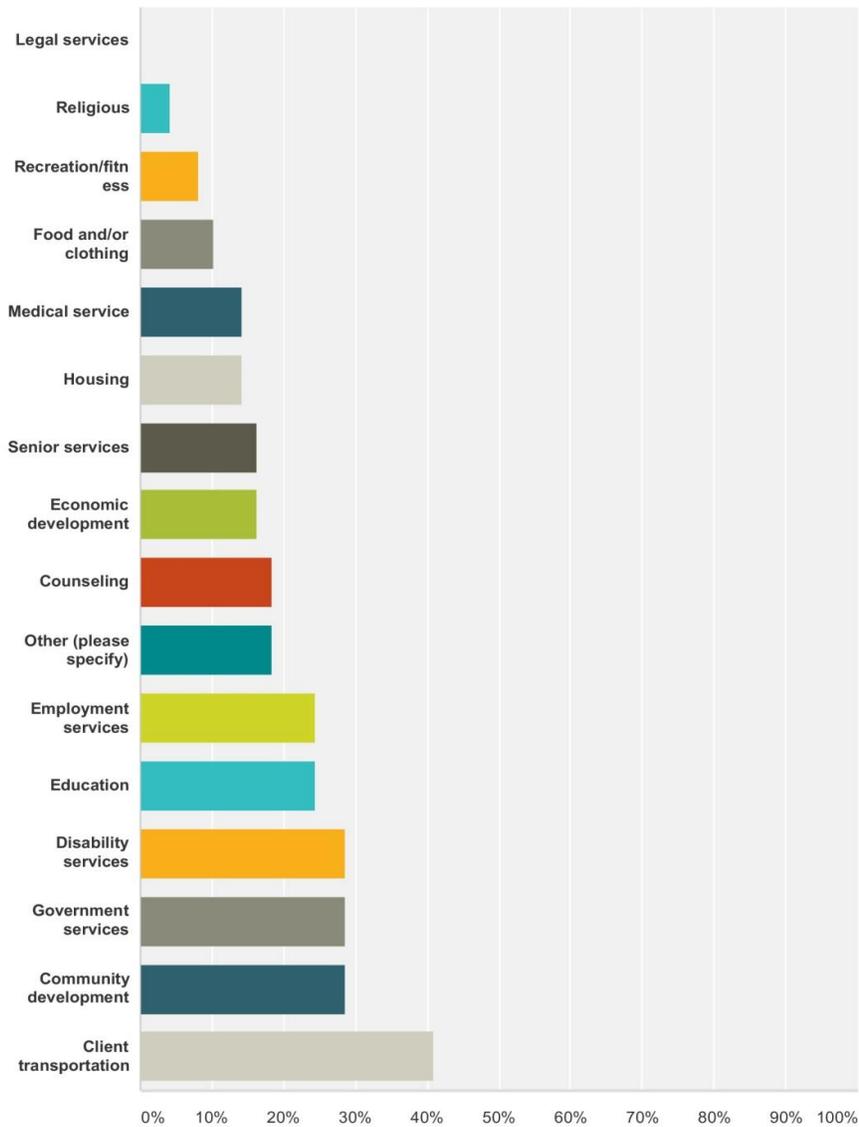
Please feel free to forward the link to this survey to any other agency contacts you feel might be interested in providing their opinions about transportation.

Appendix B: Survey Results

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

Q1 Please indicate the type(s) of service your organization provides. (Check all that apply)

Answered: 49 Skipped: 2



| Answer Choices | Responses |
|----------------|-----------|
| Legal services | 0.00% 0 |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| | | |
|------------------------------|--------|----|
| Religious | 4.08% | 2 |
| Recreation/fitness | 8.16% | 4 |
| Food and/or clothing | 10.20% | 5 |
| Medical service | 14.29% | 7 |
| Housing | 14.29% | 7 |
| Senior services | 16.33% | 8 |
| Economic development | 16.33% | 8 |
| Counseling | 18.37% | 9 |
| Other (please specify) | 18.37% | 9 |
| Employment services | 24.49% | 12 |
| Education | 24.49% | 12 |
| Disability services | 28.57% | 14 |
| Government services | 28.57% | 14 |
| Community development | 28.57% | 14 |
| Client transportation | 40.82% | 20 |
| Total Respondents: 49 | | |

| # | Other (please specify) | Date |
|---|--|---------------------|
| 1 | library | 11/3/2014 1:47 PM |
| 2 | Library | 10/31/2014 10:26 AM |
| 3 | Library | 10/31/2014 9:58 AM |
| 4 | City water/sewer bill payment & zoning permits | 10/30/2014 2:33 PM |
| 5 | Domestic violence intervention | 10/29/2014 9:21 AM |
| 6 | Veteran Benefits | 10/28/2014 11:41 AM |
| 7 | Funding for transportation | 10/3/2014 1:39 PM |
| 8 | child welfare in home services (FSRP: Family Safety, Risk, & Permanency), assessment/diagnosis, parent skill, public service | 10/2/2014 8:47 PM |
| 9 | mental health services, child welfare | 10/2/2014 8:41 PM |

Q2 What communities and/or counties does your organization serve? Please define:

Answered: 47 Skipped: 4

| # | Responses | Date |
|---|--|--------------------|
| 1 | Allamakee, Clayton, Chickasaw, Dubuque, Delaware, Fayette, Howard and Winneshiek | 11/13/2014 4:02 PM |
| 2 | City of Monona | 11/6/2014 8:39 AM |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

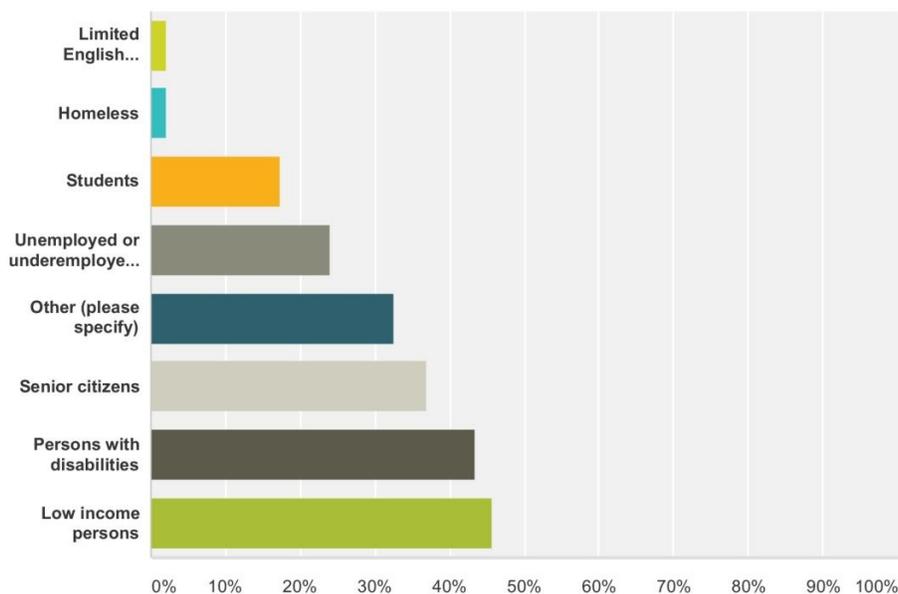
| | | |
|----|--|---------------------|
| 3 | City of Fayette | 11/6/2014 8:18 AM |
| 4 | Decorah, Cresco, West Union, Calmar | 11/3/2014 4:28 PM |
| 5 | We serve the small city of Volga. | 11/3/2014 1:48 PM |
| 6 | Clayton (Guttenberg) and Delaware (Manchester, Edgewood and Dyersville | 10/31/2014 1:29 PM |
| 7 | city of maynard iowa | 10/31/2014 12:27 PM |
| 8 | Elkader, St. Olaf, Garber, Elkport, Rural Clayton County | 10/31/2014 10:27 AM |
| 9 | City of Arlington | 10/31/2014 10:14 AM |
| 10 | Maynard | 10/31/2014 10:05 AM |
| 11 | Maynard/Fayette County | 10/31/2014 10:00 AM |
| 12 | Clermont & surrounding Fayette County mainly | 10/31/2014 9:59 AM |
| 13 | City of Cresco | 10/31/2014 9:19 AM |
| 14 | Decorah | 10/31/2014 9:07 AM |
| 15 | Clayton | 10/30/2014 5:21 PM |
| 16 | Clayton County Allamakee County | 10/30/2014 3:48 PM |
| 17 | City of Decorah | 10/30/2014 2:34 PM |
| 18 | Luana, Iowa | 10/30/2014 1:30 PM |
| 19 | Garnavillo - Clayton County | 10/30/2014 1:23 PM |
| 20 | Winneshiek | 10/30/2014 8:05 AM |
| 21 | Allamakee, Bremer, Chickasaw, Clayton, Fayette, Howard and Winneshiek | 10/29/2014 9:21 AM |
| 22 | Allamakee Only- for all Veteran benefits and counseling Transportation- for Allamakee, Winneshiek, Howard, Fayette, and Chickasaw counties | 10/28/2014 11:44 AM |
| 23 | Allamakee, Winneshiek, Clayton, Fayette | 10/27/2014 8:26 AM |
| 24 | Decorah Cresco New Hampton | 10/27/2014 7:21 AM |
| 25 | Waukon, Postville, and West Union | 10/24/2014 1:30 PM |
| 26 | West Union, Cresco, Decorah, Festina, Ridgeway Iowa | 10/24/2014 1:01 PM |
| 27 | Howard, Winneshiek, Fayette, Allamee | 10/24/2014 12:14 PM |
| 28 | Decorah and Winnisheik County and surrounding counties | 10/24/2014 12:01 PM |
| 29 | Howard, Winneshiek | 10/24/2014 11:59 AM |
| 30 | Howard County | 10/24/2014 11:36 AM |
| 31 | Winneshiek, Howard, Allamakee, Fayette, Chickasaw primarily. | 10/24/2014 11:22 AM |
| 32 | Howard, Winneshiek, usually | 10/24/2014 11:20 AM |
| 33 | Winneshiek, Howard, Fayette, Clayton, Allamakee | 10/24/2014 10:42 AM |
| 34 | 18 counties in Northeast Iowa | 10/24/2014 9:43 AM |
| 35 | Winneshiek, Howard, Allamakee, Fayette, Chickasaw & Clayton | 10/24/2014 9:42 AM |
| 36 | Howard County and surrounding areas (to include, but not limited to): Chester, Lime Springs, Cresco, Elma, Protivin, and Riceville | 10/22/2014 2:08 PM |
| 37 | Fayette | 10/22/2014 11:41 AM |
| 38 | Howard, Winneshiek, Allamakee | 10/22/2014 10:53 AM |
| 39 | Oelwein- Fayette County | 10/22/2014 10:08 AM |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| | | |
|----|---|--------------------|
| 40 | 18 counties: Allamakee, Black Hawk, Bremer, Buchanan, Butler, Chickasaw, Clayton, Delaware, Dubuque, Fayette, Grundy, Hardin, Howard, Jackson, Marshall, Poweshiek, Tama, Winneshiek | 10/22/2014 9:23 AM |
| 41 | Clayton | 10/3/2014 1:40 PM |
| 42 | All of the NE Iowa Area including southern Minnesota and western Wisconsin | 10/3/2014 10:43 AM |
| 43 | HAWC and fayette | 10/3/2014 10:22 AM |
| 44 | Howard, winneshiek, fayette, allamakee, Clayton | 10/2/2014 9:38 PM |
| 45 | Allamakee, Winneshiek, Howard, Clayton, Fayette | 10/2/2014 9:24 PM |
| 46 | 31 counties in Iowa for DHS Child welfare contract, Behavioral health intervention services, & therapy (Northern Iowa Service area contract, Northwest Service area contract and Eastern Service area contract) | 10/2/2014 8:48 PM |
| 47 | Howard, Winn, Allamakee, Clayton, Fayette | 10/2/2014 8:41 PM |

Q3 What categories best describe your principle clients?:

Answered: 46 Skipped: 5



| Answer Choices | Responses |
|---|-----------|
| Limited English Proficiency (LEP) populations | 2.17% 1 |
| Homeless | 2.17% 1 |
| Students | 17.39% 8 |
| Unemployed or underemployed individuals | 23.91% 11 |
| Other (please specify) | 32.61% 15 |
| Senior citizens | 36.96% 17 |
| Persons with disabilities | 43.48% 20 |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

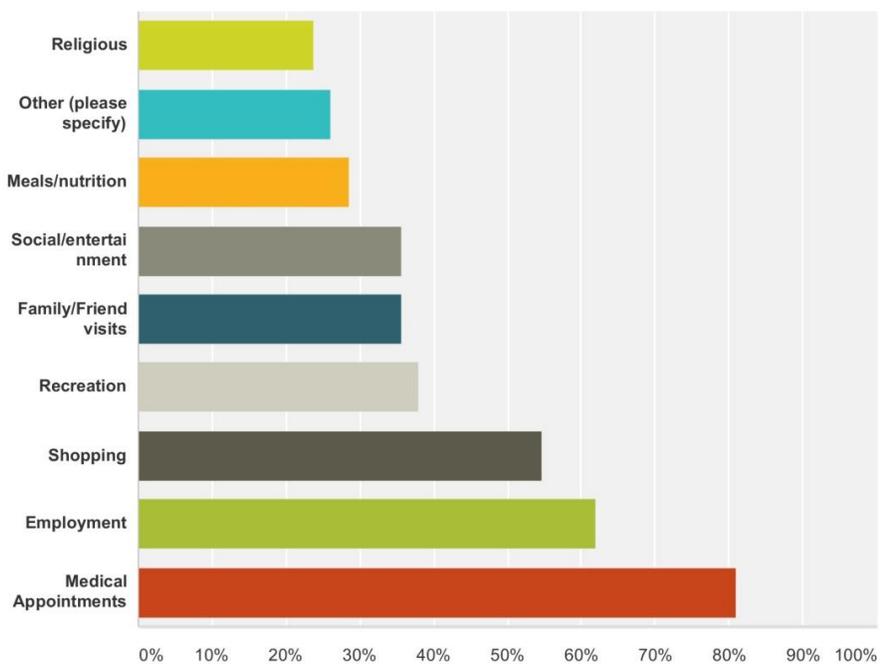
| | | |
|------------------------------|--------|----|
| Low income persons | 45.65% | 21 |
| Total Respondents: 46 | | |

| # | Other (please specify) | Date |
|----|---|---------------------|
| 1 | All residents of Monona | 11/6/2014 8:39 AM |
| 2 | Fayette citizens for utility bills, etc. | 11/6/2014 8:19 AM |
| 3 | all kinds, mainly children and some seniors | 11/3/2014 1:48 PM |
| 4 | small town of little over 500 | 10/31/2014 12:28 PM |
| 5 | a wide variety including all of the above | 10/31/2014 10:27 AM |
| 6 | All citizens | 10/31/2014 10:15 AM |
| 7 | public | 10/31/2014 9:59 AM |
| 8 | all residents | 10/31/2014 9:19 AM |
| 9 | All | 10/31/2014 9:07 AM |
| 10 | all types of people | 10/30/2014 2:35 PM |
| 11 | All residents of our community and surrounding area | 10/30/2014 1:23 PM |
| 12 | All of these apply | 10/29/2014 9:22 AM |
| 13 | Veterans and Dependents | 10/28/2014 11:44 AM |
| 14 | New and existing entrepreneurs | 10/22/2014 2:09 PM |
| 15 | Children and family services | 10/2/2014 9:38 PM |

Q4 What types of trips do your clients need?:

Answered: 42 Skipped: 9

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT



| Answer Choices | Responses |
|------------------------------|-----------|
| Religious | 23.81% 10 |
| Other (please specify) | 26.19% 11 |
| Meals/nutrition | 28.57% 12 |
| Social/entertainment | 35.71% 15 |
| Family/Friend visits | 35.71% 15 |
| Recreation | 38.10% 16 |
| Shopping | 54.76% 23 |
| Employment | 61.90% 26 |
| Medical Appointments | 80.95% 34 |
| Total Respondents: 42 | |

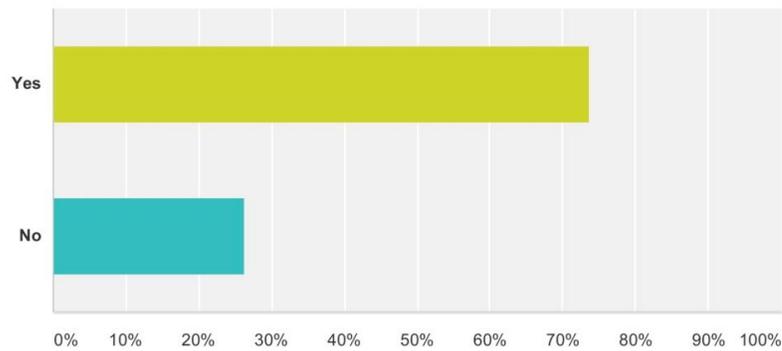
| # | Other (please specify) | Date |
|---|---|---------------------|
| 1 | To Day Hab and Pre Vocational Services | 10/31/2014 1:30 PM |
| 2 | all of the above | 10/31/2014 12:29 PM |
| 3 | Library; educational, recreational, informational | 10/31/2014 10:28 AM |
| 4 | All | 10/31/2014 9:07 AM |
| 5 | pay water/sewer bill - get zoning permits | 10/30/2014 2:35 PM |
| 6 | We only provide trans. for med Appointments | 10/28/2014 11:45 AM |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| | | |
|----|--|---------------------|
| 7 | community integration | 10/24/2014 9:43 AM |
| 8 | Classes | 10/22/2014 10:54 AM |
| 9 | Education | 10/3/2014 10:44 AM |
| 10 | educational | 10/2/2014 9:25 PM |
| 11 | Counseling, therapy, Substance Abuse counseling and testing, assistance getting to parent skill classes offered in their area (may be up to 20-30 mile commute), family interactions (children removed from parents care and needing to visit) | 10/2/2014 8:50 PM |

Q5 Do your clients need medical transportation outside the county?

Answered: 38 Skipped: 13



| Answer Choices | Responses |
|----------------|-----------|
| Yes | 73.68% 28 |
| No | 26.32% 10 |
| Total | 38 |

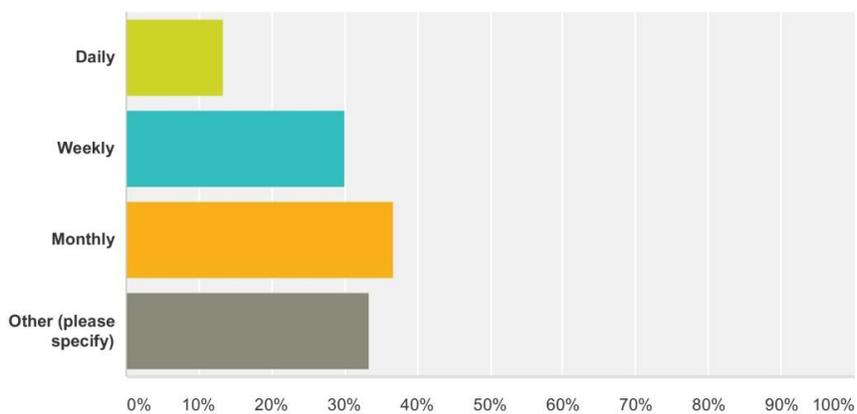
| # | If yes, where? | Date |
|----|---|---------------------|
| 1 | Prairie du Chien, Lacrosse, Dubuque, Rochester, Iowa City, to name a few | 11/6/2014 8:41 AM |
| 2 | Waterloo, West Union, etc. | 11/6/2014 8:20 AM |
| 3 | Unsure as to where | 11/3/2014 4:31 PM |
| 4 | all over | 10/31/2014 12:29 PM |
| 5 | Rochester, Iowa City, Cedar Rapids, Waterloo | 10/31/2014 10:17 AM |
| 6 | Iowa City, Cedar Rapids, Waterloo, VA hospitals | 10/31/2014 10:10 AM |
| 7 | Don't know | 10/31/2014 9:08 AM |
| 8 | Prairie du Chien, WI | 10/30/2014 1:32 PM |
| 9 | NOt sure | 10/30/2014 8:05 AM |
| 10 | Iowa City, Waterloo, Rochester | 10/29/2014 9:23 AM |
| 11 | Iowa City VAMC and Decorah VA clinic We only provide transportation to IA City VA Hosp. | 10/28/2014 11:46 AM |
| 12 | Decorah, Lacrosse, Iowa City, West Union | 10/27/2014 8:27 AM |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| | | |
|----|--|---------------------|
| 13 | La Crosse and Decorah | 10/24/2014 1:31 PM |
| 14 | Decorah, IA, Rochester MN primarily | 10/24/2014 11:37 AM |
| 15 | Rochester, LaCrosse | 10/24/2014 11:21 AM |
| 16 | Lacrosse, Rochester | 10/24/2014 10:43 AM |
| 17 | They very well could need outside the county medical transportation. | 10/22/2014 2:14 PM |
| 18 | Mainly to Waterloo, Cedar Rapids and Iowa City | 10/22/2014 10:09 AM |
| 19 | At times client will have appointments in neighboring counties due to lack of service in their own county. | 10/2/2014 9:39 PM |
| 20 | sometimes medical care is necessary outside of the county for clients. Wisconsin, Prairie du Chien and Lacrosse, for Clayton county (McGregor/Marquette that area) and Northern most Allamakee county; but more so therapy and counseling needs are USUALLY out of the county. | 10/2/2014 8:52 PM |
| 21 | Medical appointments, shopping | 10/2/2014 8:42 PM |

Q6 How often? (Check all that apply)

Answered: 30 Skipped: 21



| Answer Choices | Responses |
|------------------------------|-----------|
| Daily | 13.33% 4 |
| Weekly | 30.00% 9 |
| Monthly | 36.67% 11 |
| Other (please specify) | 33.33% 10 |
| Total Respondents: 30 | |

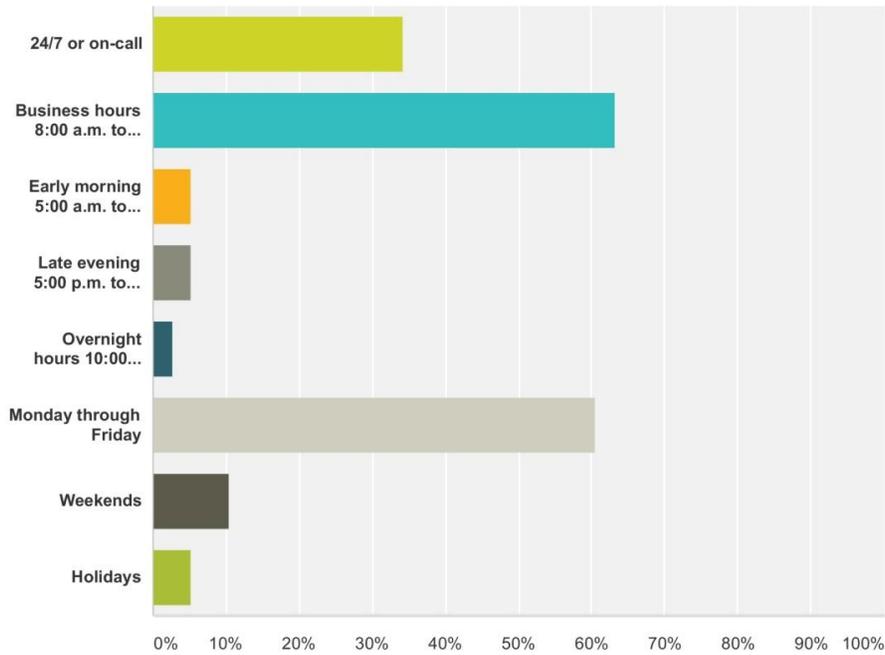
| # | Other (please specify) | Date |
|---|-----------------------------------|---------------------|
| 1 | all of the above | 10/31/2014 12:30 PM |
| 2 | unsure how to answer at this time | 10/31/2014 10:17 AM |
| 3 | Don't know | 10/31/2014 9:08 AM |
| 4 | Not sure | 10/30/2014 8:06 AM |
| 5 | As needed | 10/29/2014 9:23 AM |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| | | |
|----|--|---------------------|
| 6 | Depends on their needs and appointments | 10/24/2014 1:31 PM |
| 7 | As needed | 10/24/2014 10:43 AM |
| 8 | sporadically | 10/24/2014 9:44 AM |
| 9 | Unsure | 10/22/2014 2:14 PM |
| 10 | At least periodically for wellness check/well child checks | 10/2/2014 8:53 PM |

Q7 What are your agency's operational hours and days of week? (Select all that apply):

Answered: 38 Skipped: 13



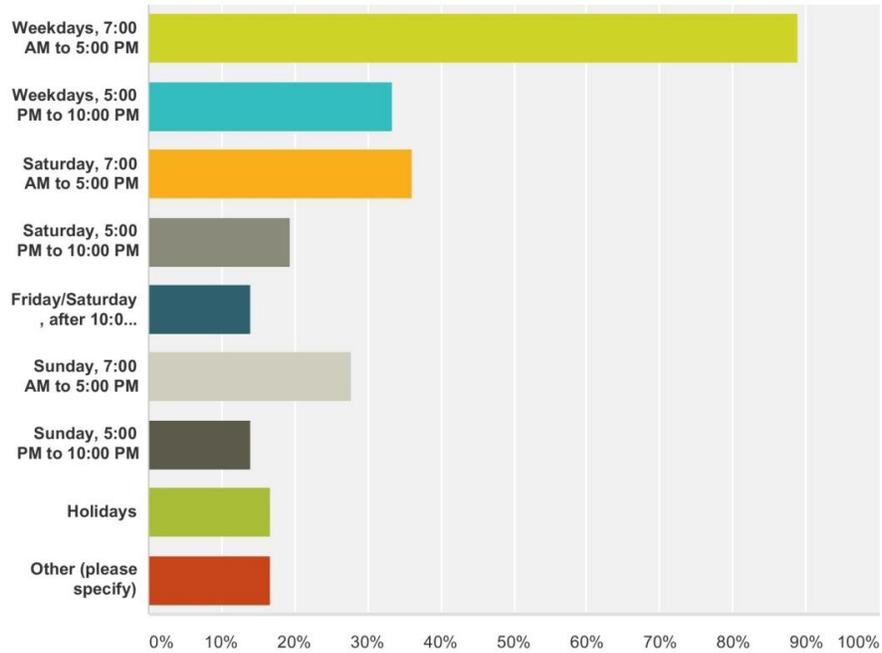
| Answer Choices | Responses | Count |
|---|-----------|-------|
| 24/7 or on-call | 34.21% | 13 |
| Business hours 8:00 a.m. to 5:00 p.m. | 63.16% | 24 |
| Early morning 5:00 a.m. to 8:00 a.m. | 5.26% | 2 |
| Late evening 5:00 p.m. to 10:00 p.m. | 5.26% | 2 |
| Overnight hours 10:00 p.m. to 5:00 a.m. | 2.63% | 1 |
| Monday through Friday | 60.53% | 23 |
| Weekends | 10.53% | 4 |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| | | |
|------------------------------|-------|---|
| Holidays | 5.26% | 2 |
| Total Respondents: 38 | | |

Q8 When do your clients need public transportation? (Check all that apply)

Answered: 36 Skipped: 15



| Answer Choices | Responses |
|---------------------------------|-----------|
| Weekdays, 7:00 AM to 5:00 PM | 88.89% 32 |
| Weekdays, 5:00 PM to 10:00 PM | 33.33% 12 |
| Saturday, 7:00 AM to 5:00 PM | 36.11% 13 |
| Saturday, 5:00 PM to 10:00 PM | 19.44% 7 |
| Friday/Saturday, after 10:00 PM | 13.89% 5 |
| Sunday, 7:00 AM to 5:00 PM | 27.78% 10 |
| Sunday, 5:00 PM to 10:00 PM | 13.89% 5 |
| Holidays | 16.67% 6 |
| Other (please specify) | 16.67% 6 |
| Total Respondents: 36 | |

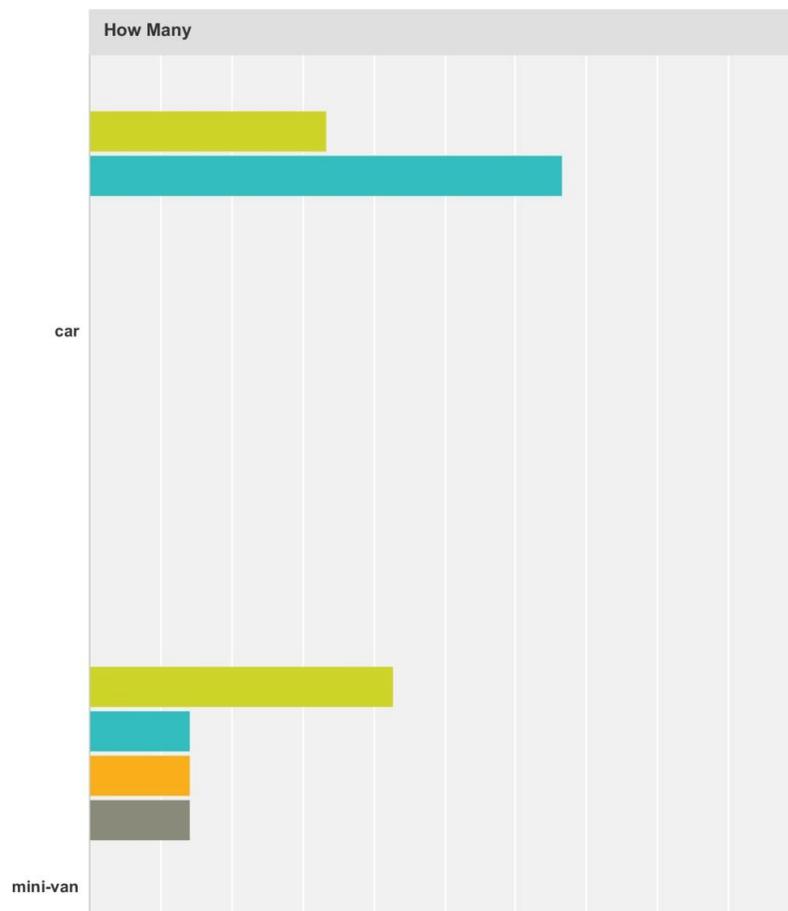
AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

Total Respondents: 38

| # | Please indicate which provider(s): | Date |
|---|---|---------------------|
| 1 | We reimburse clients transportation costs. | 11/13/2014 4:04 PM |
| 2 | Northeast Iowa Community Action Transit Hometown Taxi - Decorah Private individuals funded through Consumer Choice Option | 10/24/2014 11:40 AM |
| 3 | Transportation is primarily funded by ID waiver, otherwise they pay for their own, which is not cost effective for a 2 hours shift and \$10 roundtrip ride at minimum wage pay. | 10/24/2014 11:26 AM |
| 4 | Community Action transit | 10/24/2014 11:22 AM |
| 5 | Our staff are asked to help transport clients to meet client needs due to lack of rural area services. | 10/2/2014 8:55 PM |
| 6 | we pay for gas cards | 10/2/2014 8:43 PM |

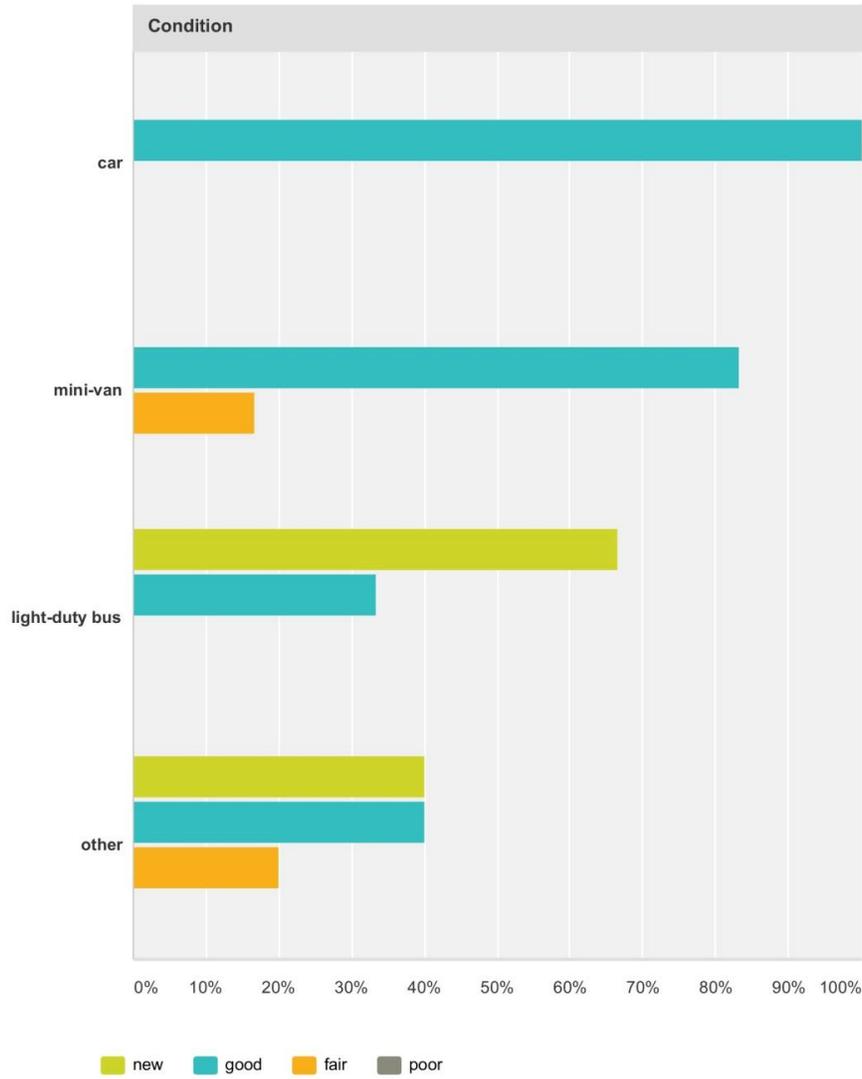
Q10 If your organization does operate its own transportation vehicles, please specify how many, type and if equipped for handicapped accessibility.

Answered: 9 Skipped: 42



12 / 28

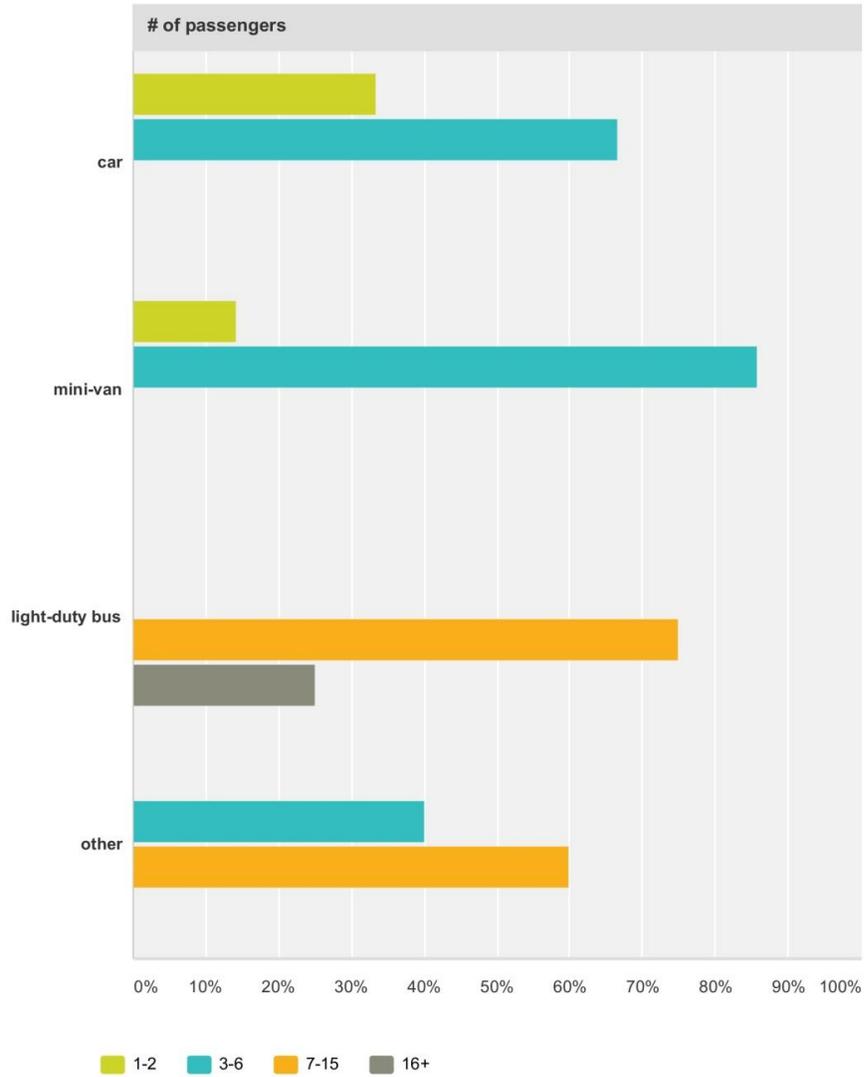
AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT



AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| # | Other (please specify) | Date |
|---|---|-------------------|
| 1 | I don't know. It would just be nice to have bus or shuttle transportation available to residents of the City of Fayette | 11/6/2014 8:23 AM |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT



| How Many | | | | | | | | | | | |
|----------------|-------------|-------------|-------------|-------------|------------|------------|------------|------------|------------|-------------|-------|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10+ | Total |
| car | 33.33% 1 | 66.67% 2 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 3 |
| mini-van | 42.86% 3 | 14.29% 1 | 14.29% 1 | 14.29% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 14.29% 1 | 7 |
| light-duty bus | 75.00% 3 | 25.00% 1 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 4 |
| other | 60.00% 3 | 40.00% 2 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 0.00% 0 | 5 |
| Condition | | | | | | | | | | | |
| | new | | good | | fair | | poor | | Total | | |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

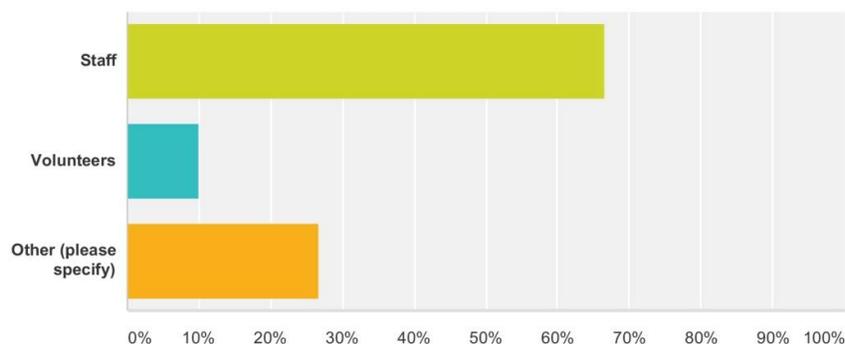
| | | | | | |
|----------------|--------|---------|--------|-------|---|
| car | 0.00% | 100.00% | 0.00% | 0.00% | 3 |
| | 0 | 3 | 0 | 0 | |
| mini-van | 0.00% | 83.33% | 16.67% | 0.00% | 6 |
| | 0 | 5 | 1 | 0 | |
| light-duty bus | 66.67% | 33.33% | 0.00% | 0.00% | 3 |
| | 2 | 1 | 0 | 0 | |
| other | 40.00% | 40.00% | 20.00% | 0.00% | 5 |
| | 2 | 2 | 1 | 0 | |

| # of passengers | | | | | | |
|-----------------|--------|--------|--------|--------|-------|--|
| | 1-2 | 3-6 | 7-15 | 16+ | Total | |
| car | 33.33% | 66.67% | 0.00% | 0.00% | 3 | |
| | 1 | 2 | 0 | 0 | | |
| mini-van | 14.29% | 85.71% | 0.00% | 0.00% | 7 | |
| | 1 | 6 | 0 | 0 | | |
| light-duty bus | 0.00% | 0.00% | 75.00% | 25.00% | 4 | |
| | 0 | 0 | 3 | 1 | | |
| other | 0.00% | 40.00% | 60.00% | 0.00% | 5 | |
| | 0 | 2 | 3 | 0 | | |

| # | Handicap Accessibility? | Date |
|---|---|---------------------|
| 1 | Staff use their own personal vehicles to transport clients when needed. These vehicles need to have current car insurance and registration and must be in fair or better condition. | 11/3/2014 4:39 PM |
| 2 | Full sized Van - does not have wheel chair lift. | 10/28/2014 11:50 AM |
| 3 | one van is wheelchair accessible | 10/27/2014 9:20 AM |
| 4 | One van is | 10/27/2014 7:23 AM |
| 5 | Yes | 10/24/2014 1:33 PM |
| 6 | All vehicles are handicap accessible | 10/24/2014 12:04 PM |
| 7 | no | 10/24/2014 10:44 AM |

Q11 What category best describes your drivers?

Answered: 30 Skipped: 21



AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| Answer Choices | Responses |
|------------------------------|-----------|
| Staff | 66.67% 20 |
| Volunteers | 10.00% 3 |
| Other (please specify) | 26.67% 8 |
| Total Respondents: 30 | |

| # | Other (please specify) | Date |
|---|--|---------------------|
| 1 | No drivers | 11/6/2014 8:42 AM |
| 2 | N/A | 11/6/2014 8:25 AM |
| 3 | none of the above | 10/31/2014 12:31 PM |
| 4 | not applicable | 10/31/2014 10:29 AM |
| 5 | None | 10/31/2014 10:19 AM |
| 6 | None | 10/31/2014 9:08 AM |
| 7 | Community Action Transit workers, or Family Members of the patient | 10/24/2014 11:23 AM |
| 8 | N/A | 10/22/2014 2:16 PM |

Q12 What is/are your transportation program funding source(s):

Answered: 30 Skipped: 21

| # | Responses | Date |
|----|---|---------------------|
| 1 | None | 11/6/2014 8:42 AM |
| 2 | None | 11/6/2014 8:25 AM |
| 3 | ID Waiver, IVRS, Hab, County | 11/3/2014 4:39 PM |
| 4 | Private Pay and HCBS Waiver | 10/31/2014 1:32 PM |
| 5 | not applicable | 10/31/2014 10:30 AM |
| 6 | None | 10/31/2014 10:19 AM |
| 7 | None | 10/31/2014 9:08 AM |
| 8 | N/A | 10/30/2014 1:24 PM |
| 9 | State funds for domestic violence victims | 10/29/2014 9:24 AM |
| 10 | County Tax payers as well as some reimbursement from other counties | 10/28/2014 11:51 AM |
| 11 | part of service rate - Title XIX | 10/27/2014 9:21 AM |
| 12 | none | 10/27/2014 7:24 AM |
| 13 | Operations/self funded | 10/24/2014 1:33 PM |
| 14 | ID Waiver, County | 10/24/2014 1:03 PM |
| 15 | public transit and staffs personal vehicles | 10/24/2014 12:17 PM |
| 16 | Facility revenues | 10/24/2014 12:04 PM |
| 17 | Medicaid, County Social Services (Region) | 10/24/2014 11:40 AM |

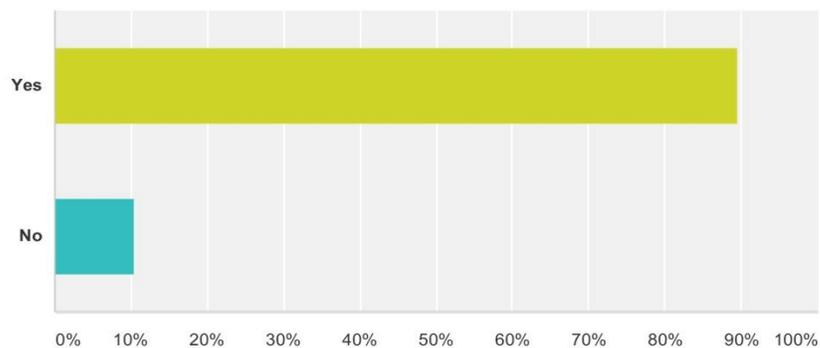
AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| | | |
|---|--------|----|
| Other (please specify) | 20.00% | 7 |
| Better advertising/marketing | 31.43% | 11 |
| Better coordination between service providers | 31.43% | 11 |
| Payment methods | 34.29% | 12 |
| Accessibility of service | 51.43% | 18 |
| Affordability of service | 60.00% | 21 |
| Expanded hours of operation | 62.86% | 22 |
| Expanded service outside of town | 62.86% | 22 |
| Total Respondents: 35 | | |

| # | Other (please specify) | Date |
|---|---|---------------------|
| 1 | For those who need transportation for employment, I am not aware of any public transportation | 10/31/2014 10:21 AM |
| 2 | having transportation more accessible for trips to lacrosse, Decorah, and Prairie Du Chien at more frequent times during the day. Or more info on when the trips are. | 10/28/2014 12:03 PM |
| 3 | Sometimes we need to send someone to the doctor in La Crosse on short notice and have had some trouble getting transportation. | 10/24/2014 1:35 PM |
| 4 | TMS is very difficult to work with and oftentimes people miss appointments because TMS won't fund it or the individuals are too frustrated by the process to go through TMS | 10/24/2014 11:42 AM |
| 5 | Work past 5 PM clients have evening employment and social desires yet no affordable transportation options. | 10/24/2014 9:47 AM |
| 6 | really like the EARL concept and pilot program. | 10/22/2014 2:17 PM |
| 7 | Decreased stigma with using public transit. Increase ease of use. The current TMS Northeast Iowa Transit system is literally awful and frustrating for clients to navigate. The transit coordinators that house the calls are not helpful and too many hoops to jump through to get a ride to an appointment or gas reimbursement for those with vehicles. It should also be allowed for persons 16+ to ride without an adult. This is a barrier. This has been my experience in helping clients use this resource so it goes under used. | 10/2/2014 8:59 PM |

Q14 Do you believe there are unmet public transportation needs in the Region?

Answered: 38 Skipped: 13



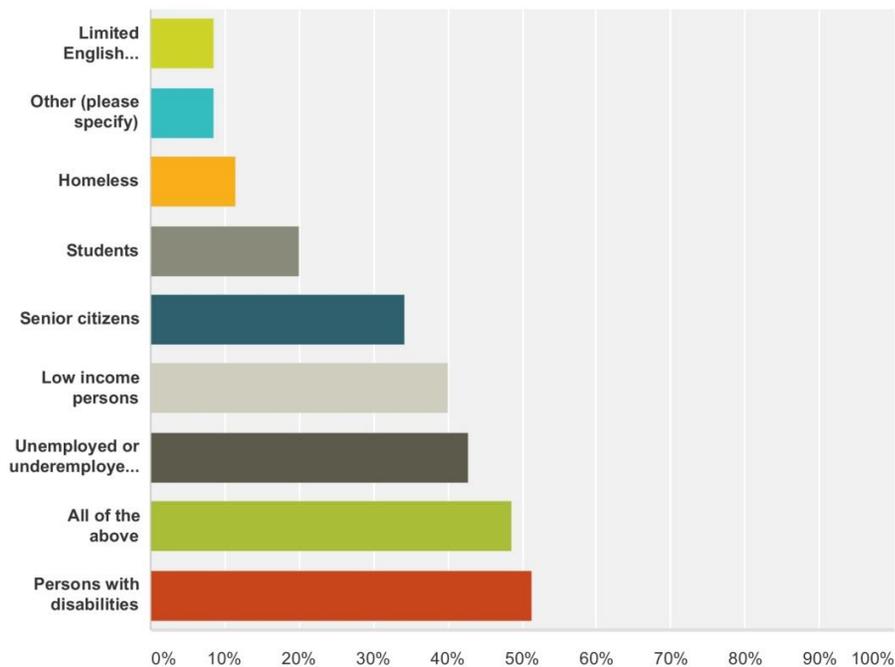
| | |
|----------------|-----------|
| Answer Choices | Responses |
|----------------|-----------|

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| | | |
|--------------|--------|-----------|
| Yes | 89.47% | 34 |
| No | 10.53% | 4 |
| Total | | 38 |

Q15 If yes, what group(s) have unmet transportation needs? (Check all that apply)

Answered: 35 Skipped: 16



| Answer Choices | Responses |
|---|-----------|
| Limited English Proficiency (LEP) populations | 8.57% 3 |
| Other (please specify) | 8.57% 3 |
| Homeless | 11.43% 4 |
| Students | 20.00% 7 |
| Senior citizens | 34.29% 12 |
| Low income persons | 40.00% 14 |
| Unemployed or underemployed individuals | 42.86% 15 |
| All of the above | 48.57% 17 |
| Persons with disabilities | 51.43% 18 |
| Total Respondents: 35 | |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| # | Other (please specify) | Date |
|---|--|---------------------|
| 1 | not applicable | 10/31/2014 10:30 AM |
| 2 | Tourists, employed persons needing a back-up plan or just want to leave the driving up to someone else. | 10/22/2014 2:20 PM |
| 3 | people who have legal altercations resulting in no license and those with mental health issues that prevent them from driving. Many of our current clients do not have drivers licenses as they lose this for unpaid child support, and other reasons. | 10/2/2014 9:00 PM |

Q16 In efforts to inventory all existing transportation providers in the Region, please provide the following verification if you have your own vehicles or provide transportation services:

Answered: 10 Skipped: 41

| Answer Choices | Responses | |
|------------------|-----------|----|
| Name: | 90.00% | 9 |
| Company: | 100.00% | 10 |
| Street Address: | 100.00% | 10 |
| Mailing Address: | 40.00% | 4 |
| City/Town: | 100.00% | 10 |
| State: | 100.00% | 10 |
| ZIP/Postal Code: | 100.00% | 10 |
| Country: | 0.00% | 0 |
| Email Address: | 100.00% | 10 |
| Phone Number: | 100.00% | 10 |

Q17 Which communities in the Region could better serve your clients if improvements were made to public transportation services? (Please list top three communities by greatest need.)

Answered: 28 Skipped: 23

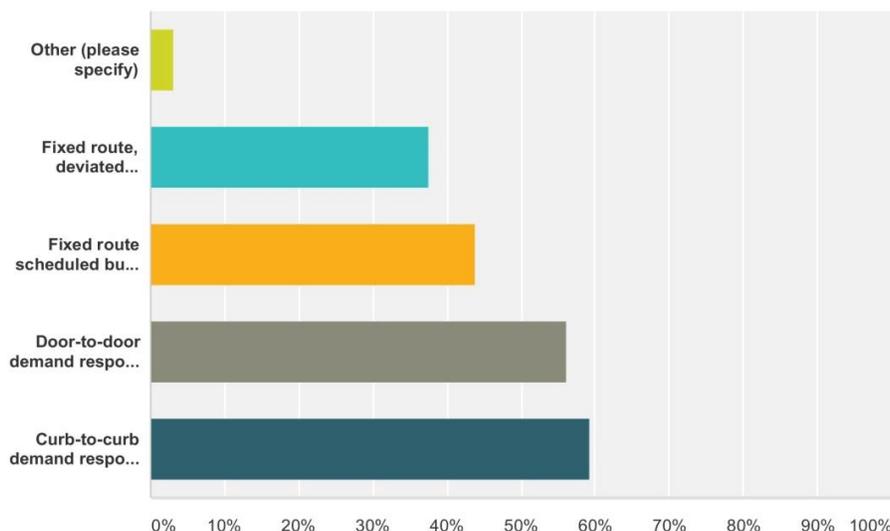
| # | Responses | Date |
|----|--|---------------------|
| 1 | Oelwein, Decorah, Cresco | 11/13/2014 4:07 PM |
| 2 | not sure | 11/6/2014 8:37 AM |
| 3 | Cresco, IA Decorah, IA West Union, IA | 11/3/2014 4:41 PM |
| 4 | ? | 10/31/2014 10:30 AM |
| 5 | I can only speak for the City of Arlington | 10/31/2014 10:22 AM |
| 6 | Oelwein, West Union, Decorah | 10/31/2014 10:17 AM |
| 7 | Decorah, Cresco, Calmar | 10/31/2014 9:09 AM |
| 8 | Oelwein, Waukon, and New Hampton | 10/29/2014 9:26 AM |
| 9 | Allamakee County | 10/28/2014 1:47 PM |
| 10 | Waukon, Decorah, Lansin | 10/27/2014 9:25 AM |
| 11 | Decorah Cresco | 10/27/2014 7:26 AM |
| 12 | unknown | 10/24/2014 1:37 PM |
| 13 | Decorah, Cresco | 10/24/2014 1:04 PM |
| 14 | Winneshiek | 10/24/2014 12:20 PM |
| 15 | Decorah | 10/24/2014 12:06 PM |
| 16 | Cresco, Decorah, New Hampton | 10/24/2014 11:43 AM |
| 17 | Decorah, Cresco, West Union | 10/24/2014 11:28 AM |
| 18 | The Chester area community | 10/24/2014 11:24 AM |
| 19 | Rural areas of Winneshiek County in town Decorah Howard County | 10/24/2014 10:47 AM |
| 20 | Decorah, Cresco, West Union | 10/24/2014 9:48 AM |
| 21 | Cresco, Decorah, Calmar | 10/22/2014 2:22 PM |
| 22 | Cresco, Calmar, Decorah | 10/22/2014 10:57 AM |
| 23 | Elkader, McGregor, Monona | 10/3/2014 1:42 PM |
| 24 | Waukon, Decorah, Calmar | 10/3/2014 10:47 AM |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| | | |
|----|---|--------------------|
| 25 | Decorah, Cresco, Clayton | 10/3/2014 10:25 AM |
| 26 | Cresco, and Decorah | 10/2/2014 9:43 PM |
| 27 | Allamakee, Clayton, and Howard counties | 10/2/2014 9:02 PM |
| 28 | Clayton Fayette Allamakee | 10/2/2014 8:45 PM |

Q18 What type of public transportation do your clients need? (Check all that apply)

Answered: 32 Skipped: 19



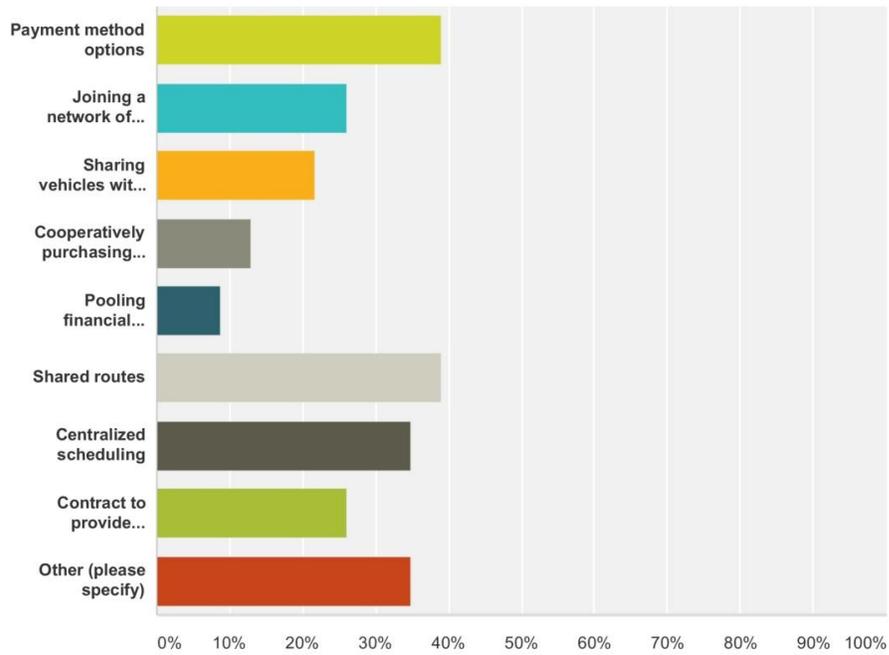
| Answer Choices | Responses |
|---|-----------|
| Other (please specify) | 3.13% 1 |
| Fixed route, deviated service (bus operates regular routes, can go off routes on request) | 37.50% 12 |
| Fixed route scheduled bus service (pick-up at designated bus stops) | 43.75% 14 |
| Door-to-door demand response (call ahead for scheduled pick-up) | 56.25% 18 |
| Curb-to-curb demand response service (call ahead for scheduled pick-up) | 59.38% 19 |
| Total Respondents: 32 | |

| # | Other (please specify) | Date |
|---|------------------------|---------------------|
| 1 | ? | 10/31/2014 10:31 AM |

Q19 What areas of transportation service coordination would be of interest to your agency/organization?:

Answered: 23 Skipped: 28

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT



| Answer Choices | Responses |
|--|-----------|
| Payment method options | 39.13% 9 |
| Joining a network of service providers | 26.09% 6 |
| Sharing vehicles with other agencies | 21.74% 5 |
| Cooperatively purchasing vehicles | 13.04% 3 |
| Pooling financial resources | 8.70% 2 |
| Shared routes | 39.13% 9 |
| Centralized scheduling | 34.78% 8 |
| Contract to provide services | 26.09% 6 |
| Other (please specify) | 34.78% 8 |
| Total Respondents: 23 | |

| # | Other (please specify) | Date |
|---|---|---------------------|
| 1 | regular service | 11/6/2014 8:38 AM |
| 2 | ? | 10/31/2014 10:31 AM |
| 3 | Not sure how our city could help | 10/31/2014 10:25 AM |
| 4 | handicap accessible company vehicles | 10/24/2014 12:21 PM |
| 5 | unsure | 10/24/2014 11:44 AM |
| 6 | Working with businesses to coordinate routes to their schedules | 10/22/2014 2:24 PM |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| | | |
|---|---|-------------------|
| 7 | having vehicles available for individual/family use in order to improve the "on demand" capability, paid for either on a sliding scale by the individual or through grant | 10/2/2014 9:30 PM |
| 8 | It depends on what our agency is licensed to provide but interested in exploring options | 10/2/2014 9:04 PM |

Q20 What service restrictions or limitations exist for your organization? Please describe:

Answered: 15 Skipped: 36

| # | Responses | Date |
|----|--|---------------------|
| 1 | we can only do reimbursement at this time. we can't pay in advance. | 11/13/2014 4:08 PM |
| 2 | financial restrictions | 11/6/2014 8:45 AM |
| 3 | We're a city government so we're not in the transportation business. We just want to have the service available as a benefit to our citizens who can't drive, don't have a vehicle, etc. | 11/6/2014 8:39 AM |
| 4 | Staff must use their own personal vehicles to transport clients. | 11/3/2014 4:43 PM |
| 5 | We can provide transportation to non veterans | 10/28/2014 1:49 PM |
| 6 | Individuals needing transportation to work when they are not involved in vocational training. | 10/27/2014 7:28 AM |
| 7 | Our vehicles must be operated by our staff and can only be used for our residents | 10/24/2014 12:08 PM |
| 8 | specific times for rides in and out of town. | 10/24/2014 11:30 AM |
| 9 | All transportation must relate to a client's plan. Staff can only transport our clients, not clients from other organizations. | 10/24/2014 10:48 AM |
| 10 | expense of mileage is such a rural district and lack of reimbursement for the expense | 10/24/2014 9:49 AM |
| 11 | N/A | 10/22/2014 2:24 PM |
| 12 | Only able to fund for people age 60 or over. Can only fund specific trip purposes. | 10/22/2014 9:27 AM |
| 13 | Don't have our own vehicles for transportation | 10/3/2014 1:43 PM |
| 14 | Lack of staff and time. | 10/2/2014 9:44 PM |
| 15 | This would be a management question | 10/2/2014 9:04 PM |

Q21 If you could change one thing about public transportation for your clients, what would it be? Why?

Answered: 20 Skipped: 31

| # | Responses | Date |
|---|---|---------------------|
| 1 | affordability | 11/13/2014 4:09 PM |
| 2 | make it more accessible. | 11/6/2014 8:45 AM |
| 3 | Public transportation would be more reliable, available, and affordable. Transportation would be available in the later evenings and on weekends. Clients would be able to be transported as needed from town to town and place to place for reasonable cost. | 11/3/2014 4:44 PM |
| 4 | A bus route that anyone could use, no matter their income or age. Especially to the larger cities for employment. | 10/31/2014 10:26 AM |

AGENCY SURVEY – TRANSPORTATION NEEDS ASSESSMENT

| | | |
|----|--|---------------------|
| 5 | route reliability | 10/31/2014 9:10 AM |
| 6 | provide low cost transportation to elderly or unemployed individuals. | 10/28/2014 1:49 PM |
| 7 | availability --hours. many individuals being placed in employment do not drive. finding a carpool or trying to arrange transportation at night or early in the morning is difficult | 10/27/2014 9:28 AM |
| 8 | Use organization vehicles instead of personal | 10/24/2014 1:05 PM |
| 9 | extended hours for those you work out in the community | 10/24/2014 12:22 PM |
| 10 | Weekend and after hours access. This is when most residents would benefit from visiting with family/friends. | 10/24/2014 12:09 PM |
| 11 | Not having to go through TMS and all of their "hoops" for persons to get to/from medical and mental health appointments | 10/24/2014 11:45 AM |
| 12 | Cost | 10/24/2014 11:30 AM |
| 13 | Expanded hours. Individuals need to get to work in the evenings and weekends if they are scheduled as such. | 10/24/2014 10:49 AM |
| 14 | affordability and expanded availability | 10/24/2014 9:49 AM |
| 15 | Bring more EARL buses on board for more people to use. | 10/22/2014 2:25 PM |
| 16 | more access and more destinations approved | 10/3/2014 1:43 PM |
| 17 | regular routes available | 10/3/2014 10:49 AM |
| 18 | They if they own a car they are still able to use TMS | 10/3/2014 10:26 AM |
| 19 | Easier call ahead appointments that would pick them up at their door step. | 10/2/2014 9:44 PM |
| 20 | Ease of use of a transportation system. Our clientele are already stressed by the time DHS and our agency is in their life, this is further complicated by the demands of getting to limited resource location with extremely limited financial resources in most cases. Many of our clients are Title 19 eligible or actively on state insurance. This would likely decrease lacking use of resources for rural families if they had a consistent and affordable way of getting to locations. | 10/2/2014 9:06 PM |

Appendix C: TAG Agendas and Minutes



Serving Allamakee, Clayton, Fayette, Howard and Winneshiek Counties
325 Washington Street, Suite A, Decorah, IA 52101
Phone: 563-382-6171 Fax: 563-382-6311
www.uerpc.org

Transportation Advisory Group – RPA 1
Meeting Agenda: Sept. 26, 2014
Upper Explorerland – Decorah Office Conference Room
9:00 a.m.

1. Recap of last meeting – review notes from July 18, 2014
2. Introductions/staff updates
3. Mobility Manager (NEICAC Transit) Update:
 - a. Commuter Routes
 - b. CTAA Technical Assistance
 - c. Other
4. Passenger Transportation Plan (PTP):
 - a. Work session to identify preliminary goals, strategies and actions
5. Items from committee members: needs/concerns
6. Set next meeting date – will need to meet monthly between now and Feb. to ensure progress on the PTP.

Passenger Transportation Plan - Regional Planning Affiliate 1, UERPC
Transportation Advisory Group Meeting Notes
September 26, 2014, 9:00 a.m. - 325 Washington Street, Decorah, Iowa

Present: Spiff Slifka (Howard County Business and Tourism), Teresa Bissen (Families First), Bethany Ellingson (Families First), Jenna Sutton (NEICAC Transit), Michaela Collins (UERPC), Karla Organist (UERPC)

1. Introductions & discussion regarding purpose of the TAG. Michaela Collins, new staff member at UERPC will be working with the TAG to produce the Passenger Transportation Plan.
2. Mobility Manager Update:
 - Commuter route: Getting ready to launch. There will be service running Monday through Friday in the morning and afternoon/evening. Jenna will let us know when it is set to begin. Karla will send out short article that ran in the UERPC newsletter to the committee (see attached).
 - Image revamp: Three buses are now wrapped in EARL. As new buses are added to the fleet, they will be EARL buses too, until the whole fleet is changed out.
 - CTAA TA: Amy Conrick will be in town on the 29th and 30th. Plans are to ride the commuter route and discuss marketing. There are two visits left to use as part of this TA grant.
 - Wheels for Work still has funding available for about 12 to 13 more loans.
 - Earl Henry will be retiring at the end of the year. NEICAC's plan is to have a new Transit Manager hired before Earl leaves so that there is time for training/mentoring.
3. Passenger Transportation Plan:
 - Survey has been activated on Survey Monkey (<https://www.surveymonkey.com/s/RPA1PTP>), committee members are asked to forward the link to other agencies and stakeholders they work with and also complete the survey for their agencies.
 - Reviewed goals of the Passenger Transportation Plan. Identified strategies and projects to include in the next plan (listed in no particular order):
 - Work to streamline TMS
 - Clarify/Correct Charter Rule
 - Better Communication between all entities (housing, economic development, health, tourism, workforce, businesses...)
 - Consider a networking conference (in conjunction with NIBN conference?)
 - Develop a transportation stakeholder map
 - Focus strategies on various counties
 - Support, maintain and promote NEIAGo.com
 - Maintain a Mobility Manager within the region
 - Continue to re-image Public Transit
 - Marketing for Public Transit
 - Seek new/additional financing for Public Transit (employer transportation benefits, advertising, bus amenity sponsors, grants, partners with grants...)
 - Capitalize the Wheels for Work loan fund
 - Expand commuter routes
 - Develop "how-to" guides to make transportation Easy
 - Bus replacement plan (from NEICAC)
4. The next meeting was set for November 21st, at 9:00 a.m. Meeting adjourned at 10:30 a.m.



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Transportation Advisory Group – RPA 1
Meeting Agenda: November 21, 2014
Upper Explorerland – Decorah Office Conference Room
9:00 a.m.

1. Recap of last meeting – review notes from Sept. 26, 2014
2. Introductions/staff updates
3. Mobility Manager (NEICAC Transit) Update:
4. Passenger Transportation Plan (PTP):
 - a. Review of Survey Results
 - b. Review of Draft Plan
5. Items from committee members: needs/concerns
6. Set next meeting date – will need to meet monthly between now and Feb. to ensure progress on the PTP.

Economic Development * Comprehensive Planning * Transportation * Workforce * Housing * Revolving Loan Fund

Established in 1972

Passenger Transportation Plan - Regional Planning Affiliate 1, UERPC
Transportation Advisory Group Meeting Notes
November 21, 2014, 9:00 a.m. - 325 Washington Street, Decorah, Iowa

Present: Spiff Slifka (Howard County Business and Tourism), Troy Vande Lune (NICC), Bethany Ellingson (Families First), Carol Keune (CSS-Fayette), Curt McNew (NEICAC Transit), Jenna Sutton (NEICAC Transit), Michaela Collins (UERPC), Karla Organist (UERPC)

1. Committee reviewed the notes from the September 26, 2014 meeting.
2. Introductions: Curt McNew was welcomed as the new Transportation Director at NEICAC Transit
3. Mobility Manager Update:
 - Commuter route: Launching on January 5th! Jenna and Troy will visit about how to get the word out to students and staff in Cresco and Calmar. Jenna is developing a brochure and will deliver a bunch to Karla to distribute too.
 - EARL Rebranding: 3 buses and 5 vans are now wrapped in EARL. The 3 new buses expected in the next couple of months will get the EARL design right away.
 - CTAA TA: September visit was very helpful. They rode the commuter route and offered constructive suggestions for implementation. There are still two visits left to use as part of this TA grant.
 - Wheels for Work still has funding available.
 - www.NEIAGo.com - If anyone notices anything or any service provider missing from the site – please let Jenna know
4. Passenger Transportation Plan:
 - Survey results were presented to the group. 51 responses were generated by the survey. Committee reviewed to ensure that strategies and projects were addressing the needs and issues of the social service providers. (see attached summary)
 - A Draft PTP was presented to the committee. Michaela went through and highlighted the various sections required in the plan. Committee members provided some immediate feedback
 - Committee members will review the PTP more thoroughly and send any comments and/or specific ideas to Michaela **BY DECEMBER 19, 2014**. (Draft PTP is attached)
 - Plan is due to the DOT on February 1st, 2015
5. The next meeting was set for January 16, at 9:00 a.m. in the UERPC Decorah offices. Meeting adjourned at 10:15 a.m.



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Transportation Advisory Group – RPA 1
Meeting Agenda: January 16, 2015
Upper Explorerland – Decorah Office Conference Room
9:00 a.m.

1. Recap of last meeting – review notes from Nov. 21, 2014
2. Introductions
3. Mobility Manager (NEICAC Transit) Update
4. Passenger Transportation Plan (PTP):
 - a. Review and possible approval of Draft Plan
5. Legislative “Days on the Hill” message coordination between service agencies
6. Items from committee members: needs/concerns
7. Set next meeting date – March or April

Economic Development * Comprehensive Planning * Transportation * Workforce * Housing * Revolving Loan Fund

Established in 1972

Passenger Transportation Plan - Regional Planning Affiliate 1, UERPC
 Transportation Advisory Group Meeting Notes
 January 16, 2015, 9:00 a.m. - 325 Washington Street, Decorah, Iowa

Present: Spiff Slifka (Howard County Business and Tourism), Troy Vande Lune (NICC), Jennifer Roberts (Iowa DOT), Carol Keune (CSS-Fayette), Greg Zars (NE Iowa Area on Aging), Mike Isaacson (NE Iowa Area on Aging), Fern Rissman (IowaWorks), Curt McNew (NEICAC Transit), Jenna Sutton (NEICAC Transit), Michaela Collins (UERPC), Karla Organist (UERPC)

1. Committee reviewed the notes from the November 21, 2014 meeting.
2. Introductions: Jennifer Roberts from the Iowa DOT was welcomed as a special guest from the state, and Mike Isaacson was attending as a guest of Greg's
3. Jennifer shared some items from the state:
 - The TMS contract will be awarded on Feb. 13th – will be revising the mileage reimbursement rule so there is no more "2 business day" approval in advance rule (2 days will still be needed to arrange transport)
 - The new Park & Ride plan is available: http://www.iowadot.gov/iowainmotion/park_ride.html
 - The Passenger Transportation Summit is scheduled for May 14th in Marshalltown
4. Mobility Manager/Transit Director Update:
 - Commuter route: Launched on January 5th- no riders the first week. Approximately 4 riders the second week. Troy mentioned that the students were not back to school yet on the first week.
 - EARL Rebranding: "like" EARL on Facebook and follow him on Twitter! Jenna is also working on an EARL stand-alone website. There has been a lot of good press about EARL and the commuter route – now it just needs to translate into riders
 - Wheels for Work still has funding available
 - Curt will be making visits to the businesses along the route. At Jennifer's suggestion, he will check with Kristin Haar about the availability of STA funds for the commuter route project
5. Passenger Transportation Plan:
 - Michaela presented the Draft PTP to the group. After a review of the plan, a motion was made by Rissman, seconded by Zars, to approve the submission of the draft to the DOT, all approved. Michaela will be making a few small tweaks, if anyone notices any errors or unclear wording, please send these to Michaela by Friday January 23rd. mcollins@uerpc.org
6. Legislative Days on the Hill – each organization shared their issues and how transportation is a barrier for clients:
 - Share EARL commuter route brochures if it makes sense
 - Talk about increasing the institutional capacity of transportation
 - NEI3A: Mike shared information on LifeLong Links initiative – a one-stop shop for the aging and their families. LifeLong Links serves as a resource to make the connections for clients and their families (www.lifelonglinks.org). They note that those that need public transportation really do need it – they most likely have no other option. Their message is related to Iowa's push to be a "retirement destination" and the need for infrastructure and "quality of life" transportation. They are also seeking to be a resource as the state goes to a "managed care state" in 2016.
 - NICC: Troy reported that the priority issue they are taking to the legislature is their concern about the "performance-based funding" that rewards the colleges that have Iowa students more than those that pull in students from outside of Iowa. There is fear that this will result in fighting over students, with community colleges being hardest hit.
 - Social Services: Carol reported that more and more is being put on the county's plate (and budget) in the area of mental health. With the closure of institutions, individuals are being placed in communities and become the

responsibility of the county. They are also facing a shortage of psychiatrists, and while tele-health options are available, that doesn't work for all clients.

- IowaWorks: Fern reported that skills gap funding is a major need for workforce. They will be making their case for maintaining/funding the remaining rural offices and boundaries. WIA is going away and is being replaced by WIOA – there will be some listening posts around the state as this rolls out.
 - Regional Transportation: Karla reported that there is hope (again) that something will get done at the state to increase road and bridge funding at the state level.
 - Spiff reminded committee members that we have several local people as appointees: Roxanne Roberts from Howard County was just appointed as the head of the Dept. of Public Safety. Also the head of the Iowa DNR is from Winneshiek County.
7. Other items from committee members:
- Spiff gave an update on their broadband initiative. The superintendent of schools there has been to D.C. and developed strong ties there. Their goal is to have 1G throughout the entire county.
8. The next meeting was set for April 17, at 9:00 a.m. in the UERPC Decorah offices. Meeting adjourned at 11:00 a.m.

Appendix D: References

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