

# Passenger Transportation Plan

RPA 13 & 18

2015 – 2020



FINAL

Approved

RPA-13: April 10, 2014

RPA-18:

This report was funded in part through grant[s] from the Federal Highway Administration [and Federal Transit Administration], U.S. Department of Transportation. The views and opinions of the authors [or agency] expressed herein do not necessarily state or reflect those of the U. S. Department of Transportation.

Southwest Iowa Planning Council and Metropolitan Area Planning Agency are equal opportunity employer, provider, and lender organizations.

## RESOLUTION

### Adoption of Final FY2015-2020 Passenger Transportation Plan

WHEREAS, The RPA-13 Transportation Planning Affiliation is organized to provide transportation planning services for Region Planning Affiliation 13 (Cass, Fremont, Montgomery and Page Counties), and;

WHEREAS, the RPA-13 Policy Board has reviewed and approved the FY 2015 – 2020 Passenger Transportation Plan;

THEREFORE, BE IT RESOLVED, that the RPA-13 Transportation Planning Affiliation adopts the FY 2015-2020 RPA-13 Passenger Transportation Plan.

Adopted by the RPA-13 Policy Board on April 10, 2014

RPA-13 POLICY BOARD

Signed: James D. Richardson  
Jim Richardson, Chairman

Attest: Courtney Harter  
Courtney Harter, Recording Secretary

### Adoption of Final FY2015-2020 Passenger Transportation Plan

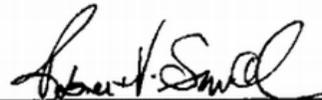
WHEREAS, MAPA is the designated Regional Planning Affiliation (RPA) for the Regional Planning Affiliation 18 Transportation Study Area (TSA); and,

WHEREAS, it is the responsibility of the RPA to provide transportation planning within the RPA-18 region, including the coordination of transit services; and

WHEREAS, the RPA-18 Policy and Technical Committees have reviewed and approved the FY2015-2020 Passenger Transportation Plan; and therefore be it

RESOLVED, that the RPA-18 Transportation Planning Affiliation adopts the FY2015-2020 RPA-13 & RPA-18 Passenger Transportation Plan.

PASSED this 14th day of May, 2014



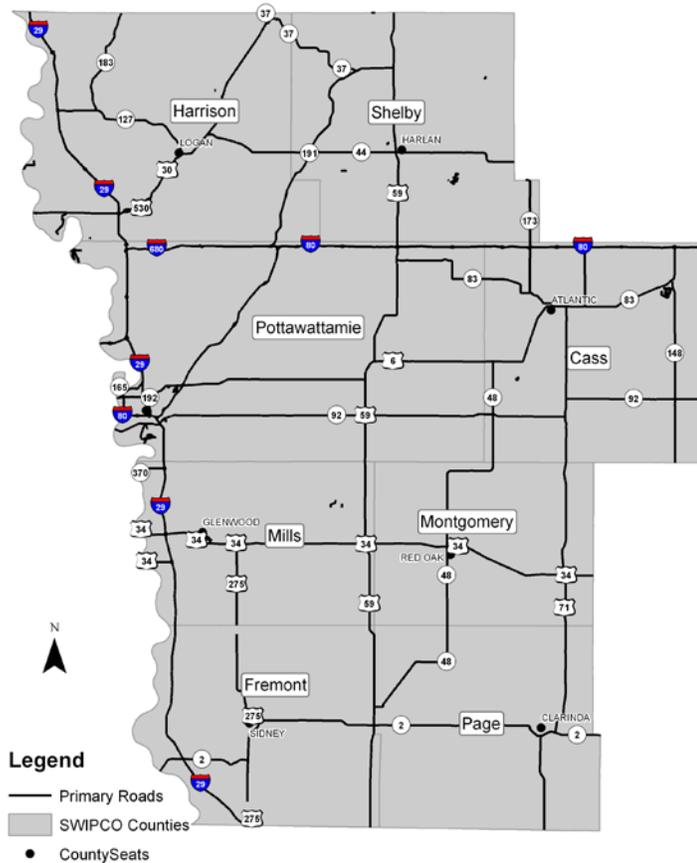
Bob Smith, Chairman  
RPA-18 Policy Committee

**Passenger Transportation Development Plan (PTP)  
RPA 13 & 18  
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## SECTION I Introduction and Planning Process

The Passenger Transportation Plan's (PTP) purpose is to promote coordinated transportation planning and create a needs-based project justification for all passenger transportation programs including public transit and human service transportation. This PTP addresses passenger transportation services in RPAs 13 & 18. The counties within this region include Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, and Shelby. This five-year plan is the result of a process to inventory the available transportation services, assess the transportation needs of the residents, explore the effectiveness and shortcomings of current services, and explore options to better meet the needs of the citizens of the Iowa Regional Planning Affiliation 13 & 18/SWITA region. The Passenger Transportation Plan (PTP) is designed to promote joint, coordinated passenger transportation planning programs that further the development of the local and regional public transportation systems.



The main public transit provider in RPA 13 & 18 is Southwest Iowa Transit Agency (SWITA). SWITA is based in Atlantic and consists of 71 vehicles and 64 employees providing various services throughout the eight-county region.

The PTP was developed by Regional Planning Agencies (RPA) 13 and 18 through guidance provided by the Iowa Department of Transportation (IDOT). The following groups provided input:

- RPA-13
- RPA-18
- Humans Services Advisory Council (HSAC)
- Southwest Iowa Transit Agency (SWITA)
- Southwest Iowa Planning Council (SWIPCO)
- Iowa Department of Transportation (IDOT)

### Goals of the Passenger Transportation Plan

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

- transportation investments
7. Save dollars and eliminate overlapping of services

The document is meant to provide a better understanding of the passenger transportation services provided and guidance for future decisions. It is designed to coordinate health and human service, transportation, and public transit to promote and further the development of the region's public transportation system.

### Transportation Advisory Group

Southwest Iowa is fortunate to have an active Human Services Advisory Council (HSAC) is made up of nearly all the health and human services agencies within the region, which acts as the Transportation Advisory Council (TAG). Established in 1977, the HSAC promotes the mission of enhancing the quality of life in Southwest Iowa by encouraging the provision for the support of a full range of human services. These activities include informing the community of available and needed human services, developing community support, encouraging optimal utilization of resources, and

providing a network of human service representatives. The Council functions to bring pertinent local issues to the forefront of all community members. HSAC encourages cooperation and collaboration of organizations within the community and its active committees serve as a catalyst for education and change. The group meets monthly and the Transportation Committee meetings bimonthly. Members of the Council and Committee were provided a copy of the PTP Draft prior to final submission to IDOT (Meeting Minutes Appendix C).

The HSAC Committee Membership list is as follows:

Stephen Spelic	Alegent Behavioral Health
Michelle T. Fiegl	Alegent Creighton/The Peer Connection Center-Community Support
Keshia Bradford	All Care Health Center
Susan Schwartz	American Red Cross
Jodi Bailey	Asera Care Hospice
Barb Rhoades	Birthright of Council Bluffs
Natalie Samson	Boys Town of Iowa
Anne Christensen	CASA: Court Appointed Special Advocate Program
Velma James	Catholic Charities Phoenix House
Sofia Sandoval	Centro Latino
Mike Barker	Christian Home Association- Children's Square USA
Brenda Moran	Community Education Foundation
Julie Florian	Community Partner in Tobacco Control - Harrison Co. Public Health
Jennifer Barnett	Council Bluffs Community School District
Kelly Smith	Crossroads of Western Iowa
Ashley Lopez	Department of Human Services
Audrey Clauson	Family Connection-Community Resource Navigator Program
Stephanie Campbell	Family Housing Advisory Services
Sarena Dacus	Family, Inc
Denise Parker	Financial Hope Collaborative-Creighton University
Wayne Reed/Jen Folz	Fourth Judicial District Dept of Correctional Services
Tiffany Clifton	Habitat for Humanity Council Bluffs
Nancy Schultze	Heartland Family Service
Bruce Kuenning	Hope Net Ministries
Stacy Schultz	Hospice of Southwest Iowa
Lee Heithoff	Iowa Legal Aid
Bill Ricketts	Iowa Western Community College
Ciara Warden	Student Assistance
Sandra McKinnon	ISU Extension & Outreach West Pottawattamie County
Deb Debbaut	Iowa West Foundation
Matt Jetter	Licensed Insurance Agent
Carrie England	League of Human Dignity
	Lutheran Services in Iowa
Beth Morrisette	Mental Health and Substance Abuse Network
	MICAH House
Lisa Bellows	Mid-Iowa Family Therapy Clinic
Brandie Almazan	Municipal Housing Agency
Samantha Willey	Nebraska AIDS Project
Anne Hindery	Nonprofit Association of the Midlands (NAM)
Gilda Bettis	New Iowans Program
Wenday Cooper	Promise Jobs Iowa Workforce Development
	Planned Parenthood of the Heartland
Emily Davis	Pottawattamie County Community Services
Kris Wood	Pottawattamie County WIC Program
Patricia Russman	Promise Partners-Pottawattamie County's Alliance for Youth
Holly Senrick	Connections: Area Agency on Aging
Steve Anderson	Southwest Iowa Transit Agency

Lee Myers	Transportation Management Coordination Center - TMCC
Scott Zimmerman	Transitional Services of Iowa
Dee Wentzel	Housing, Children, Youth & Families and Transportation Committee
Lance Larson	United Healthcare Community Plan
Lena Thompson	United Way of the Midlands/211
Pat Mennenga	Visiting Nurses Association of Pottawattamie County
Daryn D. Richardson	Vocational Development Center, Inc (VODEC)
Molly Cummings	West Central Community Action
Kyle Gay	YMCA, Council Bluffs
Cindy Goodin	Youth Emergency Services, Inc

### **PTP Survey**

In August 2013, a survey entitled “Human Health & Services Transportation Coordination Survey” was sent to all member-organizations of the HSAC. The surveys were distributed by e-mail and responses were collected electronically over a sixty-day period through Survey Monkey online survey software. The survey was conducted in an effort to obtain private transportation provider inventory information and to identify transportation needs and gaps in service. The information collected was used in the development of this document. A sample survey can be found in Appendix C

### **Draft PTP Review**

The Draft PTP was distributed to members of the HSAC for their review, comments and concurrence. A Draft PTP was also submitted to the SWITA, the Iowa Department of Transportation, and to the Federal Transportation Administration for review and comments. The RPA-13/SWIPCO website allows members of the public to view and comment on the Draft PTP also. Copies of the draft document were available at the office of the Southwest Iowa Planning Council. The final version of the Passenger Transportation Plan was drafted and submitted to the RPA-13 Transportation Technical Committee for their recommendation to the Policy Board. Following a public meeting, the Policy Board was asked to adopt the Resolution shown on page one of this document approving the final version of the Passenger Transportation Plan.

**SECTION II**  
**Inventory**

The following is a discussion of existing passenger transportation operations within the RPA 13 & 18.

**I. Types of Services**

**Metropolitan Area Transit (MAT)**

MAT provides transit services in the Council Bluffs-

Omaha Metropolitan area—specifically Council Bluffs/Pottawattamie County in RPA-18. MAT provides fixed express/commuter bussing weekdays and some paratransit services within the immediate metro area. Fixed routes in Council Bluffs include the Yellow Line running from West Broadway south to Metro Crossing and the Mid America Center and the Blue Route running from West Broadway to Iowa Western Community College. MAT rates are as follows:

<b>Cash Fares*</b>	
Adult Regular	\$1.25
Adult Express	\$1.50
Student with Metro ID* (Ages 10 through Sr. High)**	\$1.00
Child (Ages 5-9)	\$0.50
Child under 5 yrs. with Adult	Free
Senior/Disabled/Medicare with Metro ID***	\$0.60
Downtown Circulator	\$0.25
Transfers (Purchase when paying fare)	\$0.25
<b>10 Ride Cards*</b>	
Adult 10 Rides	\$12.50
Adult 10 Rides w/ Transfer	\$15.00
Express 10 Rides	\$15.00
Student 10 Rides (w/ Metro ID)	\$10.00
Senior/Disabled/Medicare 10 Rides (w/ Metro ID)	\$6.00
MOBY 10 Rides	\$25.00
<b>Swipe 'N Ride - 30 Consecutive Days Unlimited Rides*</b>	
Adult Regular	\$55.00
Half Fare (w/ Metro ID)	\$27.50

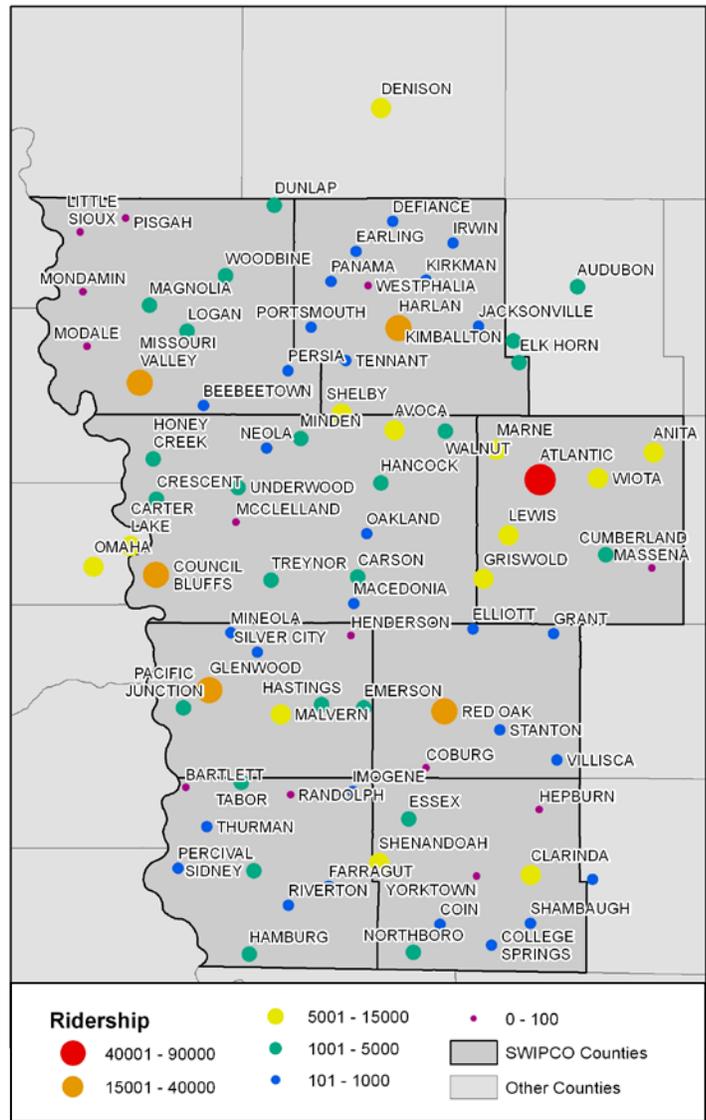
**Southwest Iowa Transit Agency (SWITA)**

SWITA provides demand response, taxi service, Medicaid medical transportation, general medical transports, shopper routes to trade centers, and contracted services. These services are located throughout the RPA 13 & 18 regions.

The figure to the right shows ridership totals for SWITA from origination points. Additionally, 10,834 riders departed from points outside the mapped area (i.e. Des Moines, Iowa City, etc.), which are not included in the above numbers.

SWITA is managed by the Southwest Iowa Planning Council (SWIPCO) Policy Board. A Board of Supervisor and an additional nominated representative represent each county. One Board of Supervisor represents each Pottawattamie and Mills Counties. There are three at-large representatives as well.

SWITA is open to the general public 24 hours/7 days a week depending on driver availability. Office hours are 6:00am to 5:00pm Monday-Friday. SWITA is closed New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Friday after Thanksgiving, and Christmas Day. All SWITA vehicles but two (2) are ADA accessible. These two vehicles are used specifically for contract services with corporations for employee transit. The health and human service agencies generally provide services to and from medical appointments, work, and/or community services/facilities. These occur during weekday hours. Some also provide transportation to social events/leisure activities or shopping that may occur in evenings. The agencies provide these services only on an “as needed” basis.



SWITA rates are as follows:

<b>SWITA Rates</b>	
Non-Medical	\$35.00/hour
Medical	\$25.00/hour
<b>Atlantic Taxi</b>	
Seniors/Disabilities	\$4.25
General Public	\$5.00
<b>Red Oak, Shenandoah, Missouri Valley, Harlan Taxi</b>	
Seniors	\$2.75
General Public	\$4.25

*\*\* Additional services provided with rates available by request.*

Ridership

**Taxi Services**

<u>Fiscal Year</u>	<u>Ride Program</u>	<u>Rides</u>	<u>Elderly</u>	<u>Disabled</u>	<u>Public</u>
FY12	Atlantic Taxi	19003	4727	14276	0
FY13	Atlantic Taxi	16599	3277	13322	0
<u>Fiscal Year</u>	<u>Ride Program</u>	<u>Rides</u>	<u>Elderly</u>	<u>Disabled</u>	<u>Public</u>
FY12	Harlan Taxi	5674	488	3767	1419
FY13	Harlan Taxi	4766	602	3212	952
<u>Fiscal Year</u>	<u>Ride Program</u>	<u>Rides</u>	<u>Elderly</u>	<u>Disabled</u>	<u>Public</u>
FY12	Red Oak Taxi	3368	1644	691	1033
FY13	Red Oak Taxi	2458	1270	353	835
<u>Fiscal Year</u>	<u>Ride Program</u>	<u>Rides</u>	<u>Elderly</u>	<u>Disabled</u>	<u>Public</u>
FY12	Shenandoah Taxi	2568	1685	104	779
FY13	Shenandoah Taxi	1851	1042	151	658

**Van Pool**

SWITA has provided vanpool services to professionals impacted by the closing of CDS Global’s Red Oak location since April 2010 from Page County to Harlan. In addition, extended taxi service hours in Red Oak to meet the needs of the community.

<u>Fiscal Year</u>	<u>Ride Program</u>	<u>Rides</u>	<u>Elderly</u>	<u>Disabled</u>	<u>Public</u>
FY12	CDS Van Pool	2999	0	0	2999
FY13	CDS Van Pool	2964	0	0	2964

**Employee/Student Commuter Services**

In March 2012, SWITA began coordinating with Menard, Inc. officials at their Shelby Distribution Center to provide commuter transportation to and from pick-up points in Atlantic, Harlan, and Council Bluffs. In addition to providing rides for employees of the Distribution Center, the service allows commuters from any of the three pick-up points to reach any other point with a transfer in Shelby. There are currently 500+ employees at the Menard facility, and officials are looking to expand by another 100 employees. Labor shed studies show that Harlan, Atlantic, and Council Bluffs are heavy commuter locations, and that transportation service is a common barrier to employment for otherwise qualified individuals. After a year of service, the Harlan stop was discontinued due to lack of ridership but the Atlantic and Council Bluffs stops are very successful. Council Bluffs and Atlantic have average 2,163 riders per month since that time. We have increased our capacity in Council Bluffs, incorporating a 39-passenger vehicle into the service rotation. Ridership for these services is listed below.

<u>Fiscal Year</u>	<u>Ride Program</u>	<u>Rides</u>	<u>Elderly</u>	<u>Disabled</u>	<u>Public</u>
FY12	Menards	3617	0	0	3617
FY13	Menards	25758	0	0	25758

SWITA initiated a service with Iowa Western Community College in August of 2012 for the purpose of transporting students from the Council Bluffs to the Atlantic campus, where the Design Technology program operates. We offer this service twice per week, and have coordinated the schedule to meet the needs of the students. We anticipate the service to expand in concert with the anticipated growth of the Design Technology program. Ridership for this service is listed below.

<u>Fiscal Year</u>	<u>Ride Program</u>	<u>Rides</u>	<u>Elderly</u>	<u>Disabled</u>	<u>Public</u>
FY12	IWCC	0	0	0	0
FY13	IWCC	575	0	0	575

In 2012, SWITA was contacted by Cass County Community Hospital to assist with transportation needs during hospital renovations, which closed staff parking for approximately two years. We offer transit services weekdays from Wal-Mart Super Center to the hospital to meet the needs of hospital staff. Service for this program ended December 2013. Ridership for this service is listed below.

<u>Fiscal Year</u>	<u>Ride Program</u>	<u>Rides</u>	<u>Elderly</u>	<u>Disabled</u>	<u>Public</u>
FY12	Cass Co Hospital	52710	59	0	52651
FY13	Cass Co Hospital	46322	0	0	46322

*SWITA Inventory*

<u>License</u>	<u>Year</u>	<u>Chassis</u>	<u>Body</u>	<u>Type</u>	<u>Location</u>	<u>Passenger</u>	<u>Car seat #</u>
LD 1208	2004	Ford	Champion	LD76-ADA	Cass County	2 whl-18 pass	
LD 1007	2000	Ford	El Dorado	LD76-NA	Cass County	25 pass	
LD 1867	2004	Ford	Champion	LD76-ADA	Cass County	2 whl-20	
LD 1906	2004	Ford	Champion	LD76-ADA	Cass County	3 whl-20 pass	
104440	2005	Ford	MN Body	LD176-ADA	Cass County	2 whl-20	
104443	2005	Ford	MN Body	LD176-ADA	Cass County	2 whl-20	
104444	2005	Ford	MN Body	LD176-ADA	Cass County	2 whl-20	
104445	2005	Ford	MN Body	LD176-ADA	Mills County	2 whl-20	
104488	2006	Ford	Supreme	LD176-ADA	Shelby County	2 whl - 20 pass	
107763	2006	Ford	Supreme	LD176-ADA	Pottawattamie County	2 whl - 20 pass	
LD 1234	2006	Ford	Thomas	LD176-ADA	Shelby County	2 whl - 18 pass	
LD 0940	2006	Ford	Thomas	LD176-ADA	Shelby County	2 whl - 18 pass	
LD 1107	2006	Ford	Thomas	LD176-ADA	Page County	2 whl - 18 pass	
LD 1316	2006	Ford	Thomas	LD176-ADA	Harrison County	2 whl - 18 pass	
LD 0388	2006	Ford	Thomas	LD176-ADA	Pottawattamie County	2 whl - 18 pass	
LD 0236	2006	Ford	El Dorado	LD158-ADA	Shelby County	2 whl- 16 pass	
LD 0279	2006	Ford	El Dorado	LD158-ADA	Shelby County	2 whl- 16 pass	
LD 0325	2006	Ford	El Dorado	LD158-ADA	Cass County	2 whl- 16 pass	
LD 0383	2006	Ford	El Dorado	LD158-ADA	Page County	2 whl- 16 pass	
LD 1008	2006	Ford	El Dorado	LD158-ADA	Shelby County	2 whl- 16 pass	
93785	2006	Ford	El Dorado	LD176-ADA	Shelby County	4 whl- 16 pass	
93657	2006	Ford	El Dorado	LD176-NA	Cass County	25 pass	
109932	1998	Ford	Supreme	LD158-ADA	Cass County	2 Whl- 13 pass	
112277	2008	Ford	S/D Cutaway	E450	Mills County	2 whl-18 pass	14

License	Year	Chassis	Body	Type	Location	Passenger	Car seat #
112278	2008	Ford	S/D Cutaway	E450	Mills County	2 whl-18 pass	14
112279	2008	Ford	S/D Cutaway	E450	Mills County	2 whl-18 pass	14
LD 1108	2008	Ford	El Dorado	LD138-ADA	Mills County	3 whl - 8 pass	
112765	2008	Ford	El Dorado	LD138-ADA	Cass County	5 whl-14 pass	
LD 1315	2008	Ford	El Dorado	LD138-ADA	Mills County	3 whl - 8 pass	
LD 1331	2008	Ford	El Dorado	LD138-ADA	Mills County	3 whl - 8 pass	
LD1333	2008	Ford	El Dorado	LD158-ADA	Mills County	3 whl-8 pass	
113166	1997	Ford	Bluebird		Cass County	39 Passenger	
115187	2010	Ford	El Dorado	LD176-ADA		2 whl - 20 pass	14
114914	2010	Ford	El Dorado	LD176-ADA	Harrison County	2 whl-20pass	14
114954	2010	Ford	El Dorado	LD176-ADA	Pottawattamie County	2-whl - 18pass	14
114955	2010	Ford	El Dorado	LD176-ADA	Page County	2-whl - 18pass	14
114956	2010	Ford	El Dorado	LD176-ADA	Harrison County	2-whl - 18pass	14
114957	2010	Ford	El Dorado	LD176-ADA	Shelby County	2 whl-20pass	14
114958	2010	Ford	El Dorado	LD176-ADA	Pottawattamie County	2-whl - 20pass	14
115551	2010	Ford	El Dorado	LD176-ADA	Mills County	2-whl - 20pass	14
118495	2011	Ford	El Dorado	LD176-ADA	Mills County	2-whl - 18pass	14
118496	2011	Ford	El Dorado	LD176-ADA	Harrison County	2-whl - 18pass	14
118497	2011	Ford	El Dorado	LD176-ADA	Mills County	2-whl - 18pass	2
118498	2011	Ford	El Dorado	LD176-ADA	Cass County	2-whl - 18pass	2
109222	2013	Ford	Glaval	LD190 ADA	Pottawattamie County	2whl-20pass	2
120375	2013	Ford	Glaval	LD190 ADA	Montgomery County	2whl-20pass	2
120380	2013	Ford	Glaval	LD190 ADA	Cass County	2whl-20pass	2
120378	2013	Ford	Glaval	LD190 ADA	Cass County	2whl-20pass	2
120379	2013	Ford	El Dorado	LD185 ADA	Cass County	2whl-18pass	
120376	2013	Ford	El Dorado	LD185 ADA	Harrison County	2whl-18pass	14
120377	2013	Ford	El Dorado	LD185 ADA	Mills County	2whl-18pass	2
120382	2013	Ford	El Dorado	LD185 ADA	Pottawattamie County	2whl-18pass	
LD 0942	2002	Ford	Supreme	LD58-ADA	Montgomery County	2 whl- 16 pass	
<b>CARS</b>							
104441	2000	Ford	Taurus	coupe	Cass County	car	
94221	2002	Ford	Taurus	Sedan	Pottawattamie County	car	
107763	2003	Ford	Taurus	Sedan	Mills County	car	
94169	2003	Ford	Taurus	Sedan	Cass County	car	
114473	2008	Ford	Taurus	Sedan	Cass County	car	
L119494	2012	Chevrolet	Malibu	Sedan	Cass County	car	
94352	2012	Ford	Taurus	Sedan	Cass County	car	
<b>VANS</b>							
LD 1057	2002	Dodge	Gr Caravan	MV	Fremont County	6 pass	
LD1329	2005	Chevrolet	Avenger	MV	Cass	6 pass	
112116	2008	Chevrolet	Uplander	MV-ADA	Fremont County	whl-mini-van	
115232	2010	Dodge	Gr Caravan	MV-ADA	Harrison County	whl-mini-van	
115234	2010	Dodge	Gr Caravan	MV-ADA	Page County	whl-mini-van	

115233	2010	Dodge	Gr Caravan	MV-ADA	Page County	whl-mini-van	
<b>License</b>	<b>Year</b>	<b>Chassis</b>	<b>Body</b>	<b>Type</b>	<b>Location</b>	<b>Passenger</b>	<b>Car seat #</b>
115235	2010	Dodge	Gr Caravan	MV-ADA	Cass County	whl-mini-van	
115236	2010	Dodge	Gr Caravan	MV-ADA	Montgomery County	whl-mini-van	
115237	2010	Dodge	Gr Caravan	MV-ADA	Shelby County	whl-mini-van	
LD1171	1999	Plymouth	Grand	MV	Cass County	6 pass	
<b>SCHOOL BUSES</b>							
510NX	2005	Chevrolet	Expr/Cutaway	/RV	Cass County	21 Pass	
216 FFL	2005	Chevrolet	Thomas	LD26 - NA	Harrison County	21 pass	
049XFF	2010	Chevrolet	Mid Bus	LD26 - NA	Page County	19 pass	
<b>TRUCK</b>							
114781	1988	Ford	F250	XLT Lariat	Cass County	Snow Shovel	

### Health and Human Service Agencies

The following chart lists the types of services available through the 11 health and human service agencies responding to our survey that provide transportation with their vehicles. These agencies do not receive transit funding through contracts with SWITA or Metro Area Transit (MAT).

Agency	County	City	Type of Service	Fixed	Demand
Cass Incorporated	Cass	Atlantic	Human Service		✓
REM	Cass	Atlantic	Disabled		✓
Crossroads of Western IA	Harrison	Missouri Valley	Human Service		✓
Manor of Malvern	Mills	Malvern	Medical		✓
Good Samaritan Society	Montgomery	Villisca	Elderly		✓
Waubonsie MHC	Page	Clarinda	Medical		✓
Page County Passengers	Page	Clarinda	Other		✓
Nishna Productions	Page	Shenandoah	Disabled	✓	✓
Gardenview Care Center	Page	Shenandoah	Medical	✓	
Bethany Heights	Pottawattamie	Council Bluffs	Elderly	✓	
Jennie Edmundson Hosp.	Pottawattamie	Council Bluffs	Medical	✓	✓
Peace Haven	Pottawattamie	Walnut	Elderly		✓
Elm Crest Retirement	Shelby	Harlan	Elderly		✓

The following chart lists the types of services available through health and human service agencies that responded to previous surveys.

Agency	County	City	Type of Service	Fixed	Demand
Faith in Action Volunteers	Fremont	Sidney	Other	✓	✓
Good Samaritan Society	Montgomery	Red Oak	Elderly		✓
Goldenrod Manor Care	Page	Clarinda	Elderly		✓
Fair Oaks Residential Care	Page	Shenandoah	Elderly		✓
Carter Lake Senior Center	Pottawattamie	Carter Lake	Elderly		✓
Salem Lutheran Homes	Shelby	Elk Horn	Elderly		✓

### Human Services Fleet

Agency	City	Vehicle Type	Condition	# of Seats
Cass Incorporated	Atlantic	3 – cars	Fair	5 ea
		2 – minivans	Fair	6 ea
Waubonsie Medical	Clarinda	3 – minivans	Good	7 ea
Jennie Edmundson Hosp	Council Bluffs	1 – minivan	Good	9

		1 – light duty bus	Good	7 +1 wc *
Bethany Heights	Council Bluffs	1 – light duty bus	New	15
Elm Crest Retirement	Harlan	1 – car	Excellent	2
		1 – light duty bus	Excellent	15 w/ wc
Manor of Malvern	Malvern	1 – minivan	Good	5
Crossroads of W Iowa	Missouri Valley	4 – minivans	Excellent	7 ea
Peace Haven	Walnut	Minivan	**	**
Garden View Care Cent.	Shenandoah	1 – minivan	Good	4 w/ wc
		1 – maxi van	Good	10
Nishna Productions, Inc.	Shenandoah	14 – cars	Fair-Excellent	4-5 ea
		14 – minivans	Fair-Excellent	6-8 ea
		7 – light duty bus	Fair-Excellent	8-15;2 wc
Good Samaritan	Villisca	1 – light duty bus	Good	14 w/wc
		1 – minivan	Good	6

\* - Wheelchair accessible

\*\* - Information not given

### Private Charter Operators

Windstar Lines is a private charter company located in Carroll that serves RPA 13 & 18. According to their website ([www.gowindstar.com](http://www.gowindstar.com)), Windstar Lines provides luxury charter service throughout the State of Iowa and to all 48 contiguous states and Canada. Customers include tour companies, high schools, colleges, universities, senior citizen groups, government agencies, bank travel clubs, military, community organizations, politicians, and sports teams. Windstar Lines also provides convention shuttles for groups in Des Moines, Iowa City, Cedar Rapids and Omaha. Groups can charter by the hour, day, or multi-day. Prices are determined by the hours involved, miles, and additional fees such as parking, tolls, and relief drivers. Should Windstar decline a charter request, SWITA is able to assist with rates available upon request.

### Schools

The school districts within RPAs 13 & 18 provide transportation for rural students. Students living within the city of the school's location are not provided transportation through the district in most cases creating a transportation need for families.

Pre-school and very young elementary students often lack transportation to and from school because they are too young to walk by themselves or their parents or caregivers are unable to transport them. Some parents believe that it is not safe for their children to walk to school and chose riding public transportation as a safer alternative. However, the majority of towns where schools are located are quite small and in most instances the distances from home to school are only a matter of a few blocks.

SWITA provides in-town bussing services for the Atlantic School District. Parents contract with SWITA directly to provide this service outside of the school district. This service currently serves 45 students. SWITA also provides in-town preschool transportation in Glenwood and Red Oak. These rides are coordinated through Boost 4 Families.

School districts provide fixed route transportation to students within their respective school district. The cost of this service per pupil varies with each school district, but is typically very expensive. The average cost per mile, ranges from \$1.46 to \$6.12. With 34 school districts servicing the eight counties, the need for consolidation of districts and transportation services may be beneficial to reduce the cost to each district.

## 2012-2013 Annual Transportation Data for Iowa Public Schools

Revised 12/3/13		Enrollment		Non-	Net	Ave #	Ave Cost	Ave Cost	Ave Cost	District
		(cert less	Route	Route	Operating	Students	Per Pupil	Per Pupil	Per Mile	Square
Dist. #	District Name	share time)	Miles	Miles	Cost	Transported	Transported	Enrolled	(Route)	Miles
387	Atlantic	1,428.8	93152	54272	\$322,052.90	276	\$1,166.86	\$225.40	\$3.45	206
414	Audubon	533.1	129194	20486	\$188,993.71	277.9	\$680.08	\$354.52	\$1.46	237
441	A-H-S-T	592.8	82907	15603	\$241,059.17	502.5	\$479.72	\$406.65	\$2.91	192
1917	Boyer Valley	443.4	82352	19517	\$245,308.29	180	\$1,362.82	\$553.24	\$2.98	180
914	CAM	441.1	128540	11938	\$352,084.18	302	\$1,165.84	\$798.20	\$2.74	280
1197	Clarinda	946.0	80462	31915	\$240,882.95	365.9	\$658.33	\$254.63	\$2.99	165
1476	Council Bluffs	8,944.6	290781	348281	\$1,416,327.15	2495.9	\$567.46	\$158.34	\$4.86	74
3978	East Mills	556.1	95466	17855	\$277,025.20	457.3	\$605.78	\$498.16	\$2.90	225
2016	Elk Horn-Kimballton	223.5	76123	18696	\$90,591.30	213	\$425.31	\$405.33	\$1.19	84
2113	Essex	215.2	28217	7692	\$172,775.59	58	\$2,978.89	\$802.86	\$6.12	90
2151	Exira	223.3	78011	11853	\$82,321.02	287	\$286.83	\$368.66	\$1.05	165
2205	Farragut	211.2	60456	15329	\$145,011.28	93.5	\$1,550.92	\$686.61	\$2.40	136
2369	Fremont-Mills	446.6	46718	20233	\$178,876.55	301.9	\$592.50	\$400.53	\$3.83	148
2511	Glenwood	2,023.5	162318	55214	\$700,380.49	1389.9	\$503.91	\$346.12	\$4.31	167
2718	Griswold	593.4	131339	28870	\$368,382.15	438.4	\$840.29	\$620.80	\$2.80	245
2772	Hamburg	259.0	39464	12349	\$122,251.83	182.3	\$670.61	\$472.01	\$3.10	98
2826	Harlan	1,448.0	153533	59354	\$553,068.55	586.4	\$943.16	\$381.95	\$3.60	279
3168	IKM-Manning	731.5	140781	21780	\$377,280.36	633	\$596.02	\$515.76	\$2.68	322
3645	Lewis Central	2,595.6	219535	94235	\$768,319.74	2205	\$348.44	\$296.01	\$3.50	64
3798	Logan-Magnolia	569.0	64495	27811	\$237,159.18	579	\$409.60	\$416.80	\$3.68	115
4356	Missouri Valley	877.0	63370	16570	\$284,271.35	371.9	\$764.38	\$324.14	\$4.48	149
5463	Red Oak	1,206.8	153197	24051	\$371,147.03	348	\$1,066.51	\$307.55	\$2.42	203
5510	Riverside	678.7	130855	15366	\$320,286.33	434	\$737.99	\$471.91	\$2.45	227
5976	Shenandoah	986.3	56638	35393	\$202,285.11	205	\$986.76	\$205.09	\$3.57	156
6003	Sidney	327.2	40640	18466	\$170,118.48	236	\$720.84	\$519.92	\$4.18	140
6097	South Page	215.6	22402	4843	\$96,227.41	80	\$1,202.84	\$446.32	\$4.30	143
6165	Stanton	182.0	47601	9294	\$106,346.26	89	\$1,194.90	\$584.32	\$2.23	80
6453	Treynor	596.0	73157	18281	\$269,608.80	476.1	\$566.29	\$452.36	\$3.69	99
6460	Tri-Center	678.2	149806	47154	\$426,220.53	527	\$808.77	\$628.46	\$2.84	179
6534	Underwood	721.4	95013	21264	\$348,182.88	604	\$576.46	\$482.65	\$3.67	140
6651	Villisca	334.0	32265	14385	\$110,890.37	114	\$972.72	\$332.01	\$3.44	160
6750	Walnut	190.2	20703	4421	\$76,137.85	31	\$2,456.06	\$400.30	\$3.68	85
6969	West Harrison	415.0	120174	42152	\$197,379.43	210	\$939.90	\$475.61	\$1.64	194
7092	Woodbine	432.5	44861	14923	\$137,935.17	146	\$944.76	\$318.93	\$3.08	151
	<b>Totals &amp; Averages</b>	31,267	3,234,526	1,179,846	10,197,189	15,697	\$649.63	\$326.14	\$3.15	5,578

Source: Iowa Department of Education

*School District Fleet Inventory*

<b>District Name</b>	<b>Yellow Buses</b>	<b>Small Vehicles</b>	<b>ADA Compliant</b>
A-H-S-T	10	1	1
Atlantic	20	10	3
Boyer Valley	10	10	1
CAM	13	12	0
Clarinda	9	4	1
Council Bluffs	0	2	0
East Mills	12	8	0
Elk Horn-Kimballton-Exira	11	9	0
Essex	5	4	0
Fremont-Mills	8	7	0
Glenwood	27	13	2
Griswold			
Harlan	23	12	1
IKM-Manning	17	10	0
Lewis Central			
Logan-Magnolia	11	5	1
Missouri Valley			
Nishnabotna	4	8	0
Red Oak	12	9	1
Riverside			
Shenandoah	11	10	1
Sidney	6	10	1
South Page	6	6	1
Stanton	6	5	0
Treynor	12	5	0
Tri-Center	17	5	1
Underwood	15	4	1
Southwest Valley (Villisca)	15	10	1
Walnut	3	4	0
West Harrison	11	7	2
Woodbine	8	4	1
<b>Total</b>	<b>302</b>	<b>194</b>	<b>20</b>

**\*Schools without information were contacted but no response was received.**

### Private Taxis

There are ten private taxis within RPA 13 & 18. SWITA contracts with private taxis 1-5 to provide coupon services on its behalf. These private taxi services are as follows:

1. Denise's Taxi Service - Atlantic
2. Templeman Taxi Service - Atlantic
3. Dale Lacombe Taxi Service - Glenwood
4. Faith In Action - Sidney
5. Clarinda Area Volunteers – Clarinda
6. Casino Cab – Council Bluffs
7. Bluffs Taxi and Courier, Inc—Council Bluffs
8. Bluffs Cab Company – Council Bluffs
9. Happy Cab – Council Bluffs
10. City Taxi – Carter Lake

Each taxi service works with SWITA through taxi coupons or other contract services.

### Passenger Rail Service

Passenger rail operator, Amtrak, maintains one scheduled stop in the region. Amtrak is a federally subsidized passenger rail provider serving the region. Amtrak's passenger rail network encompasses 24,000 miles stretched across 45 states, serving approximately 530 communities. Amtrak tends to concentrate on larger markets. Although predominately serving urban centers throughout the Northeast, Midwest and West Coast, Amtrak also serves about 180 destinations in non-metropolitan communities. Amtrak provides train service to approximately 10 percent of the communities that have intercity bus service.

There are no stations for Amtrak in RPAs 13 or 18 with the nearest locations in Omaha, Nebraska and Creston, Iowa.

### Airports

There are no commercial airports within RPAs 13 & 18. The closest commercial airport is located in Omaha, Nebraska, which is approximately 80 miles from the furthest point in the RPAs. There are eight (8) basic-service, publicly owned airports located within the region.



**SECTION III  
Area Profile**

<b>Population</b>	
<b>RPA-13</b>	
Cass County	13,865
Fremont County	7,373
Montgomery County	10,710
Page County	15,902
<b>Subtotal</b>	<b>47,850</b>
<b>RPA-18</b>	
Harrison County	14,838
Mills County	15,028
Pottawattamie County	30,563
Shelby County	12,158
<b>Subtotal</b>	<b>72,587</b>
<b>Total</b>	<b>120,437</b>

The region consists of seventy-five incorporated communities and is largely rural with land use being primarily used for agriculture. Urban areas consist of only six to seven percent of the land use in each county. The five largest cities or economic centers located within the region include Atlantic, Clarinda, Glenwood, Red Oak, Shenandoah each having a population over the 5,000 minimum to be considered an urban area. The City of Council Bluffs is considered part of the Metropolitan Planning Organization (MPO) and its population is not included in the RPA

According to the 2010 Census, the region's population is 120,437 and is primarily rural population. According to the 2010 U.S. Census, each county had between 94-98% of its total population being of white ethnicity, more than the State percent of 91.3%.

RPA-13 is the second smallest planning affiliation in the state with regards to population; Page County has the largest population of the four counties with 15,932 residents and Fremont is the smallest with 7,441. The population

in the RPA has declined steadily in each of the four counties over the past few decades and has not seen an increase since the 1980 census with the exclusion of Page County having seen a slight increase in the 1980 Census. The overall trend in each county, and the region as a whole, has been a steady population decline.

RPA-18 is significantly larger with its proximity to the Council Bluffs-Omaha Metropolitan area. Mills and Pottawattamie Counties are the only counties in RPA-18 that have seen growth in population since 1980. Harrison and Shelby Counties show similar trends to RPA-13 counties.

The region is considered lower income compared to the State of Iowa as a whole. Because of these, cost of transportation and public transit make affordability difficult for some low-moderate income families. The average unemployment rate is less than the state with Montgomery, Page and Pottawattamie counties being higher than the State of Iowa rate.

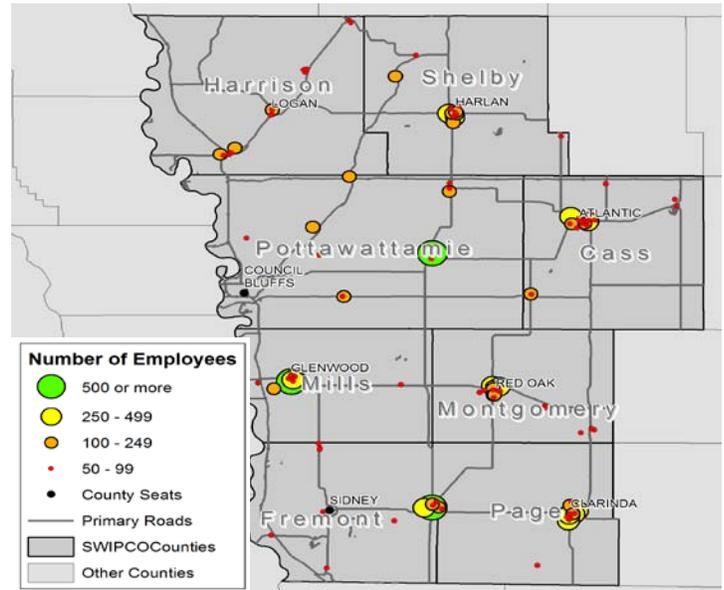
	State of Iowa	RPA-13				RPA-18				Average
		Cass	Fremont	Montgomery	Page	Harrison	Mills	Pottawattamie	Shelby	
Persons Over 65	452,888	2924	1456	2141	3175	2659	2023	13,333	2540	3,781
White Alone	2,781,561	13,626	7212	10,460	15,039	14,658	14,639	86,558	11,909	21,763
Hispanic/Latino	151,544	253	187	305	438	183	359	6151	219	1,012
Mean Travel To Work Time	18.7	17.1	22.7	19.7	17.3	26	24.5	20.3	18.9	21
Median Household Income	51,129	43,114	49,245	40,530	41,803	53,939	62,908	49,941	47,731	48,651
Per Capita Personal Income	26,545	24,001	25,422	22,811	22,895	25,348	27,382	25,239	25,031	24,766
Percentage of Persons Below Poverty Level	12.20%	12.70%	9.10%	16.20%	12.60%	9.90%	7.60%	13.20%	11.30%	11.58%
Current Unemployment Rate	5.60%	4.40%	4.50%	5.70%	5.90%	5.20%	4.50%	6.30%	2.70%	4.90%

Residents are heavily dependent upon their own vehicle for transportation. Among workers over 16 years of age, 91.6% drive a vehicle to work and 79.8% drive alone. This is higher than the state percentage of 89.4% who drive a vehicle and 78.6% who drive alone. The average commute time for the region is 21 minutes, which is slightly higher than the State of Iowa but lower than the national average of 25.7 minutes.

## Employment Clusters and Cities

There are six designated employment clusters in Southwest Iowa. These clusters are located in Atlantic, Clarinda, Glenwood, Harlan, Red Oak, and Shenandoah each with at least two firms employing over 250 employees and additional employers with over 100 employees. In addition, the City of Oakland has one employer with over 500 employees. Overall, there are approximately 130 employers with more than 50 employees.

Based on this information, the need for transportation services are great. To meet these needs, transportation services are greater in each of these clusters to assist as requested. Taxi services are provided in the six main employment clusters with additional services provided to employers in Shelby (Menards Warehouse), Red Oak (CVS Van Pool) and Council Bluffs (Iowa Western Community College). Efforts to expand assistance to businesses in the region will continue.



### Over 100 Employees

Name	City	Size
Glenwood Resource Center	Glenwood	500
OSI Industries	Oakland	500
Pella Manufacturing Plant	Shenandoah	500
Park Place	Glenwood	250
Communications Data Service	Harlan	250
Western Engineering Co	Harlan	250
Mahle Engine Components USA	Atlantic	250
Cass County memorial Hospital	Atlantic	250
NSK Corp	Clarinda	250
Lisle Corp	Clarinda	250
Clarinda Regional Health Center	Clarinda	250
Medical Record Dept Health	Clarinda	250
American Hydraulics	Red Oak	250
Montgomery County Memorial Hospital	Red Oak	250
Sage Software	Pacific Junction	100
AHST Community School District	Avoca	100
Treynor School District	Treynor	100
Tri Center Community High School	Neola	100
Underwood School District	Underwood	100
Concerned Inc.	Harlan	100
Shelby County Cookers LLC	Harlan	100
Hy-Vee	Harlan	100
Panama Transfer, Inc	Panama	100

Qbe First Enterprises LLC	Harlan	100
Elm Crest Retirement Community	Harlan	100
Perfection Learning Corp	Logan	100
Longview Home Inc.	Missouri Valley	100
Carry-On Trailer Inc.	Missouri Valley	100
Griswold Community School District	Griswold	100
Henningsen Construction Inc.	Atlantic	100
Heritage House	Atlantic	100
Clarinda Academy	Clarinda	100
Shenandoah Medical Center	Shenandoah	100
Walmart	Shenandoah	100
EZ Way	Clarinda	100
Hy-Vee	Shenandoah	100
Western Union	Red Oak	100
HyVee	Red Oak	100
Parker Hose Products Div	Red Oak	100
Good Samaritan Society	Red Oak	100
Acorn Development Two Inc.	Red Oak	100
Red Oak Greenhouses, Inc	Red Oak	100

### Limited English Proficiency

The purpose of this Limited English Proficiency analysis (LEP) is to outline how RPA-13 and RPA-18 identify persons who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. RPA-13 and RPA-18 have always worked informally to meet the needs of LEP individuals; the following analysis gives a more detailed view of the LEP population in the region and ways to assist that population. This LEP analysis will utilize the framework of the U.S. DOT's four-factor LEP analysis, which considers the following elements:

1. The number or proportion of LEP persons in the region who may be served by public transportation or are likely to encounter a public transportation program, activity, or service.
2. The frequency with which LEP persons encounter public transportation programs, activities, or services.
3. The nature and importance of programs, activities, or services provided by public transportation providers to the LEP population.
4. The resources available to public transportation providers and overall costs to provide LEP assistance.

RPAs 13 & 18 do not have a significant limited English population. The overall total percentage for the region of limited English is 1.2% with Pottawattamie County having the largest with 1.6% of the total population over 5 years old. Because the population of LEP small, there are no large concentrations of limited English speaking individuals outside of the Council Bluffs area. The following chart shows the number and percentage of people for each county in both RPAs that speak another language and do not speak English well.

	RPA-13				RPA-18				Total
	Cass	Fremont	Montgomery	Page	Harrison	Mills	Pottawattamie	Shelby	
Total Population	13,895	7,576	11,055	16,047	14,733	13,616	81,997	12,405	171,324
Speak only English	13,519	7,268	10,773	15,607	14,438	13,377	78,283	12,027	165,292
Speak another language, but speak English "very well"	279	173	172	314	176	171	2,370	245	3,900
Speak another language, and speak English "well"	61	52	6	50	49	68	534	79	899
Speak another language, and speak English "not well"	33	82	51	68	66	0	585	51	936
Speak another language, and speak English "not at all"	3	1	53	8	2	0	225	3	295
Percentage that speak another language and speak English less than "very well"	0.7%	1.8%	1.0%	0.8%	0.8%	0.5%	1.6%	1.1%	1.2%

Source: US Census Bureau

RPA and SWITA staff has assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying drivers. Staff and drivers have had very little to no contact with LEP persons. To date, no requests have been made for interpreters or for translated documents in the service area.

### **Importance of Programs**

There is no large geographic concentration of any type of LEP individuals in the Southwest Iowa region. The overwhelming majority of the population (165,292 of 171,324 people, or 96%) speak only English, or speak another language but speak English “very well”. As a result, there is a lack of social, service, professional, and leadership organizations within the SWITA service areas that focus on outreach to LEP individuals. Services provided by SWITA that are most likely to encounter LEP individuals are the on-demand system that serves the general public and the dial-a-ride system which serves primarily senior and disabled persons. Majority of rides for SWITA are on-demand; however, the Menards fixed route is more likely to have LEP individuals.

### **Resources Available**

SWITA has considered its available resources that could provide LEP assistance, including how much a professional interpreter and translation service would cost on an as-needed basis, which of their documents would be the most valuable to be translated if the need should arise, and taken an inventory of available organizations that SWITA could partner with for outreach and translation efforts. The amount of staff and vehicle operating training that might be needed have also been considered. Based on the needs and costs identified by the four-factor analysis, SWITA has developed the following guidelines for identifying and assisting LEP persons.

#### **A. Identifying LEP Persons**

How SWITA staff may identify an LEP person who needs language assistance:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events.
2. When SWITA sponsors an event, have a staff person greet participants as they arrive. By informally engaging participants in conversation, it is possible to gauge each attendee’s ability to speak and understand English.
3. Have Language Identification Flashcards on transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information to give to the transit system manager for follow-up. Dispatchers and schedulers may also be instructed to obtain contact information from LEP individuals they encounter, either in person or over the phone.
4. Vehicle operators and other front-line staff, such as dispatchers, may be surveyed annually on their experience concerning any contacts with LEP persons during the previous year.

## SECTION IV Coordination Efforts and Issues

RPA 13 & 18 continue to seek better coordination of transportation services. Utilizing the HSAC organization, the region is attempting to improve its transit services. Below are the identified areas of deficiency/barriers to transit services:

### Deficiencies:

1. Transportation to work (including job searches and jobs in metropolitan area)
2. Assistance to elderly/wheelchair clients
3. Night and weekend services
4. General public needs

### Barriers:

1. Affordability – high costs with lack of funding
2. Hours of operation
3. Marketing/education about services
4. Lack of coordination/cooperation

Transit coordination efforts in RPA 13 & 18 have been difficult to achieve. Nearly all of the health and human service agencies responding to our survey are unable or unwilling to take on additional passengers. Many residents also rely on personal vehicles despite the potential availability of cheaper, more efficient transit services. This makes the creation of new services difficult due to limited numbers of users and the spread out population of the many small, rural communities. This became apparent in the efforts of SWITA this past year creating new services that were cut or never started due to limited usage. However, transit needs still exist and coordination efforts will continue in an attempt to meet those needs.

### **Fleet Equipment, and Facilities**

In order to maintain a high-quality fleet, SWITA continues to replace approximately six (6) buses per year. This is necessary for safety upgrades, maintenance cost reduction, and efficiency of vehicles. Funds used to replace these buses are typically FTA5309. Other health and human service providers outline this as a concern as their own fleets continue to deteriorate. Replacement of vehicles tends to be past their intended use dates with many continuing to fix broken buses for longer than expected to reduce costs.

Approximately 75% of the SWITA fleet is equipped with surveillance to monitor the safety of the driver and passengers. SWITA will continue to update its surveillance equipment and add to new vehicles as funding becomes available. In 2011, SWITA purchased tablets for a select number of buses within the region with the goal of digital scheduling for all transit vehicles in the future. Due to a lack of mobile data coverage in many rural areas in Southwest Iowa, these were determined to be ineffective at that time. SWITA continues to look for ways of increasing efficiency within its system and hopes to have a solution to digital scheduling in the future.

In 2011, SWIPCO constructed a fleet storage facility to house approximately 20 buses. This facility continues to add to the life of the buses, vans, and cars ensuring limited outdoor exposure. Also, an addition to the SWIPCO building is underway to house a wash bay to be used by the SWITA fleet. Construction should be completed by July 2014.

## **SECTION V**

### **Priorities and Strategies**

Transit goals for the region are:

1. Increase awareness through marketing.
2. Expand commuter business.
3. Maintain fleet quality.
4. Improve driver training.
5. Increase partnerships with other transit providers.

#### **Service Needs**

The health and human service agencies expressed the following needs in their areas:

- Bethany Heights – Council Bluffs. “Some residents are unable to afford private handicap transportation on weekends – non-emergency rides.”
- CASS Incorporated – Atlantic. “I wish Atlantic had a bus service in town, after hours, for a reasonable fee. From residences like apartment complexes or downtown to places like grocery, Wal-Mart, etc. Taxi is pretty costly for our folks if they go very often.”
- Griswold Care Center, Inc. – Griswold. “Wheelchairs. Walkers.”
- Crossroads of Western Iowa – Missouri Valley. “We would like to have a SWITA van on Tuesdays to pick up and take people to work and appointments.”
- Nishna Productions – Shenandoah. “We continue to have difficulty with people with disabilities working in the community and their hours of work don’t coincide with existing availability of public transit. We have vehicles to drive them, but we don’t always have staff.”

Being able to provide affordable rides to residents, particularly elderly or disabled outside of regular work hours, is a problem in many areas. Needs still exist and although a 100% solution may never be found, efforts to find a solution to meet the needs are continuing.

The Missouri Valley taxi service was reduced to 8:00 AM – 2:00 PM weekdays except Tuesdays due to a lack of demand. Starting in January 2009, SWITA added the Tuesday service back into service due to multiple requests. SWITA will continue to monitor the new service to ensure its usage.

Nine of the 13 health and human service agencies that provide transportation vehicles state that they are 100% funded by their own company. (Many DHS funding sources reimburse local agencies for vehicles over the life of the vehicles by allowing depreciation as an eligible cost.) Jennie Edmundson Hospital is funded by the hospital foundation. The remaining three agencies did not respond to that question.

The following health and human services agencies expressed interest in various coordination efforts:

Agency	Provider Network	Pooling Financial Res.	Shared Routes	Contract to Provide Service	Joint Driver Training
Cass Incorporation					✓
Gardenview Care	✓				
Griswold Care Center				✓	
Good Samaritan – Vill	✓	✓	✓	✓	
Nishna Productions	✓				✓

Coordination options of sharing vehicles, joint vehicle purchases, and centralized scheduling did not receive support. This is largely due to concern over varying funding source requirements either not allowing this coordination or creating record keeping difficulties.

There were no responses to Other Coordination Interests, however Cass Incorporated expressed concern in being “bogged down” with federal regulations in coordinating transit services.

### Management Needs

With the addition of the Community Outreach Specialist, SWITA is fully staffed. No health and human service agencies expressed any management needs. Therefore, there are no management needs at this time.

### Short Term/Long Term Priorities

The following are short-term priorities identified in the needs assessment:

1. SWITA vehicle replacement including signage, radios, and cameras. This priority will keep the SWITA fleet safe and reliable to meet the demands of the transit system.
2. Revitalization of area shopper routes. This priority will help meet the needs of low-income, elderly, disabled, and/or the general public to get to medical appointments, shopping centers, etc.
3. Continued coordination efforts through HSAC. This priority will ensure coordination efforts are continued throughout the region. SWITA’s Transit Director is assisting in creating Health and Human Service Agency groups in those areas that it currently does not exist.
4. Continuation of discount taxi ticket coupon program for elderly and disabled in the Cities of Shenandoah, Red Oak, and Missouri Valley despite funding cuts. This program helps meet the demand from Health and Human Services Agencies for taxi services within these cities.
5. Continued marketing efforts of existing services. Several needs have been expressed in areas where a service already existed. This priority will help those with needs become aware of the services available.
6. Construction of new wash bay. This will increase our maintenance space by one stall, which is currently used for fleet cleaning.

The following are long-term priorities identified in the needs assessment:

1. SWITA vehicle replacement including signage, radios, and cameras. Similar to the short-term priority, this will keep the SWITA fleet safe and reliable.
2. Continued marketing efforts. This priority ensures that possible clients are continually aware of the services available.
3. Continued coordination efforts with each county’s medical facilities as well as Health and Human Service Agencies will remain a high priority.

## **STRATEGIES**

The coordination strategies are as follows:

**Goal #1.** Provide transit services to cover needs of region.

With the mission of, “Transit services for anyone, anytime, anywhere,” the broad-range of services needed is extensive. SWITA will continue to expand its ride types available within budget constraints to ensure all who wish to utilize our services are able to at a reasonable cost.

### Action Items

1. Revitalize shopper routes.
2. Review needs for JARC-type services throughout region.
3. Continue marketing efforts to ensure low-income, elderly, disabled, and the general public is aware of services.

**Goal #2.** Continue coordination efforts with health and human service agencies.

The importance of working directly with these organizations is instrumental in reaching the specific population in need of assistance. The HSAC is made up of nearly all human services groups in Southwest Iowa making it the go-to group for distributing transit information. The organization is the perfect avenue for informing riders of changes and new services provided by SWITA.

### Action Items

1. Continue working with HSAC.
2. Continue marketing efforts to ensure health and human service agencies are aware of services.
3. Ensure each county has an active group to discuss and make suggestions to meet unmet goals.

**Goal #3.** Maintain an adequate transit fleet.

Fleet maintenance is imperative to providing adequate transit services. SWITA employs one fulltime maintenance specialist who assesses vehicle reliability and completes required maintenance/repairs to the fleet. Vehicle life is assessed based on IDOT standards and replacement is completed on a rolling timeline. SWITA will continue to work with human services agencies to determine where partnerships can occur to promote sustainable and equitable ridership.

### Action Items

1. Place vehicle purchases on TIP as scheduled.
2. Maintain current fleet to extend vehicle life.
3. Work with health and human service agencies for possible joint purchases and/or services.

## **SECTION VI**

### **Financial Resources**

RPA 13 and 18 take advantage of as many funding sources as possible. Main programs utilized are 5311 funds, STA, Passenger Revenues, and Contract Revenues. Section 5311 is typically utilized to subsidize the transit system and fleet upgrades. Rates are reviewed annually to determine what is reasonable and cost effective for passenger paid rides and contract services. While STP funds have not been distributed directly to the transit provider in a number of years, SWITA is eligible to apply for funding.

Possible financial resources, according to the Iowa Department of Transportation, include the following:

#### **Federal Programs**

**Section 5310 Special Needs Program** – This is a federal program for support of transit services serving elderly and disabled persons. These funds are allocated to Iowa based on the number of persons who are elderly or have disabilities within the state compared to other states. By law, the state is the direct recipient of the funding. Public agencies responsible for coordinating human service transportation are eligible, as are private not-for-profit agencies. Because Iowa requires the designated public transit systems to coordinate all publicly funded passenger transportation services, Iowa distributes these funds to the public transit agencies. The funds may be used for the cost of contracted operations, equipment, and passenger or vehicle shelters on an 80% federal, and 20% non-federal basis. Purchase of vehicles equipped for access by persons with disabilities can be funded at 83% federal participation. Facilities other than passenger or vehicle shelters are not eligible.

The Iowa DOT's Office of Public Transit (OPT) is the recipient of the 5310 funds from FTA. Seventy percent of the annual funding is distributed to Iowa's large urban transit systems to support services to qualifying persons living in urbanized areas. These funds are distributed based on the same formula used for the rural systems, but with each transit system developing its own eligible project. The remaining 30% of the funds are administered and distributed in conjunction with Non-urbanized Area Formula Program 5311 funds. To simplify administration, the 5310 funds going to rural systems are only distributed to transit systems that purchase contracted transportation services. All projects using 5310 funding must derive from the Passenger Transportation Development Plan (PTP) prepared by the respective metropolitan or regional planning agency through their joint public transit/human service transportation planning process. All services supported with 5310 funding must be operated open to the general public. (Complementary ADA paratransit meets this requirement, so long as it matches up with an urban transit system's fixed-route hours and service area.)

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

The portion of the 5311 funds used for support of public transit services in Iowa is administered in conjunction with the rural portion of the 5310 funding. The 5311 funds may be used to support operating deficits (potentially on a 50% federal, 50% non-federal match), capital purchases (on an 80% federal, 20% non-federal match or 83% federal, 17% non-federal for vehicles meeting ADA and Clean Air standards), or planning activities (on an 80% federal, 20% non-federal match). State policy does not allow local transit administration costs for public transit systems to be treated any differently than operating expenses.

**Section 5311(b)(3) Rural Transit Assistance Program (RTAP)** – This federal program provides a source of funding to assist in the design and implementation of training and technical assistance programs and other support services tailored to

meet the specific needs of transit operators in non-urbanized areas (less than 50,000 in population). By law, the state is the direct recipient of the funding. In Iowa, the DOT's OPT serves as the recipient of these funds.

Iowa's RTAP funds are mainly used to provide local transit agencies training fellowships. The fellowships pay 50 percent of the cost for Iowa's small urban and regional transit systems and their planners to attend Iowa DOT sponsored seminars, as well as transit-related courses or conferences sponsored by other groups. Transit systems may also be reimbursed for training held in-house. A parallel program funded with state transit assistance (STA) funds pays for costs incurred by large urban systems and their planners.

**Section 5311(f) Intercity Bus Assistance Program** - A minimum of 15 percent of each year's non-urbanized formula funds allocated to Iowa under the 5311 program is required to be set aside to support intercity bus transportation. Iowa's Intercity Bus Assistance Program is intended to support intercity bus service in rural and small urban areas. Private-for-profit companies, private non-profit corporations, or public entities may apply for this funding. Eligible bus service must make convenient connections to the existing national intercity bus network. Connections to Amtrak or passenger air service terminals are desirable. Service strictly for commuter purposes is not eligible. Projects may include operating assistance, capital assistance, planning, or administrative costs such as marketing and insurance.

The Iowa Intercity Bus Assistance Program includes funding in four categories of projects:

- Category 1 is support for continuation of existing services. Funding is available for providers of existing intercity bus service that apply and agree to reporting requirements. Category 1 projects pay \$0.10/revenue mile of scheduled route service that is justified based on preventive maintenance costs.
- Category 2 is support for new and expanded intercity bus service or feeders connecting to existing intercity bus services. It is not intended to support duplication of existing services. Projects pay up to \$0.50/mile based on preventive maintenance, insurance and administrative costs, and operating support for a maximum of two years. After two years, the service may receive support under Category 1.
- Category 3 is support for marketing of existing and new services. Preference is for cooperative projects with involvement by communities served. Projects may pay up to 80% of project administration/marketing costs.
- Category 4 supports facility improvements or equipment purchases necessary for the support of existing or new intercity bus services. Projects pay up to 80% of approved project amounts (83% for purchase of accessible vehicles or 90% on accessibility retrofits of existing vehicles) based on actual costs.

The Intercity Bus Assistance Program is included as a statewide total in the Statewide Transportation Improvement Program (STIP). Annual intercity bus assistance applications must be received by OPT by the first business day of October for projects to begin in January. Project selections are finalized by December.

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

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

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

**Over-the-Road Bus Accessibility Program (OTRB)** – Grants are provided directly from FTA to operators of over-the-road buses to help finance incremental capital and training costs to implement the final accessibility rule under the Americans with Disabilities Act (ADA). Providers of intercity fixed-route service, commuter service, and charter and tour service may apply directly to FTA for annual grants. FTA announces its solicitation for applications each year through a notice in the Federal Register.

## **State Programs**

The State of Iowa currently offers six programs providing financial assistance to public transit systems.

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

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

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

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

The **Coordination Special Projects** are considered an “immediate opportunity” program by the Iowa DOT, meaning that these funds can be applied for at any time of the year as an opportunity arises, provided that funding is still available. Projects are intended to assist with start-up of new services that have been identified as needs by health, employment, or human service agencies participating in the Passenger Transportation Development Planning process. Most projects are small in scope and typically will fall within the \$5,000-\$25,000 range. Operating projects may be for up to a two-year duration, with maximum STA participation of 80% of net project cost in the first year and 50% of net project cost in the second year. Capital project may have maximum 80% STA share. Priority is given to projects, which include a contribution from human service agencies as well.

The statewide project funds can also be used on statewide transit marketing and projects exploring new transit technologies. The administrative rules provide flexibility for use of the funding.

If not needed for special projects, the money set aside for that purpose may be moved back into the STA formula program for distribution to all systems.

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

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

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

A project is eligible if it is a transit capital project that is approved for federal funding. The project should be targeted at energy savings.

## **Local Funding**

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

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

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

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

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

## **Local Taxes**

**Municipal Transit Levy** – Iowa law authorizes municipalities to levy up to 95 cents per \$1,000 assessed valuation to support the cost of a public transit system. Most of Iowa’s larger communities levy for support of their urban transit systems. A number of smaller communities use this authority to generate funding used to support services contracted from their designated regional transit system. (This is something that can be implemented with a simple vote from the city council). If all cities within RPA 13 & 18 passed a tax levy, the total levy amount available would be \$1,335,597. However, most of the cities individually have less than \$20,000 in potential levy value. The larger cities (Atlantic, Red Oak, etc.) have approximately \$80,000 to \$100,000 in potential levy value.

**General Fund Levy** – The cost of supporting transit services is an eligible use of general fund revenues for all Iowa governments and is the primary source of funding to support transit for counties who do not have the option of a transit levy, as well as for cities that chose not to use the transit levy.

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

## **APPENDICIES**

Appendix A: SWITA Services Map

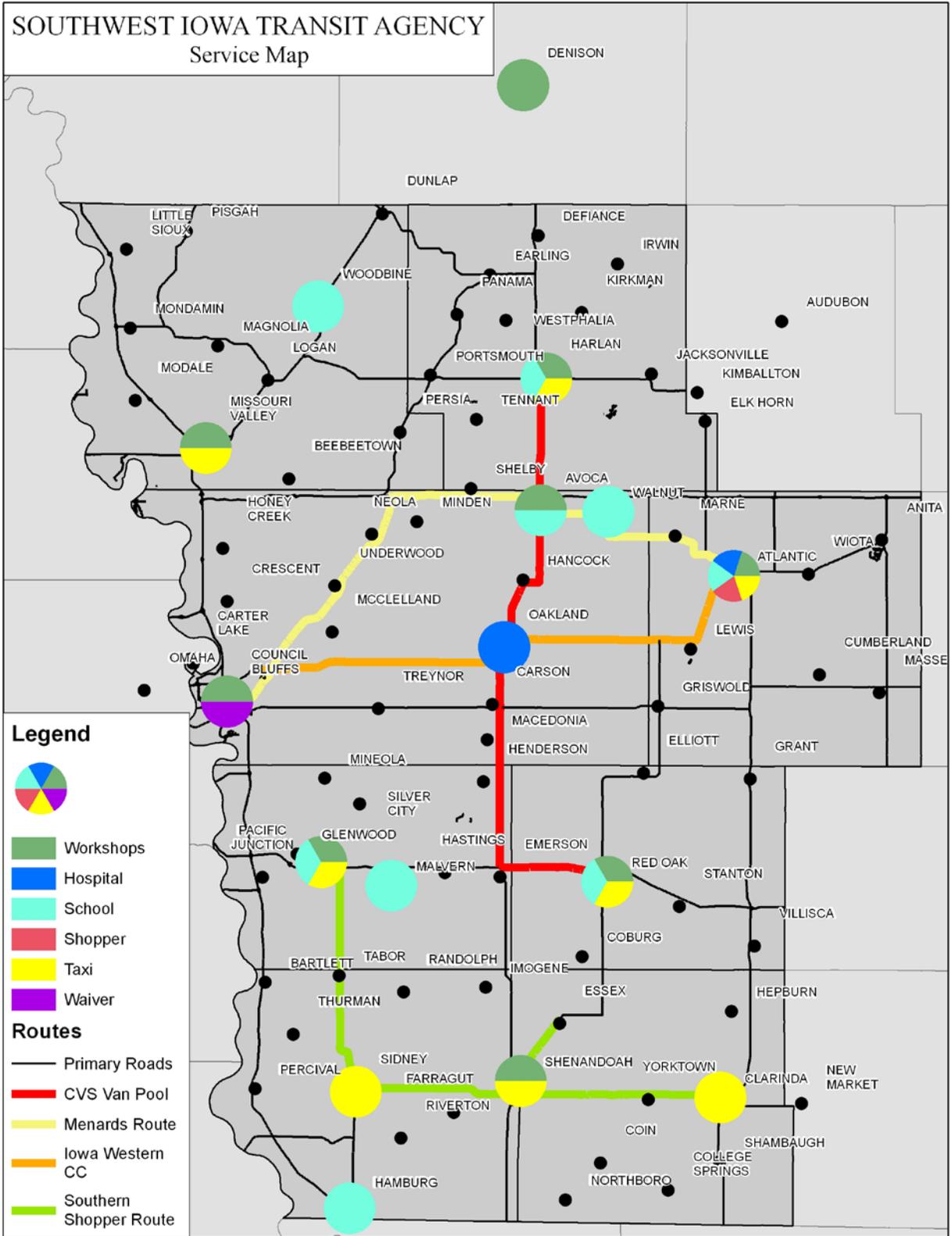
Appendix B: Facility Inventory by Community

Appendix C: Meeting Minutes for Human Services Advisory Council

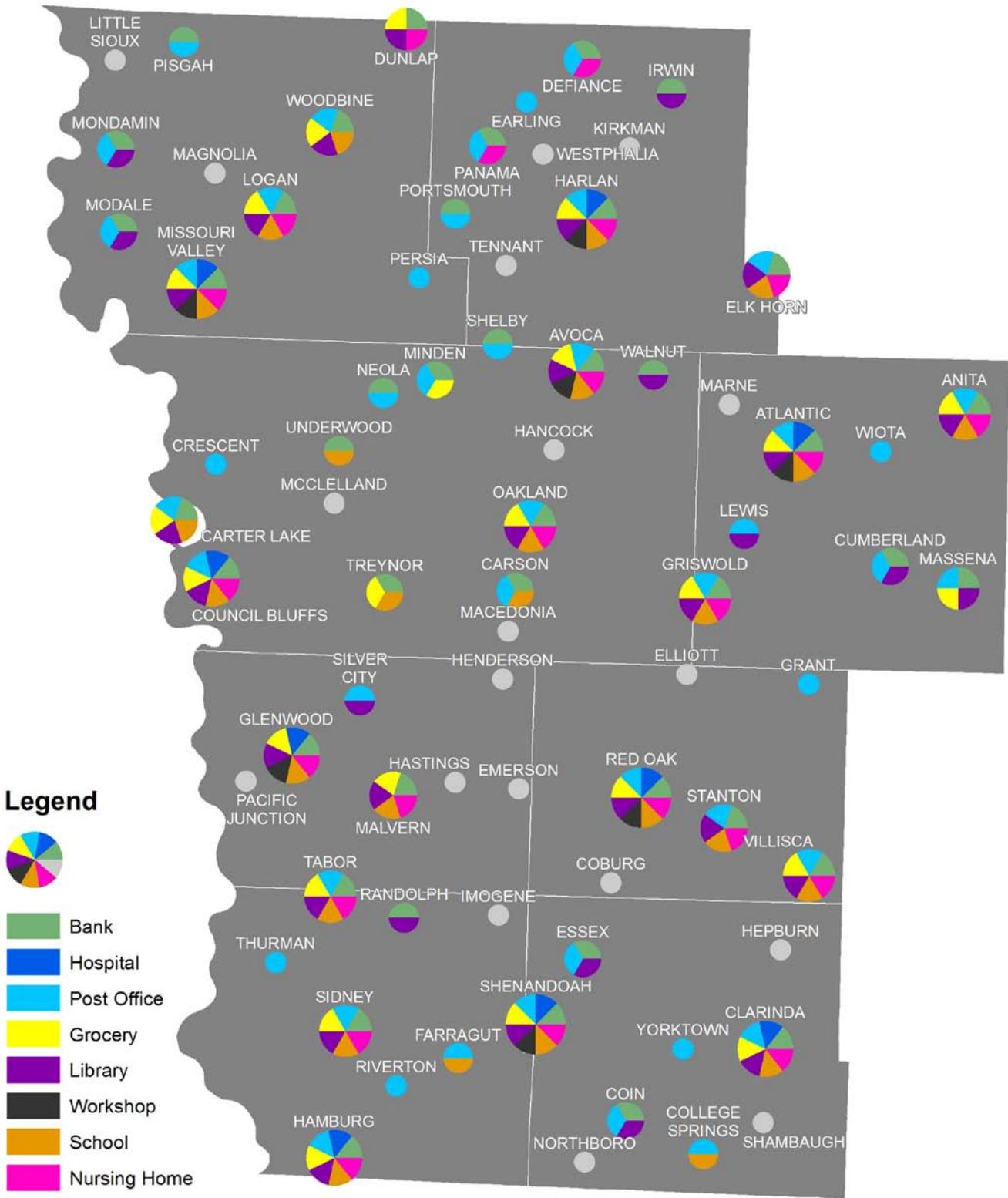
Appendix D: Sample Health and Human Service Agency Survey

# APENDIX A

## SWITA SERVICES MAP



## APPENDIX B FACILITY INVENTORY BY COMMUNITY



**APPENDIX C**  
**HUMAN SERVICES ADVISORY COUNCIL MINUTES**

HSAC TRANSPORTATION COMMITTEE

MAY 16, 2013, 8:30 A.M.

AMERICAN RED CROSS, CHARLES E. LAKING HUMAN SERVICES CAMPUS

I. The meeting was called to order at 8:35 a.m.

II. Introductions and information sharing was done.

III. Unfinished Business

a. The purpose statement was discussed and finalized as follows:

*“To enhance access to transportation through education and advocacy for all citizens of the Council Bluffs Metro Area.”*

b. Committee Membership.

We discussed members who may be missed in our current lists and getting that corrected. Also discussed was getting new members

c. Car Purchase and maintenance project.

It was decided that for the time being we would table the car purchase discussion. We will revisit it at a later date.

The focus of discussion was on clients who need to have proper maintenance done on their vehicles. It was discussed that we should get a list of ASE certified mechanics and that we should talk to them about helping the low-income clients.

We also discussed tow services as many clients cannot afford to have their car towed when they have a problem.

IV. New Business

a. Outline of coordinated access to transportation – Tabled

b. Discussion of Bluffs Tomorrow 2030. Everyone was encouraged to go online to check out the information.

Per Claudia ridership is up about 20% since LY. 90% of the cost is the drivers’ wages; 10% is fuel costs (diesel).

SWITA/SWIPCO reported that they are now using a renovated school bus to bring 30 to 40 people to Council Bluffs from the Atlantic/Shelby area.

Steve with SWITA/SWIPCO stated that they would be willing to work with everyone to get their buses to more populated areas in Council Bluffs to the bus line in cooperation with the city. A study would have to be done to see where there would be interest in this idea as well as the hours it would be needed in order make it cost effective. Areas of the city that were discussed were North 35<sup>th</sup> Street, Avenue G west, Twin City/Chapel Ridge as examples.

c. Per capita cost. Dee was not sent information that gave per capita costs. Ridership was the main focus of the report on the costs per capita.

V. Other Business

a. A discussion was had about Iowa West Foundation, United Way of the Midlands, and the Omaha Community Foundation regarding a survey available online for the people of Pottawattamie, Douglas and Sarpy Counties to share their thoughts and concerns. We all need to encourage co-

workers, clients, friends and neighbors to take advantage of this survey. Please visit **Your-Voice-Matters.org** to voice your thoughts and concerns.

- b. MAPA has had a survey out but will have another. Watch for that also.

**Next Meeting: June 20, 2013, at 8:30 a.m. at American Red Cross, Charles E. Lakin Human Services Campus.**

Meeting was adjourned at 9:25 a.m.

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## **HSAC Transportation Committee**

**Chairperson: Susan Schwartz**

**Secretary: Molly Cummings**

### **Minutes from June 20<sup>th</sup>, 2013**

*“The purpose of the HSAC Transportation Committee is to promote comprehensive and accessible transportation for all citizens of Council Bluffs.”*

Present: Susan Schwartz, American Red Cross, Dee Wentzel, Volunteer, Molly Cummings, WCCA, Marsha Grandick, Community Development, Stars Program, Janice Wright, Family Inc., Linda Burns, WIC, Matt Walsh, CB City Council/Chamber of Commerce.

I. Call to Order: Susan called the meeting to order at 8:35am.

II. Introductions/Announcements:

- Susan with American Red Cross stated that the chapter serves as a vendor for bus passes. People can purchase bus passes at their office. They are also the distribution center for Medicaid members who are approved to receive bus passes.

III. Unfinished Business:

- A. Car Purchase and Maintenance Project: The proposed date will be a Thursday in September. It will run an hour and a half, 5:30 to 7:00 p.m. is tentative time. Registration will be limited to 25 people. It is tentatively set to be at the American Red Cross garage on the Charles E. Lakin Human Services Campus. The fee will be \$5.00, upon approval from HSAC Board of Directors, with scholarships available. Money from registration will be used for either an emergency car kit or gas cards. This will be determined at a later date.

Assignments:

- Velma James will locate contact person at Iowa Western.
- Susan will contact the person at Iowa Western.
- Marsha will check the school calender
- Marsha will see to the flyers, advertising and contacting the local newspaper
- Matt will check to see if the Chamber would include a flyer in a mailing
- Molly will make contact with Broadway Methodist and Ministerial Association

IV. New Business

- A. Outline of Coordinated access to transportation and/or update in this regard. Matt Walsh will contact the former MAPA regarding Lee Myers' vacated position.

V. Other Business: None

VI. Next Meeting: August 15<sup>th</sup>, 2013 (No July meeting)

Adjournment: Meeting adjourned at 9:35am

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## **HSAC TRANSPORTATION COMMITTEE**

September 19, 2013 Meeting Minutes

**“To enhance access to transportation through education and advocacy for all citizens of the Council Bluffs Metro Area.”**

**Present:** Marsha Grandick, Dee Wentzel, Marlene Moore, Linda Burns, Velma James, Susan Schwartz, Janice Wright

The meeting was called to order by Susan Schwartz at 8:30 a.m.

Introductions and announcements were made.

Discussions were had regarding the upcoming Car Care Clinic at The American Red Cross on October 3, 2013 at 5:30 to 7:00 p.m.

Sign up is low. The question is why? This discussion covered the fact that mostly HSAC members were registered along with 2 STARS Scholars. We decided that we would go with those who signed up and have another event at some point. Perhaps word of mouth will bring more in next time. We will assess this at the next meeting in October.

Susan reported that Jerry Nissen is on board as one of the instructors. Susan and Linda were going to work on getting Dennis and Jerry to coordinate before the Clinic as both are willing to work with those who come.

Marsha was working on getting an article in the newspaper before the Clinic.

Refreshments were discussed. Marsha thought perhaps HSAC would be able to contribute \$50.00 towards refreshments. The Red Cross would provide water. Matt Walsh had stated he would get in touch with Taco John's and Nate Watson said he would provide cookies.

Door prizes: Marlene was going to talk to WalMart. Marsha was working on Gorilla Car Washes. Five gas cards had been requested by Susan from Bucky's Express.

Other Business: Marsha was going to contact Nate and/or Claudia to get a copy of his reader-friendly layout of the City bus routes which could be posted at bus stops for riders.

Marsha brought up that we should have a new Chairperson and Secretary chosen by November 1<sup>st</sup>. Committee reports are due by November 1<sup>st</sup> also and sent to the HSAC Board.

All other business was tabled until the October 17<sup>th</sup> meeting. Meeting adjourned at 9:30 a.m.

Respectfully submitted by Dee Wentzel, Substitute Secretary.

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HSAC TRANSPORTATION COMMITTEE  
December 19, 2013 Minutes

“To enhance access to transportation through education and advocacy for all citizens of the Council Bluffs Metro Area.”

Present: Dee Wentzel, Sofia Sandoval, Susan Schwartz, Barb Johnson, Marlene Moore, Linda Burns.

I. The meeting was called to order at 8:42 a.m.

- II. Introductions and Announcements were made.
  - a. Salvation Army requires IDs to get bus passes.

III. Unfinished Business

- a. Car Purchase Clinic Plans
  - 1. The Clinic will be held at The American Red Cross.
  - 2. Dennis Burns will do a hands on information presentation.
  - 3. We are checking on finding someone who will also do a presentation.
  - 4. Time of Class was decided to be 6:00 to 7:30 p.m.
  - 5. Date: January 30<sup>th</sup> or February 6<sup>th</sup> with no fee.
  - 6. Flyers: Will ask Marsha if she will help with making flyers.
  - 7. Places to contact: Chamber of Commerce, Senior Center, Churches, Trailblazers/Salvation Army.
  - 8. The Daily Nonpareil – A PSA before the event and an event story after the event.
  - 9. Dee Wentzel will do the Class Registration.
  - 10. Name of class: ABC: Auto Buying Class
  - 11. Prizes: 6 Car Hand Washes, Gloves, funnels.  
Marlene will check on finding some dealership prizes
  - 12. Linda will look into getting food from Jimmy Johns. We will put food out at 5:30 p.m.
  - 13. More discussion will be had at the January 16, 2014, meeting.

IV. Other Business

- a. Committee Officers
  - 1. Susan Schwartz will be the 2014 Chair Person.
  - 2. Dee Wentzel will be the 2014 Secretary.

V. The next meeting will be **January 16, 2014 at 11:00 a.m.**

VI. The meeting was adjourned at 9:35 a.m.

Respectfully submitted by Dee Wentzel, Acting Secretary.

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HSAC Transportation Committee Report 2013

Name of Committee: Transportation Committee

Secretary of Committee: Molly Cummings

Members of Committee: Susan Schwartz, Chairman, Molly Cummings, Secretary, Marsha Grandick, Lisa Picker, Dee Wentzel, Lee Myers, Matt Mancuso, Sofia Sandoval, Velma James, Steve Andersen, Janice Wright, Linda Burns, Barb Johnson, Marlene Moore, Matt Walsh, Claudia Rodenburg and Nate Watson.

Purpose of Committee: "To enhance access to transportation through education and advocacy for all citizens of the Council Bluffs Metro Area."

2013 Goals of Committee: Continue to monitor, support and represent transportation needs of citizens throughout the community and in particular those served by HSAC. To achieve this, the Transportation Committee maintains relationships with the City of Council Bluffs, Coordinated Public Transit-Human Services Transportation, neighborhood associations, coordinated public transit and other transportation companies. Offer instruction and guidance to citizens covering areas of auto purchase and maintenance and utilizing the city bus service. Assist by informing City of Council Public Works of any needed upkeep to maintain safe and sanitary bus stops.

Completed Committee Projects and Results: 1. Bus Ridership Education. Video presentations of bus ridership and benefits thereof such as reduction of traffic and air pollution have been completed and are available to individuals and agencies to promote city bus transportation. 2. Safe and Sanitary Bus Stops. A trash receptacle has been installed at Charles E. Lakin Human Services Campus and work is in progress for installing one at 8<sup>th</sup> and Mynster. 3. Car Maintenance Education. In October, "ABC's of Car Care", an auto basic care clinic was sponsored by this committee. During the 90-minute clinic, attendees learned fundamentals of car care through classroom discussion, power point presentation and hands-on demonstrations.

Pertinent Information: Transportation is a vast and complex issue in our community. HSAC Transportation Committee remains committed to exploring any and all means of safe and affordable transportation for our citizens.

**APPENDIX D**  
**SAMPLE HEALTH & HUMAN SERVICE AGENCY SURVEY**

Please complete and return your survey by **January 16, 2009** or as soon thereafter as possible to:  
**Southwest Iowa Planning Council**  
**1501 SW 7<sup>th</sup> St.**  
**Atlantic, IA, 50022**  
**Fax 712-243-3458**

**Contact Information**

Agency Name \_\_\_\_\_  
 Agency Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Contact Name \_\_\_\_\_ Title \_\_\_\_\_  
 Phone \_\_\_\_\_ Email \_\_\_\_\_

**Transportation Coordination Survey**

1. Which best describes your type of agency/organization/business?

- A. Human Services Agency
- B. Medical Services
- C. Disabled Services
- D. Elderly Services
- E. Education System
- F. Other: \_\_\_\_\_

2. Do you provide transportation services?

- A. Yes-continue with question 3
- B. No- skip to question 8

3. How do you provide services?

- A. Your own vehicles
- B. Contract
- C. Lease Vehicles
- D. Other \_\_\_\_\_

4. If you provide transportation, how are the rides scheduled?

- A. Regularly Scheduled Route
- B. As needed
- C. Other: \_\_\_\_\_

If a regular route, what is your schedule? Complete below or attach a schedule if available.

Days	Times	Origination	Destination	Additional Info

5. If you own vehicles, are there usage restrictions?

- A. Yes
- B. No

If yes, what are the restrictions?

- A. Only our clients
- B. Only in our town
- C. Other \_\_\_\_\_

If no, would you be interested in transporting others on your regular routes/trips with or without a fee?

- A. Yes, with a fee
- B. Yes, either with or without a fee
- C. Yes, without a fee
- D. No

6. If you own transportation vehicles, how are they funded? Circle all that apply

- A. 100% by our company
- B. DHS assistance
- C. County assistance
- D. IDOT assistance
- E. Veterans Affairs assistance
- F. City assistance
- G. Other \_\_\_\_\_

7. Please Provide the following information about your vehicles.

<u>Type</u>	<u>Number</u>	<u>Condition</u>	<u># Seats</u>
Car	_____	_____	_____
Mini-van	_____	_____	_____
Light duty bus	_____	_____	_____
Other _____	_____	_____	_____
Other _____	_____	_____	_____

8. Would you be interested in contracting with a transit provider?

- A. Yes
- B. No

If yes, what is your need? Attach a schedule or additional sheets, if needed.

Days	Times	Origination	Destination	Additional info

9. What areas of transportation service coordination would be of interest to your agency?

Circle all that apply

- A. Joining a network of service providers
- B. Sharing vehicles with other agencies
- C. Cooperatively purchasing vehicles
- D. Contract to purchase services
- E. Centralized scheduling
- F. Pooling financial resources
- G. Shared routes
- H. Contract to provide services
- I. Joint driver training program
- J. Other: \_\_\_\_\_

10. Thinking of your agency or community, what transportation needs are not being met adequately? Please be as specific as you can. Please include any special needs or requirements your clients or passengers may have.

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**Thank you for your time.  
Your input is very important to this process**