

Passenger Transportation Plan

2021-2026

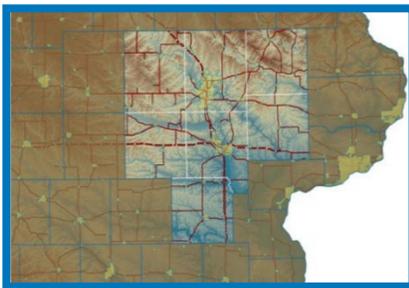


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Resolution of Adoption

Region 10 Regional Planning Affiliation Resolution No. 2021

ADOPTION OF THE FY 2021-2026 Passenger Transportation Plan (PTP)

WHEREAS, the PTP is a regional plan that facilitates transportation coordination and efficient use of public transportation funding; and

WHEREAS, the counties of Benton, Cedar, Iowa, Johnson, Jones, Linn, and Washington comprise the Region 10 Regional Planning Affiliation; and

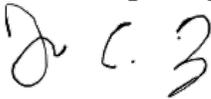
WHEREAS, the PTP is a required plan by the Iowa DOT Office of Public Transit to maintain eligibility for public transit funding and to justify applications for public transit funding; and

WHEREAS, the development of a PTP is the responsibility of the Regional Planning Affiliation and included representatives from human service agencies, public transportation officials, members of the general public, and non-profit representatives; and

WHEREAS, the Policy Committee and the public have had an opportunity to review and comment on the proposed plan;

BE IT RESOLVED, that the Region 10 Policy Committee adopts the FY 2021- 2026 PTP on this 30th Day of April, 2021.

Signed this 29th day of April, 2021 by the Policy Committee Chairperson.

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Jon Zirkelbach, Chairperson

Section 1: Introduction and Process Discussion

The purpose of the East Central Iowa Council of Governments FY2021-2026 Passenger Transportation Plan (PTP) is to coordinate services of passenger transportation providers in the area and ensure citizens have access to safe, effective, and affordable passenger transportation options. The Passenger Transportation Plan is meant to incorporate federal and state requirements for coordinated planning, and provide needs-based justification for passenger transportation projects. The goals of the PTP are:

1. Improve transportation services to lowans
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

East Central Iowa Council of Governments (ECICOG) is one of 18 Regional Planning Affiliations (RPAs) in Iowa that is required to prepare a PTP. In addition to providing transportation-planning services for Benton, Cedar, Iowa, Johnson, Jones, Linn and Washington Counties, ECICOG provides planning and administrative services to CorridorRides, the regional transit system that serves Benton, Iowa, Johnson, Jones, Linn and Washington Counties. River Bend Transit provides transit service to Cedar County. The ECICOG planning area is unique in that two metropolitan areas are located within the region: Cedar Rapids and Iowa City. The Corridor Metropolitan Planning Organization (MPO) and Metropolitan Planning Organization of Johnson County (MPOJC) provide planning for these metropolitan areas, respectively. The Corridor MPO and MPOJC are two of nine MPOs in Iowa.

The Passenger Transportation Plan is divided into five sections: The first section, Introduction and Process Discussion, will acknowledge principal participants and describe meeting content and purpose. The Inventory of Providers and Area Profile section will provide an overview of existing passenger transportation operations in Region 10, including public transit systems, private transportation providers, volunteer transportation programs, medical transportation providers and human service transportation providers.

The evaluation of passenger transportation services is undertaken in the third section of the PTP Transportation Needs and Coordination. The fourth section in the PTP will identify Priorities and Strategies based on the identified needs. Lastly, the fifth section of the PTP will identify and describe Funding that is pertinent to passenger transportation in the region.

Figure 1: ECICOG Boundary and MPOs within the Region

Ultimately, widespread participation and continued dialogue between human service and transportation providers will result in a successful transportation planning effort for residents of Iowa. This effort will not only increase mobility options for residents of Iowa, but more importantly it will help guarantee that each disabled person, elderly person or low-income worker will have opportunities to participate and engage in life by having access to transportation.

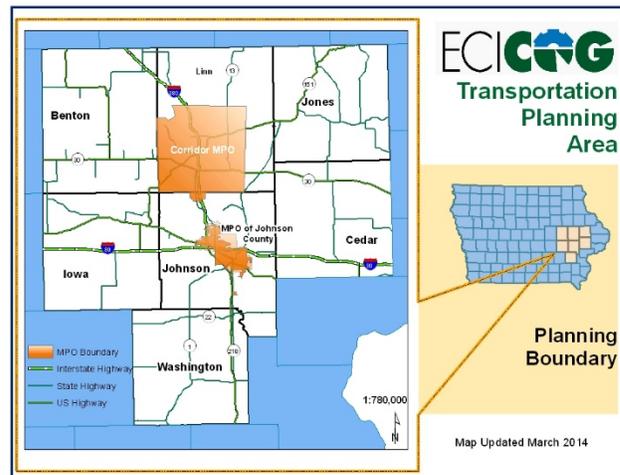
Coordination and Development of PTP

The ECICOG Passenger Transportation Plan was developed by ECICOG staff, and primarily guided by the Passenger Transportation Advisory Committee (PTAC). In addition, numerous other groups, committees, and planning processes have been used in the creation of this plan, as well as extensive guidance and consultation with two mobility coordinators in Region 10, employed by Johnson and Linn County. The ECICOG region has a multitude of transportation providers and groups that advocate and support passenger transportation, especially in the urban areas of Cedar Rapids and Iowa City. A brief summary of relevant meetings and processes used for input into this plan is discussed in the following section.

Input for this plan was solicited from agencies dealing with transportation via an online survey, and from the general public via a separate online survey. Because the outreach efforts for this study occurred in winter of 2020 and early months of 2021 during the COVID-19 pandemic, in-person meetings and outreach efforts were not feasible. Demographic data was collected to assist in understanding unmet needs in the region, as well as assembling relevant data from previous studies focusing on passenger transportation in the region.

Passenger Transportation Plan Meetings

The following meetings and events were held to discuss transportation needs, strategies, goals and assets. Although some meetings were not directly targeted to the ECICOG region, they were useful in that input gathered directly related to passenger transportation needs and strategies relevant to creation of the PTP.



Highlights of PTAC Meetings

Approve PTP
Input from MHDD Region
Representatives
Participation by MPO and
Mobility Managers

ECICOG Passenger Transportation Advisory Committee (PTAC)

This is a standing committee with appointees from the seven county boards of supervisors that comprise representatives from public transportation and human services. This committee oversees development of the PTP and typically meets quarterly or as needed. Agendas and minutes from the 2021 PTAC meetings can be found in the appendix.

*February 2021

*April 2021

Highlights of TAG Meetings

Representation from Public
and Private Transportation
Providers
Collaboration on Issues
Affecting MPO Area and
ECICOG Region

Linn County Transportation Advisory Group (TAG)

The Linn County TAG discusses regional transportation issues as well as issues of the metropolitan area of Cedar Rapids, as many problems and solutions relating to passenger transportation span planning area boundaries.

*February 2021

Highlights of MPOJC PTP Committee

Review transportation issues
in Johnson County
Input from variety of
stakeholders

MPOJC PTP Committee

The MPOJC PTP committee guides development of the PTP for MPOJC which happened to occur simultaneously as the ECICOG PTP. While much of the focus is on issues in the urbanized area of Johnson County there is still an overlap of issues with the rural portion of Johnson County and the seven county ECICOG PTP region as the labor shed and healthcare providers in Johnson County draw from a large geography.

Section 2: Inventory of Providers and Area Profile

This section includes a discussion of the existing passenger transportation operations (human service providers, private providers, and transit systems) within the planning area that have a regional or rural emphasis. For providers listed below without all inventory criteria completed, that information was omitted because it was not available from the provider at this time. Numerous private and non-profit providers exist and primarily serve the urban areas of Cedar Rapids and Iowa City that are not listed in this document.

Airport and Car Rentals

The Eastern Iowa Airport is located at 2515 Wright Brothers Boulevard S.W., on the south side of Cedar Rapids, easily accessible from both Interstate 380 and Highway 30. The airport was known as The Cedar Rapids Airport until 1997, when the name was changed to The Eastern Iowa Airport to better reflect the area the airport serves. The number of customers using the airport has steadily increased over the years. Numerous taxicab companies and Rideshare companies provide airport transportation.

Rental car services are available at the airport, and at numerous sites across the Cedar Rapids and Iowa City metropolitan area.

Intercity Bus and Rail Service

Burlington Trailways and Megabus operate intercity bus routes in Region 10, and route their services through Cedar Rapids and/or Iowa City. Regional charter service providers include Cedar Valley World Travel, Kings & Queen Coaches, Windstar Lines, All Iowa Charter and The Party Bus. The 380Express began offering commuter service between Cedar Rapids and Iowa City in 2018 and is described in more detail in the following pages.

Passenger rail service is not available within Region 10. A study completed in 1995 at the request of Cedar Rapids and Iowa City determined that the service was not viable at that time, but should be reexamined in the future as the metro area populations increase. The corridor commuter study (2014) concluded that the costs associated with passenger rail service on the CRANDIC rail line would be prohibitively expensive. MPOJC and CRANDIC continue to study the viability of Passenger rail between North Liberty and Iowa City. Outside Region 10, the nearest passenger rail service location is an Amtrak stop in Mount Pleasant. The Illinois Department of Transportation and Iowa Department of Transportation conducted a study regarding the feasibility of a Chicago-Iowa City via Quad Cities Amtrak Route. The study estimated annual ridership at 187,000 passengers, based on two daily round-trips if track improvements are made to allow speeds of 79 mph. Illinois has committed to implementing Amtrak service from Chicago to the Quad Cities, and the state of Iowa continues to study the feasibility of service, while also examining extended service to Omaha.

Rural Public Transportation Providers

ECICOG contracts with transit providers in six of the counties within Region 10 to provide public transit service on behalf of CorridorRides, as well as a vanpool program and an express commuter bus service between Cedar Rapids and Iowa City. The providers are: Benton County Transportation; Iowa County Transportation; Johnson County Seats; Jones County JETS; Linn County LIFTS, Washington County Mini

Bus, CorridorRides vanpool operated by Commute by Enterprise, and the 380Express operated by Windstar Inc. The six rural transit providers, as well as the vanpool and 380Express operate independently yet comprise the regional transit system known as CorridorRides. Services outside of the county of origination are also offered to provide access to essential services, which are often located in the metropolitan areas of Cedar Rapids and Iowa City, but offered from within Johnson and Linn counties to surrounding counties. Ridership and revenue mile information provided below was impacted by drastic reductions associated with the COVID-19 pandemic that had major impacts on most every transit provider in the 1st half of 2020. Additional details on each provider are found below.

Benton County Transportation

Benton County Transportation (BCT) is operated by the County and is governed by the Benton County Board of Supervisors. Located in Vinton, Iowa, Benton County Transportation provides demand-response transit services, Monday through Friday from 6:30 a.m. to 4:30 p.m., to residents throughout the county. In fiscal year 2020, BCT provided 18,767 general public trips and 151,756 revenue miles of service. BCT operates 12 accessible vehicles.

BCT recently moved to a new building in Vinton. This location offers on-site, covered parking for vehicles, space for administration, a wash-bay, and light maintenance. BCT also park and operate two vehicles in Belle Plaine, in an effort to minimize costs. BCT staff is composed of 3 full-time and 12 part-time employees.

Iowa County Transportation

Iowa County Transportation (ICT) is a department of Iowa County. ICT's facility and administrative office is located in Marengo, Iowa. Most of ICT's vehicles are parked inside on this property with the exception of three that are parked in Williamsburg. ICT provides demand-response public transit service Monday through Friday from 6:00 a.m. to 5:00 p.m. Rates are dependent on mileage and destination.

In fiscal year 2020, ICT provided 26,045 rides, and 104,151 revenue miles with the 11 ADA accessible vehicles in their fleet. ICT employs 2 full-time and 10 part-time staff.

Johnson County Seats

Johnson County SEATS, operated by Johnson County, provided 13,035 demand-response trips and 69,907 revenue miles of service to rural residents of Johnson County in FY2020. SEATS, whose drivers are unionized, employ 29 full-time and 27 part-time employees. SEATS operates 10 regional accessible vehicles from 8:30 a.m. to 4:30 p.m., Monday through Friday, servicing each rural community in the county three days a week.

In addition, SEATS provided 83,523 rides and 333,617 revenue miles of complementary paratransit service to the metropolitan areas of Iowa City, Coralville, North Liberty and University Heights in FY2020. SEATS operates 12 urban accessible vehicles from 6:00 a.m. to 10:30 p.m., Monday through Saturday. Eligibility for the complementary paratransit service in Iowa City, Coralville, North Liberty and University Heights, is determined by each transit system's ADA eligibility.

SEATS operates in a building shared with Johnson County Secondary Roads. The facility, located in Iowa City, has spacious administrative and meeting areas and an enclosed parking area for vehicles.

Jones County JETS

Jones County JETS is a department of Jones County and is governed by the Jones County Board of Supervisors. Located in Monticello, Iowa, Jones County JETS offers demand-response public transit services, Monday through Friday, 7:00 a.m. to 5:00 p.m. JETS rates are dependent on distance traveled.

In fiscal year 2020, JETS provided 20,264 general public rides and completed 213,917 revenue miles. Jones County JETS operates twelve accessible vehicles and employs 2 full-time and 13 part-time staff. JETS administrative office and bus storage is located in Monticello in a building constructed in 2018 which also has space for a wash bay and light maintenance.

Linn County LIFTS

Linn County LIFTS provided 17,721 demand-response trips and 105,217 revenue miles of service to rural residents of Linn County in fiscal year 2020. In addition, LIFTS provided 41,542 rides and 225,677 revenue miles of complementary paratransit service to metropolitan areas of Linn County. LIFTS, employs 22 full-time and 2 part-time staff, and LIFTS' drivers are unionized. LIFTS operates 11 regional vehicles with daily routes going to rural Linn County, Monday through Friday. LIFTS also operates 13 urban vehicles from 6:00 a.m. to 7:00 p.m., Monday through Friday, and 8:00 a.m. to 5:00 p.m. on Saturday. All of LIFTS' vehicles are accessible. The LIFTS facility, located in Cedar Rapids, includes administrative offices, a driver break room, office space for the Linn County mobility coordinator conference space, maintenance facility, indoor and outdoor parking for buses.

LIFTS provide complementary paratransit service on behalf of C.R. Transit in Cedar Rapids, Marion and Hiawatha. In Cedar Rapids, Marion, and Hiawatha, eligibility is determined by Cedar Rapids Transit's ADA eligibility process.

Washington County MINIBUS

Washington County Minibus provided 48,385 rides and 196,223 revenue miles to residents of Washington County in FY2020. Minibus is the only regional service provider that maintains nonprofit status. The Washington County Minibus organization is governed by a Board of Directors, whose membership includes representatives of area service organizations, elected officials, and local citizens. The Minibus Board oversees the operation, which includes 15 accessible vehicles and 22 employees (1 full time and 21 part-time). The Minibus facility includes administrative offices, maintenance bays and indoor parking for vehicles.

Minibus offers demand-responsive service, Monday through Friday, 7:00 a.m. to 5:00 p.m. Thursday 5:00 p.m. to 9:00 p.m. and Sunday 8:00 a.m. to 12:00 p.m. Fares are \$2.50 one-way for in-town rates and other rates are based on distance traveled. Minibus successfully pursued a one-cent local option sales tax to benefit transit service and receives 25 percent of the tax revenue received by the City of Washington. Minibus also receives annual contributions from Washington County and the city of Kalona.

River Bend Transit

In addition to Benton, Johnson, Jones, Iowa, Linn and Washington Counties, Cedar County is within ECICOG's planning area. River Bend Transit provides the public transportation service for Cedar County. River Bend Transit provides demand-response transit services to Cedar, Clinton, Muscatine, and Scott Counties. In FY2019 River Bend Transit (RBT) provided 3,307 demand-response trips and 18,889 revenue miles of service to Cedar County residents. RBT employs 8 full-time and 73 part-time staff. The two vehicles the RBT drivers operate in Cedar County remain in Cedar County in an effort to minimize costs.

The River Bend Transit facility has six maintenance bays, administrative offices, and centralized dispatching. They have 74 revenue vehicles in their fleet of vehicles. All these vehicles are ADA accessible. In rural areas, RBT serves a different portion of the county (which includes all of Cedar County) on a designated day, Monday through Friday. This process of providing service has been in place for several years. The cost of a round-trip ride is \$1.50 in town, \$3 for county service and \$6.50 for out of county service. On the trips RBT takes to a destination city, the \$6.50 fare pays for as many stops within that city that the rider needs to make. River Bend Transit has had and maintains a variety of contracts with schools and human services agencies.

CorridorRides Vanpool

Launched in October 2017, the CorridorRides vanpool program is available to anyone. The program is operated by Commute by Enterprise and provides users with a vehicle and coordination to find other passengers with similar origin and destinations. In FY2020 the vanpool program provided 18,275 rides and 159,661 revenue miles by fourteen vanpool groups. Vanpools can operate to and from any destination but can only receive a \$400/month subsidy from CorridorRides if the origin and destination are within their six-county transit region. As of 2020 the vanpool program operated 14 vehicles (Minivans and SUV's) and all existing vanpool groups had a destination of Johnson County, but originated in Linn, Washington, and Scott County. As of 2020 no vehicles were ADA accessible, but Enterprise is required to provide an accessible vehicle if requested by a member of the program.

380Express

As a joint effort between the Iowa DOT and ECICOG, the 380Express was launched in 2018 as a mitigation effort for commuters traveling the I-380Corridor between Cedar Rapids and Iowa City. Funding for the service was provided by the Iowa DOT as part of the major reconstruction of the I-80/I-380 Interchange which is anticipated to last until 2023. Windstar Lines, Inc was selected as the operator of the service, and as the operator they provide the buses, drivers, day to day operation of the service and handling customer support. Five motorcoaches are utilized for the service, which operates from approximately 5:00 AM to 9:00 PM Monday through Friday with three stops in the Cedar Rapids area, and three stops in Coralville/Iowa City. All motorcoaches used for the service are ADA accessible with a wheelchair lift, and have been utilized by a number of passengers with mobility challenges since the service began.

Urban Public Transportation Providers

The ECICOG region contains two urbanized areas surrounding the cities of Iowa City and Cedar Rapids. The Iowa City Metropolitan area is served by three transit systems: *Coralville Transit*, *Iowa City Transit* and the *University of Iowa CAMBUS*. All three systems operate ADA accessible, fixed routes that share a common transfer point in downtown Iowa City. Coralville also provides limited transit service on behalf of the City of North Liberty. Both Iowa City and Coralville contract with Johnson County SEATS for complementary paratransit service for elderly and persons with disabilities who cannot utilize fixed-route public transit. Iowa City and Coralville's buses are equipped with bike racks. The CAMBUS system provides paratransit with its own fleet of accessible vehicles.

The Cedar Rapids Metropolitan Area is serviced by *Cedar Rapids Transit*, which provides ADA accessible, fixed-route service within the cities of Cedar Rapids, Marion and Hiawatha. Cedar Rapids Transit also contracts with Linn County LIFTS to provide complementary paratransit service for elderly and persons with disabilities who cannot utilize fixed-route public transit in the metro area. C.R. Transit's service hours are 5:20 a.m. to 6:20 p.m., Monday through Friday and 8:25 a.m. to 4:15 p.m. on Saturday.

During the COVID-19 pandemic urban service providers reduced or modified the schedules of their services, and the return to pre-pandemic operations is uncertain as of the creation of this PTP.

Nonprofit Transportation Providers

Neighborhood Transportation Service Inc. is a demand responsive, Cedar Rapids-metro area service that operates during hours when C.R. Transit is not in service. Neighborhood Transportation Service (NTS) operates 6:30 p.m. – 6:00 a.m. Monday through Friday and Saturday after 5:00 p.m. and all-day Sunday. Trips are \$5 one-way. Generally, trips are limited to work, school, job training and work readiness programs. In addition to these trips NTS contracts with human service agencies to provide transportation to help meet agency needs. NTS currently operates a fleet of 11 buses and vans, of which three are accessible.

Volunteer Transportation Programs

Volunteer transportation programs provide transportation service to many elderly residents who live in the seven-county planning area. These programs provide transportation to healthcare appointments and, in a few counties, attempt to accommodate transportation for outpatient treatments. Aging Service Transportation is the sole volunteer transportation program that offers trips for groceries. The clients that utilize these programs are unable to ride on public transit vehicles because of physical restrictions or because of the need for one-on-one care to make the medical trip. Each program's administrative staff is either part-time or volunteer. Each of the volunteer transportation programs has an extensive volunteer driver pool that utilizes their personal vehicles for the cause. Programs can offer various mileage reimbursement rates. Many volunteer services paused or suspended their services during the COVID-19 pandemic and their status for resuming services is uncertain. Unless stated otherwise, all volunteer programs utilize vehicles owned by individual volunteers, which fluctuate based on availability and demand and are not ADA accessible.

Aging Services Volunteer Transportation

Aging Services Transportation Program is a piece of a larger volunteer program at Aging Services, which is designed to help older adults remain in their own homes. Volunteer drivers provide rides to medical appointments and food sites to elderly in Cedar Rapids, Marion and Hiawatha. Rides from smaller Linn County communities are accommodated if a volunteer lives in the same community. Aging Services Volunteer Transportation program receives funds from United Way of East Central Iowa and Heritage Area Agency on Aging (AOA)

Benton County Volunteer Transportation

Benton County Volunteer Transportation Program is also a part of a larger volunteer coordination effort in Benton County. Benton County Volunteers have offices in Belle Plaine and Vinton with a part-time coordinator at each site. Benton County Volunteer Program receives funding from Benton County, United Way of East Central Iowa, City of Vinton, City of Urbana, Belle Plaine Project Group, Heritage Area Agency on Aging and Lincoln Way Corporation.

Solon Senior Advocates

Solon Senior Advocates offers a variety of services to Solon residents, including volunteer transportation. This program owns and operates a non-ADA accessible van that is used to take residents to senior dining sites, to appointments and on sponsored pleasure trips. Solon Senior Advocates struggles to recruit drivers who will drive the van. They have one volunteer to organize trips, rides, and volunteer drivers.

Southeast Linn Community Center

Southeast Linn Community Center offers volunteer transportation services to citizens in Mount Vernon and Lisbon. This service is available to residents who are 60 and older who need transportation to medical appointments in Cedar Rapids or Iowa City. Coordinating the volunteer transportation is one duty of a full-time staff at the community center. Southeast Linn funds their transportation program by grants from Heritage Area Agency on Aging.

American Cancer Society

The American Cancer Society Road to Recovery Program is a Curbside-to-curbside transportation service that offers free rides to cancer patients to and from their cancer-related treatments. Transportation provided by volunteers. Rides are approved based-on the availability of volunteers. Minimum of three business days' notice is required. Patients must be ambulatory. Patients should request a ride by calling 1-800-227-2345. As of March 2021, this program has been suspended due to COVID-19 safety concerns but hopes to resume operations when feasible.

United Way of Johnson and Washington Counties

Retired Senior Volunteer Program (RSVP) is a medical transportation program providing rides to seniors and disabled adults who have no other means of getting to medical appointments. Service is free and facilitated by the United Way of Johnson and Washington Counties. All transportation is provided by volunteers using their own vehicles for transportation, have a good driving record, a valid

driver's license, and verified auto insurance. One-week advance notice is helpful to coordinate volunteers. Rides are based on volunteer availability.

Private Transportation Providers and Taxi Cabs

Various private transportation providers exist within the region; the following is a substantially complete, yet not exhaustive, list of those providers. Many providers exist in the urban areas of Cedar Rapids and Iowa City, and serve a small niche population, while the providers listed here serve the greater region.

Taxicab Companies

In the past five years taxicab providers in the region have dramatically reduced, due in large part to the prevalence of rideshare network growth.

Linn County Based

American Class Taxi (6 vehicles)

Master Cab of C.R. (3 Vehicles)

Yellow Cab (Contracts with Independent Drivers)

Johnson County Based

Ben Ten Taxicab (2 vans)

Yellow Cab of Iowa City (9 vans, 8cars)

Private Transportation Providers

Advanced Medical Transport is a transportation provider specializing in medical transportation with a fleet of cars, vans, and ambulances that provide scheduled transportation from basic life support to critical care. Service is based in Johnson County but can be provided across the state.

Monticello Wheelchair Van is based in Jones County and is dispatched by Monticello Ambulance Service. Wheelchair van service (ADA accessible transportation) is available to residents of Jones County and surrounding counties who need transportation to medical appointments.

Riders Club of Iowa is a for-profit transportation provider that utilizes volunteer drivers. Riders Club of Iowa will provide transportation within the Cedar Rapids metro area, 24 hours a day, 7 days a week. There is an annual fee and prepaid cost per destination (~\$5). Riders must be 55 years of age or older.

SouthEast Wheelchair Vans are operated by SouthEast Ambulance Service, which has offices in Cedar Rapids and Iowa City. SouthEast Ambulance Service provides patient transportation by ground or air ambulance from basic to critical care transports and everything in between. This service operates wheelchair vans or ADA accessible vans 24 hours a day and 7 days a week. All vehicles are oxygen equipped. SouthEast Ambulance Service is a Medicaid and Medicaid Waiver transportation provider.

Special K's Transportation provides an invaluable on-demand service for residents in the region. Special K's operates a 7-vehicle, all ADA accessible fleet out of Linn County. Transportation is available 24 hours a day, seven days a week and on holidays by appointment. Special K's will transport individuals and groups and can transport clients anywhere in Iowa.

Yellow Transport has three accessible vans and operates under the umbrella company Yellow Cab of IC.

CARE Ambulance offers all levels ambulance service and secure car transfers. CARE Ambulance also provides transportation for individuals with wheelchairs to and from doctors' appointments, scheduled appointments and more. Able to provide services for individuals up to 600 lbs. Services are provided 24 hours a day and most days of the year, including holidays if drivers and fleet are available. Accepts private pay by cash, check, or charge. Payment due at time of pick-up in person or over the phone.

Rapid Run Logistics LLC is a Non-Emergency Medical Transportation provider who also accepts private pay trips. General service area includes the counties of Johnson, Linn, Black Hawk and Dubuque but will travel outside of those areas if drivers and fleet are available. Rapid Run Logistics typically provides service 6am – 8pm Sunday – Thursday and Fridays 6am -6pm. Service requests outside of typical hours, including holidays can be accommodated for an additional charge negotiated at the time of service. 72 hours advance notice is appreciated when requesting service however same day trips can be provided when possible.

Compassion Home Health Services includes ADA compliant vehicles providing rides for non-emergency medical trips, work, shopping and errands, airport shuttle service and more. Regular trips between Cedar Rapids and Iowa City are available and other inter-city trips within a 50-mile radius are possible.

Norse Transport operates Non-emergency wheelchair accessible transportation in the Cedar Rapids area. Vans are equipped with the latest 7-point safety restraint systems, on-board GPS, wheelchairs, and oxygen system.

To the Rescue offers service during Weekdays and limited rides weekends and holidays by appointment. Wheelchairs and ambulatory transportation provided to individuals with any need. To The Rescue is a full-service home health care company with well-trained staff to assist a wide range of needs.

Human Service Transportation

ARC of East Central Iowa

ARC of East Central Iowa's service covers eight counties in Iowa. Their focus is to deliver programs to disabled persons and families. They own and operate one minivan that is used for staff and consumers daily and one 10-12 passenger, ADA accessible bus that is used daily in the summer and on weekends during school year. ARC also occasionally makes use of an older conversion van.

Boys and Girls Club

Boys and Girls Club is an agency that provides programs and services that promote and enhance the development of boys and girls while instilling a sense of competence, usefulness, belonging and influence. There are four clubs in the Cedar Rapids metro area that share two 10-passenger vehicles. The vehicles are not accessible.

Case-Worker-Provided Transportation

Case Worker-Provided Transportation is a common practice within the human service field in the region. Case workers and case managers provide transportation to clients in their personal vehicles.

Discovery Living, Inc.

Discovery Living, Inc. provides community living support services for adult men and women whose primary disability is intellectual disability. Discovery Living, Inc. provides this service in all ECICOG counties except Johnson. Discovery Living, Inc. operates 25 vehicles, 2 that are ADA accessible.

Medicaid Transportation (Access 2 Care)

The Medicaid Transportation benefit is available to Iowa's Medicaid recipients who are receiving medical care outside the community in which they live. This benefit allows access to thousands of Iowans who would otherwise not have the ability to get to medical care. As mentioned above, all seven public transit providers within ECICOG's planning area are Medicaid Transportation Providers by contracting with Access 2 Care, the for-profit, authorized Medicaid Transportation brokerage for the state of Iowa.

Neighborhood Transportation Service, Inc.

Neighborhood Transportation Service, Inc.'s primary service is to work, school, job training and work readiness programs over nighttime and weekend hours. NTS' hours of (primary) operation coupled with NTS' mission to serve the community, make them an invaluable asset for human service agencies as they attempt to fulfill their clients' broad transportation needs. NTS is currently contracting with REM Sheltered Workshop, Milestones Adult Day Care, Jane Boyd After School Program, Jane Boyd Pre-School Program, Four Oaks The Bridge, Coe Friends, Heart of Iowa (ASAC Transitional Housing), Witwer Senior Center, ARC Summer Day Program, and HACAP. NTS' approachability and flexibility make them a primary participant in the coordination effort.

Veterans Affairs

The Iowa City-based DAV provides service to more than 184,000 vets in 56 counties in Eastern Iowa and Western Illinois. Within each of these 56 counties is a county veterans' office. Many of these county veterans' offices have purchased vehicles and provide volunteer drivers to help vets in their respective county access health care at the VA in Iowa City. A DAV administrative staff coordinates this transportation to Iowa City for vets by utilizing vehicles owned by 23 county veteran offices. None of these vans are accessible. Within the region, veterans in two counties have access to such a benefit, in Linn County and Jones County. The Linn County Veterans' Office owns and operates vehicles that transport vets to Iowa City every day. Jones County Veterans' Office has made arrangements for their members can be picked up by Dubuque County's vehicle on their way to Iowa City. This service is free to the veteran and continues to function with strong volunteer support.

Care Center Transportation

Many care centers own and operate vehicles throughout the region, with a higher concentration in the urban areas of Cedar Rapids and Iowa City. Some of the centers have activity directors whose job description includes operating the vehicle, while others have other staff or volunteers who operate the vehicles. Many care also use public & private transportation systems to meet their residents' transportation needs. A comprehensive inventory and listing of all care centers and their privately owned vehicles throughout the region were not made available, and often fluctuates year-to-year based on operating decisions of each facility.

Employment Transportation and Ridesharing Programs

The providers below were requested to report both annual number of rides and annual revenue miles. Where providers were willing and able to provide this information, it is listed below in the provider description. If this information is not listed, the provider was unable or unwilling to supply the information.

University of Iowa Employee Van Pool

The van pool program is for University of Iowa employees only. Each rider pays a fee, lower than parking fees, to participate. Since the user-fee does not cover the full cost of the program, the University subsidizes 1/3 of the costs. The program utilizes both 15-passenger and 7-passenger vans. Vehicles are leased through the University's Fleet Services which also performs all the maintenance work. Vanpool drivers have their van fees waived.

In 2020 the program averaged 79 vans with 454 members. The vans traveled over 1.2 million miles with an average round trip of 61 miles. The vans currently serve Ainsworth, Amana, Cedar Rapids, Clarence, Columbus Junction, Conesville, Davenport, Hiawatha, Homestead, Kalona, Keota, Marengo, Marion, Mt. Pleasant, Mt. Vernon, Muscatine, North English, Olds, Parnell, Riverside, Shueyville, Solon, Tipton, Washington, Wellman, West Branch, West Liberty, and Williamsburg. Currently, the vehicles are not ADA accessible.

Iowa Rideshare

lowarideshare.org is a free statewide ridesharing platform meant to match people seeking carpool and ridesharing. The service was launched by the Iowa DOT in 2017 and has seen steady use. In Region 10, users of the platform view a customized landing page (CorridorRides) if they enter a zip code within the regional boundaries but utilize the same technology and have access to all users within the statewide database.

Uber & LYFT

Uber and LYFT are Transportation Network Companies (TNC) that have grown tremendously in popularity and use in recent years. Both companies rely on drivers utilizing their own vehicles to provide rides through a smartphone app, and rates vary based on time of day and distance traveled. Levels of service are highest in the dense metropolitan areas of Iowa City and Cedar Rapids but service is available throughout the entire state. Operating statistics for the region by these companies were not provided.

School Districts

Thirty school districts are located within the region. Each school district operates independently with its own fleet of vehicles, and each district accommodates students with disability needs. Information on total number of vehicles for each district was not available. Below is a summary of the operating statistics.

| 2019-2020 Annual Transportation Data for Iowa Public Schools | | | | | | | |
|--|-----------------|------------------|------------------------|----------------------------|--------------------------------|-------------------|-----------------------|
| District Name | Enrollment | Miles | Net Operating Cost | Ave # Students Transported | Ave Cost per Pupil Transported | Ave Cost Per Mile | District Square Miles |
| Alburnett | 511.8 | 33,188 | \$372,199.29 | 419.0 | \$888.30 | \$11.21 | 65 |
| Anamosa | 1,297.8 | 72,978 | \$399,284.66 | 642.0 | \$621.94 | \$5.47 | 134 |
| Belle Plaine | 484.3 | 31,813 | \$196,462.39 | 196.0 | \$1,002.36 | \$6.18 | 105 |
| Benton | 1,522.3 | 267,999 | \$885,611.63 | 1,503.0 | \$589.23 | \$3.30 | 331 |
| Cedar Rapids | 16,830.7 | 587,084 | \$5,311,904.54 | 5,433.0 | \$977.71 | \$9.05 | 121 |
| Center Point-Urbana | 1,346.6 | 58,876 | \$322,302.87 | 792.0 | \$406.95 | \$5.47 | 91 |
| Central City | 461.9 | 35,658 | \$120,691.79 | 302.0 | \$399.64 | \$3.38 | 77 |
| Clear Creek Amana | 2,488.7 | 220,269 | \$1,025,065.60 | 2,047.0 | \$500.76 | \$4.65 | 162 |
| College | 5,194.1 | 422,906 | \$2,338,559.19 | 4,665.0 | \$501.30 | \$5.53 | 137 |
| English Valleys | 474.7 | 143,233 | \$251,214.53 | 272.0 | \$923.58 | \$1.75 | 130 |
| Highland | 620.9 | 52,416 | \$253,752.15 | 479.0 | \$529.75 | \$4.84 | 130 |
| Iowa City | 14,567.3 | 386,188 | \$2,446,818.35 | 4,847.0 | \$504.81 | \$6.34 | 133 |
| Iowa Valley | 532.5 | 37,265 | \$184,621.19 | 145.0 | \$1,273.25 | \$4.95 | 105 |
| North Cedar | 747.8 | 156,045 | \$373,623.16 | 516.0 | \$724.08 | \$2.39 | 209 |
| Linn-Mar | 7,675.5 | 251,552 | \$2,076,312.80 | 3,881.0 | \$534.99 | \$8.25 | 63 |
| Lisbon | 638.4 | 39,069 | \$180,220.32 | 195.0 | \$924.21 | \$4.61 | 48 |
| Lone Tree | 368.8 | 26,084 | \$105,888.33 | 111.0 | \$953.95 | \$4.06 | 96 |
| Marion Independent | 1,910.9 | 54,626 | \$315,336.40 | 524.0 | \$601.79 | \$5.77 | 4 |
| Midland | 520.2 | 84,351 | \$428,902.96 | 464.0 | \$924.36 | \$5.08 | 215 |
| Mid-Prairie | 1,276.3 | 157,440 | \$725,244.57 | 453.0 | \$1,600.98 | \$4.61 | 237 |
| Monticello | 951.0 | 77,114 | \$245,244.65 | 401.0 | \$611.58 | \$3.18 | 190 |
| Mount Vernon | 1,108.3 | 50,243 | \$195,804.27 | 372.0 | \$526.36 | \$3.90 | 76 |
| North Linn | 600.4 | 61,624 | \$280,945.83 | 287.0 | \$978.91 | \$4.56 | 151 |
| Olin Consolidated | 225.0 | 32,309 | \$155,913.14 | 98.0 | \$1,590.95 | \$4.83 | 84 |
| Solon | 1,395.9 | 52,124 | \$315,309.10 | 932.0 | \$338.31 | \$6.05 | 110 |
| Springville | 384.4 | 25,880 | \$114,630.73 | 56.0 | \$2,046.98 | \$4.43 | 58 |
| Tipton | 872.7 | 51,828 | \$353,117.74 | 481.0 | \$734.13 | \$6.81 | 138 |
| Vinton-Shellsburg | 1,522.0 | 98,723 | \$411,118.97 | 562.0 | \$731.53 | \$4.16 | 235 |
| Washington | 1,703.3 | 69,735 | \$468,444.08 | 360.0 | \$1,301.23 | \$6.72 | 208 |
| West Branch | 754.1 | 42,643 | \$262,692.20 | 279.0 | \$941.55 | \$6.16 | 123 |
| Williamsburg | 1,137.7 | 108,459 | \$484,215.96 | 412.0 | \$1,175.28 | \$4.46 | 202 |
| Totals & Averages: | 70,126.3 | 3,789,722 | \$21,601,453.39 | 32,126.0 | \$672.40 | \$5.70 | 4,168 |

*Source: Iowa Department of Education

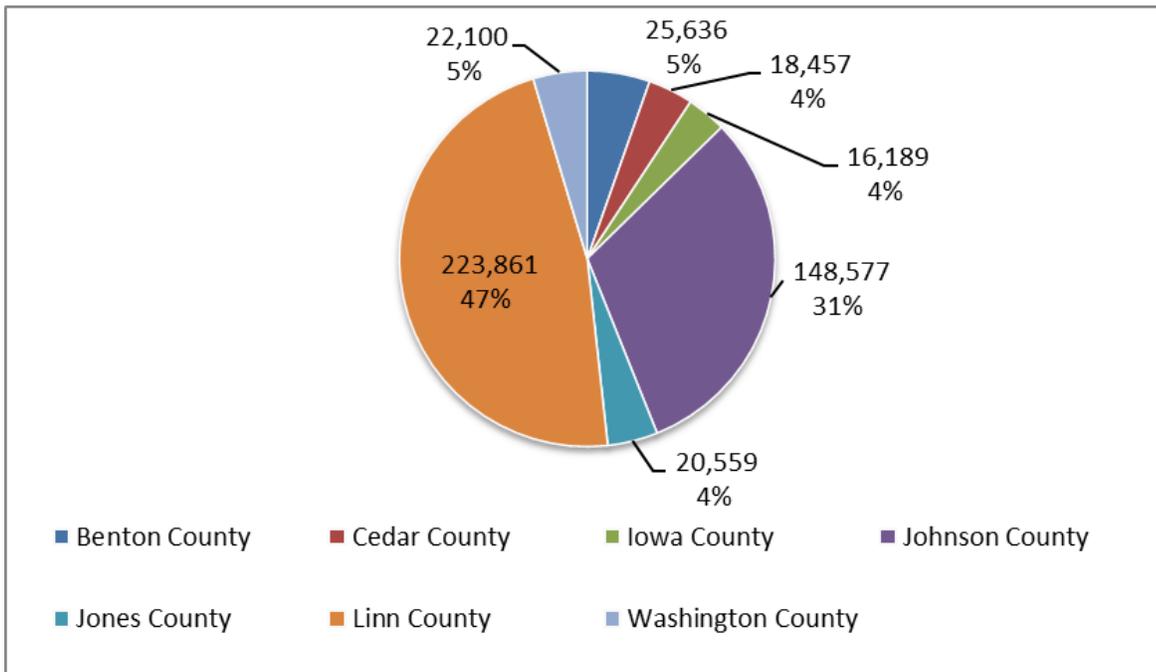
Section 3: Transportation Needs and Coordination

The demographic and specifically socio-economic characteristics of the ECICOG region directly impact the passenger needs assessment. Characteristics such as age, disability status, income, commute, veterans' status, and others, all affect the accessibility of transportation to individuals as well as the types of destinations that are in greatest demand.

Overview of Demographics

According to the 2015 - 2019 Census American Community Survey Data, the total population in the ECICOG region was 475,379. Nearly half (47%) of the region's total population resides in Linn County, and slightly less than one third (31%) is in Johnson County. The remaining five rural counties are home to between 4% and 6% population each, with Iowa County being the least populous at 16,189 people and Benton County being the most populous rural county with 25,636 residents.

Figure 1: Regional Population Distribution



The ECICOG region is one of the fastest growing regions in the state. The metropolitan counties have historically experienced a larger rate of growth than the rural counties, due to a migration to urban areas that has occurred over the past several decades. The following demographic information from the 2015 - 2019 American Community Survey includes general population characteristics, social characteristics, employment characteristics and commuting characteristics for the seven-county service area. These characteristics were used as a starting point for passenger transportation planning. Of particular interest are the number of residents aged 65 and over, the number of persons with a disability, the number of households without a car, and the number of persons living below the poverty level. These subsets of the population tend to be transit dependent or have a greater need for public transit services.

Not captured in the data tables is the recent increase in people forced to work from home due to COVID-19 and the potential increase of more employers transitioning or allowing work from home permanently, which may not be fully known until after the pandemic has subsided.

Table 1: Benton County Demographics

| Benton County Population | | |
|--|--------|--------|
| Total Population | 25,636 | 100.0% |
| Under 5 years of age | 1,575 | 6% |
| Ages 5 to 15 | 1,840 | 7% |
| Age 16-64 | 16,076 | 62% |
| Age 65 to 84 | 3,978 | 15% |
| Age 85 and over | 653 | 2% |
| Means of Transportation to Work (ages 16 and over) | | |
| Car, truck, van – drove alone | 11,080 | 84% |
| Car, truck, van – carpooled | 97 | 1% |
| Public transportation (excluding taxi) | 34 | 1% |
| Walked | 429 | 3% |
| Taxicab, motorcycle, bicycle, other means | 65 | 1% |
| Worked at home | 561 | 4% |
| Poverty status in the Past 12 Months | | |
| Persons below 149% of poverty level | 1,589 | 6.2% |
| Disability status for the Non-institutionalized Population 5 years and over | | |
| With any disability | 2,832 | 11% |
| Vehicles Available in Household | | |
| No vehicle available | 408 | 4% |

Table 2: Cedar County Demographics

| Cedar County Population | | |
|--|--------|--------|
| Total Population | 18,457 | 100.0% |
| Under 5 years of age | 922 | 5% |
| Ages 5 to 15 | 2,536 | 14% |
| Age 16-64 | 11,446 | 62% |
| Age 65 to 84 | 3,010 | 16% |
| Age 85 and over | 543 | 3% |
| Means of Transportation to Work (ages 16 and over) | | |
| Car, truck, van – drove alone | 7,879 | 83% |
| Car, truck, van – carpooled | 585 | 6% |
| Public transportation (excluding taxi) | 39 | 1% |
| Walked | 429 | 3% |
| Taxicab, motorcycle, bicycle, other means | 65 | 1% |
| Worked at home | 561 | 4% |
| Poverty status in the Past 12 Months | | |
| Persons below 149% of poverty level | 683 | 4% |
| Disability status for the Non-institutionalized Population 5 years and over | | |
| With any disability | 1,911 | 10% |
| Vehicles Available in Household | | |
| No vehicle available | 218 | 3% |

Table 3: Iowa County Demographics

| Iowa County Population | | |
|--|--------|--------|
| Total Population | 16,189 | 100.0% |
| Under 5 years of age | 948 | 6% |
| Ages 5 to 15 | 2,131 | 13% |
| Age 16-64 | 10,126 | 63% |
| Age 65 to 84 | 2,554 | 16% |
| Age 85 and over | 430 | 3% |
| Means of Transportation to Work (ages 16 and over) | | |
| Car, truck, van – drove alone | 6,757 | 80% |
| Car, truck, van – carpooled | 920 | 11% |
| Public transportation (excluding taxi) | 5 | 1% |
| Walked | 222 | 3% |
| Taxicab, motorcycle, bicycle, other means | 134 | 3% |
| Worked at home | 394 | 5% |
| Poverty status in the Past 12 Months | | |
| Persons below 149% of poverty level | 1,230 | 8% |
| Disability status for the Non-institutionalized Population 5 years and over | | |
| With any disability | 1,901 | 12% |
| Vehicles Available in Household | | |
| No vehicle available | 217 | 3% |

Table 4: Johnson County Demographics

| Johnson County Population | | |
|--|---------|--------|
| Total Population | 148,577 | 100.0% |
| Under 5 years of age | 8,844 | 6% |
| Ages 5 to 15 | 16,537 | 11% |
| Age 16-64 | 106,386 | 72% |
| Age 65 to 84 | 14,629 | 10% |
| Age 85 and over | 2,181 | 1% |
| Means of Transportation to Work (ages 16 and over) | | |
| Car, truck, van – drove alone | 56,990 | 69% |
| Car, truck, van – carpooled | 7,538 | 9% |
| Public transportation (excluding taxi) | 4,685 | 6% |
| Walked | 6,947 | 8% |
| Taxicab, motorcycle, bicycle, other means | 2,663 | 3% |
| Worked at home | 2,847 | 4% |
| Poverty status in the Past 12 Months | | |
| Persons below 149% of poverty level | 10,400 | 7% |
| Disability status for the civil Non-institutionalized Population 5 years and over | | |
| With any disability | 10,656 | 7% |
| Vehicles Available in Household | | |
| No vehicle available | 4,349 | 7% |

Table 5: Jones County Demographics

| Jones County Population | | |
|--|--------|--------|
| Total Population | 20,559 | 100.0% |
| Under 5 years of age | 1,034 | 5% |
| Ages 5 to 15 | 2,591 | 13% |
| Age 16-64 | 12,790 | 62% |
| Age 65 to 84 | 3,438 | 17% |
| Age 85 and over | 706 | 3% |
| Means of Transportation to Work (ages 16 and over) | | |
| Car, truck, van – drove alone | 7,360 | 77% |
| Car, truck, van – carpooled | 897 | 9% |
| Public transportation (excluding taxi) | 23 | 1% |
| Walked | 343 | 4% |
| Taxicab, motorcycle, bicycle, other means | 111 | 1% |
| Worked at home | 880 | 9% |
| Poverty status in the Past 12 Months | | |
| Persons below 149% of poverty level | 1,131 | 6% |
| Disability status for the Non-institutionalized Population 5 years and over | | |
| With any disability | 2,318 | 11% |
| Vehicles Available in Household | | |
| No vehicle available | 443 | 5% |

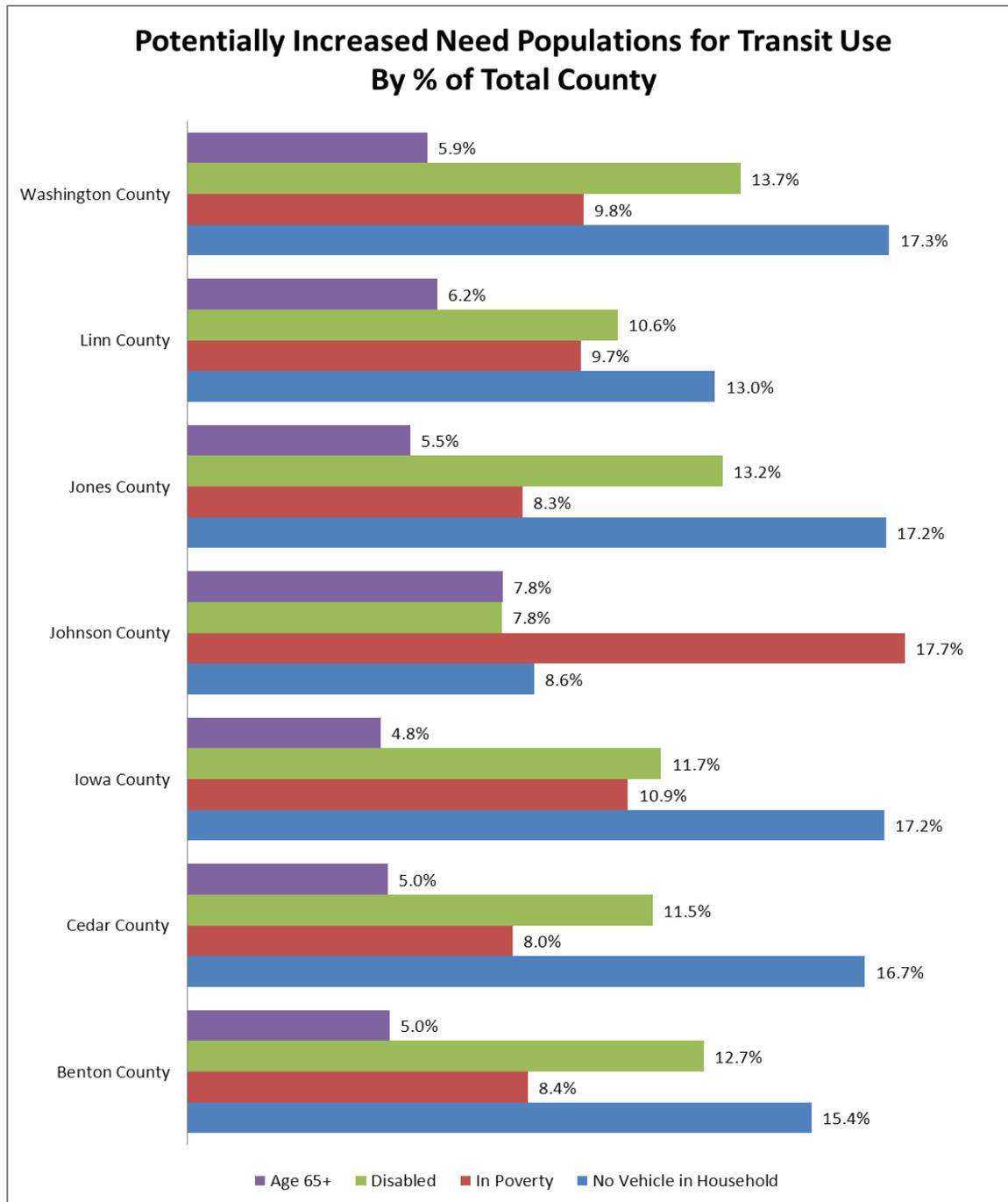
Table 6: Linn County Demographics

| Linn County Population | | |
|--|---------|--------|
| Total Population | 223,861 | 100.0% |
| Under 5 years of age | 14,110 | 6% |
| Ages 5 to 15 | 29,361 | 13% |
| Age 16-64 | 174,265 | 78% |
| Age 65 to 84 | 29,838 | 13% |
| Age 85 and over | 4,934 | 2% |
| Means of Transportation to Work (ages 16 and over) | | |
| Car, truck, van – drove alone | 100,148 | 85% |
| Car, truck, van – carpooled | 8,616 | 7% |
| Public transportation (excluding taxi) | 700 | 1% |
| Walked | 2,074 | 2% |
| Taxicab, motorcycle, bicycle, other means | 1,293 | 1% |
| Worked at home | 4,477 | 4% |
| Poverty status in the Past 12 Months | | |
| Persons below 149% of poverty level | 15,894 | 7% |
| Disability status for the Non-institutionalized Population 5 years and over | | |
| With any disability | 22,714 | 10% |
| Vehicles Available in Household | | |
| No vehicle available | 4,476 | 5% |

Table 7: Washington County Demographics

| Linn County Population | | |
|--|--------|--------|
| Total Population | 22,100 | 100.0% |
| Under 5 years of age | 1,491 | 7% |
| Ages 5 to 15 | 2,981 | 13% |
| Age 16-64 | 13,487 | 61% |
| Age 65 to 84 | 3,392 | 15% |
| Age 85 and over | 749 | 3% |
| Means of Transportation to Work (ages 16 and over) | | |
| Car, truck, van – drove alone | 8,461 | 77% |
| Car, truck, van – carpooled | 1,179 | 11% |
| Public transportation (excluding taxi) | 34 | 1% |
| Walked | 421 | 4% |
| Taxicab, motorcycle, bicycle, other means | 212 | 2% |
| Worked at home | 704 | 6% |
| Poverty status in the Past 12 Months | | |
| Persons below 149% of poverty level | 1,790 | 8% |
| Disability status for the Non-institutionalized Population 5 years and over | | |
| With any disability | 2,590 | 11.7% |
| Vehicles Available in Household | | |
| No vehicle available | 406 | 5% |

Figure 3: Identified groups with increased likelihood of needing transit services

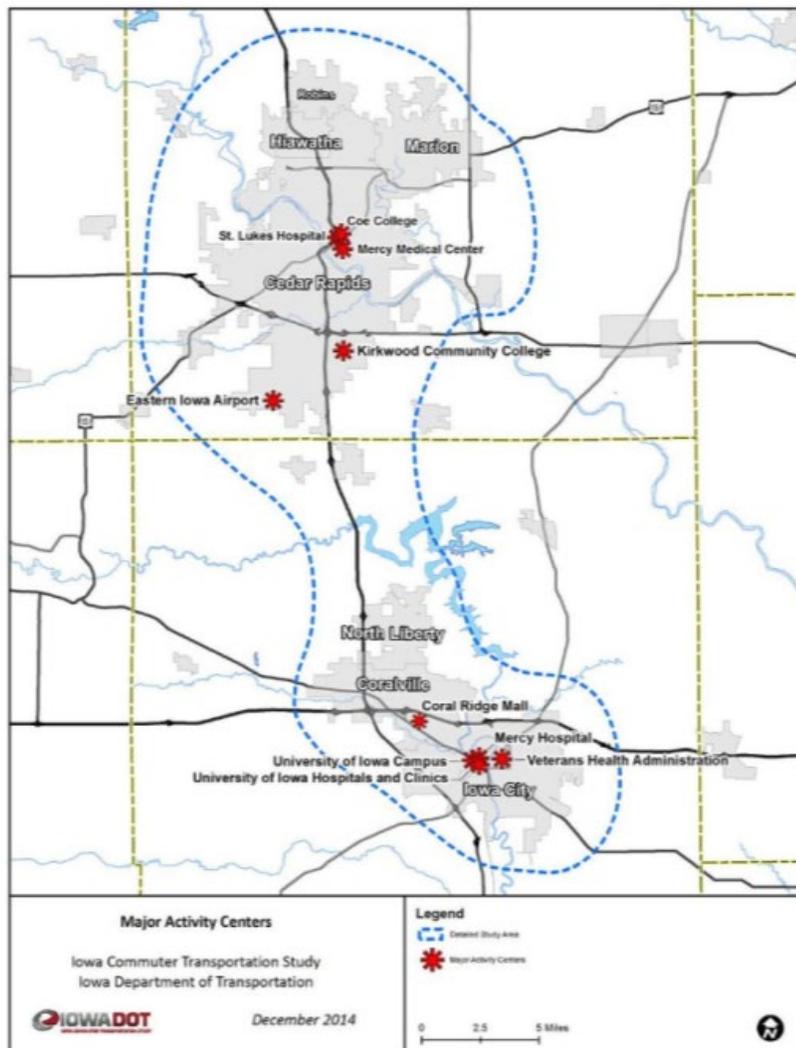


Not reflected in this ACS data is the number of people working from home due to COVID-19 and the shift in employer and employee attitudes about working from home. More study on this issue is needed to gain an understanding of the shift and long term affects this has on needs for employment transportation.

Activity Centers

The nature of regional public transportation in the seven counties contained in this plan is based on demand-response and subscripitive route transportation models – meaning public transit providers pick up passengers at their origin point and deliver them directly to their destination. Fixed route public transit providers (with designated bus routes and stops) operate only in the urban areas. Therefore, the regional transportation system in rural areas tends to serve major activity centers throughout the region. Figure 4 below was developed from the Iowa Commuter Transportation Study to highlight ten of the major activity centers in the region, and all locations are found in the metro areas of Cedar Rapids and Iowa City. This demonstrates that most trips associated with major activity centers in the region will have an origin inside one of the two metro areas.

Figure 4: Major Activity centers

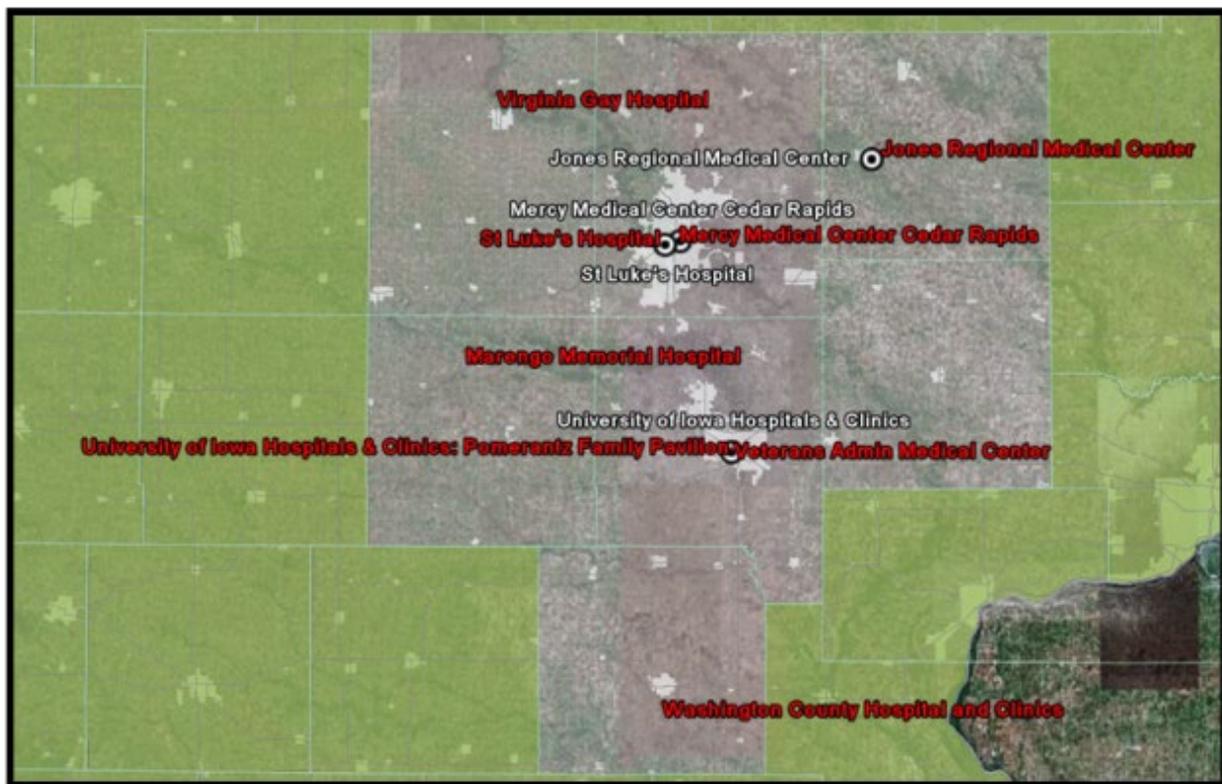


Transportation to medical services and appointments is a common function of CorridorRides and other transit providers operating the region. Availability of specific medical services varies substantially across the region, with a wider variety of services offered in the Cedar Rapids and Iowa City metro

areas, and very few services offered in the most rural areas and Cedar County in particular. Specialty health care services found in Iowa City (University Hospitals and the VA Health Center) and Cedar Rapids attract people from the entire region and even across the state.

Hospitals are located in Vinton (Benton County), Cedar Rapids (Linn County), Anamosa (Jones County), Marengo (Iowa County), Iowa City (Johnson County) and Washington (Washington County). In addition to CorridorRides transit providers, transportation to these sites is provided by numerous private and non-profit providers, as well as other public transit systems that routinely travel to the major healthcare centers on at least a weekly basis.

Figure 5: Regional Hospitals and Wound Care Clinics



Not all communities or counties within the ECICOG region have medical facilities capable of providing specialized treatments such as wound care, chemotherapy, radiation or dialysis. As a result, medical transportation frequently requires longer trips that take the client outside of the county of ride-origination. On the map above, hospitals are displayed in red and wound care centers are shown in white. Note that there are no hospitals in Cedar County, and no wound care sites in Cedar, Benton, Iowa or Washington Counties.

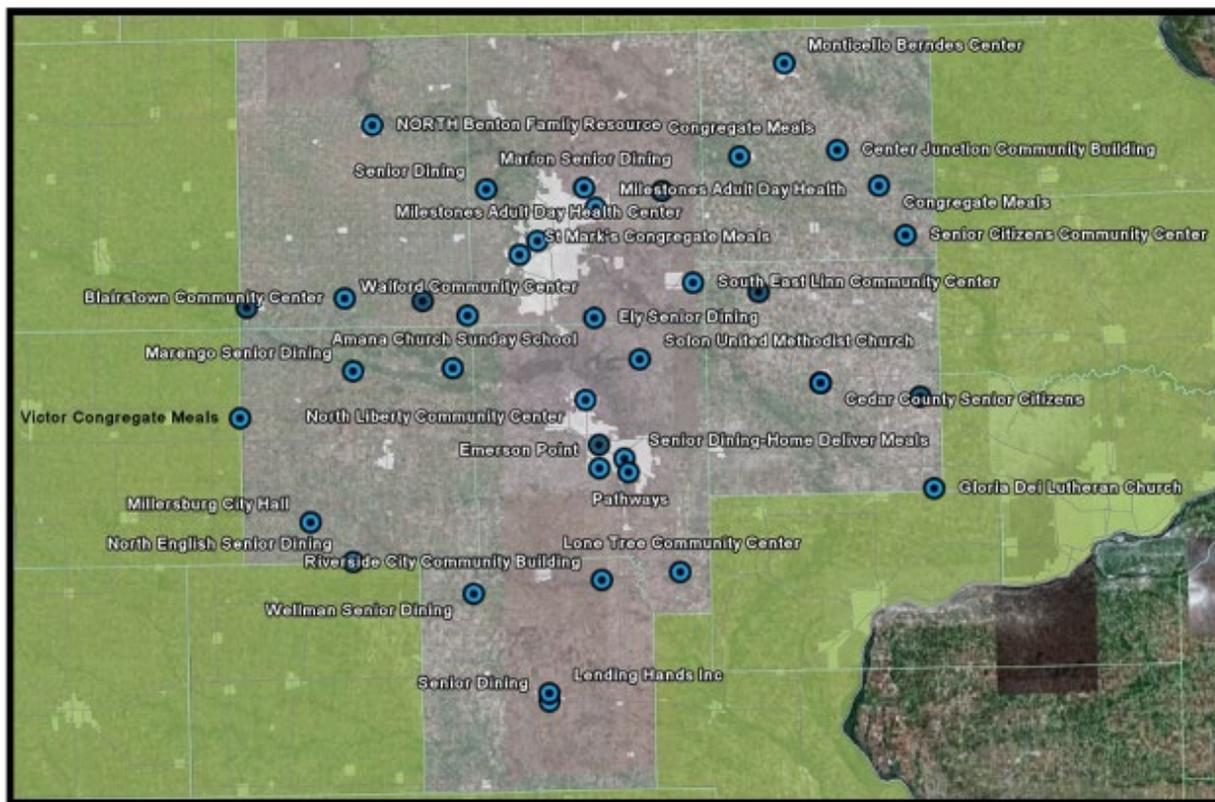
Figure 6: Regional Chemotherapy/Radiation and Dialysis



The map above displays the chemotherapy/radiation centers (shown in purple) and the dialysis sites (shown in blue) in the region. Note that the chemotherapy/radiation centers are only located in Cedar Rapids and Iowa City, which means that many clients have long and potentially costly trips associated with receiving this type of treatment. Because of both the frequency of dialysis treatment as well as the length of time required to complete one treatment, transportation to dialysis centers is a critical service offered by CorridorRides and other providers. Similarly, chemotherapy and radiation are treatments that also require frequent trips to medical facilities.

Not all medical trips require transportation to locations displayed on one of the above maps. Multiple communities within the region have at least one doctor's office, and healthcare transportation was often listed on the most-frequent-stops identified by CorridorRides transit providers.

Figure 7: Senior Dining Sites



Thirty-nine senior dining sites have been identified and mapped within the region. The majority of trips associated with senior dining require in town transportation, often provided by CorridorRides transit providers, nonprofit agencies, or volunteer transportation services. Many communities also have informal carpool arrangements where individuals transport neighbors or friends who no longer drive to the senior dining sites.

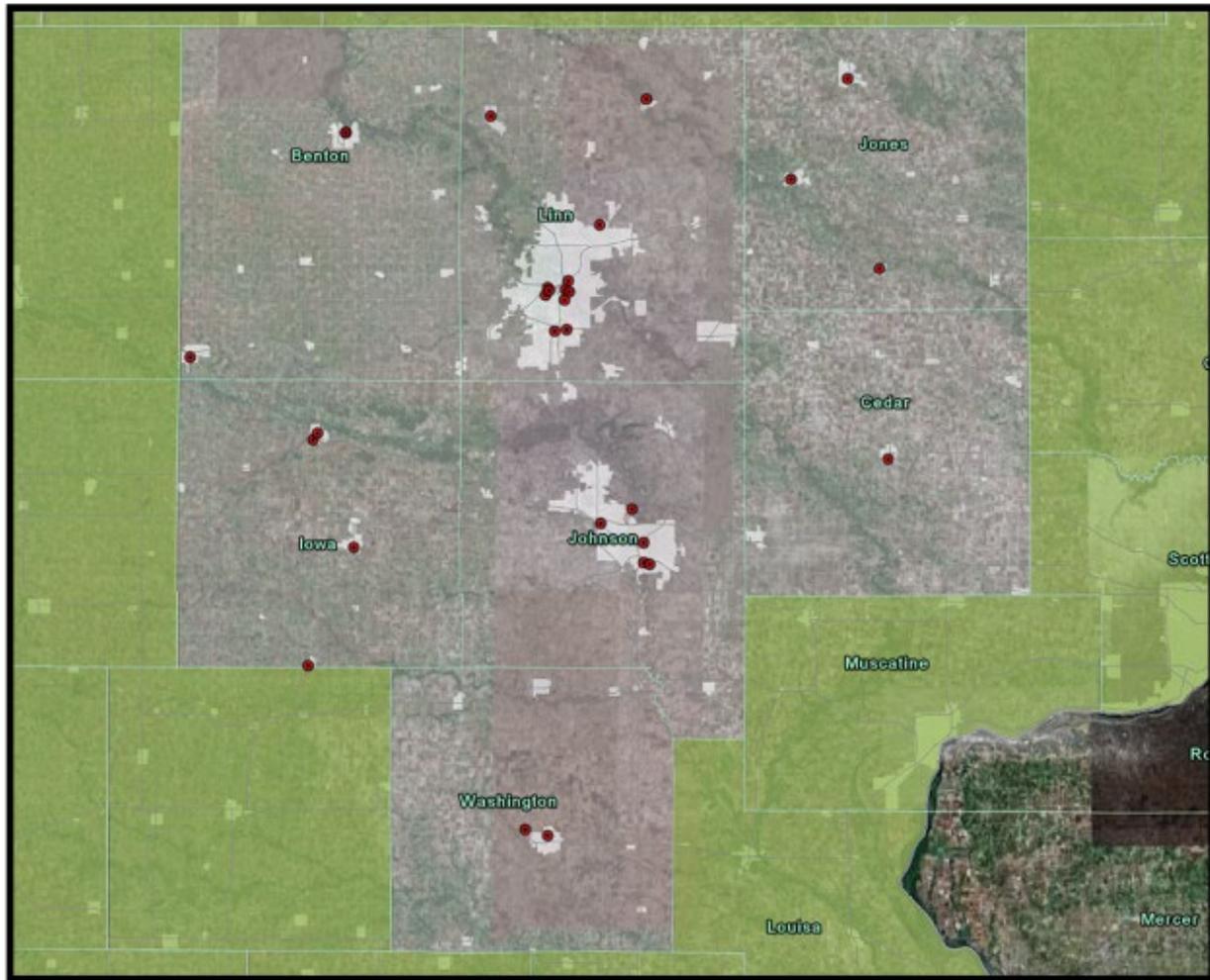
Transportation to grocery shopping sites is also an important service. Many of the communities within the region do not have grocery stores or have small convenience stores that may not meet all of the food and household supply needs of the community. Many residents must be transported outside of their community to shop for these goods, and in some cases, the nearest grocery may be in a neighboring county. Several communities in the region also offer farmers markets, and transportation to these sites poses an additional scheduling challenge in that many of the farmers markets are in the evenings or on weekends, and non-peak transportation service may not be available to all residents, particularly those in more rural areas.

Transportation Related to Children

The identified transportation needs of children are primarily related to education and childcare. Numerous preschool programs exist across the region, and several CorridorRides transit providers noted that the demand for transportation to programs such as Head Start and pre-schools is generally increasing. Transportation to Head Start locations pose particular challenges for the transit operators such as setting policy on how to contract for the service (either with the parent or with Head Start), how frequently to bill for the service, what to do with a child whose service fees are substantially

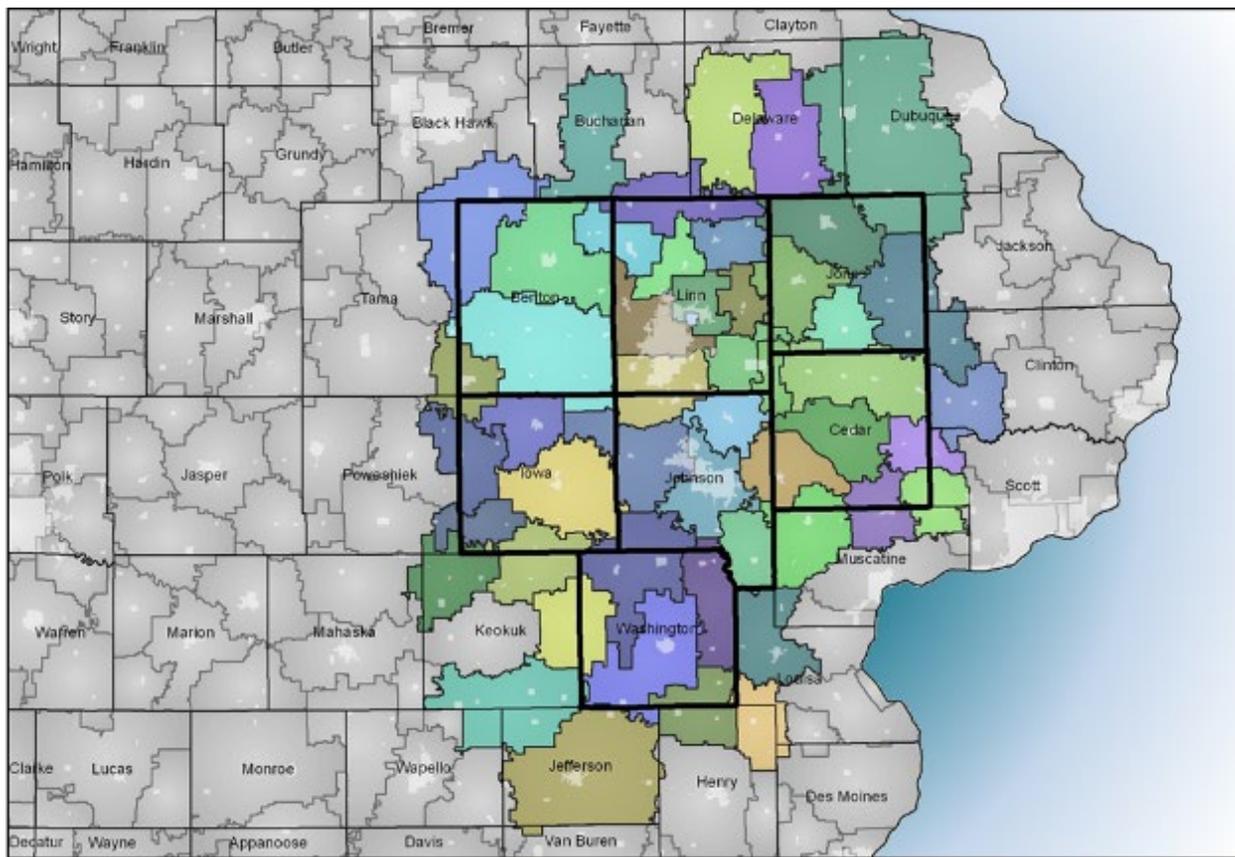
delinquent, and what type of supervision and/or additional safety measures to provide during the ride. The locations displayed on the map below are believed to be all of the Head Start sites within the region. This information was collected from the US Department of Health and Human Services.

Figure 8: Head Start Locations



Transportation needs of school-aged children are also substantial. Multiple districts exist with the ECICOG region, and the cost of busing children varies substantially from district to district, as detailed in the inventory of providers and programs section of this document. For families with children who are not eligible for school busing services, public transportation options have proven essential and should continue to be offered.

Figure 9: School Districts in the Region



Fifty school districts service portions of the region. As detailed on the map above, many of the school districts are located in more than one county. Of these fifty districts, thirty are considered to have their primary service area within the region; the remaining twenty districts are on the edges of the region and have a central office or the majority of their service area outside of Region 10.

Limited English Proficiency

Data on the population of people who speak English “less than very well” was obtained from the U.S. Census American Community Survey to show areas where populations of such people are concentrated. Those who responded to the Census survey answering that they speak English less than very well are considered to have Limited English Proficiency (LEP) for the purpose of this analysis. Figure 10 shows the census tracts with the highest percentages of LEP populations, and Figure 11 shows the population totals of LEP by census tract.

Figure 10: Percentage of LEP Population by census tract

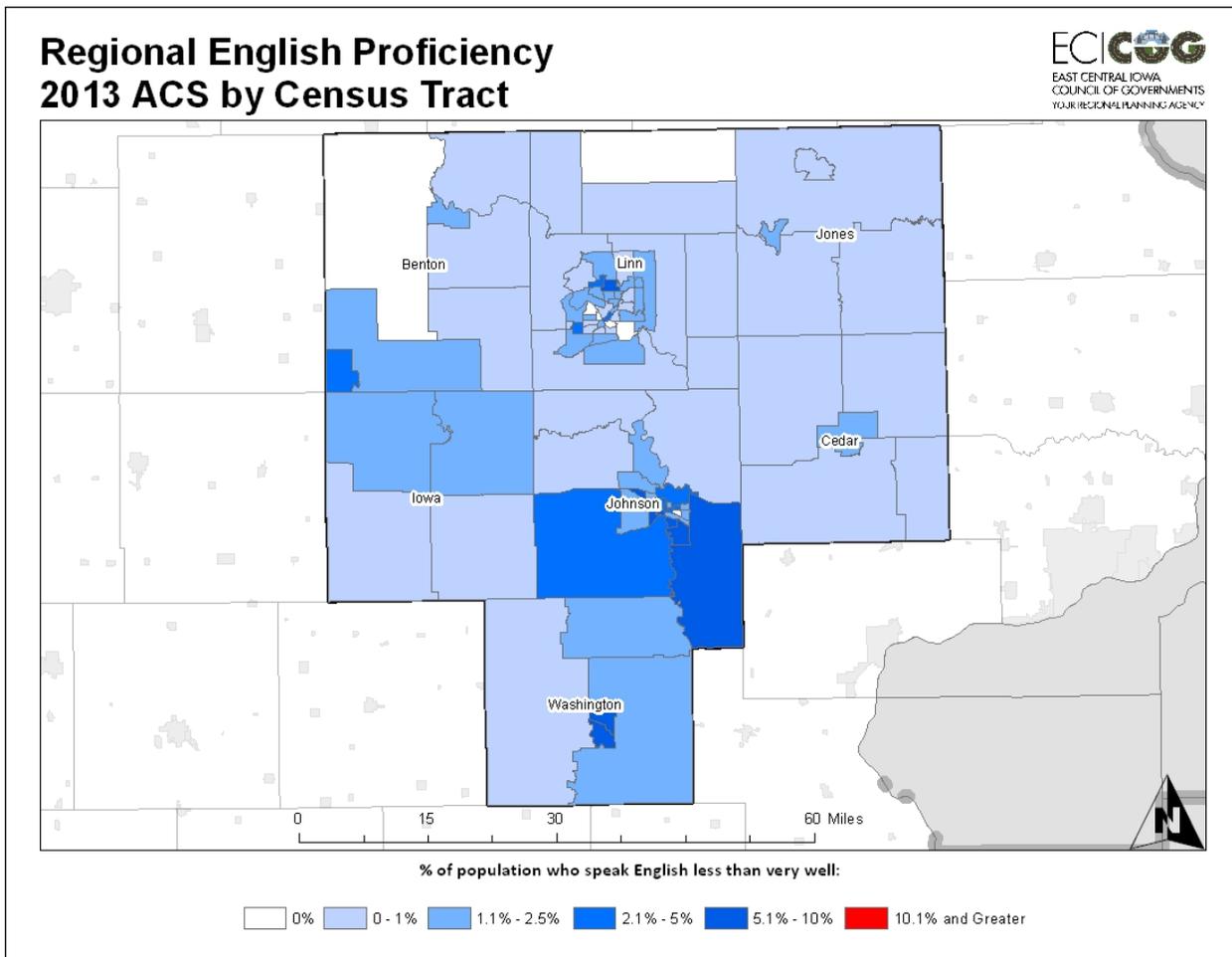
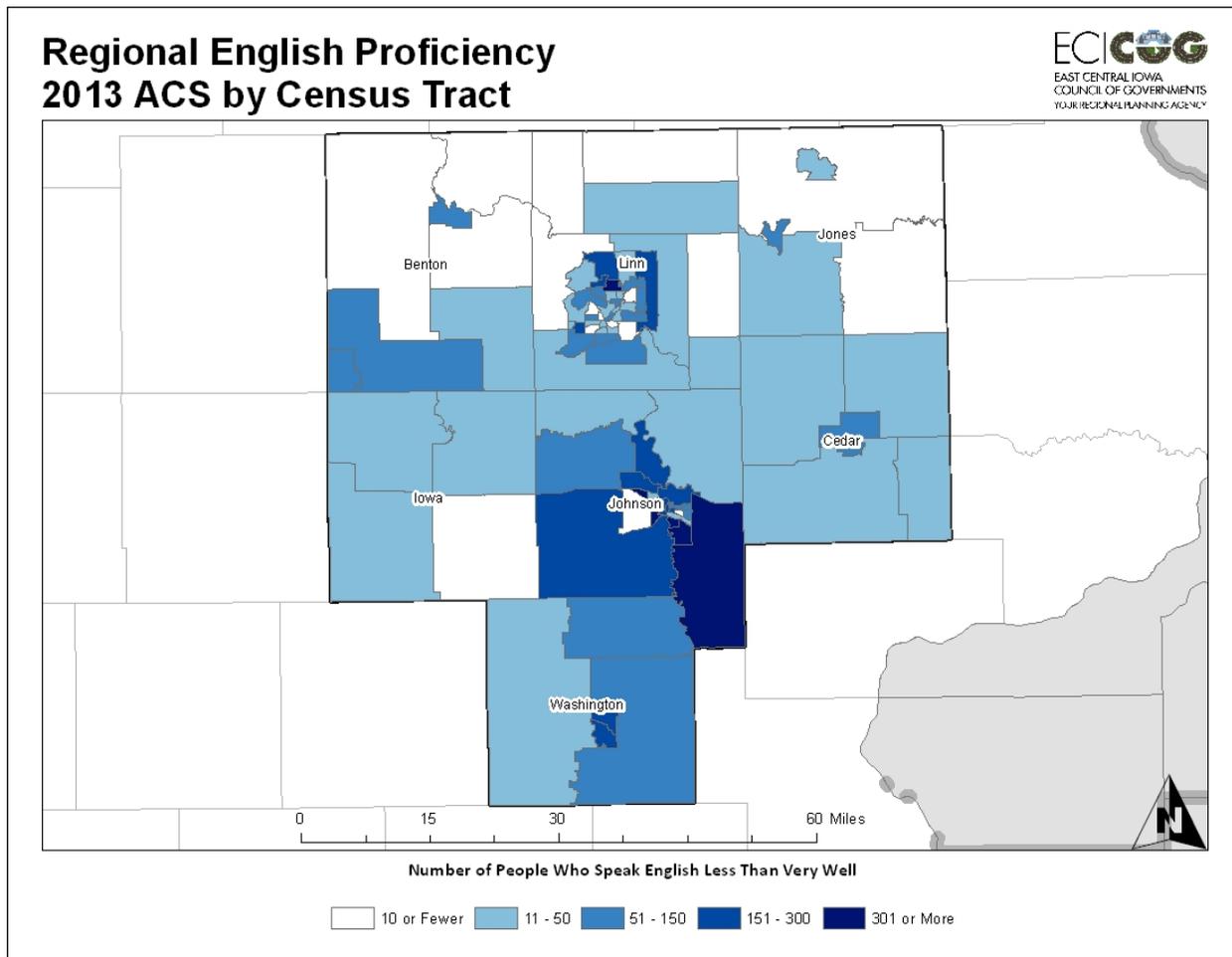


Figure 11: Total population of LEP by census tract

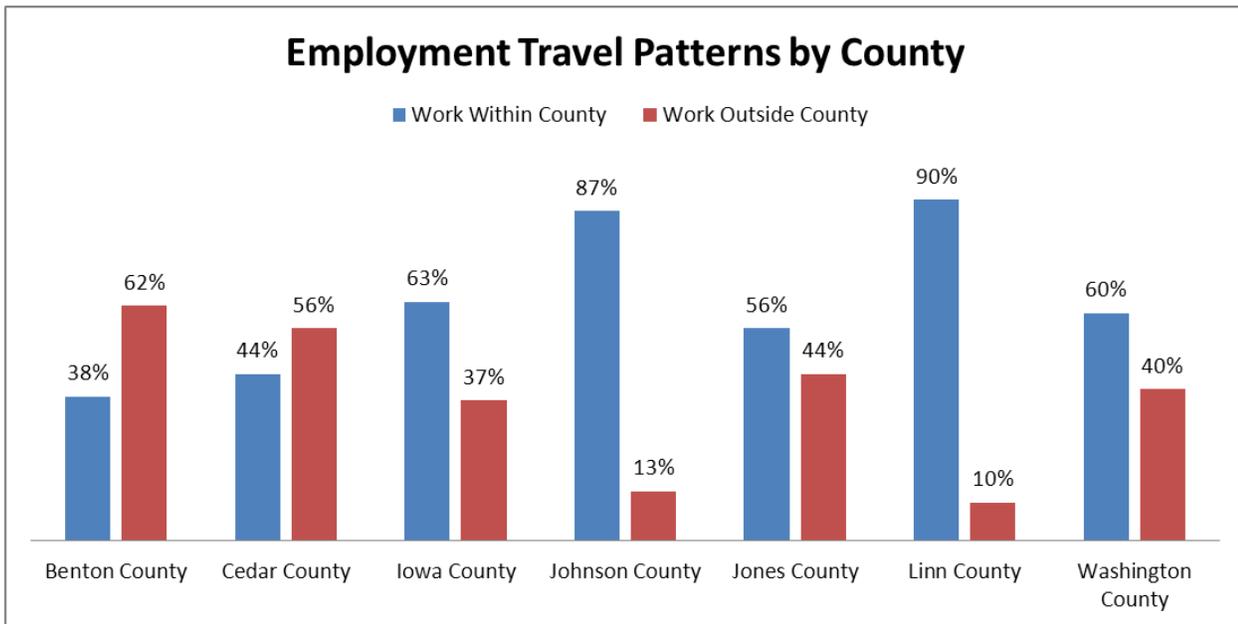


As Figures 10 and 11 demonstrate, few areas of the region have high LEP concentrations. High concentrated LEP areas are generally found in and around the metropolitan areas of Cedar Rapids and Iowa City, with locally higher amounts in Washington County. No census tract in the region has an LEP percentage higher than 10%. The public transit providers associated with CorridorRides offer language translation services to all persons, including hearing and visually impaired persons. Additionally, Johnson County SEATS specifically provides informational materials in Spanish, Chinese, and Korean for users of the rural and para-transit system for all of Johnson County based on specific research into language needs; the presence of the University of Iowa was found to necessitate the need for these three languages.

Transportation Related to Employment

Transportation to employment is an important consideration when planning for and providing transportation services. As detailed below, the two urban counties (Johnson and Linn) display similarities, while the four rural counties show different trends. In Johnson County, 87% of workers lived and work in the county, and this number was slightly higher in Linn County, at 90%. The trend in rural counties was that fewer residents work in the county in which they live. This suggests that transportation to employment for those living in the rural counties consist of inter-county travel and likely is due to more employment opportunities in the urban counties.

Figure 12: Place of Residence and Employment

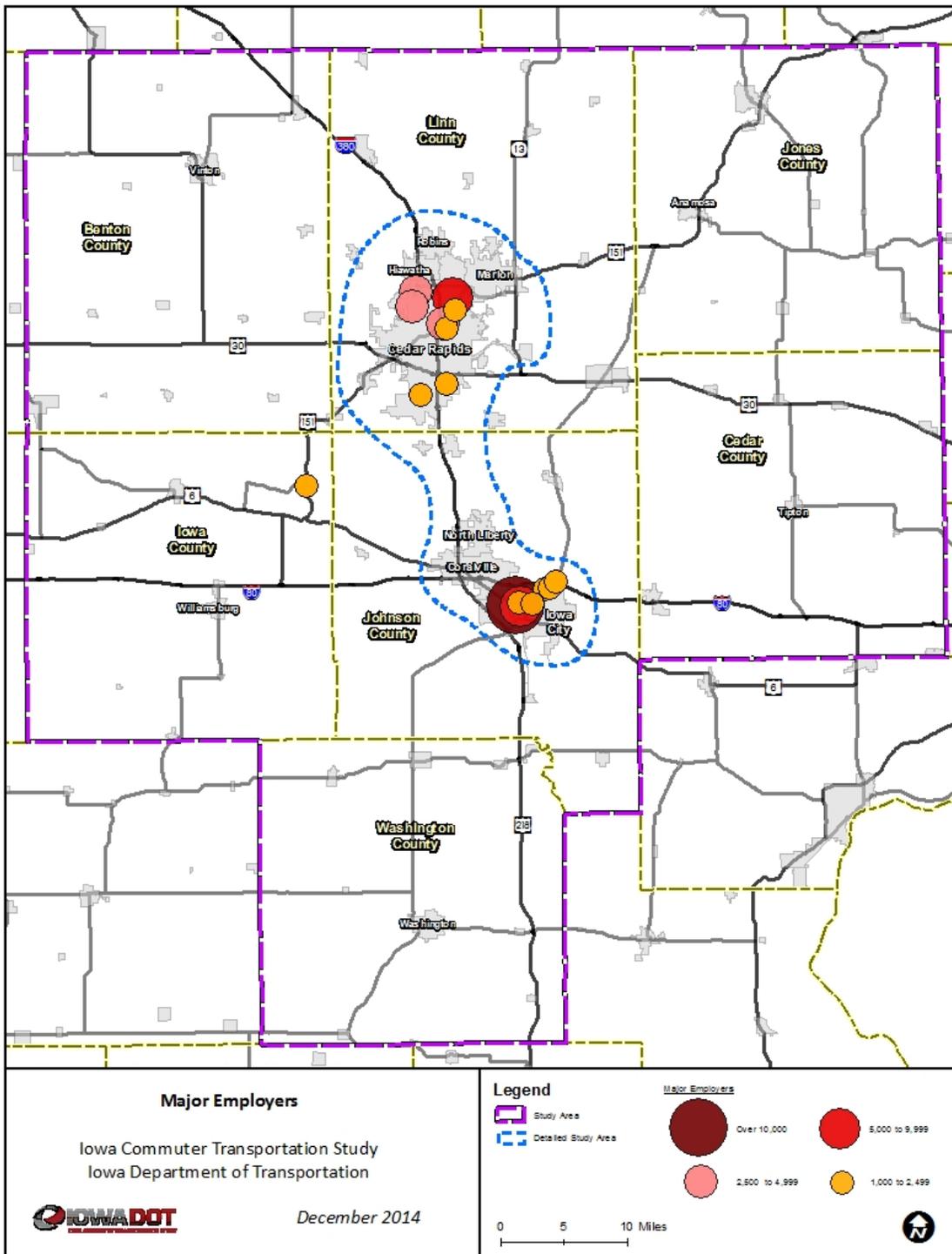


As seen in Figure 13 below, nearly all of the fifty largest employers in the region are in Linn and Johnson Counties. A few major employers in the rural areas rank within the top fifty, and those locations draw both from the surrounding rural areas as well as nearby urban areas. In the case of Whirlpool Inc. which employs approximately 2,200 in Iowa County, company officials have expressed the need that current and potential employees face regarding transportation from the metro areas of Cedar Rapids and Iowa City, and have even piloted private bus service for employees but suspended the service at the onset of COVID-19.

Figure 13: List of 50 largest employers in Region (Cedar Rapids Metro Economic Alliance)

| Name | Employees | City |
|---|-----------|---------------|
| The University of Iowa | 30,012 | Iowa City |
| UI Health Care | 10,288 | Iowa City |
| Collins Aerospace | 8,200 | Cedar Rapids |
| Whirlpool | 3,430 | Amana |
| UnityPoint Health - St. Luke's Hospital | 2,979 | Cedar Rapids |
| Cedar Rapids Community School District | 2,879 | Cedar Rapids |
| Transamerica | 2,500 | Cedar Rapids |
| Hy-Vee | 2,326 | Cedar Rapids |
| Nordstrom Direct | 2,150 | Cedar Rapids |
| Mercy Medical Center | 2,140 | Cedar Rapids |
| Veterans Administration Medical Center | 2,115 | Iowa City |
| ACT Inc | 1,350 | Iowa City |
| City of Cedar Rapids | 1,326 | Cedar Rapids |
| Cedar Rapids City Hall | 1,267 | Cedar Rapids |
| UFG Insurance | 1,200 | Cedar Rapids |
| Iowa State University - CIRAS | 1,000 | Cedar Rapids |
| Linn-Mar Community School District | 987 | Marion |
| Quaker Foods & Snacks | 975 | Cedar Rapids |
| Pearson - Iowa City | 930 | Iowa City |
| Tata Consultancy Services | 925 | Cedar Rapids |
| Mercy Hospital Iowa City | 900 | Iowa City |
| College Community School District | 850 | Cedar Rapids |
| Alliant Energy | 845 | Cedar Rapids |
| Four Oaks | 800 | Cedar Rapids |
| West Side Transport | 765 | Cedar Rapids |
| General Dynamics | 700 | Coralville |
| Toyota/Lexus Financial Services | 690 | Cedar Rapids |
| Linn County Board of Supervisors | 670 | |
| MediRevv | 650 | Iowa City |
| General Mills | 650 | Cedar Rapids |
| PAETEC | 647 | Hiawatha |
| Proctor & Gamble | 600 | Iowa City |
| Hibu | 600 | Cedar Rapids |
| GreatAmerica Financial Services Corporation | 600 | Cedar Rapids |
| GoDaddy | 600 | Hiawatha |
| Oral B Laboratories | 590 | Iowa City |
| CRST International, Inc. | 575 | Cedar Rapids |
| Folience | 572 | Cedar Rapids |
| Wells Fargo Vendor Financial Services | 560 | Cedar Rapids |
| Frontier Co-Op | 540 | Norway |
| Riverside Casino & Golf Resort | 534 | Riverside |
| Van Meter | 503 | Cedar Rapids |
| Kinze | 500 | Williamsburg |
| Centro Inc. | 500 | North Liberty |
| ADM-Corn Processing Division | 496 | Cedar Rapids |
| GreenState Credit Union - North Liberty | 492 | North Liberty |
| PMX Industries Inc. | 450 | Cedar Rapids |
| HR Green Inc. | 443 | Cedar Rapids |
| Windstream | 420 | Hiawatha |
| NextEra Energy Duane Arnold Energy Center | 420 | Palo |

Figure 14: Map of largest employers in region



Input Concerning Needs & Status of Recommended Projects

Review of Prior Input Concerning Needs

The 2015 PTP identified five core needs relating to passenger transportation, in no particular order or priority:

1. Expand, explore and improve transportation services and options available to low-income workers
2. Increase marketing and communication of transportation information
3. Maintain and expand services in the rural areas
4. Improve transportation to medical and dental appointments
5. Expand, explore and improve transportation services and options to elderly, and persons with disabilities.

These identified needs have steered concurrent PTP planning efforts in annual updates to the plan from 2015 to the current plan update. The ECICOG PTAC facilitated the annual updates, and each year built on the core needs to reflect changes and new developments in the field of passenger transportation. The PTAC is representative of both passenger transportation users and agencies who offer and operate transit in their respective county, as well as human service providers. The composition of the PTAC makes it an ideal body to review and update passenger transportation needs in years between development of a PTP. A summary of the needs identified by the PTAC in years since the 2015 update are as follows, in no order:

1. Expand transit service to weekends and weeknights
2. Affordability of public transit service in rural and urban areas
3. Difference in rates between “in-town” trips vs. long-distance trips in rural areas
4. Lack of coordination between transportation providers and case managers
5. Unforeseen changes in Mental Health funding at State and Federal level and the associated local impacts.
6. Partnering with private employers to provide transportation to major employment centers
7. Educating passengers of their rights and responsibilities for using transportation service provided with Medicaid funds
8. Support efforts by the DOT to increase rideshare software and make it available to the public

The eight needs identified during annual PTP updates reflect the always transforming realm of passenger transportation and build on previously identified needs. The needs identified from the previous PTP serve as the basis of newly identified and updated needs for the 2021-2026 Passenger Transportation Plan.

Iowa Commuter Transportation Study

In 2014, the Iowa DOT Office of Public Transit oversaw a commuter study that focused on the seven county ECICOG region. The study was mandated by the Iowa Legislature, and focused on commuter needs and possible solutions centered on the Interstate 380 corridor between Cedar Rapids and Iowa City. Once completed, the Iowa Commuter Transportation Study¹ recommended four strategies targeted for commuter needs:

1. Public Interregional Express Bus Service
2. Subscriptive Bus Service
3. Public Vanpool Program
4. Public Carpool Program

An implementation committee was formed by ECICOG to foster the development and implementation of these recommendations, and efforts by this committee begun in early 2015.

Although the purpose of the commuter study focused on needs related to employment transportation, an abundance of input was gathered that is helpful to understanding overall passenger transportation needs in the ECICOG region. As part of the study, a survey on commuter needs was created and over 600 responses were generated. The survey was targeted to commuters for employment purposes, and several of the relevant findings are presented below:

- 89% of respondents drive to work alone
- 61% of respondents indicated they might use a form of public transportation
- “Safety” and “Increased Traffic Congestion” were the two top concerns
- “Convenient Public Transportation Options” and “Price of Fuel” were top two motivators that would encourage people to use public transportation
- Many respondents indicated a need for other options such as light rail or passenger rail

The summarized overall needs listed in the commuter transportation study give great insight into the needs of employment related transportation needs. The summary of needs was developed by a public survey, stakeholder meetings with major employers, and detailed analysis of demographic, socio-economic, and employment data. The primary needs identified from the final report of the commuter study are:

- Need to improve congestion and safety on Interstate 380
- Commuter transportation investments that can benefit employers by widening labor pool, and reduce current barriers to employment opportunities
- Availability of public transportation to provide options and opportunities
- Public transportation that can enhance regional mobility and expand job opportunities
- Reduce the cost of commuting
- Provide equal opportunity for population subgroups including disabled and lower income persons
- Student commuters in region have similar needs as employment related commuters
- Reduce negative environmental effects associated with increased traffic volumes

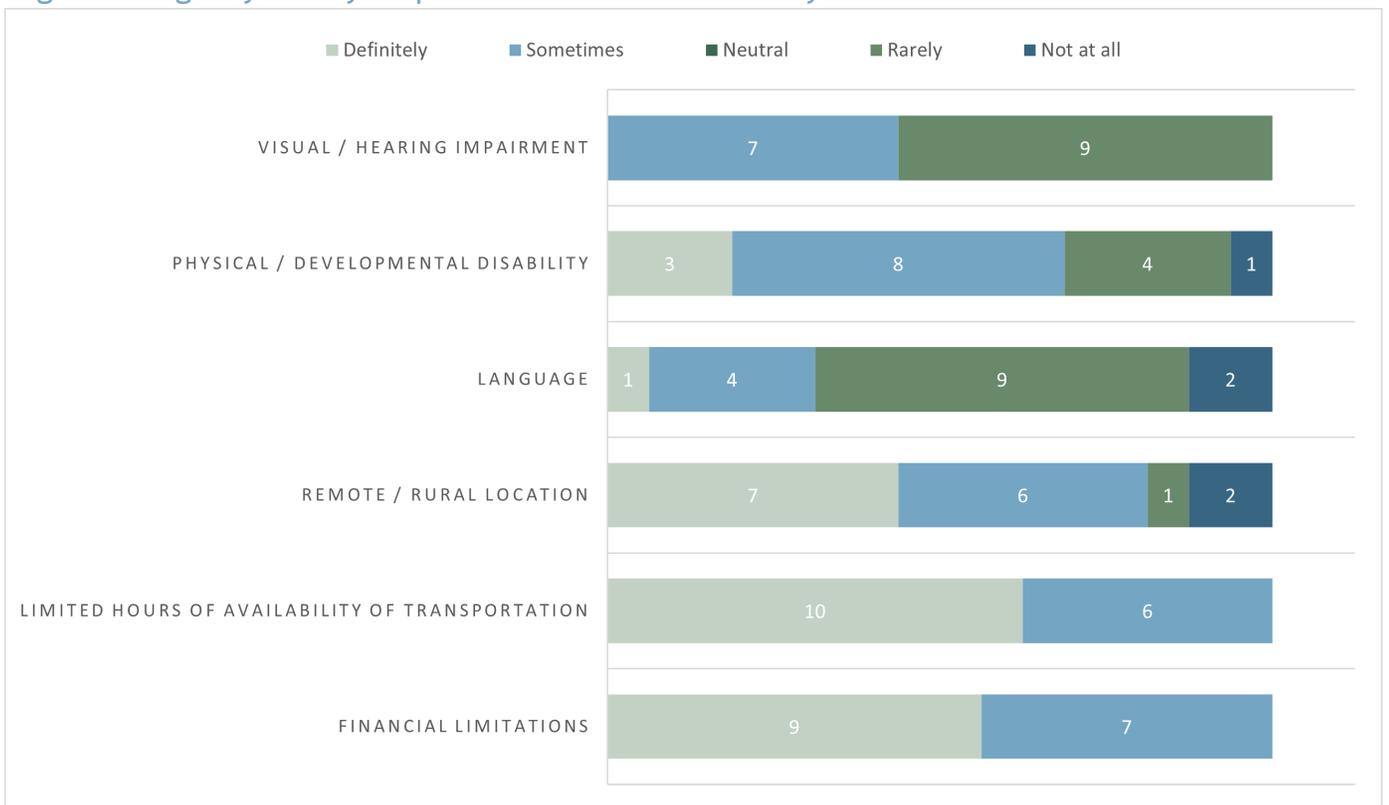
¹ The full study can be found at: http://www.iowadot.gov/commuterstudy/pdfs/ITC_FinalReport.pdf

PTP Survey Results

Two surveys were created to specifically gauge needs and input for the PTP update. One survey focused on agencies that deal with passenger transportation either by funding, contracting for, directly providing, or referring clients to passenger transportation services; this survey generated 14 responses. The second survey was focused on users and consumers of passenger transportation services, along with the general public; the user-survey generated 82 responses. Both surveys were only offered online due to COVID-19 related safety issues, with phone numbers available to assist respondents.

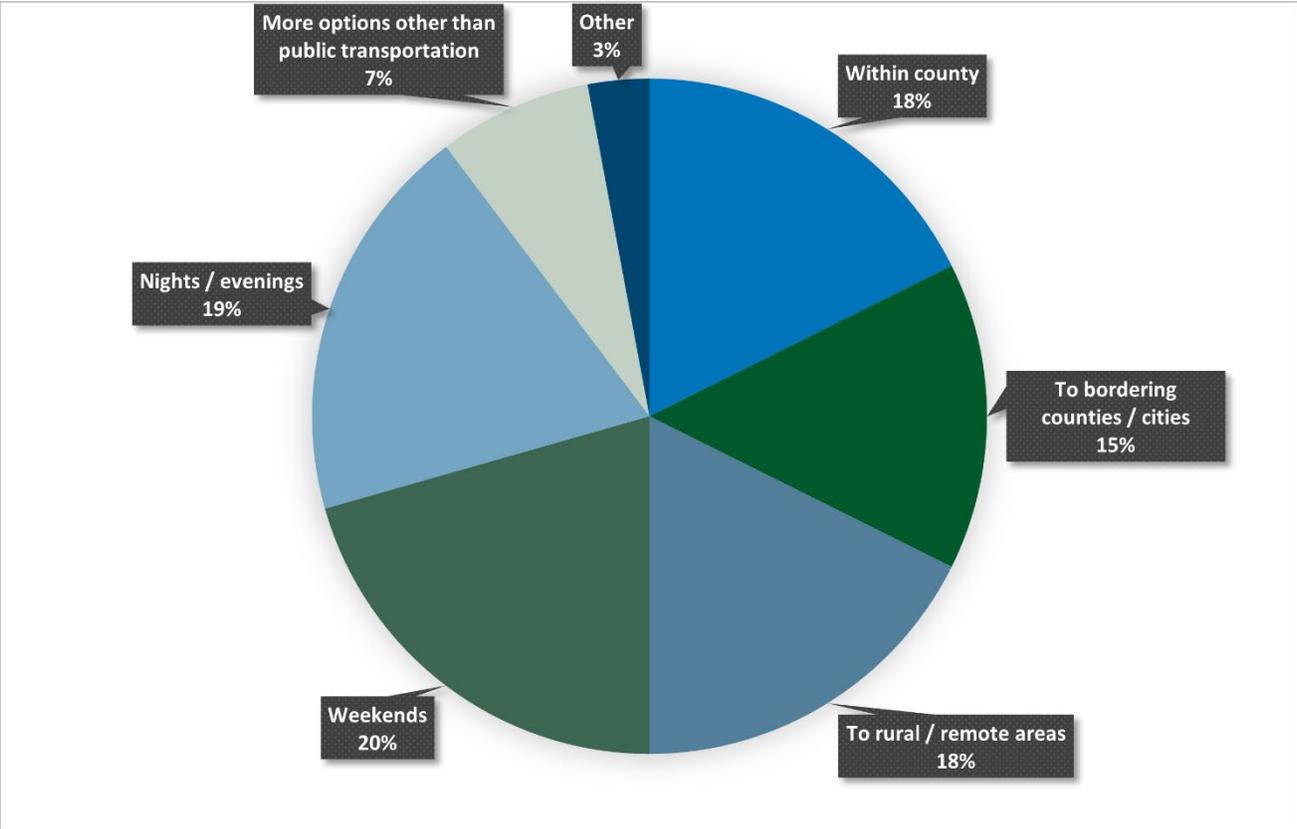
Survey responses from agencies who interact with passenger transportation clearly indicate the need for more availability of transportation services, with a vast majority stating limited hours of availability is a barrier faced by clients (Figure 16). Other barriers expressed include financial and services being in remote or rural locations.

Figure 16: Agency survey responses for barriers faced by clients



Comments from survey respondents submitted by agencies support the need for greater transportation service options both geographically and time availability of days and hours. The majority of written comments referenced the need for expanded times, days of the week, and options for traveling across county boundaries. Survey results for additional transportation needs are shown in Figure 17 that reflect this need with “Weekends”, “Nights/evenings”, and “to rural/remote areas” being the most commonly stated needs.

Figure 17: Agency survey responses for transportation needs of clients



Survey results from transit users and the public show similar trends in that more transportation options for days of the week, times, and geography are the greatest needs. When asked the question of what reasons the public choose to not use public transportation the three most common reasons were “Does not exist where I live”, “Not available at times I need it” and “Need to travel where service doesn’t exist” (Figure 18). A recurring theme throughout survey responses from the public was a need for transportation to have greater availability across the region and at more times, including numerous written comments attached to survey response.

Reasons for why respondents do use public transportation indicate many people utilize for employment, visiting friend and family, and medical appointments (Figure 19).

Figure 18: User survey responses for not using public transportation

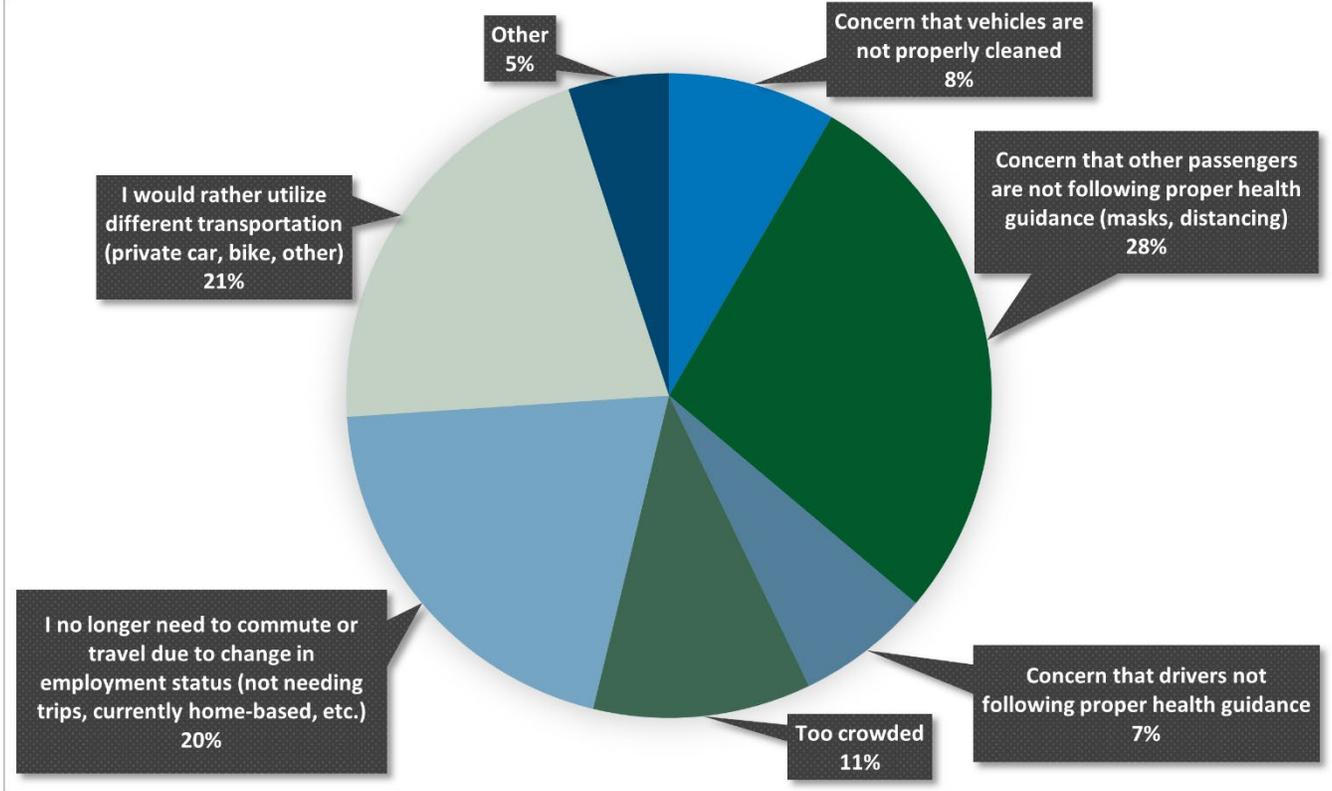
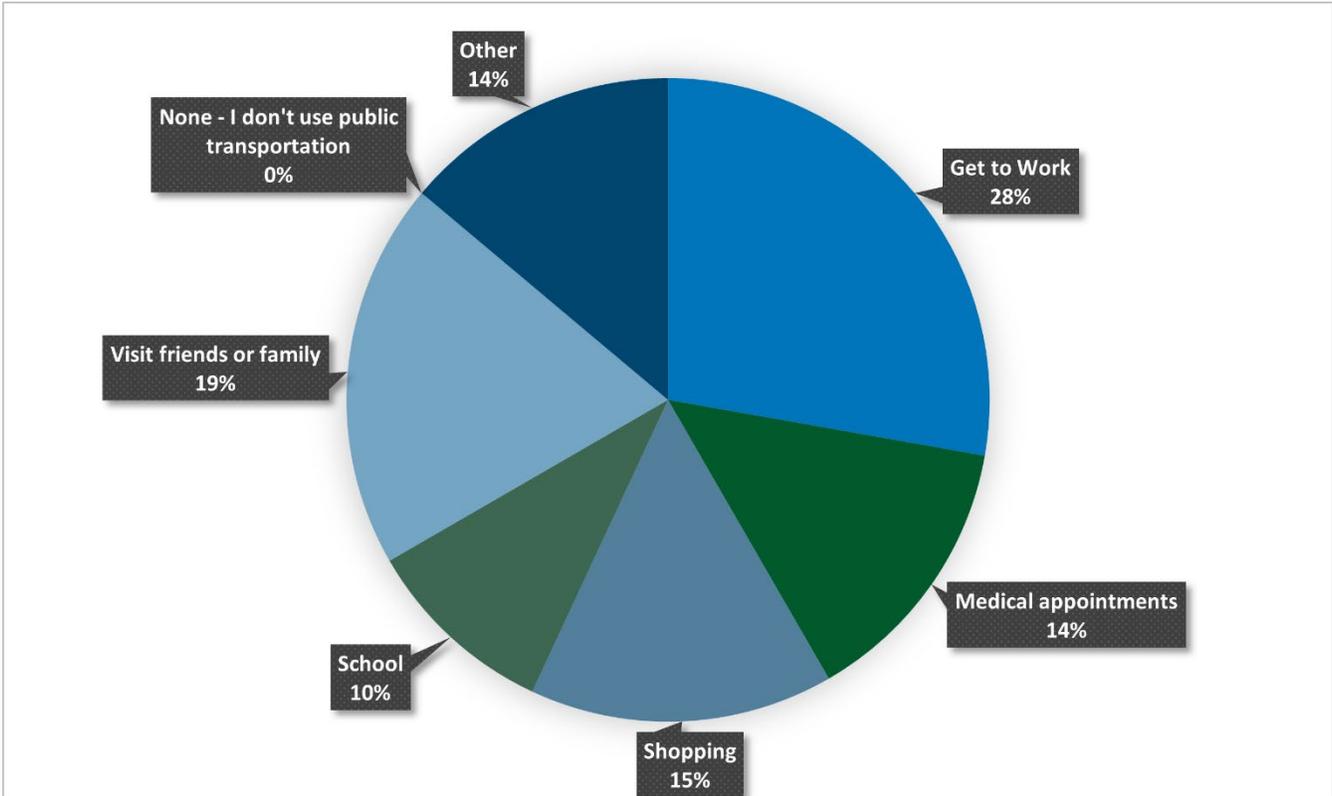


Figure 19: User survey responses for using public transportation



Although numerous transportation providers exist throughout the region, survey responses indicated that many providers are not widely recognized. Both the agency and public surveys respondents were asked about familiarity with various transportation providers. Only Johnson County SEATS and the 380Express were transportation providers which more than 50% of respondents indicated having familiarity with. The rural county public transit providers and the CorridorRides carpool matching service demonstrated the least amount of familiarity as shown in Figures 20 and 21 below. Such results indicate efforts to promote awareness of transportation providers are necessary.

Figure 20: User survey responses for familiarity with public transit providers

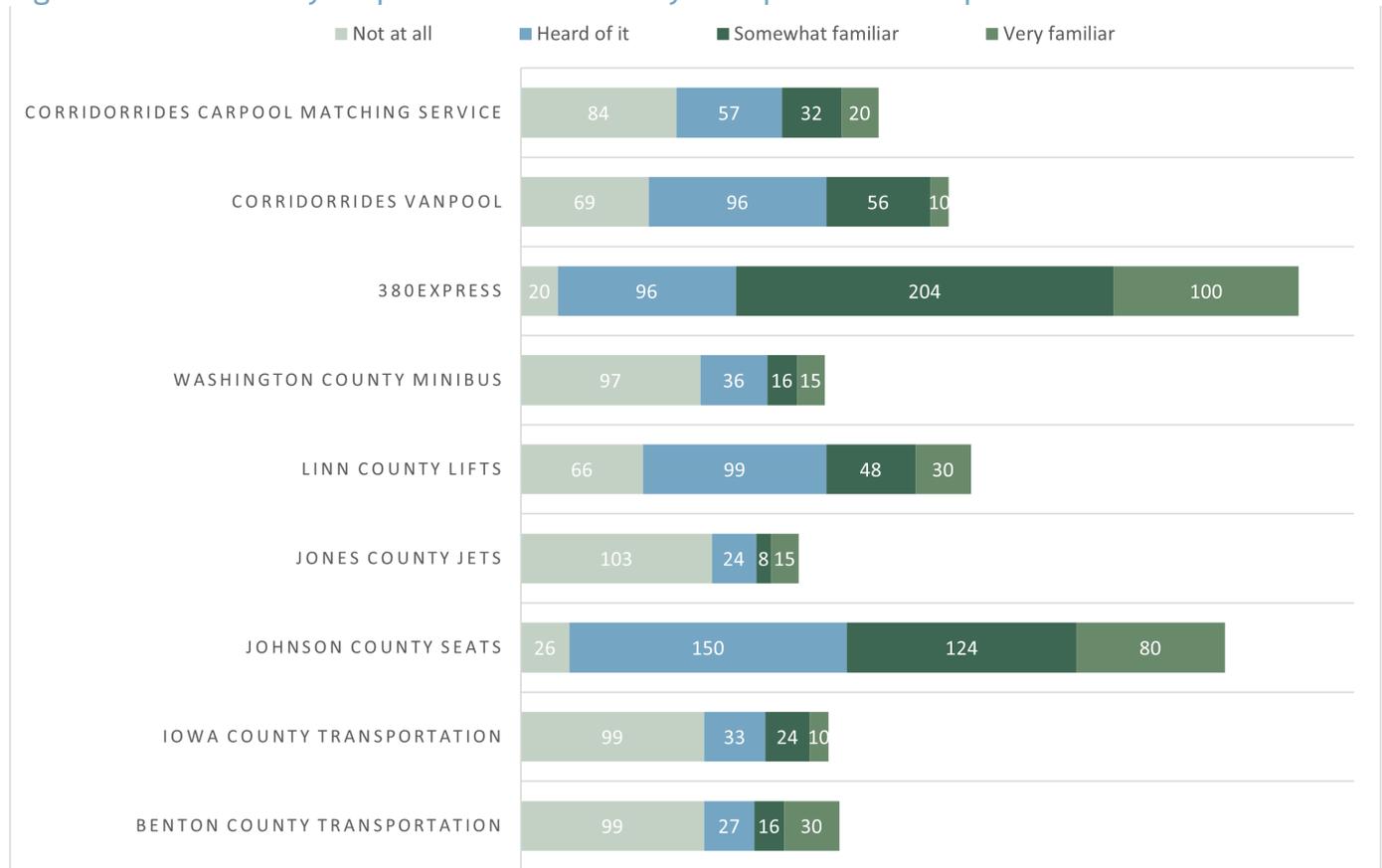
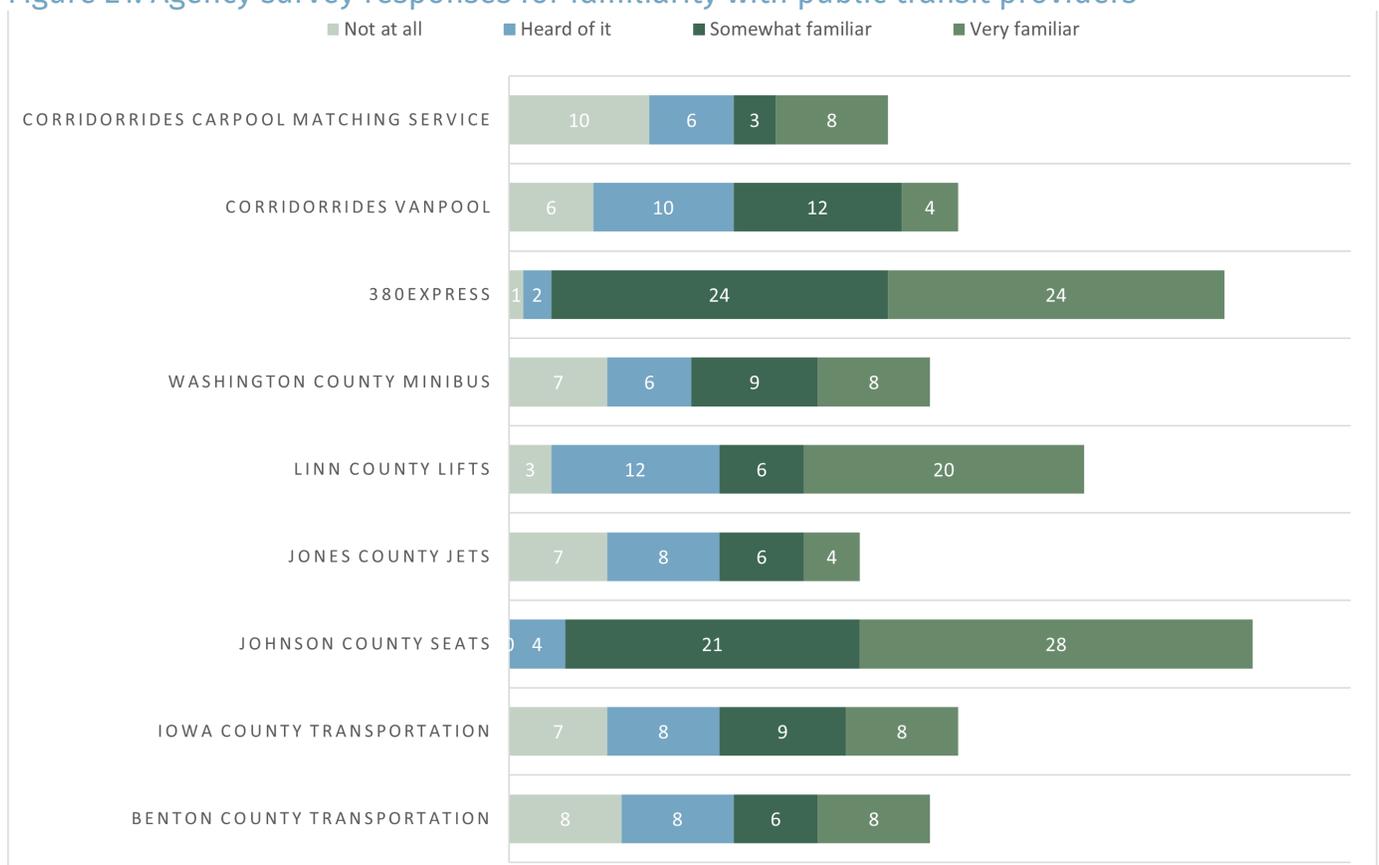


Figure 21: Agency survey responses for familiarity with public transit providers



A common theme expressed from written comments via the survey was a desire for passenger rail between Cedar Rapids, North Liberty, Coralville and Iowa City, in addition to inter-city passenger rail service to Chicago. While this topic of study was not directly solicited for the ECCIOG PTP planning efforts, it was very clear that survey respondents felt this topic was relevant. The Johnson County MPO has been studying passenger rail possibilities along the Iowa City, North Liberty and Cedar Rapids corridor for several years and will continue to lead those efforts.

Recent Developments

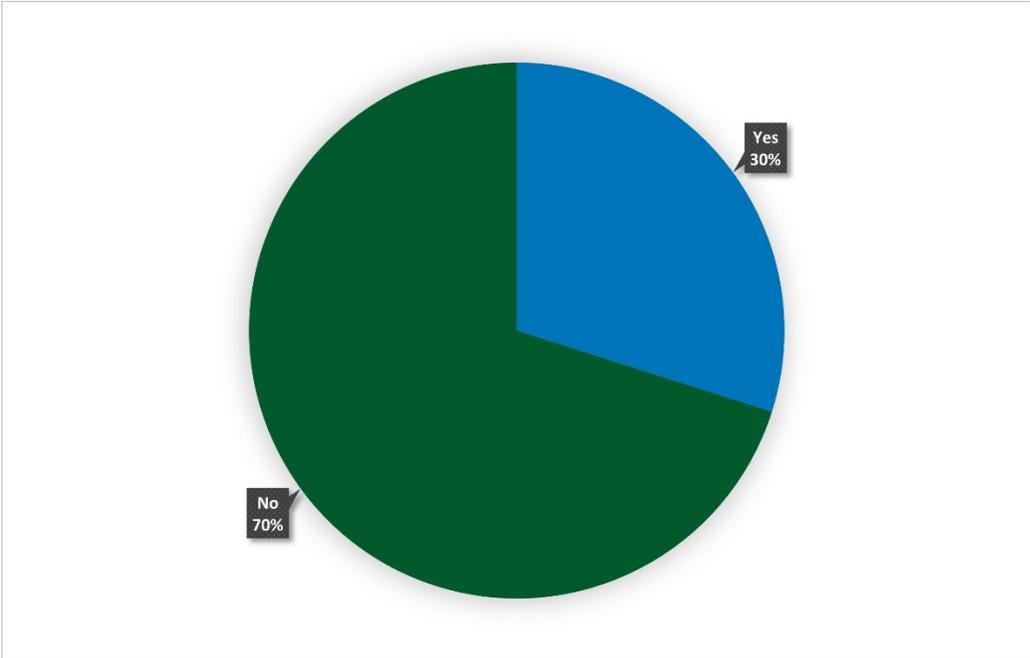
Since publication of the 2015 PTP several notable developments have occurred that shaped passenger transportation in the region. Two full-time mobility coordinators now serve the region, with the positions being employed and located in Linn and Johnson Counties. The mobility coordinators have proven to be an indispensable resource for helping individuals and agencies in need of assistance with passenger transportation. In addition to working with individuals and agencies, the mobility coordinators have also proven to be an asset for facilitating various groups and working with local governments to identify needs and solutions for passenger transportation. Both mobility coordinators are assisted in their work by local transportation advisory groups, and vast networks of transportation providers and organizations that regularly interact with passenger transportation. Both mobility coordinators are well in tune with ongoing needs and have been instrumental in helping to create components of this PTP.

Perhaps the biggest disruption to passenger transportation in recent memory has been the COVID-19 pandemic. As of the creation of this PTP the pandemic is still affecting transportation providers and individuals seeking to utilize passenger transportation, such that the full picture of the impact is still unknown. Ridership on most public transit systems in the region fell around 70% in April 2020 and has yet to return to pre-pandemic levels. With drastic declines in ridership also comes declines in passenger revenue and need for staffing, which presented great challenges to nearly all public transit systems and other transportation providers that count on steady revenue to maintain operations. Volunteer transportation providers in particular face great challenges as many rely on elderly volunteers and riders who are themselves most susceptible to COVID-19.

Passenger transportation in the post-pandemic world remains unknown, as well as associated affects such as more employees working from home, financial strains on local governments and human service agencies, and what the public will expect from transportation providers. Much difficulty exists in planning for a five-year timeframe, and many transportation providers will likely need to be flexible and resilient in the provision of transportation for the near future.

Several transportation providers have received comments from riders indicating they do not believe they will return to using public transportation even after widespread vaccinations, because they have adjusted to at-home living and see no reason to return to their pre-pandemic lifestyle. This sentiment is loosely supported by survey data as shown in the graph below, however is mostly anecdotal and as of final adoption of the PTP there is not sufficient enough data to affect decision making for future passenger transportation provisions. This topic will be closely followed in the years to come.

Figure 22: User survey responses for post-pandemic transportation use



Section 4: Priorities and Strategies

Needs Overview

Taking all the input together along with data on the seven county ECICOG region, three categories of passenger transportation needs were identified, with more specific subsets of needs based on the primary three. The three categories are listed and explained below, along with the associated, more specific needs.

Need for Expansion of Transportation Services

A common theme expressed through each survey and by most agencies is the need to provide additional service both geographically, at greater frequency, and at additional hours and days of the week. Many indications were focused on additional service to specific populations, and listed below is a summary of the non-prioritized expansion needs:

1. Support multi-modal programs.
 - a. (Park and ride, passenger rail, vanpools)
2. Additional service option to rural areas, including across county boundaries.
3. Additional service for elderly, low income, and disabled population.
4. Seek to attract choice riders to public transit.
5. Additional opportunities for employment related transportation.
 - a. (Subscriptive bus service, vanpools, rideshare programs)

Need for Collaboration Among Providers and Agencies

Many respondents to the survey, along with people representing human service agencies, indicated frustration with the barriers (both real and perceived) associated with boundaries between different transportation providers, and different planning agencies. The frustration is amplified when service is sought for a transit consumer who needs to cross multiple boundaries, and the difficulty in achieving a ride leads to the person not being able to access their needed transportation. Below is a list of unprioritized specific needs relating to collaboration:

1. Need for a one-stop resource for information on all transit services region wide.
 - a. (One call phone number, One-click website).
 - b. Not to replace or replicate 211, but to focus on transportation.
2. Collaboration among bordering public transit systems to ensure availability of similar service.
3. Regular interaction among MHDS regions and transportation providers
4. Collaborative funding solutions.
5. Ensure duplication of similar services is avoided.
6. Explore private and non-profit transportation providers for opportunities.
7. Seek transportation solutions across current political, planning, and public transit boundaries.
8. Collaboration with local sustainability groups and initiatives, including zero emission vehicles.
9. Seek partnerships with statewide groups and agencies that focus on transportation and representative of passenger transportation users.
10. Collaboration with local emergency management agencies to prepare for transportation needs during disasters, including no-fare transportation trips when necessary.

Need for Enhancement of Current Services and Embrace New Innovations

A central theme expressed by many input opportunities was to embrace new technologies relating to transit that can improve the experience of the passenger or lead to efficiencies for transit operators. Additionally, new methods to offer transportation should be explored that may not currently be common in the region but will fulfill the need of growing passenger transportation services.

1. Increase marketing and outreach of current services.
 - a. Including focus on “Post Pandemic” messaging.
2. Modernize fleet and associated facilities.
3. Seek alternative fuel and zero emission vehicles.
4. Explore mobility management for entire region.
5. Pair new service offerings with strategic marketing approaches.
6. Explore innovative approaches to expand transit offerings.
 - a. (Partnerships with employers, community colleges, institutions)
7. Explore innovative funding for capital replacement and expansion.
8. Offer amenities on vehicles that passengers need and desire.
9. Monitor innovative platforms that could change the provision of passenger transportation and ride-sharing, and consider partnerships.
 - a. (Uber, Lyft)

Strategies

Based on the comprehensive needs assessment, a number of strategies have been developed as solutions to address the wide variety of needs facing passenger transportation. Below is a summary of those strategies. The “Need(s) Addressed” row will reference specific needs identified in the preceding Needs Overview portion of this plan; the three main categories of needs are **Expansion**, **Collaboration**, and **Enhancement**. From these three main categories of needs, are numbered sub-needs which will be referenced according to each strategy. The following projects are not prioritized.

Project/Strategy: **Procure Replacement and Expansion Vehicles**

| | |
|---------------------------|---|
| Timeline: | Annual |
| Need(s) Addressed: | Enhancement: 2, 3 & 7 |
| Proposed by: | PTAC; Transit Operators; Survey Respondents |
| Description: | Replace public transit vehicles that have surpassed their federal useful life threshold; Procure new public transit vehicles to expand the CorridorRides fleet, including zero emission vehicles when feasible. |

Project/Strategy: **Service Expansion for Small Communities Surrounding Metro Areas**

| | |
|---------------------------|--|
| Timeline: | 2022 and beyond |
| Need(s) Addressed: | Expansion 1, 4 & 5; |
| Proposed by: | Transit Operators, Survey Respondents |
| Description: | Small towns such as Solon, Mount Vernon, Palo have expressed interest in transit service related to employment and medical services that cannot be met by current service offerings. |

Project/Strategy: **Support Public Vanpool Service**

| | |
|---------------------------|---|
| Timeline: | 2022 - Annual |
| Need(s) Addressed: | Expansion 1- 5; Collaboration 7; Enhancement 5 & 8 |
| Proposed by: | Corridor Commuter Study, Mobility Coordinators |
| Description: | CorridorRides vanpool began in 2017 and has grown to over 14 active vanpool groups. Continuation of program will serve commuters and offer another modal choice for passenger transportation. |

Project/Strategy: 380Express Bus Service

| | |
|---------------------------|--|
| Timeline: | 2024 - Annual |
| Need(s) Addressed: | Expansion 1- 5; Collaboration 7; Enhancement 5 & 8 |
| Proposed by: | Corridor Commuter Study, Survey Results |
| Description: | Launched in 2018 the 380Express bus service has been well received by the public and proven to be viable option for commuters and public traveling between Cedar Rapids and Iowa City. Continuation of service after DOT funding lapses is critical. |

Project/Strategy: Park and Ride Facilities

| | |
|---------------------------|---|
| Timeline: | 2022 |
| Need(s) Addressed: | Expansion 1-5; Collaboration 4, 7 |
| Proposed by: | Corridor Commuter Study, PTAC |
| Description: | Seek locations for land that would serve park and ride functions; potentially linked to existing public transit service or with existing lots that could benefit private businesses or landowners. Coordinate efforts with DOT. |

Project/Strategy: Public Rideshare Program

| | |
|---------------------------|---|
| Timeline: | 2022 - Annual |
| Need(s) Addressed: | Expansion 1-5; Collaboration 1, 6, 7; Enhancement 5, 8 |
| Proposed by: | Corridor Commuter Study, PTAC |
| Description: | Continue provision of iowarideshare.org and local subsites such as CorridorRides to allow public to find and offer carpool options. |

Project/Strategy: Regular Meetings Between MHDD Regions and Transit Providers

| | |
|---------------------------|--|
| Timeline: | Annual or Bi-Annual |
| Need(s) Addressed: | Collaboration 3-7; Enhancement 1, 5 |
| Proposed by: | PTAC, Survey Respondents, Mobility Coordinators |
| Description: | Schedule reoccurring meetings or events in which representatives from the three MHDD regions meet with local transit providers to better understand needs and potential solutions. |

Project/Strategy: **Regular Meetings Between Bordering Planning Agencies and Transit Systems**

| | |
|-------------------------|---|
| Timeline: | Annual or Bi-Annual |
| Needs Addressed: | Collaboration 2, 4-7; Enhancement 1, 4, 5, 8 |
| Proposed by: | PTAC, Survey Respondents, Mobility Coordinators |
| Description: | Create a reoccurring platform for bordering planning agencies and bordering transit systems to regularly meet and discuss topics and issues relevant to multiple jurisdictions. |

Project/Strategy: **Regional One-Call Transportation Center**

| | |
|-------------------------|---|
| Timeline: | 2023 |
| Needs Addressed: | Collaboration 1, 2, 5, 7; Enhancement 5 |
| Proposed by: | PTAC, Survey Respondents, Mobility Coordinators |
| Description: | Regional call center or website that would allow consumers to make one phone call to inquire transportation and to schedule trips |

Project/Strategy: **Marketing and Operations Study for Transit Providers**

| | |
|-------------------------|--|
| Timeline: | 2021 |
| Needs Addressed: | Expansion 4; Collaboration 1,2,8,9; Enhancement 1,5 |
| Proposed by: | PTAC, Transit Providers, Survey Respondents |
| Description: | Conduct a study to seek best practice marketing efforts, identify populations that underutilize transit and how to reach those populations. Outcome of study will be a marketing plan to be used by transit systems, and may focus on attracting riders to transit post-COVID-19. Possible separate operations analysis. |

Project/Strategy **Fleet Maintenance and Expansion**

| | |
|-------------------------|--|
| Timeline: | Annual |
| Needs Addressed: | Expansion 1-5; Enhancement 2, 7,8 |
| Proposed by: | All sources |
| Description: | Provide regular maintenance and replacement of existing fleet and improve vehicle condition. |

Project/Strategy **Intelligent Transportation Solutions (ITS) Implementation**

| | |
|-------------------------|---|
| Timeline: | 2021; Annual |
| Needs Addressed: | Expansion 4; Enhancement 2, 5, 7, 8 |
| Proposed by: | PTAC, Survey Respondents |
| Description: | Implement technological improvements to transit systems that bolster the provision and availability of service. |

Project/Strategy **Alternative Fueled Transit vehicles**

| | |
|-------------------------|---|
| Timeline: | Annual |
| Needs Addressed: | Enhancement 2, 3, 7; Collaboration 8 |
| Proposed by: | All sources |
| Description: | Explore and procure transit vehicles that utilize alternative fuel sources such as electric/battery that produce zero emissions, including infrastructure. Explore innovative partnerships and funding sources for such capital. |

Depending on the strategy, several funding sources may be applied to meet the identified objective. For expanded vehicles and other capital needs, grants from FTA and the Iowa DOT are the most relevant. For service expansion, a multitude of funding sources will be sought out that best pertain to the population and geography that will be served. For example a shuttle service for a large employer in a rural area could utilize funding from the county or local government and the employer benefiting from the service. When feasible, partnerships will be sought among multiple transportation providers, human service agencies, local governments, and other agencies in order to distribute costs and expenses for new services, as well as for outreach efforts. A detailed description of funding sources which can be utilized for public transit is found in section 5 of this document.

5310 Funded Projects

The following tables demonstrate the total operating and planning expenses associated with the CorridorRides public transit agency housed at the East Central Iowa Council of Governments. Planning expenses include administrative activities. Capital expenses are not included in these tables due to the speculative nature of available federal and state funding allocated to capital replacements, along with the uncertainty of prioritization in the statewide PTMS ranking system used to select capital replacements.

Operating expenses associated with the CorridorRides public transit agency will utilize 5310 funding. In particular, the 5310 funding made available to ECICOG from the Iowa DOT will be utilized by demand-response public transit providers under contract with ECICOG. The six public transit providers are Benton County Transportation, Iowa County Transportation, Johnson County SEATS, Jones County JETS, Linn County LIFTS, and Washington County Minibus.

Each public transit provider provides demand-response service within the county in which they are located, as well as service to surrounding counties. The primary users of these demand-response providers are elderly and persons with disabilities, even though the service is open to the public. In FY20 the six demand-response providers totaled 144,217 rides, of which 40,962 (28%) were for elderly passengers, and 52,585 (36%) were for elderly passengers. 5310 funds are essential for these providers to offer the levels of public transit service to elderly and disabled persons throughout the region. 5310 funding also helps leverage other funding sources from local governments in order to provide public transit service to citizens throughout the region that is affordable and reliable. Regarding specific needs identified in the PTP, 5310 funding will be used for expansion of transit for additional service across political boundaries, additional service to elderly, low income and disabled persons, and additional opportunities for employment related transportation.

Table 10: FY 2022 Program

| Project | Fund | Total Cost | Federal Cost | State Cost | Local Cost |
|--------------|---------------|--------------------|--------------------|------------------|--------------------|
| Operations | 5310/5311/STA | \$4,200,000 | \$1,004,000 | \$650,000 | \$2,546,000 |
| Planning | 5310/5311 | \$175,000 | \$140,000 | \$0 | \$35,000 |
| Total | | \$4,375,000 | \$1,144,000 | \$650,000 | \$2,581,000 |

Table 11: FY 2023 Program

| Project | Fund | Total Cost | Federal Cost | State Cost | Local Cost |
|--------------|---------------|--------------------|--------------------|------------------|--------------------|
| Operations | 5310/5311/STA | \$4,347,000 | \$1,024,000 | \$657,000 | \$2,666,000 |
| Planning | 5311/5310 | \$180,250 | \$120,500 | \$0 | \$59,750 |
| Total | | \$4,527,250 | \$1,144,500 | \$657,000 | \$2,725,750 |

Table 12: FY2024 Program

| Investment | Fund | Total Cost | Federal Cost | State Cost | Local Cost |
|--------------|---------------|--------------------|--------------------|------------------|--------------------|
| Operations | 5310/5311/STA | \$4,499,000 | \$1,044,500 | \$663,000 | \$2,791,500 |
| Planning | 5311/5310 | \$185,600 | \$148,500 | \$0 | \$37,100 |
| Total | | \$4,684,600 | \$1,193,000 | \$663,400 | \$2,828,600 |

Table 13: FY2025 Program

| Investment | Fund | Total Cost | Federal Cost | State Cost | Local Cost |
|--------------|---------------|--------------------|--------------------|------------------|--------------------|
| Operations | 5310/5311/STA | \$4,656,000 | \$1,065,400 | \$669,600 | \$2,921,000 |
| Planning | 5311/5310 | \$191,200 | \$152,900 | \$0 | \$38,300 |
| Total | | \$4,847,200 | \$1,228,300 | \$669,600 | \$2,959,300 |

Table 14: FY2026 Program

| Investment | Fund | Total Cost | Federal Cost | State Cost | Local Cost |
|--------------|---------------|--------------------|--------------------|------------------|--------------------|
| Operations | 5310/5311/STA | \$4,819,000 | \$1,086,700 | \$676,000 | \$3,056,300 |
| Planning | 5311/5310 | \$196,000 | \$157,500 | \$0 | \$38,500 |
| Total | | \$5,015,000 | \$1,244,200 | \$676,000 | \$3,094,800 |

Section 5: Funding

This section will identify funding sources for transportation coordination and improvements. Funding from public transportation sources provide the bulk of financial resources available, particularly to the regional transit operators.

As trust builds in the transportation coordination effort, there will be additional opportunities to identify funding streams and the local agencies that utilize these dollars. For the benefit of future collaboration, the following local agencies have been identified to fund transportation programs or to have transportation benefits for their clients: American Cancer Society, Department of Human Services, General Assistance, Heritage Area Agency on Aging, Iowa Workforce Development, RSVP, United Way of East Central Iowa.

Federal Transit Funds

Federal funds for passenger transportation are made available through the Federal Transit Administration (FTA) and distributed to local transit operators directly or through the state departments of transportation. The federal transportation bill, Moving Ahead for Progress (MAP – 21) and title 49 of the United States code provides the authorization for dissemination and use of these funds. Generally, these funds are described by their section number within title 49. Following is a discussion of each potential funding source:

5339 (Bus and bus facilities formula grants)

Section 5339 is a program authorized under MAP – 21 to provide capital funding to replace, rehabilitate and purchase buses, van, and to construct bus-related facilities. In Iowa, approximately \$1.25 million is received annually for small urban systems and regional transit systems. Funding is distributed through the Public Transit Management System vehicle rankings.

5310 (Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities)

5310 is a formula program that provides funding to states for capital projects to assist in meeting the needs of the elderly and persons with disabilities, and costs for contracted services for these needs. Eligibility for these funds extends beyond local public agencies under certain restrictions. The federal share is 80%. ECICOG has and will seek these funds to support regional transit operations.

5311 (Non-Urbanized Area Formula)

This federal program supports transit activities in rural areas and communities with populations under 50,000. These funds are allocated to Iowa based on the number of persons living outside urbanized areas compared to other states. The federal share is 50%. The region has and will seek these funds to support regional transit operations.

5311(b)(3) (Rural Technical Assistance Program)

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). The region has and will seek, as necessary, these funds to support training and continuing education for planning and transportation staffs.

Surface Transportation Block Grant Program Funds (STBG)

These funds come to the state via FAST Act legislation and can be used for roadway or transit capital projects on an 80 percent federal and 20 percent local basis. ECICOG administers these funds to the seven counties, which can be flexed in order to be programmed for use by a transit system.

State of Iowa Transit Funds

The State of Iowa makes various funding opportunities available to assist local agencies and jurisdictions in providing transportation to those who need it most. Following is a discussion of each potential funding source:

ICAAP (Iowa Clean Air Attainment Program)

The federal government provides funds to all 50 states through the Congestion Mitigation and Air Quality (CMAQ) program. This program is designed to increase air quality in areas that fail to meet a federal standard for air quality. All of Iowa meets that standard and therefore funding from this program is awarded through IDOT on a competitive grant system that considers proposed projects on ability to reduce congestion or increase efficiency. The state share maximum is 80%. The IDOT also allocates a portion of the CMAQ funds (\$3 million per year) for the replacement of public transit vehicles.

PTIG (Public Transit Infrastructure Grant)

This program is designed to fund some of the vertical infrastructure needs of Iowa's transit systems. Applications are accepted as part of the annual Consolidated Transit Funding Applications. Projects can involve new construction, reconstruction or remodeling, but must include a vertical component to qualify. They are evaluated based on the anticipated benefits to transit, as well as the ability to have projects completed quickly. The infrastructure program participation in the cost of transit-related elements of a facility project is limited to 80% and cannot, in combination with federal funding, exceed that number.

Iowa STA (State Transit Assistance)

All Public transit systems are eligible for funding under the STA program. STA funding is 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. The majority of the state transit assistance funds received in a fiscal year are distributed to individual transit systems on the basis of a formula using performance statistics from the most recent available year. Each month, the dollars received in the fund during the prior month are allocated to the transit agencies. These funds can be used by the

public transit system for operating, capital or planning expenses related to the provision of open-to-the-public passenger transportation. The region has and will seek these funds to support the regional transit operation.

STA Special Projects

Each year up to \$300,000 of the total STA funds are set aside to fund special projects. These can include grants to individual systems to support transit services that are developed in conjunction with human service agencies, or statewide projects to improve public transit in Iowa through such means as technical training for transit system or planning agency personnel, statewide marketing campaigns, etc. STA Funds are considered an immediate opportunity program by the Iowa DOT, meaning that the 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 Planning process. Most projects will fall within the \$5,000-\$25,000 range. Projects shall be for no more than one year, but a second year of funding can be applied for separately. Priority is given to projects that include a contribution from human service agencies as well. The region may seek these funds to complete a regional travel-training program.

AMOCO Loan

The capital match revolving loan fund was created by the Iowa Legislature with funds from Iowa's share of the federal government's petroleum overcharge settlement against American Oil Company (AMOCO). The loan program is subject to an intergovernmental agreement between the Iowa DOT and the Iowa DNR. All public transit systems are eligible for loans under this program, which are no-interest loans intended to be used for the local match on a federally funded capital project.

Local Funding Options

As mentioned previously, there are a number of ways local agencies can fund public transportation locally. The Iowa code allows for many internal options for municipalities and transit agencies. Following is a discussion of each potential local funding source:

Municipal Transit Levy

Iowa law authorizes municipalities to levy up to 95 cents per \$1,000 assessed property valuation to support the cost of a public transit system. Most of Iowa's larger communities levy for support of their urban transit systems.

Regional Transit Levy

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

General Fund Levy

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

Local Option Sales Tax (LOST)

The City of Washington provides 25% of its local option sales tax to Washington County Mini Bus for the operation of transit services. In FY 2014, the most recent year for which information is available, Mini Bus received \$211,672 from the local option sales tax proceeds.

Regional Community Foundations

Benton County Community Foundation

The Benton County Community Foundation is a local, non-profit, charitable affiliate of the Community Foundation of Northeast Iowa. Due to the generosity and vision of the Community Foundation of Northeast Iowa's donors, the Benton County Community Foundation was established to build stronger, healthier communities in Benton County. The foundation provides visionary leadership, effective grant-making and personalized endowment building services.

Greater Cedar Rapids Community Foundation

The Greater Cedar Rapids Community Foundation exists to promote community philanthropy and to accept gifts to and make grants from the "community's endowment." The Foundation provides its donors and fund holders with the highest possible level of philanthropic stewardship and professional services. The Foundation is responsive to the ever-changing needs of Linn County's charitable sector and will continue to be a catalyst for solutions that have lasting impact.

Jones County Endowment Fund

The Jones County Endowment Fund places priority on improving the economic well-being or quality of life of Jones County residents, improving educational opportunities, community capital improvements, promoting tourism and recreation, and maintaining Jones County heritage. Projects and programs must be located in Jones County. Religious organizations and entities are not eligible.

Iowa County Community Foundation

Like the Benton County Community Foundation, the Iowa County Community Foundation is a local, non-profit, charitable affiliate of the Community Foundation of Northeast Iowa. Due to the generosity and vision of its donors, the Community Foundation was established to build stronger, healthier communities in Iowa County today, and in the future. The foundation supports its donors and the communities it serves with visionary leadership, effective grant-making and personalized endowment building services.

Community Foundation of Johnson County

The Community Foundation of Johnson County provides a means to: contribute to specific organizations, general areas of concern or the common good; pool and manage endowment funds for local nonprofit organizations; and to distribute funds to benefit the greater good of the community.

Community Foundation of Washington County

The Community Foundation of Washington County is a charitable foundation created by and for local citizens to improve the quality of life in Washington County. The foundation helps donors make a positive, local and lasting impact within the serviced communities.

Community Foundation of Cedar County

The Community Foundation of Cedar County is a charitable foundation created by and for local citizens to improve the quality of life in Cedar County communities. The foundation helps donors achieve their philanthropic goals by providing a variety of giving options with various areas of local focus.

Projected Funding for CorridorRides

The following table illustrates the projected funding for CorridorRides for FY 2021 - 2026. The projects involving “operations” are the contracted service and administration of the CorridorRides public transit system, but not estimated costs for capital replacements. Because CorridorRides operates as a brokered system, funds from the federal 5311 and 5310 source will be used by the contracted transit service providers to operate on behalf of CorridorRides, which includes Benton County Transportation, Iowa County Transportation, Johnson County SEATS, Jones County JETS, Linn County LIFS, Washington County Minibus and the vanool program managed by Commute by Enterprise.

Table 9: Projected Capital and Operating Funds, FY 2022-2026

| Funding Source | FY 2022 | FY 2023 | FY 2024 | FY 2025 | FY 2026 |
|-----------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| FTA 5310/5311 | \$1,004,000 | \$1,024,000 | \$1,044,500 | \$1,065,400 | \$1,086,700 |
| STA | \$650,000 | \$657,000 | \$663,000 | \$669,900 | \$676,000 |
| Local Funding | \$2,546,000 | \$2,666,000 | \$2,791,500 | \$2,921,000 | \$3,056,300 |
| LOST | \$218,000 | \$219,000 | \$220,000 | \$221,000 | \$222,000 |
| Total | \$4,418,000 | \$4,566,000 | \$4,719,000 | \$4,877,300 | \$5,041,000 |

*Local Funding includes passenger, contract revenue, and local income from cities and counties

**The LOST (Local Option Sales Tax) listed in the above table is specific to Washington County.

Appendices

PTAC Agendas/Minutes

ECICOG - Region 10
Passenger Transportation Advisory Committee
Joint Meeting with Linn County Transportation Advisory Group
Thursday February 25th, 2021 10:00 AM
ZOOM Virtual Meeting

Meeting Information

<https://us02web.zoom.us/j/87220746039?pwd=akZjWGJkZlc2N0pQTTJiY2RibjF3UT09>

Agenda

- 1) Introductions; Purpose of Meeting
- 2) Review of Needs for Passenger Transportation Plan
- 3) Transportation Updates
- 4) Other Updates
- 5) Future Meeting Dates

The East Central Iowa Council of Government's meetings are open to all individuals regardless of disability. Any person with a disability requiring a reasonable accommodation to attend this meeting should contact the ECICOG office at (319) 365-9941 at least two business days prior to the meeting.

Meeting Minutes
ECICOG Passenger Transportation Advisory Committee (PTAC)
Joint Meeting with Linn County Transportation Advisory Group
February 25, 2021 10:00 a.m. ZOOM Virtual Meeting

Present at the meeting were:

| | |
|------------------|---|
| Dana Burmeister | Benton County Transportation |
| Brock Grenis | East Central Iowa Council of Governments |
| Jamie Ginter | Jones County JETS |
| Tom Brase | Johnson County SEATS |
| Kelly Schneider | Johnson County Mobility Coordinator |
| Terry Bergen | Linn County Mobility Coordinator |
| Cris Gaughan | Washington County Minibus |
| Bobbie Wulf | Washington County Social Services |
| Eugenie Kendall | Heritage Agency on Aging |
| Cindy Fiester | Linn County Public Health |
| Karey Chase | United Way |
| Kelzye Bedwell | Neighborhood Transportation Service |
| Sanjana Raghavan | Greater Cedar Rapids Community Foundation |
| Millie Achey | Willis Dady |
| Brad Debrower | Cedar Rapids Transit |
| Marci Williams | Cedar Rapids Transit |
| Ashley Balias | Linn County Community Services |
| Patrick Williams | To the Rescue |
| Liz Darnall | Corridor MPO |

After introductions, Grenis briefly described the purpose of this committee and the history of ECICOG’s Passenger Transportation Plan (PTP), along with why the committee was meeting jointly with the Linn County TAG. It was explained that this committee makes recommendations of passenger transportation issues to include into the PTP. The PTP document is important in applying for grant funding for certain projects, and this committee helps guide certain types of projects and needs that belong in the PTP. Bergen and Grenis discussed the difficulty faced this year with having to collect input virtually and thanked everyone for participating.

Grenis began reviewing the proposed transportation needs to be included in the upcoming PTP. The three sections relate to Expansion, Collaborating, and Enhancing transportation in the seven-county region, and the associated needs within those sections. Kendal stated that she hears from her constituents regularly that there is a need for trips that cross county boundaries. Chase mentioned that efforts for one-call or one-click transportation resources would mesh well with United Way’s 511 service.

Fiester commented that she thinks the technology need is very important and can also help solve some other goals by allowing for collaboration among different agencies, which now are probably underutilized. Discussion among the group agreed that this need is a high priority and with more

people grasping how to utilize technology for various issues the utilization for transportation makes sense.

Hardecopf discussed the issue of climate goals and how new vehicle technology such as alternative fuels meshes well with such goals. Hardecopf proposed adding needs to the list to align with local climate and sustainability initiatives in order to be well positioned if grant opportunities are sought. The group agreed that was a good change and would likely be supported by local governments. Bergen discussed how certain initiatives relating to climate change and sustainability have a greater chance of receiving funding if they are in a multitude of different plans, and Darnall agreed.

Kendall stated that the Iowa Department of Aging has a staff person who focuses on transportation issues and can think of other statewide organizations that work with transportation in various forms, so it would be good to mention collaboration with statewide organizations. Bergen agreed and stated that he is involved with a number of other statewide groups that deal with transportation issues. Kendall also explained how recently with the COVID pandemic it has been very difficult to find volunteers for transportation and hopes that in the near future more volunteers will be willing to help with transportation.

Debrower and Bedwell gave updates on their transportation agencies including effects on ridership from the pandemic, how to resume operations to a normal level, and the inclusion of new technology.

Bergen talked about efforts to host another community transportation forum, which had to be cancelled in previous years, and discussed several potential topics. The group discussed the difficulty of determining when to have an in-person forum, and how offering a virtual component seems to be popular.

The next meeting date will be determined in coordination with the next TOG meeting and to possibly coordinate with the Linn County TAG meeting in March. Meeting adjourned at 11:32 AM.

ECICOG - Region 10
Passenger Transportation Advisory Committee
Thursday April 7th, 2021 10:00 AM
ZOOM Virtual Meeting

Meeting Information

<https://zoom.us/j/95089177999?pwd=Y0o4TkZWSlZxSzUrVDU1aFUzSTlHZz09>

Meeting ID 950 8917 7999

Passcode: 733888

Agenda

- 1) Introductions; Purpose of Meeting
- 2) Review Passenger Transportation Plan
 - a. Recommend approval of Plan to Region 10 Policy Board
- 3) Transportation Updates
- 4) Other Updates
- 5) Future Meeting Dates

The East Central Iowa Council of Government's meetings are open to all individuals regardless of disability. Any person with a disability requiring a reasonable accommodation to attend this meeting should contact the ECICOG office at (319) 365-9941 at least two business days prior to the meeting.

Meeting Minutes

ECICOG Passenger Transportation Advisory Committee (PTAC)
April 8, 2021 10:00 a.m. ZOOM Virtual Meeting

Present at the meeting were:

| | |
|-----------------|--|
| Dana Burmeister | Benton County Transportation |
| Becky Fry | Iowa County Transportation |
| Brock Grenis | East Central Iowa Council of Governments |
| Jamie Ginter | Jones County JETS |
| Tom Brase | Johnson County SEATS |
| Kelly Schneider | Johnson County Mobility Coordinator |
| Tom Hardecopf | Linn County LIFTS |
| Terry Bergen | Linn County Mobility Coordinator |
| Cris Gaughan | Washington County Minibus |
| Bobbie Wulf | Washington County Social Services |
| Eugenie Kendall | Heritage Agency on Aging |

After introductions, Grenis briefly described the purpose of this committee and the history of ECICOG’s Passenger Transportation Plan (PTP), along with a summary of discussion from the previous PTAC meeting in February. The draft of the FY2022 PTP was shared on a screen and discussion ensued on various parts of the document. Wulf mentioned that she had several informational additions pertaining to Washington County minibus that were emailed earlier.

Kendall discussed volunteer efforts associated with the agency on aging, and how such efforts are critical to passenger transportation in the region. The group discussed the difficulty of transportation during the COVID pandemic and the effects it has had on ridership. Hardecopf talked about feedback from clients and how several have mentioned that they do not plan to use public transit in the future. Burmeister and Gaughan indicated that they are seeing increases in ridership over the past several months which is encouraging. Schneider stated that having a priority for coordination with other groups both in the region and statewide is important.

Bergen led discussion on the possibility of studying operations for transit providers throughout the region due to the difficulty of people needing and finding trips that cross county boundaries. Wulf mentioned that having county transit providers is beneficial because it allows greater local control and decision making that is best for communities, which could be lost if the regional transit system was more centralized. After discussion the group agreed that a priority for the PTP should be to have an operational study undertaken to analyze how the regional transit system operates and identify possible improvements. CTAA and the National Aging and Disability Transit Center have experience doing such studies, and that HIRTA undertook a similar study several years ago that could be used as a basis.

Brase talked about including goals in the PTP for transportation during crises and disasters, along with partnerships with local emergency management officials as such demand has proven apparent over the past year. The group also discussed the importance of marketing transit services post-pandemic and how having messages tailored to local transit providers would be most beneficial.

Upon reviewing the entire document Hardecopf made a motion to recommend approval of the plan to the Region 10 Policy Board and was seconded by Brase. Motion carried unanimously.

The next meeting date will be determined in coordination with the next TOG meeting and to possibly coordinate with the Linn County TAG meeting later in 2021. Meeting adjourned at 10:50 AM.

ECICOG PTP Survey Results

General Public Survey: Pages 1-31

Agency Survey: Pages 32-74

General Public Survey

SURVEY RESPONSE REPORT

23 December 2020 - 08 March 2021

PROJECT NAME:

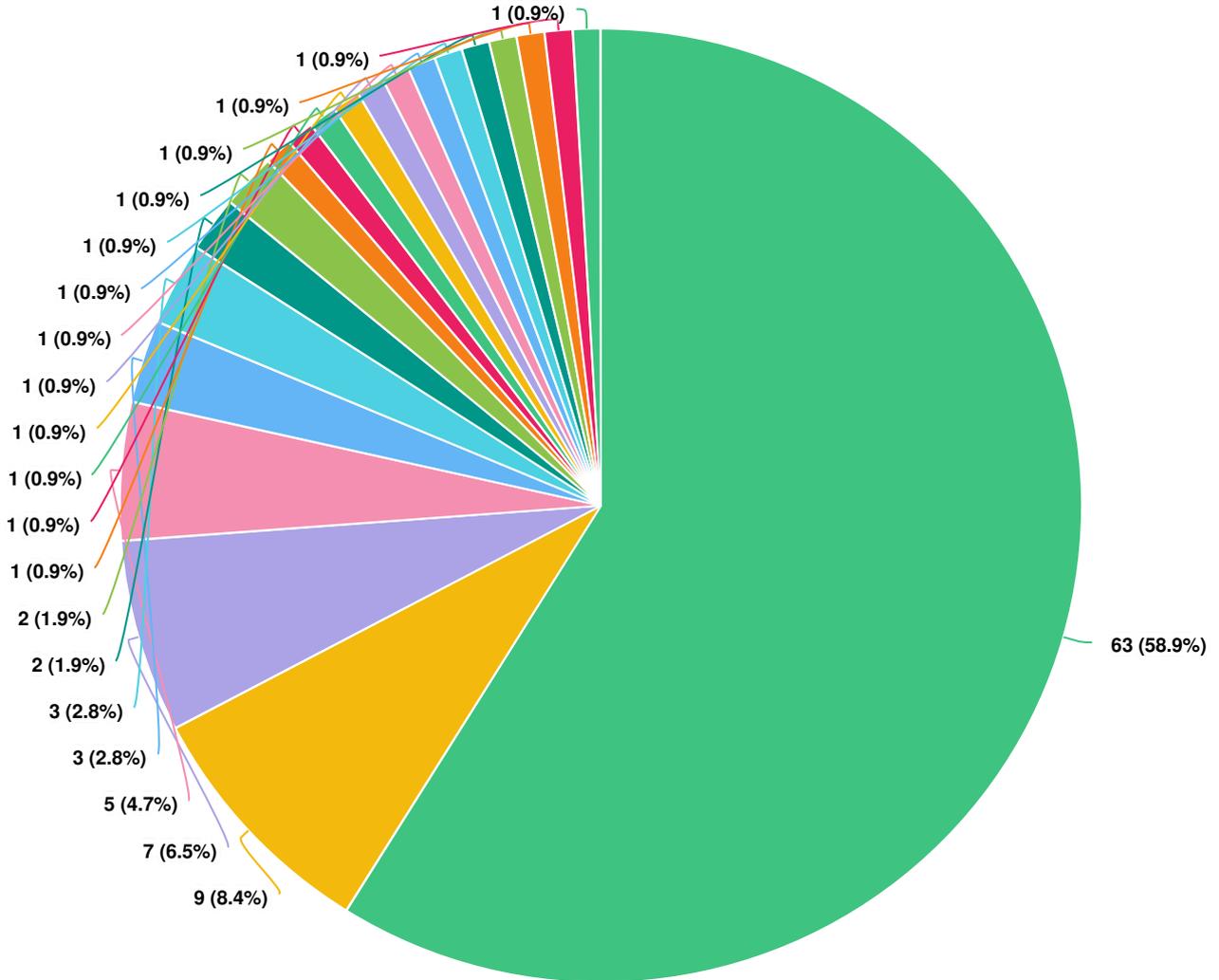
Passenger Transportation Plan





SURVEY QUESTIONS

Q1 What is the zipcode of your home address?

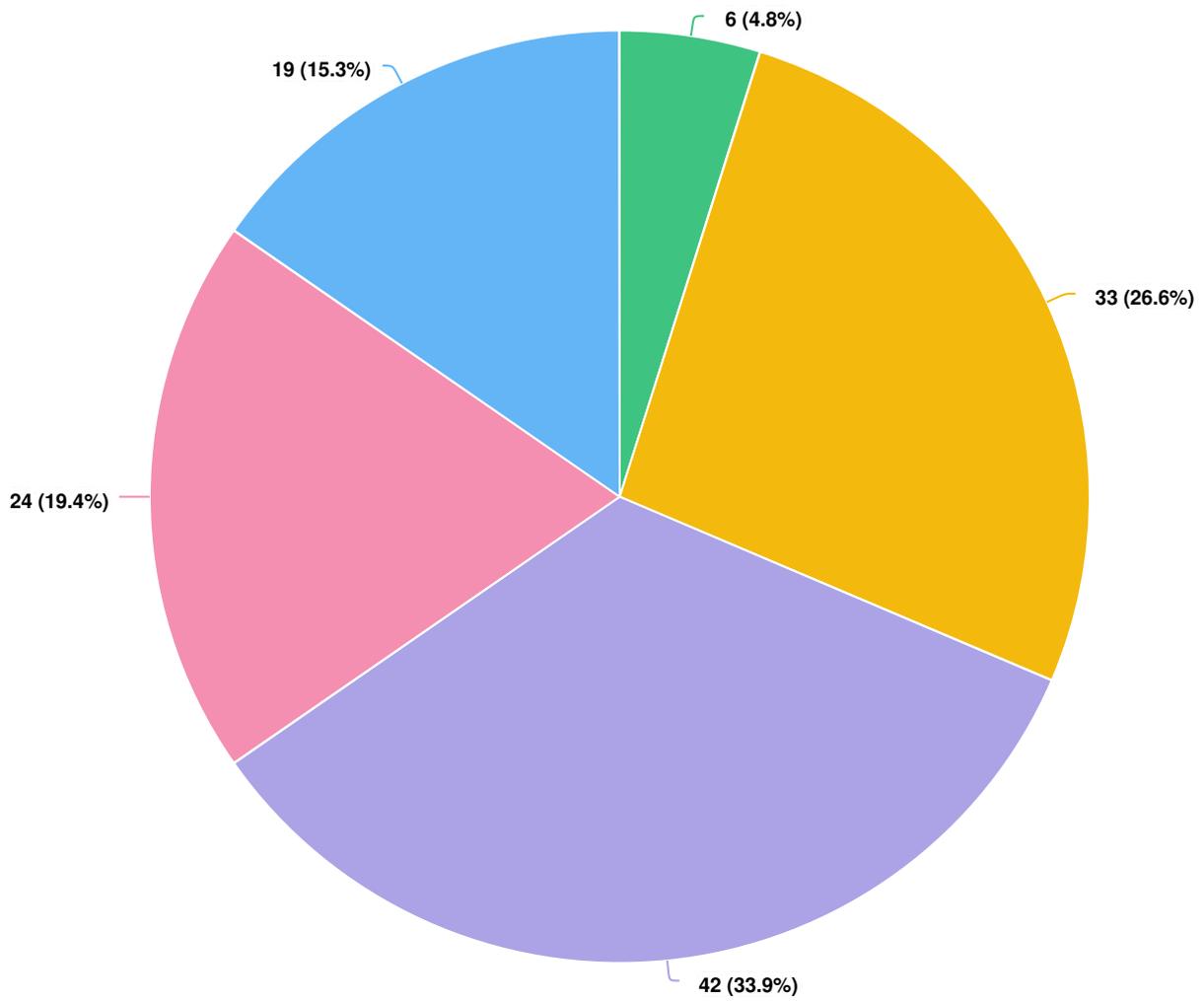


Question options

- North Liberty, IA 52317
- Cedar Rapids, IA 52402
- Swisher, IA 52338
- Cedar Rapids, IA 52411
- Cedar Rapids, IA 52403
- Iowa City, IA 52240
- Coralville, IA 52241
- Iowa City, IA 52246
- Ely, IA 52227
- Vinton, IA 52349
- Marion, IA 52302
- Cosgrove, IA 52322
- Solon, IA 52333
- Lone Tree, IA 52755
- Iowa City, IA 52245
- Oxford, IA 52322
- Cedar Rapids, IA 52405
- Riverside, IA 52327
- Garrison, IA 52229
- West Liberty, IA 52776

Optional question (107 response(s), 18 skipped)
Question type: Region Question

Q2 | What is your age?

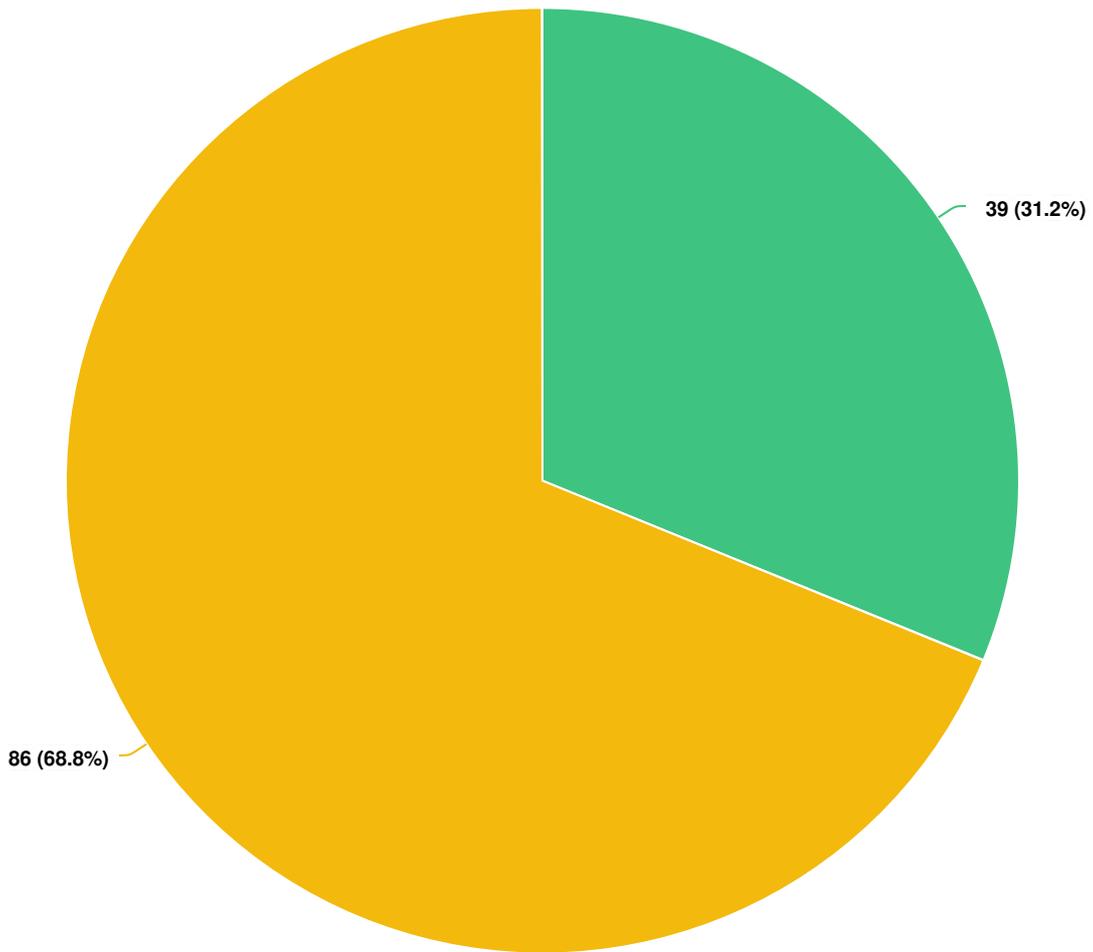


Question options

- Under 25
- 26-35
- 36-45
- 46-60
- 61+

Optional question (124 response(s), 1 skipped)
Question type: Radio Button Question

Q3 Do you use public transportation?

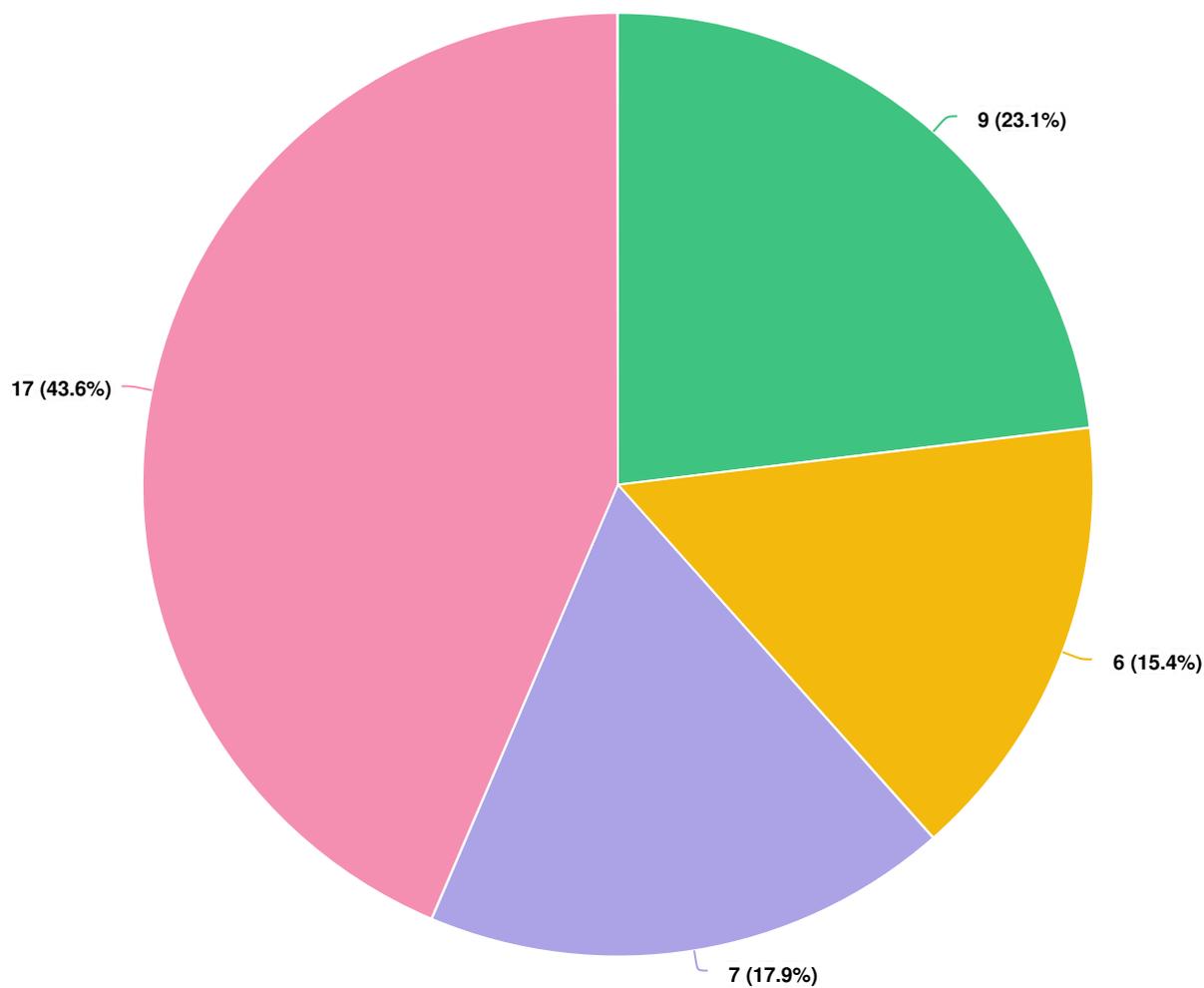


Question options

- Yes
- No

*Optional question (125 response(s), 0 skipped)
Question type: Radio Button Question*

Q4 How frequently do you use public transportation?

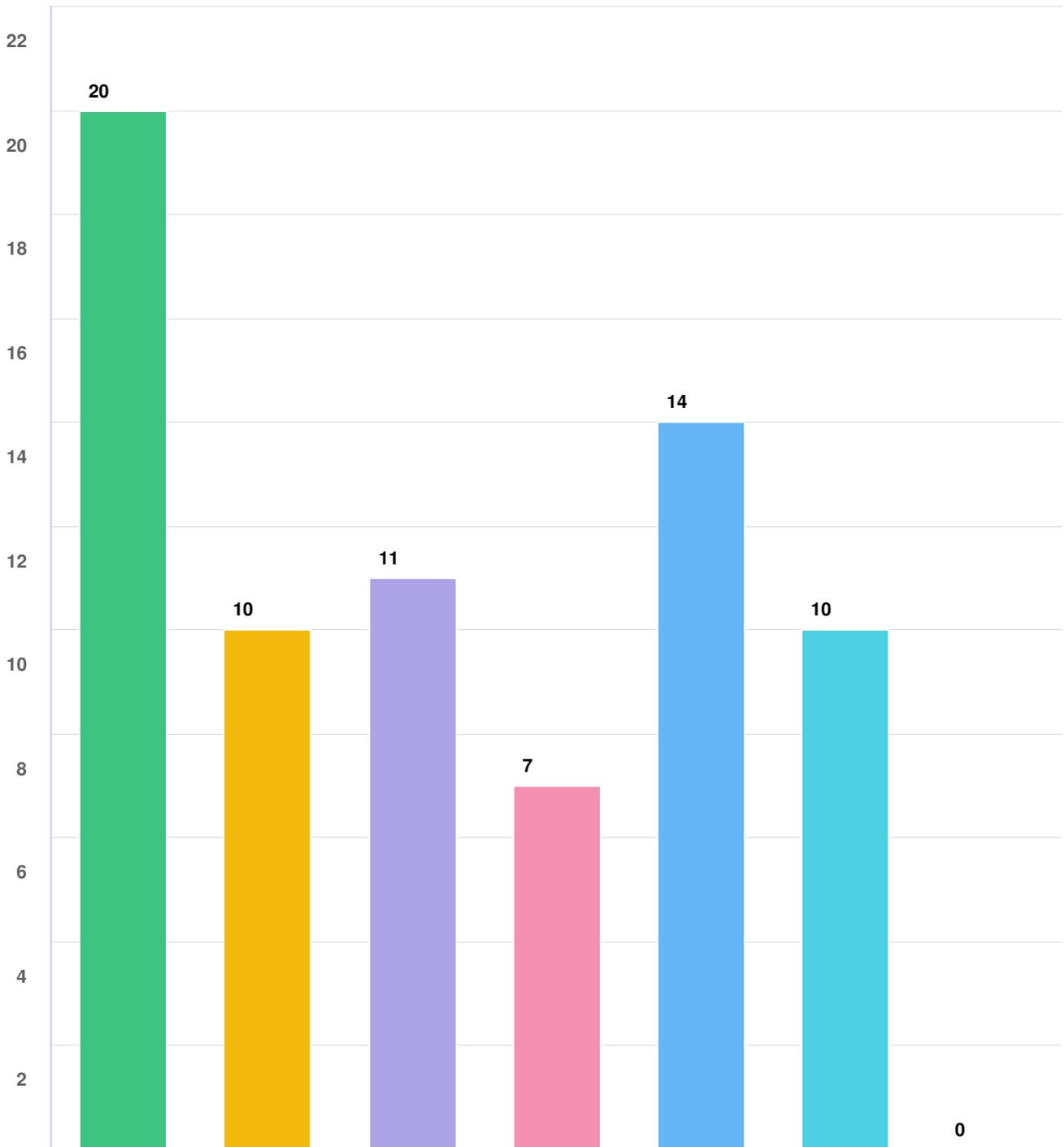


Question options

- Daily
- Weekly
- A few times per month
- A few times per year

*Optional question (39 response(s), 86 skipped)
Question type: Radio Button Question*

Q5 What do you use public transportation for? Please select all that apply.

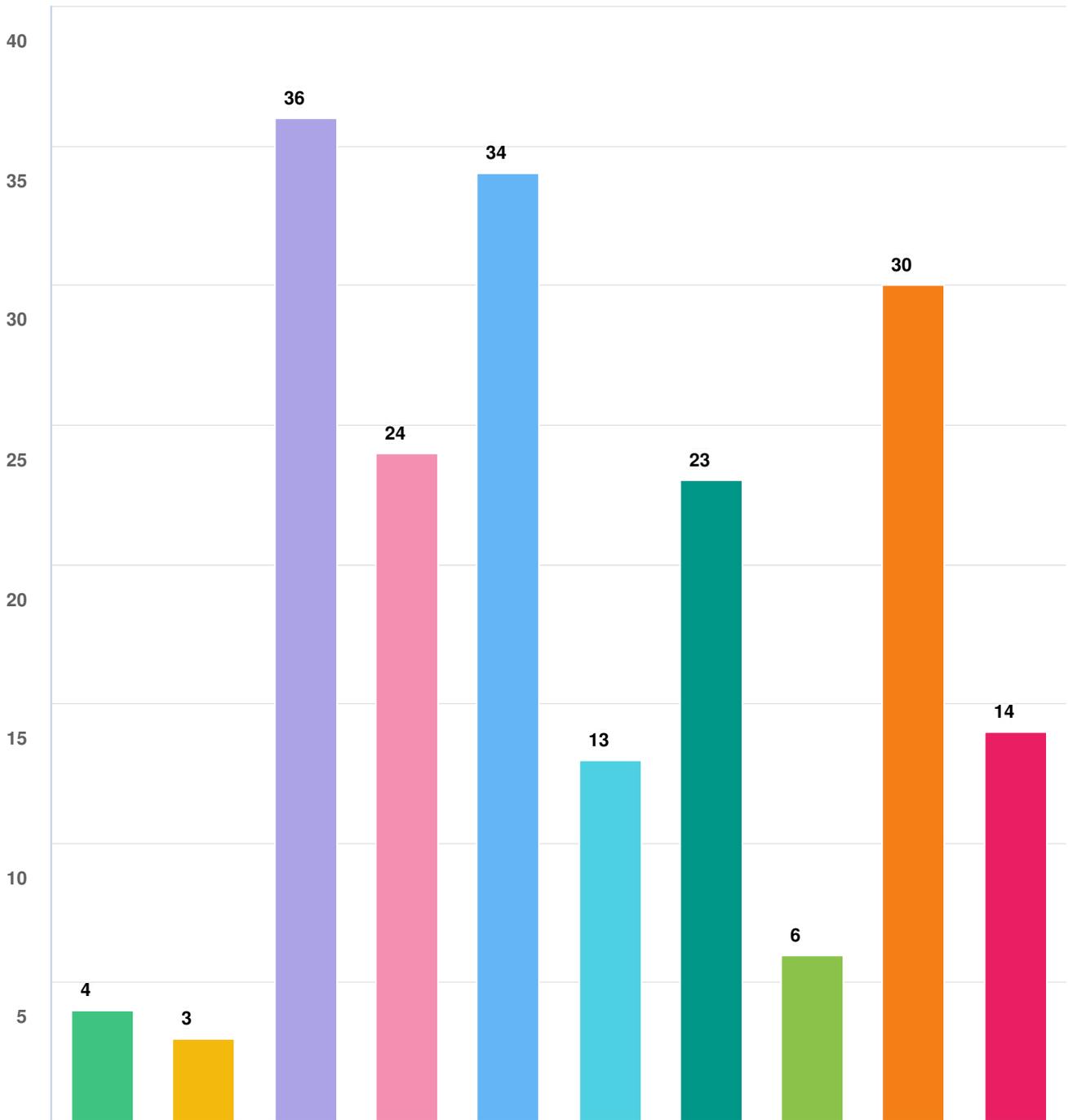


Question options

- Get to Work
- Medical Appointments
- Shopping
- School
- Visit Friends or Family
- Other (please specify)
- None - I don't use public transportation

Optional question (38 response(s), 87 skipped)
Question type: Checkbox Question

Q6 What are the reasons you do not use public transportation? Please select all that apply.

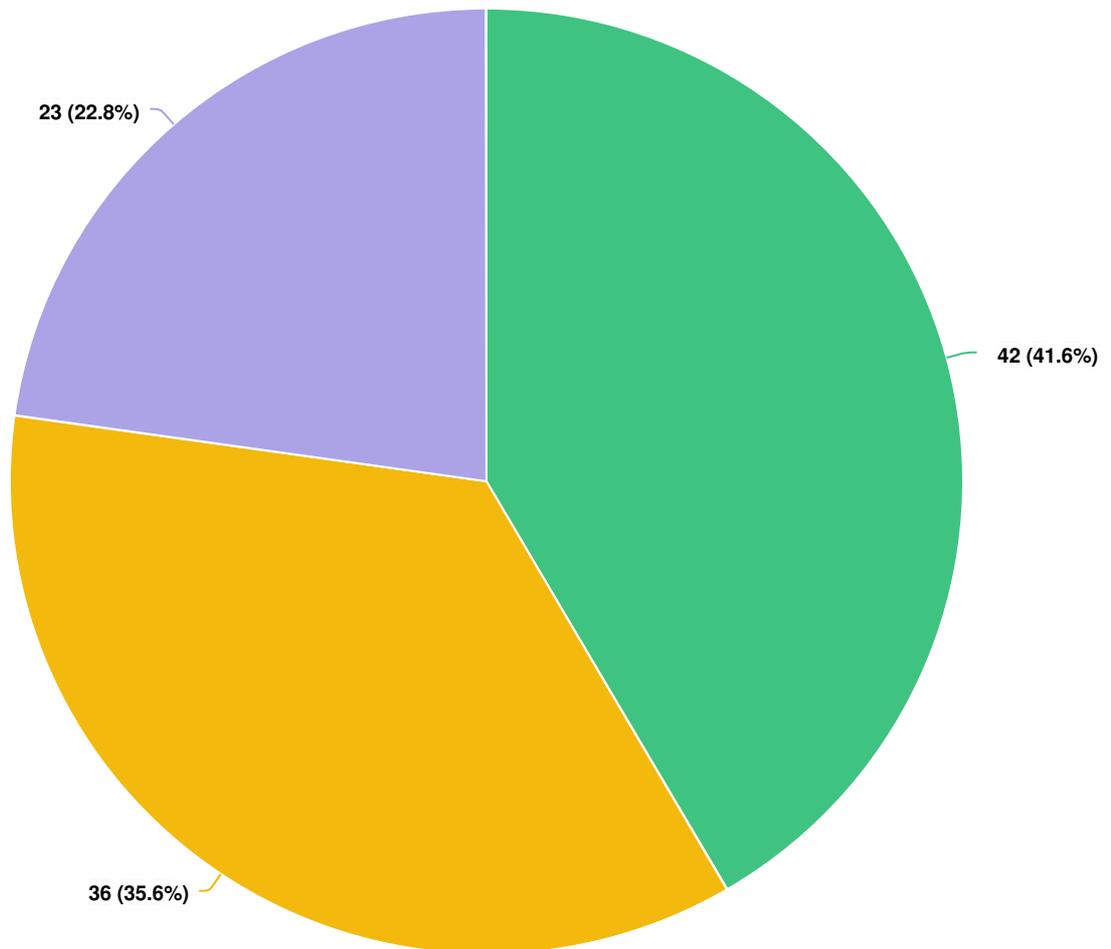


Question options

- Too expensive
- Friends / family can give me a ride
- Public Transportation does not exist where I live
- I need to travel where service doesn't exist
- Not available at times I need it
- Not available on days I need it
- Too much hassle
- Unreliability
- I would rather drive
- Other (please specify)

Optional question (86 response(s), 39 skipped)
 Question type: Checkbox Question

Q7 Has the COVID-19 pandemic changed your use of public transportation?

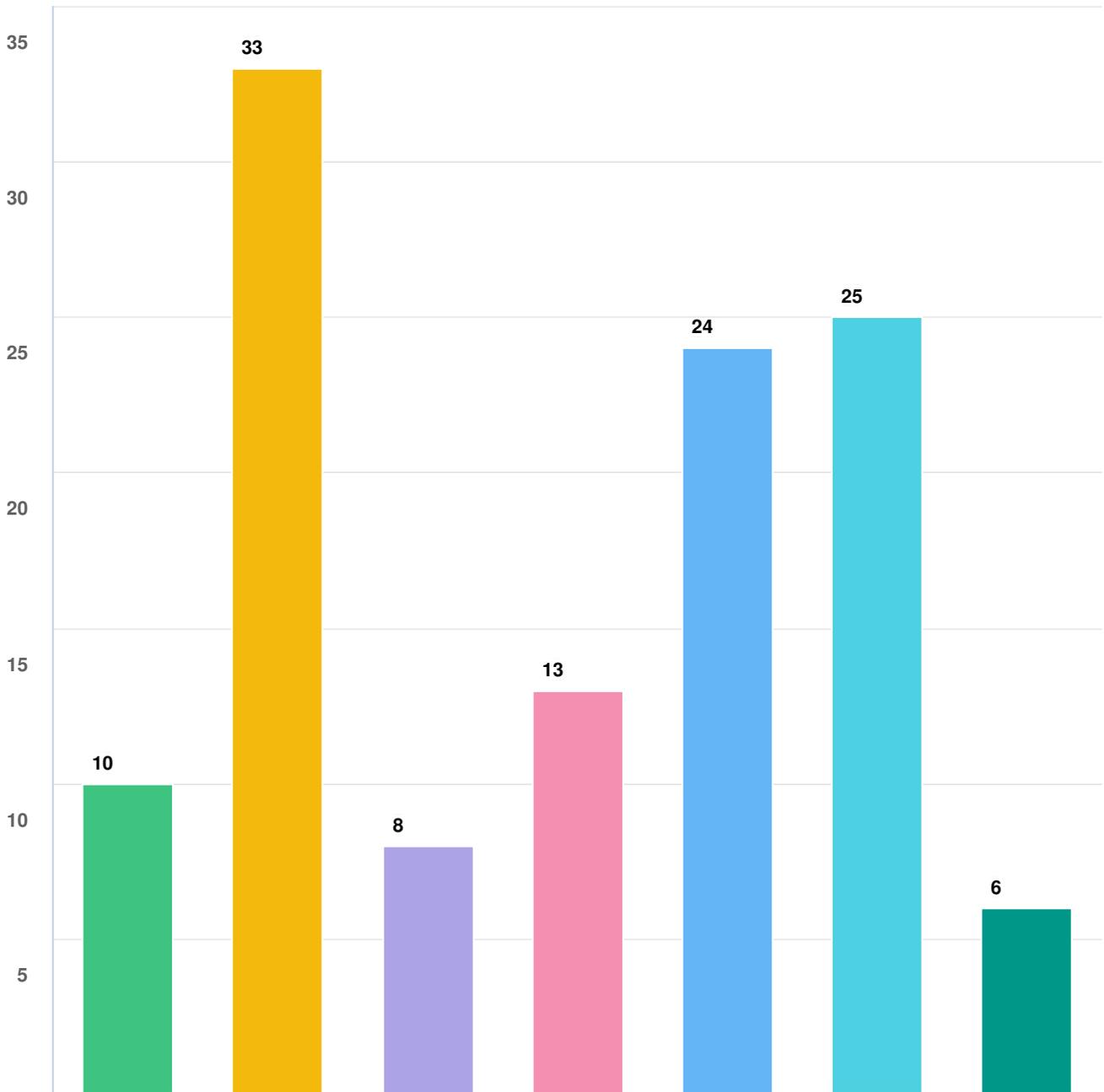


Question options

- No - I continue to use
- Yes - I no longer use any type of public transportation
- Yes - I use public transportation less than before the pandemic

Optional question (101 response(s), 24 skipped)
Question type: Radio Button Question

Q8 What are your reasons for not using public transportation during the pandemic? Please select all that apply.

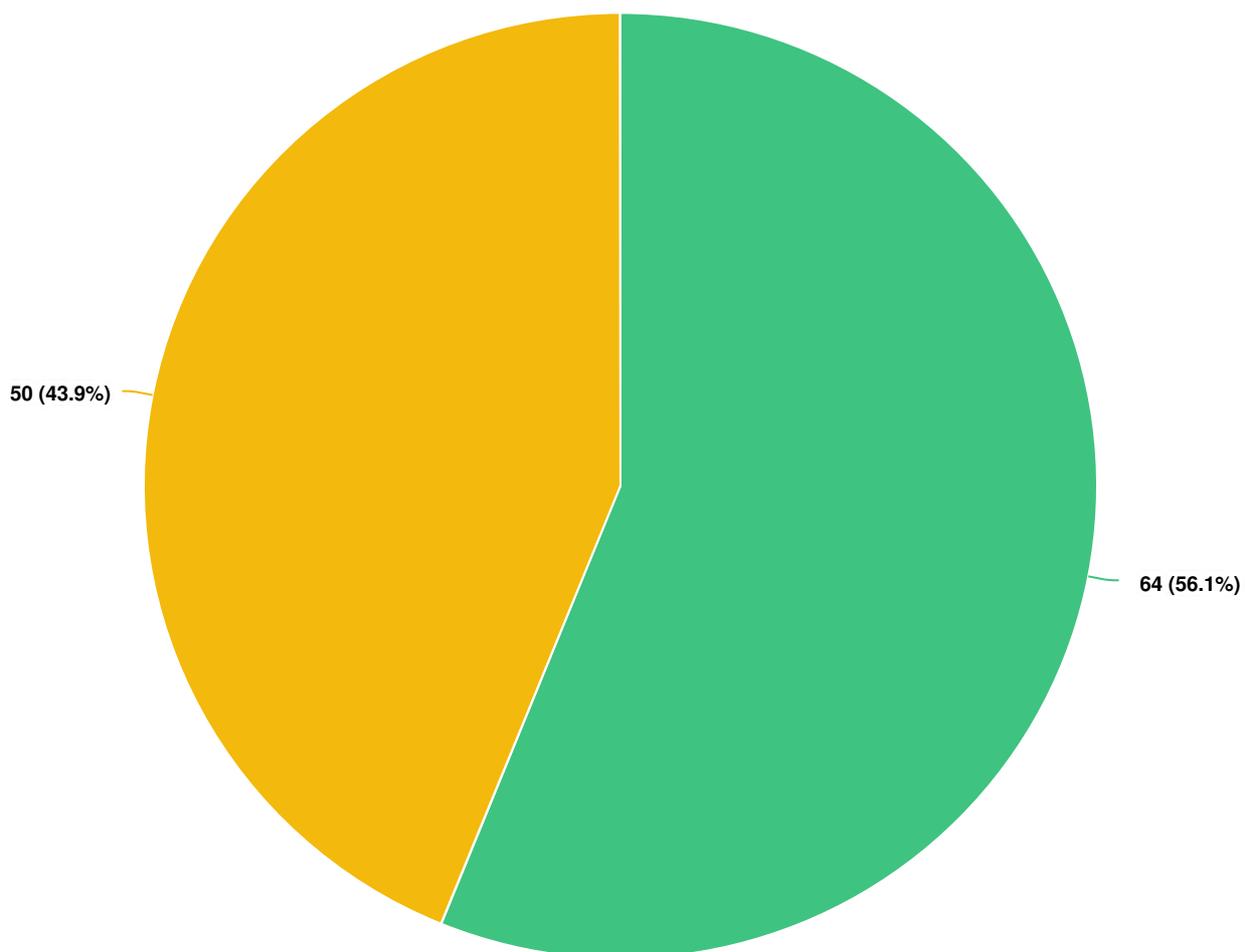


Question options

- Concern that vehicles are not properly cleaned
- Concern that other passengers are not following proper health guidance (masks, distancing)
- Concern that drivers not following proper health guidance
- Too crowded
- I no longer need to commute or travel due to change in employment status (not needing trips, currently home-based, etc.)
- I would rather utilize different transportation (private car, bike, other)
- Other (please specify)

Optional question (59 response(s), 66 skipped)
Question type: Checkbox Question

Q9 Do you plan to utilize public transportation once you feel the pandemic is "over?"

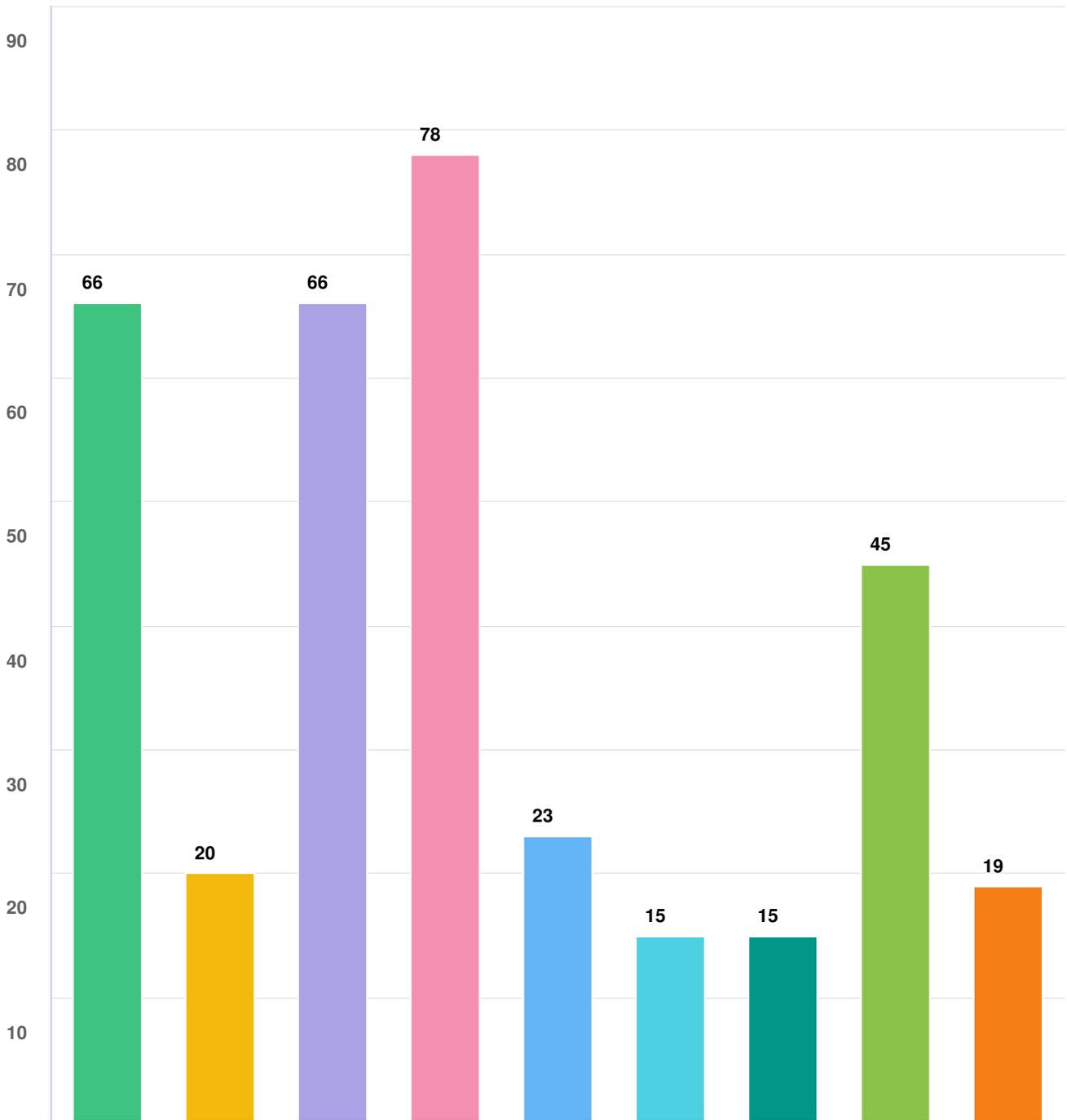


Question options

- Yes
- No

Optional question (114 response(s), 11 skipped)
Question type: Radio Button Question

Q10 Please select the improvements to public transportation that would make it more attractive to use. Please select all that apply.



Question options

- Extended Hours and Days of Service
 ● More affordable
● Better connections
● Go more places (more area coverage)
- Easier to understand
 ● Better cleaned / sanitized
● Better amenities on vehicles (Wi-Fi, softer seats, etc.)
- Better technology to schedule ride (app-based service similar to Uber / Lyft)
 ● Other (please specify)

Optional question (121 response(s), 4 skipped)
 Question type: *Checkbox Question*

Q11 Please rank your familiarity with the following Public Transit Providers.



Optional question (124 response(s), 1 skipped)
 Question type: Likert Question

Q11 | Please rank your familiarity with the following Public Transit Providers.

Benton County Transportation

Very familiar : 6



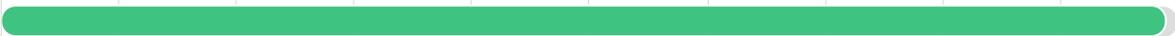
Somewhat familiar : 4



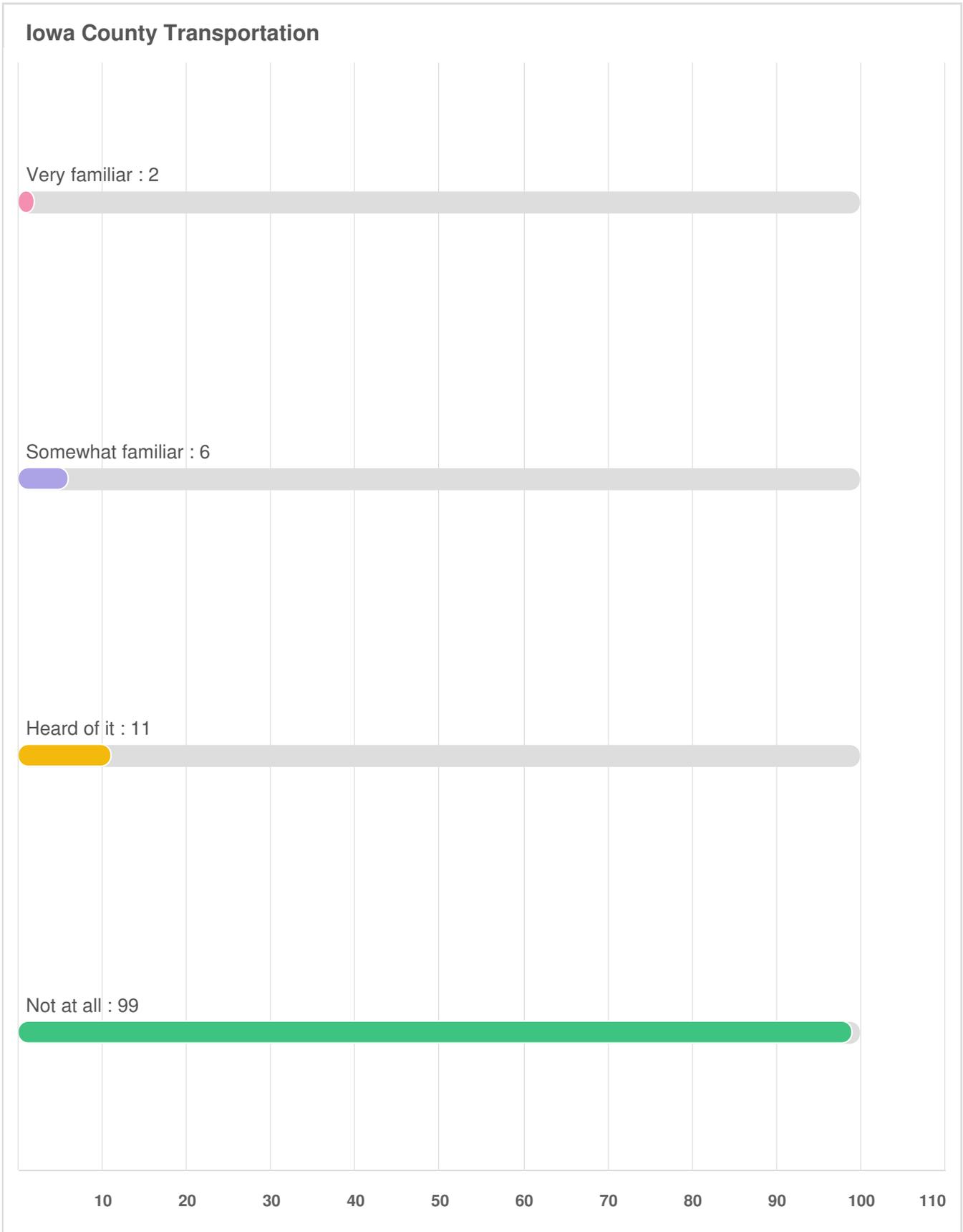
Heard of it : 9

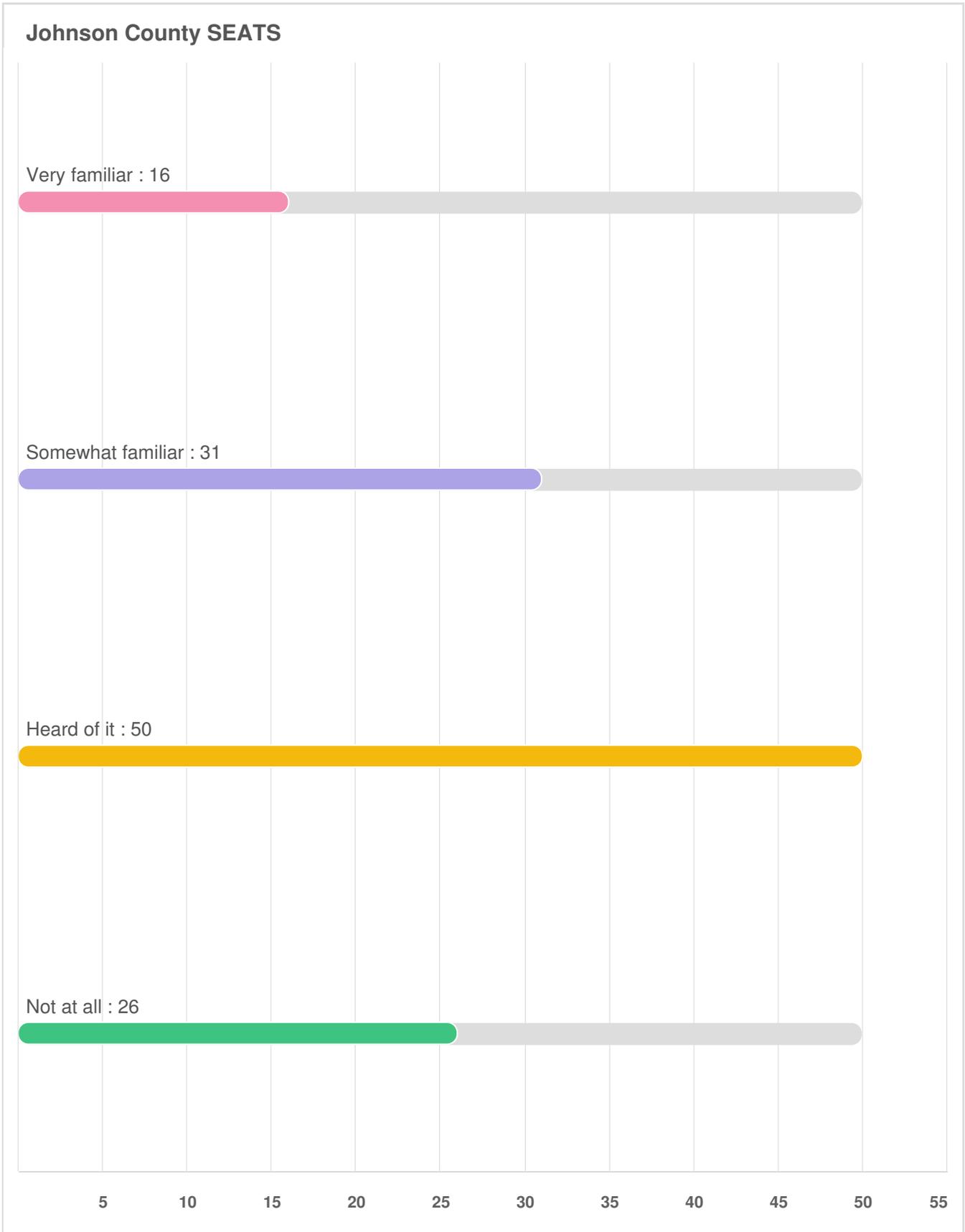


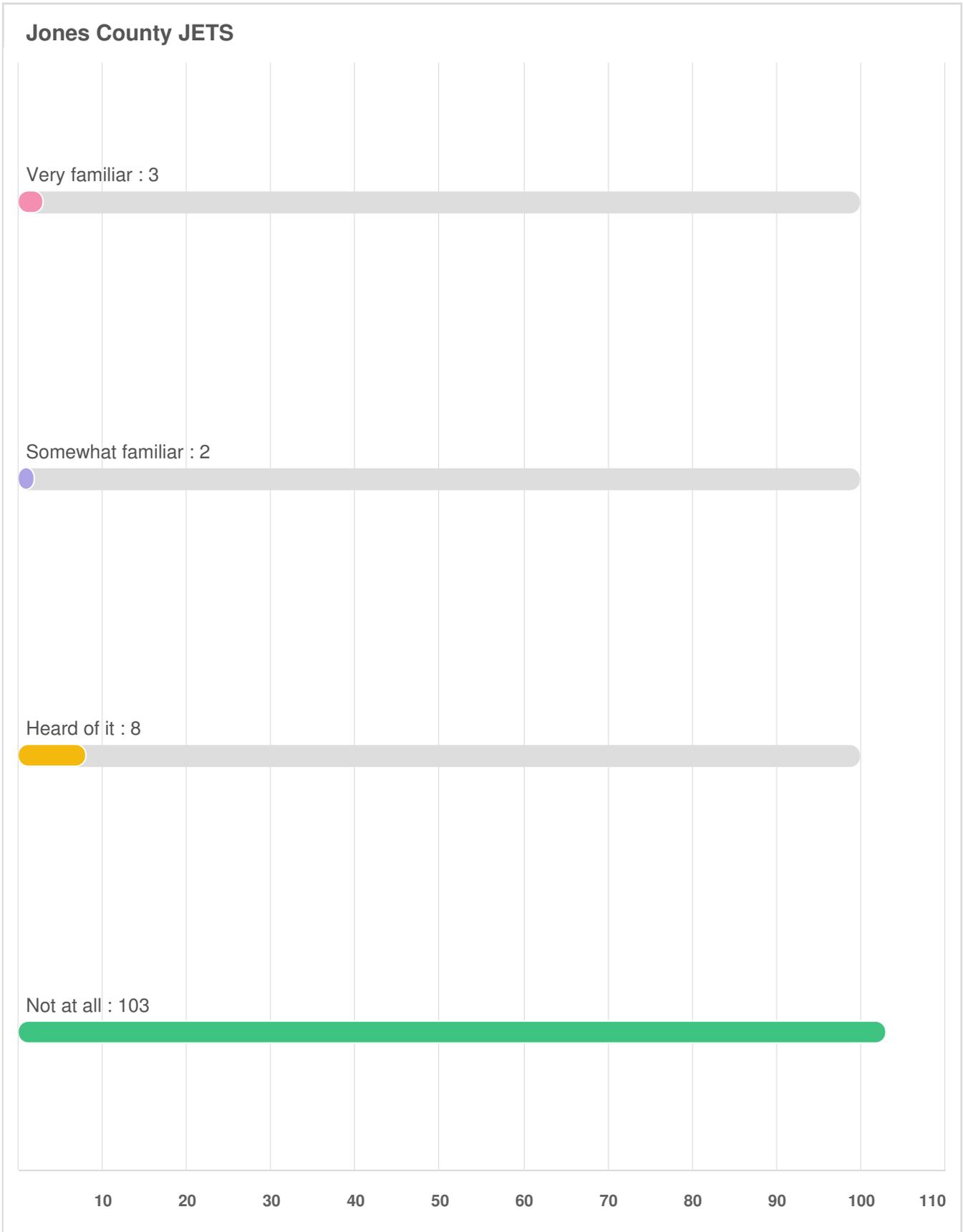
Not at all : 99

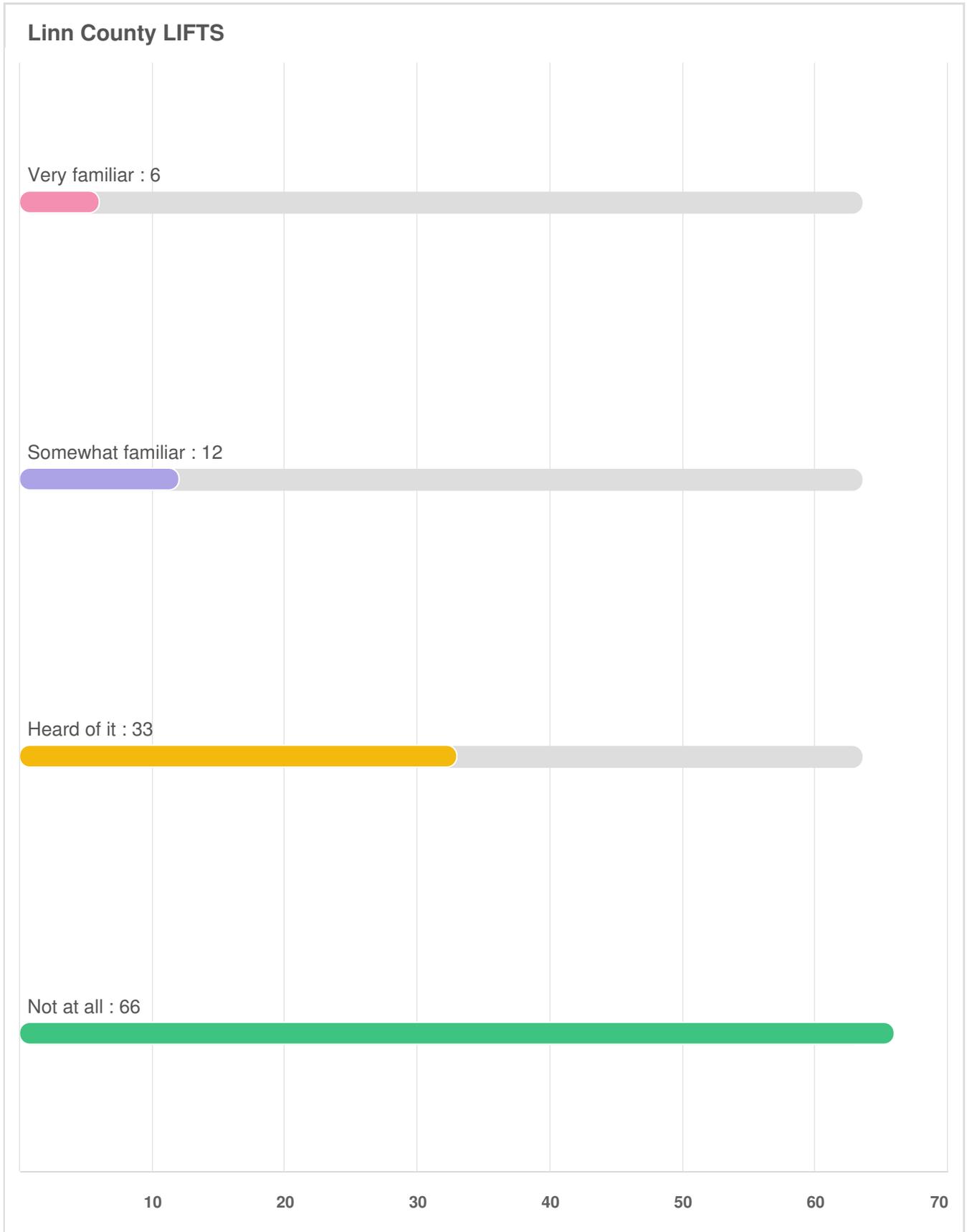


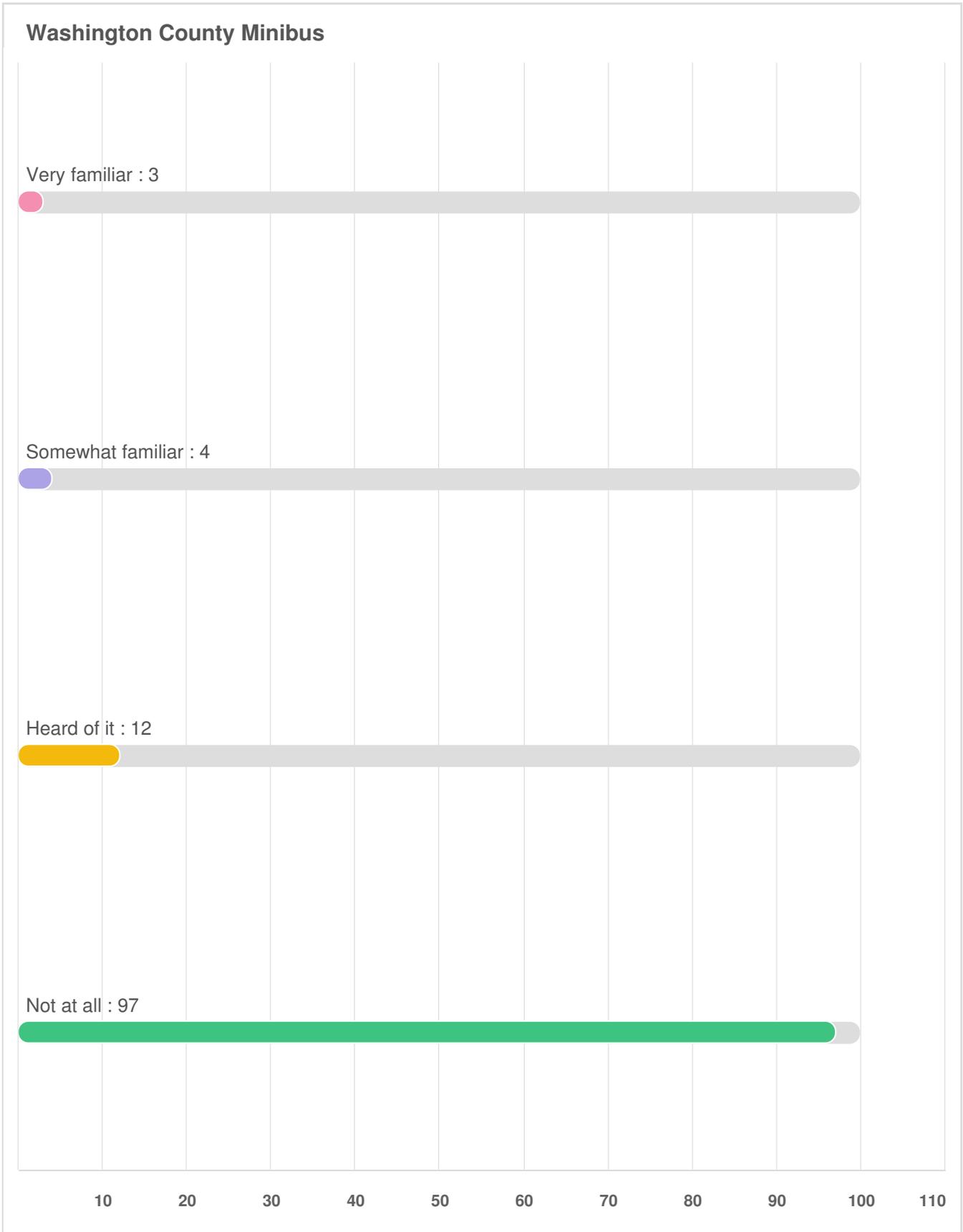
10 20 30 40 50 60 70 80 90 100 110

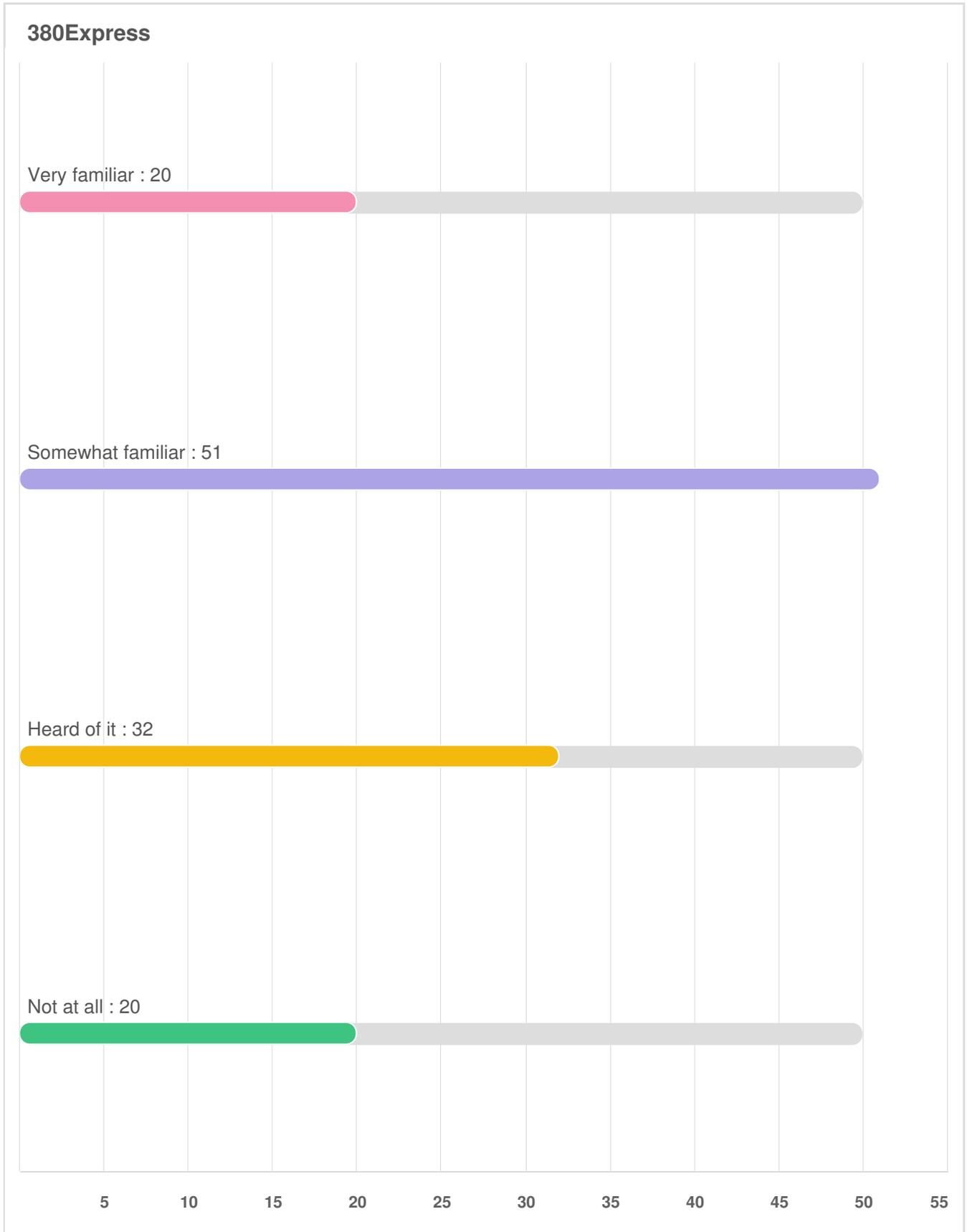


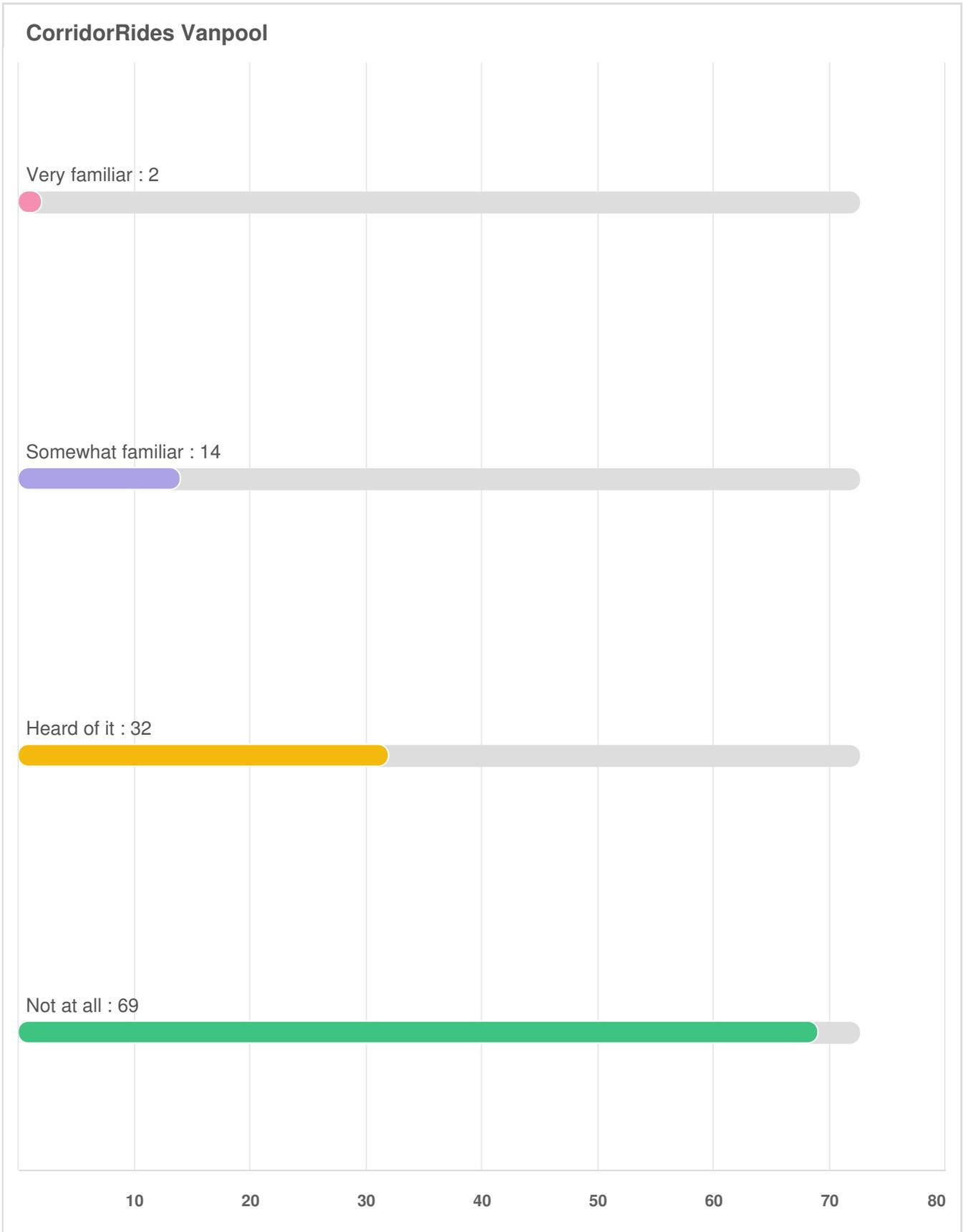


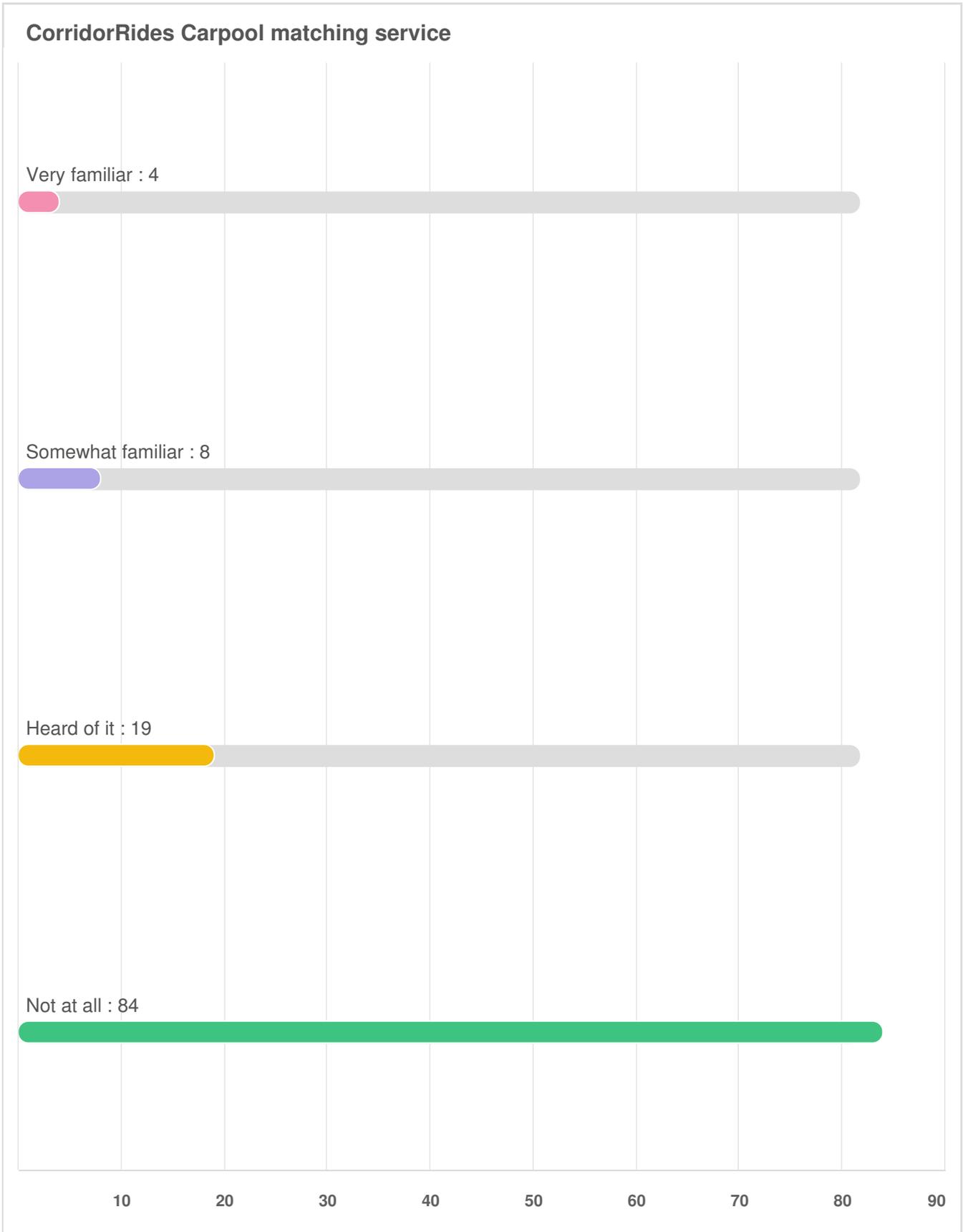












Q12 | What do you think would help improve public transit service in Eastern Iowa and better meet your needs?

Anonymous

12/23/2020 01:03 PM

Fare free service

Anonymous

12/23/2020 01:38 PM

Availability to travel from one county to another with a door to door service. Johnson County SEATS does not do this.

Anonymous

1/07/2021 11:35 AM

I travel around the state so public transit would not be an option for me. If I were using it, I would not want something that was app based. Many people who are poor, do not have smart phones or can't afford service. This disenfranchises many people who need it the most. There needs to be a way that is not technology driven to get a ride.

Anonymous

1/08/2021 02:17 AM

Benton county needs a 24/7 service

Anonymous

1/08/2021 09:17 AM

More availability for school aged children needing transport to/from school that live in town so don't qualify for school bus.

Anonymous

1/08/2021 10:30 AM

Uber availability in small towns Transportation to larger cities

Anonymous

1/08/2021 12:48 PM

Allow Uber and Lyft to operate in Benton County

Anonymous

1/08/2021 05:00 PM

Some regular routes -- made visible in local papers. Better publicity of as-scheduled services -- again, made visible in local papers.

Anonymous

1/09/2021 05:10 PM

Better connections/transfer points within Cedar Rapids and more frequent service.

Anonymous

1/11/2021 04:13 PM

Service to CID

Anonymous

1/12/2021 08:57 AM

At least limited bus service on Sundays in Iowa City.

Anonymous

1/12/2021 09:05 AM

More routes/times

Anonymous

More affordable bus routes/passes for folks with low income. Also, universal

1/12/2021 09:05 AM

bus passes between Coralville and Iowa City. I don't want to keep getting stuck in Coralville because my Iowa City bus passes won't work there.

Anonymous

more days/times, service coverage, and bus stops

1/12/2021 09:05 AM

Anonymous

I think that lower cost, more availability and extended hours would better meet the needs for public transportation in Eastern Iowa.

1/12/2021 09:33 AM

Anonymous

I feel if there are more options for door to door service for individuals with barriers to get to non-medical locations it would be very helpful. Many agencies are no longer providing transportation due to the pandemic and many people have to spend a lot of money for grocery delivery or cannot get out to get haircuts or other activities.

1/12/2021 10:03 AM

Anonymous

having a service that runs on holidays, extended hours, service expanded in rural areas

1/12/2021 10:47 AM

Anonymous

Regional transport - railroad connections!

1/12/2021 04:54 PM

Anonymous

Better transport to medical appointments. A lot of times people are in the process of getting Iowa Medicaid but don't have it yet, so they can't get transportation to appointments through insurance, but don't have other ways to get to their appointments. Many times, people may have a disability that limits their mobility and may not have someone who can ride along with them or take them.

1/12/2021 05:50 PM

Anonymous

I'm a believer in an arterial-based feeder system that allows increased frequency at stops rather than circuitous intra-neighborhood routes.

1/13/2021 09:09 AM

Anonymous

A wider service area ; removing the restrictions that are in place for the NL area i.e. only offered on specific days/times-this is not helpful that are trying to get to and from work or appointments. That leaves them arriving most times super early or having to stay well beyond the time if public transportation is their only source.

1/13/2021 10:56 AM

Anonymous

More affordable/better access. Or maybe a digitized version of a bus pass on our phones so we don't have to worry about losing the card. or better yet, public transportation paid for by the city to encourage more people to use it and less cars running.

1/13/2021 02:33 PM

Anonymous

I would love to see better service in neighbors just outside city limits which provide a huge transportation barrier (such as mobile home communities that don't have bus stops). I work one county over from where I live and work with so many folks that are in similar situations... inter-county cooperation and providing transportation across multiple counties would be beneficial to providing better access to job opportunities.

1/14/2021 06:29 AM

Anonymous

1/14/2021 07:01 AM

Preschool transportation

Anonymous

1/14/2021 02:21 PM

More frequent buses (though I realize this is difficult with relatively low ridership)

Anonymous

1/18/2021 01:01 PM

Service to and from North Liberty. I want a train!

Anonymous

1/19/2021 02:04 PM

Routes in North Liberty

Anonymous

1/19/2021 02:06 PM

We need more public transit options so people can be more mobile and have access to work during weekends/evenings and to stores and healthcare.

Anonymous

1/19/2021 02:08 PM

Rail from North CR to South IC with stops in between

Anonymous

1/19/2021 02:18 PM

Public transportation increase between cities and across counties.

Anonymous

1/19/2021 02:37 PM

Expanded service stops in NL

Anonymous

1/19/2021 02:40 PM

connection and coverage

Anonymous

1/19/2021 02:48 PM

Service that would allow for time needed at non emergency medical appointments such as dialysis, chemotherapy, etc and not be so out of reach expensive

Anonymous

1/19/2021 03:03 PM

Cedar Rapids to Iowa City light rail using the CRANDIC line. Lots of talk, lots of planning over the years but no action. Also have bus service going through Coralville and North Liberty.

Anonymous

1/19/2021 04:10 PM

Letting people know what is available.

Anonymous

1/19/2021 04:36 PM

passenger rail ... CR to IC and Iowa City to Chicago

Anonymous

1/19/2021 05:43 PM

We need more bussing in North Liberty

Anonymous

1/19/2021 07:23 PM

Passenger rail

Anonymous

1/19/2021 07:38 PM

It would nice if somehow a railroad transportation system could be built between Cedar Rapids and Iowa City that would make stops in North Liberty and Coralville. A system using shuttle vehicles would need to be available at each train station to take people from the station to where they needed to go like to where they work.

Anonymous

1/19/2021 08:52 PM

North Liberty needs more frequent buses. Getting to the Rec center hours early to go to Iowa City is inconvenient.

Anonymous

1/19/2021 09:02 PM

Regular schedule, many routes

Anonymous

1/20/2021 05:14 AM

If there is services available to public, than more information needs to be available on how to access a ride.

Anonymous

1/20/2021 06:17 AM

Bus from North liberty to UIHC multiple times of the work week. (Not just once a day).

Anonymous

1/20/2021 06:20 AM

More connections from multiple parts of North Liberty to multiple parts of Iowa City and Coralville

Anonymous

1/20/2021 07:57 AM

A commuter train between CR and IC.

Anonymous

1/20/2021 09:22 PM

Actually having a population density

Anonymous

1/21/2021 09:59 AM

Increased frequency of buses in the evening. I would love to take it to/from work but not if it means I'll have to wait 20-45 minutes for the next bus after I'm done working.

Anonymous

1/21/2021 10:23 AM

Regional transit authority would be more efficient and would eliminate transfer passes. No bus fare. A rail option to Chicago and Minneapolis.

Anonymous

1/21/2021 12:33 PM

restarting CRANDIC interurban between Iowa City and Cedar Rapids or making the 380 Express more useable (weekend service, extended hours, reducing round-trip time)

Anonymous

1/21/2021 12:42 PM

I don't have a need for it.

Anonymous

1/21/2021 07:54 PM

Add a stop in North Liberty for I 380 express and if I was able to take my bike with me to Cedar Rapids I would consider using a couple of times a week round trip to CR. Bike would allow me to get the approximately 1.5 miles from the ground transportation center drop off to work.

Anonymous

More buses and stops

1/22/2021 05:15 PM

Anonymous

1/24/2021 08:58 AM

More frequent routes to reduce wait time. Free parking for those who would utilize it for longer commutes (ie: CR to IC)

Anonymous

2/01/2021 07:34 PM

A countywide transit system would be better than city-based. I currently take a Coralville Transit bus from North Liberty to Iowa City to my job. It only runs twice a day, so there is no flexibility. North Liberty contracts with Coralville for that service, and claims not to be able to afford more routes. Cities are forced to compete for transit funds from state and federal sources. I think county or regional transit would have better success with that. Smaller towns have no connections to Iowa City, Coralville or Cedar Rapids. The 380Express bus has no stops between CR and C'ville, bypassing four towns in between.

Anonymous

2/01/2021 08:24 PM

380 bus would be great if the bus system in CR didn't suck. There is no point in taking it if I can't get anywhere in town. Busses need to run in CR and IC from 6am-Midnight 7 days a week. Coralville has no bus to major shopping areas like Costco/Walmart. Rapid growth areas like Tiffin and North Liberty should be forced to provide busses.

Anonymous

2/04/2021 09:50 AM

Published availability

Anonymous

2/04/2021 09:56 AM

Making it more accessible to people work 2nd and 3rd shift and expanded hours, pick up times. North Liberty is so limited and it doesn't help to have regular business hours for many who may need public transportation much more than M-F am/pm route.

Anonymous

2/04/2021 10:08 AM

Train

Anonymous

2/04/2021 10:11 AM

Network of bus lines Trainline through Iowa

Anonymous

2/04/2021 10:13 AM

Places to park and ride similar to larger cities.

Anonymous

2/04/2021 10:37 AM

Train service, 380 bus stop in NL, better map of ALL bus stops for IC, Campbus, and Crvl. Have ONE app for all services.

Anonymous

2/04/2021 11:10 AM

incentives to forgo private vehicals, public funding, "if you build it, they will come"

Anonymous

2/04/2021 11:19 AM

Quit trying. It's not going to work. It's just a waste of government money outside of the cities or CR and IC/CV

Anonymous

Availability in my area

2/04/2021 12:34 PM

Anonymous

2/04/2021 12:48 PM

Rail service from Iowa City to Cedar Rapids with stops at the communities in between.

Anonymous

2/04/2021 01:16 PM

More of it in North Liberty.

Anonymous

2/04/2021 01:18 PM

Train service or bus service. North Liberty has no public transportation to speak of so you are forced to drive everywhere

Anonymous

2/06/2021 11:26 AM

Passenger train

Anonymous

2/06/2021 02:42 PM

Tram connecting all of the corridor. CR to IC. Legs that go out to and through, Coralville.

Anonymous

2/06/2021 03:44 PM

More accessible, more options, routes and times

Anonymous

2/06/2021 10:32 PM

380 express trips are too long for a commute from North Liberty to Cedar Rapids. Too many transfers and require me to drive to the pickup point. For local travel, it would be nice if Iowa City, Coralville and North Liberty had a single system with more coverage in North Liberty.

Anonymous

2/09/2021 08:11 AM

Bring back the rail system between Iowa City and Cedar Rapids. Increase times in and out of North Liberty

Anonymous

2/09/2021 05:40 PM

I have kids involved in activities after school/work so public transportation does not work well for my commute and family needs. Public transportation in North Liberty does not go to the schools which would be great since the school district became more strict with money grab on busing.

Anonymous

2/16/2021 09:32 AM

need more buses running in North Liberty, connecting to Iowa City and Coralville.

Anonymous

2/16/2021 01:52 PM

North Liberty needs connectivity to Iowa City, Coralville, and UI campus

Anonymous

2/16/2021 03:23 PM

Connect all the corridor from Cedar Rapids to Iowa City including North Liberty and Tiffin

Optional question (76 response(s), 49 skipped)

Question type: Essay Question

Q13 | Do you have any other comments regarding passenger transportation service?

Anonymous

12/23/2020 01:38 PM

380 Express is great, keep up the good work.

Anonymous

1/07/2021 11:35 AM

I have not been a fan of Uber from the start. The idea of some random dude deciding to give rides without having to follow the same criteria as a taxi, is just wrong. Some of our local providers are planning to mirror the Uber concepts. At least they are licensed properly and have rules they adhere to. Still, the success is dependent on technology. I hope our society all have smart phones.

Anonymous

1/08/2021 02:17 AM

24/7 service

Anonymous

1/08/2021 12:41 PM

There is none around benton county

Anonymous

1/08/2021 12:48 PM

Benton County needs Uber and Lyft services available both day and night. Many people need transportation services. It would even be beneficial as a means of eliminating drunk driving.

Anonymous

1/08/2021 05:00 PM

I still don't know what is available.

Anonymous

1/12/2021 08:57 AM

No.

Anonymous

1/12/2021 09:05 AM

North Liberty should offer better public transportation options to Coralville and Iowa City. I also find it very disappointing that the 380Express does not have a North Liberty pickup/drop-off especially since the city is right in the middle of the corridor and many, many folks choose to live here because of its proximity to Cedar Rapids and Iowa City. I believe a significant portion of the commuting public has been dismissed.

Anonymous

1/12/2021 09:05 AM

I wish it catered more to low income folks rather than just students in the Iowa City/Coralville area. I need to use the bus between Coralville and Iowa City but am unable to because Coralville and Iowa City don't connect and the daily prices are too high.

Anonymous

1/12/2021 10:03 AM

Increased door-to-door services would be helpful for adults with barriers to independence. Examples would be volunteer drivers/volunteer transportation program, grant funded transportation (for low income) for non-medical needs, etc.

Anonymous

1/12/2021 05:50 PM

In Iowa City, better coverage to highly accessed areas.

Anonymous

1/13/2021 09:09 AM

Ours is, generally, pretty good and far better than most from almost every perspective.

Anonymous

1/13/2021 10:56 AM

If there is transportation that is provided to the NL area it would be really helpful if it is actually advertised this time so that the residents know about unlike last time they "tried" it most residents were unaware until they were being informed that it was being removed.

Anonymous

1/14/2021 06:29 AM

We need change now in this area, it directly impacts our communities access to basic resources, a bare minimum. I hope this plan isn't "the safe choice." There are some incredible transportation services in the community, and I hope to continue to see that grow.

Anonymous

1/14/2021 07:01 AM

It's hard to get elementary students on the 'list' for the Vinton buses. They are full. We need more buses and/or drivers.

Anonymous

1/18/2021 01:01 PM

I want passenger rail!

Anonymous

1/19/2021 02:37 PM

I would love to see a passenger rail service return. If I could get on a train in NL and get off and walk to NewBo that would be great!

Anonymous

1/19/2021 03:03 PM

Agencies like yours seem to be funded every year but no work product seems to come out of it to provide public transportation. All planning resources seem to leave the rider without a ride.

Anonymous

1/19/2021 08:52 PM

No

Anonymous

1/19/2021 09:02 PM

Would like to see transportation options between Iowa City, North Liberty, and Cedar Rapids

Anonymous

1/20/2021 06:17 AM

No cloth seats. Seats should be easy to sanitize and keep clean.

Anonymous

1/21/2021 09:59 AM

I really loved the ease and accessibility of the bus when I worked at the University. Now that I'm not working there and I work in a building with free parking, there is less incentive to take the bus. But I miss it!

Anonymous

1/21/2021 12:33 PM

Public transit should be extended to trailheads and parks outside of urban areas such as the hawkeye wildlife management area

Anonymous

2/01/2021 07:34 PM

I lived in Germany for a year where every single town is connected by a bus or a train to the next town. I didn't own a car at all. It was heaven.

Anonymous

2/01/2021 08:24 PM

I love trains but not for short rides.

Anonymous

2/04/2021 09:50 AM

No

Anonymous

2/04/2021 09:56 AM

Public transportation could be a great option for the disenfranchised and those who don't have or can't afford a vehicle/gas. Johnson County has such opportunity to increase mobility for people to travel between communities and could potentially help employment rates if it was provided in turn good for economic development.

Anonymous

2/04/2021 10:13 AM

North Liberty only has commuter hours . Would like to see more times during the day and on Saturday.

Anonymous

2/04/2021 11:10 AM

With a community, metro area of this size, more proactive development should be further along than what currently exists.

Anonymous

2/04/2021 01:18 PM

Would live train service

Anonymous

2/05/2021 12:01 PM

Kinda wish we had bus service as diverse as what coralville and iowa city have, though I know we are not big enough yet.

Anonymous

2/09/2021 08:11 AM

Take advantage of existing infrastructure: Trains, multiple trips in and out of communities.

Anonymous

2/09/2021 05:40 PM

DO NOT EVEN CONSIDER WASTING MONEY ON RAIL SERVICE!!!!

Anonymous

2/16/2021 03:23 PM

If we had publique transport we would of use it.

Optional question (34 response(s), 91 skipped)

Question type: Essay Question

Agency Survey

SURVEY RESPONSE REPORT

23 December 2020 - 08 March 2021

PROJECT NAME:

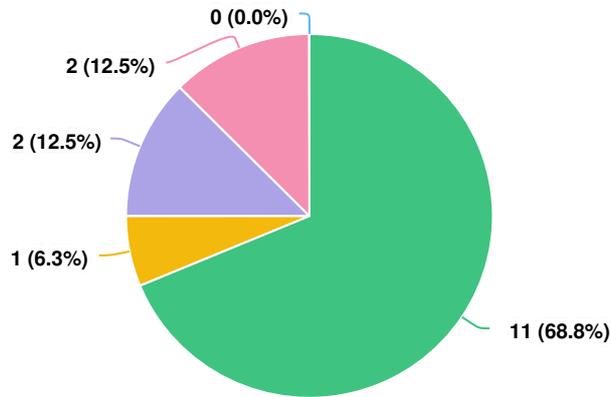
Passenger Transportation Plan





SURVEY QUESTIONS

Q1 Which of the following best describes your organization?

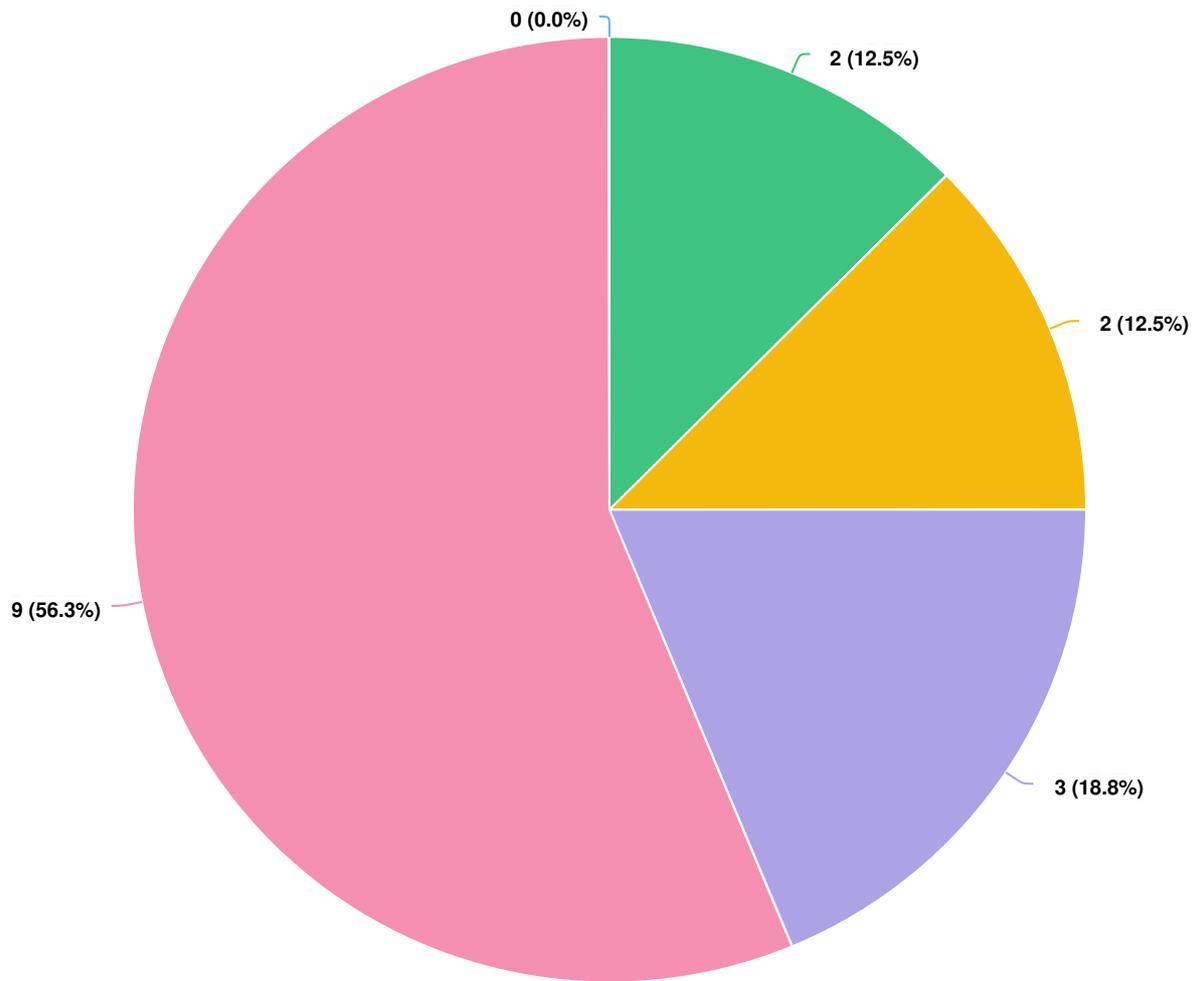


Question options

- Private / non-profit
- Private / for-profit
- Public
- Other (please specify)
- Volunteer

Optional question (16 response(s), 0 skipped)
Question type: Radio Button Question

Q2 How many clients does your organization serve?

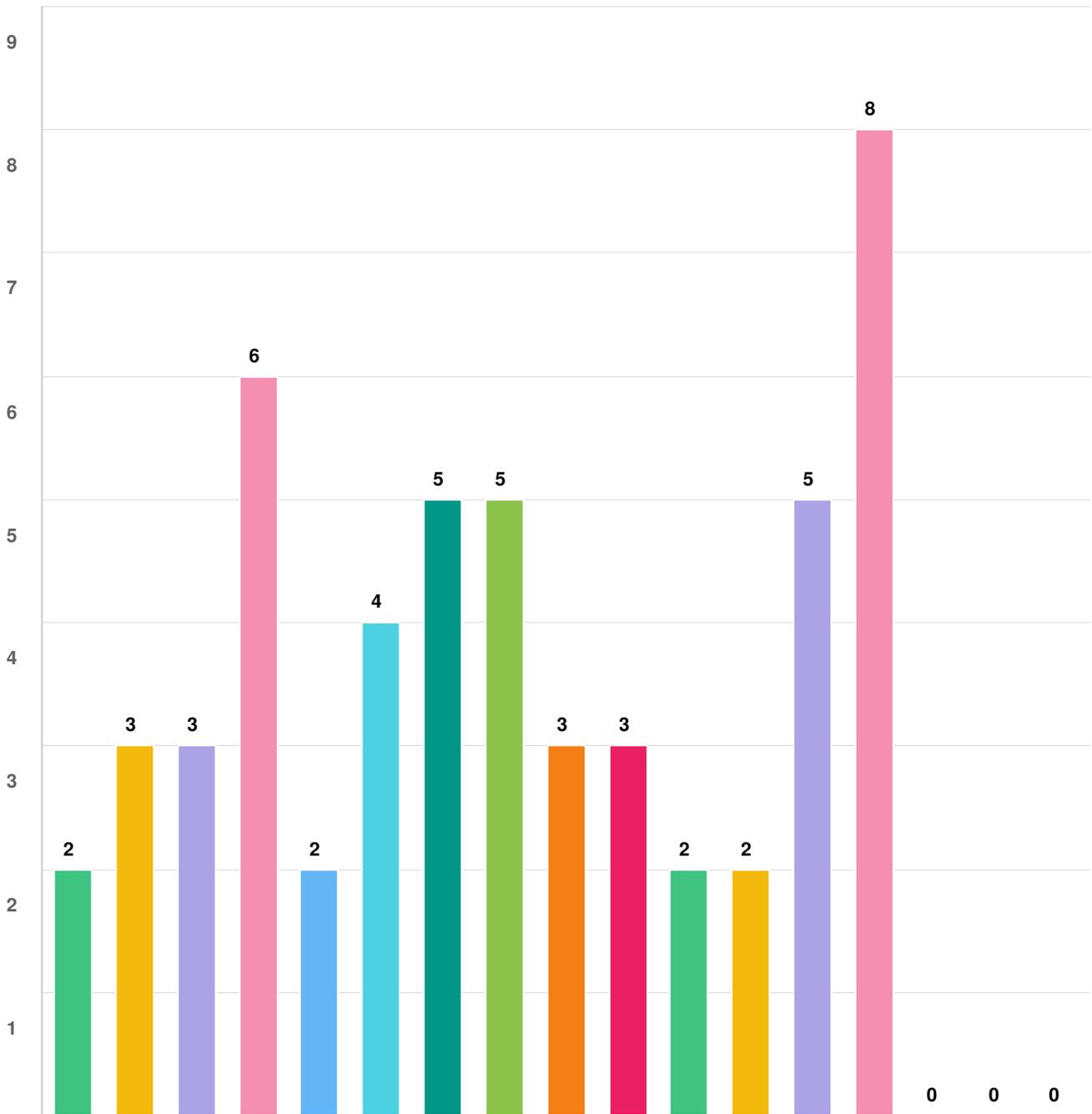


Question options

- 25-50
- 50-100
- 100-250
- 250+
- 1-25

Optional question (16 response(s), 0 skipped)
Question type: Radio Button Question

Q3 Which of the following services does your agency provide? Please select all that apply.

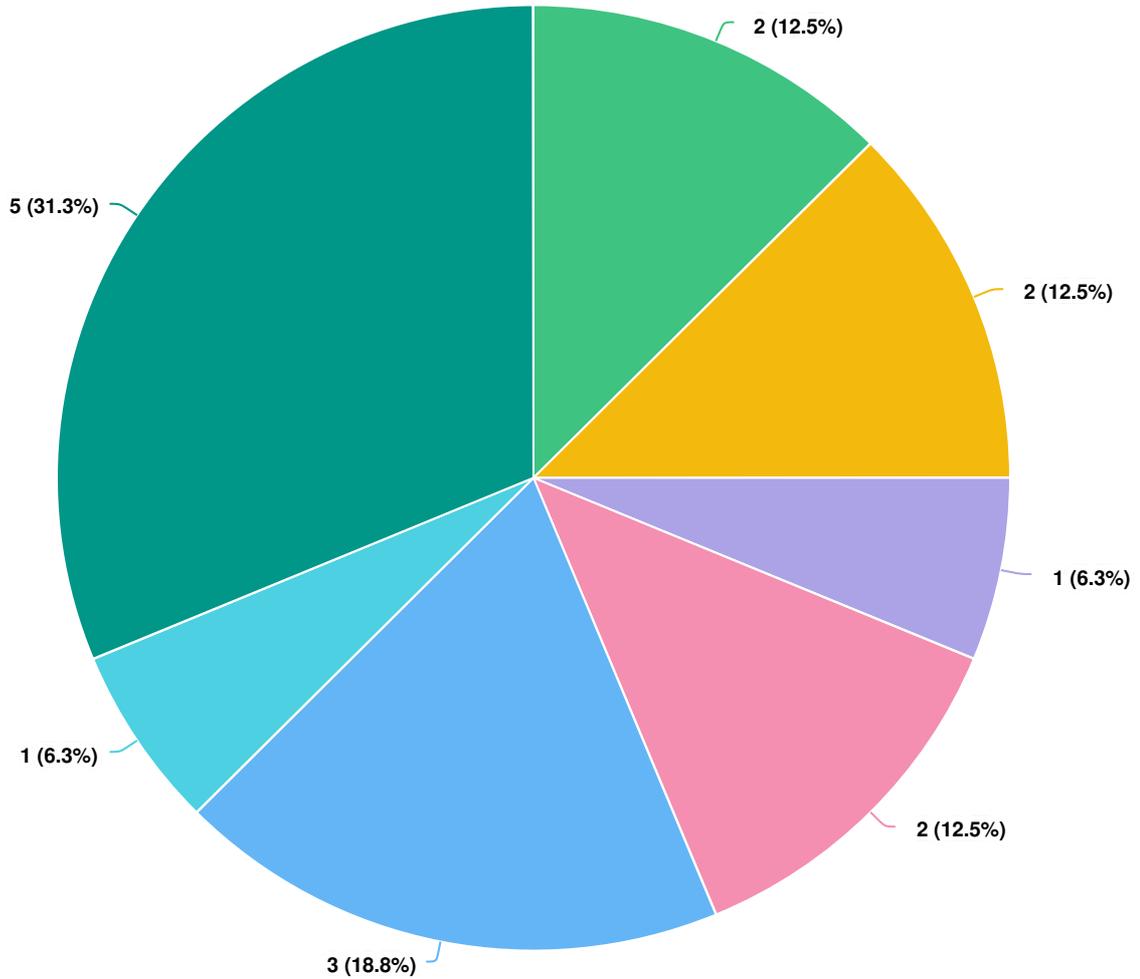


Question options

- Adult Day Care ● Disabled Services ● Education ● Job Training / Job Placement ● Shelter Employment
- Medical Transit ● Medical Services ● Mental Health Services ● Private Transit ● Public Transit
- Recreation / Social ● Rehabilitation ● Volunteer Opportunities ● Other (please specify)
- Assisted Living / Nursing ● Childcare ● Religious Services

Optional question (16 response(s), 0 skipped)
Question type: Checkbox Question

Q4 Which of the following best describes your agency regarding transportation services?

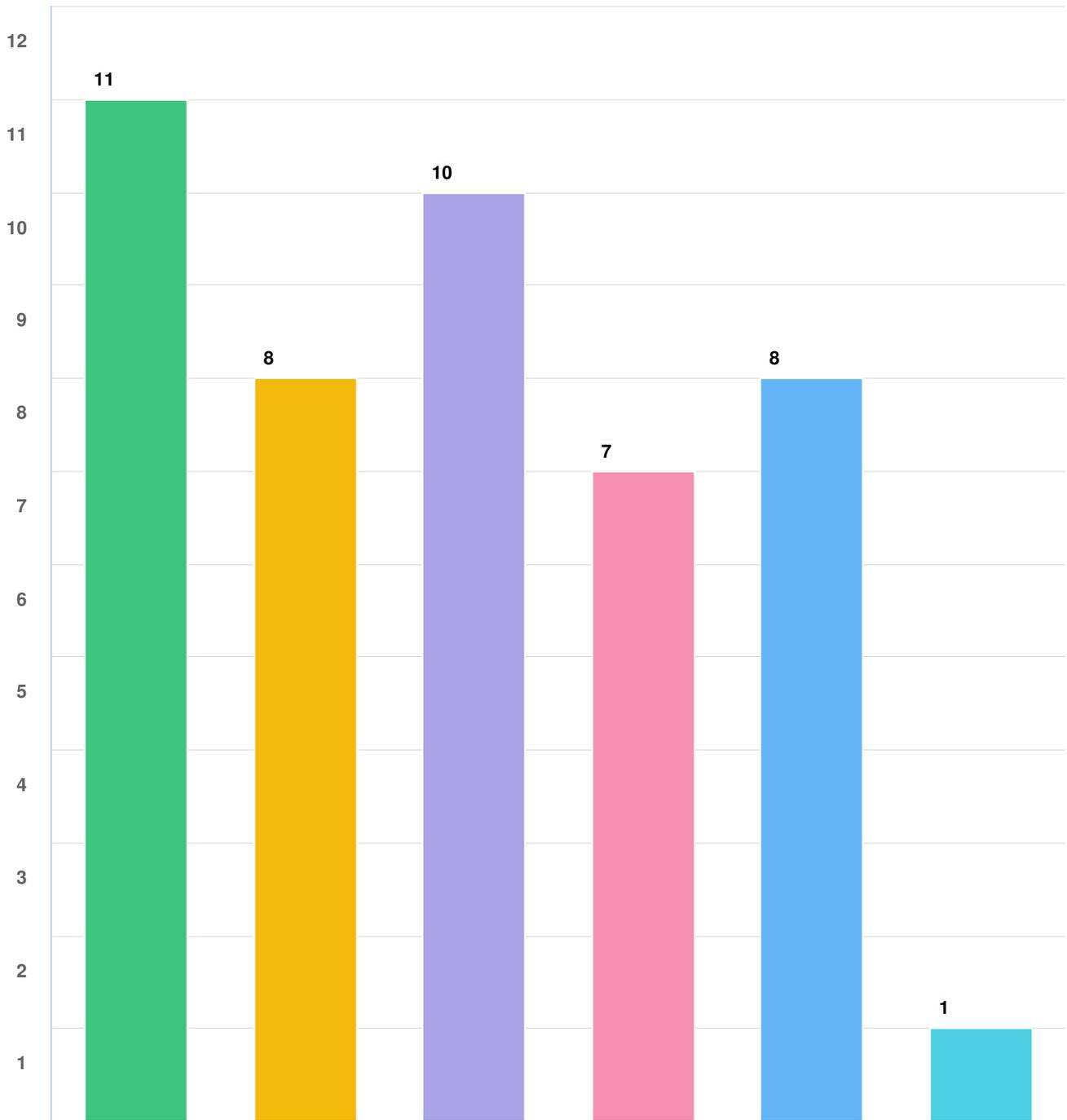


Question options

- We operate our own transportation service
- We contract with someone else to provide transportation
- We purchase and distribute transit passes/fares for our clients
- We utilize volunteers for transporting clients
- Staff transports on an "as needed" basis
- Not involved in transportation
- Other (please specify)

Optional question (16 response(s), 0 skipped)
 Question type: Radio Button Question

Q5 What types of transportation service does your agency provide or utilize? Please select all that apply.

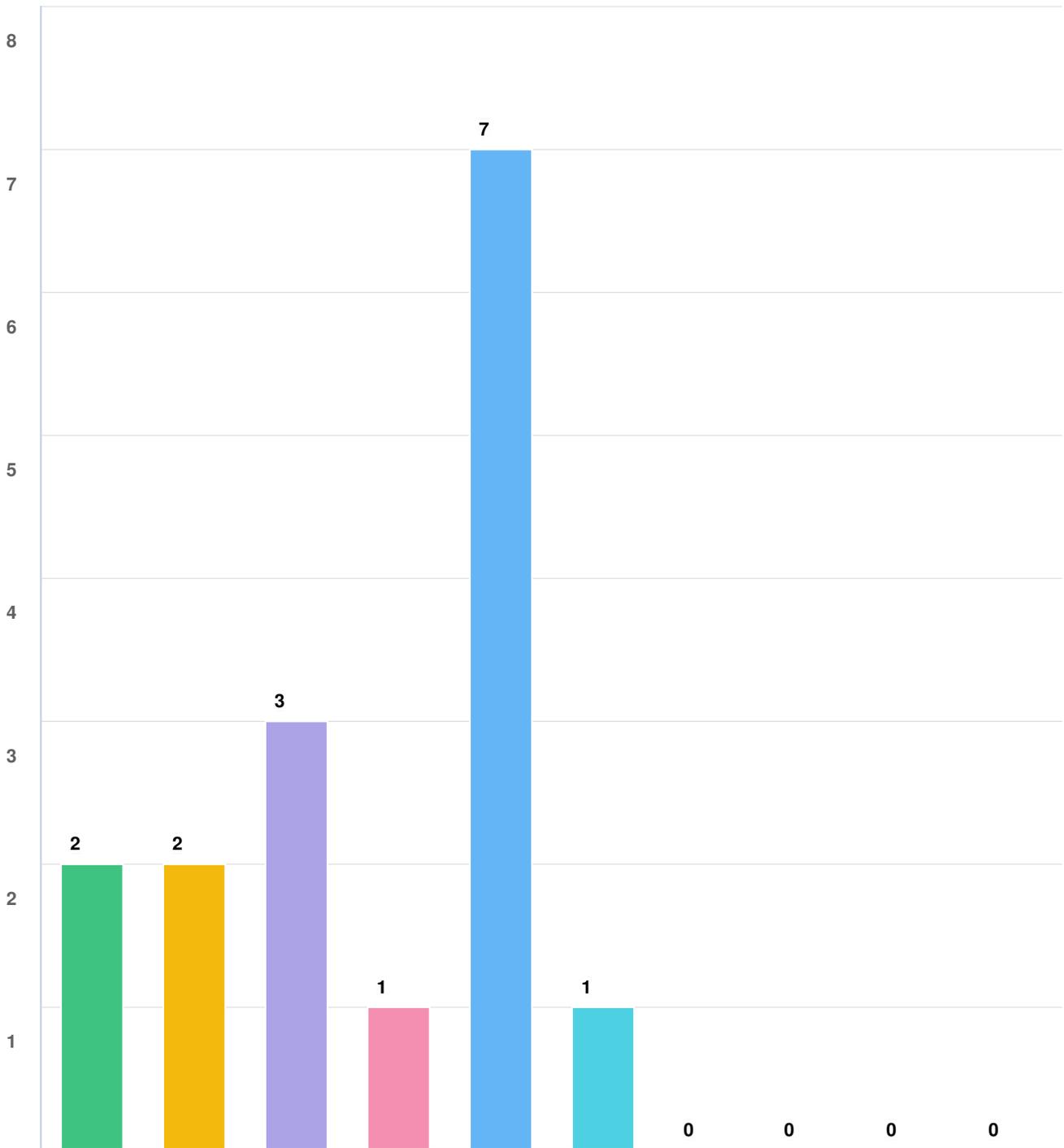


Question options

- Fixed route bus service
- On-demand public bus service (scheduled pick up/drop off)
- On-demand private/non-profit service (scheduled pick up/drop off)
- Volunteer-based
- Use of agency owned/staff vehicles
- None

Optional question (16 response(s), 0 skipped)
 Question type: *Checkbox Question*

Q6 Does your agency have eligibility requirements to utilize transportation? Please select all that apply.

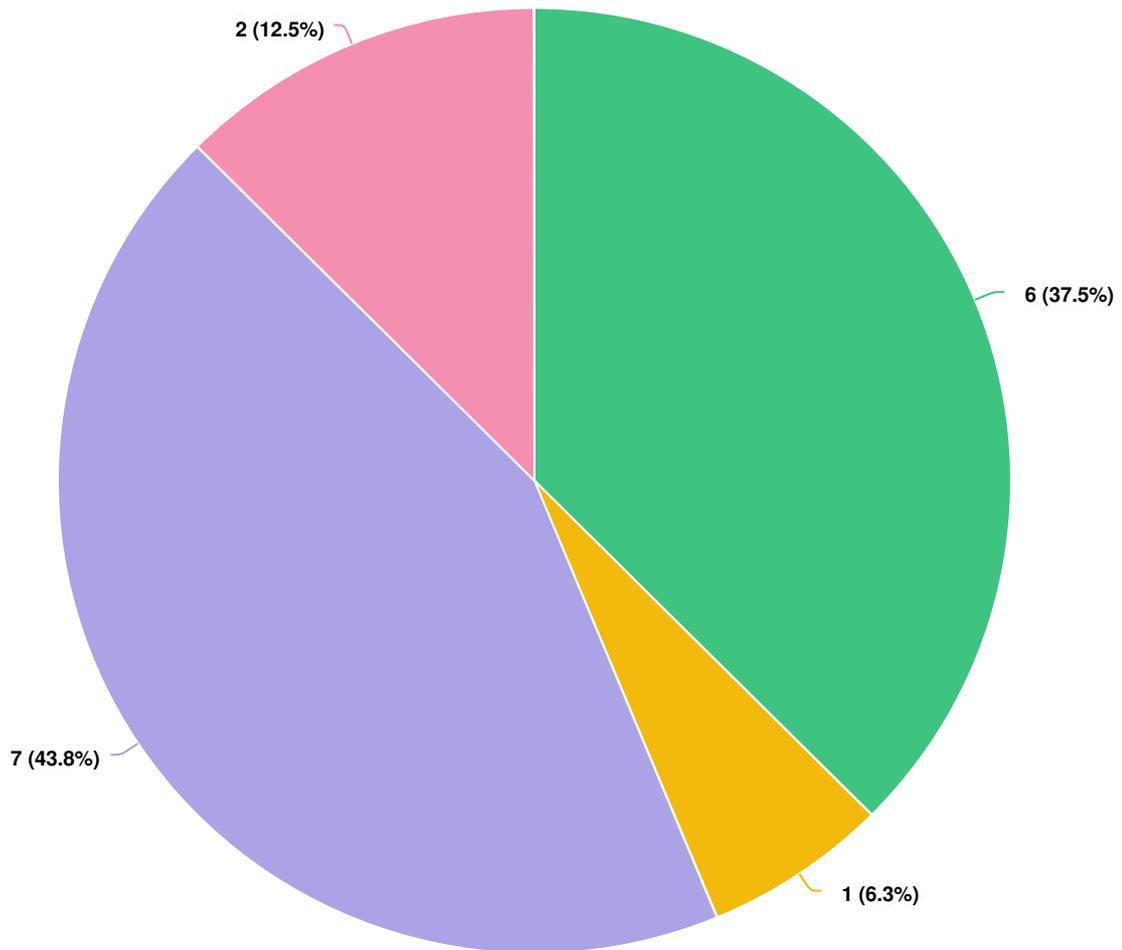


Question options

- Disability
 ● Geographic service area
● Membership / clients of your organization only
● Veterans
● None
- Other (please specify)
 ● Age-specific
● Income
● Medical
● Dontaions

Optional question (14 response(s), 2 skipped)
 Question type: Checkbox Question

Q7 What are your agency's primary service hours?

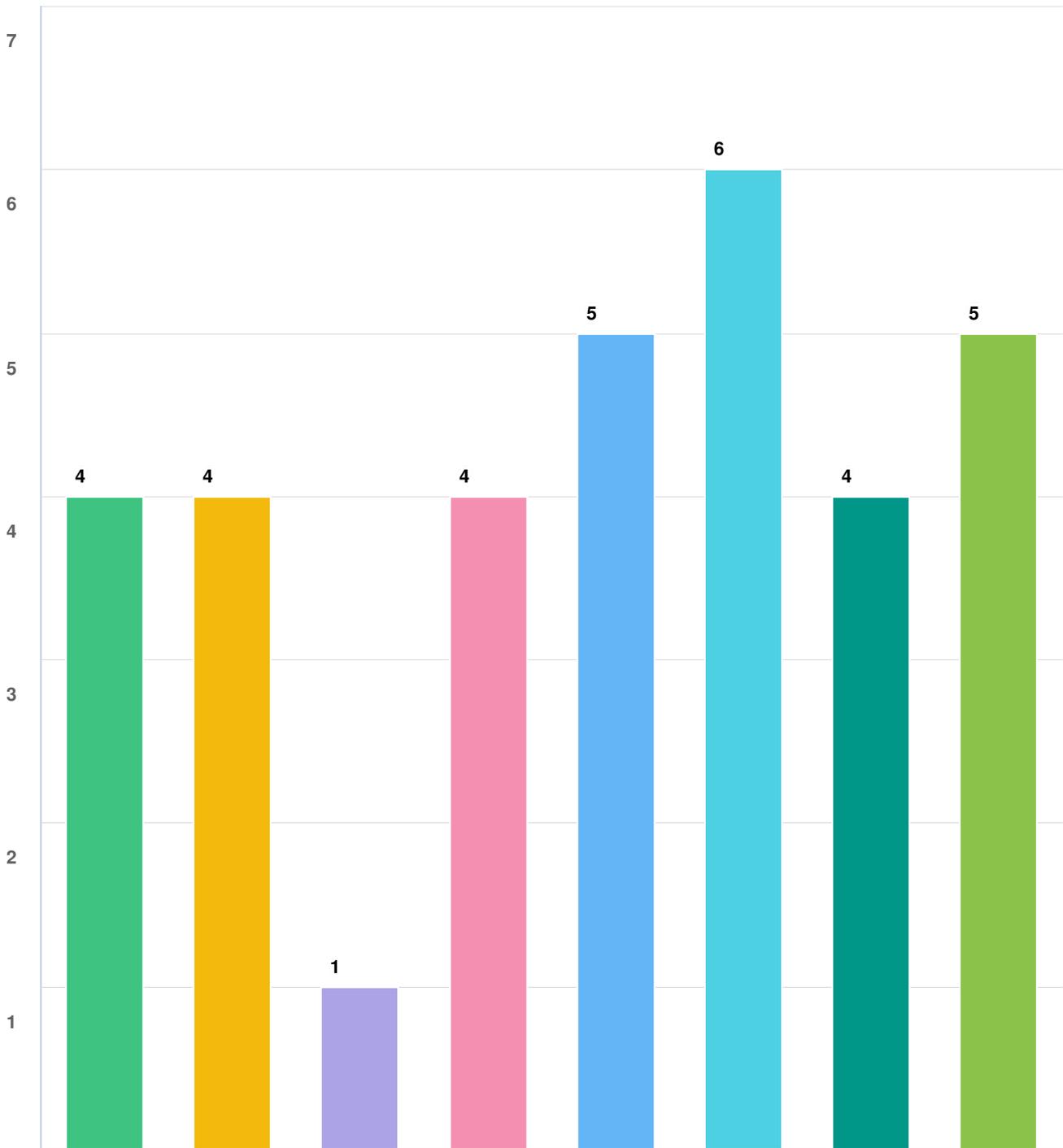


Question options

- Weekdays – approximately 8 a.m to 5 p.m.
- Evenings/Nights
- 24 Hours/day – 7 days/week
- Other (please specify)

Optional question (16 response(s), 0 skipped)
Question type: Radio Button Question

Q8 What funding sources does your agency use to provide transportation? Please select all that apply.

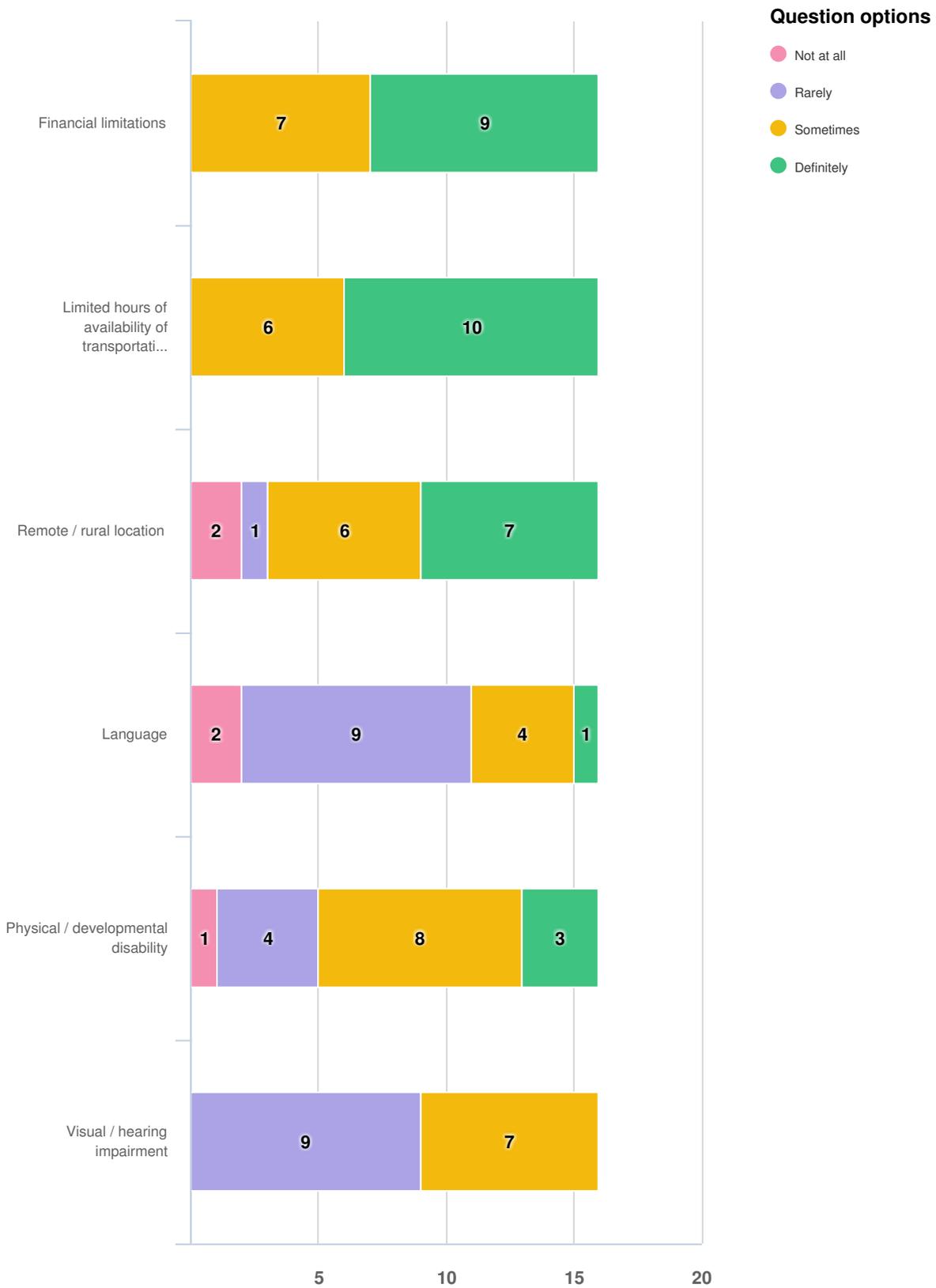


Question options

- Rider fares
- City / County assistance
- MPO / COG funding
- State of Iowa
- Federal
- Volunteer-based
- Internal (from within own agency)
- Other (please specify)

Optional question (16 response(s), 0 skipped)
 Question type: *Checkbox Question*

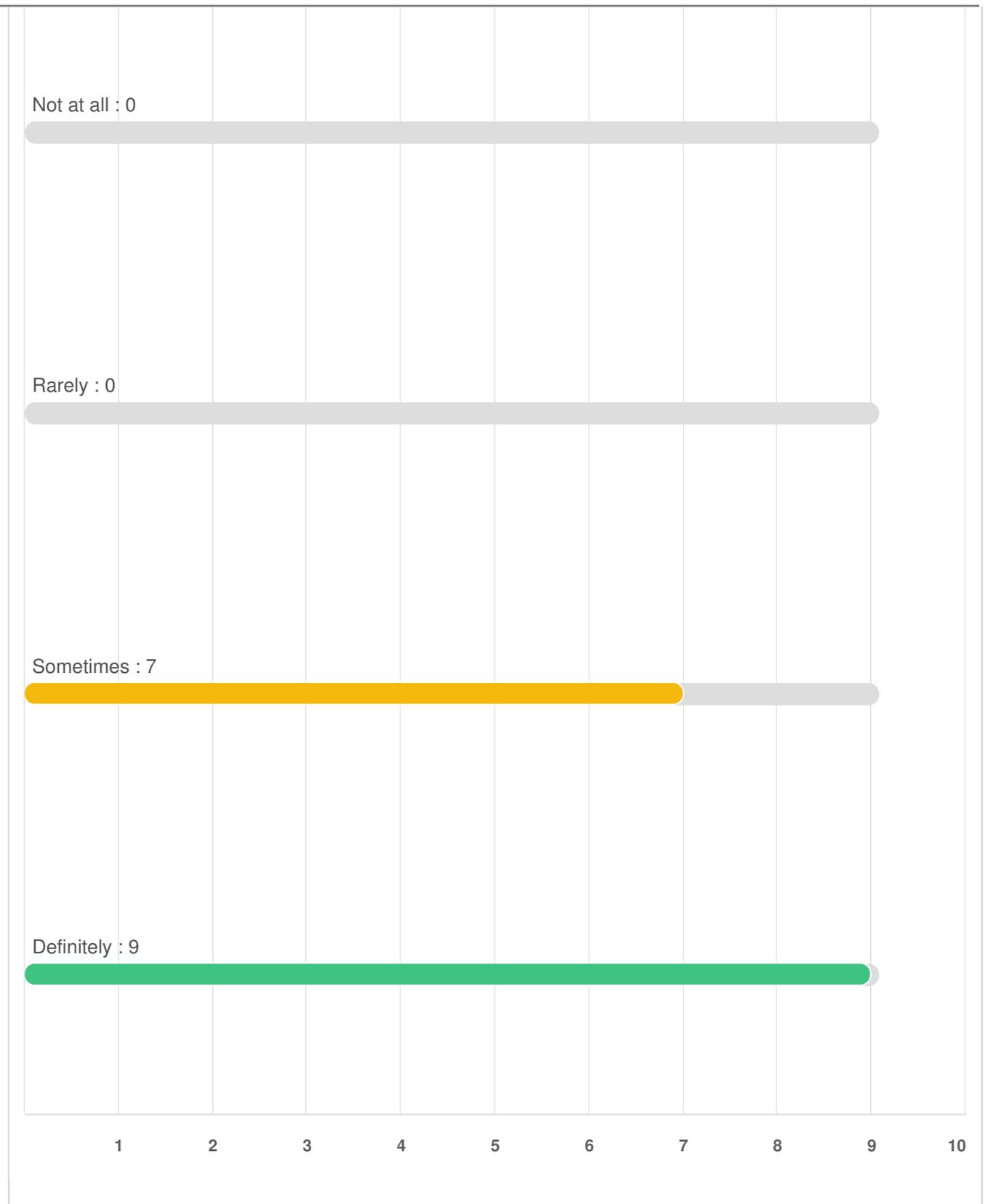
Q9 Please rank the types of barriers or limitations your clients experience as related to transportation.

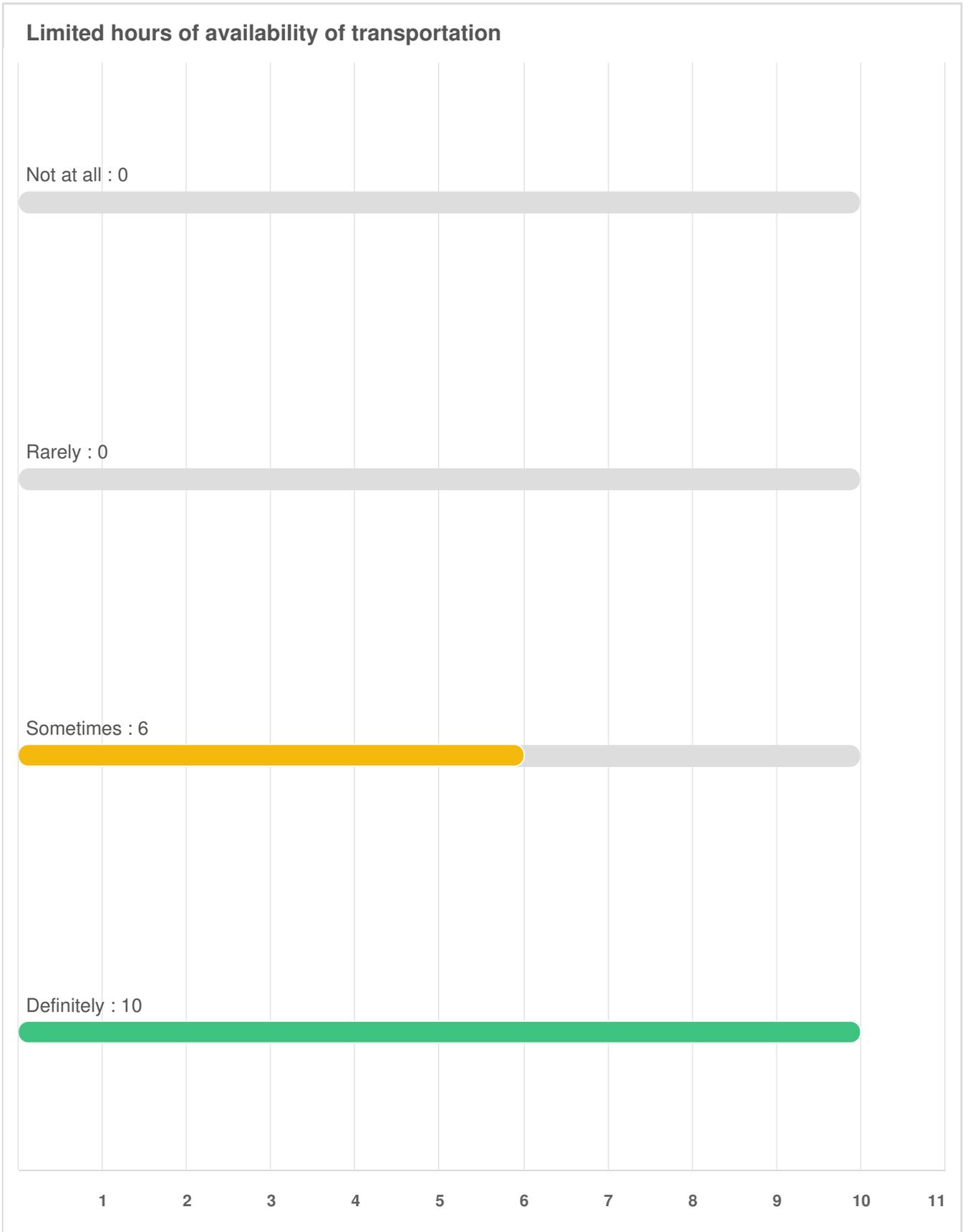


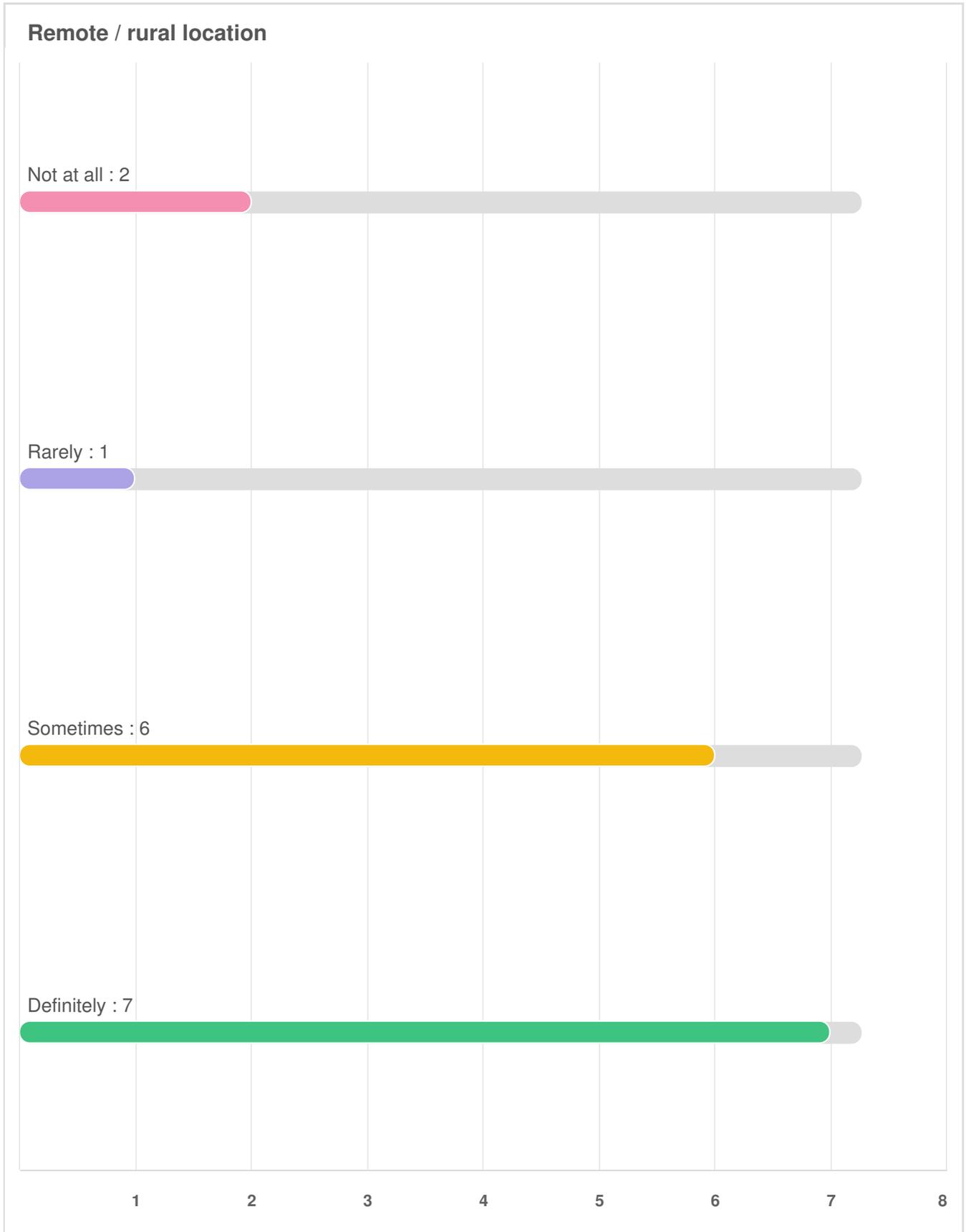
Optional question (16 response(s), 0 skipped)
Question type: Likert Question

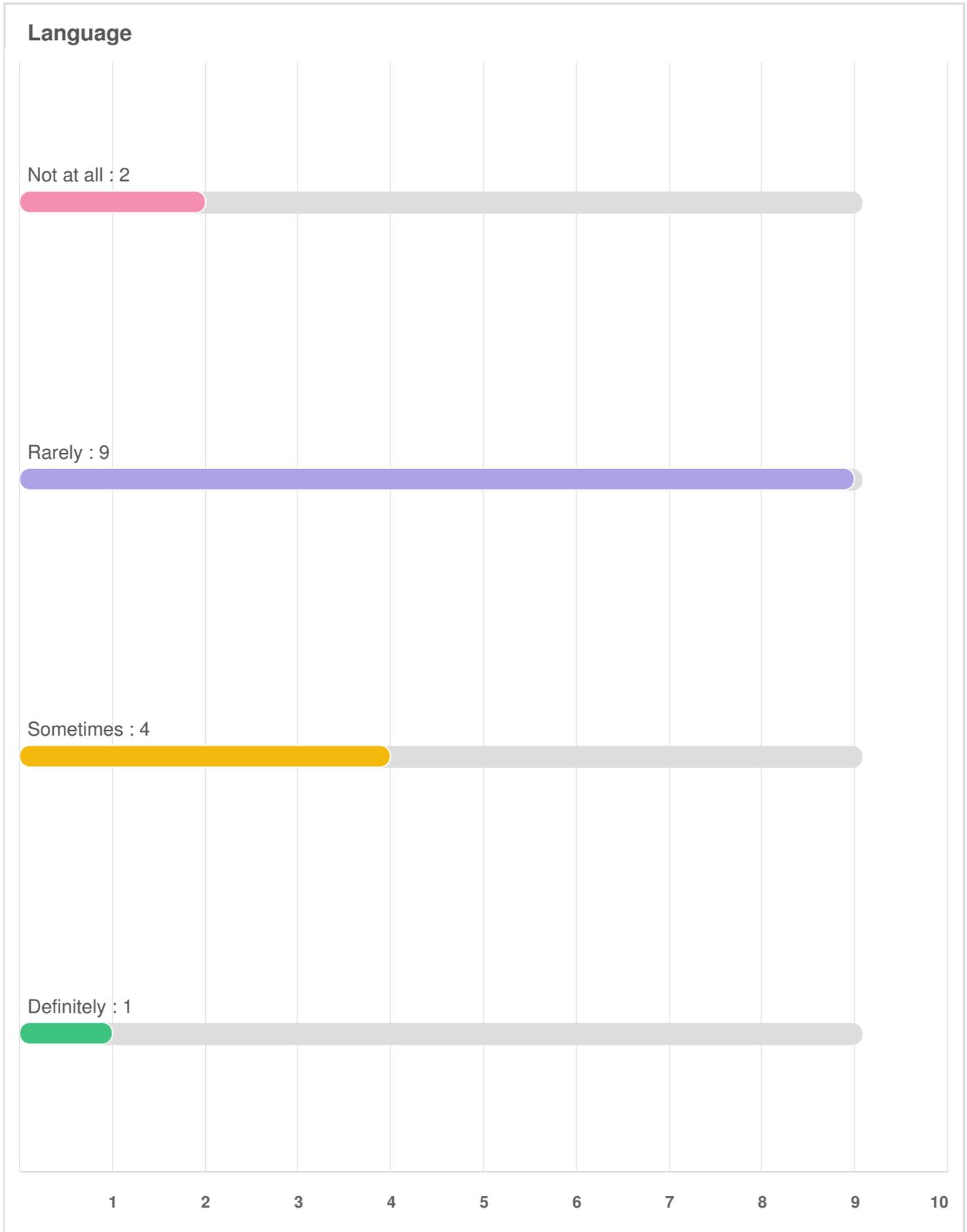
Q9 | Please rank the types of barriers or limitations your clients experience as related to transportation.

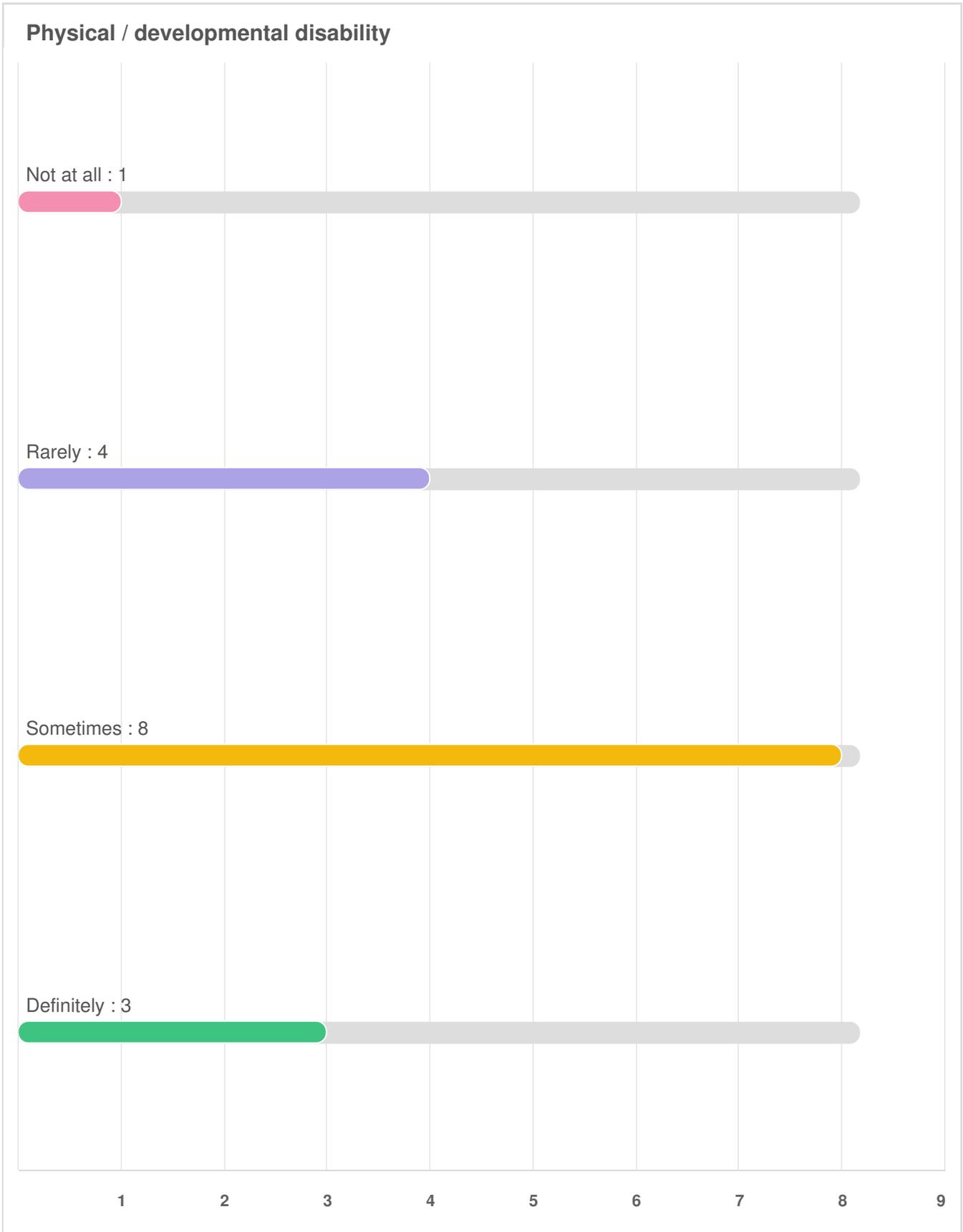
Financial limitations

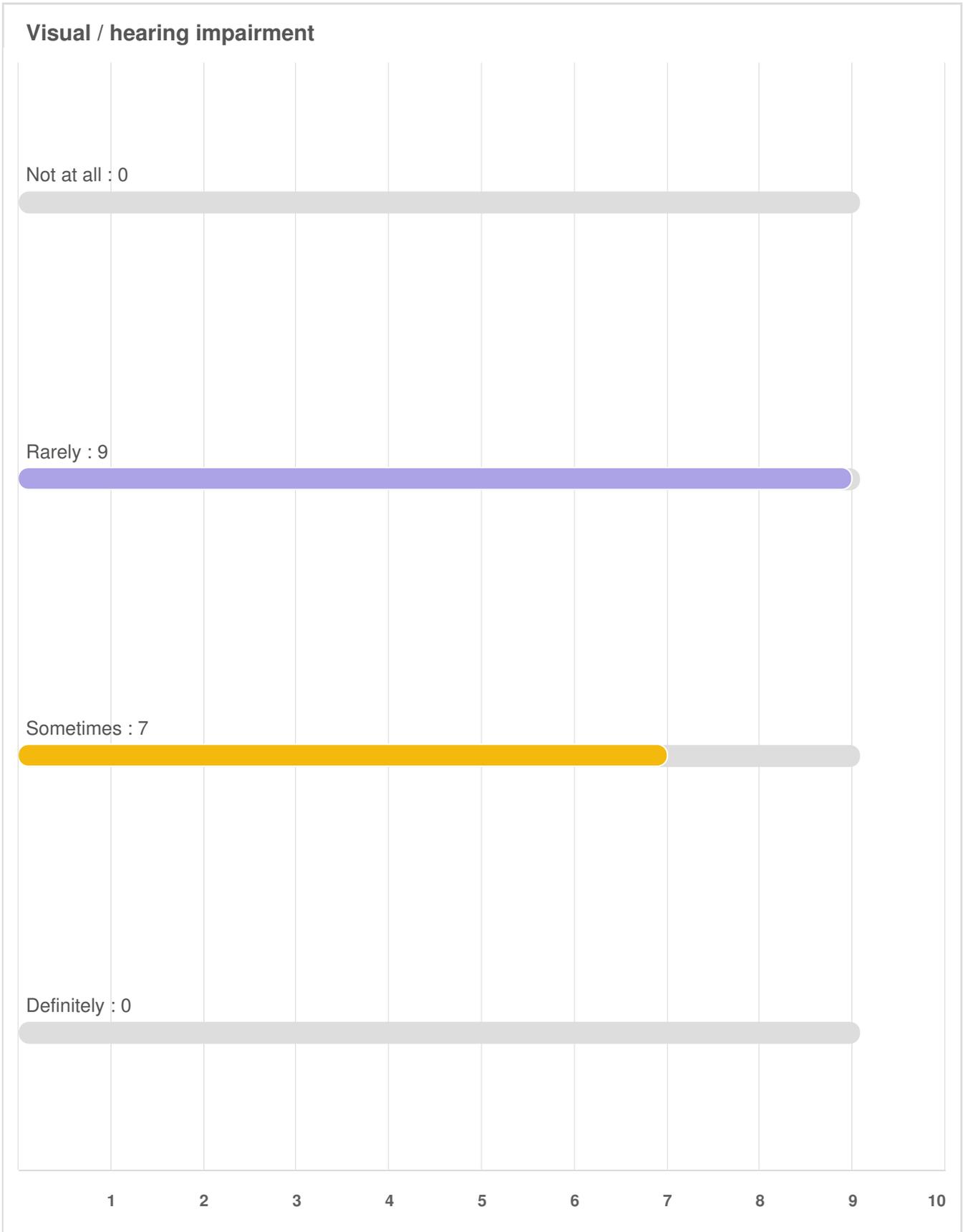




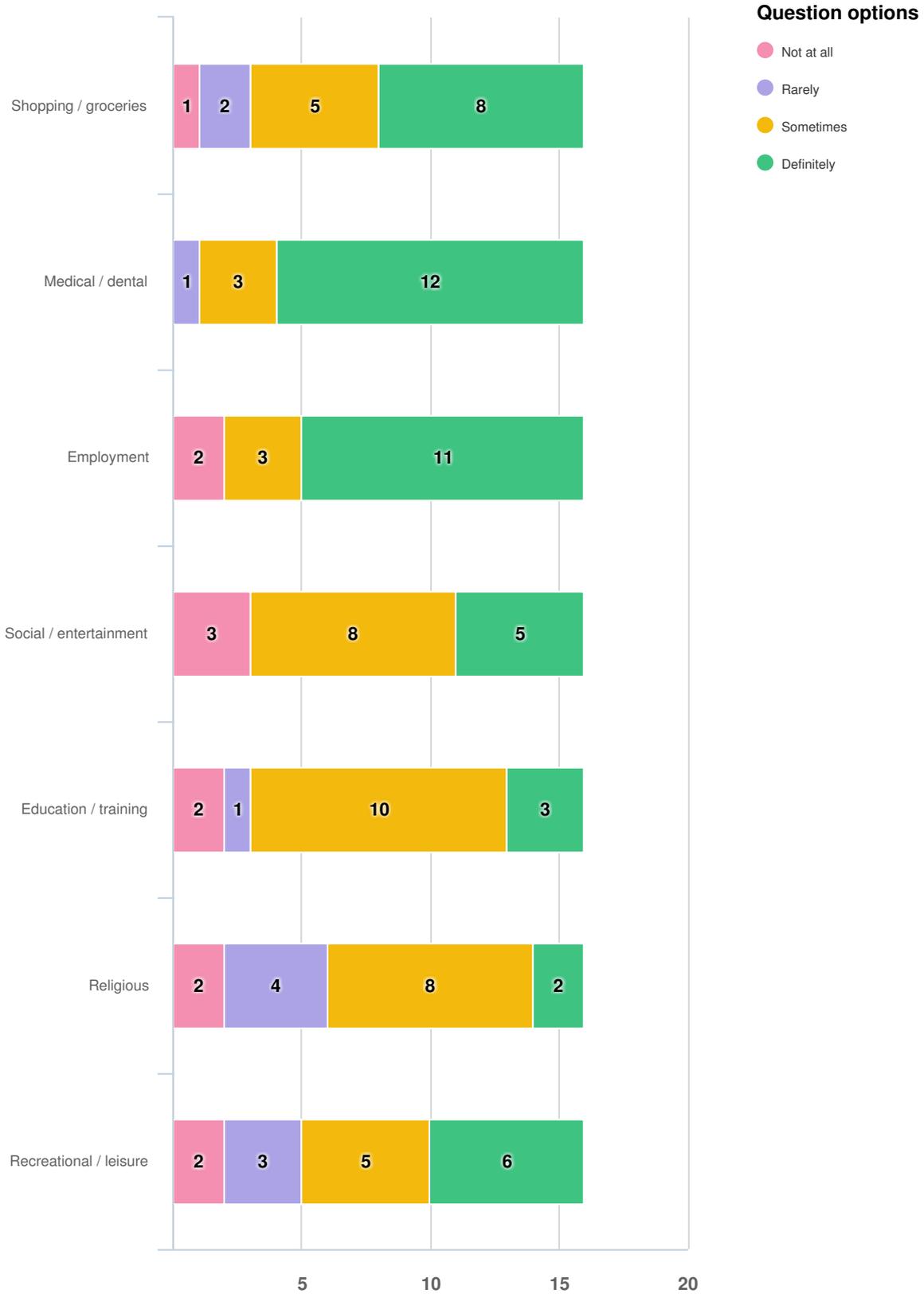








Q10 Please rank the reasons your clients use public transportation.



Optional question (16 response(s), 0 skipped)
Question type: Likert Question

Q10 | Please rank the reasons your clients use public transportation.

Shopping / groceries

Not at all : 1



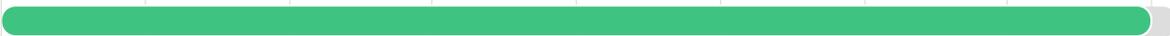
Rarely : 2



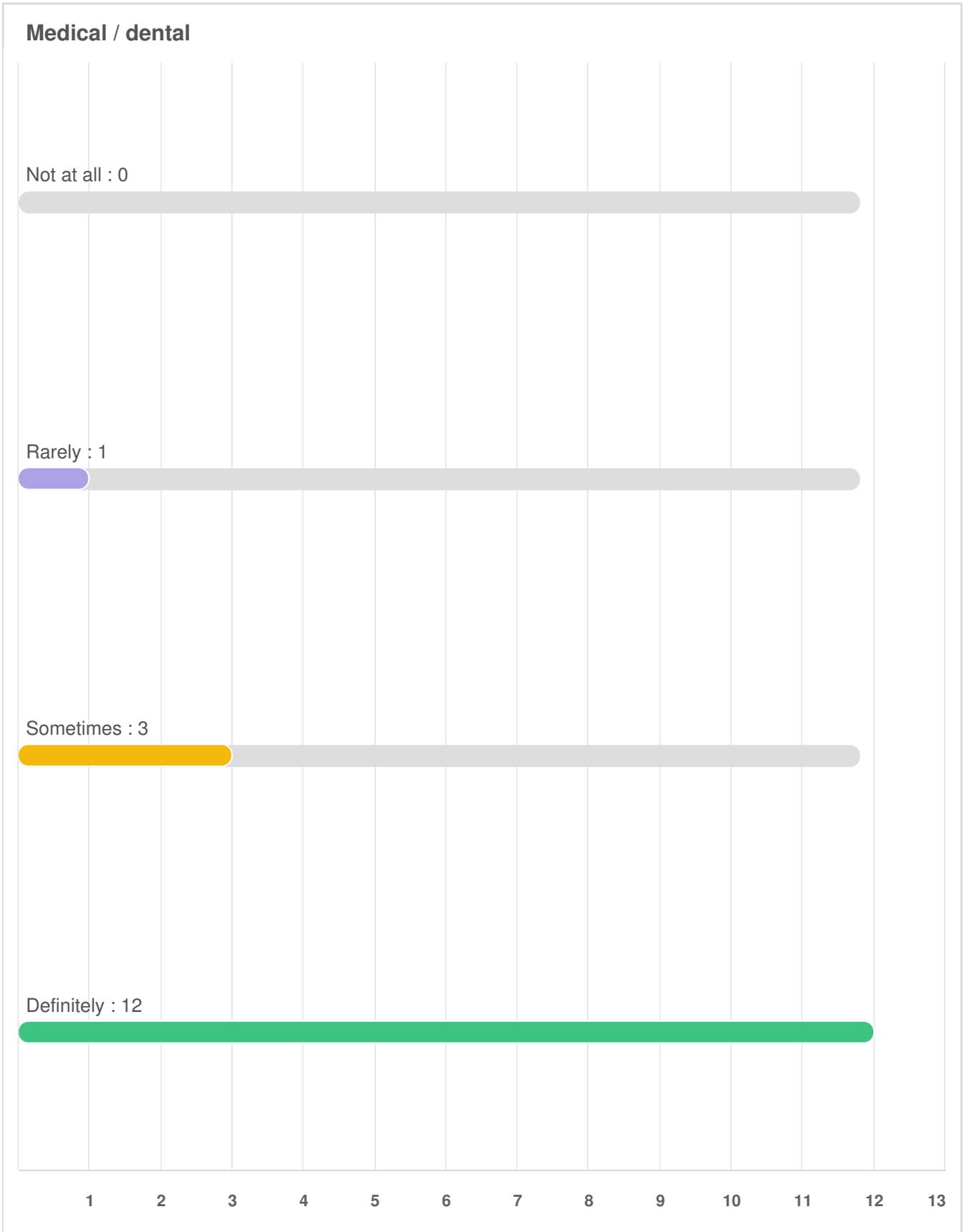
Sometimes : 5

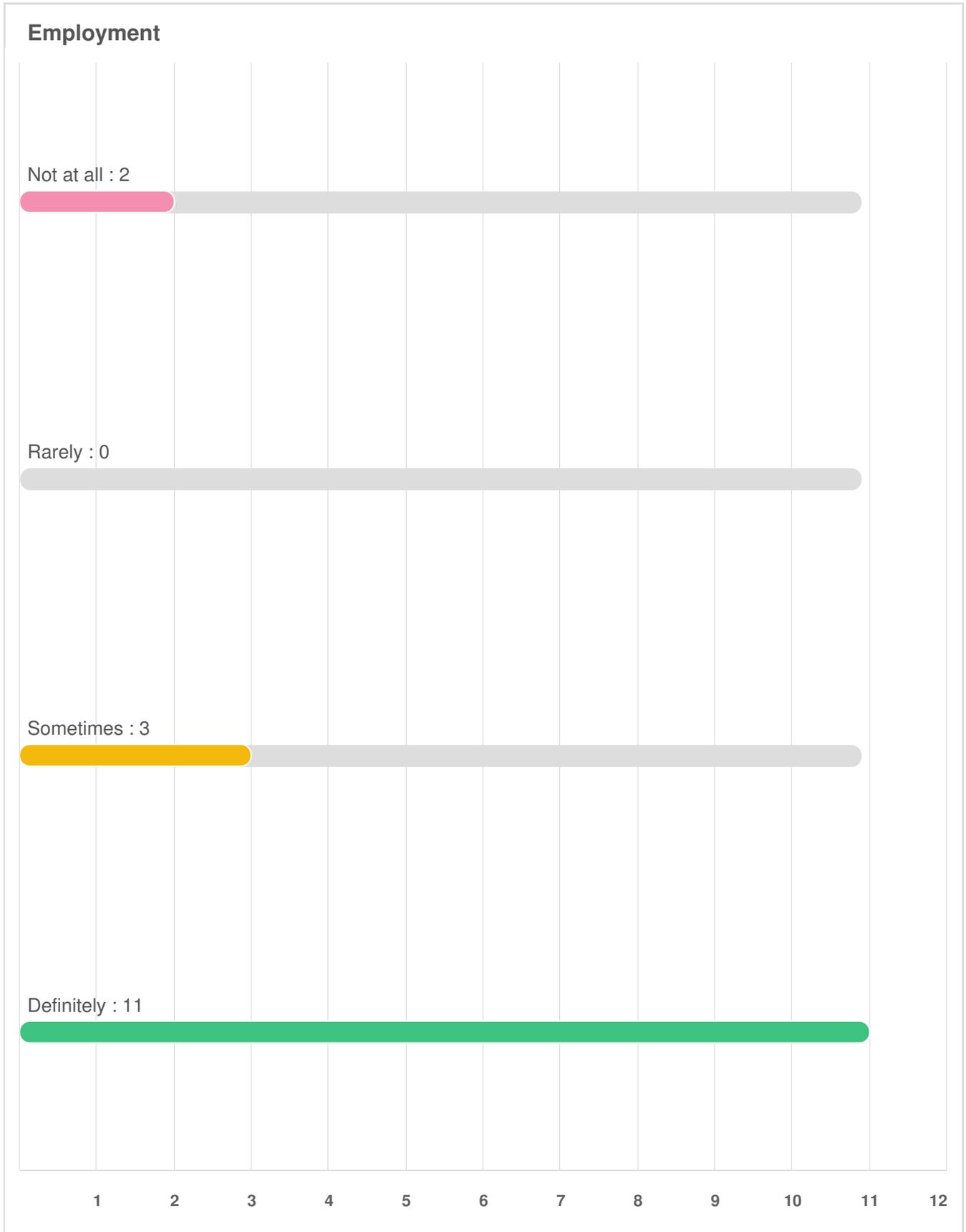


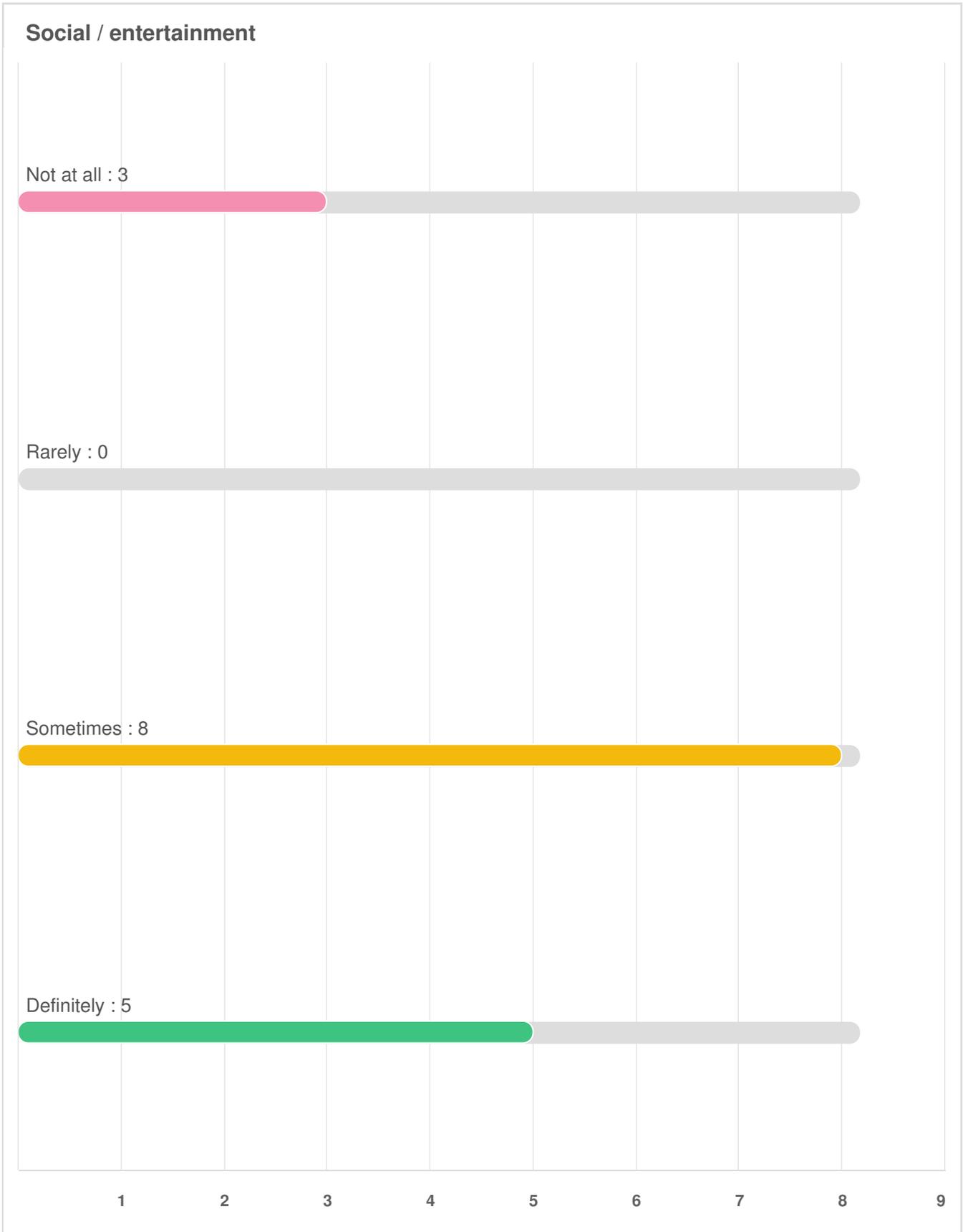
Definitely : 8

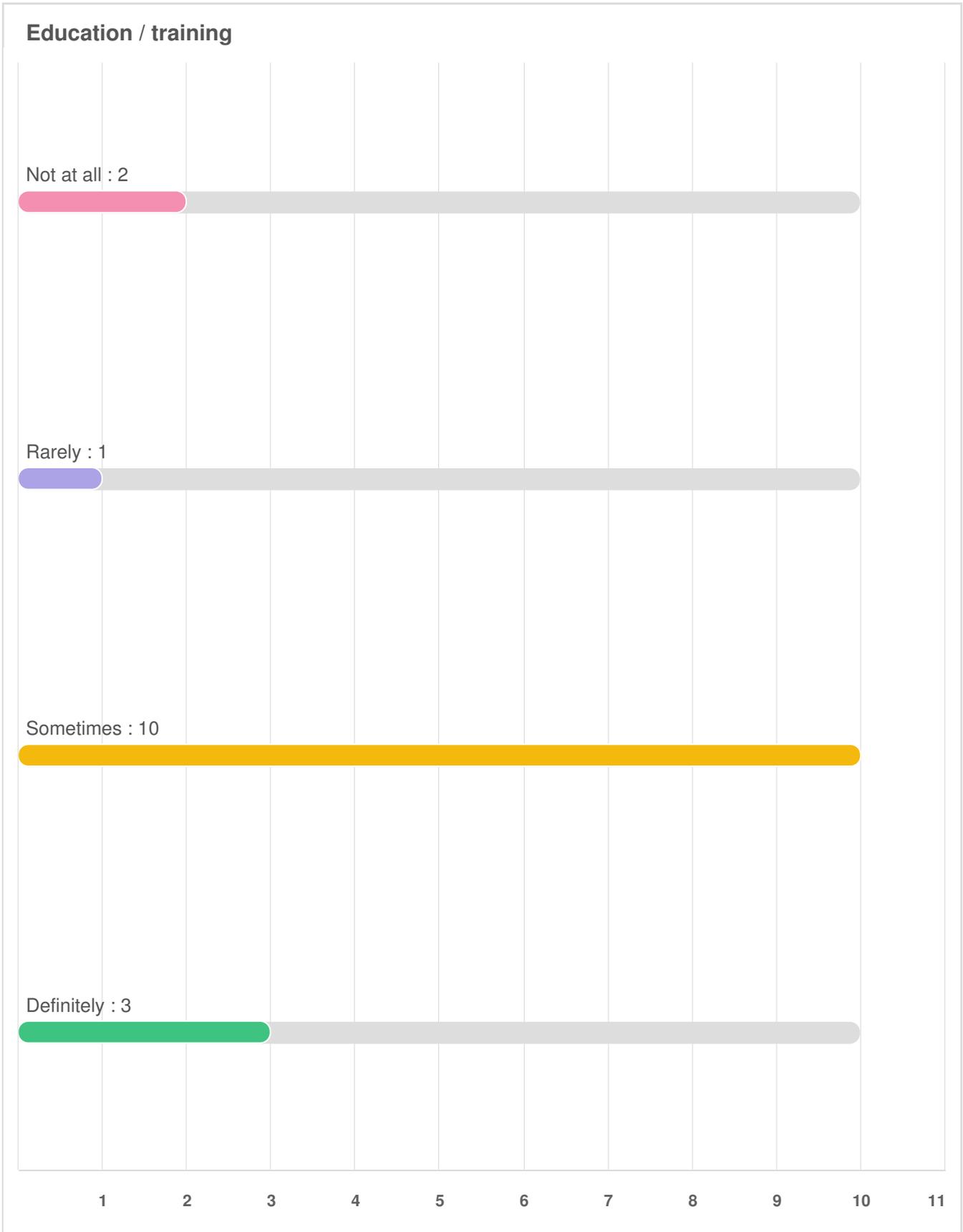


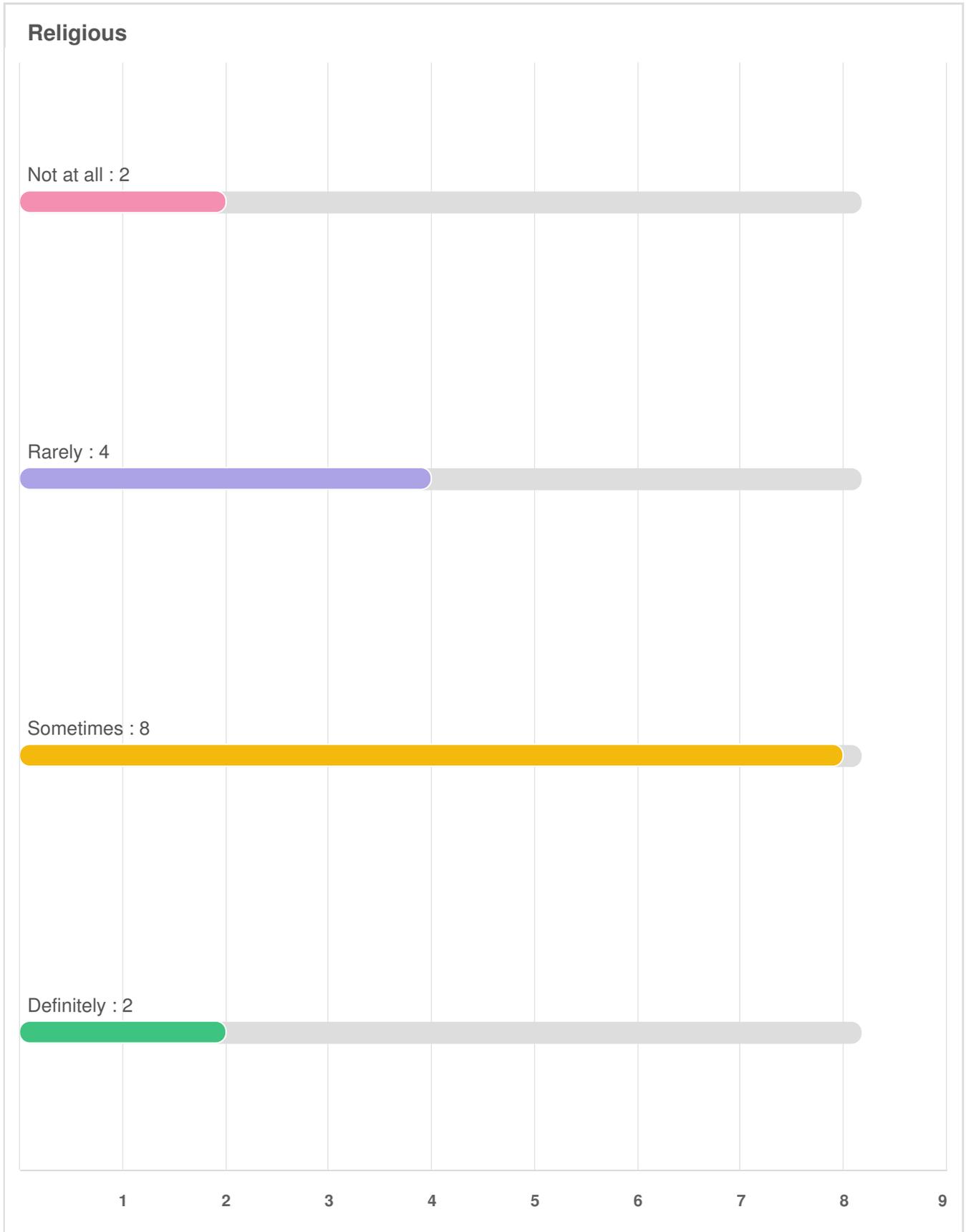
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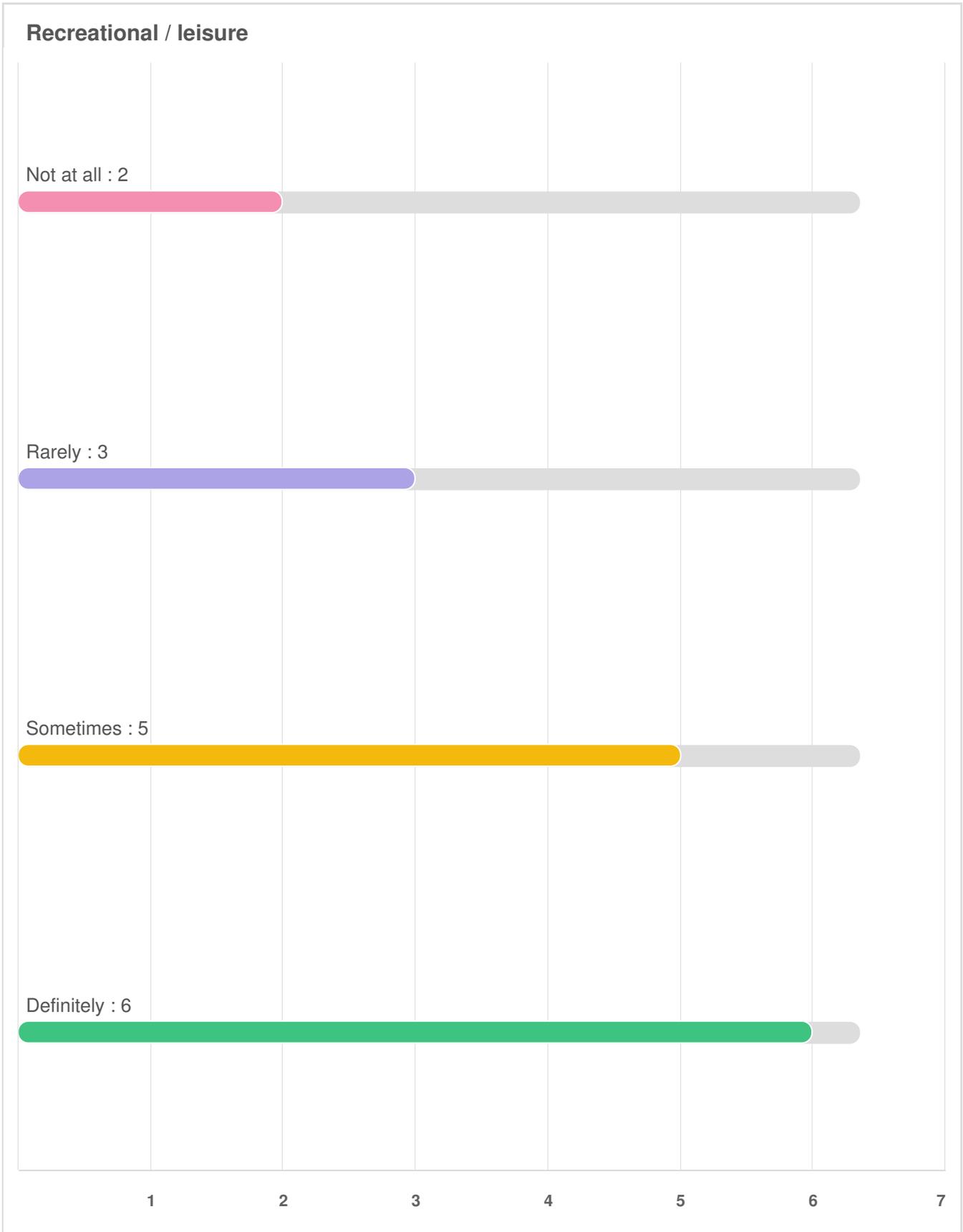




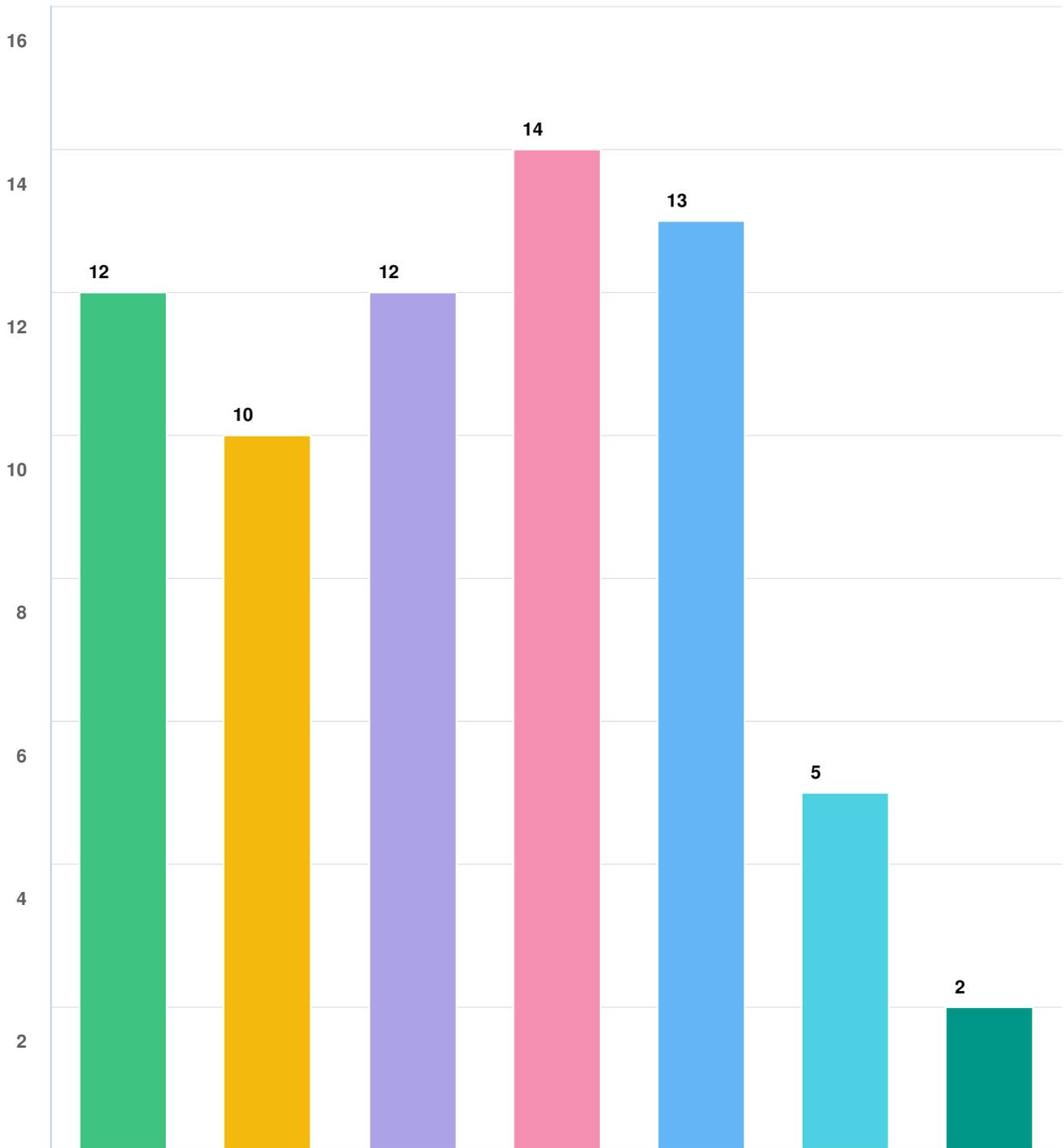








**Q11 | What areas need additional transportation service based on the clients you serve?
Please select all that apply.**

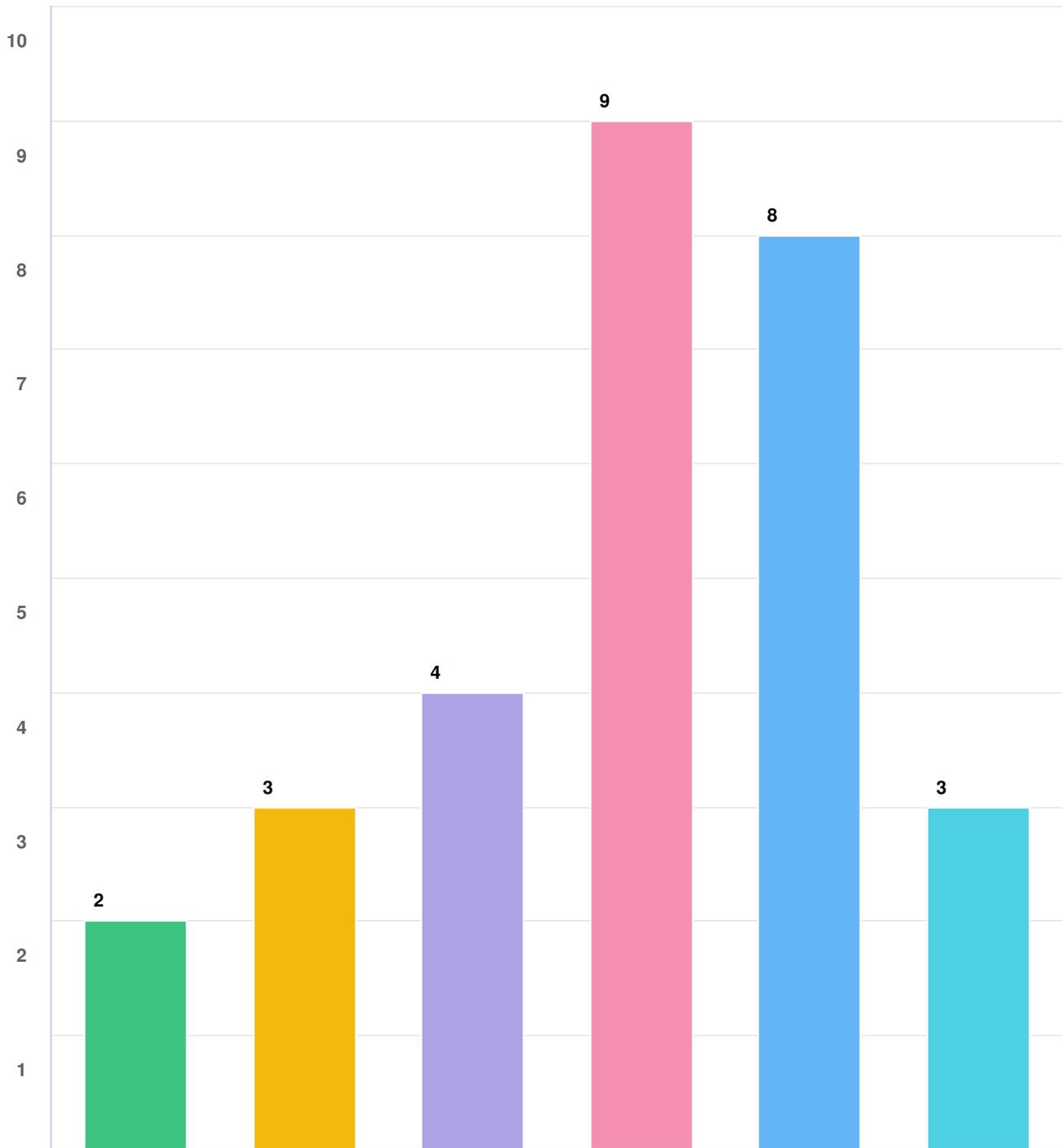


Question options

- Other (please specify)
- More options other than public transportation
- Nights / evenings
- Weekends
- To rural / remote areas
- To bordering Counties / Cities
- Within County

Optional question (16 response(s), 0 skipped)
Question type: Checkbox Question

Q12 Are there issues that prevent coordinating transportation with other agencies? Please select all that apply.



Question options

- Reluctance / difficulty associated with coordinating (please explain further)
- Limited equipment / staff
- Funding
- Liability issues
- State regulations
- Federal regulations

Optional question (13 response(s), 3 skipped)
Question type: Checkbox Question

Q13 Please rank your familiarity with the following Public Transit Providers.



Optional question (16 response(s), 0 skipped)
Question type: Likert Question

Q13 | Please rank your familiarity with the following Public Transit Providers.

Benton County Transportation

Very familiar : 2



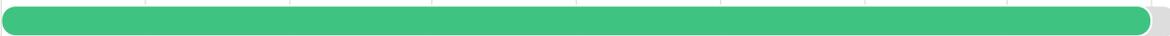
Somewhat familiar : 2



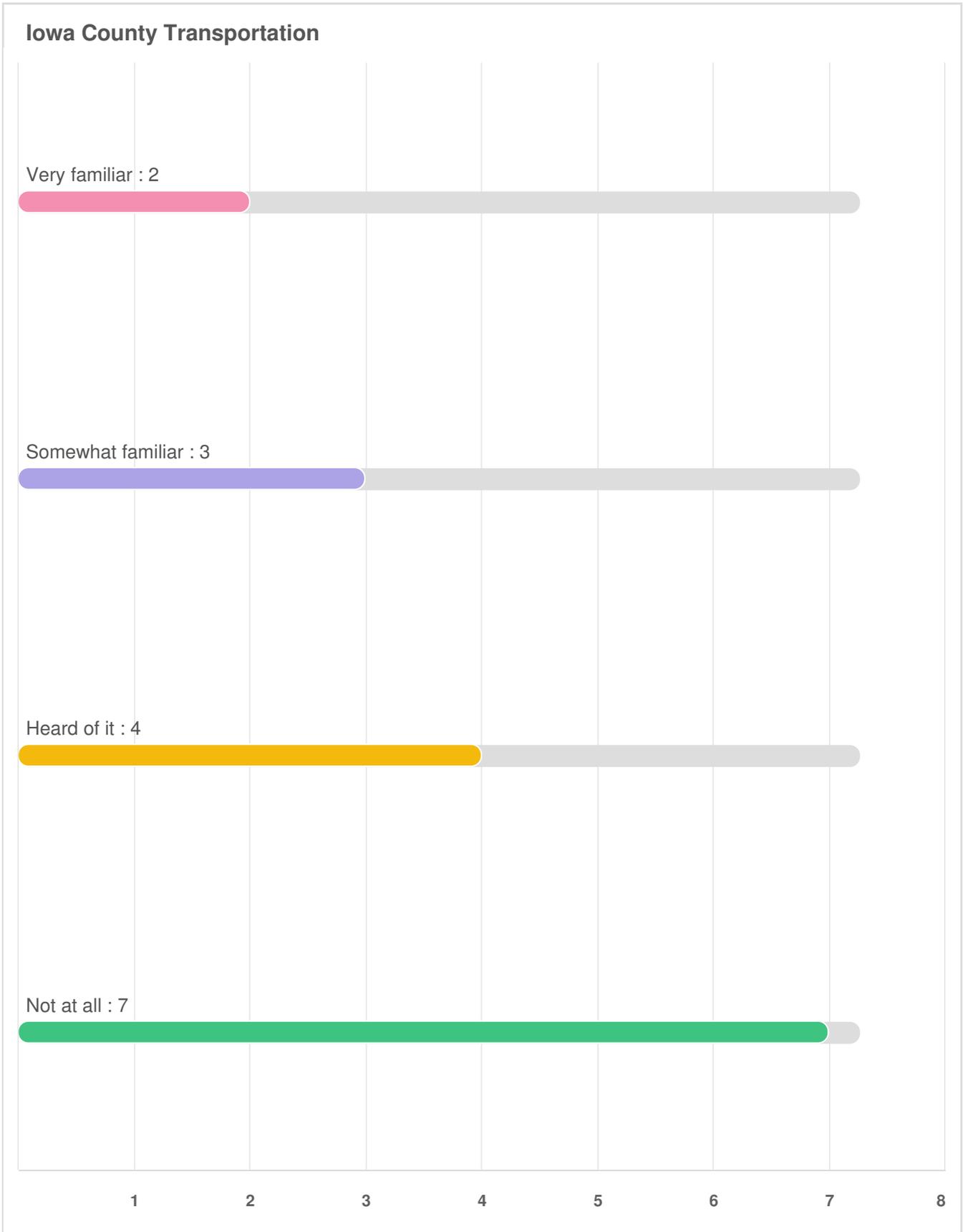
Heard of it : 4

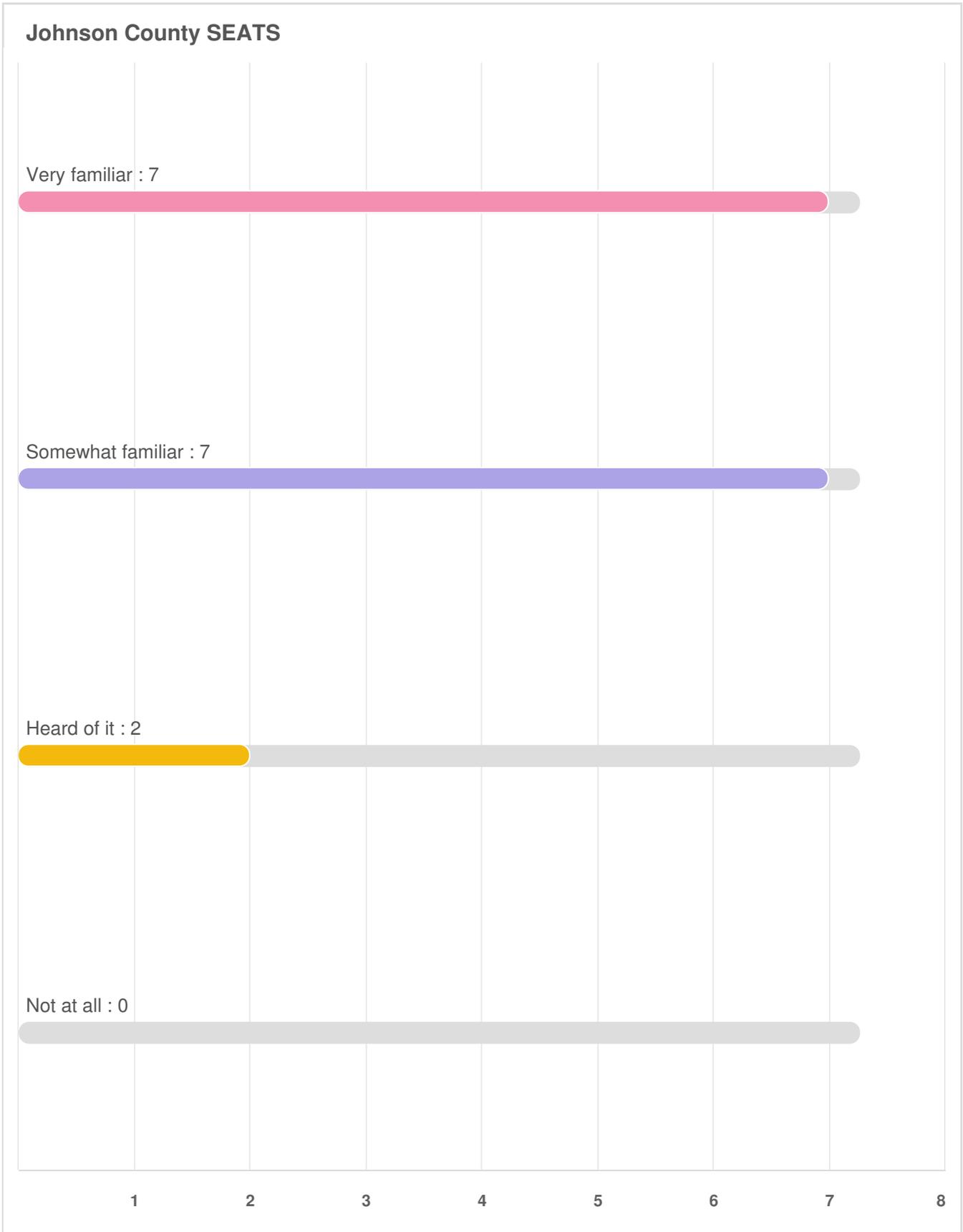


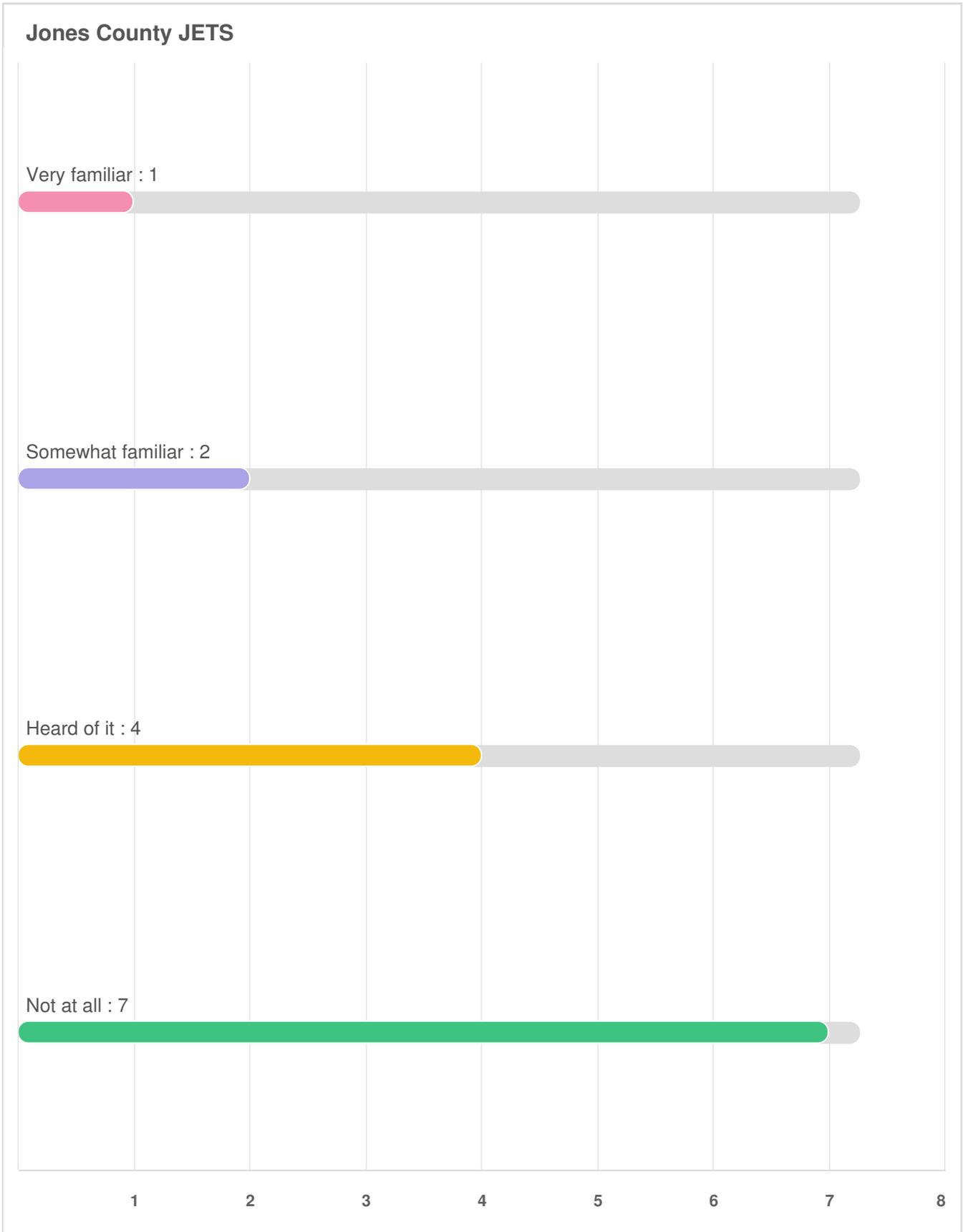
Not at all : 8

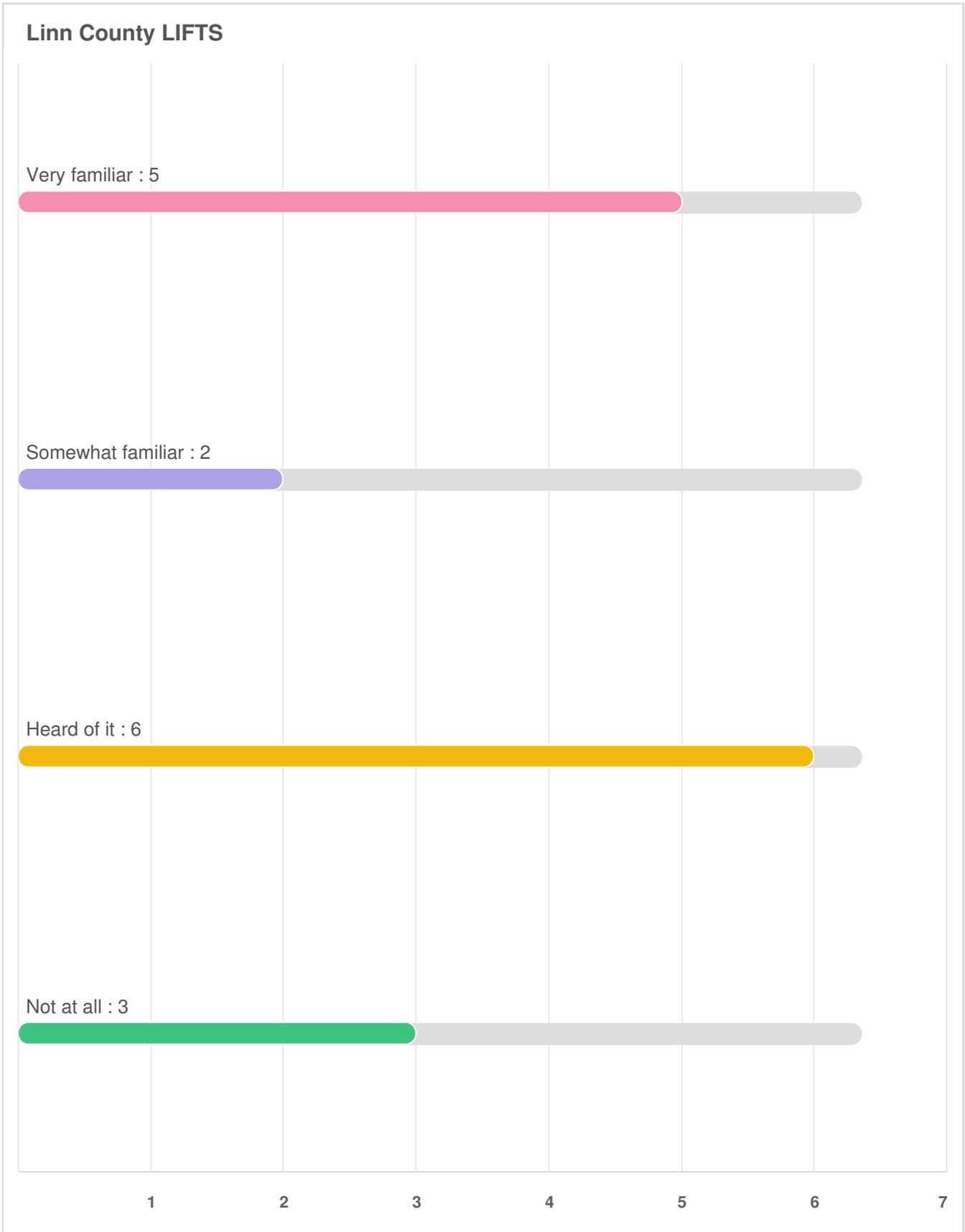


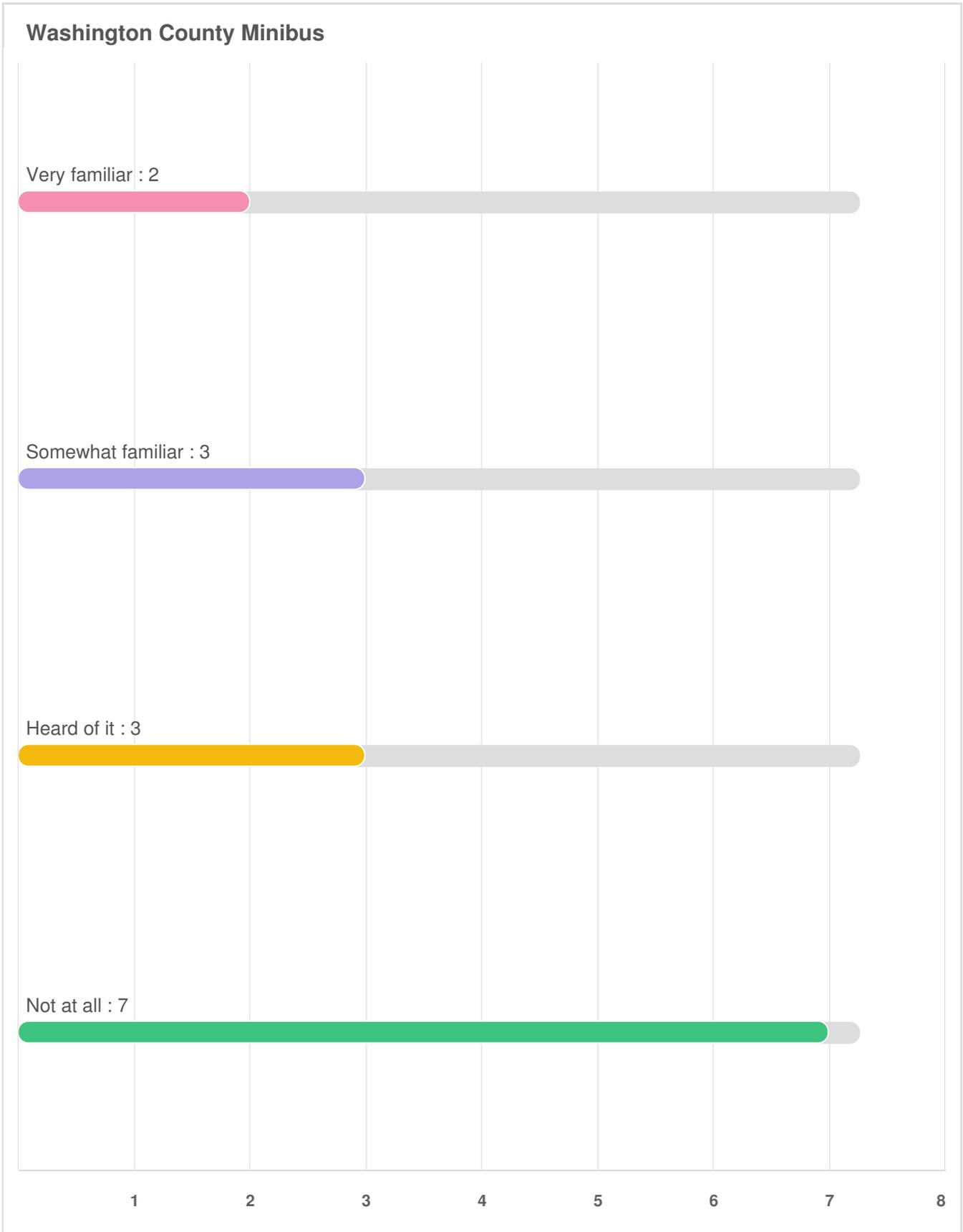
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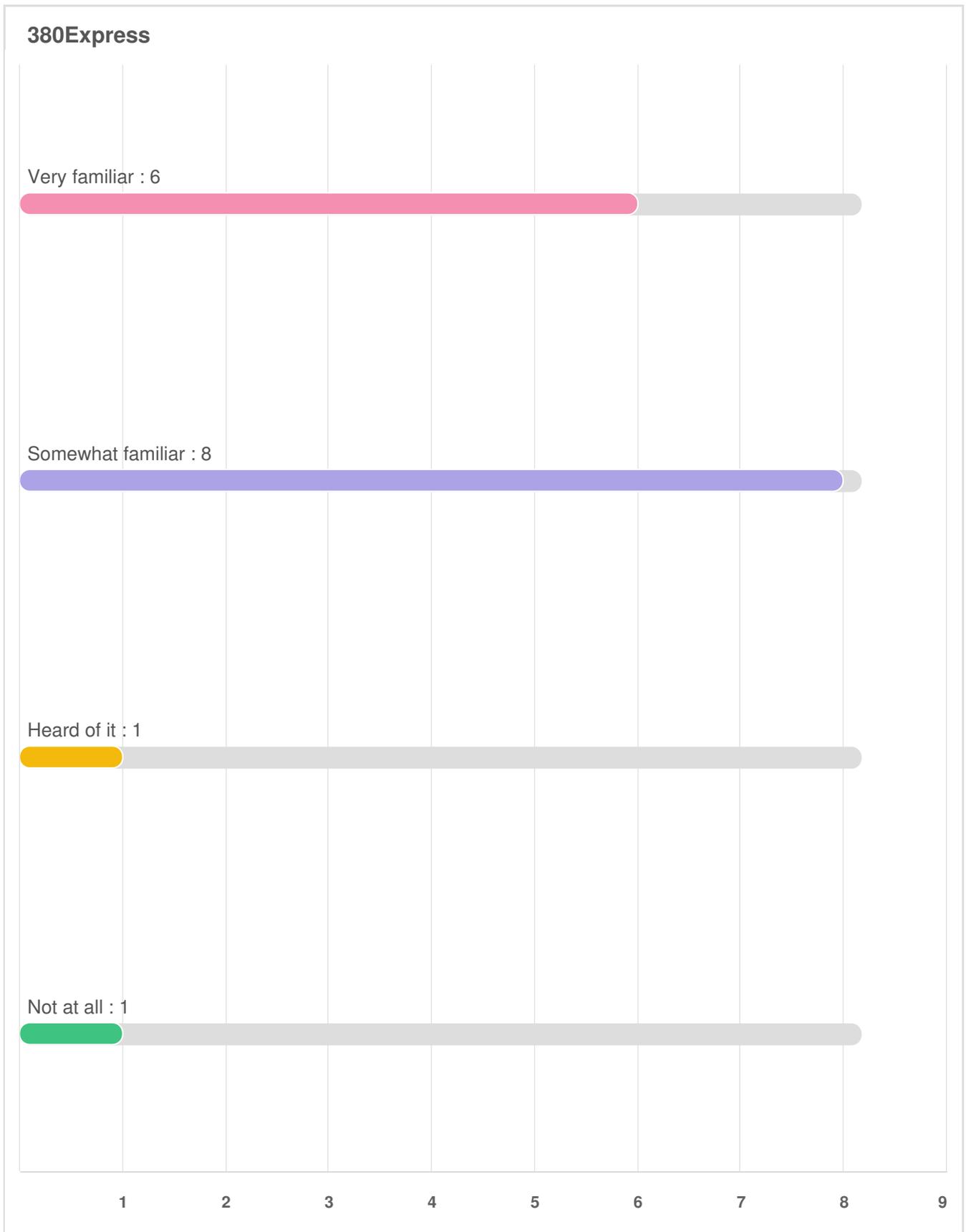


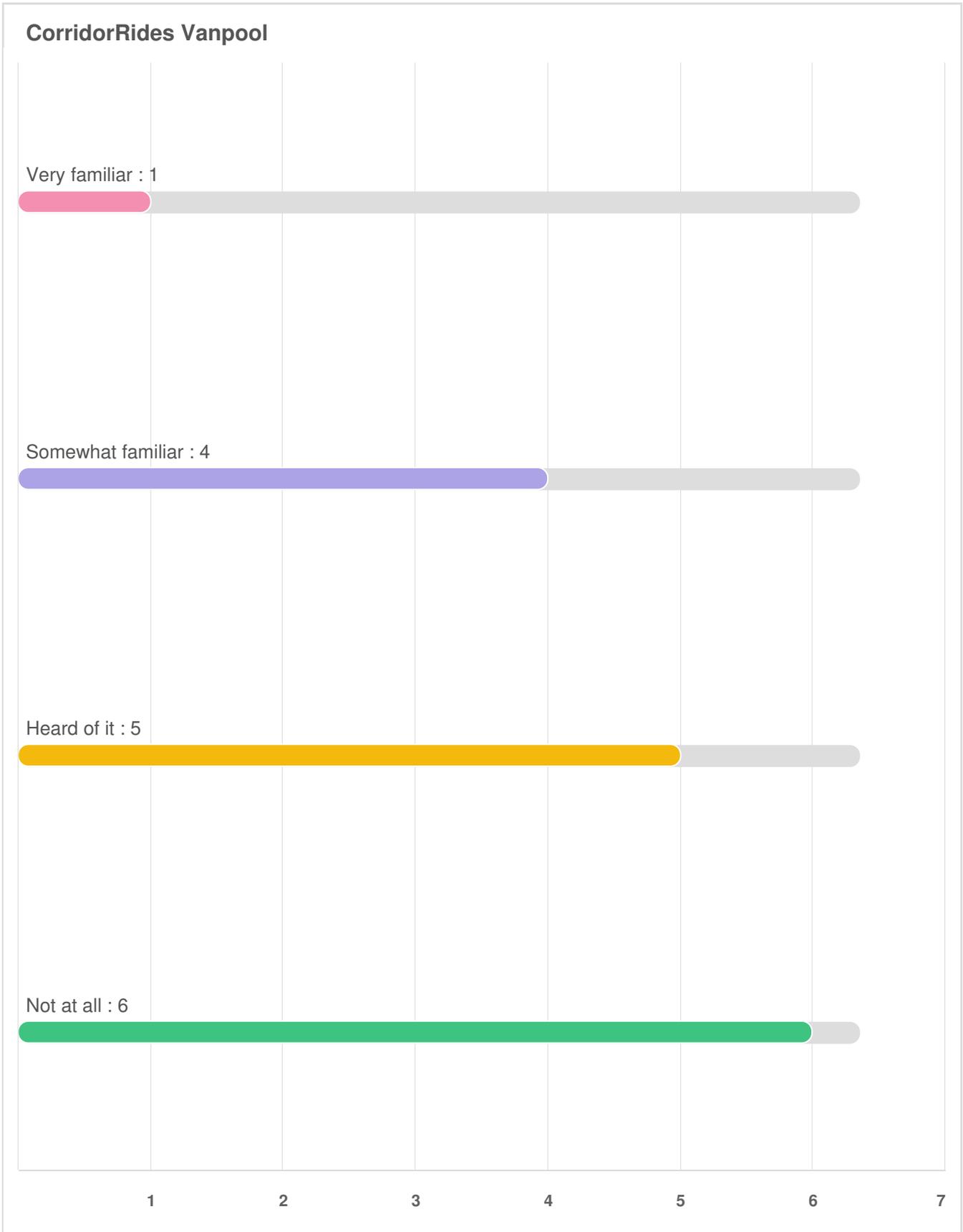


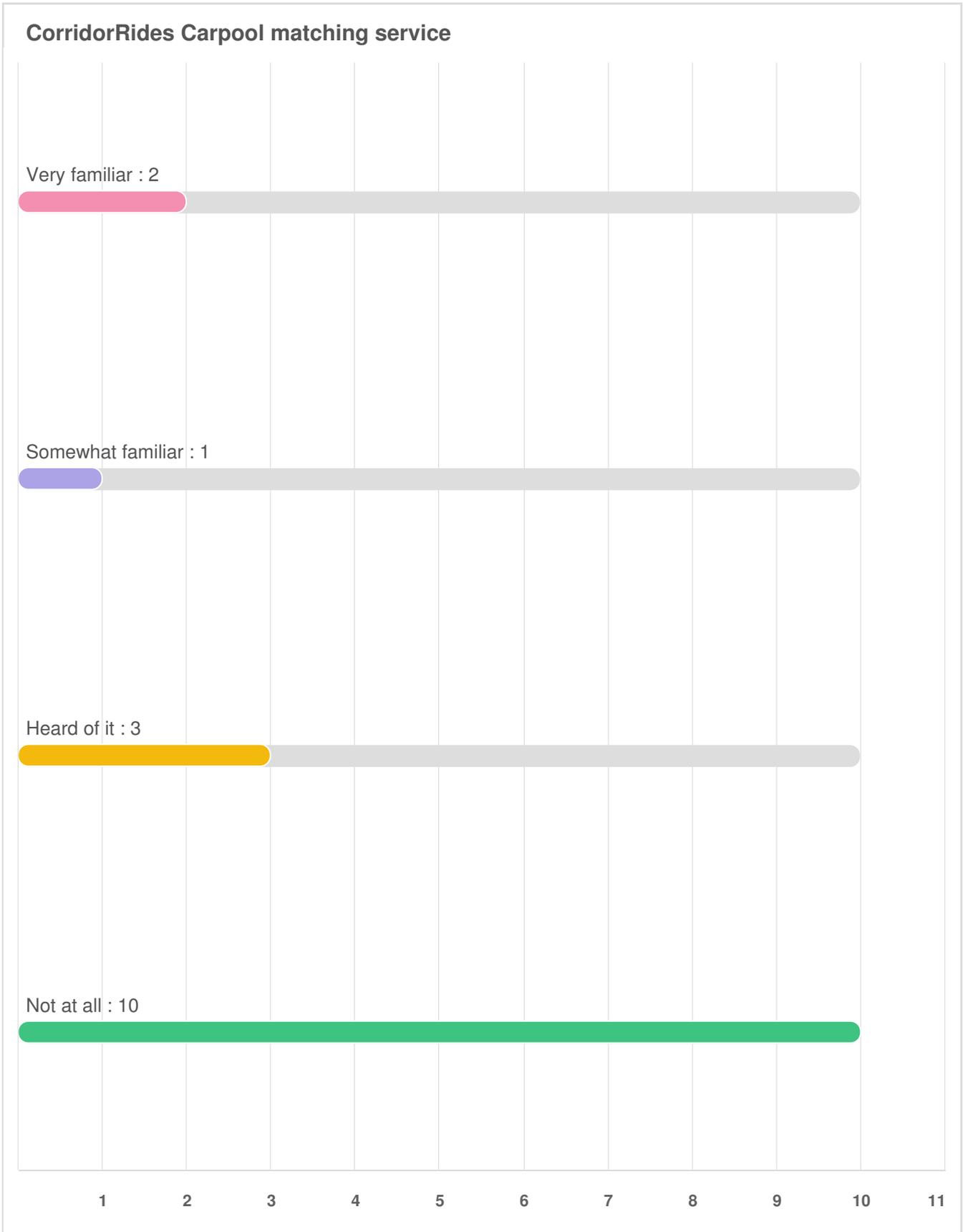




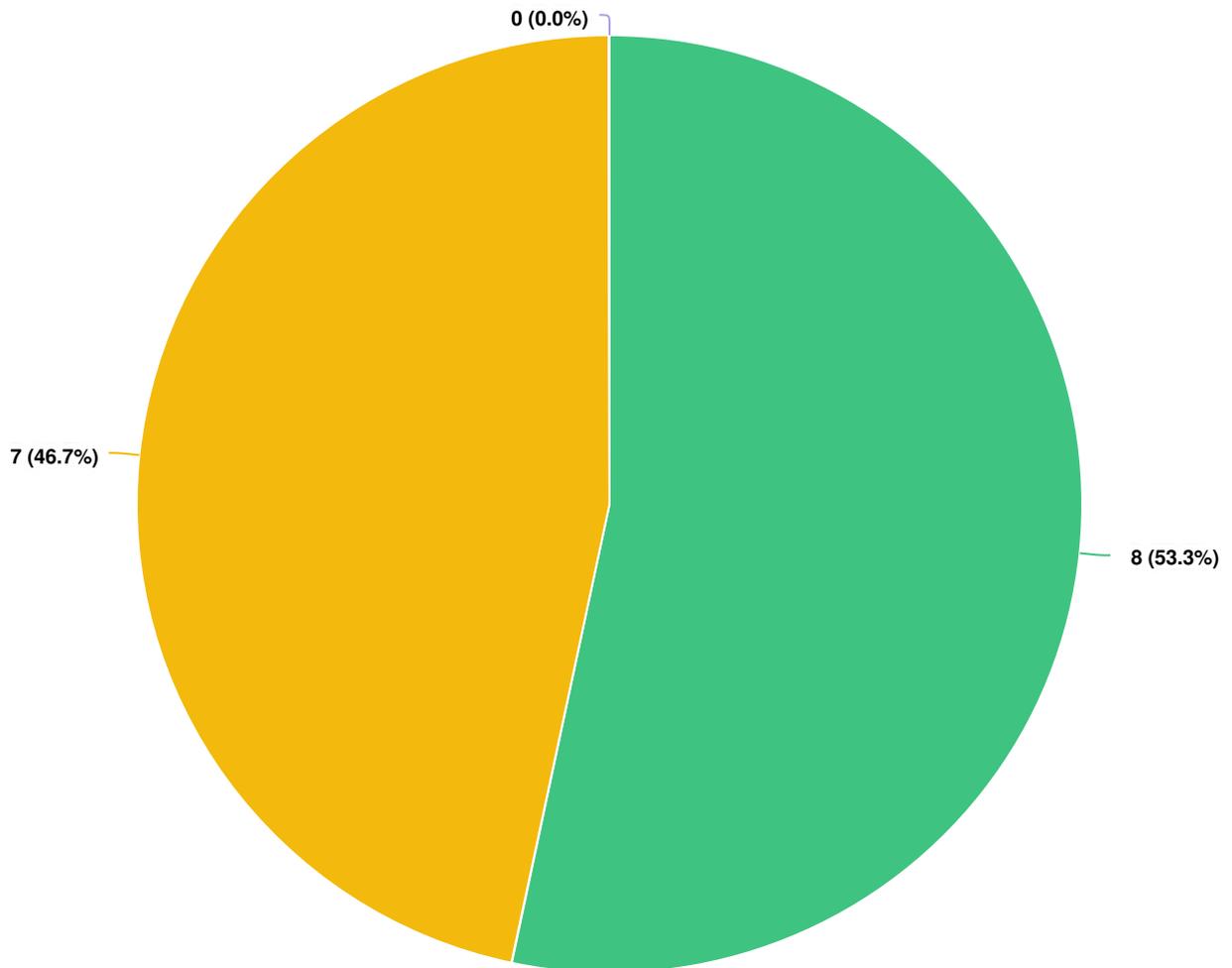








Q14 Has the COVID-19 pandemic changed your clients' utilization of public transportation?

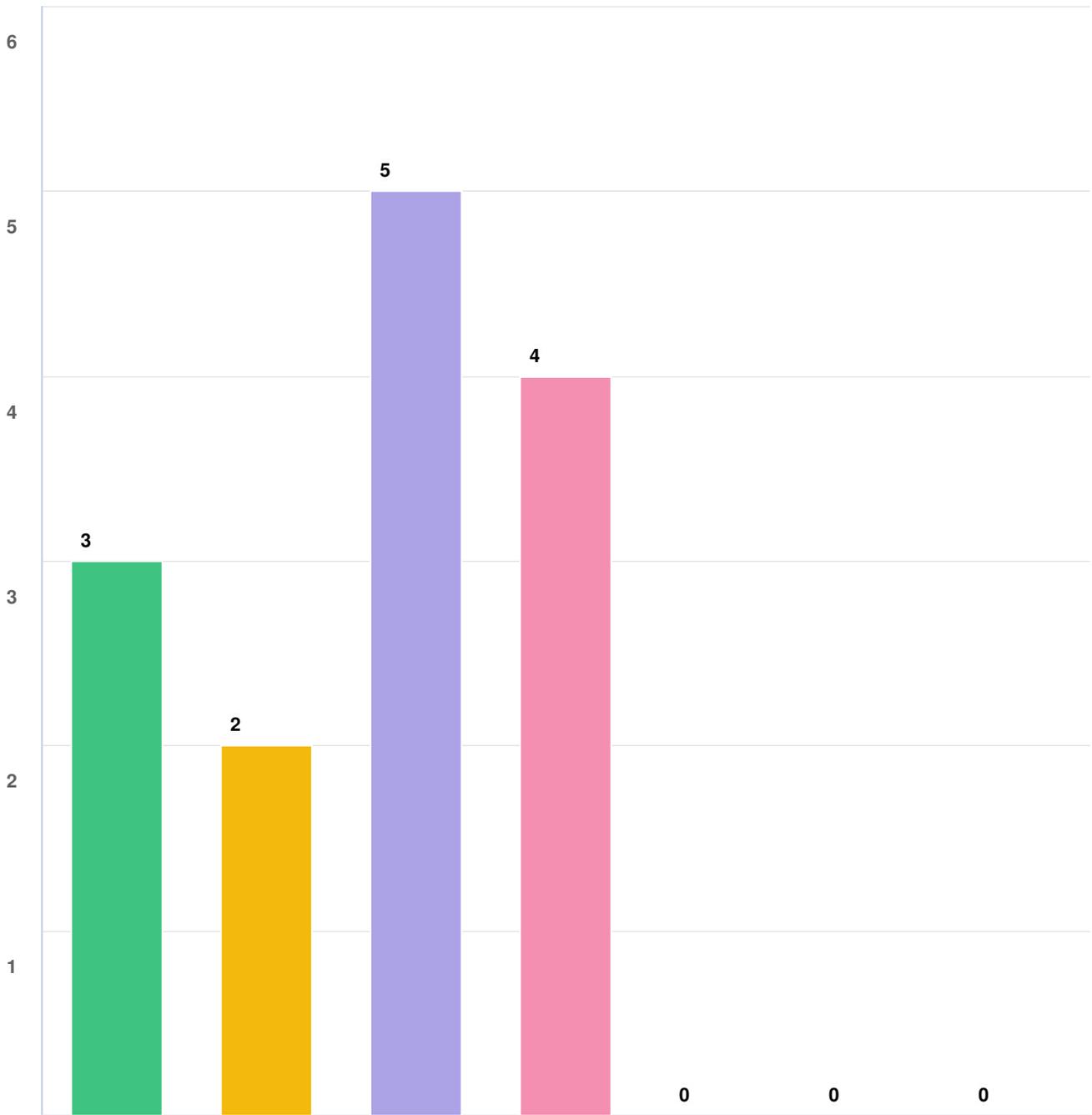


Question options

- Yes - no longer use any type of public transportation
- Yes - use public transportation less than before the pandemic
- No - continue to use

Optional question (15 response(s), 1 skipped)
Question type: Radio Button Question

Q15 What are your clients' reasons for not using public transportation during the pandemic?
Please select all that apply.

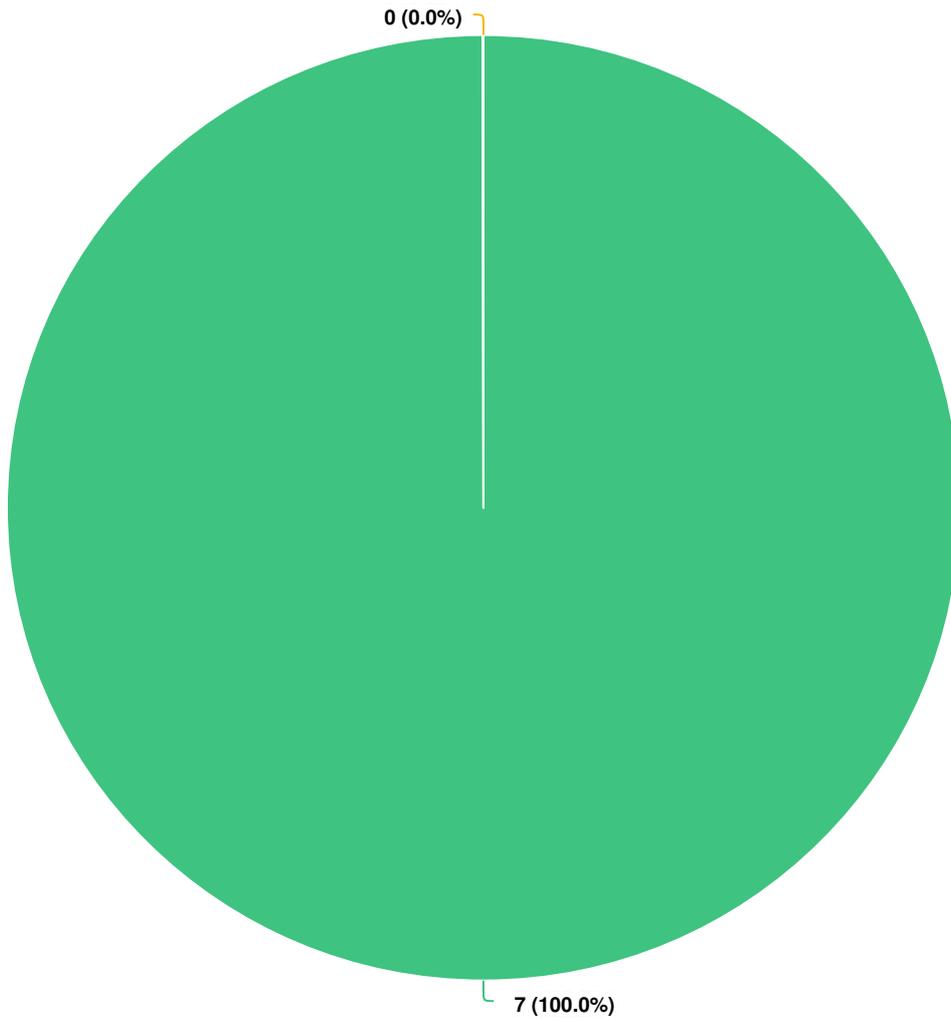


Question options

- Other (please specify) ● Concern that drivers not following proper health guidance
- Concern that vehicles are not properly cleaned ● Would rather utilize different transportation (private car, bike, etc.)
- No longer need to utilize due to change in client status (not needing trips, currently home-based, etc.) ● Too crowded
- Concern that other passengers not following proper health guidance (masks, distancing)

Optional question (7 response(s), 9 skipped)
Question type: *Checkbox Question*

Q16 | Do your clients plan to utilize public transportation once they feel the pandemic is "over?"



Question options

- No
- Yes

Optional question (7 response(s), 9 skipped)
Question type: Radio Button Question

Q17 | How could public transit service better meet the needs of your clients or agency?

Anonymous

1/08/2021 11:44 AM

Additional partnerships to expand service availability.

Anonymous

1/11/2021 06:00 AM

provide evening services. Extend weekend hours/run on the weekends.

Anonymous

1/12/2021 09:21 AM

Expanding the hospital discharge coverage. We have folks being discharged that either don't have NEMT transportation through their Medicaid provider and /or don't have the finances to get home via an alternate method such as lyft or uber

Anonymous

1/12/2021 09:25 AM

Extended hours for public bus service

Anonymous

1/12/2021 09:47 AM

more financially accessible options - especially folks trying to attend doctor's appointments and mental health appointments - followup is extremely difficult if a person cannot drive. need more public transit options that can take folks to specific mental health providers (most are in North Liberty or Coralville and far away from where patients live).

Anonymous

1/12/2021 10:50 AM

expanded times and rural service

Anonymous

1/12/2021 12:19 PM

Sunday service, more trips to/from North Liberty

Anonymous

1/12/2021 04:58 PM

Sunday and evening service hours and free fares.

Anonymous

1/12/2021 05:58 PM

Longer hours of service for 2nd and 3rd shift workers, weekend transport options. Groceries, medical appointments, and jobs are the three highest reasons our clients utilize transportation.

Anonymous

1/13/2021 09:43 AM

Better transport between Iowa City, Coralville, and especially North Liberty to Iowa City, since there are good job opportunities in different areas but clients are unable to get transportation there. Better weekend routes and hours, and also times for 2nd and 3rd shift workers. Busses stop at 9 pm but 2nd shift workers usually get off after that.

Optional question (10 response(s), 6 skipped)

Question type: Essay Question

Q18 | Do you have any other comments regarding passenger transportation service?

Anonymous

1/12/2021 09:21 AM

Johnson county needs wheelchair van transportation options that can provide a wheelchair for the patient or take them in their wheelchair.

Anonymous

1/12/2021 09:25 AM

I have had difficulty finding transportation for mobility challenged folks that are unable to ambulate to a bus stop that is still financially feasible.

Optional question (2 response(s), 14 skipped)

Question type: Essay Question