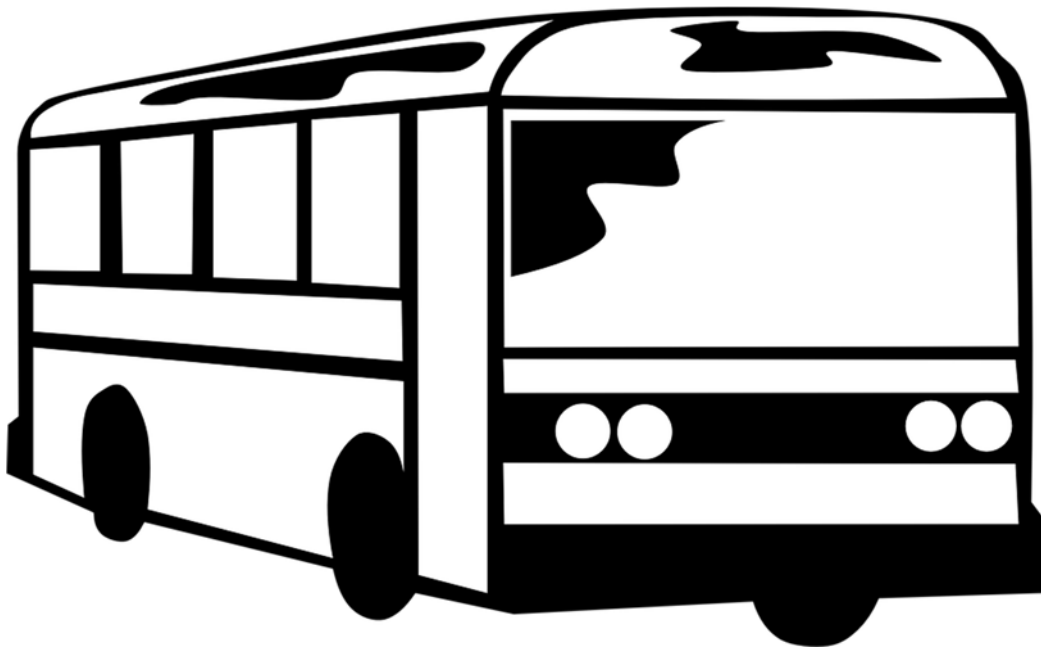


RPA 15



Passenger

Transportation

Plan

March 2018

Prepared by the Area 15 Regional Planning Commission
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This plan was prepared with funding from the U.S. Department of Transportation's Federal Highway Administration and Federal Transit Administration, and in part through local matching funds of the RPA member governments.

Adopting Resolution

A RESOLUTION ADOPTING THE RPA 15 PASSENGER TRANSPORTATION PLAN
AS THE OFFICIAL TRANSPORTATION PLAN FOR REGIONAL PLANNING
AFFILIATION 15

WHEREAS, the Area 15 Regional Planning Commission did prepare a Passenger Transportation Plan which identifies the existing passenger transportation services and the needs for REGIONAL PLANNING AFFILIATION 15; and

WHEREAS, it is a requirement of the Fixing America's Surface Transportation Act (FAST Act) that the transportation planning process and long-range planning be continued, and that passenger transportation be included in this process;

NOW, THEREFORE, BE IT RESOLVED that REGIONAL PLANNING AFFILIATION 15 adopts the RPA 15 Passenger Transportation Plan as the official transportation plan for the region.

Passed this _____ day of _____, 2018.

Chairperson
Regional Planning Affiliation 15

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Section One: Introduction and Process Discussion

What is a Passenger Transportation Plan?

The Passenger Transportation Plan (PTP) is a process created by the Iowa Department of Transportation for the Regional Planning Affiliations and Metropolitan Planning Organizations that is designed to promote coordinated and joint planning for passenger transportation that improves local and regional passenger transportation systems.

The goals of the PTP are to:

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

The Passenger Transportation Plan provides an inventory of the passenger transportation services and discusses the demographic characteristics of the region. The plan discusses coordination issues within the region, including; an assessment of needs, review of previously recommended priorities and strategies, identification of any other developments affecting coordination, and input received on needs and coordination. It also proposes priorities and strategies for the next five years to address the identified needs and lead to projects. Finally, the plan provides an overview of funding sources available for improvements, discusses the funding that is achievable during the life of the plan, and identifies sources that will be sought out to make improvements. The PTP is updated every five years in order to take into account new and changing needs and priorities. This document will cover federal fiscal years 2019 to 2022. During the years between updates, a minimum of two transit advisory group (TAG) meetings will be held to continue to improve services and coordination. This enables the PTP to stay current with passenger transportation needs.

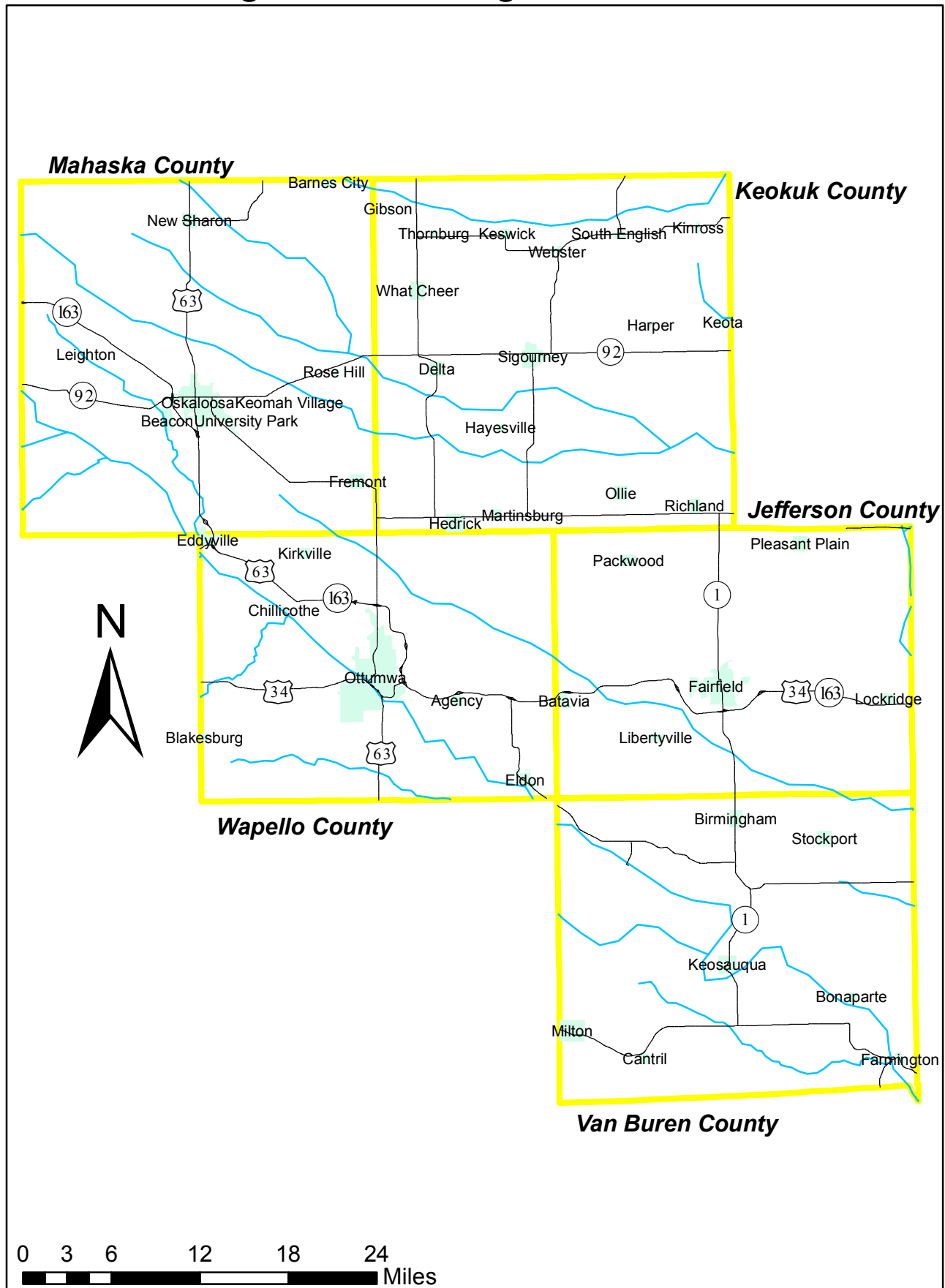
The Regional Planning Affiliation 15 Region

In 1994, the Intermodal Surface Transportation Efficiency Act changed the way federal aid funding was allocated. The existing FAS and FAUS systems were eliminated along with specific requirements for allocations to the local or state systems, and the Surface Transportation Program was created. The STP program gave each state the discretion to determine how to allocate funds, and the Iowa Transportation Commission made the decision to allocate a significant portion for local programming through Regional

Planning Affiliations. This decision led to the formation of RPA 15 that same year. Today, the Iowa DOT delegates some transportation planning activities and the programming of certain projects receiving federal aid to the RPAs. RPA 15 provides transportation planning assistance to the following five southeast Iowa counties; Jefferson, Keokuk, Mahaska, Van Buren, and Wapello and the cities within them. The RPA involves citizens of the region in the transportation planning process. It also coordinates transportation planning efforts between these entities and with other local, state, and federal government agencies.

The PTP process was started in 2006 with a series of Mobility Action Planning Workshops that were held across the state by the Iowa Department of Transportation. The purpose of these meetings was to highlight the strengths and weakness of passenger transportation services within each area. The Iowa DOT then made each Regional Planning Affiliation or Metropolitan Planning Organization responsible for passenger transportation planning process in their area which included facilitating Transit Advisory Group meetings and creating and maintaining a plan. This resulted in the 2007 Passenger Transportation Plan, or the Passenger Transportation Development Plan as it was called then. The RPA revised and updated this document in 2008, 2009, and 2010. In 2011, RPA 15 switched to the current format where the plan would be updated every five years with meeting summaries or minutes being submitted to the DOT during the four years between updates.

The Regional Planning Affiliation 15 Area



The PTP Process

RPA 15's Passenger Transportation Plan was developed by the Area 15 Regional Planning Commission following the guidance from the Iowa Department of Transportation, using input obtained from transportation providers and users, and an analysis of transportation and demographic data.

Input for the PTP was gathered through surveys, Transit Advisory Group meetings, and individual discussions. Transportation and demographic data was obtained from passenger transportation providers and the US Census Bureau.

Two surveys were sent out. One, the Passenger Transportation Services survey, asked if an organization or agency provided transportation services or contracted with another organization for service. Information obtained through this survey was used to develop the discussion of current transportation services in Section two. A summary of the results of the survey can be found in the Passenger Transportation Providers table on page 7 and the Agencies that Provide Funding for Transportation table on page 11. This survey can be found in Appendix A. It was sent to public and private passenger transportation providers and health and human service agencies. The other survey, the Passenger Transportation Needs survey, was targeted to health and human service agencies. It asked when the agency's clients needed transportation services and whether their clients had unmet transportation needs. A copy of this survey can be found in Appendix A. Information obtained through this survey was used Section three: Coordination Issues. A summary of the results of the survey can be found in the Passenger Transportation Needs table on page 28 and in the bullet points on pages 28 and 29.

Two Transit Advisory Group meetings are held annually to continue the passenger transportation process. During years where the plan is not being updated, these meetings include discussing recent developments affecting passenger transportation planning, identifying strengths and weaknesses of existing services or performing a SWOT analysis. In years where PTP is being updated, the meetings include the gathering of information for the plan and the review of the Passenger Transportation Plan. TAG meetings were held on the following dates: March 3rd, 2016, June 2nd, 2016, February 15th, 2017, May 17, 2017, November 1st, 2017, and March 28th, 2018. Copies of the minutes from the TAG meetings are included in Appendix B.

After the draft plan has been completed, the document was sent to the Iowa Department of Transportation, Federal Transit Administration, and the two public transit agencies for review. It was also sent to the Transit Advisory Group and made available on the Area 15 Regional Planning Commission website. After review and comment, the

plan was be revised and presented to the RPA 15 Policy Board for approval and adoption.

Section Two: Inventory and Area Profile

Inventory

There are thirty-four organizations that provide passenger transportation services within Regional Planning Affiliation 15. This includes three providers of long-distance intercity transportation, two public transit agencies, two private taxicab companies, ten health and human service agencies, and seventeen school districts. The table below summarizes the services provided by the public and private transit organizations and the health and human service agencies. The information on the table includes; type of service provided, eligibility requirements for service, hours and days available, approximate annual miles, and the number and type of vehicles operated. A table containing information on the school districts can be found later in this section.

Passenger Transportation Providers					
Provider	Service Type	Eligibility	Hours	Miles	Vehicles
AMTRAK	I, FR	A	AA	n	x
Greyhound	I, FR, T	A	AA	n	x
Burlington Trailways	FR, T	A	AA	3,700,000	35BL, 3B
Carlenrose Corp (Ottumwa Cab)	I, FR, DR	A, CT	AA	750,000	2VL, 2V, 6C
R & B Taxi	DR	A	WD, WE, D, E, N	55,000	2V
Ottumwa Transit	FR, DR, P	A, M	WD, D, E	265,000	10BL, 4VL
10-15 Transit	FR, DR, P	A, M	WD, WE, D, E	1,375,000	37BL, 10VL, 2C
Jefferson Co Health Center	DR	CL, M	WD, D	36,000	2VL
ADDs	DR	CL, F	WD, D	5,000	1V
Country Life Health Care	DR	CL	V	35,000	1V, 1C
Crisis Center	DR	CL	V	17,000	2V
Tenco	DR	CL	V	n	2VL, 15V, 3C
Ottumwa Job Corps	DR	CL	WD, WE, D, E, N	n	14 vehicles
Ottumwa Residential Facility	DR	CL	AA	5,000	1V, 2C
Penn Pl & Sylvan Woods	DR	CL	WD, D	n	1BL, 1v
First Resources	DR	CL, I	V	n	2VL
Love INC	DR	CL, I	WD, D	1,000	n
Key: Service Type- I=Intercity, DR=Demand Responsive, FR=Fixed Route, CT=Client Transportation, T=Charter/Tours, P=Paratransit					
Eligibility - A=Anyone, C=Client, I=Income requirement, M=Medical requirement					
Hours - AA=all hours, all days, WD=weekdays, WE=weekends, D=daytime, E=evening, N= night, V=varies					
Vehicles - B-bus, BL- Bus w/lift, C-Car, V-Van, VL-Van w/lift					
Other - x=not applicable, n=not provided/not known					

Intercity rail transportation is provided by AMTRAK, which has a station in Ottumwa. AMTRAK operates the California Zephyr through the region, which runs from Chicago IL to Oakland CA, and includes stops in Omaha, Denver, and Salt Lake City. The

AMTRAK station in Ottumwa is served by two passenger trains each day, an eastbound train to Chicago which stops at 9:09am, and a westbound train to Oakland which stops at 6:53pm. Connections to other AMTRAK routes can be made in Chicago and Sacramento, allowing passengers to reach any destination AMTRAK serves.

Greyhound Lines provides intercity bus transportation to cities in the United States, Canada, and Mexico. Within the region, Greyhound provides service by partnering with Burlington Trailways. From the Burlington Trailways two stops within the region, passengers can travel to approximately 3,800 cities in North America that Greyhound provides service to. Greyhound also provides charter services to groups and organizations. Greyhound Lines operates twenty-four hours a day, seven days a week. The bus service operates 1,200 buses and averages over 5 billion miles per year.

Burlington Trailways provides intercity bus transportation to cities in Iowa, Colorado, Illinois, Indiana, Missouri, and Nebraska. This is provided through regularly scheduled daily stops in both Fairfield and Ottumwa. From both of these cities, passengers can travel to the six other states Burlington Trailways provides service to. In addition, passengers can travel to other cities across the United States by transferring to other Trailways or to Jefferson or Greyhound bus services. Burlington Trailways also provides charter services to groups and organizations as well as escorted tours for the public. Burlington Trailways operates thirty-eight buses on its routes, and thirty-five of the buses are equipped with lifts. The bus service operates twenty-four hours a day, seven days a week, and averages approximately 3.7 million miles per year.

The Carlenrose Corporation/Ottumwa Cab provides passenger transportation services to the City of Ottumwa and surrounding counties. Trips can be provided to locations anywhere in Iowa or to neighboring states. and can provide transportation to locations anywhere in the State of Iowa or neighboring States. Carlenrose/Ottumwa Cab also provides non-emergency medical transportation. In addition, it contracts with several organizations for their transportation needs. Carlenrose/Ottumwa Cab operates a total of ten vehicles; two minivans with lifts, two minivans, and four cars. Transportation is available twenty-four hours a day, seven days a week, and the company averages 750,000 miles per year.

R & B Taxi provides taxicab services to the City of Ottumwa and the surrounding area, its taxis can provide transportation to locations anywhere within the state. R & B Taxi provides transportation to both passengers who call in and request a ride, and service that is contracted or scheduled ahead of time. R & B Taxi operates two minivans and averages about 55,000 miles per year. Service is available during the following hours;

Monday through Thursday 7am until 12midnight, Friday and Saturday 7am until 2am, and Sunday 9am until 9pm.

10-15 Regional Transportation Authority provides service in ten counties in southeast Iowa, including the five counties that make up RPA 15. The counties served by 10-15 RTA include: Appanoose, Davis, Jefferson, Keokuk, Lucas, Mahaska, Monroe, Van Buren, Wapello, and Wayne. Service is demand responsive, with the transit vehicle taking the rider from their point of origin to their destination and back if needed. 10-15's services are available to riders Monday through Saturday between the hours of 6am and 6pm. Service outside of this time may be provided if a driver and vehicle are available. 10-15 RTA also works several health and human service agencies within the region to



10-15 RTA is rebranding its image by having all of its vehicles, except for Oskaloosa Rides, in a burnt orange color scheme.

operate transportation services for clients of those organizations. The hours and amount of service provided to the health and human service agencies vary depending upon the needs of the organization and its clients. Service is provided by two medium duty buses equipped with lifts, thirty-five light duty buses equipped with lifts, ten mini vans equipped with lifts, and two sedans. The medium duty buses can carry thirty passengers and the light duty buses can transport sixteen to twenty. 10-15's vehicles accumulate approximately 1,375,000 miles per year.

In addition to demand response service provided throughout the 10 county region, 10-15 RTA also provides fixed route service and paratransit in the City of Oskaloosa called "Oskaloosa Rides." This service consists of a single fixed route that makes a one hour circuit through Oskaloosa and stops at shopping centers, health and human service agencies, and residential areas. Also available is paratransit service for people who have a disability that may prevent them from accessing the fixed route. An application must be completed and approved in advance before paratransit service can be used. Oskaloosa Rides operates on Monday, Wednesday, and Friday between the hours of 9am and 5:30pm. A map of the route is shown on page 13.

Ottumwa Transit provides service in the city of Ottumwa and provides rides Monday through Friday between 6am and 6pm. This service includes five fixed routes and paratransit service. Each of the fixed routes cover a specific geographic area of Ottumwa with transfers between the routes possible at the downtown bus zone. A map of Ottumwa Transit's bus routes is shown on page 14. Paratransit service is available to riders who have a disability and may not be able to access the bus stops. Paratransit service will take riders from their point of origin to their destination and back. Before paratransit can be used, an application must be completed and approved. Transit services are provided by nine medium duty buses with lifts, one light duty bus with a lift, and four minivans with ramps. The medium duty buses can transport thirty-two passengers and the light duty can carry 16 passengers. Ottumwa Transit averages 265,000 miles per year in providing transportation services.



Ottumwa Transit has has several different color designs for its buses and vans.



Ten health and human service agencies within the region provide transportation to their clients. These ten agencies, shown in the figure on page 6, are: Jefferson County Health Center, Alcohol and Drug Dependency Services, Country Life Health Care, the Ottumwa Crisis Center, Tenco, Ottumwa Job Corps, Ottumwa Residential Facility, Pennsylvania Place/Sylvan Woods, First Resources, and Love Inc. Eligibility for transportation through these agencies is limited to people who are receiving services from the agency. Several of the HHS agencies also have income or medical requirements in order that must be met for their transportation services. Transportation services available from these agencies may be limited, either by the hours of operation or the number and size of vehicles, and unable to provide rides to all of their clients who may need it. As a result, these agencies may also work with or direct their clients to public providers or private taxi companies for transportation to their facilities.

In addition to operating their own vehicles, or as an alternative to, some health and human service agencies contract or have agreements with transportation providers for service. Christian Opportunity Center, First Resources, SIEDA Headstart, and Tenco have contracts with 10-15 for transportation to workshops, Ottumwa Transit has a memorandum of understanding with Job Corps for student transportation on its fixed route, and American Homefinding Association and WIC contract with R & B Taxi. Health and Human Service agencies may also provide funding assistance to clients for transportation. This assistance can in the form of cash, bus pass, gas voucher, or bus tickets. The table (right) shows health and human service agencies that responded that they provide funding for transportation services and the method used.

Agencies that Provide Funding for Transportation	
Agency	Type of funding assistance
First Resources	BP
Christian Opportunity Center	CT
American Homefinding Assoc	CT
WiC	CT
United Way of Mahaska Co	BP, C
SIEDA Comm Action	CT, BP, GV, Cash
ADDS	BP
Crisis Center	BP
Ottumwa Housing Authority	BP
Van Buren Comm Services	BP
Wapello Co General Assist	GV, BT
Wapello Co Comm Services	BP
Love INC	GV
Key: CT=Contract for service, BP=Bus Pass, GV=Gas voucher, BT=Bus Ticket, C=Cash	

In addition to the organizations identified in the table on page seven, there are seventeen school districts in the region that provide transportation to their students. According to the Iowa Department of Education, these districts operate 310 buses and 103 smaller vehicles to transport students to and from school. The figure twelve shows the number of vehicles operated by each district that serves the five-county region. Some of the districts may have a low number of vehicles for their size, this is because they contract with another company to provide student transportation. All of the school districts were contacted and asked to identify the number of vehicles operated transporting students that were equipped with wheelchair lifts. This information is also shown in the figure for the districts that responded. School district vehicles are used only for the transportation of students and staff to school and school related activities.

School District Transportation			
School District	Buses	Smaller Vehicles	Vehicles w/ lifts
Pella	39	5	2
Twin Cedars	10	7	n
Oskaloosa	32	10	n
North Mahaska	10	5	1
Ottumwa	29	2	3
Tri-County	9	5	n
English Valleys	11	7	2
Sigourney	8	5	0
Keota	7	4	n
Eddyville-Blakesburg	22	11	2
Pekin	21	0	0
Cardinal	14	12	2
Fairfield	30	5	2
Washington	18	18	2
Van Buren	20	6	1
Harmony	7	4	n
Central Lee	14	3	1

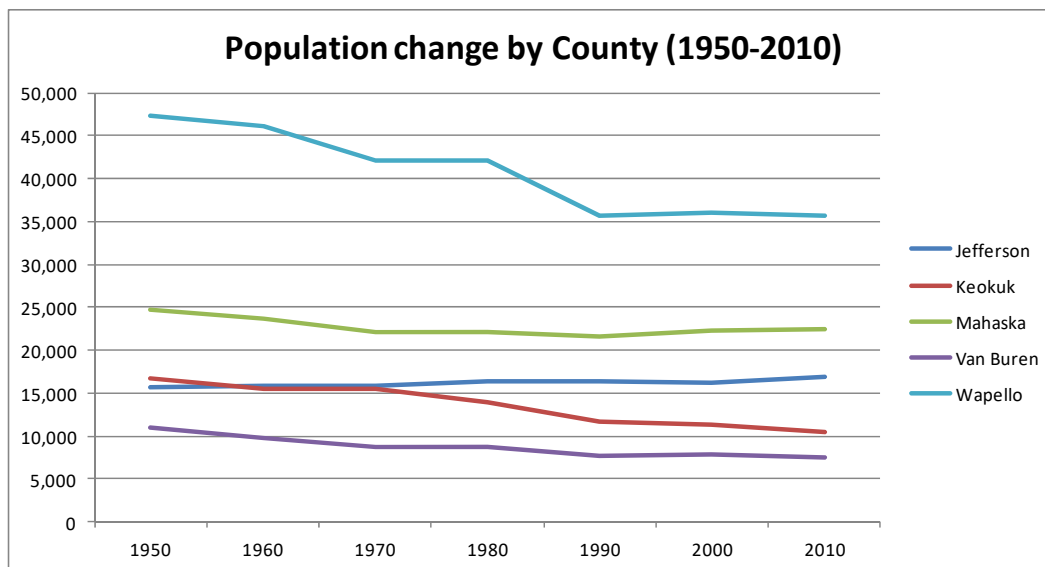
● 1 - Hy-Vee/Mall	● 6 - Middle/High School /George Daily Auditorium	● 11 - Edmundson Park
● 2 - Christian Opportunity Center	● 7 - William Penn University	● 12 - Southern Hills/Highland Park Apartments
● 3 - Hospital	● 8 - Christian School	● 13 - Webster
● 4 - Agency on Aging	● 9 - Elementary School	● 14 - Library
● 5 - YMCA	● 10 - Walmart	● 15 - Fareway

Updated June 10th, 2014

Area Profile

	Iowa	RPA 15	Jefferson Co	Keokuk Co	Mahaska Co	Van Buren Co	Wapello Co
Population	3,046,355	92,930	16,843	10,511	22,381	7,570	35,625
Percent 65 and older	14.9	16.6	14.8	19.2	16.1	19.6	16.4
Percent White	91.3	93.4	87.6	98.4	95.7	98.3	92.1
Percent Hispanic or Latino	5	4.5	2.4	0.9	1.6	1.2	9.1
Per Capita Income	\$28,872	\$24,499	\$25,120	\$24,650	\$25,823	\$23,785	\$23,116
Unemployment Rate	2.8	3	2.6	3.3	2.8	2.3	4.2
Percent Disabled	11.6	13	9.3	15	13.7	13.1	14.2
Percent that "speaks english less than very well"	3.2	3.1	6.2	0.3	1	2.2	5.8

The population of Regional Planning Affiliation 15 was 92,930 in 2010, which is a decrease of 4,846 people from the region's population in 2000. This is the continuation of a long-term trend of population decreases that was interrupted by a slight population increase between 1990 and 2000. The trend is part of a larger shift in population from rural areas to suburban and urban areas. Within the RPA, Keokuk, Van Buren, and Wapello counties experienced population decreases while the other two counties saw population increases. Similar to the trend for the region, these three counties have a continuous decrease in population since 1950, while Jefferson and Mahaska counties populations are remaining steady.



The region's decreasing population reduces the revenues available for maintaining and making improvements to public transit systems. A decline in the population results in the decrease in the tax revenue collected. The end result is local governments will have less funds to allocate to programs including public transit. Local funds are often used to

match federal and state grants and the availability of local funds will impact a transit agency's ability to obtain grant funds.

The distribution of population between rural areas and cities varies by county, from 47% of Van Buren County's population living in cities to 79% percent of Wapello County's population living in cities. To calculate the distribution of population shown on page 21 the population of all incorporated city populations in a county was added together and subtracted from the total county population to determine the rural population. The percentage of population in cities was calculated by dividing the total city population for the county by the total county population. In the three counties with urban areas, a majority of the city population lives in the urban areas. An urban area is defined by the Iowa DOT as having a population over 5,000. In RPA 15, there are three urban areas; Fairfield, Oskaloosa, and Ottumwa. The map on page nineteen shows the distribution of population within the region.

A higher percentage of the population within the region is over 65 than the state average. The two counties with the largest percentage of their population over 65 are Keokuk and Van Buren. The region also has a higher percentage of its population that is disabled than the State of Iowa. The counties with the highest percentage of disabled are Keokuk and Wapello.

The per capita income level of the region is below that of the state and the unemployment rate is higher. The per capita income of RPA 15 is \$24,499 which is \$4,373 below the State of Iowa. The unemployment rate for the region is 3%, which is 0.2% higher than Iowa. Individual counties within the region have an even greater difference between their per capita incomes and unemployment rates and those of the state. Within RPA 15, per capita income varies between \$23,116 in Wapello County and \$25,823 in Mahaska County. Unemployment rates also vary, from a low of 2.3% in Van Buren County to a high of 4.2% in Wapello County.

To assist the elderly, disabled and low income in accessing passenger transportation services, 10-15 RTA does the following: 10-15 works with Milestones in all ten of the counties it serves. Each county has its own hours that Milestones pays for. Any person over sixty can call 10-15 to request a ride and 10-15 will work them into the schedule. There is no cost to the rider, but donations are accepted, and the money goes back to Milestones. 10-15 RTA provides discounted rates for transportation to veterans going to Veteran Administration sites. 10-15 also donates bus passes to several health and human service in Ottumwa, these organizations may then distribute the passes to their offices in other counties served by 10-15 to give to clients.

Ottumwa Transit provides assistances to the elderly, disabled and low income to access passenger transportation in multiple ways. The agency operates shopping shuttles three times a week that run from the Ottumwa Housing Authority residential towers to Hy-Vee and Walmart that are free to ride. These shuttles are funded by Hy-Vee and Walmart. Ottumwa Transit is also providing free service from the towers to the Ottumwa Library. The OHA towers provide 299 low rent housing units. OHA has also funded a ride to Coralville that Ottumwa Transit provided. The transit agency provides free rides to veterans on both the fixed route and paratransit. It has increased the number of paratransit vehicles from three to four. Ottumwa Transit also offers discounted rates to elderly, disabled, and low income. And the agency gives out passes to DHS, the Promise Center and to individuals who are in need.

Jefferson and Wapello counties have over 5% of their population that identify as “speaking English less than very well”. In Jefferson County, the largest portion of people who responded that they “speak English less than very well” identified as speaking a European language at home. This percentage is the combination of several European languages and includes a combination of French, German, and other West Germanic languages. In Wapello County a majority of the people who responded that they “speak English less than very well” identified as speaking Spanish at home. By comparing the data for Wapello County to Ottumwa, we can also see that most of the people in the county who responded that they “speak English less than very well” live in Ottumwa.

Limited English Proficiency by County		
	Pop speaks english less than very well	Pct speaks english less than very well
Jefferson County	1,051	6.2
Keokuk County	30	0.3
Mahaska County	219	1
Van Buren County	154	2.2
Wapello County	1,926	5.8
Ottumwa	1,921	8.3
<i>Source: US Census Bureau ACS 2012-2016</i>		

There are 873 Limited English Proficient students in the seventeen school districts that serve the five counties of RPA 15. The districts with the largest LEP population were the ones that served larger cities, the districts that served more rural areas had fewer if any Limited English Proficient students. The Ottumwa School District, which serves the city and Wapello County, has the most LEP students. This information, along with the

general LEP population information, indicates that the largest LEP population within the region is in or near Ottumwa.

Limited English Proficiency by School District (2017-18)			
		Number of LEP Students	Percentage
Pella		20	0.9
Twin Cedars		0	0
North Mahaska		0	0
Oskaloosa		25	1.1
Ottumwa		674	15.7
Tri-County		0	0
English Valleys		0	0
Sigourney		0	0
Keota		0	0
Eddyville-Blakesburg		5	0.5
Pekin		0	0
Cardinal		0	0
Fairfield		47	2.9
Washington		106	6.4
Van Buren		1	0.2
Harmony		0	0
Central Lee		0	0
<i>Source: Iowa Dept of Education</i>			

In order to assist the region's Limited English Proficient population in accessing transportation services 10-15 RTA and Ottumwa Transit should provide language assistance measures to persons who speak Spanish or Spanish Creole since this group reaches the 1,000 persons or 5% population threshold for Wapello County or the City of Ottumwa. To provide this assistance the transit agencies should print schedules in Spanish, have bi-lingual dispatchers and drivers who can speak English and Spanish to communicate with riders, and bi-lingual interpreter can also attend at public meetings and hearings if requested and arranged in advance.

To communicate with the region's LEP population, 10-15 prints brochures in Spanish. It has a bilingual dispatcher who can assist with translation between Spanish and English at public hearings or public input meetings and can assist with scheduling. 10-15 also uses Language Link, which is a company that provides translation services over the phone for multiple languages to assist with scheduling. In addition, to communicate with those who are who are blind, 10-15 prints brochures in Braille.

Ottumwa Transit prints brochures that include its schedules in Spanish and makes these brochures available at the transit office, at the Hy-Vee stores, Wal-Mart, City Hall, the library, and on buses. It uses the Big Word, a company that provides translation services over the phone in multiple languages to assist with scheduling and to provide an interpreter for public hearing or public meetings. All employees also have the Basic Spanish for Transit Employees Handbook. Ottumwa Transit advertises on the Spanish radio station KTWA.

A majority of the region's largest employers are located around the three largest cities; Fairfield, Oskaloosa, or Ottumwa. These three cities each have a population over 5,000, with Oskaloosa and Ottumwa having populations greater than 10,000. Each of these cities is also where several large employers are clustered. The map on page 20 shows the cities by population, and then employers that have over 99 and over 350 employees. As shown on the map, the city with the largest number of large employers is Ottumwa, followed by Oskaloosa and Fairfield. There are also smaller clusters of employers in Eddyville and Keosauqua.

Health and human service agencies, hospitals and medical clinics, and stores follow a similar distribution pattern as a majority and the largest are located in the larger cities or in the county seats. Fairfield, Keosauqua, Oskaloosa, Ottumwa, and Sigourney all have hospitals located within them, meaning that for medical care beyond what can be obtained in a local clinic must be obtained in one of these cities or outside the region. Fairfield, Oskaloosa, and Ottumwa all also have multiple big box and chain stores, meaning that people travel to one of these cities within the region to shop for items that cannot be obtained in smaller local stores. The map on page 23 identifies activities that can be found in the cities in the region.

The clustering of large employers, HHS agencies, larger medical facilities, and larger stores Fairfield, Oskaloosa, and Ottumwa mean that that these cities serve as activity centers within the region. This means that the destinations for trips within the region are often located in one of the three largest cities.

As mentioned previously, 10-15 RTA provides transportation at a reduced rate to veterans going to VA sites. The one VA site in the region is located in Ottumwa so veterans going cross-county to the Ottumwa site will receive a reduced rate. The reduced rate is also available to veterans going to VA sites out of the region, such as in Knoxville.

In summary:

- The region is experiencing a steadily decreasing population. Three of the five counties are seeing a continual decrease in their population while the other two counties populations are remaining steady.
- The population decrease and low income levels remain result in a decreasing tax base, reducing local revenues and the ability to match federal and state grants, impacting funding for passenger transportation improvements.
- A higher than average elderly and disabled population requires additional passenger transportation services to provide trips to those who don't drive or have someone who can drive them.
- 10-15 Works with Milestones to provide transportation to the elderly while asking for a donation in return. It also provides discounted rates to veterans going to VA sites and gives out passes to health and human service organizations.
- Ottumwa Transit provides free routes from the residential towers to Hy-Vee and Walmart. It offers free rides to veterans on fixed routes and paratransit. Also offers discounted rates to elderly, disabled, and low income. And gives out passes to health and human service organizations and individuals in need.
- The largest Limited English Proficient population is in Wapello County, and a majority of the people who identified themselves as "speaking English less than very well" indicate that they speak Spanish at home.
- 10-15 RTA and Ottumwa Transit print brochures in Spanish and have bi-lingual dispatchers or translation services to communicate with LEP passengers who call in for rides or who are in attendance at a public hearing or public input meeting.
- Employment, health and human services, and shopping are all clustered in the three largest cities; Fairfield, Oskaloosa, and Ottumwa, meaning a majority of the trips within the region by passenger transportation providers are to one of these three cities.

Distribution of Population

Mahaska County
Population: 22,381
Rural pop: 7,311
Pop in cities: 67%

Urban Area Population

	Urban Area	Urban % of County pop
Jefferson	Fairfield	56%
Mahaska	Oskaloosa	56%
Wapello	Ottumwa	70%

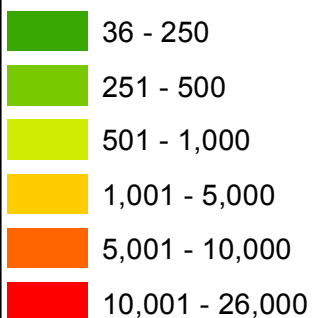
Keokuk County
Population: 10,511
Rural pop: 3,883
Pop in cities: 63%

Jefferson County
Population: 16,843
Rural pop: 5,741
Pop in cities: 66%

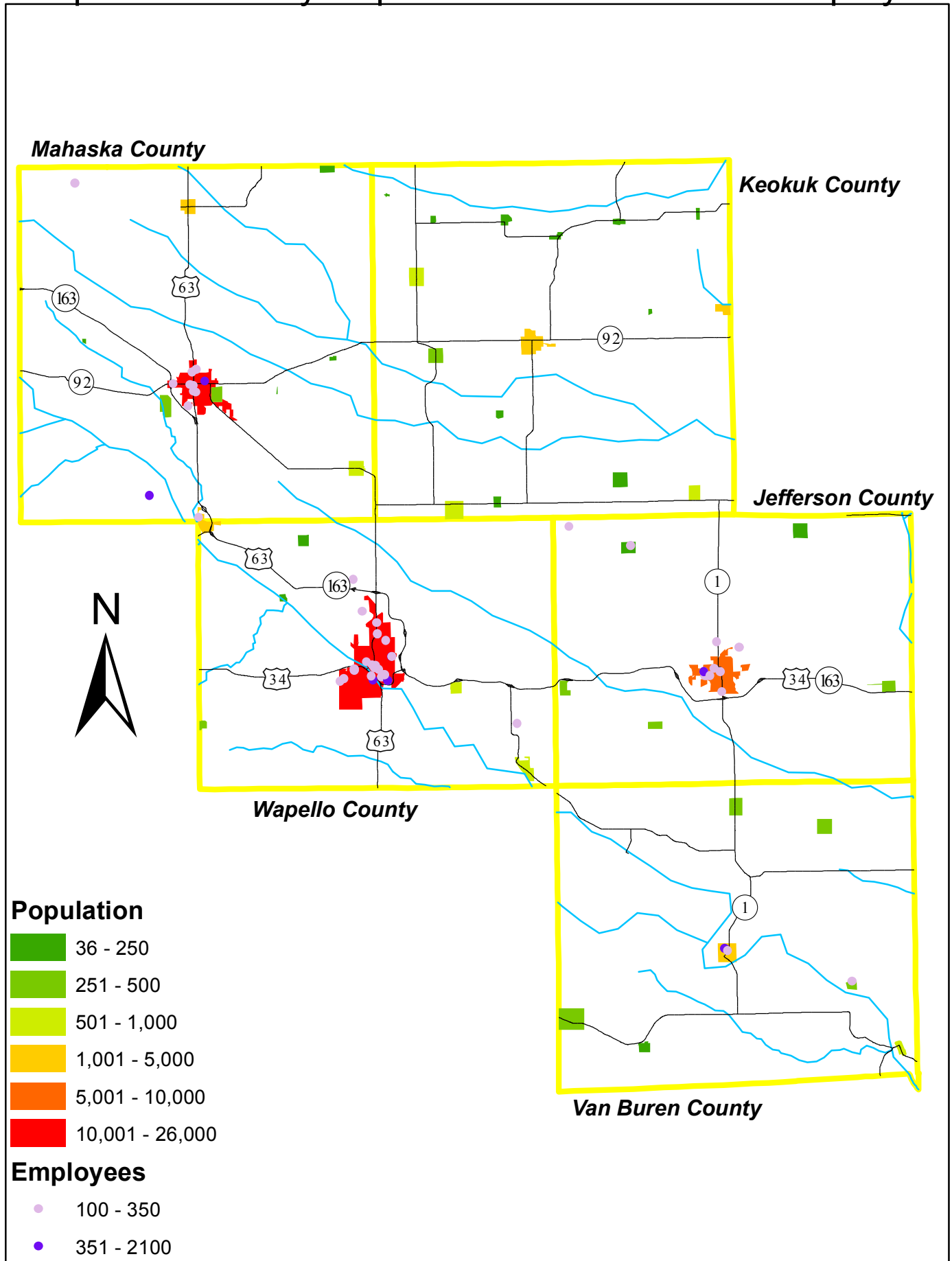
Wapello County
Population: 35,625
Rural pop: 7,453
Pop in cities: 79%

Van Buren County
Population: 7,570
Rural pop: 4,022
Pop in cities: 47%

Population

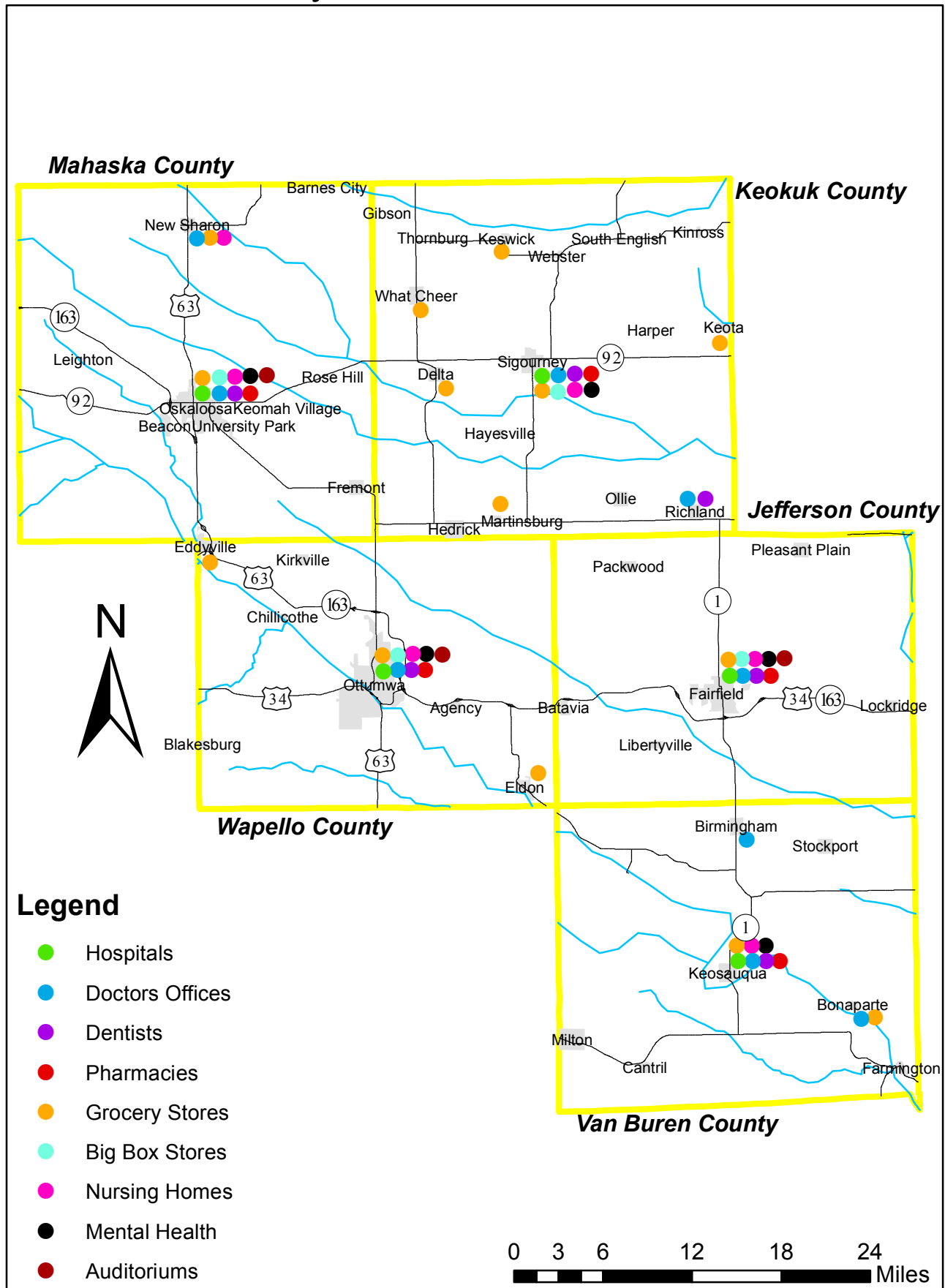


Comparison of City Populations to Number of Employees



Sources: Population - U.S. Census Bureau (2010 Census), Employees - Infogroup (2011 Employment Data)

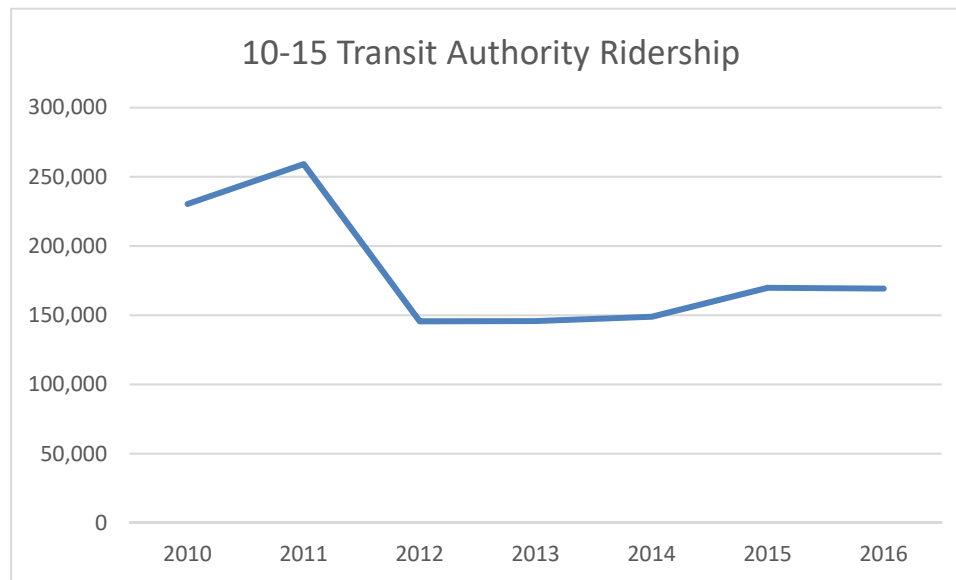
Activity Centers within RPA 15



Section Three: Coordination Issues

Assessment of Service, Management, Fleet and Facility Needs

10-15 RTA provides service to a ten-county region in southeastern Iowa. The transit agency experienced a large ridership decrease six years ago, this was due to Lee County leaving 10-15. Over the past five years 10-15 has averaged 156,000 rides and has seen an increase in ridership from 145,605 rides in 2012 to 169,195 rides in 2016.

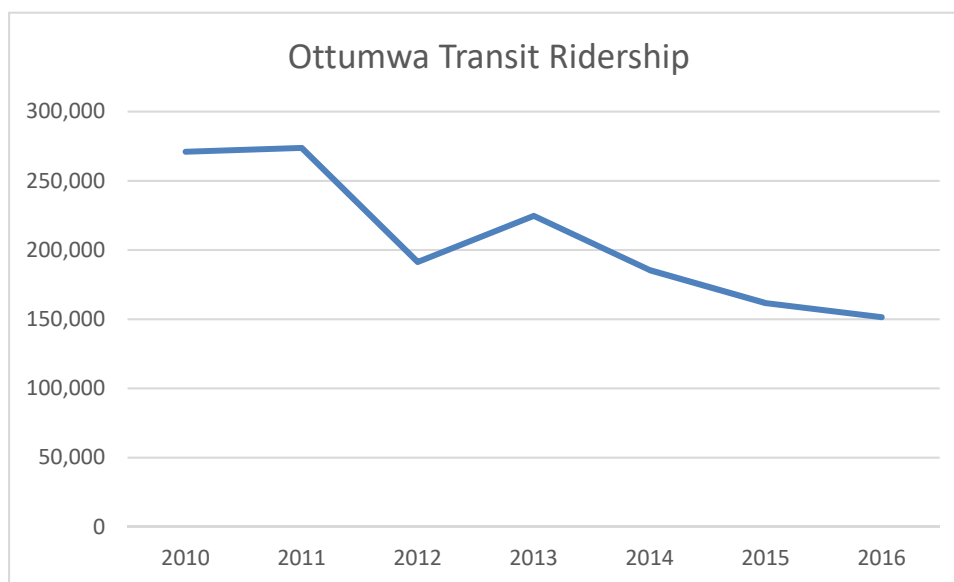


10-15 operates primarily as a demand response service and uses a combination of light duty buses and vans to provide point to point transportation to riders. It also provides a fixed route service called Oskaloosa Rides along with the paratransit service in the City of Oskaloosa utilizing a medium duty bus and a lift van. Like all public transit agencies replacing older and higher mileage vehicles is an issue for 10-15. The regional transit agency has been able to make use of Surface Transportation Program (now Surface Transportation Block Grant) funds from both RPA 15 and RPA 17 to purchase replacement vehicles. 10-15 has also used the AMOCO Loan program for no interest loans as local match to assist with purchasing vehicles. Both of these programs have assisted 10-15 RTA in replacing vehicles. In addition, 10-15 is also starting to purchase more minivans to use in areas where a light duty bus is not necessary in order to save on gas and maintenance costs.

In October of 2016 10-15 RTA moved into a facility that the organization purchased and renovated after years of sharing a facility with Ottumwa Transit. This facility provides administration and maintenance space for 10-15 for their current operations and

expansion. The agency is planning to construct a second building on the property that will provide covered parking for the buses as all of the vehicles currently park in the open unless they are in one of the maintenance bays. This new building will also house a wash bay.

Ottumwa Transit provides fixed route service to the City of Ottumwa. While the agency has averaged 183,000 rides over the past five years, it has experienced several decreases in ridership over the past seven years. These decreases can be attributed to changes in routes and cuts in service. Prior to 2011, Ottumwa Transit had been providing service on weekend and had been operating a JARC service, both of these were stopped to reduce costs as grant funding was not available. The agency also tried to make changes routes in 2013 which were unpopular and resulted in another decrease in ridership. Ottumwa Transit has returned to the previous routes and ridership is stabilizing.



Ottumwa Transit uses a fleet of medium duty buses to provide fixed route service and minivans to provide paratransit service. Replacing older and higher mileage vehicles is an issue for Ottumwa Transit. All of the agency's medium duty buses were purchased at the same time with American Recovery and Reinvestment Act funds, meaning they are all of the same age and will need replacement at the same time. The cost of one medium duty bus is significant, and to replace ten of them will be a burden for Ottumwa Transit without grant assistance. Ottumwa Transit may apply for Surface Transportation Block Grant Program funds from RPA 15 to assist with vehicle replacement.

Since October of 2016, Ottumwa Transit no longer shares its facility with 10-15 RTA, but now has the entire space for its operations. This allows Ottumwa Transit more space for its administrative staff, for vehicle maintenance and parking.

Status of Previously Recommended Priorities and Strategies

The following priorities and strategies were identified for improving passenger transportation services in the previous Passenger Transportation Plan. A status report is given following each strategy to show whether it was implemented and the result.

1. Priority: Increase the public awareness and use of passenger transportation services in the region.

Strategies:

- Transit agencies should keep their websites up to date with information on services available and how obtain a ride.
 - Status: Both 10-15 and Ottumwa Transit maintain websites with information on their services, hours of operation, rates, and contact information.
- Transit agencies should use local media to advertise services including where to obtain more information and who to contact.
 - Status: 10-15 has run advertisements on local television stations and in the newspapers. Ottumwa Transit has informational messages on the Ottumwa Government TV channel.
- Transit agencies should meet with health and human service groups to discuss passenger transportation services, answer questions, and provide informational brochures. HHS groups can then help distribute information to their clients.
 - Status: The directors of both 10-15 RTA and Ottumwa Transit meet with health and human service agencies regularly to discuss services and provide information on how their clients may access public transportation.
- Health and human service agencies that help clients with transportation should purchase vouchers, tokens, or passes from transit agencies to give to their clients. This will help familiarize people with the services available and using them.
 - Status: Several health and human service agencies purchase vouchers or passes to give to their clients. The HHS agencies believe this is effective in providing transportation to people without vehicles and it helps the transit agencies ridership.

2. Priority: Providing expanded or new service for transportation for employment, medical, or shopping.

Strategies:

- Employers and health and human service agencies should consider purchasing a block of time from passenger transportation providers for local in town transportation for their employees or clients.
 - Status: Several health and human service agencies contract with 10-15 for a block of time for transportation of their clients. This is beneficial to the agencies as they know transportation will be available and to 10-15 as it is a steady stream of revenue.
- Several health and human service agencies that are located near to each other should discuss partnering to coordinate and fund regular bus trips from their area to Des Moines or Iowa City for medical appointments.
 - Status: This has not been implemented.
- Ottumwa transit should contact large employers in the city to see if they have an interest in supporting a JARC like service.
 - Status: Ottumwa Transit is considering starting a small JARC-like service, but no service has been implemented so far.
- 10-15 Transit should work with Hy-Vee in Fairfield and the north Hy-Vee in Ottumwa to expand the successful shopping shuttles to provide trips to people located outside of the cities in other smaller towns.
 - Status: 10-15 has worked with North Hy-Vee in Ottumwa to start providing shopping shuttles from several smaller communities outside Ottumwa to the store.

Other Recent Developments Affecting Coordination Issues

There are few opportunities for coordination within the region. The health and human service agencies have few vehicles for passenger transportation and provide service during limited hours to only their clients, as shown by the Passenger Transportation Providers table on page 7. They may also have few additional dollars to help fund a new or expanded service. Many of these agencies already rely on either the public transit agencies or the private transportation providers for passenger transportation services.

Prior to October of 2016, 10-15 RTA and Ottumwa Transit coordinated by sharing an administrative and maintenance facility. In October of 2016 10-15 moved to its own facility and since that time there has been no coordination of operations between the two public transit agencies. Neither 10-15 nor Ottumwa Transit has explored coordination with the cab companies.

Since 2014, 10-15 has worked with the United Way of Mahaska County and the City of Oskaloosa to establish “Oskaloosa Rides” a fixed route service and paratransit service in the City of Oskaloosa. This service was funded with the assistance of an STA

Special Projects grant for the first two years. After the end of the STA Special Projects funding, the City of Oskaloosa has been making the decision to fund the service each year. The City Council recently made the decision to fund “Oskaloosa Rides” for SFY 19. The decision was also made last year to offer “Oskaloosa Rides” as a free service to riders, and the service will continue to operate free to riders for SFY 19.

Since late 2017, First Resources, Tenco and other health and Human Service agencies have to pay the transportation costs for clients that require 24 care and live at home to go to work sites. Previously this cost had been paid by the managed care organization (MCO). If the person does not require 24 care, the MCO pays the cost of transportation. The health and human service agencies have been able to cover these increased costs through increased daily rates.

The HCBS Settings Rule will be implemented in Iowa by March 17th, 2019. This is a federal rule with the goal of allowing people on Medicaid waivers individual choice of employment, living quarters and community activity in a more integrated setting. Implementation of the rule will change the movement of passengers within the region, potentially requiring many more trips at different hours. This will require discussion and coordination between the health and human service agencies and both the public transit providers and the private transportation providers.

Public Input Concerning Needs and/or Coordination Issues

The table below was obtained from the Passenger Transportation Needs Survey. It identifies by agency when transportation is needed. It also shows if it is regularly scheduled or would be demand responsive, if accessible vehicles would be needed, and identifies the destinations. And it lists whether or not the agency’s needs are currently being met with existing transportation.

Passenger Transportation Needs					
Agency	When needed	Type	Accessible	Destinations	Needs met
Wapello Co Comm Svcs	WD, WE, E	Scheduled	Yes	W, G, WM, D	Yes
Keokuk Co Comm Svcs	WD, N, M	Demand responsive	Yes	W, G, WM, D	No
American Home Finding/MCAH/WIC	E, WE	Demand responsive	No	S, D, FP	No
Keokuk Co Health Center	WD	Demand responsive	Yes	H	No
Pennsylvania Place/Sylvan Woods	Tues/Thurs WD	Demand responsive	Yes	D/H, around Ottumwa	Yes
Vista Woods Care Center	WD, WE, N	Demand responsive	Yes	D/H, Ottumwa, DM, IC, Fairfield, Pella	No
United Way of Mahaska County	E, WE	Both	Yes	G, M WM, H	No
Van Buren VA/GA	WD	Demand responsive	Yes	IC Ottumwa, Van Buren County	No
<i>Key: When Needed: WD=weekday, WE=weekend, E=evening, N=night, M=morning</i>					
<i>Destinations: W=work, G=grocery, C=church, WM=Walmart, D=doctor, S=stores, FP=food pantry, H=hospital, M=mail</i>					

The following input was obtained from Transit Advisory Group meeting participants and from the Passenger Transportation Needs Survey. This input includes changes to existing services and unmet passenger transportation needs.

- Existing bus routes in Ottumwa are too long, they need to be shorter than 50 minutes.
- There is a need for evening/night service to get people home from work or out to eat or a movie.
- Need for a service to get people home from hospital after a trip to the ER.
- Need for additional transportation from rural areas to larger city for medical and mental health appointments.
- American Home Finding/MCAH and WIC has clients that express frustration with not having transportation after 5pm and on weekends. Also the organization has issues where there are clients who need transportation with handicap accessible vehicles periodically.
- Keokuk County Community Services said that transportation is needed at night and on weekends. The problem is this need is random and hard to justify the hours.
- Wapello County Community Services said that additional transportation is needed during second and third shift work hours, however there is not enough to sustain additional service.
- Van Buren County VA and GA said that more free transportation is needed to get residents to Iowa City.
- United Way of Mahaska County said that they hear people request increased flexibility in accessing 10-15's demand responsive service. Not necessarily a specific time, but to be able to request a ride without 24 hours notice.
- Vista Woods Care Center said that additional transportation is needed when there are urgent trips to doctors or hospitals without notice.

Section Four: Priorities and Strategies

The following priorities and strategies have been identified for improving passenger transportation services in Regional Planning Affiliation 15. These priorities are based on a review of previous Passenger Transportation Plans, Transit Advisory Group meeting minutes, and input received from passenger transportation providers and health and human service agencies. The priorities identified have been reviewed by the Transit Advisory Group to ensure a consensus on the passenger transportation needs of the region and how to address the needs.

1. Priority: Ensure that fixed routes are rider friendly.
Strategies:
 - Shorten fixed routes so that they are no more than 50 minutes in length.
 - Plan stops at high density residential areas and at large stores or major shopping areas.
 - Consider using two light duty buses that are spaced out on the route by 15-30 minutes instead of one medium duty bus.
2. Priority: Help people get home from the hospital after a trip to the Emergency Room.
Strategies:
 - Ensure that registration staff at the hospital have the dispatch numbers for public transit and taxicab services.
3. Priority: Help people get home from work or go out to eat or a movie in the evening/at night.
Strategies:
 - Re-establish a JARC like service with several businesses in Ottumwa.
 - Set one day during a week where transit service is available in the evening/at night to take people out to eat or to a movie.
4. Priority: Provide additional transportation to medical/mental health appointments.
Strategies:
 - Coordinate trips with health and human service providers for multiple patients using the same vehicle.
 - Coordinate with health and human service providers taking a larger number of patients to Iowa City or Des Moines once a month using a medium duty bus.

Section Five: Funding

Funding Sources Available

Funding is necessary to support current transit services and to provide expanded or new services to meet the passenger transportation needs in Regional Planning Affiliation 15. Funding for transit services comes from a variety of federal, state, and local sources outlined below.

Federal Transit Funding

Section 5311 funds (Formula Grants for other than Urbanized Areas): Provides funds to public transit agencies for transit activities in rural areas and urban areas with a population less than 50,000. These funds may be used for operations, capital improvements, planning, and Job Access and Reverse Commute service. Funding is distributed to Iowa's public transit agencies based on ridership and revenue miles. Both Ottumwa Transit and 10-15 Regional Transit Authority receive 5311 funds and use them to support their operations. Ottumwa Transit's anticipated allocation of 5311 funds for FY16 is \$388,701 and 10-15's anticipated allocation is \$431,497. 5311 funds are anticipated to continue to be available to the public transit agencies for the next five years to assist them in supporting their current operations.

Section 5339 funds (Bus and Bus Facilities Formula Grants): Provides funds to public transit agencies for capital projects to replace, rehabilitate, and purchase buses and vans, and to construct bus related facilities. Approximately \$1,250,000 is received by the state each year for use by small urban (under 50,000 population) and regional transit systems. Funds must be used on replacement vehicles and is not available for expansion vehicles. Funding is awarded to public transit systems for vehicle replacement based on their vehicle's Public Transit Management System score, which takes into account the vehicle's age and miles. Both Ottumwa Transit and 10-15 Transit are eligible for 5339 funds based on the ranking of their vehicles. The amount of 5339 funds available to a public transit agency is expected to fluctuate each year based on the total amount available and the ranking of that agency's vehicles compared to other public transit agency vehicles in the state.

Surface Transportation Block Grant program (STBG): Funds allocated through Iowa's Regional Planning Affiliations and Metropolitan Planning Organizations that can be used for road or transit capital projects by cities, counties, and public transit agencies. Up to 80% reimbursement is provided, leaving a 20% local match for projects. Ottumwa Transit and 10-15 RTA have access to STBG funds through RPA 15. The RPA sets aside \$50,000 each year from its total allocation for 10-15, Ottumwa Transit projects will be funded out of the City of Ottumwa's allocation which was over \$500,000 for FFY19.

To be considered for funding, the transit agency must submit an application for each project. 10-15 Transit also has access to funds through RPA 17. STP funding for vehicle replacement or expansion by either public transit agency is expected to be available at a comparable level for the next five years.

Rural Transit Assistance Program (RTAP): Provides funds to assist in the design and implementation of training and technical assistance programs and other support services to meet the needs of transit operators in non-urbanized areas (under 50,000 population). The Iowa Department of Transportation is the recipient of these funds and mainly uses them to provide local transit agencies with training fellowships. These fellowships pay up to 80% for public transit systems and their planners to attend Iowa DOT sponsored seminars, and transit related courses or conferences sponsored by other groups. It may also be used to reimburse transit systems for in-house training.

State Transit Funding

State Transit Assistance (STA): Provides funds to public transit agencies for operations, capital improvements, and planning. Funding is distributed to Iowa's public transit agencies based on ridership and revenue miles. Both Ottumwa Transit and 10-15 Regional Transit Authority receive 5311 funds. Ottumwa Transit's anticipated allocation of STA funds for FY16 is \$203,398, and 10-15's anticipated allocation is \$321,963. STA funds are anticipated to continue to be available to the public transit agencies for the next five years to assist them in supporting their current operations

State Transit Assistance (STA) Special Projects: The Iowa Department of Transportation sets aside \$300,000 of STA funds for special projects to improve public transit in the state. Public transit agencies may apply for funds to start up a new service that is developed in cooperation with health and human service agencies. Funds may be awarded for up to two years, which is the time it would take for the service to start being reflected in the STA and 5311 formulas.

Public Transit Infrastructure Grants (PTIG): Provides funds for vertical infrastructure improvements by public transit systems in the state. Projects can be new construction, reconstruction, or remodeling, but must have a vertical component. Projects are evaluated on their anticipated benefits to transit and their ability to be completed quickly. Participation in a project by the PTIG program is limited to 80%, and in combination with other federal funding cannot exceed that number. No individual transit system can receive more than 40% of the PTIG funds available in a year.

Capital Match Revolving Loan Fund (AMOCO Loan): Provides no interest loans to public transit systems which the transit agency can use towards the local match for a

federally funded capital project. The transit agency then pays back the loaned amount over the negotiated time period. 10-15 is using this program to provide match for the replacement of several vehicles.

Non-transit Funding

Older Americans Act: Provides funding for transportation services for anyone over the age of 60. Funds are provided to the Area Agencies on Aging, which may then contract with public transit agencies for service and reimburse them with money obtained through the Older Americans Act.

Headstart: Federal program that provides funds for transportation services to low income children and their families. Health and human service agencies may contract with a public transit agency for this service, and the transit agency is then reimbursed with Headstart funds.

Medicaid: Federal program that can be used to fund transportation services for individuals with disabilities. Transportation services eligible under Medicaid include providing transportation for an eligible person to a sheltered workshop or medical appointments. After completing a trip, the transportation provider submits a reimbursement request to Medicaid.

Local Funding:

Passenger Revenues: Funds obtained from passengers of a transportation service. Can be paid at the time the service is used, or for a voucher, token, or pass that is purchased in advance of using the transportation service. Passenger revenues provide funds to both public and private transit agencies.

Contract Revenue: Cities, counties, health and human service agencies, and private businesses may pay a transit provider for a specific number of rides or access to rides during a block of time. Both public and private transit agencies receive contract revenue.

Advertising Revenue: Transit agencies may sell space on or inside their vehicles to businesses for advertisements to generate some additional revenue. Ottumwa Transit and 10-15 Transit are both selling space on the exterior of their vehicles through an advertising agency.

Municipal Transit Levy: Cities in Iowa are able to levy up to \$0.95 per \$1,000 assessed value to raise funds that support public transit services. This includes a city directly supporting its urban transit system, or a smaller town using it to support services from

their regional transit system. The City of Ottumwa currently uses a municipal transit levy to help fund Ottumwa Transit.

General Fund Levy: Cities and Counties in Iowa are able to use general fund revenues to support transit services. Each of the ten counties served by 10-15 Transit provides funds to the agency to help support its operations.

Health and Human Service Agencies: Health and Human Service Agencies provide many forms of assistance to people, one of which is funding for transportation. This assistance can come in different forms; providing rides either directly or by contracting with another organization, providing bus passes, or gas vouchers. In the region, six agencies contract for transportation services, seven provide bus passes to their clients, and three provide gas vouchers. Information on these specific agencies can be found on pages 10 and 11.

Businesses: Businesses may provide transportation assistance to their customers or employees. This may be in the form of company vehicle pools, contracting for a service, or subsidizing a service. Hy-Vee in Fairfield and the north Hy-Vee in Ottumwa currently provides funding for a shuttle to pick up people in both cities and transport them to and from the stores. The north Hy-Vee in Ottumwa is interested in providing additional funding to expand this service to provide transportation for people outside the city to the store. Several companies in Oskaloosa are providing funds to be the local match for the STA Special Projects funds for the Oskaloosa Rides fixed route.

Local Foundations: Some local foundations may provide funding to improve passenger transportation services. The Ottumwa Regional Legacy Foundation is a charitable organization that has offered grant opportunities for revitalizing Ottumwa and improving the city's infrastructure. In Keokuk County, the Community Services office coordinates the efforts of non-profit and charitable foundations in the county. Inquiries could be made to these organizations or others about the possibility of funding new transit services, including providing match for federal or state funds.

Anticipated Funding for FFY19-22

It is anticipated that 10-15 RTA will receive \$455,108 in STA and \$670,413 in 5311 funds for operations for FY2019. These amounts are based on the total allocation to the state and the agency's 2017 ridership and revenue miles. state and federal operating assistance amounts may vary each year based on these factors. 10-15 receives an annual allocation of \$50,000 STBG funds from RPA 15 and it also receives an annual allocation of funds from RPA 17 that it can use to replace vehicles. For local

revenue 10-15 receives \$2,500 from each of the ten counties annually and can anticipate \$25,000 in local funds each year.

Ottumwa Transit is anticipated to receive \$196,176 in STA and \$350,122 in 5311 funds for operations for FY2019. The amount of state and federal operating assistance that Ottumwa Transit receives each year varies depending on the overall allocation to the state and the transit agency's ridership and revenue miles from two years prior. Ottumwa Transit receives local revenue through a transit levy of 0.81 per \$1,000. Last year this provided \$483,826 in revenue. This amount fluctuates based on assessed values and the property tax rate.

Funding that will be Sought for Implementation

In addition to the anticipated funding sources mentioned previously, 10-15 RTA will seek funding from the 5339 program for bus replacement and the AMOCO loan program to assist with local match. The agency will apply for PTIG funds to construct covered parking and a wash bay for buses. 10-15 will also work with the City of Oskaloosa and health and human service agencies in the city to promote Oskaloosa Rides and generate ridership so that the City Council will continue to support the provide financial support for the service.

Ottumwa Transit will seek additional funding from the 5339 program and for bus replacement and is planning on applying for STBG funds for the purchase of a replacement bus.

Appendix A:

Passenger Transportation Services Survey

Agency name: _____

Name of person completing survey: _____

Contact info (*phone /e-mail*): _____

If your agency provides transportation services, circle all types of transportation that is provided:

Fixed route demand responsive subscription intercity

Client transportation ridesharing other: _____

If your agency provides funding to people for transportation services, circle all types methods used to pay for transportation services:

cash bus pass/voucher contract w/: _____

other: _____

Who is eligible for service? i.e. the general public, just clients, or is there an income or medical requirement? _____

What are the days and hours that service is available? _____

What are the approximate annual miles of service? _____

Number, type, and ADA status of vehicles used to provide transportation service (ex. 3 minivans w/ lifts): _____

What is the agency's approximate annual operating expenses and revenues for providing transportation services? _____

Please return the survey to the Area 15 Regional Planning Commission, P.O. Box 1110, Ottumwa, IA 52501 by November 20th, 2017.

Passenger Transportation Needs Survey

Agency name: _____

Name of person completing survey: _____

Contact info (phone /e-mail): _____

Please answer questions 1-4 about your clients general transportation needs, regardless of whether their needs are currently being met.

1.) What days and hours during the day do your Clients need passenger transportation services? _____

2.) Is this a regularly scheduled service or demand responsive?

_____ regularly scheduled (same days and times)

_____ demand responsive (based on client's needs)

3.) Are handicap accessible vehicles needed? ____ Yes ____ No

4.) Where do your clients need transportation to? _____

Please answer questions 5-6 about whether your clients have unmet transportation needs.

5.) Is enough transportation available to meet your clients needs? ____ Yes ____ No

6.) If you answered no to the question above, please say when (days and times) and where additional transportation is needed? _____

Please return the survey to the Area 15 Regional Planning Commission, P.O. Box 1110, Ottumwa, IA 52501 by December 18th, 2017.

Appendix B:

**Transit Advisory Group Meeting
Minutes
Thursday, March 3rd, 2016
10:00am
Ottumwa Transit/ 10-15 Transit Conference Room**

Participating: Chris Kukla – RPA 15, Pam O’Leary – Milestones AAA, Tami Gilliland Keokuk Co Comm Svcs, Jennifer Vitko – Wapello Co/S Central Behavioral Health, Heather Gross – Mahaska Co Comm Svcs, Dylan Mulfinger – City of Oskaloosa, Stephanie Faulkes – Mahaska Health Partnership, Shelby Behymer – Ottumwa Job Corps Center, Chris Fisher – Ottumwa Job Corps Center, Mary Kirk – Ottumwa Transit, Todd Holman – 10-15 Transit.

What is passenger transportation planning? An Overview of the purpose and process for passenger transportation planning.

- Process was created by the Iowa DOT to promote coordinated and joint planning for passenger transportation, improve local and regional systems.
- RPAs and MPOs hold meetings every year to gather information and input on services and needs, update passenger transportation plan every five years.
- Goals of the passenger transportation planning process are: improve transportation services, increase coordination, create awareness of unmet needs, develop new partnerships, help people understand transportation options available, provide justification for future investments, save money and eliminate overlapping services.

Passenger transportation services in the region. Discussion of passenger transportation services in the region. Agencies that provide service were asked to provide an overview of their services.

- 10-15 Transit discussed the services it provides to the public in a 10 county area. 10-15 is a demand responsive provider, meaning people call and request a ride.
- Ottumwa Transit discussed the services it provides to the public in Ottumwa. Ottumwa transit is a fixed route service, meaning its buses run on a set schedule. It also operates a paratransit service for people who can’t access the fixed route.
- Ottumwa Job Corps discussed the transportation it provides to its participants and staff. Job Corps has its own vehicles that it uses for transportation to Indian Hills Community College, medical and recreation.

Recent developments affecting transportation services. Have there been any developments within the past year that have impacted passenger transportation services?

- Ottumwa Transit will be starting a new free shopping shuttle. The shuttle will run for three hours for the south side on Tuesdays and three hours for the north side on Fridays.
- Milestones now has its own meal site for Wapello County. It is in the process of promoting this site and as more people wish to access it there may be a need for additional transportation services.
- Oskaloosa Rides is nearing the end of its grant funding. The service was funded for two years as a pilot project through a combination of an IDOT grant and donations. The grant runs out in June and funding options to continue the service are being examined.

Strengths, weaknesses, opportunities and threats. Identification of the strengths, weaknesses, opportunities and threats for passenger transportation services in the region.

- A survey to identify strengths weaknesses, opportunities and threats for passenger transportation was discussed and passed out. Responses will be reviewed and ranked at the next meeting.

Next meeting. May or June 2016.

**Transit Advisory Group Meeting
Minutes
Thursday, June 2nd, 2016
10:00am
Ottumwa Transit/ 10-15 Transit Conference Room**

Participating: Chris Kukla – RPA 15, Jay Allison – 10-15 Transit, Steve Siegel – Wapello County Board of Supervisors, Greg Kenning – Wapello County Board of Supervisors, Susan Frey – Van Buren County Community Services, Tammy Wetjen-Kesterson – Iowa/Jefferson/Keokuk Early Childhood Iowa, Tami Gilliland – Keokuk County Community Services, Dave Silverio – Ottumwa Transit.

Recent Developments affecting transportation services. A discussion of changes to passenger transportation services in the last few months, or any upcoming changes.

- Ottumwa Transit curtailing some out of town trips due to the lack of availability of drivers.
- Ottumwa Transit to start a free shuttle to get kids to the Beach and take others to Quincy Place Mall and the Theater. Shuttle will run 11:30am-3:40pm on Tuesday and Friday. Tuesdays it will serve the south side of the city and Fridays the north. Shuttle is free to everyone and funded by the City of Ottumwa.
- 10-15 is bringing on new vehicles and these vehicles will have a new look/ color scheme. Oskaloosa Rides vehicle will have its own unique color so it stands out from the regular 10-15 fleet.
- 10-15 is working with North Hy-Vee to provide transportation that brings people to the store so that they can buy groceries.
- In Keokuk County there is more need for transportation from the Amish. County also receiving lots of calls for transportation to doctors appointments, people do not know about transit service.
- Discussed how to make people aware of service, affordability/covered by Medicaid. Possibilities of reaching out through school newsletters, advertise on buses, info to headstart support workers.

Review and Ranking of the responses to the SWOT analysis survey. A discussion and ranking of the Strengths, Weaknesses, Opportunities and Threats for public transportation.

Strengths

1. Transportation for the elderly and disabled – 5 votes
2. Availability/reliability of 10-15 services – 4 votes
3. Transportation available to everyone – 3 votes
4. Medicaid funding for transit – 1 vote
5. Fixed route provides reliable service to those with limited options
6. Oskaloosa rides
7. Hours of operation, gets people to work/ appointments

Weaknesses

1. Lack of awareness of services – 6 votes
2. Stigma associated with using service, not seen as a general community service – 4 votes
3. Time using transit vs a car – 2 votes
4. Expense of out of county trips for people without Medicaid – 1 vote
5. Limited days and hours of operation
6. Lack of data on the use of Oskaloosa rides

Opportunities

1. Providing service from smaller communities to hy-vee – 6 votes
2. Using smaller vehicles or operating like a taxi service may be more efficient - 4 votes
3. Distributing information on services available and promoting service – 3 votes
4. Expanding service to large employers at peak times – 1 vote
5. Expanding Oskaloosa Rides to five days a week

Threats

1. Lack of funding – 8 votes
2. Affordable care act impacts on transit operations – 2 votes
3. Lack of drivers – 2 votes
4. Oskaloosa rides needs local support to be sustainable -1 vote

5. Change in process of scheduling rides – 1 vote
6. No metrics to prove need

Next meeting. March 2017

**Transit Advisory Group Meeting
Minutes
Wednesday, February 15th, 2017
10:00am
Ottumwa Transit Conference Room**

Participating: Chris Kukla – RPA 15, Chris Fisher – Ottumwa Job Corps, Jamie Beskow – First Five and Lee Co Health Dept, Jay Allison – 10-15 Transit, Kathy Saltzgauer - Van Buren Co Community Services and VA, Wendy Stuhr – Keokuk Co Health Center, David Silverio – Ottumwa Transit, Amy Meyer – United Way of Mahaska County, Blaire Siems – United Way of Wapello Co, Ron Stursma – Vista Woods Care Center, Jennifer Viko – Wapello Co Community Services

What is passenger transportation planning? RPA staff provide an overview of the purpose and the process of passenger transportation planning.

- Process is designed to promote coordinated and joint planning for passenger transportation, improve local and regional systems.
- RPAs and MPOs hold meetings every year to gather information and input on services and needs, update passenger transportation plan every five years.
- Goals of the passenger transportation planning process are: improve transportation services, increase coordination, create awareness of unmet needs, develop new partnerships, help people understand transportation options available, provide justification for future investments, save money and eliminate overlapping services.

Passenger transportation services in the region. Passenger transportation providers describe their services.

- Ottumwa Transit provides fixed route service in the city of Ottumwa to anyone and paratransit services to the disabled. Must have a disability that prevents a person from using fixed route to use paratransit.
 - To use paratransit, riders must fill out forms and be approved and call Ottumwa Transit in advance to schedule trip.
 - Ottumwa Transit provides group trips for disabled, low income and seniors. These are charter exceptions.
- 10-15 Transit provides demand response/door to door service in ten counties to anyone. It is recommended that trips are scheduled 24 hours in advance. Can be trips in town, in county, or to other cities/counties.
 - Operates shuttle in Ottumwa to north Hy-Vee every Friday that is free to riders.
 - 10-15 also operates Oskaloosa Rides, a fixed route service three days a week in Oskaloosa and a paratransit service for the disabled who cannot use the fixed route.

Recent developments affecting transportation services. Passenger transportation providers will discuss any changes there have been or are planned for their services.

- Ottumwa Transit providing free rides to veterans or their spouses.
- Ottumwa Transit is working to bring back Saturday service starting July 1. Develop a new N side route and use the same S side route. Saturday routes will run at the same times as weekdays.
- Ottumwa Transit is exploring the potential for a new JARC service.
- Ottumwa transit is also adding additional paratransit and looking into switching to smaller buses. Would then use multiple buses during peak times.
- 10-15 Transit and the North Hy-Vee in Ottumwa will be expanding the Hy-Vee shuttle service to Agency, Eldon and Fremont.
- The city of Oskaloosa has agreed to fund the Oskaloosa Rides service for the next year.

Strengths of current passenger transportation services. Group members will discuss what is working well, what services people like.

- The services in Ottumwa are well used and convenient for Vista Woods residents.
- Coordination between Ottumwa Transit and Ottumwa Fire Department for emergency situations.
- North Hy-Vee shuttle, operated by 10-15, which is paid for by Hy-Vee and free to riders.
- Ottumwa Transit shopping shuttle has the most riders, picks up and drops off a lot of people at the residential towers.

Passenger Transportation Needs. Group members will identify areas where there are unmet needs for passenger transportation services.

- Emergency preparedness, evacuation scenarios.
- Shorter bus routes, 50 minutes is too long.
- Change public's thought of riding bus and expectations. People don't want to use public transit.
- Night Service to take people from work, or to movie or out to eat.
- Provide return trips from hospital ER at night. Currently people who take ambulance to hospital rely on family or human service agencies.
- Saturday service in Oskaloosa, either fixed route or demand response.

Next meeting. May 2017.

**Transit Advisory Group Meeting
Minutes
Wednesday, May 17th, 2017
10:00am
Ottumwa Transit Conference Room**

Participating: Chris Kukla – RPA 15, Kim Goering – Milestones AAA, Pam Taylor – Milestones AAA, Jay Allison – 10-15 Transit, Ron Stursma – Vista Woods, Stephanie Faulkes – Mahaska Health Partnership, Pam O'Leary – Milestones AAA.

Recent Developments affecting transportation services? The group reviewed developments identified at the February 2017 meeting and discussed anything affecting passenger transportation services since February.

- Developments discussed at the Feb 15 meeting.
 - Ottumwa Transit: free service to veterans, restarting Saturday service July 1, looking into restarting a mini JARC, additional paratransit.
 - 10-15 Transit: Agency, Eldon and Fremont joining Hy-Vee shopping shuttle, Oskaloosa rides to offer free rides during summer.
- Oskaloosa Rides to be free starting July 1st for year.
- Shopping shuttles to smaller communities not generating much ridership. Not to advertise: flyers/ads in paper.
- 10-15 working on mass marketing mailer to inform people about its services and how to use.
- 10-15 will be providing free transportation to Ottumwa Farmers Market.

Strengths of Passenger Transportation Services. The group discussed the strengths of passenger transportation services in the region.

- Service to Vista Woods is well used.
- Ottumwa Transit's coordination with fire department for mass movements in emergency situations.
- 10-15's Hy-Vee shuttle, funded by Hy-Vee and Free to riders.
- Ottumwa Transit's shopping shuttles.
- 10-15 works with riders to find a way to provide trip, does not say "no".

Passenger Transportation Needs. The group discussed passenger transportation needs in the region.

- Emergency transportation, evacuation scenarios.
- Shorter routes, 50 minutes is too long.
- Change in public perception to riding the bus.
- Evening/night service to get people home from work or out to eat or a movie.
- Return trips from hospital after trip to the ER.

Passenger Transportation Plan update. The update to the Passenger Transportation Plan scheduled for next year was discussed.

- Previous PTP adopted April 2015, document to be updated by April 2018.
- Plan will discuss: the process, inventory of vehicles/services and area demographics, coordination, priorities and strategies, and funding.
- Surveys will be sent out late summer to gather information on passenger transportation services in region.
- Meeting will be held in the fall to discuss previous needs and identify current needs and coordination issues.
- Second meeting will be held over the winter to develop and prioritize strategies to address needs and improve services.
- Draft plan will be sent to transportation providers and health and human service agencies and made available to public for comment.
- Plan will be adopted by the RPA 15 Policy Board after a public hearing April 2018.

HCBS Settings Rule. The HCBS Settings Rule was discussed.

- Federal rule with goal of allowing people on Medicaid waivers individual choice of employment, living quarters and communities' activities in the most integrated setting possible.
- Full implementation in Iowa by March 17th, 2019.
- Under rule people currently employed by sheltered workshops may now be working at businesses in community.
- Current public transit services may not fill the transportation needs of people with disabilities on evenings or weekends.
- Other providers may need to be identified to fill gaps.
- Public transit agencies and other transportation providers need to talk with health and human service providers about implementations.
- RPAs/MPOs to help facilitate meetings.
- RPA 15 and 17 will hold a special meeting late summer/fall of 2017 to discuss transportation access and disability employment.
- All passenger transportation providers and health and human service agencies will be invited.
- Iowa DOT will provide discussion points.

Next meeting. Summer/Fall 2017.

**Transit Advisory Group Meeting
Minutes
Wednesday, November 1st, 2017
10:00am
Area 15 Regional Planning Commission Conference Room**

Participating: Chris Kukla – RPA 15, Mary Kirk – Ottumwa Transit, Aaron Phillips – United Way of Wapello County, Jay Allison – 10-15 Transit, Jennifer Vitko – CED SCBHR, Jodi Renner – Keokuk County Health Center, Kim Goering – Milestones Area Agency on Aging.

What is passenger transportation planning? The group discussed the Passenger Transportation Planning process.

- Process is designed to promote coordinated and joint planning for passenger transportation, improve local and regional systems.
- RPAs and MPOs hold meetings every year to gather information and input on services and needs, update passenger transportation plan every five years.
- Goals of the passenger transportation planning process are: improve transportation services, increase coordination, create awareness of unmet needs, develop new partnerships, help people understand transportation options available, provide justification for future investments, save money and eliminate overlapping services.

Passenger Transportation Plan update. The group discussed the Passenger Transportation Plan update process.

- Every five years, an RPA or MPO is required to update their PTP.
- Previous PTP was updated April 2015, region is due to have new document updated by April 2018.

- Plan will discuss: process, inventory of vehicles/services, area demographics, coordination opportunities, priorities and strategies, and funding.
- Two meetings will be held during development: one in the fall to gather info/identify needs, second in winter to prioritize strategies and review plan.
- Draft plan will be sent to transportation providers and health and human service agencies and made available for public comment after February 1st 2018.
- Plan will be adopted by RPA 15 Policy Board after a public hearing in April 2018.

Passenger Transportation provider and vehicle inventory.

- Surveys sent out to public and private transit agencies, health and human service agencies regarding the availability of vehicles for passenger transportation.
- Please reply by November 20th, 2017.
- School districts will be contacted separately.
- Do any of your agencies provide transportation? Such as: contract for service: purchase bus passes, provide gas vouchers, bus tickets?

Passenger Transportation Needs.

- A survey for health and human service providers asking about their clients transportation needs is being sent out.
- Questions 1-4 are about clients general transportation needs, whether they are met or not.
- Questions 5-6 are about if clients have unmet transportation needs.
- Please respond and return survey by November 29th 2017.

Strengths of Passenger Transportation Services. The group identified the strengths of existing passenger transportation services.

- Ottumwa Transit's shopping shuttle is convenient and well used.
- 10-15's Hy-Vee shuttle is funded by Hy-Vee and free to riders.
- 10-15's Oskaloosa Rides is free and seeing increased ridership.

Weaknesses of Passenger Transportation Services. The group identified the weaknesses of existing passenger transportation services.

- Existing bus routes are too long, need to be shorter than 50 minutes.
- Need for evening/night service to get people home from work or out to eat or a movie.
- Need for a service to get people home from hospital after a trip to the ER.
- Additional transportation from rural areas to larger cities for medical/mental health appointments.
- Transportation from rural areas and smaller cities to larger cities in region.
- Need for a regional crisis center.

Recent Developments Affecting Transportation Services. The group discussed developments since the last meeting affecting passenger transportation services.

- Ottumwa Transit is providing free rides to Veterans, their spouses and dependent children.
- Ottumwa Transit is seeing high paratransit ridership.
- Ottumwa Transit will not be moving the downtown transfer station.

Next meeting. March 2018

**Transit Advisory Group Meeting
Minutes
Wednesday, March 28th, 2018
10:00am
Area 15 Regional Planning Commission Conference Room**

Participating: Chris Kukla – RPA 15, Ali Wilson – United Way of Wapello Co., Dave Silverio – Ottumwa Transit, Stephanie Diveley - 10-15 Transit, Jodi Renner – Keokuk County Health Center, Cindy Kurtz-Hopkins – First Resources, Lori Drummond – First Resources

Review of the Passenger Transportation Plan The Passenger Transportation Plan was reviewed and discussed.

- During the discussion of the inventory of passenger transportation services, it was asked where Burlington Trailways stops in Ottumwa. It was noted that Burlington Trailways stop had moved from the AMTRAK station to the bus shelter at the corner of Market and Main Streets.
- During the discussion of Section Three, previously implemented strategies: it was noted that a problem during medical trips to Des Moines or Iowa City is that people do not want to wait for other passengers. The Ottumwa Transit director, who was involved with 10-15 transit several years ago, noted there was a DOT program that encouraged medical trips with multiple passengers for a low fee, but people had to wait. He said that it did not work well people did not like waiting.
- The Ottumwa Transit Director and the 10-15 representative discussed how it was difficult to hire drivers due to lower wages than private competitors, not being able to offer regular hours, testing requirements. Both organizations also face limitations if they can find drivers on how much they can expand due to health insurance regulations and then being required to offer health insurance, which is not affordable.
- During the discussion of recent developments affecting coordination issues it was discussed how health and human service agencies such as First Resources and Tenco are having to pay for clients that live at home and require 24 care to go to work. Previously this transportation had been paid for by the MCO. The increased costs are being offset by increased daily rates.
- During the discussion of public input concerning needs and coordination issues it was noted that Ottumwa Transit works with the hospital to return people from hospital stays and the ER to home. 10-15 also does this and with other hospitals in the region. The cost of these trips may be covered by insurance or Medicare.
- In response to the comments for increased flexibility in scheduling, it was noted that current service is so heavy for the public transit agencies that they could not meet same day demands which is why rides need to be requested 24 hours in advance.

The transit advisory group supported the Passenger Transportation Plan recommended presenting it to the RPA 15 Policy Board for adoption.

Next meeting. Late 2018