

May 2014

PASSENGER TRANSPORTATION PLAN

Des Moines Area MPO + CIRTPA



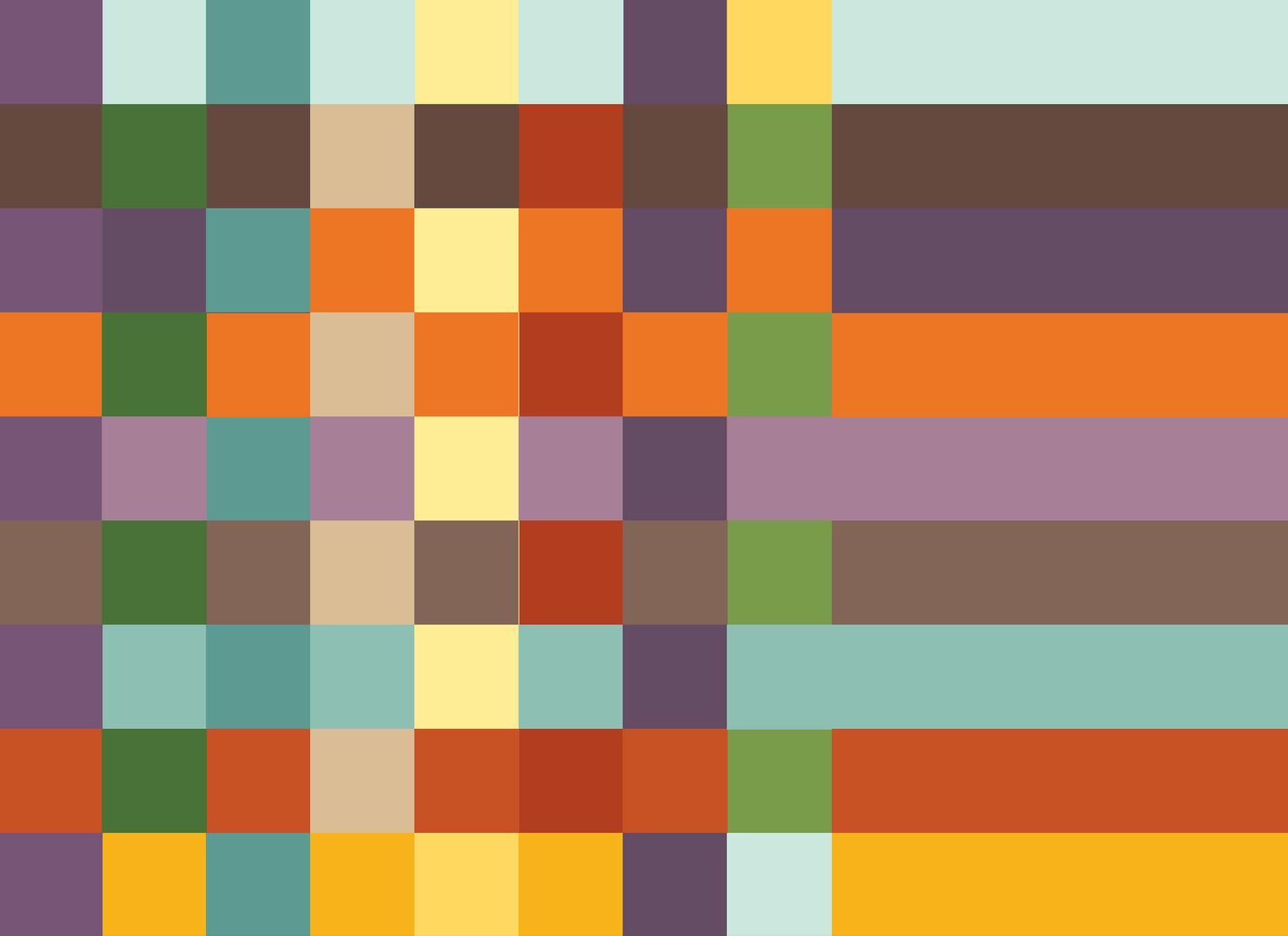
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REIMBURSEMENT • CIRCULATION • AARP • LINK
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USE • EASTER SEALS • DES MOINES UNIVERSITY

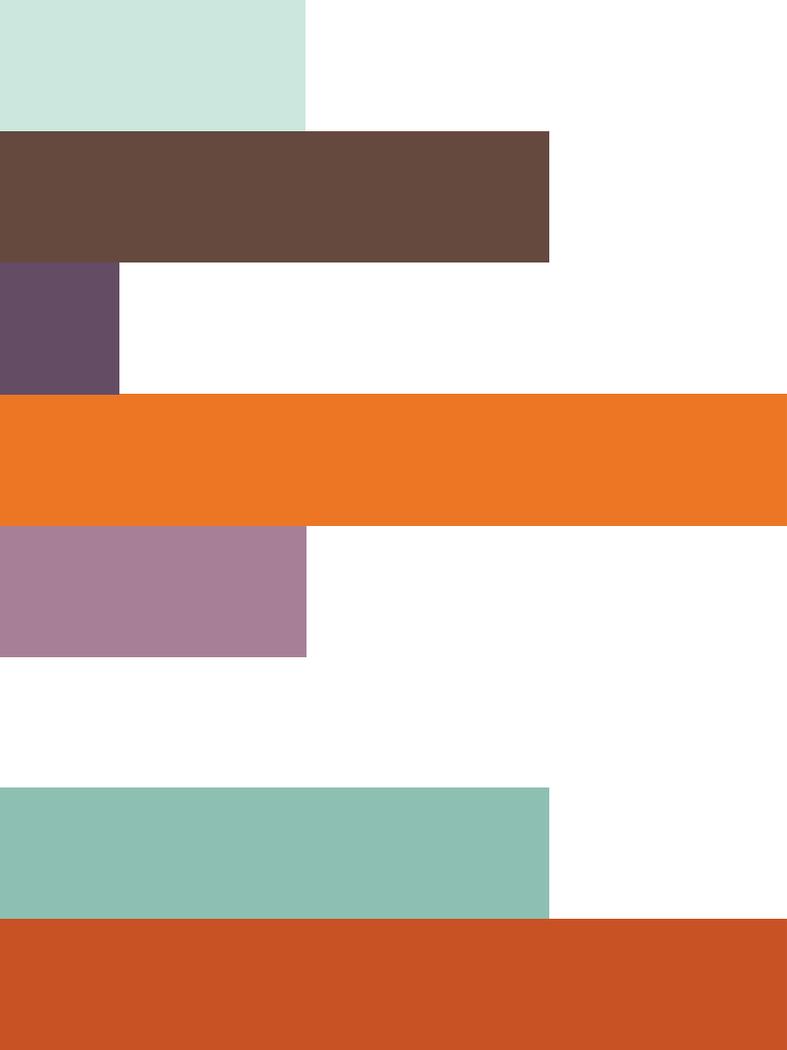
The Des Moines Area Metropolitan Planning Organization (MPO) and the Central Iowa Regional Transportation Planning Alliance (CIRTPA) have prepared this report with partial funding from the United States Department of Transportation's Federal Highway Administration and Federal Transit Administration, and in part with local matching funds provided by the MPO and CIRTPA member governments. The contents of this report are the responsibility of the MPO and CIRTPA. The United States government and its agencies assume no liability for the contents of this report or for the use of its contents.

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BACKGROUND

DES MOINES AREA MPO

The Des Moines Area Metropolitan Planning Organization (MPO) acts as the formal transportation body for the greater Des Moines metropolitan area, carrying out the intent of 23 CFR 450. In 1983, the Governor of Iowa designated the MPO as the official MPO for the Des Moines Urbanized Area, as defined by the US Census Bureau. The MPO functions as the Transportation Management Area as well, as it exceeds the population threshold of 200,000 persons established in 23 CFR 450.104. The MPO is committed to implementing a comprehensive, coordinated, and continuing multimodal transportation planning process for the greater Des Moines metropolitan area.

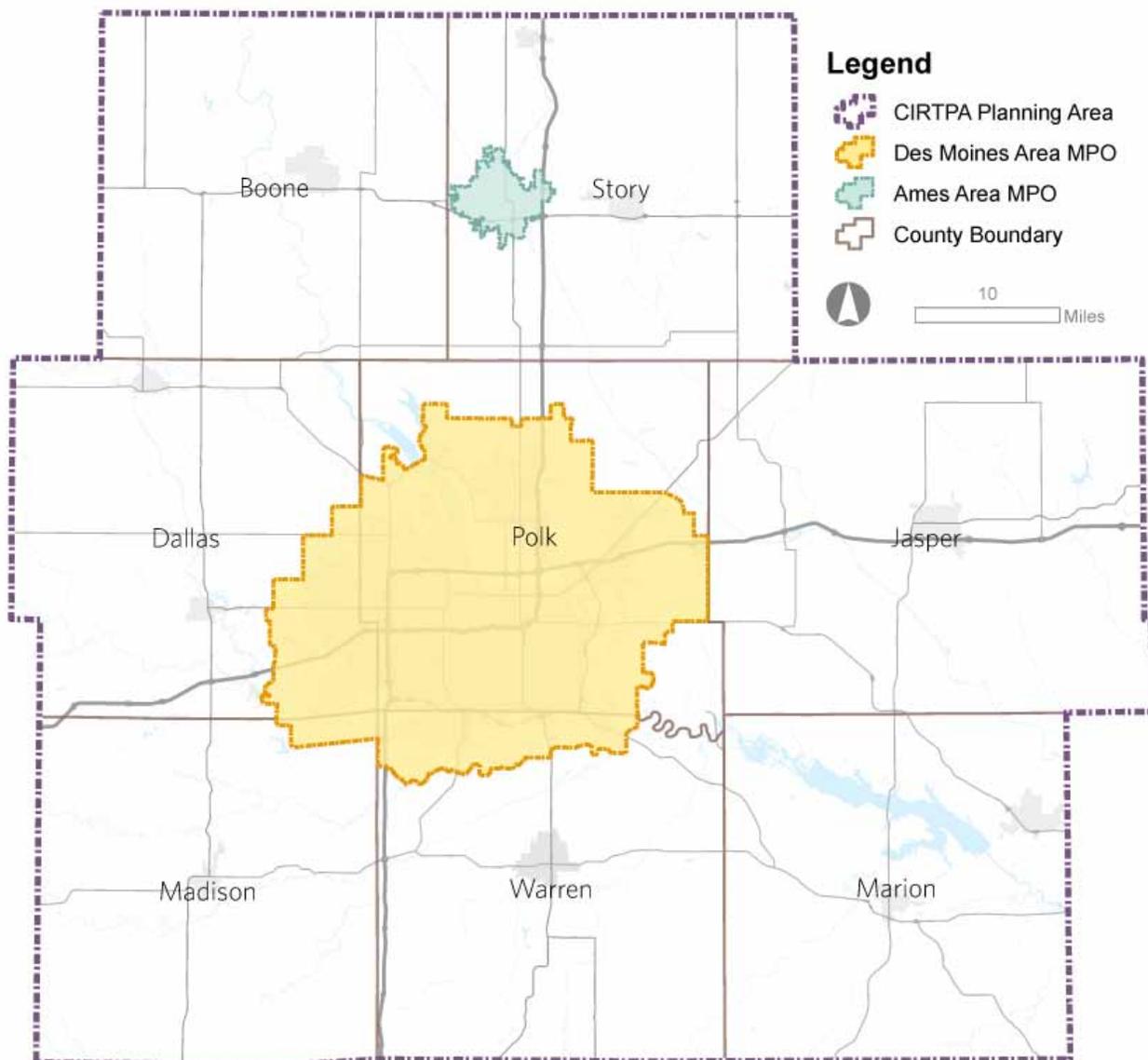
The MPO provides a regional forum to ensure coordination between the public and local, state, and federal agencies in regard to planning issues and to prepare transportation plans and programs. The MPO develops both long- and short-range multimodal transportation plans, selects and approves projects for federal funding based upon regional priorities, and develops methods to reduce traffic congestion.

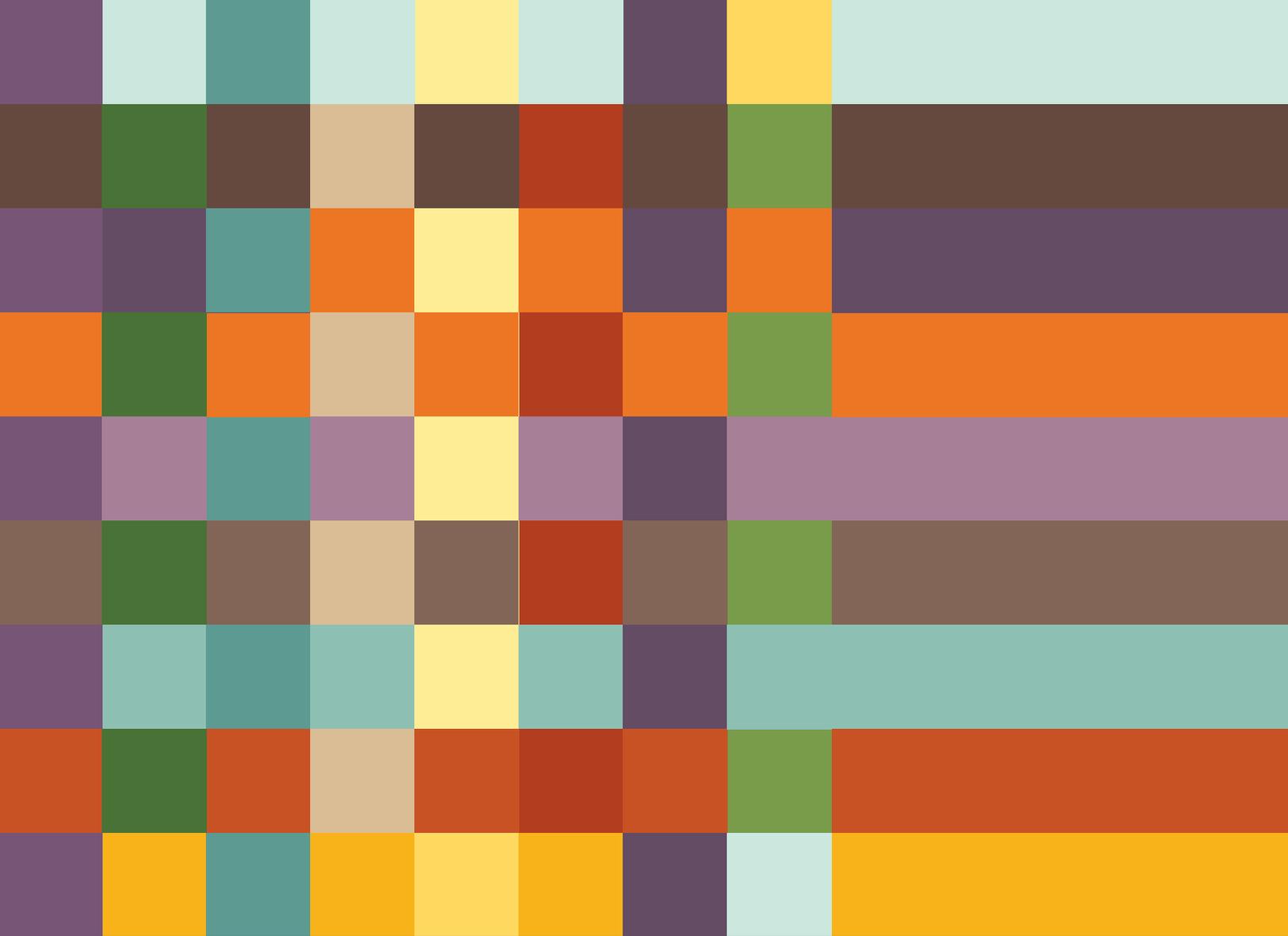
In 2013, the MPO was comprised of 16 cities; DART; three associate, non-voting cities; unincorporated portions of three counties in central Iowa; and one associate, non-voting county. The MPO's planning area encompasses over 500 square miles.

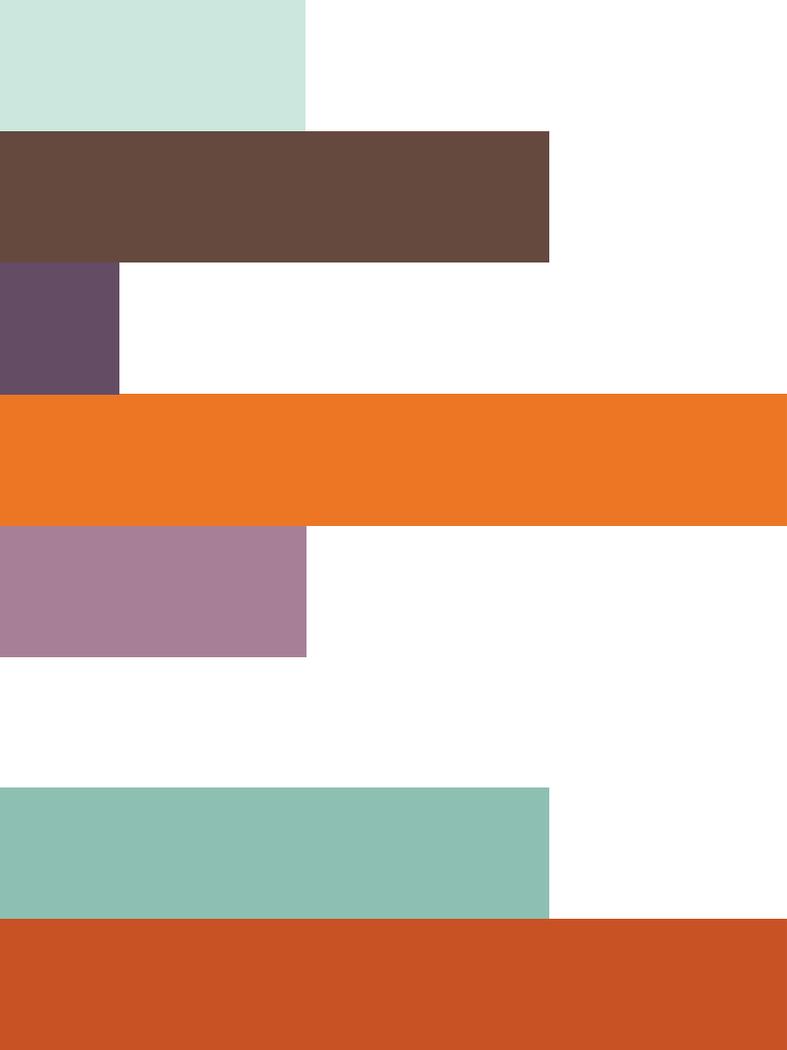
CIRTPA

The Central Iowa Regional Transportation Planning Alliance (CIRTPA) organized in 1994 to carry out transportation planning for eight counties in central Iowa. It serves as the designated regional transportation planning agency for the Iowa Department of Transportation's Region 11. The CIRTPA coordinates planning and programming efforts in the region and fosters new partnerships with state and local officials.

The CIRTPA maintains an agreement with the Des Moines Area MPO for support services in executing its transportation planning responsibilities. These activities must be carried out in order for the area to receive federal surface transportation funds, consistent with Section 450 of Title 23 of the United States Code.







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**INTRODUCTION
+ PROCESS**

INTRODUCTION + PROCESS

Over the past several years, Greater Des Moines has placed a greater emphasis on regional cooperation and coordination. The region has recognized the efficiencies and the economies of scale that can be achieved by doing so across multiple areas – economic development, the food system, housing, and public transportation, to name a few.

To address public transportation at the regional level, the MPO develops a *Passenger Transportation Plan (PTP)*, which is designed to promote joint, coordinated transportation planning programs that further the development of the local and regional public transportation systems.

To develop the Federal Fiscal Years (FFY) 2015 – 2019 PTP, the Des Moines Area Metropolitan Planning Organization (MPO) and the Des Moines Area Transportation Advisory Group (TAG) conducted a study that inventoried existing resources, identified opportunities for agency and resource coordination, analyzed existing barriers, and proposed recommendations for the coordination of transportation services. The *Anyone, Anywhere, Any Time on Any Service Transportation Study* engaged stakeholders in a number of ways.

Focus Groups

Focus groups were held at a multiple locations with multiple participant groups. In addition to meetings held for seniors, persons with disabilities, and providers, the two central Iowa mobility coordinators held focus group meetings around the region. Input provided at these focus groups resulted in the identification of 72 barriers to coordinated transportation. The TAG then prioritized the barriers, which were then used to poll individuals at a senior center, a vocational day program for individuals with intellectual disabilities, a rural service provider group that works with individuals with disabilities, and transportation providers.

Surveys

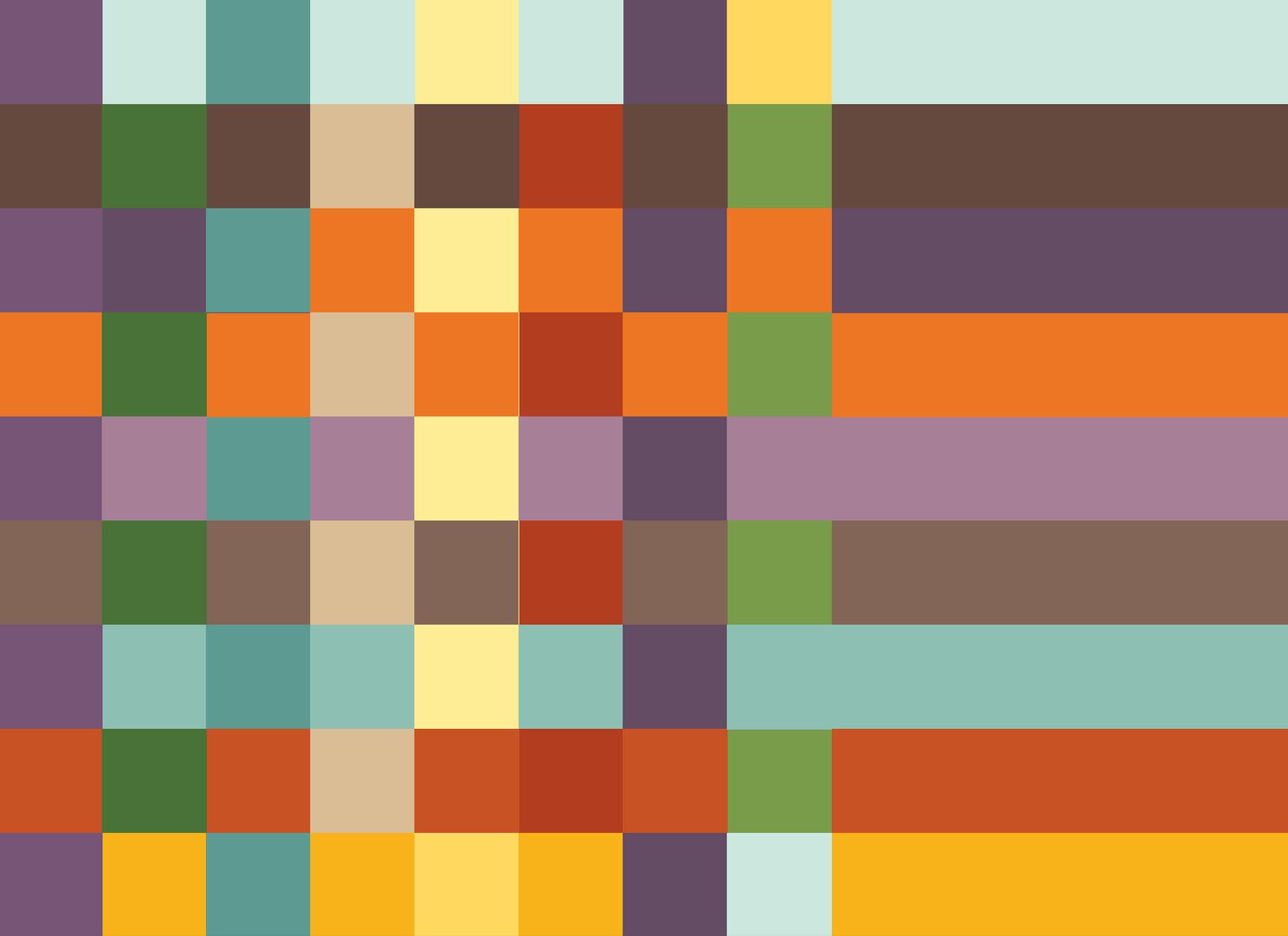
In developing the PTP, the team disseminated two surveys: the Transportation User Survey and the Transportation Provider Survey. The TAG and mobility coordinators reviewed both surveys. Once finalized, the surveys were distributed to an email list of over 1,000 agencies and organizations in central Iowa. The surveys also were marketed on stakeholder websites, Facebook pages, and Twitter feeds. Local transit agencies distributed notice of the Transportation User Survey, and TAG members distributed paper copies of this survey to interested parties.

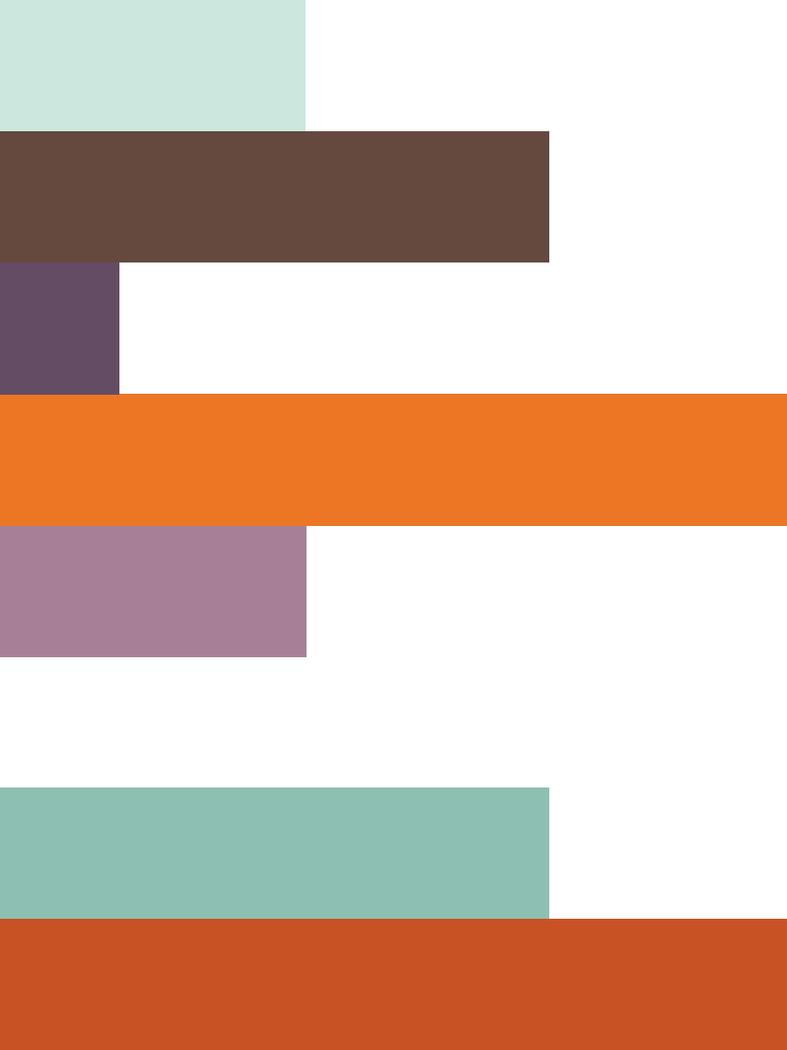
The participant survey received 475 responses, and the information provided paints a picture of things that currently are working and of areas needing improvement. The provider survey received 40 responses and represents the beginnings of a detailed provider database.

Working Groups

The TAG's monthly meetings have focused on this study for the past year. These meetings often involve small group work sessions focused on the review of materials, the discussion of the study, and the organization and prioritization of data and ideas collected throughout the study. The attendees and minutes of these meetings are included as an appendix.







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INVENTORY + AREA PROFILE

INVENTORY + AREA PROFILE

Inventory

Many transportation providers, both publicly and privately funded, operate in central Iowa. According to the survey, many providers offer transportation assistance in the region. The following listing of transportation assistance providers includes the key findings from the survey that noted they provide transportation assistance.

PROVIDER	TYPE OF SERVICE	ELIGIBILITY REQUIREMENT
A-1 Executive Limousine	Charter	-
Abilities Unlimited Inc.	Demand responsive	Disabled
AIDS Project of Central Iowa	Demand responsive, bus passes/tokens	HIV positive
American Cancer Society	Demand responsive, curb-to-curb	Cancer patient
CIT Signature Transportation	Charter	-
Ames Taxi/Cyclone Cab	Demand responsive	-
Ames Transit Agency (CyRide)	Fixed route	-
Arrow Stage Lines	Charter	-
Basics and Beyond	Demand responsive	-
Beyond Welfare, Inc.	Vehicle donation	Low income Story County resident
Boone County Community Services	Bus passes/tokens	Disability
Broadlawns Hospital	Bus passes/tokens	-
Burlington Trailways	Intercity	-
Calvin Community	Demand responsive	Home resident
Capstone Behavioral Healthcare	Demand responsive	Enrolled in Community Support Program
Carnival Coaches	Charter	-
Central Iowa Shelter & Services	Demand responsive, curb-to-curb, bus passes/tokens	Low income
Central Iowa Transit Services	Charter	-
ChildServe	Demand responsive	ChildServe client
City of Des Moines - Archie Brooks Community Services	Bus passes/tokens	Low income Des Moines resident
City of Des Moines - Forest Avenue Community Services	Bus passes/tokens	Low income Des Moines resident
City of Des Moines - Logan Community Services	Bus passes/tokens	Low income Des Moines resident
City of West Des Moines - Human Services	Demand responsive, door-to-door, door-through-door	West Des Moines resident; medical trip; emergency grocery trip where transportation is not available
Community Support Advocates	Bus passes/tokens	Disability

According to TAG's research, dozens of agencies and organizations provide some sort of transportation. The following table lists known transportation providers that did not respond to the TAG's survey and agencies responding

HOURS OF SERVICE	DAYS OF SERVICE	TYPES OF VEHICLES	NUMBER OF VEHICLES	ADA STATUS OF FLEET
As needed	As needed	Data not available	Data not available	Data not available
Data not available	Data not available	Data not available	Data not available	Data not available
Data not available	Data not available	Data not available	Data not available	Data not available
As needed	As needed	Not applicable	Not applicable	Not applicable
As needed	As needed	Limo, buses	20	2 accessible
As needed	As needed	Cars, van	8	Not accessible
6:00 am to 3:00 am	Daily	Buses	104	Accessible
As needed	As needed	Buses	7	1 accessible
School hours	Monday through Friday	Suburbans, buses	32	3 accessible
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
As needed	As needed	Data not available	Data not available	Data not available
As needed	As needed	Bus	1	1 accessible
As needed	As needed	Bus	1	Not accessible
As needed	As needed	Data not available	Data not available	Data not available
As needed	As needed	Van	1	Not accessible
As needed	As needed	Buses, limousines	Data not available	Data not available
Data not available	Data not available	Data not available	Data not available	Data not available
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
8:00 am to 4:00 pm	Monday through Friday	Buses, van	3	Accessible
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

PROVIDER	TYPE OF SERVICE	ELIGIBILITY REQUIREMENT
Crawford Hall Family Shelter	Demand responsive	-
Crisis Intervention & Advocacy Center	Escort services	Victims of sexual and/or domestic abuse and/or homelessness who are in crisis
Crisis Intervention Services	Demand responsive	Medical trips; access to work and school; essential shopping, personal, business, and court appearances/meetings
DART	Fixed route, deviated fixed route, demand responsive, door-to-door	-
Des Moines Christian School	Carpool coordination	Student
Des Moines Commuters Club	Carpool	Iowa State staff or student
Durham School Services	School	Child in the school district
Ethnic Minorities of Burma Advocacy & Resource Center	Demand responsive, curb-to-curb	Refugee
Fleur Heights	Demand responsive	Home resident
Fraser Ambulance	Demand responsive	Medical trip
Freedom Taxi	Taxi	-
Gene's Transportation Service	Demand responsive	-
Genesis Development	Demand responsive, mileage reimbursement	Disability
Greyhound Bus Lines	Intercity	-
Grimes Volunteer Support Services	Demand responsive	Medical trip
Heart of Iowa Regional Transit Agency (HIRTA)	Demand responsive, door-to-door	Some reduced fares require eligibility
Boone County Transportation	Demand responsive, paratransit	Some reduced fares require eligibility
Christian Opportunity Center	Demand responsive, paratransit	Some reduced fares require eligibility
HomeCare Services, Inc.	Demand responsive, paratransit	Some reduced fares require eligibility
Madison County Elderly Services	Demand responsive, paratransit	Some reduced fares require eligibility
Marion County Community Action	Demand responsive, paratransit	Some reduced fares require eligibility
Red Rock Area Community Action Program/Warren County Center	Demand responsive, paratransit	Some reduced fares require eligibility
Innovative Industries	Demand responsive	Disability
Intention	Demand responsive	Disability

HOURS OF SERVICE	DAYS OF SERVICE	TYPES OF VEHICLES	NUMBER OF VEHICLES	ADA STATUS OF FLEET
Data not available	Data not available	Data not available	Data not available	Data not available
Data not available	Data not available	Not applicable	Not applicable	Not applicable
Data not available	Data not available	Data not available	Data not available	Data not available
5:30 am to 11:30 pm Monday through Friday; 6:45 am to 10:00 pm Saturday; 7:45 am to 6:30 pm Sunday	Daily	Buses	149	Accessible
School hours	Monday through Friday	Not applicable	Not applicable	Not applicable
School hours	Monday through Friday	Not applicable	Not applicable	Not applicable
School hours	Monday through Friday	Buses, vans	595	79 accessible
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Data not available	Data not available	Data not available	Data not available	Data not available
As needed	Daily	Data not available	Data not available	Accessible
As needed	As needed	Data not available	Data not available	Accessible
Data not available	Data not available	Vans	2	Not accessible
Data not available	Data not available	Data not available	Data not available	Data not available
Subject to change	Subject to change	Data not available	Data not available	Data not available
Dependent on volunteer availability	Dependent on volunteer availability	Not applicable	Not applicable	Not applicable
7:30 am to 4:00 pm	Monday through Friday	Minivans, buses	92	Accessible
Data not available	Data not available	Data not available	Data not available	Data not available
Data not available	Data not available	Data not available	Data not available	Data not available
7:00 am to 4:30 pm	Monday through Friday	Buses, vans	12	Accessible
Data not available	Data not available	Data not available	Data not available	Data not available
Data not available	Data not available	Data not available	Data not available	Data not available
8:00 am to 4:00 pm	Monday through Friday	Buses	10	9 accessible
Data not available	Data not available	Data not available	Data not available	Data not available
Data not available	Data not available	Data not available	Data not available	Data not available

PROVIDER	TYPE OF SERVICE	ELIGIBILITY REQUIREMENT
Iowa Bureau of Refugee Services	Demand responsive, curb-to-curb	Refugee
Iowa Department of Human Services - Warren County	Gas cards, bus passes/tokens	Must be going to DHS recommended service
Iowa New Choices	Bus passes/tokens	Low income
Jefferson Bus Lines	Intercity	-
Joy Ride Transport	Demand responsive, door-to-door	-
Knoxville Hospital & Clinics	Demand responsive	Patient
Legs on Lease	Demand responsive	-
Link Associates	Demand responsive, curb-to-curb	Disability
Madison County Elderly Services	Demand responsive	Medical trip; access to work and school; essential shopping, personal, and business trips
Madrid Home for the Aging	Demand responsive	Home resident
Mainstream Living	Demand responsive	Disability, enrolled in program
Majestic Limousine & Coach	Charter	-
Marion County Care Facility	Demand responsive	Facility resident
Mary Greeley Medical Center	Bus passes/tokens	-
Mercy Medical Center	Demand responsive, bus passes/tokens	Medical trip
Midwest Ambucare	Demand responsive	Medical trip
NAMI of Central Iowa	Mileage reimbursement	Disability
Old Market Limousine	Charter	-
PACT Program	Demand responsive, mileage reimbursement	Patient
Perry Health Care Center	Demand responsive, bus passes/tokens	Medical trip
Pleasant Care Living Center	Demand responsive	Home resident
Polk City Nursing and Rehab Center	Demand responsive	Client of center
Polk County Human Services	Bus passes/tokens	Age, disability, and income
Primary Health Care, Inc.	Demand responsive, bus passes/tokens	Homeless or no insurance
Prime Towers	Demand responsive	Home resident
Refugee Cooperative Services - Iowa Lutheran Services	Demand responsive	Refugee

HOURS OF SERVICE	DAYS OF SERVICE	TYPES OF VEHICLES	NUMBER OF VEHICLES	ADA STATUS OF FLEET
5:00 am to 1:00 am	Daily	Vans, cars	Flexible (can increase capacity as needed through short-term leases from state)	Not accessible
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Data not available	Data not available	Data not available	Data not available	Data not available
6:00 am to 6:00 pm Monday through Friday, 8:00 am to 6:00 pm Saturday & Sunday	Daily	Minivans	23	Accessible
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
6:00 am to 5:00 pm	Monday through Friday	Vans	3	Not accessible
7:00 am to 5:00 pm	Monday through Friday	Buses, minivans, cars, trucks	40	14 accessible
Data not available	Data not available	Data not available	Data not available	Data not available
Data not available	Data not available	Data not available	Data not available	Data not available
Data not available	Data not available	Data not available	Data not available	Data not available
As needed	As needed	Cars, SUVs, vans, limos	22	Larger vehicles accessible
Data not available	Data not available	Data not available	Data not available	Data not available
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Varies by department	Varies by department	Vans, trucks, cars, ambulances	102	A few passenger vans
Data not available	Data not available	Data not available	Data not available	Data not available
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
As needed	As needed	Cars, buses	14	Not accessible
All	As needed	Data not available	Data not available	Data not available
After HIRTA hours	Weekends	Van	1	Accessible
As needed	As needed	Van	1	Accessible
As needed	As needed	Van	1	Accessible
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Data not available	Data not available	Data not available	Data not available	Data not available
Data not available	Data not available	Data not available	Data not available	Data not available
Data not available	Data not available	Data not available	Data not available	Data not available

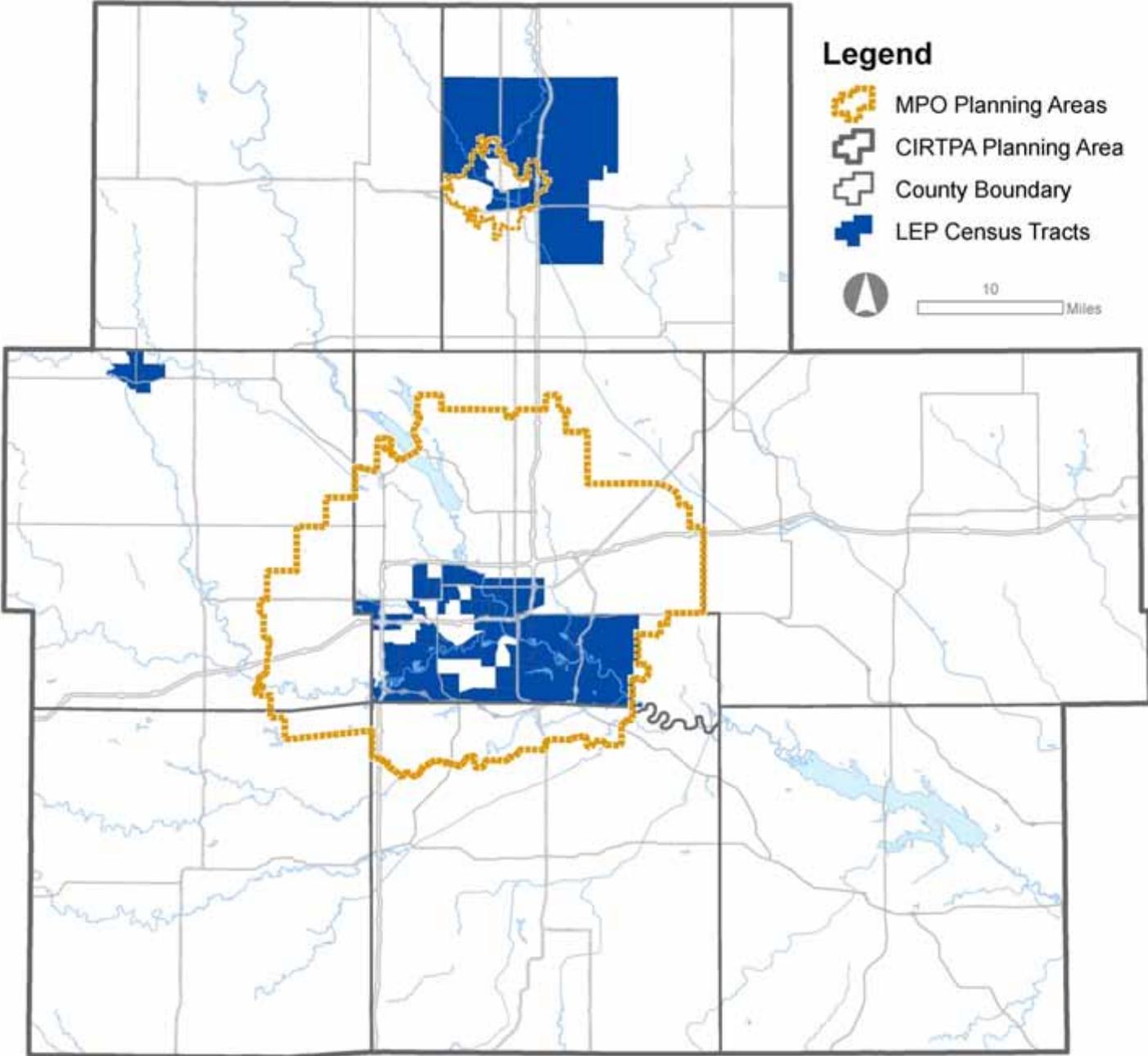
PROVIDER	TYPE OF SERVICE	ELIGIBILITY REQUIREMENT
Rowley Masonic Home	Demand responsive	Home resident
Smithson Limousine Service	Charter	-
St. Joseph's Family Emergency Shelter	Bus passes/tokens, volunteers	Low income families
Story County Community Life Program	Demand responsive, mileage reimbursement, bus passes/tokens	Disability
Story County Community Services	Bus passes/tokens	Age, disability, and income
SUCCESS Program - Des Moines Public Schools	Demand responsive, bus passes/tokens	Child in the school district
Trans Iowa, LC	Taxi, charter	-
Urbandale Caring Corps	Demand responsive	Urbandale resident
Visiting Nurse Services	Demand responsive, curb-to-curb	Under 21, medical appointments
Visiting Nurse Services of Iowa Senior Companion Program	Door-through-door, escort services	County guidelines
Warren County General Assistance	Gas money	-
Warren County MH/DD Community Services	Transportation coordination	Disability
Wesley Acres	Demand responsive	Home resident
Windstar Lines	Charter	-
Young Women's Resource Center	Demand responsive	Students

HOURS OF SERVICE	DAYS OF SERVICE	TYPES OF VEHICLES	NUMBER OF VEHICLES	ADA STATUS OF FLEET
Data not available	Data not available	Data not available	Data not available	Data not available
As needed	As needed	Car, trolleys	Data not available	Data not available
As needed	As needed	Not applicable	Not applicable	Not applicable
All	As needed	Vans, cars	23	Accessible
Data not available	Not applicable	Not applicable	Not applicable	Not applicable
School hours	Monday through Friday	Buses	134	Accessible
As needed	As needed	Data not available	Data not available	Data not available
8:00 am to 5:00 pm	Monday through Friday	Sedans, SUVs, trucks	50 volunteer vehicles	Not accessible
7:30 am to 5:00 pm	Monday through Friday	Vans	6	Not accessible - paratransit used when necessary
As needed	As needed	Data not available	Data not available	Data not available
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
Data not available	Data not available	Data not available	Data not available	Data not available
As needed	As needed	Vans, buses	60	4 accessible
After school and evenings	Monday through Thursday	Vans	15	Not accessible

Area Profile

The CIRTPA planning area is located in central Iowa, occupying the following eight counties: Boone, Dallas, Jasper, Polk, Madison, Marion, Story, and Warren. Within the CIRTPA region lies the Des Moines Area MPO, located in portions of Dallas, Polk, Madison, and Warren Counties. According to the 2010 Census, the eight-county region was home to nearly 750,000 people, with around 480,000 residing inside the Des Moines Area MPO planning boundary. The region's unemployment rate averages at 5.2 percent, falling below the current national rate of 6.7 percent (US Bureau of Labor Statistics). The average poverty rate also falls below the national rate of 15.9 percent, sitting at 10.7 percent of all people. While unemployment and poverty rates sit below the national averages, there is still a need to focus on passenger transportation in the region. On average, only about 1.2 percent of people currently use public transportation as a means of commuting to work. With an aging population in the rural areas of the region and a growing demographic of urbanites choosing public transportation over driving, demand for other means of transportation is rapidly growing.

To address the needs of the region's limited English proficient (LEP) population, an analysis was performed to locate concentrated areas where LEP populations live. Using 2010 US Census data, the percent of the population considered to be LEP for each census tract was calculated and compared to all census tracts in the eight-county region. Any tract that had a percentage above the regional average of 4.1 percent was determined to be a concentrated area of LEP populations. The map at right displays these areas.



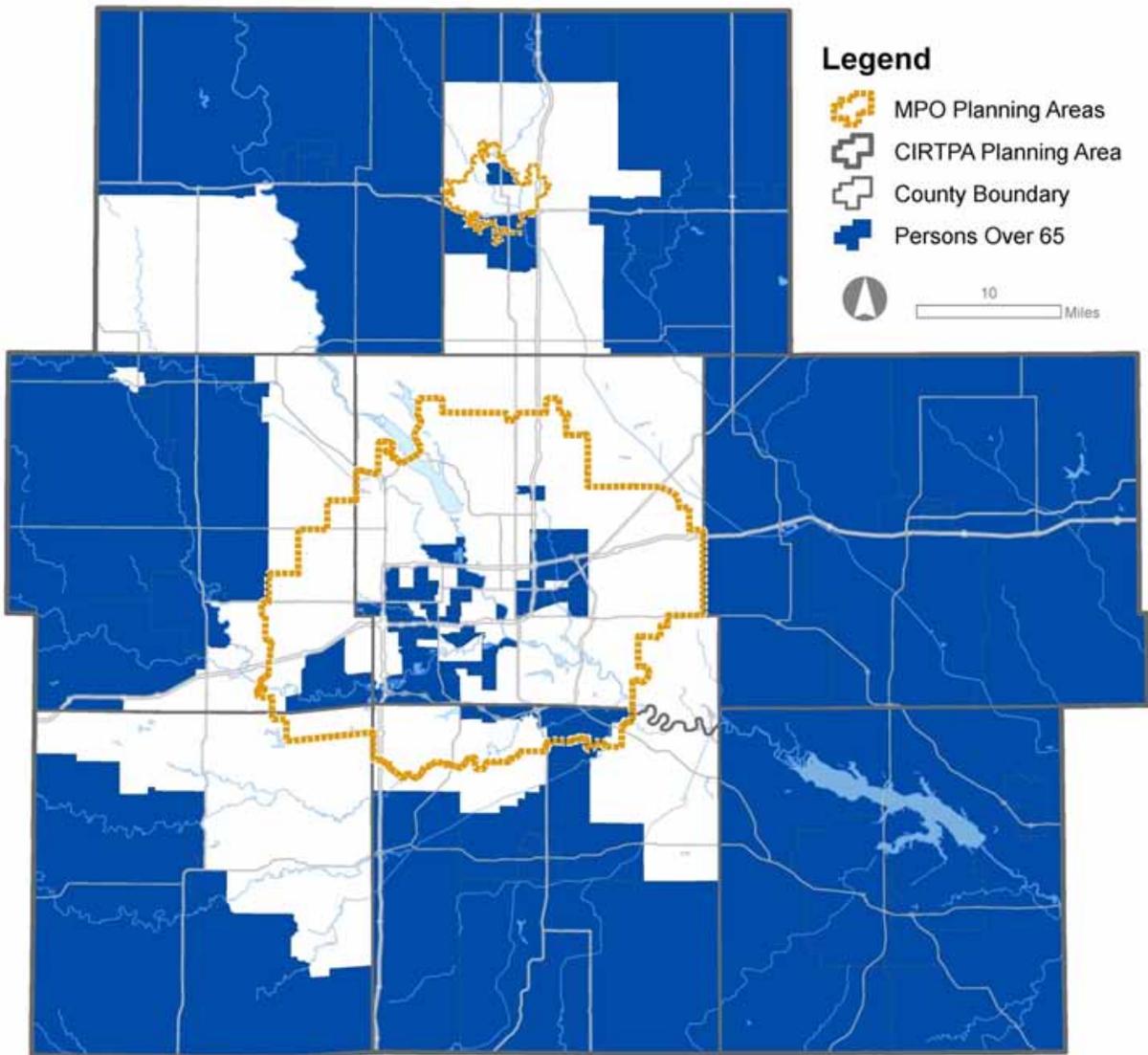
A majority of the LEP census tracts are located within or near the two MPO boundaries in the region (Des Moines Area MPO and Ames Area MPO). Additional concentrated areas of LEP populations exist in the City of Perry, which is located near the northern border of Dallas County. The following table breaks down the amount of LEP persons by county. Typically, transit agencies look at the total number of LEP persons per county when determining the need to translate vital documents. The current thresholds used are 5 percent of the population or over 1,000 people. In the CIRTPA region, Dallas, Polk, and Story counties all meet these thresholds.

COUNTY	TOTAL POPULATION	LEP POPULATION	LEP PERCENT	OVER 1,000 LEP PERSONS
Boone	24,890	163	0.7	No
Dallas	61,188	2,389	3.9	Yes
Jasper	34,749	266	0.8	No
Madison	14,554	111	0.8	No
Marion	31,186	289	0.9	No
Polk	399,174	22,154	5.5	Yes
Story	85,057	2,703	3.2	Yes
Warren	43,236	191	0.4	No
Total	694,034	28,266	4.1	-

The LEP population's need for access to passenger transportation programs and activities includes providing schedules and brochures in languages other than English. Within the Des Moines Area MPO, services such as the Des Moines Area Regional Transit Authority (DART) offer a Spanish version of their website and have a translation service that users can call into for many different languages. For areas outside the Des Moines Area MPO, services like HIRTA provide translation for various brochures and schedules.

Along with LEP populations, concentrations of persons over the age of 65 are also important for transit agencies to locate, as these populations rely more heavily on passenger transportation. The map at right displays concentrated areas of persons over the age of 65. These areas were determined using the same methodology used for locating LEP areas. The map shows that a majority of the census tracts outside of the two MPO planning areas have high concentrations of persons over 65.

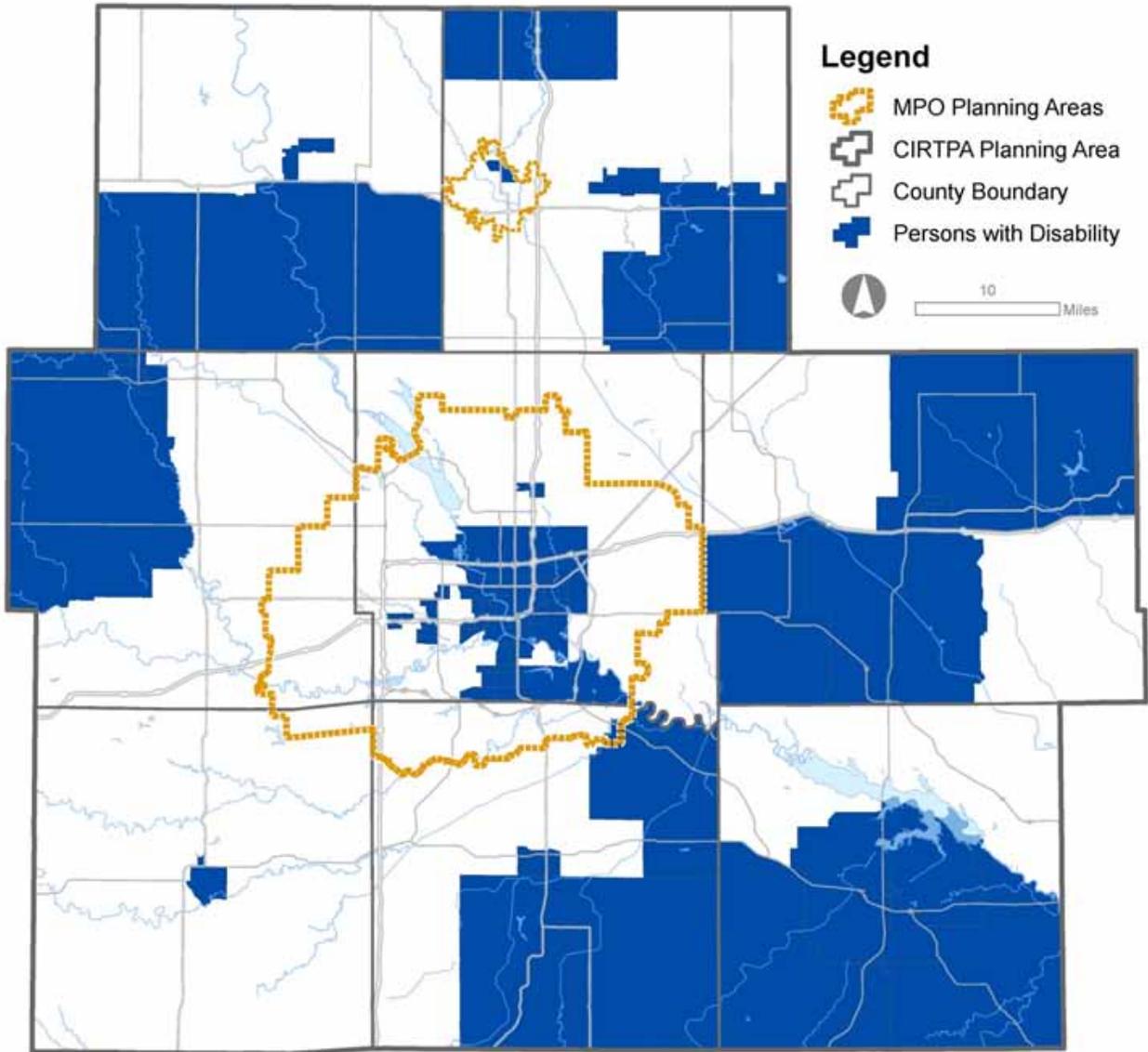
Looking regionally, the total number of people over 65 make up 12.4 percent of the entire population. Of all the counties, Jasper County has the highest percent, sitting at 17.5, and Story County has the



lowest at 10.5 percent. The following table breaks this information down by county.

COUNTY	TOTAL POPULATION	POPULATION OVER 65	PERCENT OVER 65
Boone	24,890	4,194	16.9
Dallas	61,188	6,476	10.6
Jasper	34,749	6,089	17.5
Madison	14,554	2,321	15.9
Marion	31,186	5,192	16.6
Polk	399,174	46,545	11.7
Story	85,057	8,945	10.5
Warren	43,236	6,159	14.2
Total	694,034	85,921	12.4

Similar to populations over 65, people with disabilities are also more dependent on passenger transportation. Concentrated areas of people with disabilities were determined using the same methodology as the previously mentioned population groups. The map below shows that there is a scattering of disabled population groups across the CIRTPA region.



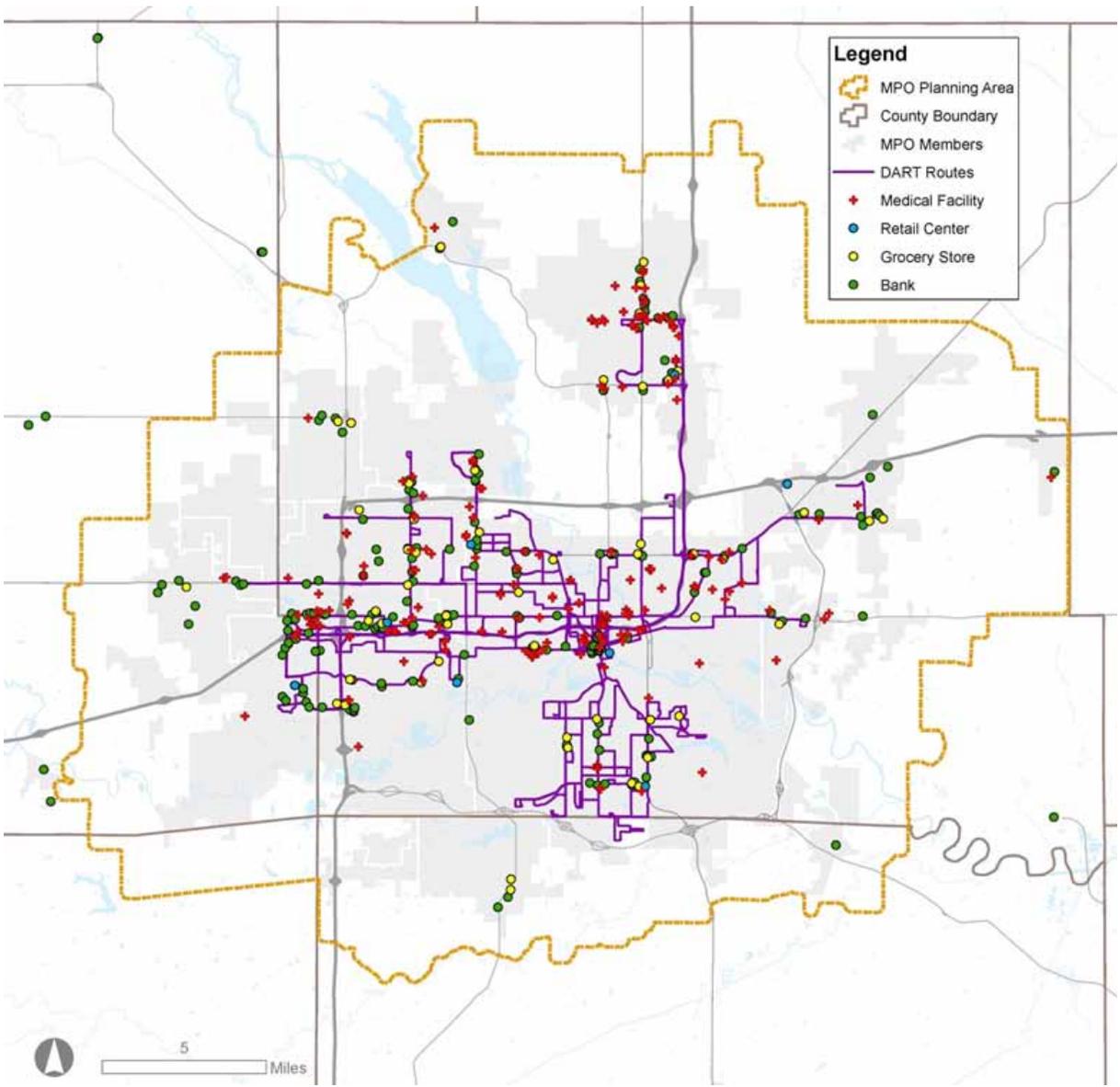
Overall, 10.6 percent of the total population in the region has a disability. The county with the highest percentage is Jasper County, at 15.1 percent. Story County is the lowest, with 7.1 percent of its population having a disability. The table at right displays information for all counties in the CIRTPA region.

COUNTY	TOTAL POPULATION	POPULATION WITH DISABILITY	PERCENT WITH DISABILITY
Boone	24,890	3,041	12.2
Dallas	61,188	4,895	8.0
Jasper	34,749	5,248	15.1
Madison	14,554	1,477	10.1
Marion	31,186	3,783	12.1
Polk	399,174	44,546	11.2
Story	85,057	6,073	7.1
Warren	43,236	4,560	10.5
Total	694,034	73,623	10.6

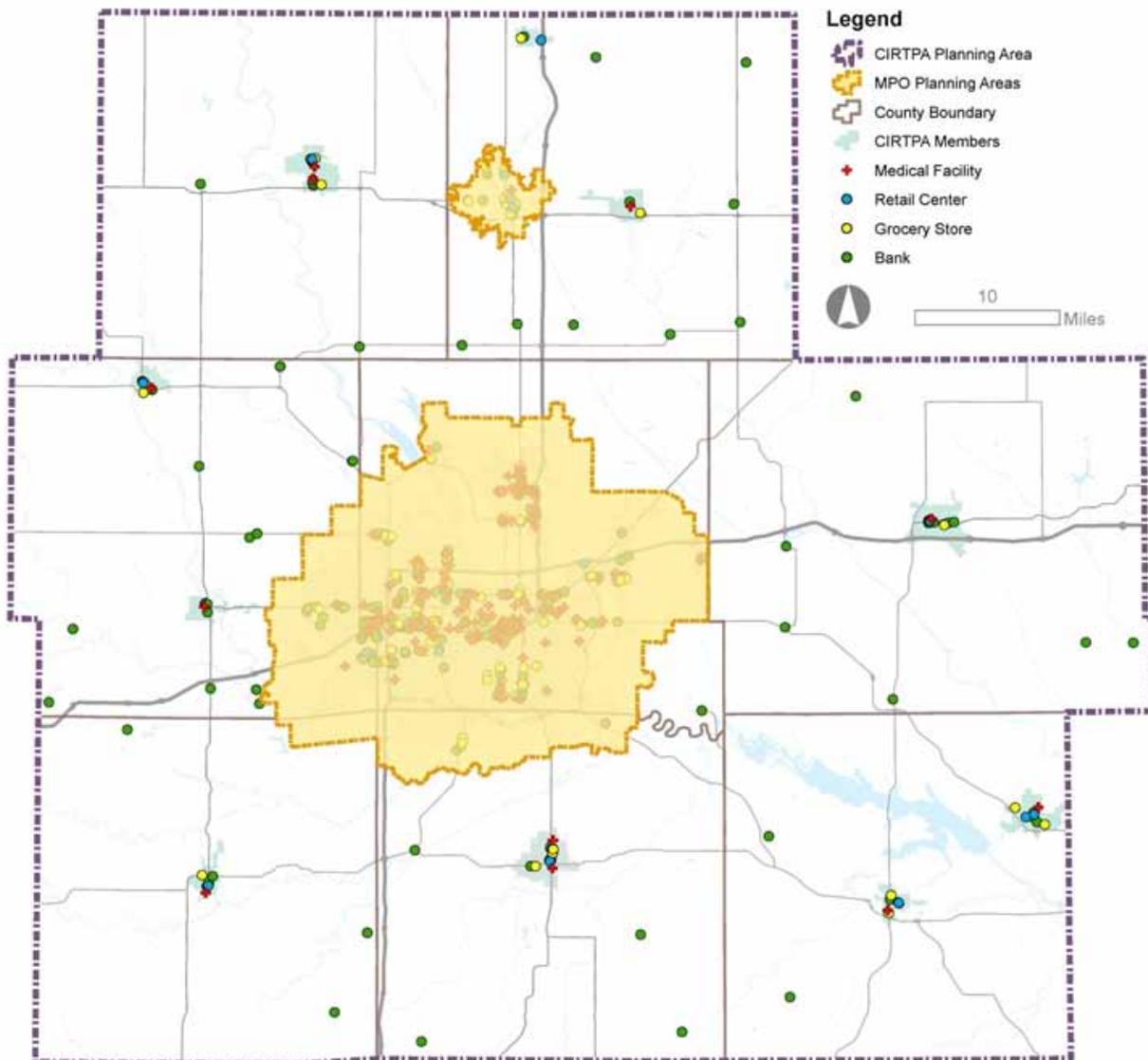
Major activity centers in the region exist within the two MPO planning areas. Inside of the Des Moines Area MPO, large employers are located in various locations across Greater Des Moines. The primary employment center is located in downtown Des Moines, where several large employers are based, including Principal Financial Group.

West Des Moines offers another employment center, surrounding the Jordan Creek Town Center. The existing mall in the area provides a large number of retail jobs and is a popular destination point for people across the entire CIRTPA/DMAMPO region. Large corporate offices such as Wells Fargo and Athene USA also add many jobs to the area.

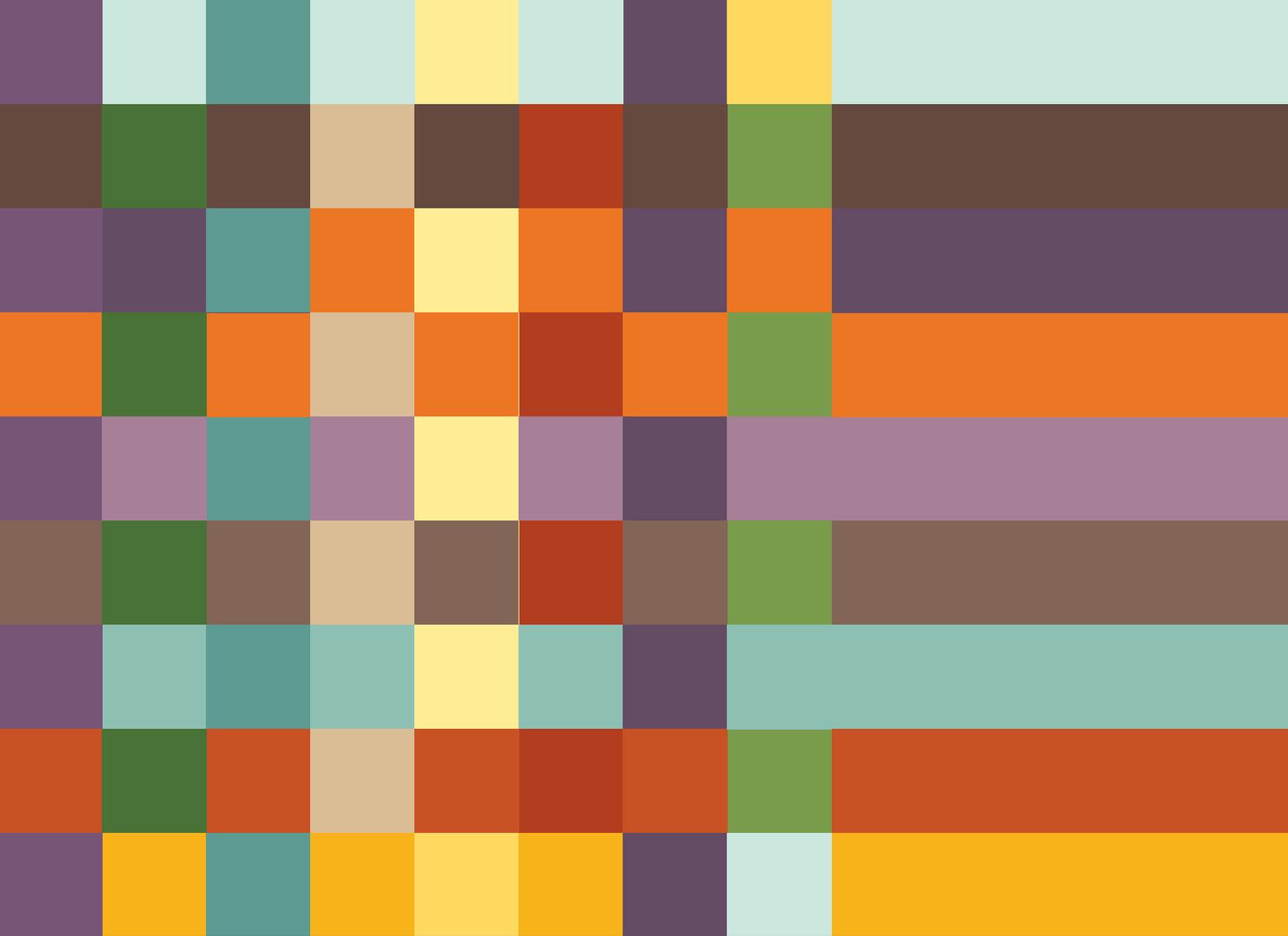
The Greater Des Moines region offers a large amount of health care facilities near downtown Des Moines, as well as in West Des Moines, near 60th Street and University Avenue. Access to the various activity centers via public transit is displayed on the map on the following page.



Looking beyond the Des Moines Area MPO boundary and into the more rural areas of the region, activity centers can typically be found in the larger communities that are current members of CIRTPA. These communities typically have stronger downtowns and larger health care facilities that serve a greater portion of the region. Along with health care facilities, grocery stores and retail centers in the region also tend to be located in these communities, while banks have a higher frequency and can also be found in the smaller communities throughout each of the eight counties. The following map displays these activity centers.



An understanding of where activity centers are in the region is a key component to successful passenger transportation planning. These areas provide both amenities and necessities to residents throughout the region. Access to these centers, then, becomes a need for those that rely on public transit as a means of transportation. By mapping the locations of banks, grocery stores, medical facilities, and retail centers, transit agencies can determine areas that currently do not have access via public transportation. Currently, the Heart of Iowa Regional Transit Agency (HIRTA) provides door to door transit services to the all of the counties in the CIRTPA region, with the exception of Polk County. The Des Moines Area Regional Transit Authority (DART) serves a majority of the Des Moines Area MPO planning area, and is the largest public transit agency in Iowa.





4

**COORDINATION
ISSUES**

SERVICE, MANAGEMENT, FLEET, AND FACILITY NEEDS

Opportunities for Improvements

The biggest opportunity for transportation coordination identified by focus groups would be money now spent on ambulance services for non-emergency trips to medical services (not hospital emergency rooms) when no other public transportation services are available. The poll of persons reported that 48 percent of them had personal knowledge of an expensive ambulance trip taken when an ambulance was not needed medically. Those trips represent a significant amount of money that could be spent for other transportation alternatives or services.

Following are the prioritized lists of barriers to transportation identified through the participant focus groups.

The top two one-agency coordination priorities from the focus groups and polling show the first opportunities are that cabs do not arrive on time and that bus route maps are confusing. These concerns also were echoed in participant focus groups conducted by the mobility coordinators. Instances where individuals arrive late to work or back home due to late cabs is a recurring issue mentioned by individuals in the focus groups.

The top two more difficult one-agency coordination priorities from the focus groups and polling show the first opportunities relate to having to negotiate each trip without a long-term view and to medical trips needed in a short time but are not an emergency. Having to negotiate each trip without a long-term view is an issue that came up often in focus groups with older adults and was reiterated by the polling groups. Seniors found that it was difficult to know how long they would be at the grocery store or how many places they would need to go ahead of time which made it difficult to schedule trips. Similarly, non-emergency medical trips, but not requiring an ambulance was of particular concern to these groups when dealing with scheduling trips through transit agencies.



The top two several-agency coordination priorities from the focus groups and polling show the first opportunities here are in trips between rural towns and in getting help from door to curb upon pickup and then from curb to door later. Trips between rural towns and to the Des Moines metro came up as concerns in the outlying rural communities. The polling groups bolstered the issue of needing additional options between these geographic areas. Additionally, many individuals mentioned a need for assistance between the curb to the door both when leaving for a trip and coming back from one. All of the agencies that provide curb to door and door to curb service are demand responsive.

The top two many-agency coordination priorities from the focus groups and polling show the first opportunities are in scheduling multiple stops of varied time and in any agency being able to handle several split service payments for trips. When using demand-response transportation service, individuals noted that it was difficult to schedule multiple stops within a trip. This is partially due to the nature of demand-response transportation. Agencies have difficulty processing multiple payee sources. For example, if Salvation Army can pay part, United Way pays part, and the rider pays part, this is hard to handle on the transit side.

The top two regional Central Iowa coordination priorities from the focus groups and polling show the first opportunities in having few options for those with disabilities and in ensuring that people are receiving the correct information. Individuals that participated in the polling process indicated that there were few options in the area for individuals with disabilities. Individuals also indicated “what one person may have heard may not be the truth.” This indicates

there is some confusion about the options available to individuals and that a clear and easily accessible source for information about transportation options may not be available.

The top two most difficult regional Central Iowa coordination priorities from the focus groups and polling are that one place does not know all answers and that one person cannot figure out all the silos of services. Many individuals noted that having one place to find information about transportation options would be beneficial. In a similar respect, it is difficult for individuals to know what services they are eligible for, and how to navigate the system in a way that does not require multiple calls to multiple people. This creates the need for a one call/one click system allowing customers to access all viable information from one source rather than relying on referrals to get to the next step.



Whether it is an opportunity or a barrier, when the poll of persons were asked if they use public transportation 48 percent said they use it often, but 32 percent said they use public transportation “never.” Thus, there is a large split in the region that could be an opportunity or a barrier.

A big opportunity for public health benefits in Central Iowa could come from improved public transportation as the poll of persons said that the largest improvement from coordinated public transportation would be in their physical well-being. The citizen polls said that over 60 percent of the benefits would be to physical wellbeing – ahead of social relations at 19 percent and economic opportunities at 21 percent.

Barriers to Coordination

Public transportation coordination barriers were derived from focus groups and electronic polling. The barriers are listed and prioritized below:

One agency coordination barriers:

1. Cabs don't arrive on time
2. Bus route maps confusing
3. Taxis not handicapped accessible
4. Paratransit must call too far in advance
5. Family, friends cannot get gas money for trips
6. Schedule information not at bus stops
7. Bus stops not marked and sheltered

More difficult one-agency coordination barriers:

1. Having to negotiate each trip
2. Medical trips needed in a short time
3. Paratransit eligibility not worth effort
4. How can those with dementia phone
5. Mid-day lack of buses stop my use
6. Person answering phone determines whether I ride or not
7. Drivers confuse me about the fares

Several agency coordination barriers:

1. Trips between rural towns
2. Getting help from door to curb
3. Will-call trips don't work after medical appointments
4. Long waits on reservation phone calls
5. No phone reminders "5-minutes away" make pickups slower
6. Winter eligibility different from summer
7. What happens when "will-call" return trips forgotten

More difficult several-agency coordination barriers:

1. Scheduling multiple stops of varied time
2. No agency can handle several service payments for trips
3. I can't get several kids to different schools
4. Bad weather days stop information flow
5. The privacy of my income shouldn't be revealed by my type of service
6. Recruiting & training of volunteer drivers
7. Senior centers don't know all options

Regional Central Iowa coordination barriers:

1. Few options for those with disabilities
2. What I've heard may not be the truth
3. Few options outside Des Moines
4. Senior options vary from county to county
5. How get info when I'm not on Internet
6. Social case workers not informed
7. In the winter I need door-to-door help

Regional more-difficult Central Iowa coordination barriers:

1. One place doesn't know all answers
2. I can't figure out silos of services
3. No transportation on weekends
4. Service changes don't get to the riders
5. Riders not informed of all options
6. Volunteers not used as drivers, helpers
7. No trips to the airport

Poll participants reported challenges in going to work, to medical services, and to social services, restaurants, and night events. When asked about their desire for better transportation coordination, 88 percent expressed a strong desire.

DART Service Changes

In August 2013, DART implemented a few service changes. Route 51 – Merle Hay Crosstown was introduced. It offers weekday morning, midday, and afternoon service between DART Central Station and Merle Hay Mall via 6th Avenue/7th Street, High Street/Ingersoll Avenue, Interstate 235, 56th Street, and Merle Hay Road. Service hours are from approximately 6:00 am to 6:00 pm with buses running every 30 minutes during peak times and every 60 minutes midday.



DART added one morning trip and one evening trip during weekdays for Route 11 – Ingersoll to Valley Junction; improved service frequency on Route 60 – University/Ingersoll; added one morning trip and one evening trip during weekdays on Route 99 – Altoona Express; and, added weekday night service for Route 1 – Fairgrounds and Route 17 – Hubbell to Altoona. Furthermore, DART extended weekday night service to end around 11:30 pm on Routes 3 – University Avenue, 4 – E 14th Street, 6 – Indianola Avenue, 7 – SW 9th Street, 14 – Beaver Avenue, 15 – 6th Avenue, 16 – Douglas Avenue, and 60 – University/Ingersoll.

The authority also extended service for the Route 52 – Valley West/Jordan Creek Crosstown and the Flex Route 72 – West Des Moines/Clive Flex to run until 9:30 pm on weekday nights and Saturdays. Saturday service on both routes now begins an hour earlier at 6:45 am.

Finally, DART extended Saturday service to begin an hour earlier and end five hours later. New service hours run from approximately

6:40 am to 10:15 pm. The last time buses leave DART Central Station to locations outside of downtown is around 9:45 pm. Sunday service was extended to run one hour later, meaning buses run from approximately 7:45 am to 6:40 pm.

HIRTA Service Changes

HIRTA has seen several service changes over the past year. First, the IowaCares program that offered medical trips to Des Moines ended on December 31, 2013. However, HIRTA is continuing service to Broadlawns through June 30, 2014. Furthermore, HIRTA now offers Des Moines medical shuttles from Story, Jasper, and Marion counties. These trips occur on Thursdays and cost users \$10.

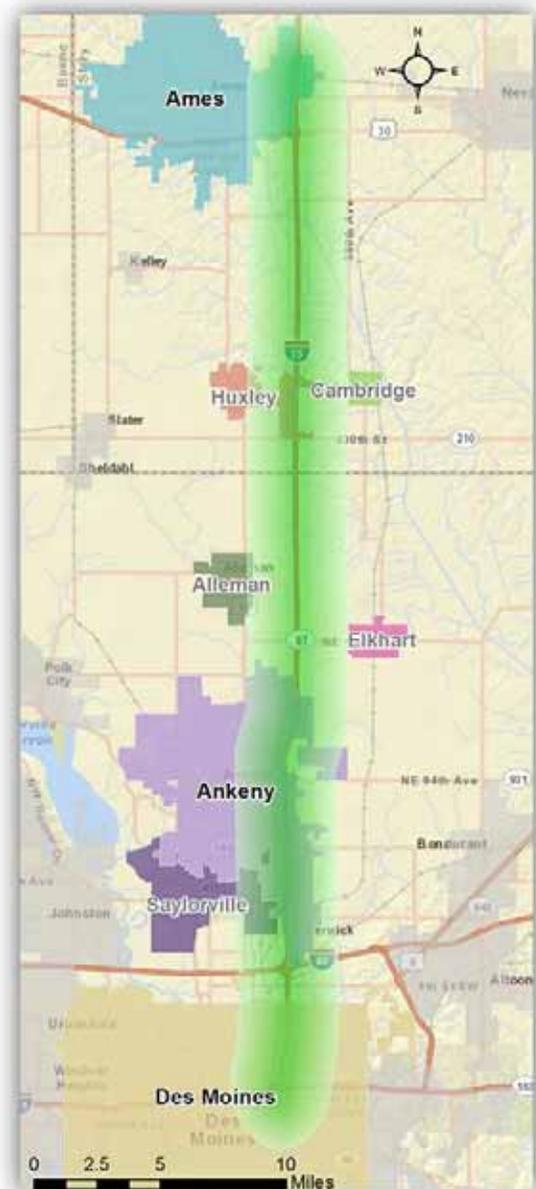
HIRTA also is working with Des Moines Area Community College (DMACC) to develop a work-study program where DMACC students would get credit for being a bus buddy with a Genesis Development client. This would help increase the number of student riders.

HIRTA changed its service hours for certain areas in 2013. Extended service hours in Warren County ended on October 30, 2013; ridership did not support the need for service. However, in Newton, HIRTA began offered extended service until 10:00 pm on November 1, 2013.

Finally, HIRTA discontinued its contract with service providers in Marion County and began direct service to Knoxville on July 1, 2013, and to Pella on October 1, 2012, respectively.

Ames-Des Moines Service

The MPO, along with the Greater Des Moines Partnership, currently is studying transit options along the Ames-Des Moines corridor. This study is expected to be completed in the spring of 2014.



Other Service-Related Projects

In addition to the service-related projects previously outlined, the TAG proposed other passenger transportation projects in the FY 2014 PTP update to help address unmet transportation needs. These projects are not necessarily specific to one transportation provider; instead, they are overall coordination initiatives designed to improve passenger transportation service.

AGENCY	PROJECT	FUNDED	IMPLEMENTED	IMPACT
TAG	Mobility Matters Workshop	Yes	Yes	Allowed the TAG to continue to educate human service agencies, transportation providers, state and local government employees, and the business community about passenger transportation, mobility management, and sustainability
TAG	Volunteer services	No	No	Not implemented
TAG	Night service	Yes	Yes	Expanded hours of service, thus increasing job opportunities for transit riders
TAG	Bus training	Yes	Yes	Empowered potential transit riders to capably navigate the system
TAG	Recovery program for unemployed persons	No	No	Not implemented
TAG	Coordinated medical appointments	No	No	Not implemented
TAG	Des Moines-iowa City medical transportation	Yes	Yes	Allowed residents to obtain critical medical services
TAG	Implementation of Mobility Management Action Plan	No	No	Not implemented

Fleet, Facility, and Equipment Projects

DART and HIRTA received funding to replace some vehicles and expand their fleets, as identified in the previous PTP, though limited funding and/or delays in project timelines have prohibited the purchase of all vehicles. A summary of these vehicles is included in the following table as is an update on other facility and equipment projects.

AGENCY	PROJECT	FUNDED	IMPLEMENTED
DART	Preventive maintenance	\$4.715k - 5307	Yes
DART	ADA paratransit	Yes - 5307	Yes
DART	Eleven heavy duty buses (40-42 feet)	Yes - 5307, 5339, and STP	Yes
DART	Shop equipment	\$287.5k in 2014 - 5307 & 5339	Yes
DART	Miscellaneous equipment	\$12k in 2014 - 5307	Yes
DART	Computer hardware	\$30k in 2014 - 5307	Yes
DART	Associated transit improvements	\$301k in 2014 - 5307	Yes
DART	Supervisory/administrative/maintenance vehicles (support vehicles)	No	No
DART	Computer software	No	No
DART	Medium-duty bus (176" wb)	No	No
DART	RideShare vehicles	\$736.25k in 2014 - 5307	Yes
DART	Security/safety at facility	\$32.5k in 2014 - 5307	Yes
DART	Upgrade two HD 40' fixed-route to hybrid	No	No
DART	Ticket vending machines	No	No
DART	Farebox replacements & upgrades	Yes - 5339	Yes
DART	Nine HD 40' fixed-route buses with surveillance	No	No
DART	Administrative/maintenance facility engineering and design	Yes - 5307	Yes
DART	Concrete replacement	No	No
DART	Facility repairs/renovations	\$230k in 2014 - 5307 & 5309	Yes
DART	Facility renovations	\$795k in 2014 - PTIG	Yes
HIRTA	5 light duty buses	5309 & 5339	No
HIRTA	1 minivan	5309 & 5339	No
HIRTA	5 light duty buses	\$443,700	No
HIRTA	2 minivans	\$85,850	No
HIRTA	Light duty bus	\$75,650	No
HIRTA	2 minivans	\$85,850	No

IMPACT
Allows DART to maintain the facility and vehicles, which are essential to providing safe and reliable transportation services
Allows DART to comply with ADA regulations and offer transportation to seniors and/or persons with disabilities who cannot access the fixed-route system
Purchased 3 new buses: Allows DART to continue offering reliable transportation services
Enables DART to provide safe and reliable transportation services
-
-
-
Purchased 23 new vehicles: Allows DART to continue offering reliable transportation services
Helps DART provide a more secure environment for employees, customers, and property
-
-
Replaces an outdated fare payment system and increases accuracies in fare collections, monitoring, and reporting
-
Allows DART to employ engineering firms to assist with planning and design in addition to preparing cost estimates for construction proposals and grant applications
-
Allows DART to repair, replace, or rehab the maintenance & operating facility; a working facility is essential to DART's ability to provide safe & reliable service
Allows HIRTA to replace their aging fleet to meet a growing demand for services
Allows HIRTA to better meet growing demand for service

Recent Developments

Healthy Polk 2020 Plan

Every ten years, Polk County residents have the opportunity to participate in the development of a community health action plan that promotes health and well-being in the county. Community engagement and involvement drove the development of Healthy Polk 2020. Over 2,000 Polk County residents participated in the development of the plan through directly facilitated community conversations, surveys, and telephone interviews. The community developed a list of 900 priorities that were eventually narrowed down to ten measurable priorities, which guide Healthy Polk 2020. Priority 3 of the plan calls for “increase[ing] the availability of accessibly, affordable public transportation. The next step in the process involves stakeholders groups developing a list of assets for the priority that best matches their organization’s mission. The Des Moines Area MPO and DART currently are completing a list of assets for the provision of affordable and accessible transit in Polk County. The CIRTPA staff plans to take the transit portion of the Healthy Polk process to its member counties in the coming years.



DART Forward 2035

On September 27, 2011, the DART Commission unanimously adopted DART’s comprehensive regional transit plan, known as DART Forward 2035, as well as an alternatives analysis. The DART Forward 2035 plan includes an analysis and a plan of what transit service in the Des Moines metropolitan area should look like in the next ten years. This ten-year plan is fiscally constrained and includes an incremental service plan to achieve the vision. DART Forward 2035 also includes a longer-range plan that extends to 2035.

The planning process included an evaluation of existing services, a latent demand analysis, a system-wide ridership count, an origin-destination study, and a transfer analysis. The ten-year plan includes recommendations for bus route restricting, new route and/

or on-call services for the region, and facility improvements. The longer-range outcomes include routing for new routes not currently served by DART, Intelligent Transportation System (ITS) strategies, an analysis of future capital needs, new facility recommendations, and recommendations for fixed guideway projects along major travel corridors.

The alternatives analysis reviewed a number of possible corridors for Bus Rapid Transit (BRT) before selecting the University/Ingersoll loop as the preferred alternative. In the fall of 2012, DART introduced the Route 60 loop, which provides services along Ingersoll and University Avenues between downtown and 42nd Street. Eventually, the Route 60 Loop will become the University/Ingersoll BRT route. This route will include bus stations, real-time arrival and departure information, technology to change stop lights, and on-street fareboxes.

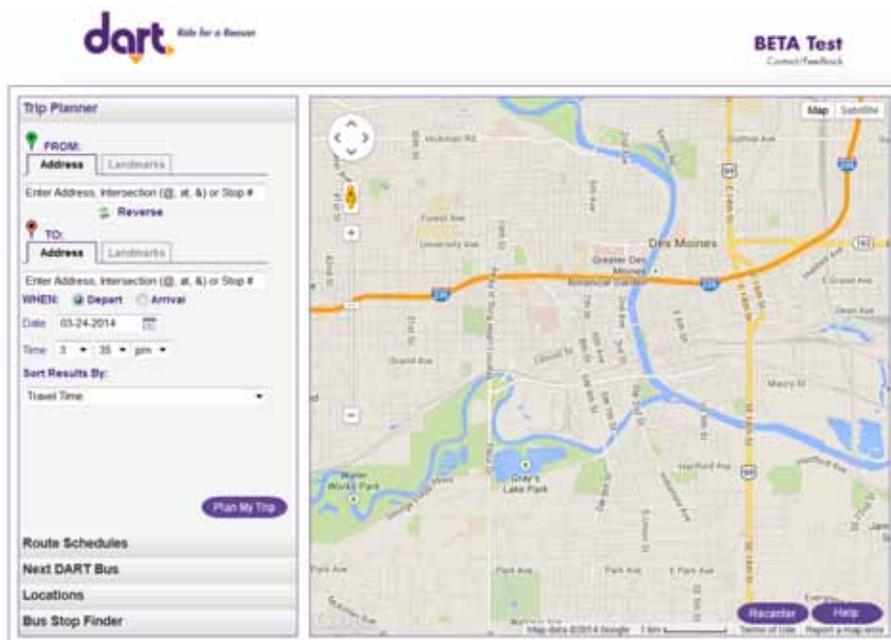
DART Central Station

On May 20, 2011, DART broke ground on DART Central Station, located at 620 Cherry Street in downtown Des Moines. The \$21 million intermodal hub accommodates all of DART's bus routes flowing through the city center and allowed bus traffic to be removed from the transit mall on Walnut Street, thus opening that area up for redevelopment. The facility - opened in November 2012 - includes customer service kiosks for ticket and bus pass purchases, indoor waiting areas, restrooms, bicycle storage, covered bus bays, real time arrival and departure boards, and DART's central office.



DART TripPlanner

DART launched its MyDART Trip Planner on October 1, 2013. The tool enables residents and visitors of Greater Des Moines to entire their travel plans online at www.ridedart.com and to view itineraries for taking the trip by DART. Real-time schedule information will be added in early 2014. This will enable users to track the real-time locations of their buses as well as schedule email alerts.



DART Online Maps

DART added its schedule information to Google Maps, Google Earth, and Bing Maps in November 2013. As a result, map users now can see public transit directions for Greater Des Moines. The online mapping enables people to see that they have options for traveling in Greater Des Moines.

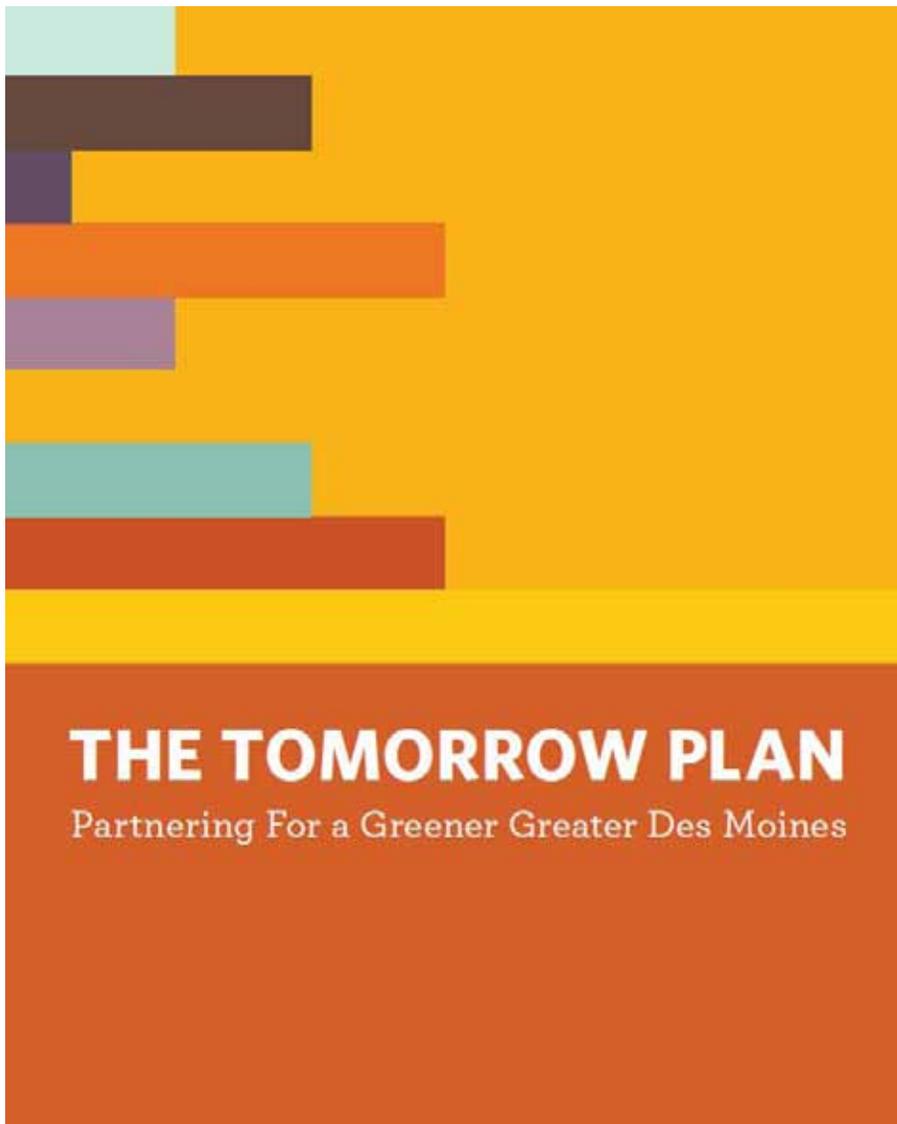
HIRTA Coordination Efforts

In recent years, HIRTA initiated two new coordination efforts. The first was a joint effort with Marshall County to provide coordinated trips to Iowa City with a stop in Grinnell. As a result of this effort, HIRTA is providing trips on Tuesdays and Wednesdays, while PeopleRides is providing trips on Thursdays.

HIRTA also has expanded its service into Jasper County. HIRTA lowered ticket prices from \$5.75 to \$2.00 within Newton and \$4.00 in the county. This resulted in increased ridership, allowing passenger revenue to remain virtually the same while lowering vehicle miles and allowing for increased efficiency.

The Tomorrow Plan

The Tomorrow Plan is a regional planning effort focused on the sustainable development of Greater Des Moines. It involved residents and local leaders in identifying visions and aspirations for the region, exploring potential scenarios for the future, and setting a preferred direction for sustainable future development. Approved on November 21, 2013, The Tomorrow Plan is a comprehensive and coordinated plan and includes four major goals related to the economy, the environment, quality of life, and regional cooperation. The planning process involved the most robust engagement effort in the region’s history, resulting in approximately 27,000 contacts. Outreach strategies included traditional public input meetings, open houses, focus groups, a young professionals group, social media, community partnerships, bus advertisements, radio programming, and more.



Mobility Management

In 2012, the TAG, through DART, Polk County, and HIRTA, received funding to create two mobility manager positions in central Iowa. The Mobility Coordinator - Travel Trainer was hired by Polk County and worked out of the DART office, while the Rural Central Iowa Mobility Coordinator was hired by and works out of the HIRTA office.

Mobility Coordinator - Travel Trainer

The Mobility Coordinator - Travel Trainer is responsible for coordinating transportation resources and providing transit education to the residents of Polk County. The position also focuses on building awareness among local decision makers, service providers, and transit riders regarding the key issues that impact the effective coordination of transportation and human services within Polk County.



Rural Central Iowa Mobility Coordinator

The Rural Central Iowa Mobility Coordinator works with local public transit, planning, and human service agencies to effectively coordinate and improve transit service for the general public. This position pays special attention to increasing the mobility of elderly, low-income persons, and/or persons with disabilities. Since starting work in January 2012, the Rural Central Iowa Mobility Coordinator helped improve coordination by:

- Coordinating efforts with Broadlawns Medical Center, especially with Iowa Care concerns;
- Working with the Boone DMACC campus to develop a shuttle from Ames to Boone;

- Coordinating efforts between DART and HIRTA to develop a shuttle schedule to Iowa City;
- Developing a transit brochure in Story County;
- Developing extended services in Warren County;
- Performing ongoing and continuing outreach efforts in seven counties;
- Helping transition from contracted to direct services in Story County;
- Presenting and providing education to human service agencies;
- Developing a marketing plan in Dallas County;
- Guiding social media at HIRTA;
- Organizing a senior center bus tour; and,
- Organizing transportation for participants attending the Celebrate Families event in Boone.

The Rural Central Iowa Mobility Coordinator has improved transportation coordination in central Iowa by reengaging the Boone County TAG and by organizing the Story County Transportation Collaborative and the Warren County Transportation Committee.

Bus Pass Programs

Bus pass programs continue to provide increased service to refugees, students, and Medicaid patients. DART's reduced fare programs for middle and high school students in Polk County applies to students at both public and private institutions. DART's reduced fare program for refugees allows them to purchase bus passes at a reduced fare, given they prove their refugee status with an I-90 form or green card.

The Transportation Management Service (TMS) group continues their program in which Medicaid clients who are able to access DART's fixed route service are provided with monthly bus passes. This program takes advantage of the affordability of the fixed route systems, thus providing rides at a much cheaper rate than on-call service. It also increases the mobility of these clients since they can use their pass for other trips beyond medical trips.

Previous Public Input

Since its creation, the TAG has sought input from local citizens, human service agencies, and transportation providers through surveys, focus groups, and workshops. These have included:

- Mobility Action Planning Workshop – April 2006;
- Human Service Agency Survey – Fall 2006;
- Transportation Provider Survey – Fall 2006;
- Joint Human Service Agency and Transportation Provider Survey – Fall 2007;
- Citizen Survey – Fall 2006 and 2007;
- Focus Groups – Fall 2006 and 2007;
- Public Input Meetings – January 2008;
- Mobility Matters: Creating Community Transportation Solutions Workshop – October 2008;
- Des Moines Area MPO Horizon Year 2035 Metropolitan Transportation Plan Public Input Meetings – May 2008 through August 2009;
- Mobility Management Meeting – October 2009;
- 2nd Annual Mobility Matters Workshop – October 2009;
- Des Moines Area Regional Transit Authority (DART) Public Input Meetings – December 2009 through January 2010.
- Volunteer Transportation Summit – May 18, 2010;
- 3rd Annual Mobility Matters Workshop – November 2010;
- The MPO Wants to Know Surveys;
- Healthy Polk 2020 Planning Process – 2011;
- DART Forward 2035 Planning Process – Fall 2010 through Spring 2011;
- The CIRTPA Horizon Year 2035 Long-Range Transportation Plan Public Input Process – October 2011 to December 2011;
- 4th Annual Mobility Matters Workshop – April 2012;
- DART Forward 2035 public meetings – May 2012; and,
- The Tomorrow Plan public outreach events – September 2011 to February 2013.

New Public Input Strategies

In addition to the previously listed public input strategies, the TAG considered results from new input sources, including the Coordinated Passenger Transportation Study and the fifth annual Mobility Matters Workshop.



Coordinated Passenger Transportation Study

The Coordinated Passenger Transportation Study included an in-depth analysis of the existing passenger transportation system as well as a plan for action. The study took an inventory of existing resources, identified opportunities for agency and resource coordination, conducted an analysis of existing barriers, and outlined recommendations for the coordination of transportation services. The study proposes the necessary steps for improving access to transportation for populations that include individuals with disabilities, seniors, low-income and homeless, refugees, youth in transition, and non-English speaking individuals. The Coordinated Passenger Transportation Study sought public input using a variety of methods, including focus groups, the TAG, user surveys, and provider surveys.

The focus groups had three primary goals:

- Create an initial list of some of the biggest barriers to transportation;
- Share initial thoughts on factors that contribute to these barriers; and,
- Develop ideas for partners/stakeholders that need to be brought to the table to work on these issues collaboratively.

Focus groups were held at multiple locations and with multiple participant groups. In addition to the meetings held for individual polling from seniors, persons with disabilities, and providers, the mobility coordinators conducted focus group meetings around the region. Focus group input was compiled into 72 barriers to coordinated transportation.



Participant Focus Groups

The focus groups for participants included great discussions and a detailed view of how transportation users relate to the current transportation system in Central Iowa. Participants shared their opinions and ideas about the current transportation available. The focus groups offered an outlet for participants to share experiences with the current system including specific challenges encountered. One example shared involved an individual working the swing, or night, shift that can use public transportation to get to work and arrive on time. However, that same individual experienced challenges at the end of their shift because transportation is not available at the time they need to go home.

Some of the ideas proposed by participants at these meetings to make the transportation system better included: 24 hour transportation service; an expanded geographic area for public transit service; expanding travel training and specifically bus training; creating short, large print, and pictorial bus training instructions; having more patient schedulers for call-in customers; disability and awareness training for bus drivers; more information about transportation options in an easily accessible place; and, drivers that talk louder and slower to help customers. The following paragraphs provide an overview of some of the main findings from the focus groups.

Approximately three focus groups were held with older adults at senior centers and health care centers within the study area. Two of these groups were held at locations in outlying rural communities. A great deal of input regarding transportation challenges for the senior community was provided at these groups. Some of these challenges included:

- Phone scheduling and confusing menu prompts;
- A lack of access to events in the Des Moines metro for rural seniors, specifically at night;
- Issues with providing advance notice of last minute trips to transit agencies; and,
- Trips that require multiple stops when using a demand-response service.

However, a comment that was reiterated throughout the senior focus groups and supported later through the polling dealt with the lack of an affordable transportation service that one could use for emergency situations that do not require an ambulance service yet fall outside of public transit agency hours. As an example, one individual mentioned taking an ambulance to the hospital before being discharged during the early morning hours when no affordable option was available. Additionally, members of the groups mentioned that there would be instances where they needed to get to a doctor on short notice but were unable to schedule affordable transportation due to the advance notice transit agencies require when scheduling trips.

Another focus group occurred at Central Iowa Shelter & Services, a homeless shelter located in downtown Des Moines. At this focus group, individuals with disabilities reported using mainly the free downtown bus, walking, and transportation provided by family and friends as sources of transportation. Some of the biggest barriers individuals in the group faced accessing transportation include cost, the distance of bus stops from their location, and access to bus stops by individuals using wheelchairs.



Two focus groups also were conducted for individuals with epilepsy. One of the more interesting findings of this focus group was reported by an individual that avoided public transportation due to a lack of driver education around epilepsy. The individual reported being turned away from public transit because of an instance where they had a seizure, and the transit agency immediately called 911 when it was not necessary. The individual mentioned that many times seizures do not require an ambulance call, and they feared being stuck with ambulance bills because the drivers are uneducated about seizures and seizure protocol.

Link Associates held a focus group for persons with intellectual and developmental disabilities. Individuals at this focus group reported the inconsistency of public transportation makes it very difficult for clients to identify which vehicle is designated for their trip. For example, the local transit agency will use cab companies to provide certain trips. Whether a cab company is used or a transit agency vehicle is used can change from day to day. This inconsistency can make it confusing to the consumer when waiting for a ride.

In the Supportive Employment program offered by several agencies, there are over 100 individuals who need help getting transportation to work. Some of these individuals have to work at night, and some have to work on Saturdays or holidays when it is hard for them to find transportation. For example, there is an individual who performs janitorial work at night. The staff provides him rides, as there are not many transportation options provided at that time.

Individuals in the group also mentioned that it would be great to have a curriculum for learning how to ride the bus and finding the routes, thus enabling more individuals to access the existing bus system. Changing buses and using transfers are difficult for Link clients to understand: "How do I know where to get off?" Currently, there are bus trainings offered to the public on a monthly basis by the local transit agency and the mobility coordinator. The mobility coordinator also offers one-on-one training based on social service agency referrals.

An Iowa Department for the Blind in-service focus group provided an interesting perspective on the challenges individuals with visual impairments face when accessing the transportation system. At this meeting, an individual recounted a story about waiting at a parking sign for an extended period of time; her bus stop had been moved, but the parking sign felt exactly the same as the bus signs. Since she was unable to see the sign visually, she was unable to tell that it was not a DART Bus stop until someone walked by and asked her. She suggested having something on the sign that can be felt for visually impaired individuals to decipher what are bus stops versus parking signs. Individuals also suggested having a certain color for the bus stops (for low-vision) and a box below that says which route it is.

A rural low-income service provider focus group reported that most of their clients used private vehicles, but those vehicles often are not dependable. Also, previously incarcerated individuals often have their licenses taken away and, therefore, are unable to legally drive. Individuals in this group reported that a transit route connecting their community to the DART system would help their clients access community and college facilities and job training centers available in the Des Moines metro area. This group also reported much difficulty accessing information about transportation options available in the area.

An additional focus group of persons with visual disabilities was held at DART by the Polk County Mobility Coordinator. Individuals in the group reported that many individuals with visual impairments have to plan their days around transportation availability. Some in the group rode the bus all over, and often relied on information and

advice from bus drivers and people on the bus about where to live: “What areas of Des Moines were good to live in?” “What grocery stores are nearby?” Some individuals in the group found out about transportation options by networking; however, individuals that are not very social and do not have those connections to the community may not know where to find transportation options on their own.

A focus group of nearly 30 older adults represented in the refugee community reported that, for them, knowing where to wait for the bus is difficult, as is knowing how to identify destinations. As an example: They know they need groceries, but they do not know how to figure out what the address is, which direction the store is, which bus to take, or even where the closest bus stop is, all while still navigating the language barrier. Additionally, many individuals in the group mentioned that it was hard to get to bus stops in the winter and that there is a need for a door-to-door service for those that cannot get to bus stops.

After speaking with case managers, it was discovered that elderly refugees are not accessing the local transit agency’s Paratransit service due to cost. Although the cost of \$3.50 per leg is relatively affordable, this is often difficult for many refugee groups to accommodate in their budgets. Additionally, refugees have not been accessing the Paratransit service offered to elderly individuals through Polk County.

Case managers that work with elderly refugees also mentioned that they had transported individuals to medical appointments, even when they are eligible for Medicaid transportation. The language barrier is often too much for the transportation brokerage and, when refugees encounter issues with forms, requests, etc., they just end up not going to the medical appointment. Case managers also mentioned that, when the local transit agency is doing route changes or service changes, it would be useful to work with the refugee community ahead of time to make sure they are getting access that information.

Transit and Transportation Provider Group

A focus group of transit and transportation providers gathered to discuss transportation coordination in Central Iowa. At this meeting, there was a sampling of different “types” of transportation providers, including public transit agencies for the area, volunteer driving programs, and private transportation providers. Many providers at this meeting provide transportation services that cater to individuals with disabilities and older adults, along with providers that offer service to the general public. At this meeting, many

topics were explored, including what transportation coordination looked like from the provider perspective, how information about transportation options was disseminated to participant groups, and how participant input was incorporated by providers in the planning process.

For client and user input, the groups that worked primarily with seniors and individuals with disabilities used surveys and would often go to facilities such as senior centers, hospitals, and other places in the community they may wish to attend. The volunteer driving programs mentioned that most of their clients ride for free and often do not give feedback, so they rely on their drivers for input. The public transit agencies use a combination of surveys, public meetings, and rider advisory groups to help inform their planning processes and implementation of new services. A rural transit agency that was present mentioned that they did not have trouble promoting their service to seniors and individuals with disabilities but had the reverse problem: the general public thought their service was only for individuals with disabilities and seniors.



When discussing what transportation coordination would look like, the providers reported that easily accessible information and referral between providers is important. A one-call/one-click center for information could be helpful, but, if the center does not have access to eligibility requirements, it would be another dead-end for transportation users. When changes happen to people, such as acquiring a disability or losing a driver's license, all of a sudden they need public transportation and do not know where to access information, even when transit agencies advertise their service. The providers mentioned that individuals do not pay attention to services that are promoted until they find themselves in need

of that service. Continual public education needs to take place, providing information at all levels.

In terms of crossing geographic transportation boundaries, providers also noted the Des Moines metro as a frequent destination for outlying rural communities. Individuals want to come into Des Moines from other towns, but they do not know the city bus system and are afraid to use it. The group identified a need for more volunteers in the area that can provide travel training on the whole transportation system.



Individuals in the group also mentioned the problem of nursing facility residents driving themselves to the hospital or medical appointments when there are no other transportation options. The nursing facility often does not know where they are when this happens, and an ambulance is not a viable option for these individuals due to cost. Non-emergency transportation that provides service 24 hours a day is needed to help resolve the issue of accessing affordable transportation for non-emergency but urgent trips.

When speaking about logistical coordination and additional capacity, the providers mentioned that there are a large number of church groups with vans that could be used to help transport individuals that fall within geographic and eligibility gaps. However, volunteer driver training, coordination between churches, centralized dispatching, and liability of volunteers and churches came up as barriers that would need to be overcome before becoming a viable option. In terms of agencies sharing vehicles or placing riders on another agency's vehicle, liability and funding restrictions both came up as concerns. As an example, what if an

agency that is transporting clients other than those who they are authorized for gets into an accident? Who is liable? What about funding restrictions that only allow agencies to transport a specific population for a specific purpose?

The transit and transportation provider focus group primarily focused on the need for an easily accessible information and referral network to help improve coordination in Central Iowa. This would help clients navigate the transportation system more effectively and better understand their options. Additionally, the community already has access to a great amount of resources via area churches; it would be beneficial to involve these groups in the effort to coordinate transportation. Some of the questions included how to merge funding sources, liability concerns, and driver training. One public transit agency offered a potential solution for driver training by offering access to their driver training program for use by volunteer driving groups, with the option to be funded by the Iowa Department of Transportation.

Transit Advisory Group

The focus group for the Transportation Advisory Group included an engaging discussion about best practices, ideas for improvement, and challenges. When asked what transportation coordination looked like, a representative from a refugee agency said that it is “Someone working real hard to make sure we can get someone anywhere, anytime on any service.” Individuals mentioned that this is an ideal that is often hard to achieve because there are real and perceived regulatory barriers.

As an example, there was an agency represented at the meeting that served consumers with intellectual and developmental disabilities. This agency had a transportation service that would take clients from their homes to the facility for day vocational programs and back home again in the afternoon. The refugee agency pointed out that he sees that agency’s vehicles pull up to the same places that his vehicles do and often both vehicles are nearly empty. Both agencies would like to coordinate to get their clients on vehicles that aren’t being used effectively; however their funding requires that those vehicles and drivers be used to transport refugees and consumers going to vocational programs respectively.

A hot topic during this discussion was paying per trip instead of per vehicle. If the vehicles and drivers were funded through a specific funding source, then the answer may be to pay by the specific trip and then use a transportation service that could transport many different categories of clients. This model is used currently by the

Medicaid Transportation brokerage for the State. This led the providers to discuss the values and challenges of a central dispatch - one-call/one-click services - to coordinate trips for all agencies; this was also suggested to be a good way to overcome coordination barriers.

Many mediums were discussed for a one-call/one-click center, such as a website, a call center and dispatch, and a hard copy resource list. One of the technical advisory group members pointed out that if such a website was available, it would need to be created with accessibility in mind. Individuals with visual disabilities would need to be able to access the website just as anyone else would, this might mean extra planning in terms of labeling buttons and providing descriptive material that can be accessed by screen readers. A public transit agency shared some best practices from Story County describing the resource list brochure, which has been highly successful there. This resource list was created out of a partnership between human service agencies and transportation providers, and would be handed out at community centers and human service agencies around Story County.

Most of the individuals in the focus group reported that agencies felt that if they didn't have to be in the transportation business they wouldn't want to be. The biggest questions seems to be "who will step up and take responsibility for regional coordination"; and "who will influence agencies to be a part of that coordination?" Hours of service seem to be a problem with every group and agency in the region. One of the conceptual ideas for the region is to educate agencies that money for specific trips can follow the rider, the money does not have to go to the whole van so that vehicles can carry several riders using several different funding sources.

Some of the ideas/requests from the focus groups to make the transportation system better include: create a resource list like Story County for the Central Iowa area including a brochure and website, do not categorize funding, instead make it available to all groups, and have area service providers ask all customers if they need transportation assistance before an appointment is scheduled, or a job is secured, or a move is made.



Working Groups

The focus groups for providers included an engaging discussion about best practices, ideas for improvement, and challenges. Providers shared best practices from Story County describing the resource list brochure, (created out of a partnership between multiple human service and transit agencies) which has been highly successful there. A hot topic during the discussion was paying per trip instead of per vehicle. Which led the providers to discuss the values and challenges of a central dispatch (one-call/one-click possible services) to coordinate trips for all agencies; this was also suggested to be a good way to overcome coordination barriers.

Some of the ideas/requests from the focus groups to the make the transportation system better include: create a resource list like Story County for the Greater Central Iowa area including a brochure and website, do not categorize funding instead make it available to all groups, ask all customers if they need transportation assistance, and insurance concerns.

An open session at one TAG meeting worked with the 72 transportation coordination barriers and categorized the barriers into: A) simple barriers within one transportation agency; B) difficult barriers within one transportation agency; C) barriers across a couple of agencies; D) barriers more difficult across several agencies; E) barriers across the Central Iowa region; and F) barriers most difficult across the whole region. From that TAG session working with the 72 barriers, the list of barriers was refined and consolidated into a list of 60 barriers. Then, those 60 barriers were incorporated and combined into 42 barriers to be taken to the polling sessions at a senior center, a vocational day program for individuals with intellectual disabilities and to provider sessions to prioritize the 42 barriers into ranked barriers one through seven in the six categories A, B, C, D, E, and F as mentioned above.

For these public meetings, each participant had an electronic hand-device so that each participant “voted” multiple times for many small questions during the meeting – the audiences felt engaged. Second, the data capture during the meeting was statistically analyzed after the meetings, to find the surprises and insights-



-including correlations to demographic data--captured at the meeting. The meaningful data arises from the participants, not from any pre-determined format.

Kona facilitated public meetings in this new way - a way especially meaningful for the complex factors of public transportation coordination. This new-method for the public meetings served both to gather meaningful data and to educate the public about transportation coordination issues.

Surveys

Two surveys also were disseminated as part of the project: The Transportation User Survey and the Transportation Provider Survey. The surveys were disseminated to an email list of over 1,000 agencies and organizations in the region. Furthermore, the surveys were marketed on stakeholder websites, Facebook pages, and Twitter feeds. Notice of the Transportation User Survey also was distributed through the local transit agencies operating in the area. TAG members also distributed paper copies of the Transportation User Survey.

Transportation Provider Survey

As of September 27, 2013, 41 transportation providers had responded to the advertised survey. Thirty-three of the 41, divided equally, consisted of Private Non-Profit, State/Regional providers, or community volunteer organizations. Various other human service provider groups represented the remaining responses. Over half, 22 out of 41, reported utilizing agency vehicles under their ownership, while another 14 reported contracting with another transit provider to do some of their trips.

There was a wide array of supportive services provided by various agencies; mileage reimbursement, gas money/cards, or subsidized fare cards and bus passes. Later in the survey, 11 out of 18 (61 percent) providers indicate they provide transportation at no cost to their customer; however, that customer must be receiving additional services from that same provider to utilize their agency vehicle.

When asked why an agency would provide transportation services, eight out of 25 (32 percent) responded that transportation services are not provided when their customer needs assistance. Of those 25 respondents, seven said it was their core service to provide transportation assistance. In terms of looking into the future, only nine out of 24 (37 percent) declared they intend to grow their current transportation services. Of those same 24 respondents, seven report they would prefer not to provide transportation

services if there was a suitable cost-effective alternative. These numbers indicate that traditional transit services cannot reach all aspects of the community; creating the need for multiple filler services to close the gaps in service. However, only two providers out of 24 were willing to coordinate services, if it were cost effective.



When transit providers were asked about driver or staff training, 8 out of 23 indicate there is no training provided to their drivers. Of that same 23, 5 agencies provide some sort of internal training. When transit providers were brought into a focus group, training was discussed as an added cost to the agency and indicating a good training program required yearly updates and re-evaluation that smaller agencies just could not afford. The regional transit provider indicated they will be developing a training program that can easily be shared with smaller programs if needed. It was also discovered in this focus group that specialized training, such as seizure and epilepsy identification, can easily become incorporated into any training materials or programs.

Lastly, when asked if agency information could be circulated into a printable database, 46 percent of the respondents said they would not allow their information to be published. However, an interesting amount of respondents (57 percent) skipped this very question. Additional follow up will need to be done to determine reasoning for denying access to this vital information to be included in a final usable transportation resource listing.

Transportation User Survey

The Transportation User Survey was made available online and in paper form for all individuals to provide their responses. The survey was made available in from September 13, 2013 until October 7, 2013. There were 483 responses counted for the survey. Of those that responded, 355 self-identified as included in a particular demographic group. It should be noted that individuals were asked to self-identify and mark all categories that applied to them. As a result, it was possible for individuals to self-identify in more than one category; therefore, double counting of one person across categories may occur and percentages could add up to more than 100. The highest responding group represented in this study was seniors at 239 individuals. The next highest responding group were those that had physical disabilities at 120 individuals, followed by "Other" at 62 individuals, veterans at 49 individuals, developmental disabilities at 30 individuals, epilepsy at 26 individuals, and intellectual disabilities at 24 individuals. The following table offers the complete breakdown of individuals that responded to the survey.

CATEGORY	NO. RESPONSES
Senior	239
Physical disability	120
Other	62
Veteran	49
Developmental disability	30
Epilepsy	26
Intellectual disability	24
English as a second language	23
Homeless	17
Previously incarcerated	13
Refugee	10

When looking at the breakdown of the demographic question by target groups, trends begin to emerge. For instance, of those that identified as an individual with a physical disability, nearly half also identified as being a senior. Of those that identified as being a senior, 24.3 percent also identified as having a physical disability. Those with developmental disabilities were split with 50 percent

identifying as also having a physical disability and 43.3 percent identifying as having an intellectual disability. Individuals with intellectual disabilities also were split between physical disabilities and developmental disabilities at 50 and 54 percent, respectively. Individuals that identified as having either an intellectual or developmental disability also responded in the epilepsy category at 20 and 26 percent, respectively.

In terms of geographic representation, Polk County was well represented with the five highest zip codes falling within Des Moines and Ankeny. Story County had the second highest amount of respondents falling within the city of Ames. Overall, the survey had a good response from target groups, and the information provided paints a picture of the things that are currently working and areas in need of improvement.

For all respondents, the main source of transportation was a personal vehicle with 47.5 percent using that mode. The next highest form of transportation was a fixed-route service (CyRide or DART) at 18.1 percent, followed by “Driven by friend, family, or neighbor” at 6.6 percent, and “Walk/Run” at 4.6 percent.

When the transportation mode results are broken down by respondents that identified as seniors or persons with disabilities, the results vary based on the category represented. For 62 percent of seniors, a personal vehicle was used as their main source of transportation followed by DART or CyRide near 17 percent. Approximately 27 percent of individuals with physical disabilities – which also overlapped substantially with the senior category – had a personal vehicle as their main source of transportation. This was followed by closely by DART or CyRide at 21 percent, and “Driven by friend or family member” at 13.8 percent.

A friend or family member primarily drove individuals with developmental disabilities, with 25 percent responding that they used that mode as their main source of transportation. DART or CyRide followed this mode at 17.5 percent, and then Human Service Agency transportation at 7.5 percent. Individuals with intellectual disabilities mirrored those with developmental disabilities, with nearly 25 percent driven by a friend or family member and 20.6 percent using DART or CyRide. The only difference between the two was that individuals with intellectual disabilities used HIRTA as their third highest source of transportation at 13 percent.

When it came to financial assistance, 72 percent of all respondents answered that they did not receive any financial help with transportation. The next highest response was “Free Bus Tokens/ Passes/Tickets” at 13.1 percent, then “Waiver/Medicaid Funded

Transportation” at 9 percent. When responses to this question were broken down into senior and disability categories, individuals with physical disabilities and seniors responded that they did not receive financial assistance at 60.4 percent and 77.3 percent, respectively. However, individuals with intellectual disabilities and developmental disabilities mostly responded that they received Waiver/Medicaid funding at 56.5 and 48.3 percent, respectively.

When asked how easy transportation was to find on a scale from 1-5, with 1 being very easy and 5 being very difficult, 44.6 percent of the respondents thought transportation was very easy. This rating was followed by a 3 at 18.8 percent, and a 2 at 17 percent. However, when this question was broken down by the target categories, individuals with physical disabilities, intellectual disabilities, and developmental disabilities primarily responded with a number 3 or 4. Seniors overwhelmingly responded that transportation was very easy at 52 percent, followed by a 2 at 20.6 percent.

Public transit use also varies by respondent category. For overall respondents, 48.6 percent do not use public transit followed by those that use it daily at 26.7 percent. Senior response mirrors the overall response, with 60.5 percent not using public transit followed by those that use it daily at 17.5 percent. Individuals with physical disabilities and developmental disabilities mirror this response, however with smaller margins between responses, 44.7 percent and 41 percent do not use public transit, compared to 34 percent and 31 percent, respectively, that use it daily. Individuals with intellectual disabilities reverse that trend by primarily using public transit daily at 41.7 percent, and then not using it at all at 33.3 percent.

When respondents were asked what problems they had with transportation, 46.2 percent responded that they did not have any problems. If individuals did have problems with transportation, more responded that the bus/transportation service was not available when or where they needed it. When the question was broken down into target groups, 59.2 percent of seniors responded that they had no problems with transportation. Approximately 40 percent of individuals with physical disabilities claimed service was not available when they needed it, and individuals with developmental and intellectual disabilities responded that not having a driver’s license was their biggest problem with transportation at 44 percent and 42.9 percent, respectively.

Overall, 70 percent of individuals mentioned that they had no physical, mental, or social difficulties using transportation. Seniors mirrored the overall response, with 76.1 percent responding

that they had no physical, mental, or social difficulties with transportation. Thirty-five percent of respondents that identified as having a physical disability also mentioned that they had no difficulties; however, this was closely followed by “Problems getting into the vehicle” for both public transit vehicles and cars or taxis. Approximately 37 percent of individuals with developmental disabilities responded that they had issues communicating with other people or strangers, and 42.9 percent of individuals with intellectual disabilities reported social anxiety as an issue when using transportation.

When individuals were asked when they had transportation difficulties and to which destinations they had those difficulties, overall most respondents did not face any transportation difficulties at any time. If respondents did have difficulties, it was mostly with work and job training in the morning, afternoon, and evening. Work and job training was followed by grocery shopping in the evening and on the weekend. Finally, the third highest transportation difficulty was with “Other health related appointments” in the morning and afternoon and was closely followed by “in-town” medical appointments during the same times.



When broken down by target categories, individuals with physical disabilities mostly did not have any transportation difficulties at any time. If they did have difficulty, it was primarily socializing and meeting with friends in the evenings and on weekends. Seniors primarily responded that they did not have any transportation difficulties at any time. Individuals with developmental disabilities also had the highest responses that they did not have transportation difficulty at any time; however, the second highest response was for work or job training in the morning, afternoon,

and evening. Individuals with intellectual disabilities primarily responded that they had difficulties getting to work and job training in the morning, afternoon, and evening. This response was followed by not having transportation difficulties at any time.

When looking at income, 34.8 percent of the respondents made less than \$20,000 annually, followed by "Choose not to answer" at 13.3 percent and \$20,000 to \$29,999 at 11 percent. This shows that nearly half of the respondents that answered could qualify as lower income households. Looking at responses across the target categories, 36 percent answered that they made below \$20,000 annually with individuals, with developmental and intellectual disabilities primarily responding in that income category at 66 and 77 percent, respectively. For all respondents, it appears that survey answers represent the low-income demographic well.



Survey Analysis

Throughout the study, several observations can be made about the state of transportation in central Iowa and how it can differ substantially for different groups. For the transportation user survey, AARP sent out an email blast to approximately 10,000 of their members in the central Iowa area with the survey monkey link. As a result, the survey had a high representation of seniors in the overall study results. This is indicated by the similar responses between the overall summary and the senior summary. Therefore, it is useful to crosstab responses based upon the categories this study is targeting to get a sense of transportation difficulties for the other groups: individuals with physical disabilities, individuals with intellectual disabilities, and individuals with developmental disabilities.

One surprise finding that is reiterated throughout the survey results is that the seniors that responded to this survey primarily do not have many issues with transportation. Additionally, many seniors use a personal vehicle to get around, which most likely contributes to the answers that indicate that they do not have many problems with transportation. It was realized after results came in that it would have been useful to attribute an age range to the senior category. That way, one could know if it was primarily individuals 50 and over with personal vehicles or 65 and over with personal vehicles. However, it also should be noted that most respondents, seniors included, indicated that they did not receive any transportation assistance and that they made less than \$20,000 annually. Even when one owns a personal vehicle, transportation can be very expensive. This finding may indicate that there may be a need for additional marketing of transportation assistance to reach those that may need it.

When asked questions pertaining to barriers to accessing transportation, the change in responses was quite interesting. For seniors and individuals with physical disabilities, barriers primarily included physical access or geographic/chronological service availability. With individuals that had developmental or intellectual disabilities, the primary barriers were social, communication, and anxiety. Transportation to work and job training seemed to be an issue overall when there was one, and it also was as an issue for individuals with disabilities. When individuals with developmental and intellectual disabilities primarily rely on Medicaid funded transportation assistance, it makes sense that they have trouble accessing work and job training since Medicaid primarily funds transportation to health related appointments. Activities and socializing in the evening also seem to pose a problem for individuals with disabilities, primarily when public transit service is not as readily available in communities.

However, the most interesting responses came from the question that asked respondents to rate how easy or difficult it was to access transportation on a scale from 1-5. When looking at overall response and the response from seniors, transportation seems very easy in central Iowa. However, when looking at the question from the perspective of individuals with disabilities, transportation is much more difficult. Although this finding is not a surprise, it helps to bolster some of the findings that came out of the focus groups and polling. There are not a lot of options or, at the very least, affordable options for individuals with disabilities. It also is interesting to see the stark differences in the results from the survey and the focus groups with respect to seniors. In the focus groups, many individuals cited issues with transportation, whereas

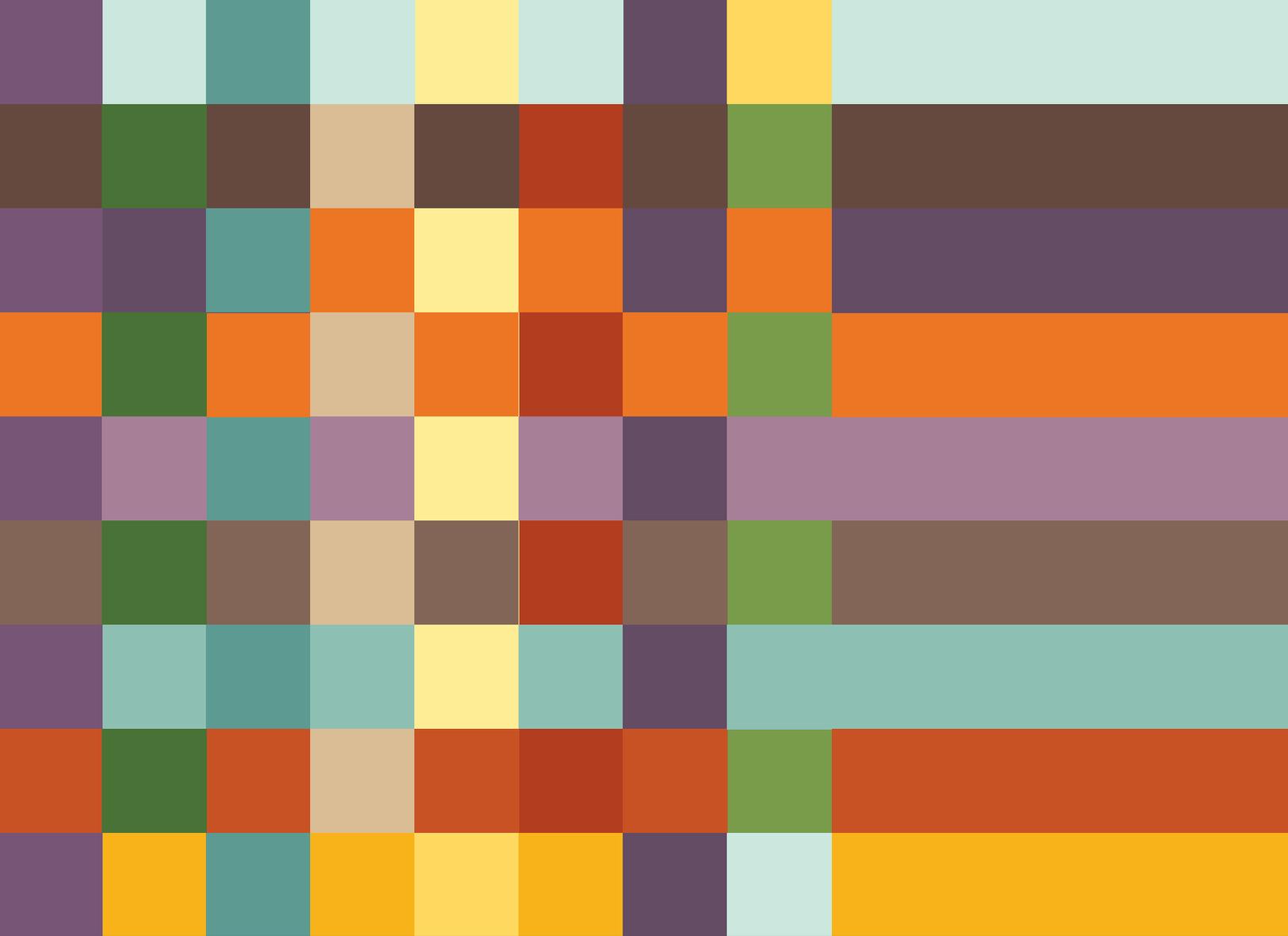
and often have to rely on informal transportation modes that can fall through or place pressure on family members to transport them. These results indicate that there is a gap in transportation access for individuals that have disabilities and that this gap poses fundamental quality of life issues for these population groups and their families.

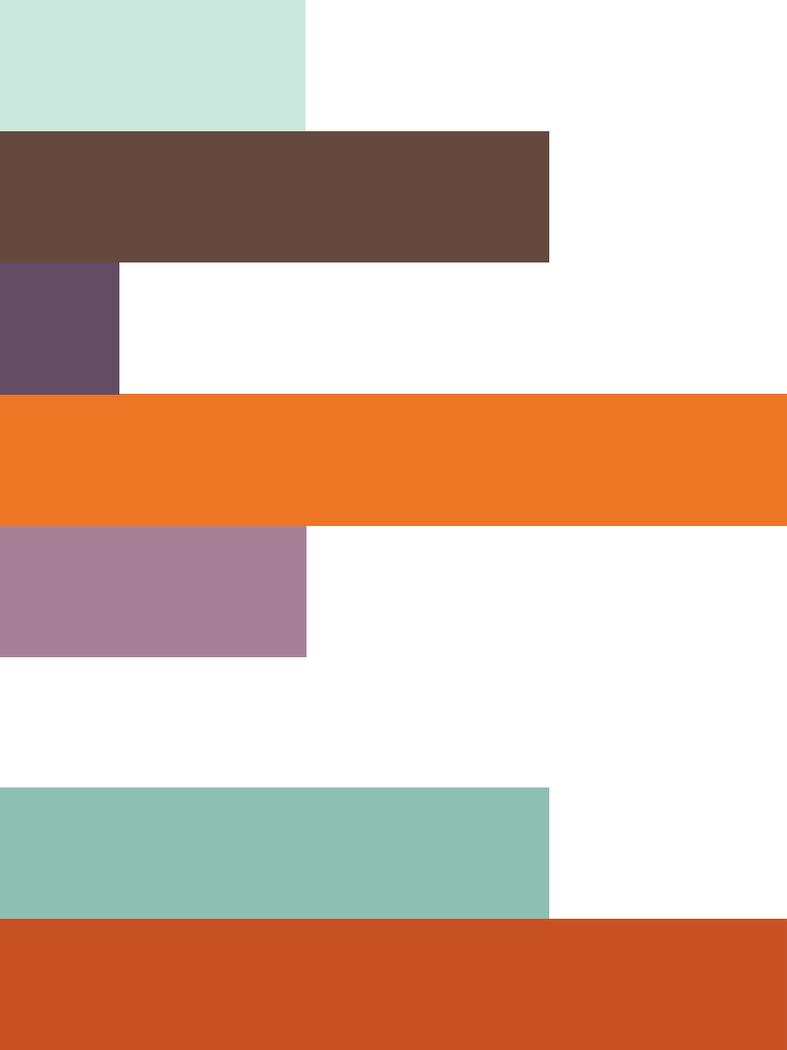
Mobility Matters Workshop

The TAG hosted the fifth annual Mobility Matters Workshop on May 17, 2013. The theme of the 2013 workshop was Crossing Borders. The workshop focused on a number of topics including:

- Discussion and introduction to area transportation providers. A panel discussion highlighted a few of the smaller transit agencies that act as filler programs to the larger systems. Attendees were able to interact and learn about the goals and testimonials of each agency, and how each entity can be utilized.
- Keynote speaker, Kay Fisk, Neighborhood Transportation Service in Cedar Rapids. Attendees were educated about making connections into the communities being served, and how those networks can improve your organization as a whole. Examples included re-building an organization after a devastating flood, and utilizing built connections to regain a community presence.
- Breakout workshop sessions included "Travel Scenarios" - allowing participants to engage with each other to guide a fictional client from Point A to Point B, utilizing multiple resources throughout the community and region.
- How to make mobility management a realization in central Iowa. Focusing on how mobility management has been utilized, and how these examples can be used to develop local objectives for mobility management in central Iowa;
- How to make tough connections between other counties, cities, and states with a focus on building partnerships to overcome actual and perceived "borders"; and,
- How to meet job/health care access needs by providing attendees with resources and strategies to solve transportation challenges.

The workshop included an opening keynote and panel discussion with an afternoon breakout session that focused on addressing transportation connectivity in central Iowa. The purpose of the workshop was to build stronger professional partnerships with other organizations, learning how to work together for the common cause of helping the same end client. The workshop will build upon the successes of past workshops and set a course for improved mobility in central Iowa.





5

**PRIORITIES +
STRATEGIES**

PRIORITIES + STRATEGIES

Priorities

The TAG considered feedback garnered from its numerous outreach efforts to determine its priorities. The following table outlines the prioritized passenger transportation needs.

RANK	NEED
1	Maintain and expand existing services
2	Get more low-income persons access to jobs at the hours they need them
3	More hours of service on weekends and weeknights
4	Develop more volunteer transportation systems in central Iowa
5	More marketing/education of transportation information and for making information easier to access
6	Better service multi-purpose trips
7	More training on how to use the bus system
8	Trips to essential services, particularly trips to medical appointments in Des Moines and Iowa City, as well as access to food and groceries
9	Make passenger transportation more affordable
10	Increase the availability of transit, i.e., ensuring sidewalks to bus stops are in good condition
11	Continue to study rapid transit alternatives
12	Coordination of land use and transportation decisions in the planning and development process of local governments

Strategies

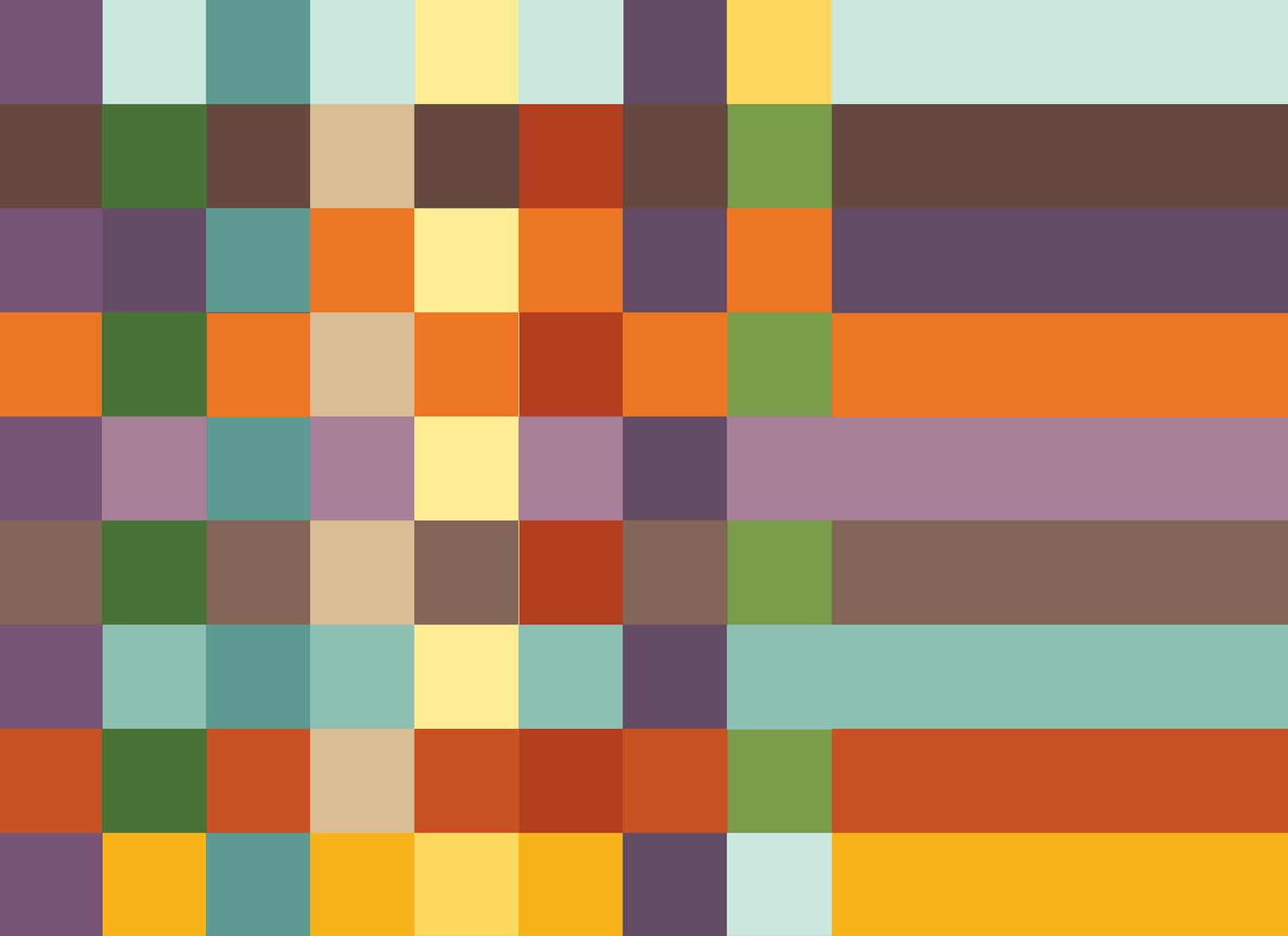
The TAG believes that volunteer programs could be a low-cost solution to help provide service in areas and at times when public transit agencies do not operate. Starting in FY 2014, the TAG is working with selected organizations, such as senior citizen-based agencies and neighborhood associations, to begin pilot projects. The TAG also is working with existing volunteer services to determine any opportunities for expanding these services. The TAG also recommends providing medical transportation service from Des Moines to the University of Iowa Hospitals and Clinics in Iowa City. This service could be provided by either adding a stop in Des Moines to HIRTA's existing Ames-Iowa City service or, if that is not a feasible option, by beginning a new service.

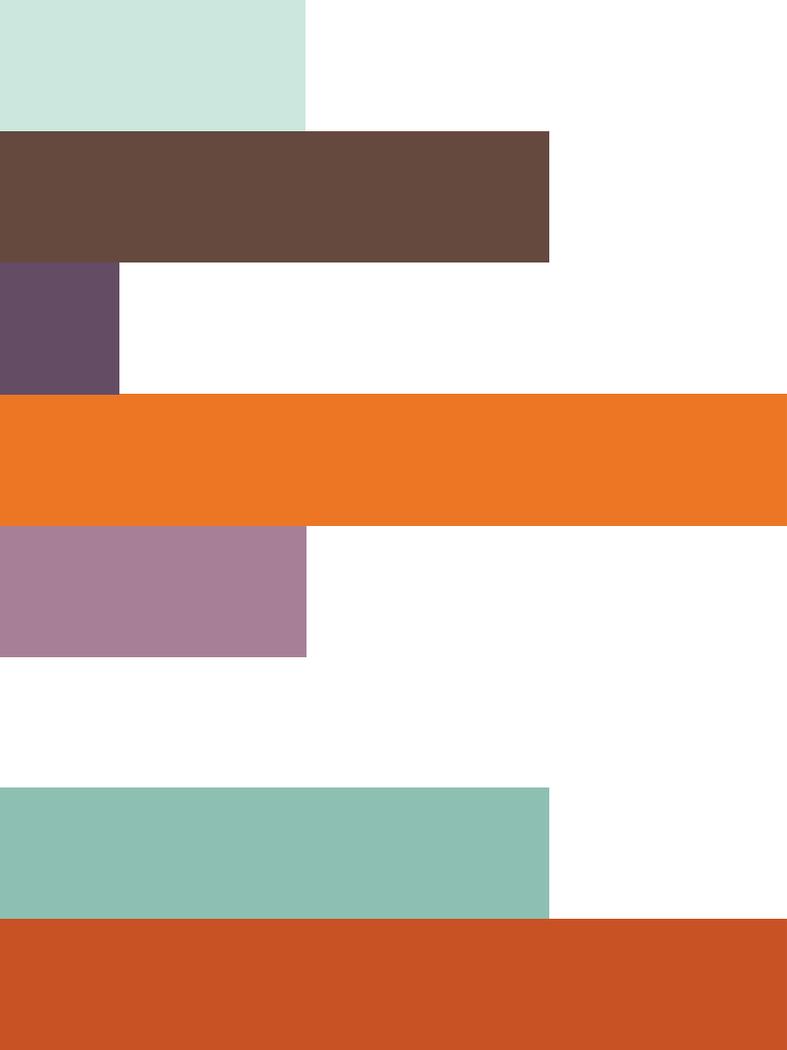
Projects Recommended for Funding

AGENCY	DESCRIPTION	TYPE	ESTIMATED COST (\$000s)	ESTIMATED YEAR	RECOMMENDED FUNDING SOURCE
TAG	One Click One Call service	Coordination	Unknown	Unknown	Unknown
TAG	Mobility Matters Workshop	Planning	6	2013-2016	STA coordination, local funds
TAG	Volunteer services	Planning and Operation	Unknown	2012-2015	Unknown
TAG	Night service	Operation	Unknown	Unknown	Unknown
TAG	Bus training	Coordination	Unknown	Unknown	Unknown
TAG	Recovery program for unemployed persons	Operation	Unknown	Unknown	Unknown
TAG	Coordinated medical appointments	Coordination	Unknown	Unknown	Unknown
TAG	Des Moines-Iowa City medical transportation	Operation	Unknown	2012-2015	Medicaid
TAG	Implementation of Mobility Management Action Plan	Planning	Unknown	2012-2015	Unknown

5310 Funded Projects

AGENCY	DESCRIPTION	FUNDING AMOUNT	ISSUE/STRATEGY ADDRESSED
DART	Two 176" buses	\$50,000	Need to maintain and expand existing services
DART	Six 176" buses	\$50,000	Need to maintain and expand existing services
DART	Four 176" buses	\$50,000	Need to maintain and expand existing services
DART	Subcontracted paratransit operations	\$184,353	Need for trips to essential services
DART	Continue new services: Sunday service	\$148,000	Need for more hours of service on weekends and weeknights
HIRTA	Administration/operation/maintenance	\$510,381	Need to maintain and expand existing services





6



FUNDING

FUNDING

Public transportation providers such as DART and HIRTA receive funding from a variety of sources, including federal, state, and local governments; contracts with human service agencies and local companies; tax revenue; advertising revenue; and, passenger fare revenue.

Federal and State Funding Sources

Federal and state funding account for the majority of all capital purchases and, as a result, is critical to success. General funding sources available to DART and HIRTA include:

Metropolitan Planning Program (Section 5303): FTA provides funding for this program to the state based on its urbanized area populations. The funds are dedicated to support transportation planning projects in urbanized areas with more than 50,000 residents.

Urbanized Area Formula Program (Section 5307): FTA provides transit operating, planning, and capital assistance funds directly to local recipients in urbanized areas with populations between 50,000 and 200,000, based on population and density figures, plus transit performance factors for larger areas. Local recipients, for whom projects are programmed by the Des Moines Area MPO, must apply directly to the FTA.

Capital Investment Program (Section 5309): The transit discretionary program provides Federal assistance for major capital needs, such as fleet replacement and construction of transit facilities. All transit systems in the state are eligible for this program. In recent years, Congress has earmarked all of these funds for specific projects or geographic regions.

Special Needs Program (Section 5310): Funding is provided through this program to increase the mobility for the elderly and persons with disabilities. Part of the funding is administered along with the Non-Urbanized funding; another part is allocated among urbanized transit systems.

Non-Urbanized Area Formula Program (Section 5311): This program provides capital and operating assistance for rural and small urban transit systems. Fifteen percent of these funds are allocated to Intercity Bus projects. A portion of the funding also is allocated to support rural transit planning.

Rural Transit Assistance Program (RTAP - Section 5311(h)): This funding is used for statewide training events and to support transit funding fellowships for regional and small urban transit staff or planners.

Statewide Transportation Planning Program (Section 5304): These funds come to the state based on population and are used to support transportation planning projects in non-urbanized areas.

State Transit Assistance (STA): All public transit systems are eligible for funding. 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.

Iowa Clean Air Attainment Program (ICAAP): The ICAAP program funds projects that are intended to maximize emission reductions through traffic flow improvements, reduced vehicle miles of travel, and reduced single occupancy vehicle trips. Transit projects can be submitted for ICAAP funds, but these requests must be related to congestion reduction and air quality improvements.

Surface Transportation Program (STP): Surface Transportation Program funds are allocated to cities and transit agencies through the MPO. These funds can be used for projects that are normally eligible for highway funding or transit funding. Traditionally, these funds have been used to support highway projects, but the Des Moines Area MPO annually allocates 5-15 percent of its total funds (estimated \$10-\$12 million) towards alternative transportation projects. Currently, the Central Iowa Regional Transportation Alliance does not provide any STP funding to HIRTA.



Non-DOT Funding Sources

Dedicated Transit Levy: Municipalities can support transit through a variety of taxing mechanisms, including property tax levies, general fund levies, hotel/motel taxes, and sales taxes. The Code of Iowa authorizes municipalities to establish a transit levy dedicated to support public transit up to the maximum amount of \$0.95 per \$1000 dollars of valuation. With the creation of DART, Polk County established a county-wide taxing district to receive its transit levy. Municipalities and counties adjacent to Polk County also may elect to join the taxing district.

Other Local Funds: Transit agencies receive other funding, particularly local funding, in a variety of ways, including fare revenue from passengers, revenue through contracts with other agencies, and other sources (such as advertising, interest income, sale of vehicles and equipment, etc.). Both DART and HIRTA receive funding for transit operations from human service agencies, local governments, and private corporations. The agencies that both DART and HIRTA contract with provide funding to DART and HIRTA for those services. Both DART and HIRTA also receive waiver funding from state agencies to support certain trips, such as Medicaid funded medical trips.

Easter Seals Project ACTION: Easter Seals Project ACTION is a partnership between Easter Seals, Inc., and the Federal Transit Administration that provides technical assistance to help agencies improve their service for seniors and individuals with disabilities.



US Department of Transportation Federal Transit Administration: The US DOT provides a number of competitive grant opportunities, including TIGER grants, New Starts, and Small Starts. These programs have the potential to improve passenger transportation in central Iowa. However, these are competitive programs, and there is no guarantee of receiving these funds.

United Way: United Way advances the common good by creating opportunities for a better life for all. The organization focuses on education, income, and health, and works to help connect those in need to transportation resources in order to improve their lives.

Medicaid: Medicaid supports non-emergency medical transportation trips through a brokerage system with TMS Management Group. TMS works to fulfill eligible clients' requests for service to any covered destination.

Homeland Security: The Department of Homeland Security, through the Federal Emergency Management Agency, provides a number of grants related to transportation, including in the categories of preparedness to enhance the capacity of responders to prevent, respond to, and recover from incidents; pre-disaster mitigation; and, hazard mitigation.

Older Americans Act: In January 2003, the Administration on Aging (AoA) entered into a memorandum of understanding with the Federal Transit Administration. Consequently, AoA now is a key partner in promoting the coordination of transportation across programs and agencies. Older Americans Act grantees have the option to use Title III B funds to meet the match requirements for programs administered by the Federal Transit Administration. As a result, the Aging Network has additional opportunities to better meet local transportation needs and further the goals of United We Ride, including providing more rides for less, facilitating access to services, and improving customer satisfaction.

Head Start: The Head Start Act requires that each Head Start Agency provide transportation to assist families with children in the program. The Act provides funding for the program and requires agencies to "make reasonable attempts" to coordinate with other human service providers to improve transportation services for children.

Forecasted Funding

The following tables include the anticipated funding available for DART and HIRTA over the next five years. These estimates indicate that central Iowa will have approximately \$165.2 million to spend on passenger transportation from FFY 2014 to 2019.

DART Funding Sources - FY 2014 to 2019 Projects

FEDERAL-AID FUNDING SOURCE	2014	2015	2016	2017	2018
5307 Formula Funds	\$6,220,650	\$5,994,708	\$6,504,368	\$4,979,741	\$5,924,867
STA	\$1,266,250	\$1,316,900	\$1,369,576	\$1,424,359	\$1,344,271
STP Funds	\$900,000	\$950,000	\$900,000	\$900,000	\$900,000
FTA 5310/11	\$386,000	\$335,000	\$335,600	\$336,012	\$348,153
FTA 5339	\$3,659,050	\$5,196,968	\$4,462,500	\$3,544,370	\$4,215,722
CMAQ/ICAAP	\$400,000	\$1,294,080	\$0	\$0	\$0
5309 Discretionary	\$20,000,000	\$0	\$0	\$0	\$0
PTIG	\$950,000	\$200,000	\$0	\$0	\$0
Local Match	\$11,878,550	\$6,089,131	\$5,354,427	\$5,285,366	\$7,151,869
	\$45,660,500	\$21,376,787	\$18,926,471	\$16,469,848	\$19,884,882

Source: MPO's Transportation Improvement Program

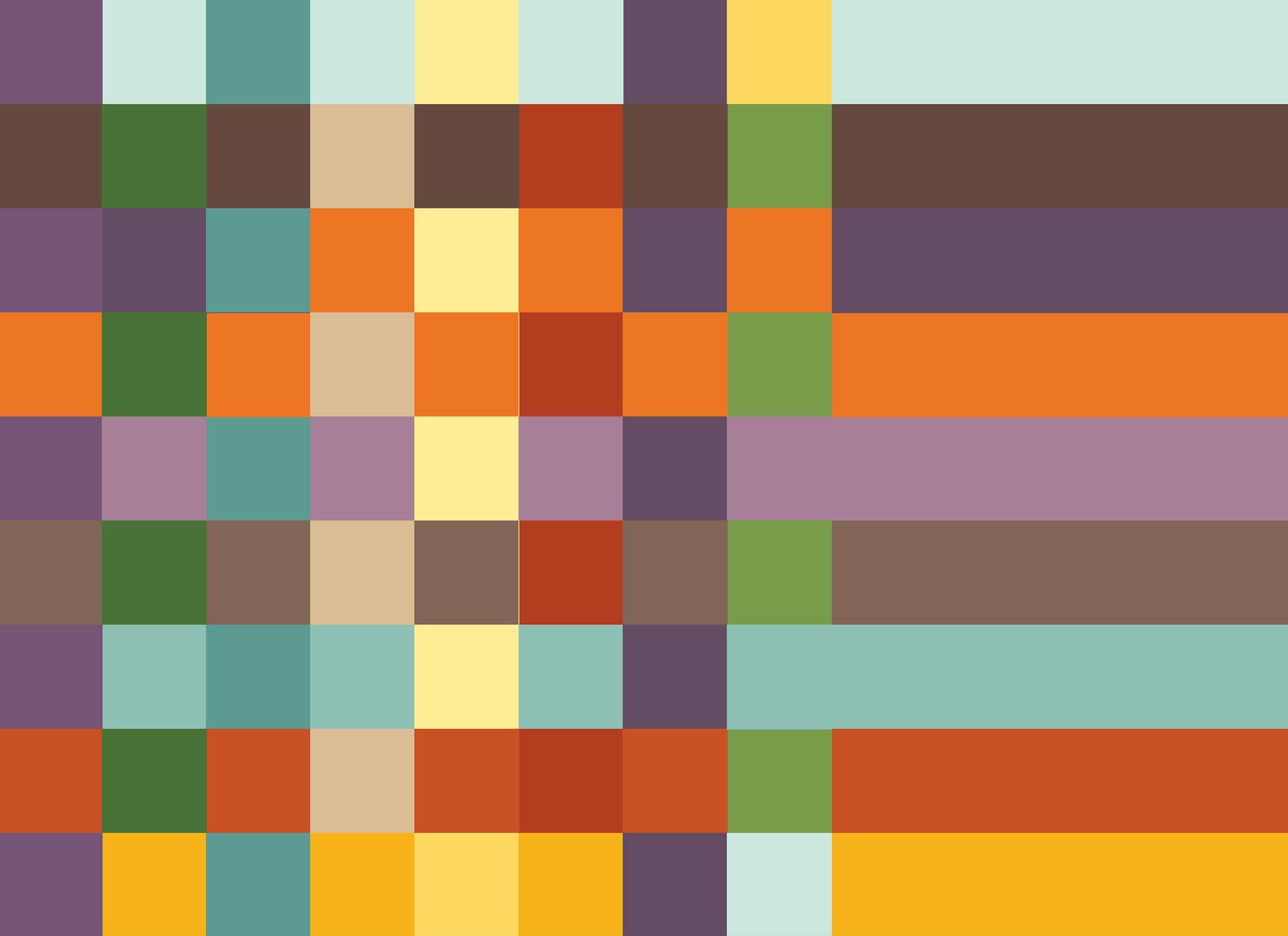
HIRTA Funding Sources - FY 2014 to 2019 Projects

FEDERAL-AID FUNDING SOURCE	2014	2015	2016	2017	2018
STA	\$505,709	\$505,709	\$505,709	\$505,709	\$505,709
FTA 5310/11	\$1,030,401	\$1,030,401	\$1,030,401	\$1,030,401	\$1,030,401
FTA 5316	\$35,958	\$35,958	\$0	\$0	\$0
FTA 5339	\$532,525	\$758,530	\$432,057	\$382,740	\$382,740
Local Match	\$1,804,851	\$1,846,092	\$1,788,041	\$1,775,146	\$1,803,533
	\$3,909,444	\$4,176,690	\$3,756,208	\$3,693,996	\$3,722,383

Source: CIRTPA's Transportation Improvement Program

2019	TOTAL
\$5,924,867	\$35,549,201
\$1,344,271	\$8,065,628
\$900,000	\$5,450,000
\$348,153	\$2,088,918
\$4,215,722	\$25,294,332
\$0	\$1,694,080
\$0	\$20,000,000
\$0	\$1,150,000
\$7,151,869	\$42,911,211
\$19,884,882	\$142,203,370

2019	TOTAL
\$505,709	\$3,034,254
\$1,030,401	\$6,182,406
\$0	\$71,916
\$382,740	\$2,871,332
\$1,803,533	\$10,821,196
\$3,722,383	\$22,981,104





**APPENDIX A:
MEETING
MINUTES**

MEETING NOTES

DES MOINES AREA METROPOLITAN PLANNING ORGANIZATION (MPO) TRANSPORTATION ADVISORY GROUP (TAG)

January 10, 2013
1:00 p.m.

MPO Burnham Meeting Room
Des Moines, Iowa

The MPO Transportation Advisory Group (TAG) met on January 10, 2013, at 1:00 p.m., in the Des Moines Area MPO's Meeting Room, Des Moines, IA.

Attendees Present:

Barb Andersen, Transportation Management Association
Loren Bawn, Iowa Bureau of Refugee Services
Janet Beaman, Iowa Department of Public Health
Chet Bor, Des Moines Area Regional Transit Authority
Julia Castillo, Heart of Iowa Regional Transit Agency
Kervin Collier, Central Iowa Shelter and Services
Margaret DeSio, Aging Resources of Central Iowa
Tony Filippini, Des Moines Area Regional Transit Authority
Jeremy Johnson-Miller, Heart of Iowa Regional Transit Agency
Linda Kelly, Nimbleocity
Corinne Lambert, United Way of Central Iowa
Erica Leath, AmeriCorps/VISTA
Carmen Murillo, West Des Moines Human Services
Georgia Parkey, Des Moines Area Regional Transit Authority
Tim Schoh, American Red Cross
Mary Schmidt, Lutheran Service in Iowa
Andrew Stanford, AmeriCorps/VISTA
Frank Strong, Central Iowa Center for Independent Living
Jim Wilkie, Link Associates

MPO Staff Present:

Zach Young, Associate Transportation Planner

1. Call to Order

Chair Julia Castillo called the TAG meeting to order at 1:02 p.m.

2. Introductions

3. Approval of Agenda

Attendees approved the January 10, 2013 meeting agenda, as presented.

4. Approval of Meeting Notes

Attendees approved the November 8, 2012 meeting minutes, as presented.

5. *Mobility Matters 5 Workshop*

Jeremy Johnson-Miller provided an update on the planning process for the *Mobility Matters 5 Workshop*. Discussion ensued regarding the conference planning.

6. Passenger Transportation Plan Update

Staff updated the committee on the FY 2014 Passenger Transportation Plan Update. Discussion ensued regarding the priorities of the plan.

7. Mobility Coordinators Report

The mobility coordinators provided a report to the committee on their activities in December 2012.

8. Subcommittee Update

There were no subcommittee updates.

9. General MPO Update

Staff provided a brief update on the activities occurring at the MPO.

10. Other Items of Interest

11. Next Meeting Date

The next TAG meeting will be held on February 14, 2013, at 1:00 pm at the MPO office.

12. Adjournment

The TAG adjourned at 2:04 pm.

MEETING NOTES

DES MOINES AREA METROPOLITAN PLANNING ORGANIZATION (MPO) TRANSPORTATION ADVISORY GROUP (TAG)

February 14, 2013
1:00 p.m.

MPO Burnham Meeting Room
Des Moines, Iowa

The MPO Transportation Advisory Group (TAG) met on February 14, 2013, at 1:00 p.m., in the Des Moines Area MPO's Meeting Room, Des Moines, IA.

Attendees Present:

Barb Andersen, Transportation Management Association
Loren Bawn, Iowa Bureau of Refugee Services
Janet Beaman, Iowa Department of Public Health
Kervin Collier, Central Iowa Shelter and Services
Tony Filippini, Des Moines Area Regional Transit Authority
Jeremy Johnson-Miller, Heart of Iowa Regional Transit Agency
Corinne Lambert, United Way of Central Iowa
Erica Leath, AmeriCorps/VISTA
Jamie Nagel, Iowa Commission on Volunteer Services
Jennifer Roberts, Polk County Mobility Coordinator
Mary Schmidt, Lutheran Service in Iowa
Andrew Stanford, AmeriCorps/VISTA
Frank Strong, Central Iowa Center for Independent Living
Jim Wilkie, Link Associates

MPO Staff Present:

Nathan Goldberg, Senior Transportation Planner
Zach Young, Associate Transportation Planner

1. Call to Order

Vice Chair Jim Wilkie called the TAG meeting to order at 1:02 p.m.

2. Introductions

3. Approval of Agenda

Attendees approved the February 14, 2013 meeting agenda, as presented.

4. Approval of Meeting Notes

Attendees approved the January 10, 2012 meeting minutes, as presented.

5. *Mobility Matters 5 Workshop*

Jeremy Johnson-Miller provided an update on the planning process for the *Mobility Matters 5 Workshop*. Mr. Johnson-Miller noted that HIRTA received the grant from the Iowa DOT to fund the workshop. Mr. Johnson-Miller also noted that Route Match provided some matching funds.

Kervin Collier provided an overview of the online registration system for the workshop. Mr. Collier noted that he would be sending out an email invite with a link to the registration and encouraged TAG member to forward the link to other interested parties.

Discussion ensued concerning the logistics of the online registration website and elements that could be added to improve it.

Mary Schmidt noted that in the past there have been issues concerning the food service and not having enough servers. Ms. Schmidt noted that it would be good to have a committee with the task of making sure that the catering runs efficiently. The TAG committee agreed that this was a good idea and nominated Ms. Schmidt to chair the committee.

Mr. Johnson-Miller discussed the planning for the scenario session and reviewed the submitted scenarios for the group to discuss. Mr. Johnson-Miller question whether the scenarios should be open ended and the TAG committee agreed that the open ended scenarios were better suited to the format of the workshop. Loren Bawn agreed to send in some additional scenarios regarding employment issues.

6. *Mobility Coordinators Report*

Jennifer Roberts provided a report on her activities since accepting the Polk County Mobility Coordinator role. Ms. Roberts noted that she participated in a travel training workshop in Milwaukee, Wisconsin. Ms. Roberts briefly shared some information she learned called “Framework for Action” and agreed to present in more detail at a future TAG meeting.

Ms. Roberts also discussed a possible grant opportunity though Easter Seals called *Transit Planning for All*. Ms. Roberts noted that this grant focuses on coordinating transportation for seniors and people with disabilities. The 4A subcommittee agreed to discuss the grant in more detail.

Mr. Johnson-Miller provided an update on his activities since the last TAG meeting in January. Mr. Johnson-Miller noted that he met with Broadlawns to discuss continue transportation for IowaCares clients.

Discussion ensued regarding the challenges with the IowaCares program.

Mr. Johnson-Miller noted that the Warren County TAG committee has secured a grant from the Iowa DOT to expand transit operating hours.

7. Subcommittee Update

Subcommittees provided updates to the TAG committee.

8. General MPO Update

Staff provided a brief update on the activities occurring at the MPO.

9. Other Items of Interest

10. Next Meeting Date

The next TAG meeting will be held on March 14, 2013, at 1:00 pm at the MPO office.

11. Adjournment

The TAG adjourned at 2:05 pm.

MEETING NOTES

DES MOINES AREA METROPOLITAN PLANNING ORGANIZATION (MPO) TRANSPORTATION ADVISORY GROUP (TAG)

March 14, 2013
1:00 p.m.

MPO Burnham Meeting Room
Des Moines, Iowa

The MPO Transportation Advisory Group (TAG) met on March 14, 2013, at 1:00 p.m., in the Des Moines Area MPO's Meeting Room, Des Moines, IA.

Attendees Present:

Barb Andersen, Transportation Management Association
Janet Beaman, Iowa Department of Public Health
Jeremy Johnson-Miller, Heart of Iowa Regional Transit Agency
Linda Kelly, Nimbleocity
Jennifer Roberts, Polk County Mobility Coordinator
Jim Wilkie, Link Associates

MPO Staff Present:

Zach Young, Associate Transportation Planner

1. Call to Order

Vice Chair Jim Wilkie called the TAG meeting to order at 1:02 p.m.

2. Introductions

3. Approval of Agenda

Attendees approved the March 14, 2013 meeting agenda, as presented.

4. Approval of Meeting Notes

Attendees approved the February 14, 2012 meeting minutes, as presented.

5. Framework for Action

Jennifer Roberts provided a presentation on the Federal Transit Administration Framework for Action.

6. Mobility Matters 5 Workshop

Jeremy Johnson-Miller provided an update on progress being made toward the planning of the Mobility Matters 5 Workshop. Mr. Johnson-Miller noted that currently 50 people have registered for the event. Mr. Johnson-Miller noted that he is still working on the catering.

Staff asked if a formal program has been developed. Mr. Johnson-Miller noted that the program is available on the registration website and will consist of an opening plenary, a keynote, and travel scenarios in the afternoon.

Vice Chair Wilkie questioned if the sound system has been addressed. Mr. Johnson-Miller noted that Frank Strong has volunteered his sound system. Staff noted that it might be a good idea to do a trial run of the system at the venue prior to the event to make sure it will work. Mr. Johnson-Miller agreed that this was a good idea.

Discussion ensued concerning sending out a reminder along with the program to encourage more registration.

7. FFY 2014 Passenger Transportation Plan

Staff updated the committee on progress being made toward developing the FY 2014 update to the Passenger Transportation Plan (PTP). Discussion ensued concerning the list of priorities in the PTP.

8. Mobility Coordinators Report

The Mobility Coordinators provided an update on their work since the February committee meeting.

9. Subcommittee Update

Subcommittees provided updates to the TAG committee.

10. General MPO Update

Staff provided a brief update on the activities occurring at the MPO.

11. Other Items of Interest

12. Next Meeting Date

The next TAG meeting will be held on March 14, 2013, at 1:00 pm at the MPO office.

13. Adjournment

The TAG adjourned at 2:00 pm.

MEETING NOTES

DES MOINES AREA METROPOLITAN PLANNING ORGANIZATION (MPO) TRANSPORTATION ADVISORY GROUP (TAG)

April 11, 2013
1:00 p.m.

MPO Burnham Meeting Room
Des Moines, Iowa

The MPO Transportation Advisory Group (TAG) met on April 11, 2013, at 1:00 p.m., in the Des Moines Area MPO's Meeting Room, Des Moines, IA.

Attendees Present:

Kervin Collier, Central Iowa Shelter and Services
Margret DiSio, Aging Resources of Central Iowa
Carmen Murillo, West Des Moines Human Services
Jennifer Roberts, Polk County Mobility Coordinator
Mary Schmidt, Citizen Advisor
Jim Wilkie, Link Associates

MPO Staff Present:

Zach Young, Associate Transportation Planner

1. Call to Order

Vice Chair Jim Wilkie called the TAG meeting to order at 1:02 p.m.

2. Introductions

3. Approval of Agenda

Attendees approved the April 11, 2013 meeting agenda, as presented.

4. Approval of Meeting Notes

Attendees approved the March 14, 2012 meeting minutes, as presented.

5. *Mobility Matters 5 Workshop*

Jennifer Roberts updated the group on the planning of the Mobility Matters 5 workshop. Discussion ensued regarding volunteer and facilitators for the event.

Ms. Roberts noted that currently there are 66 people signed up for the event.

6. FFY 2014 Passenger Transportation Plan

Staff updated the committee on progress being made toward developing the FY 2014 update to the Passenger Transportation Plan (PTP). Discussion ensued concerning the list of priorities in the PTP.

7. Mobility Coordinators Report

The Mobility Coordinators provided an update on their work since the March committee meeting.

8. Subcommittee Update

Subcommittees provided updates to the TAG committee.

9. General MPO Update

Staff provided a brief update on the activities occurring at the MPO.

10. Other Items of Interest

11. Next Meeting Date

The next TAG meeting will be held on May 9, 2013, at 1:00 pm at the MPO office.

12. Adjournment

The TAG adjourned at 2:00 pm.

MEETING NOTES

DES MOINES AREA METROPOLITAN PLANNING ORGANIZATION (MPO) TRANSPORTATION ADVISORY GROUP (TAG)

May 9, 2013
1:00 p.m.

MPO Burnham Meeting Room
Des Moines, Iowa

The MPO Transportation Advisory Group (TAG) met on May 9, 2013, at 1:00 p.m., in the Des Moines Area MPO's Meeting Room, Des Moines, IA.

Attendees Present:

Barb Anderson, Downtown Community Alliance
Loren Bawn, Refugee Services
Janet Beaman, Iowa Department of Public Health
Kervin Collier, Central Iowa Shelter and Services
Betty Devine, Polk County Community
Jeremy Johnson-Miller, Heart of Iowa Regional Transportation Agency
Carmen Murillo, West Des Moines Human Services
Georgia Parkey, Des Moines Area Regional Transit Authority
Jennifer Roberts, Polk County Mobility Coordinator
Andrew Stanford, AmeriCorps/VISTA
Jim Wilkie, Link Associates

MPO Staff Present:

Nathan Goldberg, Senior Transportation Planner

1. Call to Order

Vice Chair Jim Wilkie called the TAG meeting to order at 1:02 p.m.

2. Introductions

3. Approval of Agenda

Attendees approved the May 9, 2013 meeting agenda, as presented.

4. Approval of Meeting Notes

Attendees approved the April 11, 2012 meeting minutes, as presented.

5. *Mobility Matters 5 Workshop*

Report and discussion on planning for the Mobility Matters 5 workshop.

6. TAG involvement in RAGBRAI

Report and discussion regarding possible TAG involvement in RAGBRAI.

7. Mobility Coordinators Report

The Mobility Coordinators provided an update on their work since the April committee meeting.

8. Subcommittee Update

Subcommittees provided updates to the TAG committee.

9. General MPO Update

Staff provided a brief update on the activities occurring at the MPO.

10. Other Items of Interest

11. Next Meeting Date

The next TAG meeting will be held on June 13, 2013, at 1:00 pm at the MPO office.

12. Adjournment

The TAG adjourned at 2:00 pm.

MEETING NOTES

DES MOINES AREA METROPOLITAN PLANNING ORGANIZATION (MPO) TRANSPORTATION ADVISORY GROUP (TAG)

June 13, 2013
1:00 p.m.

MPO Burnham Meeting Room
Des Moines, Iowa

The MPO Transportation Advisory Group (TAG) met on June 13, 2013, at 1:00 p.m., in the Des Moines Area MPO's Meeting Room, Des Moines, IA.

Attendees Present:

Barb Anderson, Downtown Community Alliance
Loren Bawn, Refugee Services
Kervin Collier, Central Iowa Shelter and Services
Jeremy Johnson-Miller, Heart of Iowa Regional Transportation Agency
Carmen Murillo, West Des Moines Human Services
Jennifer Roberts, Polk County Mobility Coordinator
Tim Schoh, American Red Cross
Andrew Stanford, AmeriCorps/VISTA

MPO Staff Present:

Nathan Goldberg, Senior Transportation Planner
Zach Young, Senior Transportation Planner

1. Call to Order

Staff called the TAG meeting to order at 1:02 p.m.

2. Introductions

Participants introduced themselves.

3. Approval of Agenda

Attendees approved the June 13, 2013 meeting agenda, as presented.

4. Approval of Meeting Notes

Attendees approved the May 9, 2013 meeting minutes, as presented.

5. *Donate A Ride*

Kervin Collier provided a presentation on the Donate A Ride program that is being implemented successfully in Canada.

6. Transit Planning for All Grant

Report and discussion regarding the Transit Planning for All Grant that the TAG received through the Community Transportation Association of America.

7. Mobility Matters 5 Workshop Recap

Jeremy Johnson-Miller provided an overview of the fifth annual Mobility Matters Workshop.

8. Mobility Coordinators Report

The Mobility Coordinators provided an update on their work since the April committee meeting.

9. Subcommittee Update

Subcommittees provided updates to the TAG committee.

10. General MPO Update

Staff provided a brief update on the activities occurring at the MPO.

11. Other Items of Interest

12. Next Meeting Date

The next TAG meeting will be held on July 11, 2013, at 1:00 pm at the MPO office.

13. Adjournment

The TAG adjourned at 2:00 pm.

MEETING NOTES

DES MOINES AREA METROPOLITAN PLANNING ORGANIZATION (MPO) TRANSPORTATION ADVISORY GROUP (TAG)

July 11, 2013
1:00 p.m.

MPO Burnham Meeting Room
Des Moines, Iowa

The MPO Transportation Advisory Group (TAG) met on July 11, 2013, at 1:00 p.m., in the Des Moines Area MPO's Meeting Room, Des Moines, IA.

Attendees Present:

Loren Bawn, Refugee Services
Janet Beaman, Iowa Department of Public Health
Kervin Collier, Central Iowa Shelter and Services
Margaret DeSio,
Tony Filippini, Des Moines Area Regional Transit Authority
Jeremy Johnson-Miller, Heart of Iowa Regional Transportation Agency
Erica Leath, AmeriCorps/VISTA
Jennifer Roberts, Polk County Mobility Coordinator
Tim Schoh, American Red Cross
Andrew Stanford, AmeriCorps/VISTA

MPO Staff Present:

Zach Young, Senior Transportation Planner
Nathan Goldberg, Senior Transportation Planner
Aaron Bartling, Associate Transportation Planner

1. Call to Order

Staff called the TAG meeting to order at 1:05 p.m.

2. Introductions

Participants introduced themselves.

3. Approval of Agenda

Attendees approved the July 11, 2013 meeting agenda, as presented.

4. Approval of Meeting Notes

Attendees approved the June 13, 2013 meeting minutes, as presented.

5. Transit Planning for All Grant

Jennifer Roberts provided an overview of the grant and the upcoming launch event on July 15, 2013. Ms. Roberts noted that the format for the launch event would include a brief introduction by the MPO followed by short speeches from elected officials from Polk and the surrounding counties. The event would conclude with time for participants to network and discuss issues with the mobility coordinators.

Ms. Roberts provide the group with an overview of the draft focus group materials and participant satisfaction survey.

The group discussed the survey questions and provided Ms. Roberts with feedback on how to improve the survey.

Staff discussed the selection of the consultant to complete the final report required as part of the study. Staff noted that three RFQ's were submitted for the study and requested that several of the committee volunteer to help score and select the consultant team. Loren Bawn, Margaret DeSio, and Jim Wilkie were nominated to serve on the scoring committee along with Ms. Roberts, Jeremy Johnson-Miller, and MPO staff.

6. Mobility Coordinators Report

The mobility coordinators had no additional items to report.

7. Subcommittee Update

Loren Bawn noted that the Quad-A committee would be participating in a conference call following the meeting to discuss the technical assistance that the committee received through Easter Seals.

8. General MPO Update

Staff provided an update on the Ames-Des Moines Corridor Study. Staff noted RFP's are out and due back to the MPO by July 12, 2013.

9. Other Items of Interest

10. Next Meeting Date

The next TAG meeting will be held on August 1, 2013, at 1:00 pm at the MPO office.

11. Adjournment

The TAG adjourned at 2:05 pm.

MEETING NOTES: September 12, 2013
TRANSPORTATION ADVISORY GROUP (TAG)
DES MOINES AREA MPO

Attendance:

Loren Bawn, Refugee Services
Janet Beaman, Iowa Department of Public Health
Jeremy Johnson-Miller, Heart of Iowa Regional Transportation Agency
Jennifer Roberts, Polk County Mobility Coordinator
Tim Schoh, American Red Cross
Michele Meadors, Olmsted Task Force/SILK
Brian Dennis, IWD/DMACC
Roxanne Cogil, Epilepsy Foundation
Robert Penny, Citizen
Sonia Miranda, Citizen
Bethany Wilcoxon, MPO
Tom Vance, Central Iowa Shelter & Service
Lona Hansen, Citizen
Frank Strong, CICIL
Lee Myers, KONA Management Group
Jamie Chambers, KONA Management Group

- 1) Group introductions and updates
- 2) Approval of minutes (August 8, 2013)
- 3) TAG Facilitation and Organization
 - a. Jennifer and Jeremy have been named co-chairs of Des Moines TAG
- 4) Transit Planning 4 All Grant
 - a. Jennifer and Jeremy discussed grant activity to-date
 - b. Group engaged in discussion regarding timeline of survey, decided that survey will be open from September 13 – September 27
 - c. Survey results will be discussed at the next TAG meeting
 - d. KONA lead group in activity
- 5) Next meeting date – October 10, 2013

MEETING NOTES: October 10, 2013
TRANSPORTATION ADVISORY GROUP (TAG)
DES MOINES AREA MPO

Attendance:

Loren Bawn, Refugee Services
Jeremy Johnson-Miller, Heart of Iowa Regional Transportation Agency
Jennifer Roberts, Polk County Mobility Coordinator
Michele Meadors, Olmsted Task Force/SILK
Roxanne Cogil, Epilepsy Foundation
Bethany Wilcoxon, MPO
Lona Hansen, Citizen
Frank Strong, CICIL
Lee Myers, KONA Management Group
Jim Wilkie, LINK Associates
Margaret DeSio, Aging Resources
Betty Devine, Polk County
Shari Atwood, CyRide
Terri Walker, VNS of Iowa

- 1) Group introductions and updates
- 2) Approval of minutes (September 12, 2013)
- 3) Future Meetings
 - a. Jeremy reminds everyone that once the grant is done (November 30) our conversation does not stop. We need to use the info coming from the surveys to guide our direction into the future.
- 4) Transit Planning 4 All Grant
 - a. Jennifer discussed grant activity (surveys, focus groups)
 - b. Lee presented preliminary data from the study, to-date
 - c. Group discussion
 - i. What does 'Coordination' mean to you?
 - ii. 'Centralized Dispatch' was discussed as a way to match services to what the rider needs. Instead of calling several different places.
 - iii. Compile all information into one location (ideas such as enhancing 211, smartphone App, website, etc.)
- 5) Next meeting date – November 14, 2013

MEETING NOTES: November 14, 2013
TRANSPORTATION ADVISORY GROUP (TAG)
DES MOINES AREA MPO

Attendance:

Loren Bawn, Refugee Services
Jeremy Johnson-Miller, Rural Central Iowa Mobility Coordinator
Jennifer Roberts, Polk County Mobility Coordinator
Michele Meadors, Olmsted Task Force/SILC
Roxanne Cogil, Epilepsy Foundation
Bethany Wilcoxon, Des Moines Area MPO
Lee Myers, Kona Management Group
Janet Beaman, Iowa Dept. of Public Health
Analisa Pearson, Iowa Dept. of Public Health
Brian Dennis, IWD / DMACC
Diane Hernandez, IWD / DMACC
Cindy Rae, Citizen
Georgia Parkey, DART
Tony Filippini, DART

- 1) Group introductions and updates
- 2) Approval of minutes (October 10, 2013)
- 3) Transit Planning 4 All Grant
 - a. Jennifer discussed grant activity
 - i. Round 2 funding available, details unknown at this point.
 - b. Lee presented preliminary data from the study
- 4) Kona Management Group
 - a. Lee Myers performs group activity
 - b. Comparison of TAG data to overall data collected
- 5) Group Discussion
 - a. A lot of discussion surrounding non-emergency ambulance trips. Who pays for that service? How can we close that gap, and allow public transit to assist?
 - b. Need to identify “wasteful spending” – who is paying for the “in-between” fees
 - c. Several transit providers chose to “not publish” their information on the final resource guide. Why? Need to follow up and determine those final details.

- 6) Next meeting date – December 12, 2013

MEETING NOTES- DECEMBER 12TH 2013
TRANSPORTATION ADVISORY GROUP (TAG)
DES MOINES AREA MPO

Attendance:

Loren Bawn, Refugee Services
Jeremy Johnson-Miller, Rural Central Iowa Mobility Coordinator
Jennifer Roberts, Polk County Mobility Coordinator
Michele Meadors, Olmsted Task Force/SILC
Bethany Wilcoxon, Des Moines Area MPO
Georgia Parkey, DART
Tony Filippini, DART
Tim Schoh, 2-1-1/Red-Cross
Margaret DeSio, Aging Resources of Central Iowa
Analisa Pearson, Iowa Department of Public Health
Teva Davis, Des Moines Area MPO
Tanya Michener, RSVP/Jasper County Rides

- 1) Group Introductions
Everyone went around and introduced themselves to the group.
- 2) Approval of Minutes (November 14, 2013)
Jennifer asked if anyone had any amendments to the minutes. There were no amendments and minutes were passed.
- 3) Mobility Managers Leaving
After the approval of the minutes, Jeremy and Jennifer announced their resignations from the mobility manager positions effective in January. They will be taking positions at the Iowa Department of Transportation.
- 4) Group Discussion / Next Steps (25 minutes)
 - a. Round 2 funding and the conference call on December 6th was discussed. The group had come to a consensus that pursuing Round 2 funding at that time was not the best course of action considering there was not a solid plan or proposal on the table.
 - b. The group discussed the Easter Seals Project Action: Technical Assistance award and how it can be used to carry forward the momentum created with the study. Logistical details of the call were discussed and it was proposed by Loren, and decided by the group, that a set time should be provided for Krystian to call in to the meeting.
- 5) Transit Planning 4 All Grant: Final Update (25 minutes)
Jennifer and Jeremy gave a powerpoint presentation with a basic overview of the findings and results of the study.

6) Des Moines Area MPO: Update

Bethany Wilcoxon spoke about the approval of the Tomorrow Plan and implementation of the plan.

7) Next meeting date – January 9, 2013

TRANSPORTATION ADVISORY GROUP
DES MOINES AREA MPO
420 WATSON POWELL JR. WAY, SUITE 200

JANUARY 9TH, 2014
1 PM – 2PM

Attendees:

Loren Bawn, Bureau of Refugee Services
Catlin Curry, Candeo
Brynn Hansen, Iowa State University
Tony Filippini, DART
Analisa Pearson, Iowa Department of Public Health
Linda Kelly, Nimbleocity
Tim Schoh, Red Cross/United Way
Michelle Meadors, Homestead
Jim Wilkie, Link Associates
Georgia Parkey, DART
Krystian Boreyko, Easter Seals
Bethany Wilcoxon, Des Moines Area MPO
Zach Young, Des Moines Area MPO

Tentative Agenda:

- 1) Group Introductions**
- 2) Approval of Minutes** (December 12th, 2013)
- 3) Discussion with Easter Seals**

Loren Bawn suggested that with the changes within the group that the TAG should get back to visioning and setting a mission. This would be a good application of the technical assistance from Easter Seals.

Krystian Boreyko with Easter Seals noted that his program is a coalition effort designed to improve transportation. They work to address issues, put together action plans, share pointers and insights, and do research.

Loren Bawn reminded the group that the Easter Seals grant came before the CTAA grant and asked the group how they could best use the technical assistance.

Michele Meadors asked Krystian what his latest projects have been.

Krystian Boreyko noted that coordination efforts have included a look at who stakeholders are in southwest Minnesota and looking at ways to structure their involvement. He also has been working on how to creatively use resources and on the coordination of maintenance issues.

Loren Bawn noted the memorandum of understanding between the Iowa Department of Transportation and several other groups that are cooperating on transportation issues. He noted it sounds like an almost complete one click one call initiative.

Jim Wilkie noted the need to consider the legislature and future funding availability.

Michele Meadors inquired if there ever has been a successful one click one call system.

Krystian Boreyko explained that work on this has been very slow over the past 12 to 18 months. In many cases, it is too soon to say what is doing well.

4) PTP Discussion

MPO staff provided an overview of the *Passenger Transportation Plan* and its requirements. Staff noted that the draft document is due to the Iowa Department of Transportation February 1, 2014.

Loren Bawn inquired about the priorities of the plan.

MPO staff noted the group had previously spent a significant amount of time on these and asked if much had changed since identifying the priorities.

Loren Bawn noted it seemed like the group had moved in the direction of the priorities over the last year.

MPO staff stated they would look at previous priorities versus those identified in the CTAA study.

5) Des Moines Area MPO: Update

MPO staff provided an update on current activities.

6) Wrap Up / Final Comments

7) Next meeting date – February 13th, 2014

TRANSPORTATION ADVISORY GROUP
DES MOINES AREA MPO
420 WATSON POWELL JR. WAY, SUITE 200

FEBRUARY 13, 2014
1 PM – 2PM

Attendees:

Linda Kelly, Nimbleocity
Toni Filippini, DART
Loren Bawn, Iowa Bureau of Refugee Services
Sarah Constable, HIRTA
Julia Castillo, HIRTA
Roxanne Cogil, Epilspy Foundation
Krystian Boreyko, Easter Seals
Aaron Bartling, Des Moines Area MPO

Tentative Agenda:

1) Group Introductions

Introduction of Sarah Constable, New HIRTA Mobility Coordinator, who will act as the chair of TAG.

2) Approval of Minutes (January 9, 2014)

3) Discussion with Easter Seals

Krystian Boreyko introduced himself and provided a background of his work with Easter Seals. It was noted that MPO staff will need to work with Krystian Boreyko to find a better way for Krystian Boreyko to participate in these meetings remotely.

Loren Bawn discussed the need to discuss the CTAA study, TAG's mission and strategic planning process, and the Mobility Matter's Conference.

Krystian Boreyko noted that a visioning and strategic planning process takes time to discuss and would be more beneficial with better technology to remotely participate. Mr. Boreyko noted that it would be better to discuss these at a later meeting.

Loren Bawn suggested discussing the strategic planning process at the next TAG meeting and making a big announcement to raise attention. Julia Castillo suggested sending a notice out to give people time to think about the issue.

Krystian Boreyko suggested either having 2 separate meetings or one longer meeting that would last 4 hours. It was noted that sending out a notice to a large number of people would draw in a larger crowd. Larger crowds aren't always the best for these types of planning processes. It was suggested to have a smaller group, similar to the current size of TAG.

Loren Bawn suggested using the TAG mailing list and holding this meeting on the usual day that TAG meets. Krystian Boreyko would host this meeting remotely. The group decided to have the meeting from 12:00-4:00 p.m. on March 13, 2014.

Sarah Constable noted that she would draft an agenda and send a notice out to the TAG email list.

4) PTP Discussion

MPO staff provided an update on the *Passenger Transportation Plan*. Staff noted that the draft document was turned into the Iowa Department of Transportation on February 1st, 2014. Comments are scheduled to be received by March 1st, 2014.

Loren Bawn suggested having a dedicated meeting in April to go over the *Passenger Transportation Plan* and provide feedback before the final document is due.

Julia Castillo noted that it would be beneficial to specifically look at information under the TAG section in April as well.

5) Mobility Matters

The group discussed the Mobility Matters Conference and the amount of work that was put into it in the past.

Linda Kelly noted that this is a full day event and planning needs to be done for the food, venue, and content of the conference.

Julia Castillo noted that HIRTA has a lot of the information from last year's conference and that the MPO has the materials used. It was noted that the topic should be tied to the message that TAG wants attendees to get from the conference.

Linda Kelly noted that the topic should relate to the overall goal of TAG and what it wants to achieve. Linda Kelly also noted that about 80 attendees should be planned for and that the Mercy venue used last year worked very well.

Julia Castillo discussed the need for providers and healthcare facilities to understand how each other's systems work. Linda Kelly suggested having interactive scenarios for attendees of the conference to participate in.

Loren Bawn suggested inviting policy makers to the conference. Frank Strong suggested having legislators speak at the conference.

Julia Castillo reminded the group that education is a key factor and should be the theme for the conference.

The group discussed dates and locations for the conference. Julia Castillo noted that Sarah Constable would work on the details and notify the group of potential dates in the fall.

6) Wrap Up / Final Comments

7) Next meeting date – March 13, 2014

