

FY 2015-2019

Passenger Transportation Plan



Iowa Northland Regional
Transportation Authority

Black Hawk County
Metropolitan Area
Transportation Policy Board



Prepared by the

Iowa Northland Regional
Council of Governments

229 East Park Ave.

Waterloo, IA 50703

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**RESOLUTION OF THE BLACK HAWK COUNTY METROPOLITAN AREA
TRANSPORTATION POLICY BOARD**

WHEREAS, the Black Hawk County Metropolitan Area Transportation Policy Board has been designated as the Metropolitan Planning Organization (MPO) for the Black Hawk County urbanized area, and

WHEREAS, the Policy Board in cooperation with the state is conducting a continuing, cooperative, and comprehensive (3-C) multimodal transportation planning process pursuant to 23 CFR 450 (c), and

WHEREAS, the FY 2015-2019 Passenger Transportation Plan (PTP) is a product of this on-going planning process, and

WHEREAS, the Policy Board has included the open participation of the general public in the development of the PTP in conformance with the Board's approved Public Participation Plan, and

WHEREAS, the PTP was developed as a result of, and in accordance with, the passenger transportation planning process set forth by the Iowa Department of Transportation,

NOW, THEREFORE BE IT RESOLVED that the Black Hawk County Metropolitan Area Transportation Policy Board hereby approves the final FY 2015-2019 Passenger Transportation Plan.

Passed and adopted this 13 day of March, 2014.



Buck Clark, Chair

ATTEST:



Andrea White, INRCOG Director of Transportation

**RESOLUTION OF THE
IOWA NORTHLAND REGIONAL TRANSPORTATION AUTHORITY**

WHEREAS, the Iowa Northland Regional Transportation Authority (RTA) has been designated as the Regional Planning Affiliation for Black Hawk, Bremer, Buchanan, Butler, Chickasaw, and Grundy Counties, and

WHEREAS, the RTA in cooperation with the state is conducting a continuing, cooperative, and comprehensive (3-C) multimodal transportation planning process pursuant to 23 CFR 450 (b), and

WHEREAS, the FY 2015-2019 Passenger Transportation Plan (PTP) is a product of this on-going planning process, and

WHEREAS, the RTA has included the open participation of the general public in the development of the PTP in conformance with the RTA's approved Public Participation Plan, and

WHEREAS, the PTP was developed as a result of, and in accordance with, the passenger transportation planning process set forth by the Iowa Department of Transportation,

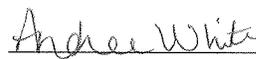
NOW, THEREFORE BE IT RESOLVED that the Iowa Northland Regional Transportation Authority hereby approves the final FY 2015-2019 Passenger Transportation Plan.

Passed and adopted this 17 day of April, 2014.



John Miller, Chair

ATTEST:



Andrea White, INRCOG Director of Transportation

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Section 1: Introduction & Process Discussion

Purpose

The purpose of the Passenger Transportation Plan (PTP) for the Iowa Northland Region is to provide a formalized setting for transportation coordination among passenger transportation providers. The aim is to bring providers and major human service agencies in the region together to better understand available transportation services and result in more effectiveness and coordination among providers. The ultimate goal is to ensure that the region's citizens, and particularly those dependent on transit, have access to effective and affordable transportation options.

The PTP is divided into several sections. The first section provides an introduction and discusses the process that was undertaken to complete the PTP. The next section gives a background of the Iowa Northland Region and existing passenger transportation services. The third section is an evaluation of coordination issues in the area, which includes previous transit-related efforts and public input received concerning needs and coordination issues. Next, a five-year strategy is outlined that includes anticipated transit projects in the region. Finally, financial resources and available funding are discussed.

The Iowa Department of Transportation (Iowa DOT) has created guidance for PTPs in order to incorporate federal regulations for coordinated planning with local decisions regarding passenger transportation. The PTP provides a basis for efficient and effective passenger transportation resource allocation for operations, maintenance, and service development. The creation of this document is the result of joint efforts from local passenger transportation providers, policy makers, units of government, human service organizations, and the general public. This document is meant to provide a better understanding of the transit services provided currently and in past years, as well as serve as a guidance mechanism for future transit decisions.

Planning Structure

The Iowa Northland Regional Council of Governments (INRCOG) serves as an umbrella organization for the Iowa Northland Regional Transportation Authority (INRTA), the Black Hawk County Metropolitan Area Transportation Policy Board (MPO), and the Regional Transit Commission (RTC). The Metropolitan Transit Authority (MET) is a voting member of the MPO Policy Board. The roles of metropolitan and regional planning agencies is to oversee transportation planning and programming to ensure that existing and future expenditures on transportation projects are based on a continuing, cooperative, and comprehensive (3-C) planning process. This document is a joint endeavor of the MPO and INRTA. MET and RTC are members of the MPO and INRTA, respectively, and participate in the planning and programming process along with the cities and counties in each jurisdiction. **Map 1.1** shows the Iowa Northland Region, and **Map 1.2** shows the boundary for the MPO.

Process for Plan Development

The Passenger Transportation Plan has been a required planning document since 2007. Input regarding the development of the FY 2015-2019 PTP has been gathered in a variety of ways. Since 2006, a Transit Advisory Committee (TAC) has met annually to discuss projects and issues within the region. The TAC consists of transit users, human service organizations, representatives of local governments, and transportation providers that work cooperatively to recognize current passenger transportation shortfalls, and identify future coordination possibilities and the potential for new services. The TAC serves as the main sounding board for passenger transportation planning issues in the region, and has played an integral role in the development of the PTP. The TAC meets biannually to review previous and proposed projects and discuss coordination issues.

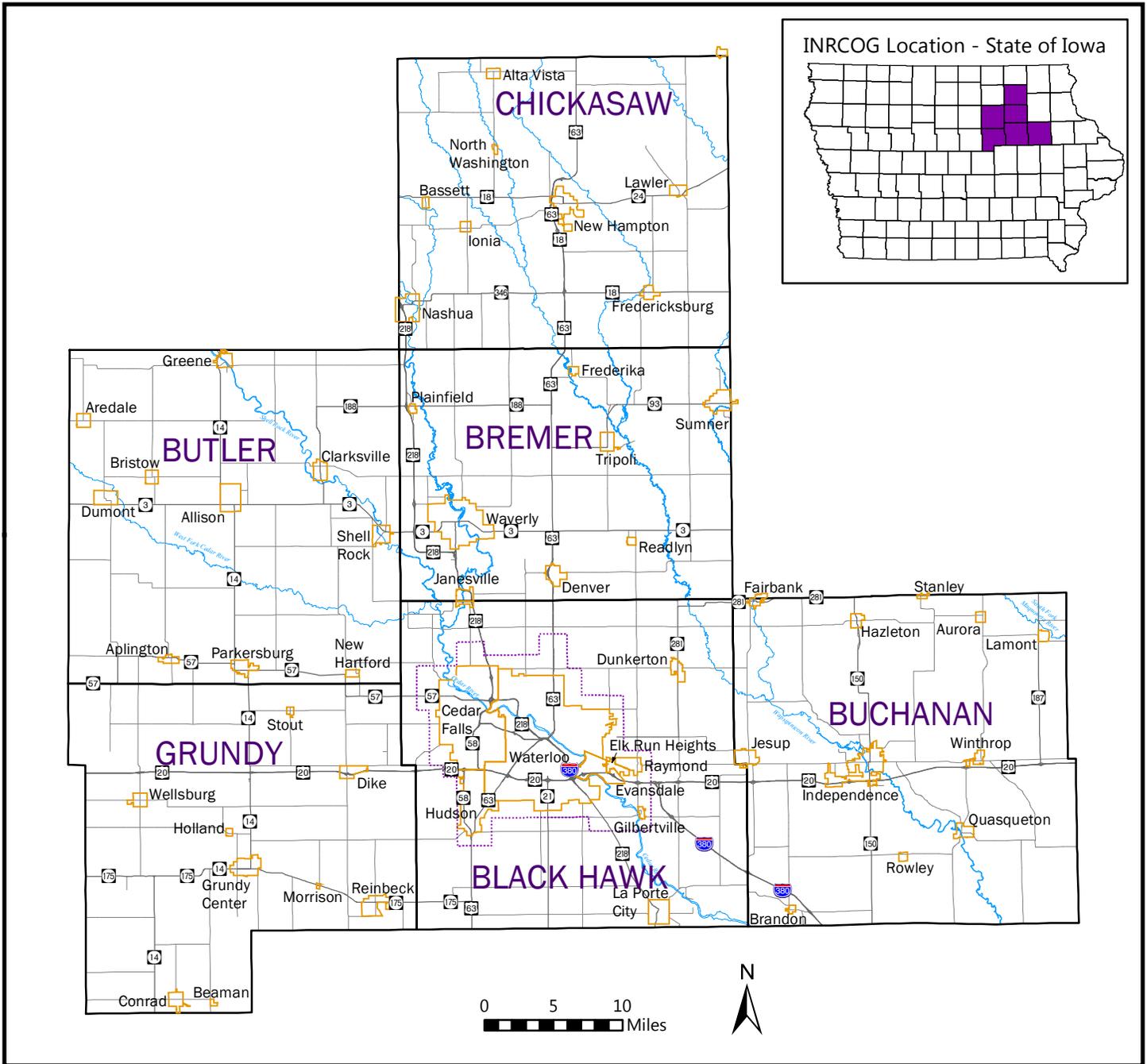
In addition to the TAC, a Transit Providers group, which includes MET, RTC, and Exceptional Persons, Inc. (EPI) meets monthly to discuss coordination issues. Over the past year, the Transit Providers group has spent portions of several meetings discussing the Passenger Transportation Plan in addition to ongoing coordination issues. Also, MET's Board and RTC's Advisory Committee meet on a monthly and quarterly basis, respectively.

Public meetings and surveys have also been utilized to obtain public input on transit services. In April, 2013, an online survey was developed as part of the public involvement efforts for the Black Hawk County Metropolitan Area (MPO) *2040 Long Range Transportation Plan*. The survey, which received 348 responses, had several questions that involved transit components, as well as opportunities to submit written comments. An excerpt from the summary of the online survey is attached as **Appendix 1**. In April, 2012, an online survey was developed as part of the public involvement efforts for the Iowa Northland Regional Transportation Authority (RTA) *2040 Long Range Transportation Plan*. A total of 194 surveys were submitted. Similar to the MPO survey, there were a couple questions that involved transit components, as well as opportunities to submit written comments. An excerpt from the summary of the online survey is attached as **Appendix 2**.

The most recent input received for this document was obtained through a Passenger Transportation Provider Survey. The online survey, which was distributed to passenger transportation providers during the month of December, 2013, consisted of 19 questions. In addition to a couple open-ended questions, there were also several opportunities to submit written comments. The survey received a total of 57 responses. A summary of the online survey is attached as **Appendix 3** at the end of this document.

There were two TAC meetings held during the development of this document that provided valuable insight and coordination opportunities. The TAC meetings were held on November 13, 2013 and January 8, 2014. Minutes of these meetings can be found in **Appendix 4**. The primary focus of the November 13 meeting was to discuss conducting a Passenger Transportation Provider survey and

potential items to include on the survey. Additionally, the group reviewed and discussed projects to include within the PTP. On January 8, the TAC discussed results of the provider surveys and approved the projects to include in the PTP.



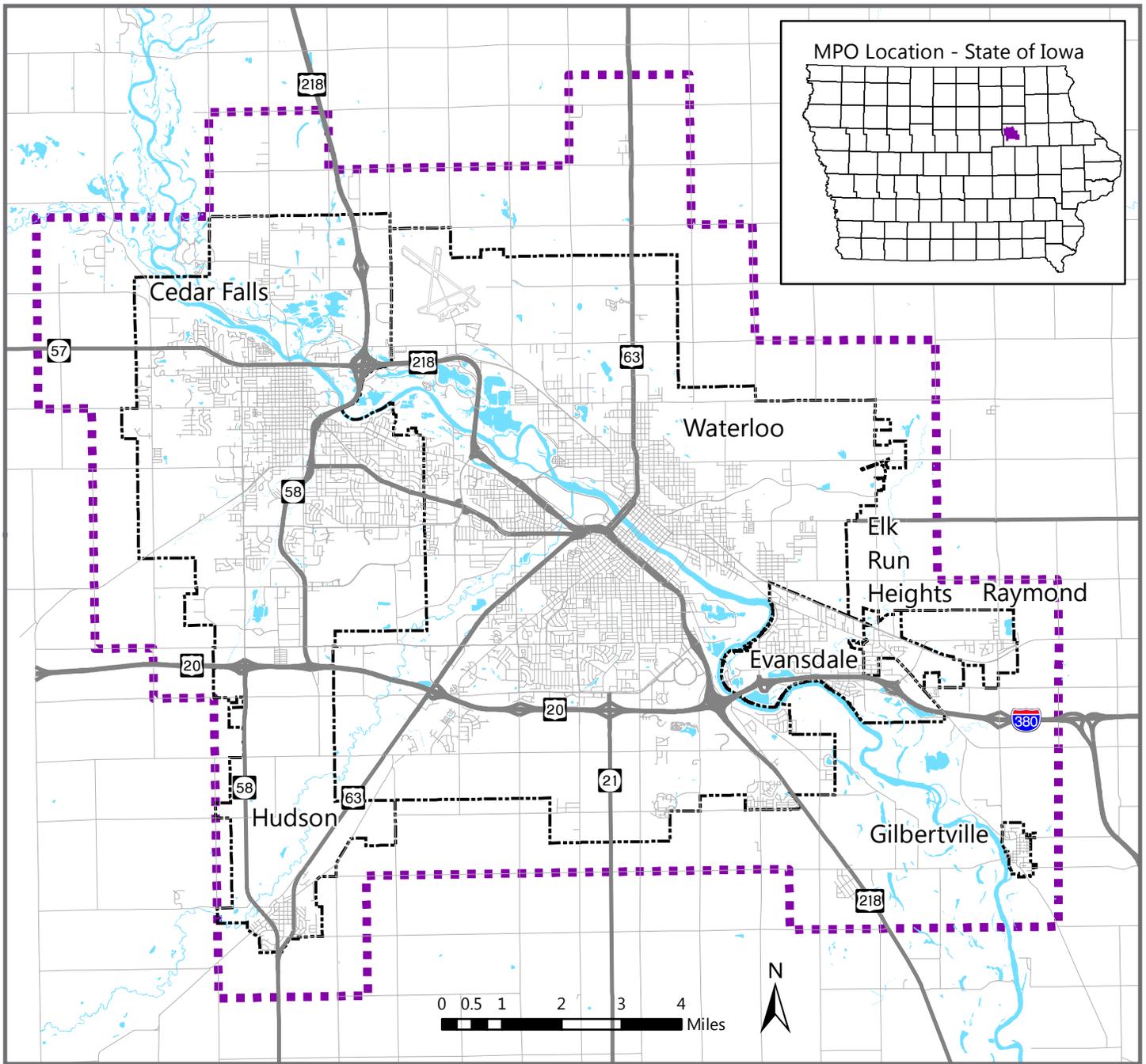
Map 1.1

Iowa Northland Region

-  Major Roads
-  City Boundary
-  MPO Study Area

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Map 1.2

Black Hawk County Metropolitan Area

-  City Boundary
-  Metropolitan Planning Organization (MPO) Study Area

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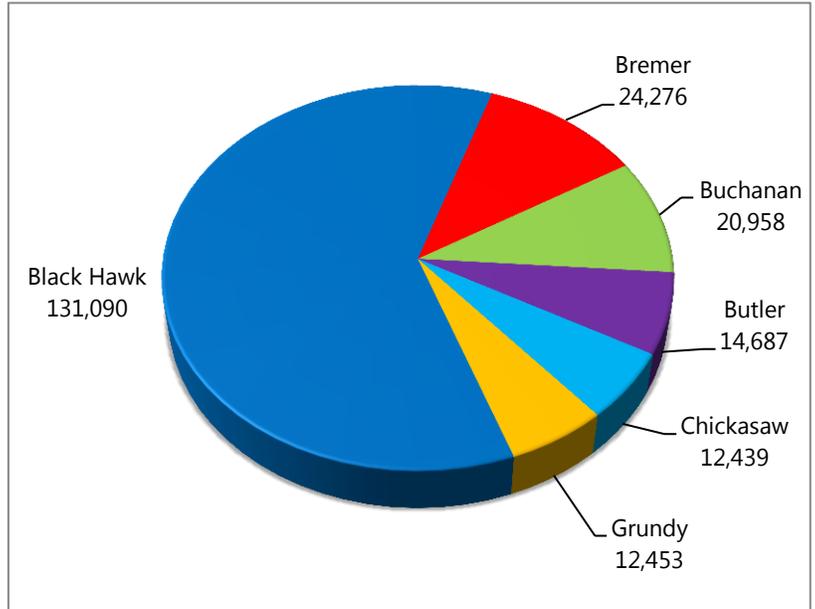
Section 2: Area Profile & Inventory

Area Profile

Population

The Iowa Northland Regional Council of Governments (INRCOG) is composed of Black Hawk, Bremer, Buchanan, Butler, Chickasaw, and Grundy Counties. **Map 1.1** in the previous section shows the INRCOG region in relation to the State of Iowa. The INRCOG region covers a total of 3,162 square miles and had a 2010 population of 216,083. Regional communities range in size from the Waterloo/Cedar Falls metropolitan area with a combined population of 107,666 to the City of Bassett in Chickasaw County with a population of 66 residents. **Figure 2.1** shows the population distribution across the region's counties.

Figure 2.1 – 2010 INRCOG Region Population by County



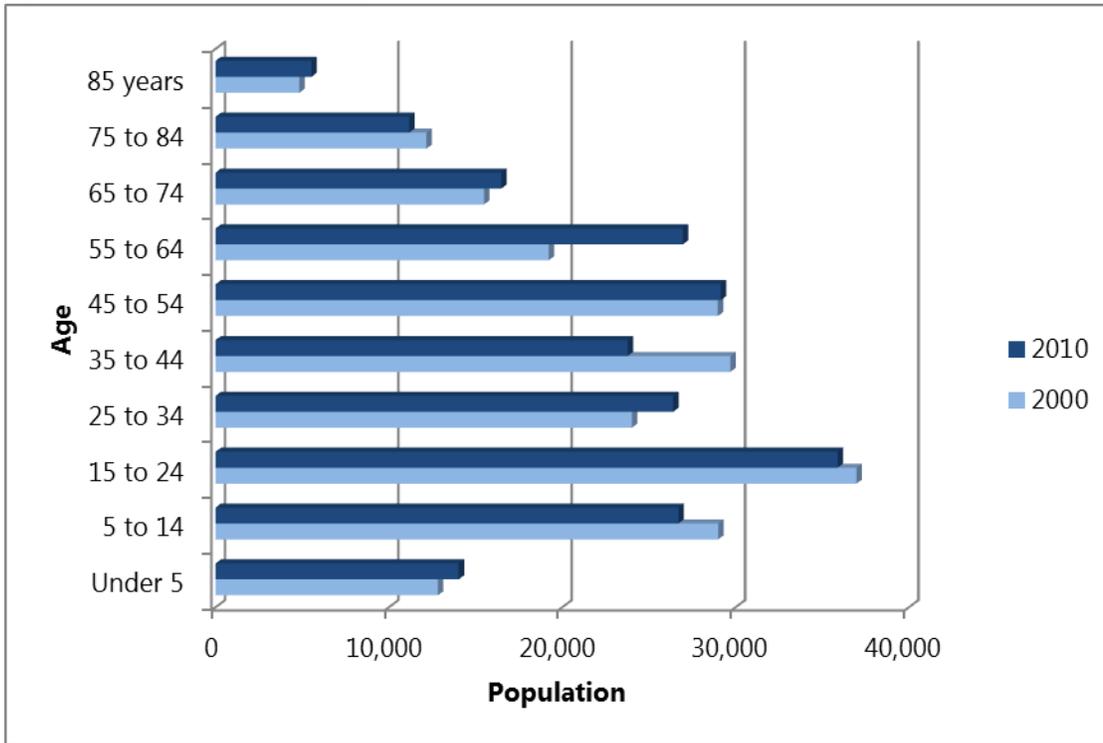
Source: U.S. Census Bureau

Although public transit services are available to the general public, a great proportion of the public transit system's customers are "captive" riders – the elderly, people with disabilities, and people with low-incomes, who may not have many transportation options. This is the case in many small Midwestern cities.

Age

The need for available transit for seniors is continually growing, with 15.4 percent of the region over the age of 65. This number is projected to increase due to the aging baby boomer generation. **Figure 2.2** compares the region's population by age groups between 2000 and 2010. The age group that increased the most in those years was the 55-64 range. **Map 2.1** shows the percent of the population within the region over the age of 65. The percent of the population over 65 ranges from a high of 19.8 percent in Butler County to below 14 percent in Black Hawk County. These figures are close to or slightly higher than the state average of 14.9 percent.

Figure 2.2 – Population by Age in Iowa Northland Region, 2000 vs. 2010



Source: 2000 and 2010 U.S. Census

Race

Iowa has historically been predominately white, but minority populations have grown significantly in the past few decades. Black Hawk County is one of the most racially and ethnically diverse counties in the state. Diversity is less common in the region outside the metropolitan area, though there are some significant minority populations, including a Hispanic population in the New Hampton area. **Map 2.2** shows the percent of non-white population within the region.

Language

As part of the *FY 2012-2015 PTP Annual Update*, a Limited English Proficiency (LEP) Analysis was conducted for MET and RTC. The purpose of the analysis was to outline how MET and RTC identify persons who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. The analysis provides a more detailed view of the LEP population in the region and ways to assist that population. This analysis has been updated for this document, and can be referenced in **Appendix 5**.

As Iowa’s minority population has increased, so too has the number of LEP individuals. It is important to consider the needs of these populations to ensure that they have access to effective and affordable transportation options. **Map 2.3** shows the percent of the population within the region that speaks

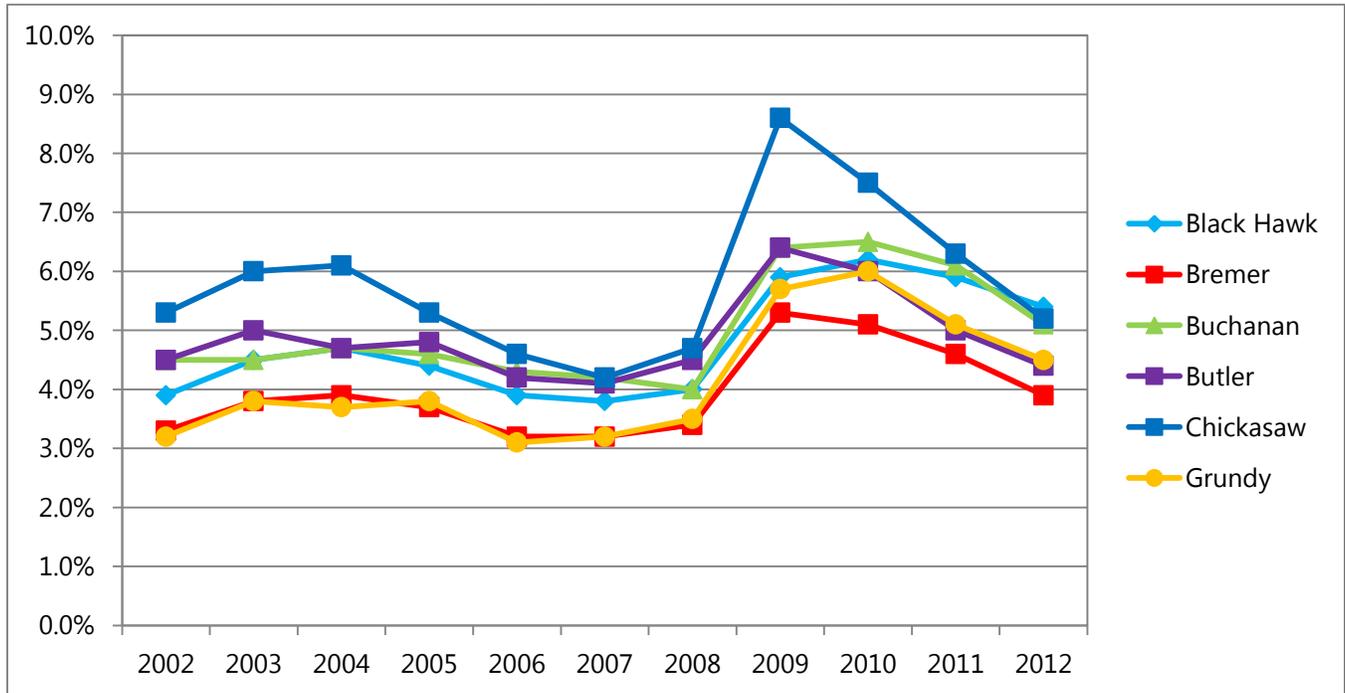
English “less than very well” by census tract. The metropolitan area shows the most diversity, and the majority of the languages other than English are Spanish and Serbo-Croatian. The New Hampton area also shows a larger percentage of LEP persons than the region as a whole, and Spanish is the predominant language among those persons. The higher percentage of LEP individuals in western Waverly is likely associated with Warburg College. The large percentage of LEP persons in Buchanan County is mostly German and other West Germanic language speakers, associated with the area’s Amish population.

Poverty Status and Unemployment

According to the 2007-2011 American Community Survey (ACS) 5-Year Estimate, 13.9 percent of the population in the INRCOG region lives below the poverty threshold, making it crucial to find transportation assistance to and from work, home, shopping centers, day care centers, and medical appointments. **Map 2.4** shows the percent of the population within the region whose income was below the poverty level in the past 12 months. The metropolitan area has the highest percentage of residents below the poverty level, with the largest concentrations located in eastern Waterloo and western Cedar Falls. Western Butler County and the northeast portion of Buchanan County show a larger percentage of poverty than the region as a whole.

The region has not been immune to the economic recession that has affected the nation over the past five years. **Figure 2.3** shows the unemployment rate for each county over the past decade. Following the recent unemployment level low in 2007, the rate rose sharply in 2008 and 2009, to 20-year highs for some counties. However, that rate began to decline in 2010, with further declines in 2011 and 2012. At the county level, Chickasaw County has traditionally had the highest unemployment rate in the region. Bremer County has the lowest unemployment rate in the region.

Figure 2.3 – Unemployment Rate by County in Iowa Northland Region, 2002-2012



Source: Iowa Workforce Development

Disabled Population

According to the 2008-2012 ACS 5-Year Estimate, 11.8 percent of persons living in the INRCOG region are disabled, whether it is a sensory, physical, mental, or self-care disability. Having the necessary equipment and staff to assist those with disabilities is of the utmost importance in the INRCOG region. Numerous hardships prohibit residents in the region from attaining independent transportation, which makes finding available, affordable transportation for every person a main objective in creating this document.

Trip Generators

Transportation destinations are not limited to the urbanized areas of the INRCOG region. **Map(s) 2.5 – 2.7** show the various services that are considered to be trip generators for the region. **Map 2.5** shows human services, including County Care, Registered Daycares, Head Start, Nutritional Sites, Preschools, Senior Centers, and Work Activity Centers. Most services are clustered in the county seats and metropolitan areas, though daycares are located in most cities. **Map 2.6** shows health care services, including Dentists, Hospitals, Mental Health Institutes, Physicians, and Pharmacies. Again, most services are clustered in the larger cities in each county, though pharmacies are available in some of the smaller towns. **Map 2.7** shows the locations of Banks, Grocery Stores, and Libraries in the region. These are spread more evenly among the cities in the region, though some of the smallest cities lack all three.

The distribution of the various activity centers shows the centralization of services in the metropolitan area and larger cities in the region. One would anticipate that many citizens living in the rural areas and smaller towns of the region would find it easier to visit the metropolitan area for numerous services. However, many of the county seats and other cities in the region offer important services, and the demand for shorter, single-purpose trips to these areas is likely greater than the demand for trips to the more distant metropolitan area.

Passenger Transportation Provider Inventory

The INRCOG region is served by numerous public and private agencies that provide transportation services. Transportation providers include the Metropolitan Transit Authority, the Regional Transit Commission, Exceptional Persons Inc., private taxi operators, intercity bus carriers, and other transportation providers. The following is a summary of the area's transportation providers.

Public/Other Transportation Providers

Regional Transit Commission (RTC): RTC is under the umbrella of INRCOG. RTC provides open-to-the-public, accessible transit services to the general public, the elderly, persons with disabilities, Head Start children, and low income persons as a primary means of transportation in the rural areas of the INRCOG region. In addition to providing transit, RTC is responsible for coordinating transportation in the region.

Metropolitan Transit Authority (MET): MET is the delegated public transit provider under direction of a 28E agreement with Waterloo and Cedar Falls and provides transit service to the general public throughout the metropolitan area.

Exceptional Persons, Incorporated (EPI): EPI was formed in 1957 and currently operates as a 501(c)(3) private, non-profit, charitable organization serving individuals with disabilities and families with child care needs. In addition to a full and part-time staff, EPI enlists the services of volunteers. EPI offers primary transportation services for persons with disabilities through contracts with counties, the Area 267 Education Agency, MET, and RTC. RTC contracts with EPI for the lease of one bus used in transportation services.

Northeast Iowa Area Agency on Aging (NEI3A): NEI3A contracts with MET to help subsidize paratransit for elderly riders. NEI3A also contracts directly with RTC to provide service for seniors as well as provide mileage reimbursement to its volunteer drivers. Volunteer services are provided throughout the INRCOG region.

Hawkeye Community College Senior Companion Program: Through this program, volunteers are transported to sites where they are needed. The volunteers work with adults who have special needs in the areas of health, education or welfare.

Country View: Country View is a county agency that provides transportation services to its clients and the general public in the Waterloo/Cedar Falls metropolitan area. RTC contracts with Country View for the lease of three light-duty buses used in transportation services. Country View also provides transportation services with their own vehicles.

Comprehensive Systems Incorporated: Comprehensive Systems Inc., based in Charles City, is a private non-profit organization serving persons with disabilities in several Northeast Iowa counties. Currently, Comprehensive Systems contracts to use two RTC vehicles to provide service in Black Hawk County, and utilizes its own vehicles in Chickasaw County.

Foster Grandparents Program: The Foster Grandparents Program provides transportation for volunteers. The mission of the Foster Grandparents Program is to bring together an elderly person and a young child in specific ways that help each to grow in giving, caring, and learning. The program focuses on helping children meet their developmental and education needs in reading, spelling, mathematics, writing, and social skills. Their operation is based in Charles City and provides services in the INRCOG communities of Nashua and New Hampton.

Chickasaw Centre: The Chickasaw Centre owns and operates the senior center for the residents of the New Hampton area. The Center currently owns and operates its own vehicle to provide transportation services to seniors.

Public School Districts: The Iowa Northland Region has 34 public school districts with at least a portion of the district located within the six county region. The 2012-2013 total enrollment for these public schools was 42,022. Transporting students to and from school and events is an integral operation for each school district. **Table 2.1** highlights some general transportation statistics for these districts.

Other Service Providers: Many other organizations and businesses in the region also provide passenger transportation. These include:

- Private Schools, Preschools, Daycares, Hospitals, and Churches
- Airport Shuttle and Delivery
- Taxis
- Limousine Services

Table 2.1 – Transportation Statistics for INRCOG Region Public School Districts

District Name	Enrollment	District Sq. Miles	ADA-accessible Vehicles	Average Number of Students Transported	Average Cost per Pupil Transported	Average Cost per Pupil Enrolled	Average Cost per Mile
AGWSR	617	266	2	195	\$840.99	\$201.41	\$2.88
North Butler	610	211	1	298	\$1,382.33	\$206.66	\$3.42
Aplington-Parkersburg	842	165	1	319	\$475.64	\$227.70	\$3.94
BCLUW	583	187	0	435	\$400.56	\$312.66	\$3.36
Cedar Falls	4,860	61	7	2,057	\$588.92	\$374.41	\$4.87
Charles City	1,578	224	1	378	\$572.87	\$315.78	\$2.61
Clarksville	340	63	1	51	\$704.21	\$294.36	\$2.82
Denver	717	57	0	343	\$1,103.26	\$536.49	\$3.38
Dike-New Hartford	847	151	0	661	\$831.30	\$458.66	\$3.77
Dunkerton	477	82	2	303	\$972.52	\$292.95	\$4.14
East Buchanan	558	137	1	308	\$1,535.29	\$263.27	\$3.41
Eldora-New Providence	646	137	1	270	\$1,562.62	\$632.37	\$3.24
Fredericksburg	255	82	0	124	\$438.60	\$189.51	\$3.74
Gladbrook-Reinbeck	611	189	0	337	\$447.59	\$243.82	\$2.87
Grundy Center	637	114	0	192	\$848.99	\$345.75	\$2.24
Hampton-Dumont	1,199	239	1	206	\$726.58	\$249.88	\$3.11
Howard-Winneshiek	1,319	434	2	534	\$1,135.60	\$427.16	\$3.01
Hudson	692	63	0	299	\$517.35	\$371.84	\$2.52
Independence	1,379	195	1	751	\$441.81	\$362.28	\$2.68
Janesville Consolidated	359	44	1	146	\$378.28	\$202.27	\$4.59
Jesup	901	137	1	310	\$457.93	\$470.91	\$2.53
Nashua-Plainfield	652	180	0	245	\$816.00	\$449.05	\$3.51
New Hampton	1,002	248	1	720	\$735.67	\$349.61	\$3.10
North Linn	681	151	0	558	\$521.38	\$578.44	\$2.08
Oelwein	1,285	143	0	687	\$1,319.91	\$449.87	\$3.45
Starmont	635	201	0	653	\$614.35	\$241.90	\$2.59
Sumner	574	135	0	316	\$492.59	\$273.95	\$2.91
Tripoli	444	105	1	211	\$814.99	\$399.83	\$4.22
Turkey Valley	381	169	1	423	\$366.59	\$257.77	\$3.73
Union	1,213	255	0	413	\$840.99	\$201.41	\$2.88
Vinton-Shellsburg	1,648	235	2	649	\$1,382.33	\$206.66	\$3.42
Wapsie Valley	713	130	0	397	\$475.64	\$227.70	\$3.94
Waterloo	10,801	150	11	5,299	\$400.56	\$312.66	\$3.36
Waverly-Shell Rock	1,968	162	1	1,384	\$588.92	\$374.41	\$4.87
Totals & Averages	42,022	5,502	39	20,470	\$702.17	\$342.05	\$3.46

Source: Iowa Department of Education, Public School Districts

Intercity Bus Service

Burlington Trailways provides the majority of the intercity bus service in the region, and has a stop located in Waterloo. The concentrated urban population in Black Hawk County and its location relative to other urbanized areas in Northeast Iowa results in a higher level of intercity transit service. However, the aforementioned carrier does not have a stop within the INRCOG region outside of Waterloo. Hawkeye Stages, Windstar Lines, and Burlington Trailways provide tours and charters throughout the

U.S. Although charter services are available to serve the area, Burlington Trailways provides the majority of the intercity services for the region. None of the charter bus lines provide any fixed-route or paratransit service to the region, but several do operate handicap accessible coaches on their routes.

The North Iowa Area Council of Governments provides transit service, called the Saints Shuttle, from Mason City to the University of Iowa Hospitals and Clinics in Iowa City. As a result of coordination efforts involving the Bremer County Accessible Transportation Coalition (BCATC), Saints Shuttle stops were added in Waverly and Waterloo in June, 2012. Enrollees in Iowa Care had been able to ride at a reduced cost. However, this funding source has since been depleted. Service is still available and continues to be subsidized by the United Way of North Central Iowa. The cost per person is currently \$10.00 one-way or \$20.00 per round trip per person.

Taxi Service

Anytime Taxi-Cab & Courier LLC, Dolly's Taxi, City Cab, and First Call Taxi & Courier Service operate in, and immediately outside, the Cedar Falls/Waterloo metropolitan area. Curt's Cab provides service in and around Waverly and Ionia, but will provide service statewide or up to Minneapolis upon request. The remainder of the region is largely without privately operated taxi service due to limited operating incomes, substantial increases in liability insurance expenses, and the lengths of trips requested.

List of Providers

During the month of December, 2013, a Passenger Transportation Provider Survey was distributed to potential passenger transportation providers in the region. The survey was sent to human service agencies, transportation providers, childcare centers, and churches/religious organizations in the region. Responses were received from a wide array of organizations, including religious services, human services, medical services, childcare, assisted living/nursing home, taxi services, and charter buses. The majority of the responses came from organizations located in Black Hawk County, the Waterloo/Cedar Falls metropolitan area, Bremer County, and Butler County. **Table 2.2** lists the providers that the survey was sent to as well as who responded. Common issues noted included barriers to coordinating transportation services, such as limited funding and lack of equipment/staff, and the need for expanded service. When asked what areas of transportation service coordination would be of interest, the top three responses were contracting to provide services, participating in a roundtable of service providers, and sharing routes with other agencies. This shows that there is still a strong desire within the region for coordination among passenger transportation providers. A full summary of the survey results can be referenced in **Appendix 3**.

Table 2.2 – Passenger Transportation Provider Survey Provider Table

Type	Organization	City	County	Response (Y/N)
Adult Day Services	Malone Creek Elder Haven	Independence	Buchanan	N
Assisted Living	Harmony House Health Care Center	Waterloo	Black Hawk	Y
Assisted Living	Lakeview Lodge	Waterloo	Black Hawk	N
Assisted Living	Linden Place	Waverly	Bremer	N
Assisted Living	Parkview Assisted Living	Fairbank	Buchanan	N
Assisted Living	Prairie Hills Senior Living	Independence	Buchanan	N
Assisted Living	ABCM Healthy Living Home Care	Allison	Butler	Y
Assisted Living	Maple Manor Village	Aplington	Butler	N
Assisted Living	The Meadows of Shell Rock	Shell Rock	Butler	N
Assisted Living	Valley View	Greene	Butler	N
Assisted Living	Cedar Vale Assisted Living	Nashua	Chickasaw	N
Assisted Living	Whispering Willow AL & ML	Fredericksburg	Chickasaw	N
Assisted Living	Heritage Residence	New Hampton	Chickasaw	N
Assisted Living	CCI Industries New Hampton	New Hampton	Chickasaw	N
Assisted Living	Kensington Place AL	New Hampton	Chickasaw	N
Assisted Living	Oak Estates	Conrad	Grundy	N
Bus/Taxi	Bradley Jo Charter	Dubuque	Dubuque	N
Bus/Taxi	Burlington Trailways	West Burlington	Des Moines	N
Bus/Taxi	Durham School Service	Waterloo	Black Hawk	N
Bus/Taxi	Greyhound Bus Lines	Waterloo	Black Hawk	N
Bus/Taxi	Hawkeye Stages Inc.	Decorah	Winneshiek	Y
Bus/Taxi	Metro Taxi & Shuttle	Waterloo	Black Hawk	N
Bus/Taxi	Northeast Iowa Community Action-Transit	Decorah	Winneshiek	N
Bus/Taxi	Hawkeye Stages	Waterloo	Black Hawk	N
Bus/Taxi	Trailways Bus System	Waterloo	Black Hawk	N
Bus/Taxi	Windstar Lines	Carroll	Carroll	Y
Bus/Taxi	Kips Yellow Cab, Inc.	La Porte City	Black Hawk	N
Bus/Taxi	City Cab	Waterloo	Black Hawk	N
Bus/Taxi	Dolly's Taxi	Cedar Falls	Black Hawk	N
Bus/Taxi	Loop Taxi & Transportation	Waterloo	Black Hawk	N
Bus/Taxi	First Call Taxi	Evansdale	Black Hawk	N
Bus/Taxi	Anytime Taxi-Cab & Courier	Waterloo	Black Hawk	Y
Bus/Taxi	First Call Taxi	Cedar Falls	Black Hawk	N
Daycare/Preschool	A to Z Learning Center & Daycare	Cedar Falls	Black Hawk	N
Daycare/Preschool	A to Z Learning Center & Daycare	Waterloo	Black Hawk	N
Daycare/Preschool	A to Z Learning Center & Daycare	Waterloo	Black Hawk	N
Daycare/Preschool	A to Z Learning Center & Daycare	Waterloo	Black Hawk	N
Daycare/Preschool	Allen Child Care Center	Waterloo	Black Hawk	N
Daycare/Preschool	Allison-Bristow Preschool	Allison	Butler	N
Daycare/Preschool	BLDG BRT BEGS-BYRON	Waterloo	Black Hawk	N
Daycare/Preschool	BLDG BRT BEGS-CORNWALL	Waterloo	Black Hawk	N
Daycare/Preschool	Blessed Beginnings LC	Cedar Falls	Black Hawk	N
Daycare/Preschool	Bright Beginnings PS & DC	Shell Rock	Butler	N
Daycare/Preschool	Casa Montessori School	Cedar Falls	Black Hawk	N
Daycare/Preschool	Cedar Terrace Learning Center	Waterloo	Black Hawk	N
Daycare/Preschool	Cedar Valley PS & CCC	Cedar Falls	Black Hawk	N
Daycare/Preschool	Community Lutheran School	Readlyn	Bremer	N
Daycare/Preschool	Cradles 2 Crayons LLC	Cedar Falls	Black Hawk	N
Daycare/Preschool	CUCCC - Nordic Dr.	Cedar Falls	Black Hawk	N
Daycare/Preschool	CUCCC - Westridge	Waterloo	Black Hawk	N
Daycare/Preschool	CUCCC-Valley Park	Cedar Falls	Black Hawk	N

Daycare/Preschool	Discovery Preschool	Wellsburg	Grundy	N
Daycare/Preschool	Faith Lutheran Preschool	Shell Rock	Butler	N
Daycare/Preschool	Farmstead Preschool	Cedar Falls	Black Hawk	N
Daycare/Preschool	Fun in the Sun DC & PS	Fredericksburg	Chickasaw	N
Daycare/Preschool	Great Plays DCC	New Hampton	Chickasaw	N
Daycare/Preschool	Grin & Grow LTD - Pinecrest	Waterloo	Black Hawk	N
Daycare/Preschool	Grin & Grow LTD - W. 4th St.	Waterloo	Black Hawk	N
Daycare/Preschool	Grundy Community PS & CCC	Grundy Center	Grundy	Y
Daycare/Preschool	Happy Time PS & DCC	Waterloo	Black Hawk	N
Daycare/Preschool	Hawkeye Child Development Center	Waterloo	Black Hawk	N
Daycare/Preschool	Humpty Dumpty Preschool	Hudson	Black Hawk	N
Daycare/Preschool	Immanuel Lutheran Preschool	Waterloo	Black Hawk	N
Daycare/Preschool	Immanuel Lutheran Preschool	Independence	Buchanan	N
Daycare/Preschool	Janesville Child Development Center	Janesville	Bremer	N
Daycare/Preschool	Joyful Noise Daycare	Grundy Center	Grundy	N
Daycare/Preschool	Kidquest CC & PS	Aplington	Butler	N
Daycare/Preschool	Kids Corner CC & LC	Winthrop	Buchanan	N
Daycare/Preschool	Kidsville CC & PS	Independence	Buchanan	N
Daycare/Preschool	Kool Kids Child Care	Waterloo	Black Hawk	Y
Daycare/Preschool	La Porte City Preschool	La Porte City	Black Hawk	N
Daycare/Preschool	Learn and Play PS & DCC	Evansdale	Black Hawk	N
Daycare/Preschool	Little Cougar Playhouse	Wellsburg	Grundy	N
Daycare/Preschool	Little Island DC	Fairbank	Buchanan	N
Daycare/Preschool	Little Learners PS/DC	Waverly	Bremer	N
Daycare/Preschool	Montessori System Preschool	Cedar Falls	Black Hawk	N
Daycare/Preschool	NEICAC - New Hampton Head Start	New Hampton	Chickasaw	N
Daycare/Preschool	NICAO - Aplington Head Start	Aplington	Butler	N
Daycare/Preschool	NICAO - Butler County Head Start	Clarksville	Butler	N
Daycare/Preschool	Our Redeemer Lutheran Preschool	Cedar Falls	Black Hawk	N
Daycare/Preschool	Pleasant St. Preschool	Sumner	Bremer	N
Daycare/Preschool	Redeemer Lutheran Little Lambs Preschool	Waverly	Bremer	Y
Daycare/Preschool	Reinbeck Daycare	Reinbeck	Grundy	N
Daycare/Preschool	Small Wonders Learning Center	Waterloo	Black Hawk	N
Daycare/Preschool	Small World Preschool	Waterloo	Black Hawk	N
Daycare/Preschool	Son Rise Christian School & Daycare	Waterloo	Black Hawk	N
Daycare/Preschool	Sonshine Christian Preschool	Denver	Bremer	N
Daycare/Preschool	St. Edward ECC	Waterloo	Black Hawk	N
Daycare/Preschool	St. John Preschool	Cedar Falls	Black Hawk	N
Daycare/Preschool	St. John's School	Independence	Buchanan	N
Daycare/Preschool	St. Paul's Lutheran Preschool	Waverly	Bremer	N
Daycare/Preschool	St. Timothy's Lutheran Preschool	Hudson	Black Hawk	N
Daycare/Preschool	Elk Run Early Childhood Center	Evansdale	Black Hawk	N
Daycare/Preschool	Tri-Co HS - Independence	Independence	Buchanan	N
Daycare/Preschool	Tri-Co HS	Waterloo	Black Hawk	N
Daycare/Preschool	Trinity PS & CC	Waterloo	Black Hawk	N
Daycare/Preschool	UNI Child Development Center	Cedar Falls	Black Hawk	N
Daycare/Preschool	UNI Freeburg ECP	Cedar Falls	Black Hawk	N
Daycare/Preschool	Waverly CC A-S Connec.	Waverly	Bremer	N
Daycare/Preschool	Waverly Child Care & Preschool	Waverly	Bremer	N
Daycare/Preschool	Waverly Head Start Center	Waverly	Bremer	N
Daycare/Preschool	Wolf Creek CC & PS	Conrad	Grundy	Y
Daycare/Preschool	Y Care - St. Paul's Lutheran	Cedar Falls	Black Hawk	N
Daycare/Preschool	YMCA Child Development Center	Waterloo	Black Hawk	N
Daycare/Preschool	YWCA Summer Daze	Waterloo	Black Hawk	N
Daycare/Preschool	Allotta Smiles DC	Independence	Buchanan	N

Daycare/Preschool	Just Us Kids	Readlyn	Bremer	N
Daycare/Preschool	Cradles To Crayons	Tripoli	Bremer	N
Daycare/Preschool	Country Kids Daycare	Plainfield	Bremer	N
Daycare/Preschool	Kid's Korner	Ionia	Chickasaw	N
Daycare/Preschool	Sunrise Preschool	New Hampton	Chickasaw	N
Daycare/Preschool	Family Child Care	New Hampton	Chickasaw	N
Daycare/Preschool	Nancy Hamblin DC	Hazleton	Buchanan	N
Daycare/Preschool	Cozy Heart DC	Dike	Grundy	N
Daycare/Preschool	Cribs to Crayons DC	Grundy Center	Grundy	N
Daycare/Preschool	Grundy County Head Start	Grundy Center	Grundy	N
Daycare/Preschool	Terri Simms DC	Grundy Center	Grundy	N
Daycare/Preschool	Stars of the Future CC	Dike	Grundy	N
Daycare/Preschool	Community United Child Care Centers	Cedar Falls	Black Hawk	N
Disabled Assist.	Lutheran Services in Iowa	Waterloo	Black Hawk	N
Hospital	Sartori Memorial Hospital	Cedar Falls	Black Hawk	N
Retire/Assisted	Bickford Cottage	Cedar Falls	Black Hawk	N
Retire/Assisted	Parker Place Retirement Community	Parkersburg	Butler	N
Retire/Assisted	Ridgeway Place	Waterloo	Black Hawk	N
Retire/Assisted	Western Home Communities	Cedar Falls	Black Hawk	N
Retirement Comm.	Bartels Lutheran Retirement Community	Waverly	Bremer	Y
Retirement Comm.	Bridges Senior Housing	Waterloo	Black Hawk	N
Retirement Comm.	Cedar River Tower Housing	Waterloo	Black Hawk	Y
Retirement Comm.	Eichhorn Haus	Waverly	Bremer	N
Retirement Comm.	Fox Meadow Senior Apartments	Evansdale	Black Hawk	N
Retirement Comm.	Mallard Point	Waterloo	Black Hawk	N
Retirement Comm.	Rosewood Estate	Waterloo	Black Hawk	Y
Retirement Comm.	Westview Estates	Reinbeck	Grundy	N
Retirement Comm.	Walnut Court Apartments	Waterloo	Black Hawk	N
Retirement Comm.	Landmark Commons	Waterloo	Black Hawk	N
Retirement Comm.	Village Cooperative	Cedar Falls	Black Hawk	N
Retirement Comm.	Oak View	Independence	Buchanan	N
Service Provider	Allen Memorial Hospital	Waterloo	Black Hawk	N
Service Provider	Allison Health Care Center	Allison	Butler	N
Service Provider	ATU 1192	Waterloo	Black Hawk	N
Service Provider	Black Hawk-Grundy Mental Health Center	Waterloo	Black Hawk	Y
Service Provider	Bremer County Community Based Services	Waverly	Bremer	Y
Service Provider	Buchanan County Community Services	Independence	Buchanan	Y
Service Provider	Cedar Falls Health Care Center	Cedar Falls	Black Hawk	N
Service Provider	Cedar Falls Lutheran Home	Cedar Falls	Black Hawk	N
Service Provider	Cedar Falls Senior Center	Cedar Falls	Black Hawk	N
Service Provider	Cedar Valley Mental Health Center	Waverly	Bremer	N
Service Provider	Community Care Inc. - Heritage Residence	New Hampton	Chickasaw	N
Service Provider	Community Memorial Hospital	Sumner	Bremer	N
Service Provider	Community Nursing Home	Clarksville	Butler	N
Service Provider	Comprehensive Systems, Inc.	Charles City	Floyd	N
Service Provider	Covenant Medical Center	Waterloo	Black Hawk	N
Service Provider	Denver Sunset Nursing Home	Denver	Bremer	N
Service Provider	East Towne Care Center	Independence	Buchanan	N
Service Provider	Eastside Ministerial Alliance -Crisis Prevention & Referral	Waterloo	Black Hawk	N
Service Provider	Friendship Village Retirement Community	Waterloo	Black Hawk	N
Service Provider	Grundy Care Center	Grundy Center	Grundy	N
Service Provider	Grundy Center Senior Center	Grundy Center	Grundy	N
Service Provider	Grundy County CPC/CM/GA Director	Grundy Center	Grundy	N
Service Provider	Grundy County Memorial Hospital	Grundy Center	Grundy	N
Service Provider	Hawkeye Community College	Waterloo	Black Hawk	N

Service Provider	Hillcrest Home	Sumner	Bremer	Y
Service Provider	NEI3A	Waterloo	Black Hawk	Y
Service Provider	Independence Senior Center	Independence	Buchanan	N
Service Provider	Iowa Department of Human Services	Waterloo	Black Hawk	N
Service Provider	Iowa Department of Human Services	Waverly	Bremer	N
Service Provider	Iowa Department of Human Services	Independence	Buchanan	N
Service Provider	Iowa Department of Human Services	Allison	Butler/Grundy	N
Service Provider	Iowa Department of Human Services	Charles City	Chickasaw	N
Service Provider	Jesse Cosby Neighborhood Center	Waterloo	Black Hawk	N
Service Provider	La Porte City Nursing & Rehab Center	La Porte City	Black Hawk	N
Service Provider	La Porte City Senior Center	La Porte City	Black Hawk	N
Service Provider	Manorcare Health Services	Waterloo	Black Hawk	N
Service Provider	Mercy Medical Center New Hampton	New Hampton	Chickasaw	Y
Service Provider	New Hampton Care Center	New Hampton	Chickasaw	N
Service Provider	New Hampton Senior Center	New Hampton	Chickasaw	N
Service Provider	Newel Post Adult Day Services	Waterloo	Black Hawk	N
Service Provider	North Star Community Services	Waterloo	Black Hawk	N
Service Provider	North Star Community Services	Waverly	Bremer	N
Service Provider	Operation Threshold	Waterloo	Black Hawk	N
Service Provider	Parkview Manor Nursing Home	Reinbeck	Grundy	Y
Service Provider	Parkview Nursing & Rehab Center	Waterloo	Black Hawk	N
Service Provider	Ravenwood Nursing & Rehab Center	Waterloo	Black Hawk	N
Service Provider	Shell Rock Health Care Center	Shell Rock	Butler	N
Service Provider	Tri-County Head Start	Waterloo	Black Hawk	Y
Service Provider	Tripoli Nursing Home	Tripoli	Bremer	N
Service Provider	Waterloo Center for the Arts	Waterloo	Black Hawk	Y
Service Provider	Waverly Health Center	Waverly	Bremer	N
Service Provider	Waverly Senior Center	Waverly	Bremer	N
Service Provider	Windsor Nursing & Rehab Center	Cedar Falls	Black Hawk	N
Service Provider	Comprehensive Systems, Inc.	Cedar Falls	Black Hawk	N
Service Provider	Chickasaw Event Center	New Hampton	Chickasaw	Y
Service Provider	MET Transit	Waterloo	Black Hawk	N
Service Provider	RTC	Waterloo	Black Hawk	Y
Service Provider	Exceptional Persons Inc.	Waterloo	Black Hawk	N
TAC	University of Northern Iowa - Public Safety	Cedar Falls	Black Hawk	Y
TAC	Northern Iowa Student Government	Cedar Falls	Black Hawk	N
TAC	Iowa Workforce Development	Waterloo	Black Hawk	N
TAC	The Arc of Cedar Valley	Waterloo	Black Hawk	N
TAC	Butler County Auditor	Allison	Butler	Y
TAC	Butler Co. Public Health	Allison	Butler	Y
TAC	City of Reinbeck, Administrator	Reinbeck	Grundy	N
TAC	Black Hawk Co. EMA Coordinator	Waterloo	Black Hawk	Y
TAC	Goodwill Industries of NE Iowa	Waterloo	Black Hawk	N
TAC	Cedar Valley United Way	Waterloo	Black Hawk	N
TAC	Black Hawk Co. Health Department	Waterloo	Black Hawk	Y
TAC	Greater Cedar Valley Alliance	Waterloo	Black Hawk	N
TAC	The Larrabee Center	Waverly	Bremer	Y
TAC	West Village Care Center	Independence	Buchanan	N
TAC	Black Hawk County Country View Care Facility	Waterloo	Black Hawk	N
TAC	Black Hawk County CPC	Waterloo	Black Hawk	N
TAC	Bremer County CPC	Waverly	Bremer	N
TAC	Buchanan County CPC	Independence	Buchanan	N
TAC	Butler County CPC	Allison	Butler	N
TAC	Chickasaw County CPC	New Hampton	Chickasaw	N
TAC	Grundy County CPC	Grundy Center	Grundy	N

Church/Religious Org.	St. James Angelical Lutheran Church	Allison	Butler	N
Church/Religious Org.	St. John's Lutheran Church - Vilmar	Allison	Butler	N
Church/Religious Org.	Trinity Reformed Church	Allison	Butler	N
Church/Religious Org.	United Church of Christ of Allison	Allison	Butler	N
Church/Religious Org.	Zion Lutheran Church	Alta Vista	Chickasaw	N
Church/Religious Org.	Aplington Baptist Church	Aplington	Butler	N
Church/Religious Org.	Bethel Reformed Church	Aplington	Butler	N
Church/Religious Org.	First Presbyterian Church	Aplington	Butler	N
Church/Religious Org.	First Reformed Church	Aplington	Butler	N
Church/Religious Org.	United Methodist Church	Aredale	Butler	N
Church/Religious Org.	Aurora Methodist Church	Aurora	Buchanan	N
Church/Religious Org.	St. Paul's Lutheran Church	Aurora	Buchanan	N
Church/Religious Org.	Beaman United Methodist Church	Beaman	Grundy	N
Church/Religious Org.	United Methodist Church	Brandon	Black Hawk	N
Church/Religious Org.	Church of Christ	Bristow	Butler	N
Church/Religious Org.	Church of Christ	Bristow	Butler	N
Church/Religious Org.	First Reformed Church	Bristow	Butler	N
Church/Religious Org.	Baha'I Faith	Cedar Falls	Black Hawk	N
Church/Religious Org.	Bethany Bible Chapel	Cedar Falls	Black Hawk	N
Church/Religious Org.	Bethlehem Lutheran Church (ELCA)	Cedar Falls	Black Hawk	N
Church/Religious Org.	Cedar Bible Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	Cedar Falls Church of Christ	Cedar Falls	Black Hawk	N
Church/Religious Org.	Cedar Falls Gospel Hall	Cedar Falls	Black Hawk	N
Church/Religious Org.	Cedar Falls Mennonite Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	Cedar Heights Baptist Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	Cedar Heights Community Presbyterian Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	Church of Christ - Cedarloo	Cedar Falls	Black Hawk	N
Church/Religious Org.	Church of Jesus Christ of Latter Day Saints	Cedar Falls	Black Hawk	N
Church/Religious Org.	College Hill Lutheran Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	Community of Christ	Cedar Falls	Black Hawk	N
Church/Religious Org.	Cornerstone Fellowship Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	Covenant Presbyterian Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	Faith Wesleyan Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	First Christian Church Disciples of Christ	Cedar Falls	Black Hawk	N
Church/Religious Org.	First Church of Christ Scientist	Cedar Falls	Black Hawk	N
Church/Religious Org.	First Evangelical Free Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	First Presbyterian Church	Cedar Falls	Black Hawk	Y
Church/Religious Org.	First United Methodist Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	Fredsville Evangelical Lutheran Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	Glad Tidings Assembly of God	Cedar Falls	Black Hawk	N
Church/Religious Org.	Greenhill Baptist Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	Heartland Vineyard Church	Cedar Falls	Black Hawk	Y
Church/Religious Org.	Living Water Church of the Nazarene	Cedar Falls	Black Hawk	N
Church/Religious Org.	Love in the Name of Christ	Cedar Falls	Black Hawk	N
Church/Religious Org.	Nazareth Evangelical Lutheran Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	Orchard Hill Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	Our Redeemer Lutheran Church - LCMS	Cedar Falls	Black Hawk	N
Church/Religious Org.	Prairie Lakes Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	St. John Lutheran Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	St. Luke's Episcopal Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	St. Patrick Catholic Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	St. Paul Evanelical Lutheran Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	St. Timothy's United Methodist Church	Cedar Falls	Black Hawk	N
Church/Religious Org.	The United Church of Christ	Cedar Falls	Black Hawk	N
Church/Religious Org.	Trinity Bible Church	Cedar Falls	Black Hawk	N

Church/Religious Org.	Unitarian Universalist Society of Black Hawk County	Cedar Falls	Black Hawk	N
Church/Religious Org.	Wesley Foundation	Cedar Falls	Black Hawk	N
Church/Religious Org.	Antioch Gospel Hall	Clarksville	Butler	N
Church/Religious Org.	Church of Christ	Clarksville	Butler	N
Church/Religious Org.	Community United Methodist Church of Clarksville	Clarksville	Butler	N
Church/Religious Org.	First United Church of Christ	Clarksville	Butler	N
Church/Religious Org.	Immanuel United Church of Christ	Clarksville	Butler	N
Church/Religious Org.	St. John Lutheran Church	Clarksville	Butler	N
Church/Religious Org.	Conrad United Methodist Church	Conrad	Grundy	N
Church/Religious Org.	First Presbyterian Church	Conrad	Grundy	N
Church/Religious Org.	Bethel Temple Assembly of God	Denver	Bremer	N
Church/Religious Org.	Denver Baptist Church	Denver	Bremer	N
Church/Religious Org.	St. John Lutheran Church Missouri Synod	Denver	Bremer	N
Church/Religious Org.	St. John's Lutheran Church	Denver	Bremer	N
Church/Religious Org.	St. Paul United Church of Christ	Denver	Bremer	N
Church/Religious Org.	St. Peter Lutheran Church	Denver	Bremer	N
Church/Religious Org.	Dike United Methodist Church	Dike	Grundy	N
Church/Religious Org.	Liberty Baptist Church	Dike	Grundy	N
Church/Religious Org.	Dumont Reformed Church	Dumont	Butler	N
Church/Religious Org.	Dumont United Methodist Church	Dumont	Butler	N
Church/Religious Org.	Baptist Church of Dunkerton	Dunkerton	Black Hawk	Y
Church/Religious Org.	Dunkerton First United Methodist Church	Dunkerton	Black Hawk	N
Church/Religious Org.	Dunkerton Gospel Hall	Dunkerton	Black Hawk	N
Church/Religious Org.	Saint Francis Catholic Church	Dunkerton	Black Hawk	N
Church/Religious Org.	Faith Assembly of God	Elk Run Heights	Black Hawk	N
Church/Religious Org.	Starlight Christian Church	Elk Run Heights	Black Hawk	N
Church/Religious Org.	Countryside Vineyard Church	Evansdale	Black Hawk	N
Church/Religious Org.	Prince of Peace Lutheran Church	Evansdale	Black Hawk	N
Church/Religious Org.	Saint Paul Lutheran Church	Evansdale	Black Hawk	N
Church/Religious Org.	St. Mark Baptist Church	Evansdale	Black Hawk	N
Church/Religious Org.	St. Mark's United Methodist Church	Evansdale	Black Hawk	N
Church/Religious Org.	Immaculate Conception Church	Fairbank	Buchanan	N
Church/Religious Org.	St. John's Lutheran Church Missouri Synod	Fairbank	Buchanan	N
Church/Religious Org.	United Methodist Church	Fairbank	Buchanan	N
Church/Religious Org.	Baptist Hillcrest	Fredericksburg	Chickasaw	N
Church/Religious Org.	Hillcrest Baptist & Brethren	Fredericksburg	Chickasaw	N
Church/Religious Org.	St. Paul's Lutheran Church	Fredericksburg	Chickasaw	N
Church/Religious Org.	United Church of Christ - Peace	Fredericksburg	Chickasaw	N
Church/Religious Org.	United Methodist Church	Fredericksburg	Chickasaw	N
Church/Religious Org.	St. John's Lutheran Church	Frederika	Bremer	N
Church/Religious Org.	Calvary Baptist Church	Greene	Butler	N
Church/Religious Org.	First Presbyterian	Greene	Butler	N
Church/Religious Org.	St. Mary's Church	Greene	Butler	Y
Church/Religious Org.	St. Peter's Lutheran Church	Greene	Butler	N
Church/Religious Org.	United Methodist Church	Greene	Butler	N
Church/Religious Org.	American Lutheran Church	Grundy Center	Grundy	Y
Church/Religious Org.	Bethany Presbyterian Church	Grundy Center	Grundy	N
Church/Religious Org.	First Baptist Church	Grundy Center	Grundy	N
Church/Religious Org.	First Presbyterian Church	Grundy Center	Grundy	N
Church/Religious Org.	Ivester Church of Brethren	Grundy Center	Grundy	N
Church/Religious Org.	Lincoln Center Christian Reformed Church	Grundy Center	Grundy	N
Church/Religious Org.	Orchard Hill Church	Grundy Center	Grundy	N
Church/Religious Org.	United Methodist Church	Grundy Center	Grundy	N
Church/Religious Org.	Trinity United Methodist Church	Hazleton	Buchanan	N
Church/Religious Org.	Colfax Center Presbyterian Church	Holland	Grundy	N

Church/Religious Org.	Pleasant Valley Reformed Church	Holland	Grundy	N
Church/Religious Org.	Community Church	Hudson	Black Hawk	N
Church/Religious Org.	Faith Baptist Church	Hudson	Black Hawk	N
Church/Religious Org.	St. Timothy Lutheran Church	Hudson	Black Hawk	Y
Church/Religious Org.	United Methodist Church of Hudson	Hudson	Black Hawk	N
Church/Religious Org.	Zion Lutheran Church ELCA	Hudson	Black Hawk	N
Church/Religious Org.	Bethel Baptist Church	Independence	Buchanan	N
Church/Religious Org.	Calvary Evangelistic Center	Independence	Buchanan	N
Church/Religious Org.	Christian Life Church	Independence	Buchanan	N
Church/Religious Org.	Cornerstone Foursquare Church	Independence	Buchanan	N
Church/Religious Org.	First Presbyterian Church	Independence	Buchanan	N
Church/Religious Org.	First United Methodist Church	Independence	Buchanan	N
Church/Religious Org.	Freedom Baptist Church	Independence	Buchanan	N
Church/Religious Org.	Grace Evangelical Church	Independence	Buchanan	N
Church/Religious Org.	Hope Wesleyan Church	Independence	Buchanan	N
Church/Religious Org.	Immanuel Lutheran Church	Independence	Buchanan	N
Church/Religious Org.	Living Water Church	Independence	Buchanan	N
Church/Religious Org.	Our Redeemer Lutheran Church	Independence	Buchanan	N
Church/Religious Org.	St. James Episcopal Church	Independence	Buchanan	N
Church/Religious Org.	St. John's Catholic Church	Independence	Buchanan	N
Church/Religious Org.	Republic Community Church	Ionia	Chickasaw	N
Church/Religious Org.	St. Boniface Church Hall	Ionia	Chickasaw	N
Church/Religious Org.	Finchford Community Church	Janesville	Bremer	N
Church/Religious Org.	Messiah Lutheran Church	Janesville	Bremer	N
Church/Religious Org.	United Methodist Church	Janesville	Bremer	N
Church/Religious Org.	American Lutheran Church	Jesup	Buchanan	N
Church/Religious Org.	Faith Baptist Academy	Jesup	Buchanan	N
Church/Religious Org.	First Presbyterian Church	Jesup	Buchanan	N
Church/Religious Org.	First United Methodist Church	Jesup	Buchanan	N
Church/Religious Org.	Grace Lutheran Church	Jesup	Buchanan	N
Church/Religious Org.	Jesup Bible Fellowship	Jesup	Buchanan	Y
Church/Religious Org.	Presbyterian Church	Jesup	Buchanan	N
Church/Religious Org.	St. Athanasius Catholic Church	Jesup	Buchanan	N
Church/Religious Org.	American Lutheran Church	La Porte City	Black Hawk	N
Church/Religious Org.	Heartland Community Church	La Porte City	Black Hawk	N
Church/Religious Org.	St. Paul United Methodist Church	La Porte City	Black Hawk	N
Church/Religious Org.	Zion Lutheran Church	La Porte City	Black Hawk	N
Church/Religious Org.	Grace United Methodist Church	Lamont	Buchanan	Y
Church/Religious Org.	Jericho Lutheran Church	Lawler	Chickasaw	N
Church/Religious Org.	Our Lady of Mt. Carmel	Lawler	Chickasaw	N
Church/Religious Org.	First Congregational Church	Nashua	Chickasaw	N
Church/Religious Org.	Little Brown Church	Nashua	Chickasaw	Y
Church/Religious Org.	St. John Lutheran Church	Nashua	Chickasaw	N
Church/Religious Org.	St. John's United Church of Christ	Nashua	Chickasaw	N
Church/Religious Org.	St. Michael's Catholic Church	Nashua	Chickasaw	N
Church/Religious Org.	United Methodist Church	Nashua	Chickasaw	N
Church/Religious Org.	Congregational United Church of Christ	New Hampton	Chickasaw	N
Church/Religious Org.	First United Methodist Church	New Hampton	Chickasaw	N
Church/Religious Org.	Harvest Church	New Hampton	Chickasaw	N
Church/Religious Org.	Holy Family Parish	New Hampton	Chickasaw	N
Church/Religious Org.	Redeemer Lutheran Church	New Hampton	Chickasaw	N
Church/Religious Org.	Trinity Lutheran Church	New Hampton	Chickasaw	Y
Church/Religious Org.	First Baptist Church	New Hartford	Butler	N
Church/Religious Org.	United Methodist Church	New Hartford	Butler	N
Church/Religious Org.	Bethel Lutheran Church	Parkersburg	Butler	N

Church/Religious Org.	Calvary Baptist Church	Parkersburg	Butler	N
Church/Religious Org.	Christian Reformed Church	Parkersburg	Butler	N
Church/Religious Org.	Faith Lutheran Church	Parkersburg	Butler	N
Church/Religious Org.	First Congregational Church	Parkersburg	Butler	Y
Church/Religious Org.	Hope Reformed Church	Parkersburg	Butler	N
Church/Religious Org.	Parkersburg United Methodist Church	Parkersburg	Butler	N
Church/Religious Org.	Reformed Church of Stout	Parkersburg	Butler	N
Church/Religious Org.	St. Patrick's Catholic Church	Parkersburg	Butler	N
Church/Religious Org.	Stout Gospel Hall	Parkersburg	Butler	N
Church/Religious Org.	First Reformed Church	Parkersburg	Butler	N
Church/Religious Org.	First Baptist Church	Plainfield	Bremer	N
Church/Religious Org.	Saint Johns Lutheran Church	Plainfield	Bremer	N
Church/Religious Org.	United Methodist Church	Plainfield	Bremer	N
Church/Religious Org.	Quasqueton Union Church	Quasqueton	Buchanan	N
Church/Religious Org.	Raymond United Methodist Church	Raymond	Black Hawk	N
Church/Religious Org.	St. Joseph Catholic Church	Raymond	Black Hawk	N
Church/Religious Org.	Immanuel Lutheran Church	Readlyn	Bremer	N
Church/Religious Org.	St. Matthew Lutheran Church	Readlyn	Bremer	N
Church/Religious Org.	St. Paul Lutheran Church	Readlyn	Bremer	N
Church/Religious Org.	Zion Lutheran Church	Readlyn	Bremer	N
Church/Religious Org.	Amity Presbyterian Church	Reinbeck	Grundy	N
Church/Religious Org.	First Baptist Church	Reinbeck	Grundy	N
Church/Religious Org.	First Presbyterian Church	Reinbeck	Grundy	N
Church/Religious Org.	Holy Family	Reinbeck	Grundy	N
Church/Religious Org.	New Life Assembly of God	Reinbeck	Grundy	N
Church/Religious Org.	St. John's Lutheran Church	Reinbeck	Grundy	N
Church/Religious Org.	United Church of Christ - Union	Reinbeck	Grundy	N
Church/Religious Org.	First Presbyterian Church	Rowley	Buchanan	N
Church/Religious Org.	Rowley First United Methodist Church	Rowley	Buchanan	N
Church/Religious Org.	Faith Lutheran Church	Shell Rock	Butler	N
Church/Religious Org.	First Baptist Church	Shell Rock	Butler	N
Church/Religious Org.	Peace Lutheran Church	Shell Rock	Butler	N
Church/Religious Org.	United Methodist Church	Shell Rock	Butler	N
Church/Religious Org.	Stanley Union Church	Stanley	Buchanan	N
Church/Religious Org.	Faith Evangelical Church	Sumner	Bremer	N
Church/Religious Org.	Faith Evangelical Church	Sumner	Bremer	N
Church/Religious Org.	First Baptist Church	Sumner	Bremer	N
Church/Religious Org.	Immaculate Conception Church	Sumner	Bremer	N
Church/Religious Org.	St. John Evangelical Lutheran Church	Sumner	Bremer	N
Church/Religious Org.	St. Paul's Lutheran Church	Sumner	Bremer	N
Church/Religious Org.	St. Peter's Lutheran Church	Sumner	Bremer	N
Church/Religious Org.	United Methodist Church of Sumner	Sumner	Bremer	N
Church/Religious Org.	Faith United Church of Christ	Tripoli	Bremer	N
Church/Religious Org.	Grace Lutheran Church	Tripoli	Bremer	N
Church/Religious Org.	St. John's Crane Creek Church	Tripoli	Bremer	N
Church/Religious Org.	St. Paul's Evangelical Lutheran	Tripoli	Bremer	N
Church/Religious Org.	Church of the Brethren-South Waterloo	Waterloo	Black Hawk	N
Church/Religious Org.	Apostolic Pentecostal Church	Waterloo	Black Hawk	N
Church/Religious Org.	Ascension Lutheran Church AALC	Waterloo	Black Hawk	N
Church/Religious Org.	Calvary Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Calvary Catherdal	Waterloo	Black Hawk	N
Church/Religious Org.	Cedar Valley Community Church	Waterloo	Black Hawk	N
Church/Religious Org.	Celebration First Assembly of God	Waterloo	Black Hawk	N
Church/Religious Org.	Christ Lutheran Church	Waterloo	Black Hawk	N
Church/Religious Org.	Christ Temple Apostolic	Waterloo	Black Hawk	N

Church/Religious Org.	Faith Evangelical Lutheran Church	Waterloo	Black Hawk	N
Church/Religious Org.	First Baptist Church of Waterloo ABC	Waterloo	Black Hawk	N
Church/Religious Org.	First United Presbyterian Church	Waterloo	Black Hawk	N
Church/Religious Org.	Grace Reformed Church	Waterloo	Black Hawk	N
Church/Religious Org.	Hagerman Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Midway Terrace Congregation	Waterloo	Black Hawk	N
Church/Religious Org.	New Living Hope Apostolic Church	Waterloo	Black Hawk	N
Church/Religious Org.	Our Savior's Lutheran Church	Waterloo	Black Hawk	N
Church/Religious Org.	Pilgrim Lutheran Church	Waterloo	Black Hawk	N
Church/Religious Org.	Pilgrim Lutheran Church ELS	Waterloo	Black Hawk	N
Church/Religious Org.	Resurrection Missionary Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Saint Andrews Presbyterian Church	Waterloo	Black Hawk	N
Church/Religious Org.	Shiloh Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Trinity Episcopal Church	Waterloo	Black Hawk	N
Church/Religious Org.	Walnut Ridge Baptist Academy	Waterloo	Black Hawk	N
Church/Religious Org.	Immanuel Lutheran Church	Waterloo	Black Hawk	N
Church/Religious Org.	Bethel Presbyterian Church	Waterloo	Black Hawk	N
Church/Religious Org.	Cathedral of Faith Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Central Christian Church Disciples of Christ	Waterloo	Black Hawk	N
Church/Religious Org.	Christian Fellowship Baptist Church	Waterloo	Black Hawk	Y
Church/Religious Org.	Crossroads Assembly of God	Waterloo	Black Hawk	N
Church/Religious Org.	First Congregational Church	Waterloo	Black Hawk	N
Church/Religious Org.	First United Methodist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Grace Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Grace Brethren Church	Waterloo	Black Hawk	N
Church/Religious Org.	Grace Lutheran Church	Waterloo	Black Hawk	N
Church/Religious Org.	Hammond Avenue Brethren Church	Waterloo	Black Hawk	N
Church/Religious Org.	Hispanic Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Kimball Avenue United Methodist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Lighthouse Fellowship	Waterloo	Black Hawk	N
Church/Religious Org.	Nazarene Church Crossroads Community	Waterloo	Black Hawk	N
Church/Religious Org.	Open Bible Church	Waterloo	Black Hawk	N
Church/Religious Org.	Ridge Bethel Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Sacred Heart Church	Waterloo	Black Hawk	N
Church/Religious Org.	St. Ansgar Lutheran Church	Waterloo	Black Hawk	N
Church/Religious Org.	St. Demetrios Greek Orthodox Church	Waterloo	Black Hawk	N
Church/Religious Org.	Trinity American Lutheran Church	Waterloo	Black Hawk	N
Church/Religious Org.	Unity Presbyterian	Waterloo	Black Hawk	Y
Church/Religious Org.	Waterloo Worship Center	Waterloo	Black Hawk	N
Church/Religious Org.	Wesleyan Church	Waterloo	Black Hawk	N
Church/Religious Org.	Western Avenue Gospel Hall	Waterloo	Black Hawk	N
Church/Religious Org.	Westminster Presbyterian Church	Waterloo	Black Hawk	N
Church/Religious Org.	Zion Evangelical Lutheran Church	Waterloo	Black Hawk	N
Church/Religious Org.	St. Edward's Church	Waterloo	Black Hawk	N
Church/Religious Org.	Bridge of Hope Church	Waterloo	Black Hawk	N
Church/Religious Org.	All Nations Community Church - ABC	Waterloo	Black Hawk	N
Church/Religious Org.	Barclay United Presbyterian Church	Waterloo	Black Hawk	N
Church/Religious Org.	Breath Life Foursquare Church	Waterloo	Black Hawk	N
Church/Religious Org.	Burton Avenue Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Church of God in Christ	Waterloo	Black Hawk	N
Church/Religious Org.	Concordia Lutheran Church	Waterloo	Black Hawk	N
Church/Religious Org.	Conger Street Church of God	Waterloo	Black Hawk	N
Church/Religious Org.	Corinthian Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Deliverance Temple Church of God in Christ	Waterloo	Black Hawk	N
Church/Religious Org.	Faith Temple Southern Baptist Church	Waterloo	Black Hawk	N

Church/Religious Org.	First Lutheran Church	Waterloo	Black Hawk	N
Church/Religious Org.	First Presbyterian Church - Waterloo	Waterloo	Black Hawk	N
Church/Religious Org.	Good Shepard Lutheran Church	Waterloo	Black Hawk	N
Church/Religious Org.	Harvest Vineyard Church	Waterloo	Black Hawk	N
Church/Religious Org.	Jehovah's Witness Virden Creek Congregation	Waterloo	Black Hawk	N
Church/Religious Org.	Linden United Methodist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Mount Moriah Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Mt. Calvary Missionary Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Mt. Hope United Methodist Church	Waterloo	Black Hawk	N
Church/Religious Org.	New City Ministries	Waterloo	Black Hawk	N
Church/Religious Org.	New Hope Missionary Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Payne Memorial AME Church	Waterloo	Black Hawk	N
Church/Religious Org.	Rose Hill Church of God in Christ	Waterloo	Black Hawk	N
Church/Religious Org.	Salvation Army	Waterloo	Black Hawk	N
Church/Religious Org.	Seventh-Day Adventist Church	Waterloo	Black Hawk	N
Church/Religious Org.	St. John Church of the First Born	Waterloo	Black Hawk	N
Church/Religious Org.	St. Johns Lutheran	Waterloo	Black Hawk	N
Church/Religious Org.	St. Luke's Church of the First Born	Waterloo	Black Hawk	N
Church/Religious Org.	St. Paul's United Methodist Church	Waterloo	Black Hawk	Y
Church/Religious Org.	The Gift of Life Ministries	Waterloo	Black Hawk	N
Church/Religious Org.	The Queen of Peace	Waterloo	Black Hawk	N
Church/Religious Org.	Union Missionary Baptist Church	Waterloo	Black Hawk	Y
Church/Religious Org.	Waterloo Church of Christ	Waterloo	Black Hawk	N
Church/Religious Org.	Lighthouse Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Faith Temple Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Antioch Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Saviour Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	Realife Church	Waterloo	Black Hawk	N
Church/Religious Org.	Community Baptist Church	Waterloo	Black Hawk	N
Church/Religious Org.	First Baptist Church	Waverly	Bremer	N
Church/Religious Org.	Grace Baptist Church	Waverly	Bremer	N
Church/Religious Org.	Heritage United Methodist	Waverly	Bremer	N
Church/Religious Org.	Horton Baptist Church	Waverly	Bremer	N
Church/Religious Org.	Northeastern Iowa Synod of ELCA	Waverly	Bremer	N
Church/Religious Org.	Open Bible Church	Waverly	Bremer	N
Church/Religious Org.	Peace United Church of Christ	Waverly	Bremer	N
Church/Religious Org.	Restored Church - Jesus Christ	Waverly	Bremer	N
Church/Religious Org.	Saint Paul Lutheran Church Missouri Synod	Waverly	Bremer	N
Church/Religious Org.	St. Andrew's Episcopal Church	Waverly	Bremer	N
Church/Religious Org.	St. John Evangelical Lutheran Church	Waverly	Bremer	N
Church/Religious Org.	St. John's United Church of Christ Siegel	Waverly	Bremer	N
Church/Religious Org.	St. Mary's Church - Waverly	Waverly	Bremer	N
Church/Religious Org.	St. Paul's Lutheran Church	Waverly	Bremer	N
Church/Religious Org.	Trinity United Methodist Church	Waverly	Bremer	N
Church/Religious Org.	Vineyard Community Church	Waverly	Bremer	N
Church/Religious Org.	First Christian Reformed Church	Wellsburg	Grundy	N
Church/Religious Org.	St. John Lutheran Church	Wellsburg	Grundy	N
Church/Religious Org.	St. Paul Lutheran Church	Wellsburg	Grundy	N
Church/Religious Org.	United Reformed Church	Wellsburg	Grundy	N
Church/Religious Org.	Wellsburg Reformed Church	Wellsburg	Grundy	N
Church/Religious Org.	Church of Christ United	Winthrop	Buchanan	N
Church/Religious Org.	Church of Christ United Methodist	Winthrop	Buchanan	N

Current Public Transit Service & Inventory

Service and Coverage

Fixed Route: MET Transit operates 10 fixed transit routes year-round, providing service to Waterloo and Cedar Falls. Two additional routes offer service to the area’s higher learning centers. The Panther Shuttle provides service around the University of Northern Iowa (UNI) campus during the school year. Route 10, the Hawkeye Community College (HCC) Route, serves both HCC and UNI during the school year, and continues service between HCC and the Crossroads Mall area during the summer. **Map 2.8** shows MET’s current route structure. Most routes have one hour headways. Two sets of routes cover much of the same area – Routes 6/7 and Routes 5/5L. This may reduce headways along these routes for some origins and destinations. Route 8 operates during the AM and PM peaks, with no mid-day service. All routes except the Panther Shuttle, Route 9 (Cedar Falls loop), and Route 10 (HCC) radiate from MET’s Central Transfer Facility in downtown Waterloo, with routes meeting there at either :15 or :45 after the hour. While MET’s schedules include buses being at particular bus stops at specific times, MET buses will stop to pick riders up or drop them off at the corner of any block along the route.

MET’s current hours of operation for both fixed route transit and paratransit are from 5:45 a.m. to 6:35 p.m., Monday through Friday, and 7:15 a.m. to 6:00 p.m. on Saturday, with staggered start and stop times depending upon the route. The current hours of operation for MET Route 9 are from 6:15 a.m. to 10:15 a.m. and 1:15 p.m. to 5:15 p.m., Monday through Friday, and 9:15 a.m. to 5:15 p.m. on Saturday. MET also operates a Safe Ride service between the UNI area and downtown Cedar Falls on Friday and Saturday nights. Regular fixed route fares have remained stable the past several years, with a one-way bus ride (with a transfer if needed) costing \$1.50. **Table 2.3** lists MET’s current fares.

Table 2.3 – MET Fixed Route Fares

Type of Fare	Cost
Adult 30 Day Pass	\$50.00
Discounted 30 Day Pass – Senior Citizen, Disabled, Student	\$45.00
11 Ride Tickets – Buy 10 rides, get the 11 th free	\$15.00
Regular Adult Fare (age 18 and older)	\$1.50
Senior – Age 60 and older	\$0.75
Disabled	\$0.75
Medicare Card Holders	\$0.75
Students	\$0.75

Source: MET Transit

Maps 2.9 – 2.12 show the relation of MET Transit routes to several different characteristics, including population over the age of 65, non-white population, population who speak English “less than very well”, and population in poverty. Reviewing these characteristics helps show where service coverage is adequate, and reveal where there may be some gaps that should be considered for future service expansion. Each map includes a brief discussion of the relationship between transit coverage and the characteristic shown. While simply having a transit route nearby does not necessarily mean it connects people with their destination, it does offer a starting point. With the interconnectedness of the system, riders can start on one side of the metropolitan area and get to the other via transfers.

It should be noted that not all of the MPO is covered by fixed route service, as currently only Waterloo and Cedar Falls are party to the 28E agreement MET operates under. If smaller cities in the MPO would like transit service extended to them, they could join the agreement and provide funds for operating and capital, or pay the full cost of the service. A route in Washburn, Gilbertville, and Raymond was tried in the past but did not have enough ridership to continue. The City of Hudson expressed interest in service a few years ago, but determined it would be cost prohibitive. Despite these limitations, MET service is within a reasonable distance to the majority of the MPO’s population. A half-mile is a reasonable distance in which most people will walk to a bus stop. Approximately 81 percent of the MPO’s population is located within a half-mile of a MET fixed route, and approximately 79 percent of the MPO’s employees work within a half-mile of a MET fixed route.

Paratransit Service: Paratransit service is provided directly by MET Transit as well as through contracted services with outside transit agencies. MET paratransit is designed to provide transportation for people whose condition or disability prevents them from using MET’s fixed route buses. To qualify for service, persons must meet one of the following conditions established by the Americans with Disabilities Act (ADA): Unable to get on or off a transit bus; unable to get to or from a fixed route bus stop; unable to wait at a fixed route bus stop; or unable, for reason of a disability, to ride the fixed route buses or to understand and follow transit instructions.

ADA paratransit eligibility is based on functional abilities and whether the person’s disability prevents him/her from using MET Transit’s fixed route system, rather than medical diagnosis. It is not based on whether or not the fixed route buses operate in the same areas or at the same times as the person may need. MET currently offers paratransit throughout Waterloo and Cedar Falls, though it is only required to offer the service within 0.75 miles of fixed routes.

Demand Response & Subscription: RTC provides open-to-the-public, accessible transit services within the INRCOG region. Its primary customers are persons with disabilities, senior citizens, and Head Start children. In addition to providing transit, RTC is responsible for coordinating transportation in the region. RTC operates Monday-Friday from 6:30 a.m. to 5:00 p.m. In response to past input from Waverly residents, RTC expanded service to 6:30 p.m. on Mondays to provide transportation to community meals. As a common rule, the service provided is from curb-to-curb. However, door-to-

door service may be provided if requested. RTC offers demand response service in Independence and Waverly and subscription service elsewhere. The current per ride average cost is \$3.50 within Independence and Waverly, and rates elsewhere vary based on the cost of providing the service.

RTC contracts with EPI, Country View, and Comprehensive Systems Inc. for the lease of six ADA-compliant vehicles used in transportation services. EPI offers primary transportation services for persons with disabilities through contracts with counties, the Area 267 Education Agency, MET, and RTC. Country View provides transportation services to its clients and the general public in the Waterloo/Cedar Falls metropolitan area. Comprehensive Systems Inc. serves persons with disabilities in several Northeast Iowa counties. Per the Contract for Transportation Services with RTC, these agencies are required to provide transportation service Monday-Friday except on New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas, from 6:30 a.m. to 5:00 p.m.

Ridesharing: Currently there are no organized ridesharing programs operating in the metropolitan area. Future coordination efforts between public transportation providers could prove beneficial in the creation of a rideshare program. The Iowa DOT is working on a Park and Ride Plan, which may look at areas that people can park in outlying communities to carpool or vanpool to common destinations. Possibilities in the region include metropolitan area workers coming from Independence or Waverly.

Eligibility

MET and RTC are open to the general public, with some fares dependent on financial aid eligibility. Both public transit systems are Americans with Disabilities Act (ADA) compliant and need to be contacted in advance if special assistance will be required by a rider.

Specialized organizations, such as EPI and NEIBA, serve specific groups of people such as persons with disabilities and the elderly. Each specialized agency has eligibility requirements in order to receive transportation assistance.

Private companies, such as the intercity bus lines and the metropolitan taxi services, provide transportation to the general public, but may not be fully prepared to help persons with special needs. One of the charter bus services, Burlington Trailways, does have a contract with the Iowa DOT that requires that their routes in Iowa are serviced with ADA-equipped vehicles.

Inventory

Table 2.4 outlines MET's fleet of vehicles. **Table 2.5** outlines RTC's fleet of vehicles, including the six ADA-compliant vehicles leased to subcontractors for transportation services. **Table 2.6** outlines the fleet of vehicles owned by EPI, Country View, and the Chickasaw Centre. The tables include the type of vehicle, several vehicle characteristics, and the vehicle's mileage.

Table 2.4 – MET Vehicle Inventory as of July, 2013

Bus ID	Description	Seats/ Standing Room	Lock- downs	Access Method	Service	Date Acquired	Condition	Mileage as of 6/30/12
303	2003 Bluebird-30'	24-18	4	Lift	Fixed Route	8/21/03	Good	325,680
503	2005 D Chrysler-30'	25-10	2	Ramp	Fixed Route	3/28/06	Good	159,351
504	2005 D Chrysler-30'	25-10	2	Ramp	Fixed Route	3/28/06	Good	148,296
505	2005 D Chrysler-30'	25-10	2	Ramp	Fixed Route	7/25/06	Good	123,804
701	2007 Opt Opus-30'	23-31	2	Ramp	Fixed Route	5/19/08	Excellent	128,681
702	2007 Opt Opus-30'	23-31	2	Ramp	Fixed Route	5/57/08	Excellent	95,070
901	2009 Gillig-30'	26-18	2	Ramp	Fixed Route	4/20/09	Excellent	151,051
902	2009 Gillig-30'	26-18	2	Ramp	Fixed Route	4/20/09	Excellent	138,056
903	2009 Gillig-35'	30-56	2	Ramp	Fixed Route	4/20/09	Excellent	158,741
110	2010 Gillig-30'	26-40	2	Ramp	Fixed Route	8/23/10	Excellent	91,273
210	2010 Gillig-30'	26-40	2	Ramp	Fixed Route	8/19/10	Excellent	95,392
310	2010 Gillig-30'	26-40	2	Ramp	Fixed Route	8/19/10	Excellent	102,654
410	2010 Gillig-35'	31-50	3	Ramp	Fixed Route	8/19/10	Excellent	77,698
510	2010 Gillig-35'	31-50	3	Ramp	Fixed Route	8/30/10	Excellent	112,386
1201	1966 GMC	35-20	0	Step Lift	Fixed Route	11/18/66	Fair	13,058
112	2012 Gillig	26-16	2	Ramp	Fixed Route	3/12/12	Excellent	16,015
212	2012 Gillig	26-16	2	Ramp	Fixed Route	2/14/12	Excellent	13,887
312	2012 Gillig	26-16	2	Ramp	Fixed Route	3/12/12	Excellent	17,371
113	2013 Gillig	26-17	2	Ramp	Fixed Route	2/21/13	Excellent	2,175
2004	01 Bluebird-28'	25-12	5	Lift	Paratransit	12/1/00	Fair	245,024
2005	01 Bluebird-28'	25-12	5	Lift	Paratransit	12/1/00	Fair	253,561
2006	01 Bluebird-28'	25-12	5	Lift	Paratransit	12/1/00	Fair	216,101
2007	01 Bluebird-28'	25-12	5	Lift	Paratransit	12/1/00	Fair	224,536
2008	01 Bluebird-28'	25-12	5	Lift	Paratransit	12/1/00	Fair	233,892
2009	01 Bluebird-28'	25-12	5	Lift	Paratransit	12/1/00	Fair	211,433
301	03 Bluebird-30'	24-18	4	Lift	Paratransit	8/21/03	Good	180,478
302	03 Bluebird-30'	24-18	4	Lift	Paratransit	8/21/03	Good	248,613
708	07 Eld Aero-176"	16-2	4	Lift	Paratransit	7/18/07	Excellent	113,310
709	07 Eld Aero-176"	16-2	4	Lift	Paratransit	8/1/07	Excellent	105,111
710	07 Eld Aero-158"	16-2	2	Lift	Paratransit	8/9/07	Excellent	112,279
711	08 Eld Aero-158"	16-2	3	Lift	Paratransit	12/4/07	Excellent	99,664
904	09 Eld Aero-176"	19-0	3	Lift	Paratransit	6/23/09	Excellent	85,886
905	09 Eld Aero-176"	19-0	3	Lift	Paratransit	6/26/09	Excellent	86,172
906	09 Eld Aero-176"	19-0	4	Lift	Paratransit	6/24/09	Excellent	83,747
907	09 Eld Aero-176"	19-0	3	Lift	Paratransit	7/16/09	Excellent	75,102
908	09 Eld Aero-176"	19-0	4	Lift	Paratransit	7/13/09	Excellent	80,735
111	11 Eld Aero-176"	18-0	4	Lift	Paratransit	2/23/11	Excellent	40,647
412	12 Glaval Titan-183"	16-0	4	Lift	Paratransit	10/8/12	Excellent	576
512	12 Glaval Concord-32'	10-0	5	Lift	Paratransit	12/17/12	Excellent	747

Source: MET Transit

Table 2.5 – RTC Vehicle Inventory as of July, 2013

Bus ID	Description	Equip- ment Type	Class Size	Lock- downs	Access Method	ADA Comp- liant	FY 2013 Vehicle Miles	Mileage as of 7/1/13	Beyond Useful Life
0301	2004 Ford Eldorado	LDB	176	4	Lift	Y	15,673	151,135	Y
0302	2004 Ford Eldorado	LDB	176	4	Lift	Y	16,836	154,044	Y
0501	2006 Ford Eldorado	LDB	176	4	Lift	Y	20,638	129,133	Y
0502	2006 Ford Eldorado	LDB	176	4	Lift	Y	21,660	123,839	Y
0503*	2006 Ford Eldorado	LDB	176	4	Lift	Y	18,475	128,871	Y
0601*	2006 Ford Eldorado	LDB	176	4	Lift	Y	15,119	86,898	N
0801	2008 Ford Supreme	LDB	176	4	Lift	Y	32,373	131,474	Y
0901*	2009 Ford Eldorado	LDB	176	4	Lift	Y	15,199	60,595	N
0902	2009 Ford Eldorado	LDB	176	4	Lift	Y	14,558	53,164	N
0903	2009 Ford Eldorado	LDB	176	4	Lift	Y	11,907	49,021	N
0904	2009 Ford Eldorado	LDB	176	4	Lift	Y	14,209	52,158	N
0905	2009 Ford Eldorado	LDB	176	4	Lift	Y	13,825	52,308	N
0906	2009 Ford Eldorado	LDB	176	4	Lift	Y	16,919	55,471	N
0907	2009 Ford Eldorado	LDB	176	4	Lift	Y	13,674	56,805	N
0908	2009 Ford Eldorado	LDB	176	4	Lift	Y	11,628	50,835	N
0909*	2009 Ford Eldorado	LDB	176	4	Lift	Y	16,738	56,334	N
0910*	2009 Ford Eldorado	LDB	176	4	Lift	Y	14,867	54,519	N
0911*	2009 Ford Eldorado	LDB	176	4	Lift	Y	15,850	52,296	N
0912	2009 Ford Eldorado	LDB	176	4	Lift	Y	12,475	56,561	N
1001	2011 Ford Eldorado	LDB	176	4	Lift	Y	11,103	40,780	N
1201	2012 Ford Eldorado	LDB	176	4	Lift	Y	10,899	11,453	N

*Vehicle leased to subcontractor for transportation services

Source: RTC

Table 2.6 – EPI, Country View, and Chickasaw Centre Vehicle Inventory as of July, 2013

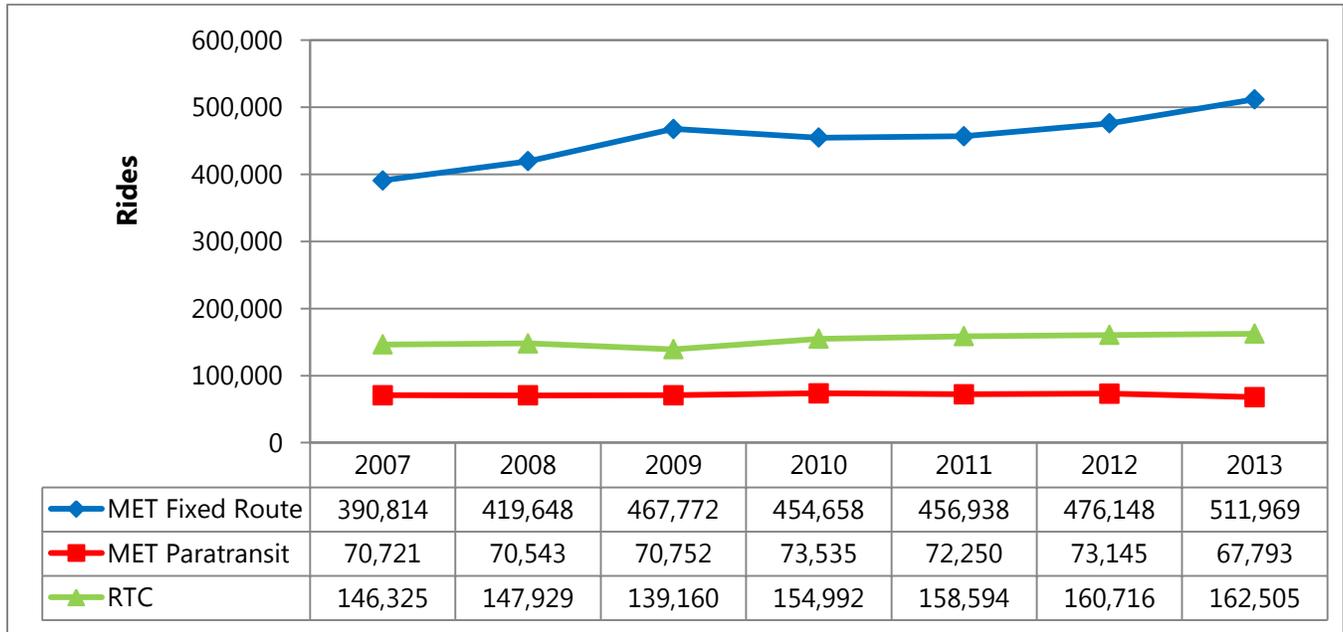
Bus ID	Description	Equip-ment Type	Class Size	Access Method	ADA Comp-liant	FY 2013 Vehicle Miles	Mileage as of 7/1/13	Beyond Useful Life
1	1999 Blue Bird School Bus	MDB	M36	Lift	Y	6,726	349,966	N/A
3	2001 Blue Bird School Bus	MDB	M36	None	N	9,759	282,172	N/A
4	2006 Blue Bird School Bus	MDB	M36	Lift	Y	37,430	313,424	N/A
5	2006 Blue Bird School Bus	MDB	M36	Lift	Y	28,893	222,624	N/A
6	2007 Blue Bird School Bus	MDB	M36	Lift	Y	27,790	206,161	N/A
7	2009 Blue Bird School Bus	MDB	M36	Lift	Y	33,300	214,979	N/A
8	2009 Blue Bird School Bus	MDB	M36	Lift	Y	12,522	72,536	N/A
9	2009 Blue Bird School Bus	MDB	M36	None	N	24,828	114,968	N/A
10	2011 Blue Bird School Bus	MDB	M36	Lift	Y	25,399	68,762	N/A
11	2013 Blue Bird Vision	MDB	M36	None	N	17,764	18,830	N/A
14	1994 Blue Bird School Bus	MDB	M28	None	N	2,234	137,811	N/A
15	1994 Blue Bird School Bus	MDB	M28	None	N	8,884	207,120	N/A
16	1994 Blue Bird School Bus	MDB	M32	None	N	1,609	179,864	N/A
38	1996 Blue Bird School Bus	MDB	M36	Lift	Y	1,074	328,520	N/A
CV 6	2003 Dodge Caravan SE	MV	N/A	N/A	N	10,953	110,227	N/A
CV 7	2005 Dodge Caravan SXT	MV	N/A	N/A	N	15,911	115,709	N/A
CV 9	2008 Dodge Caravan SE	MV	N/A	N/A	N	11,273	57,401	N/A
ChC	2011 GM VIP2200 Diamond Coach	LDB	138	Lift	Y	11,282	21,075	N/A

Source: RTC

Current Statistics

Over the past several years, MET’s fixed route ridership has increased significantly, from 390,814 in 2007 to 511,969 in 2013. During that same time, paratransit ridership has remained relatively constant. RTC’s ridership has increased by 11 percent over the past several years, from 146,325 in 2007 to 162,505 in 2013. **Figure 2.4** shows the annual ridership for MET and RTC from 2007-2013. While MET fixed route increases in 2008 and 2009 may have been largely attributable to the recession and high gas prices, ridership has grown beyond 2009 levels despite the recovering economy. This shows the continued demand for transportation services in these challenging economic times. Paratransit is down slightly in that same timeframe, with 67,793 rides in 2013. Part of the reason paratransit ridership has not grown over time is that MET has actively worked to transition riders from paratransit to fixed route service when possible.

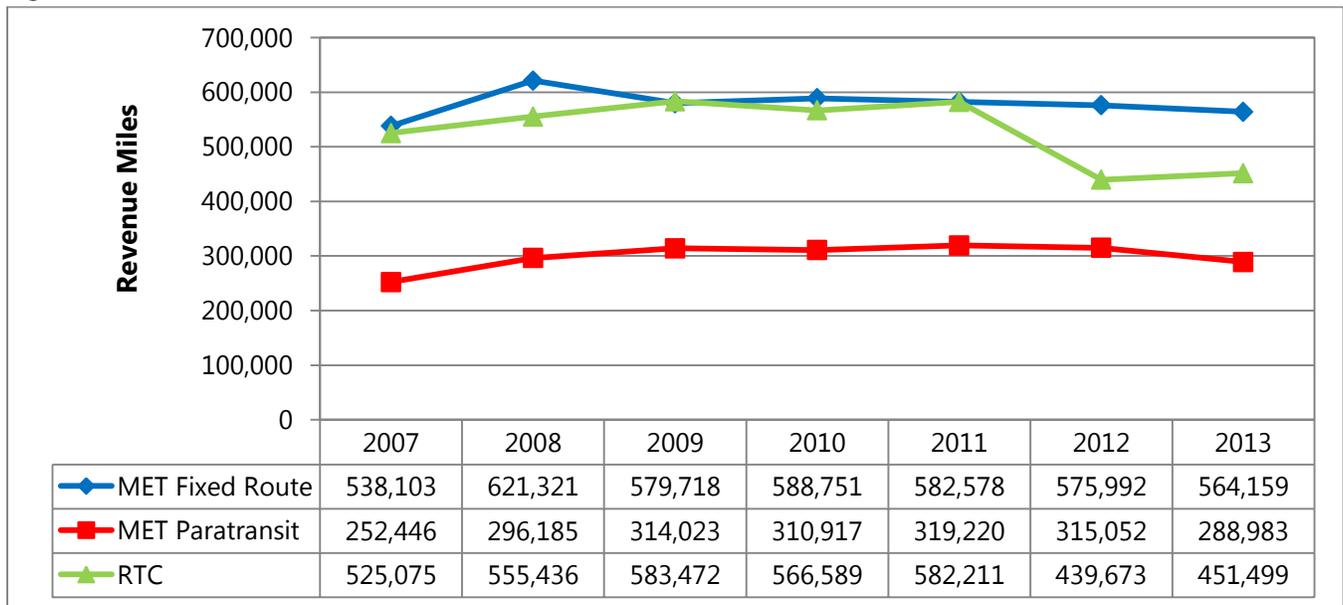
Figure 2.4 – Annual Ridership Data for MET & RTC, Fiscal Years 2007-2013



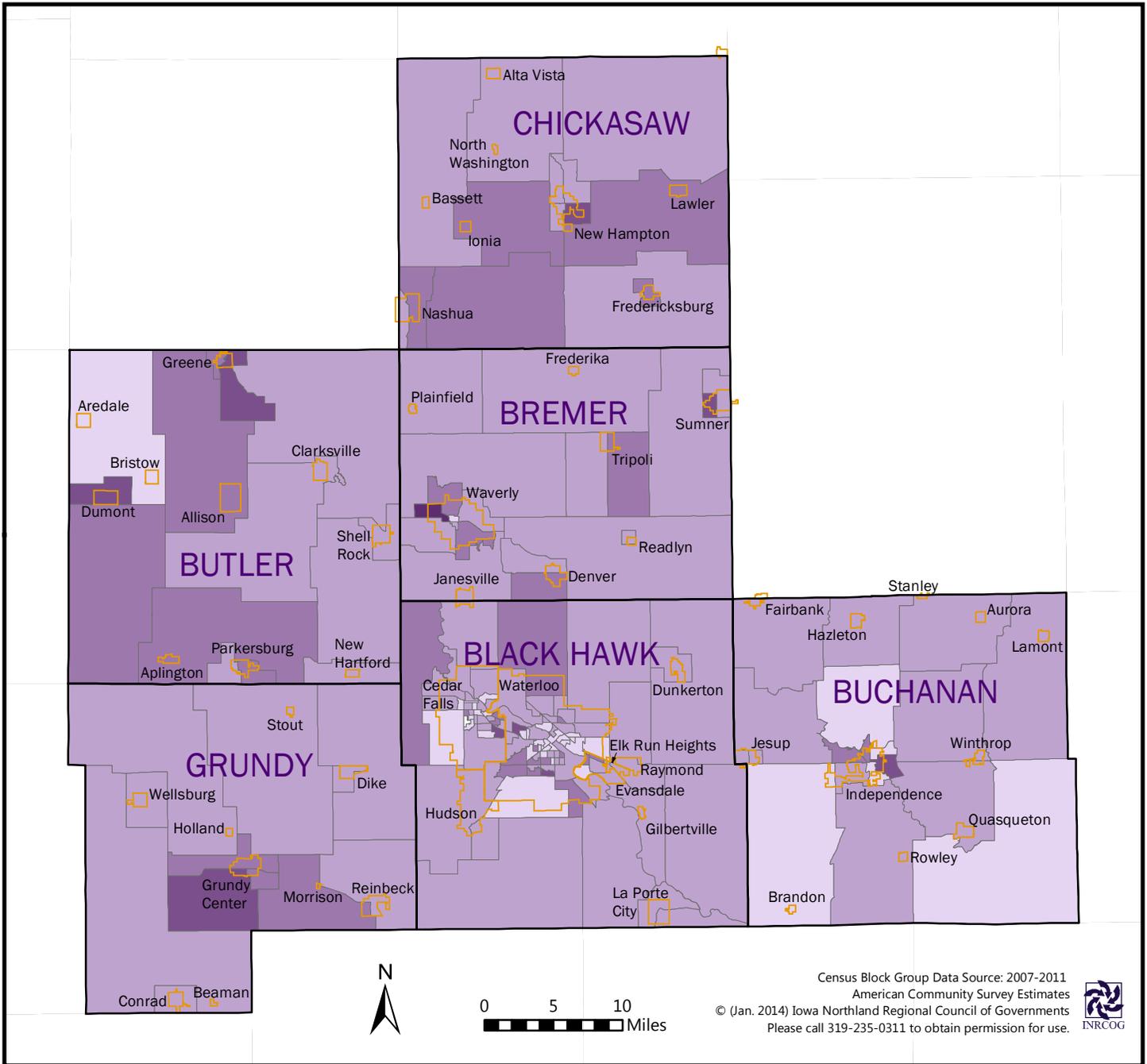
Source: MET Transit & RTC

Figure 2.5 shows the revenue miles for both MET and RTC. Revenue miles have remained relatively static for MET during the 2007-2013 time period. The significant decline in 2012 for RTC is largely attributable to changes in the methodology for counting revenue miles.

Figure 2.5 – Revenue Miles for MET & RTC, Fiscal Years 2007-2013



Source: MET Transit & RTC

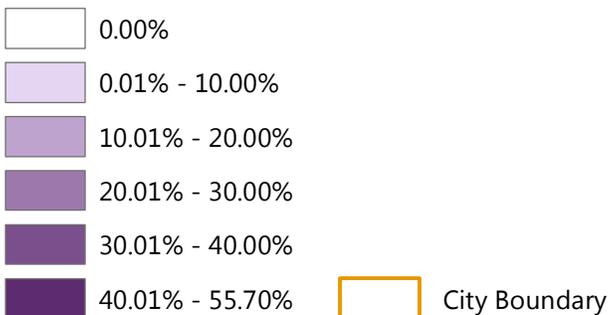


Map 2.1

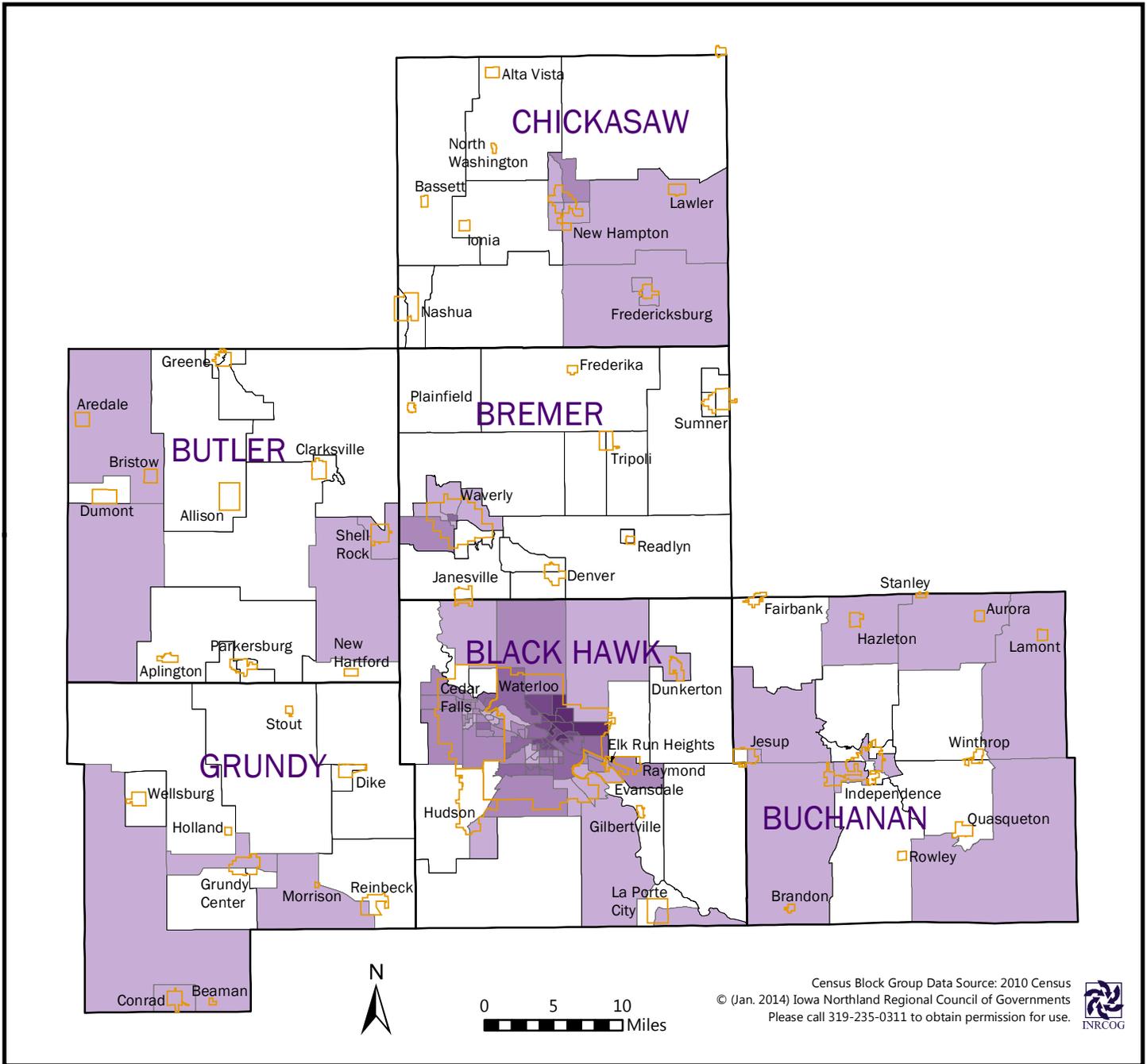
Percent of Population that is Over 65 by Census Block Group

2011 Block Group

Population Percent Over 65

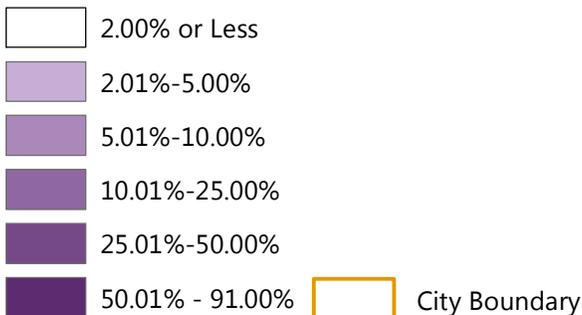


The increasing number of seniors due to the aging baby boomer generation is a trend affecting the region. The highest percentage of the population over the age of 65 is located in the rural parts of the region. This trend will continue to require attention in passenger transportation planning to ensure that the senior population has adequate access to transportation options.



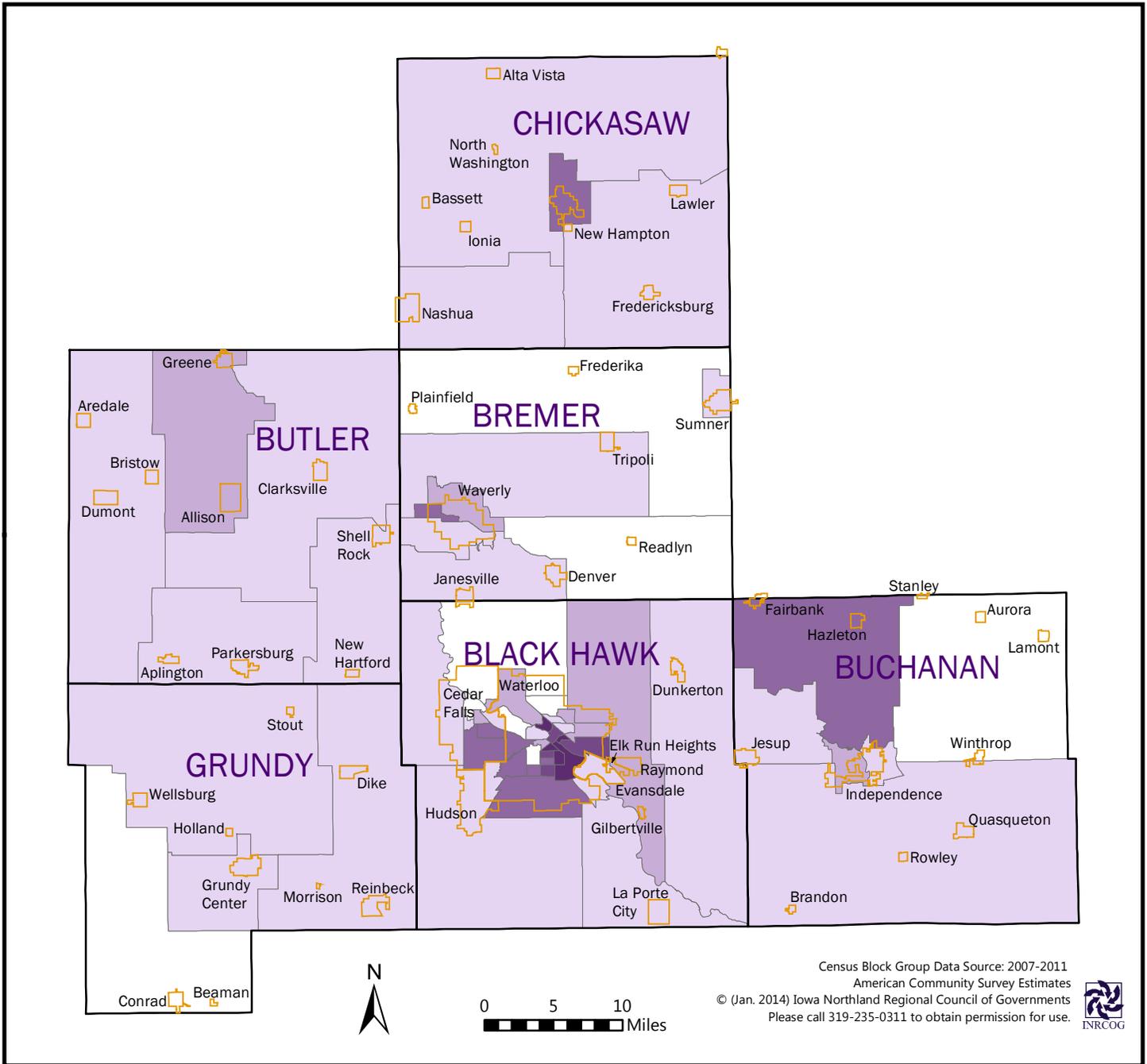
2010 Census Block Groups

Percent Non-White Population



Map 2.2
**Percent of Non-White Population
 by Census Block Group**

The highest percentage of non-white population is concentrated within the metropolitan area, with the greatest percentage located in eastern Waterloo. Diversity is less common in the region outside the metropolitan area, through there are some significant non-white populations in the New Hampton area as well as the Waverly area, which is likely associated with Wartburg College.

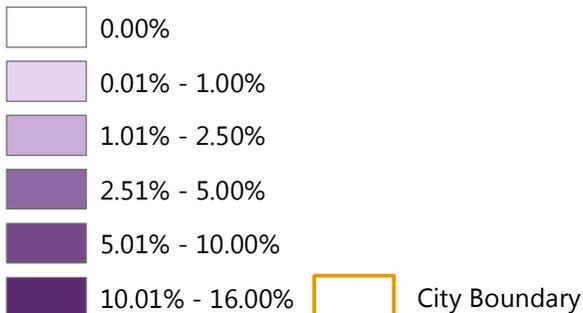


Map 2.3

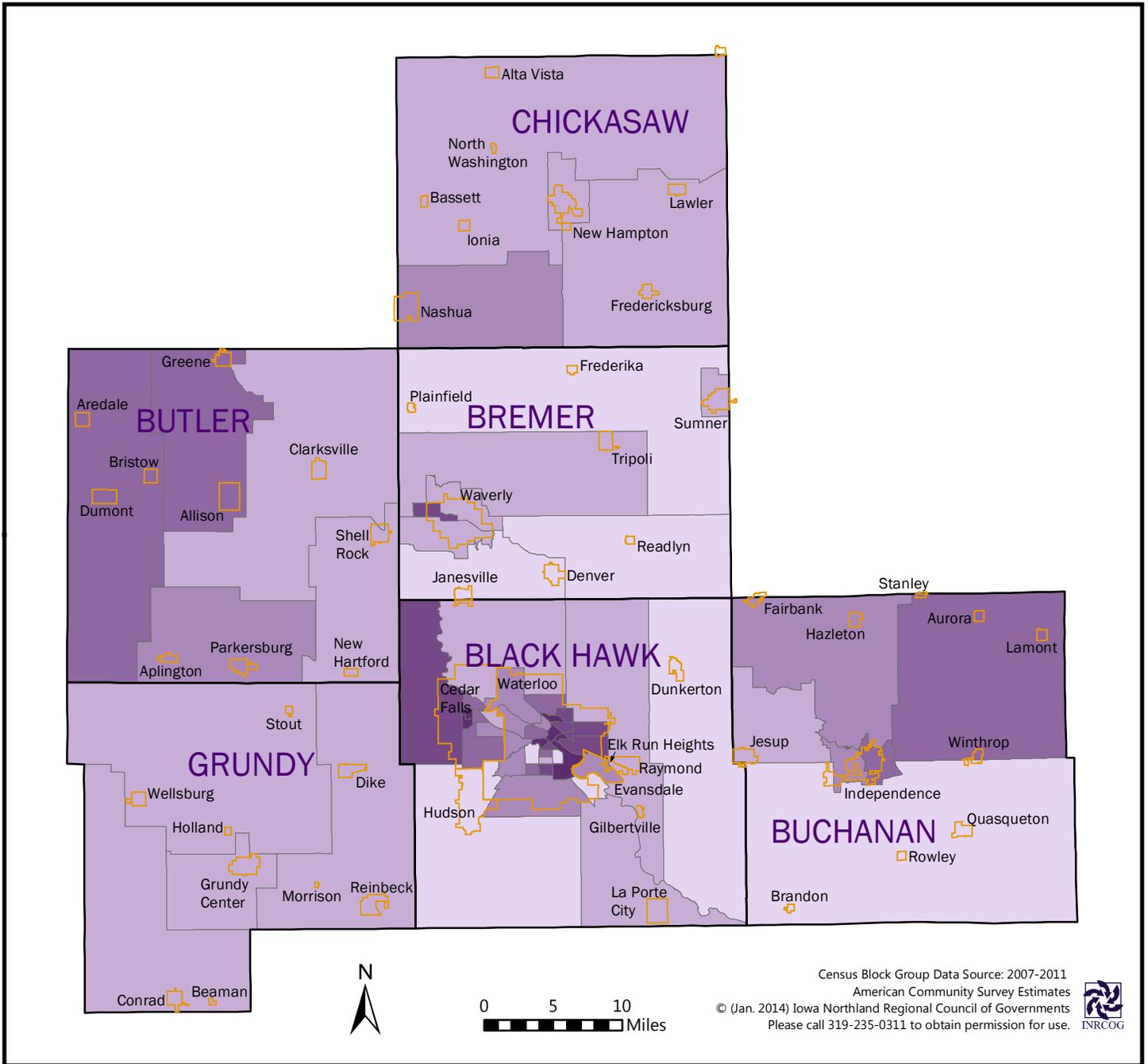
Percent of Population that Speaks English "Less than Very Well" by Census Tract

2011 Census Tract

Speak English less than "Very Well"



The percentage of the population that speaks English less than "very well" in the region is low. The metropolitan area shows the most linguistic diversity. The New Hampton area shows a larger percentage of Limited English Proficiency (LEP) persons than the region as a whole. The higher percentage of LEP in western Waverly is likely associated with Wartburg College. The large percentage of LEP in Buchanan County is associated with the area's Amish population.

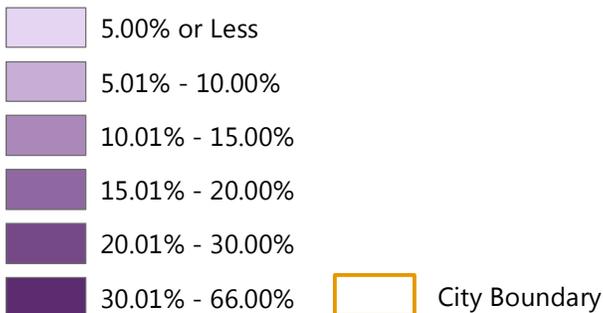


Map 2.4

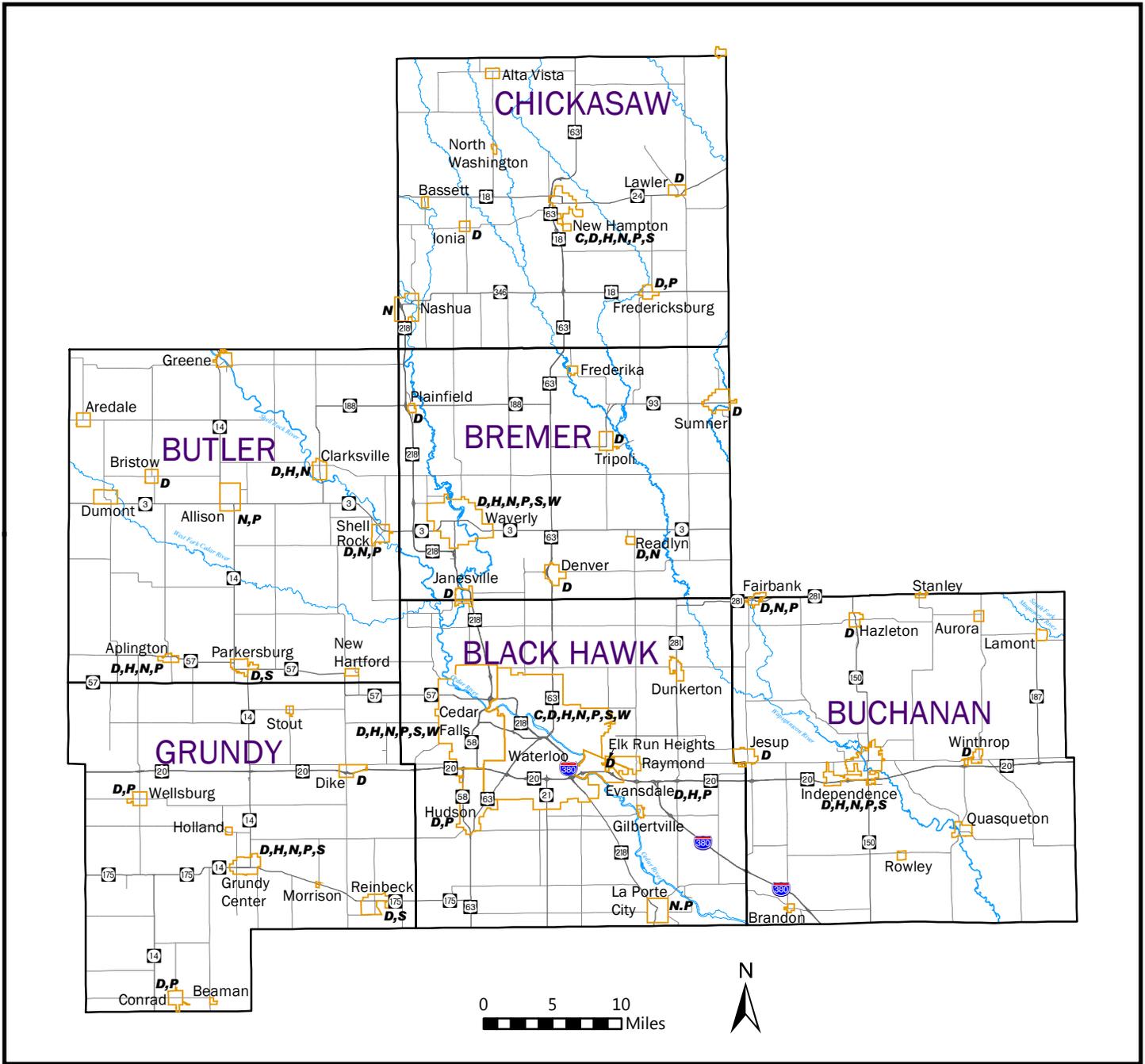
Percent of Population Whose Income was Below the Poverty Level in the Past 12 Months

2011 Census Tract

Percent of Population Below Poverty Level



The metropolitan area has the highest percentage of residents below the poverty level, with the highest concentrations located in eastern Waterloo and western Cedar Falls. Western Butler County and the northeast portion of Buchanan County show a larger percentage of poverty than the region as a whole.

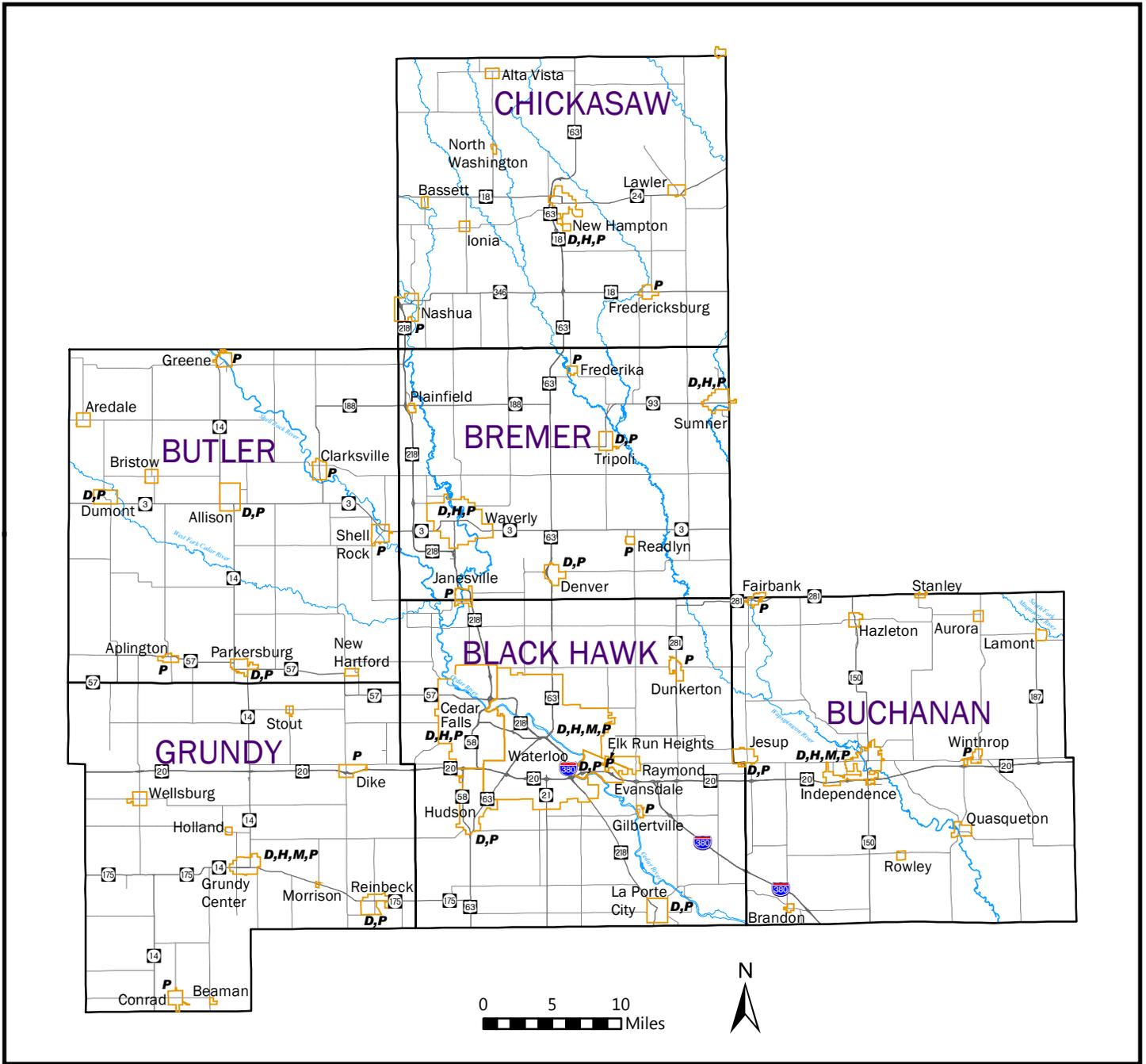


Map 2.5
**Cities with Human Services in the
 Iowa Northland Region**

- C = County Care
- D = Registered Daycare
- H = Head Start
- N = Nutritional Sites
- P = Pre School
- S = Senior Centers
- W = Work Activity Center
- Major Roads
- City Boundary

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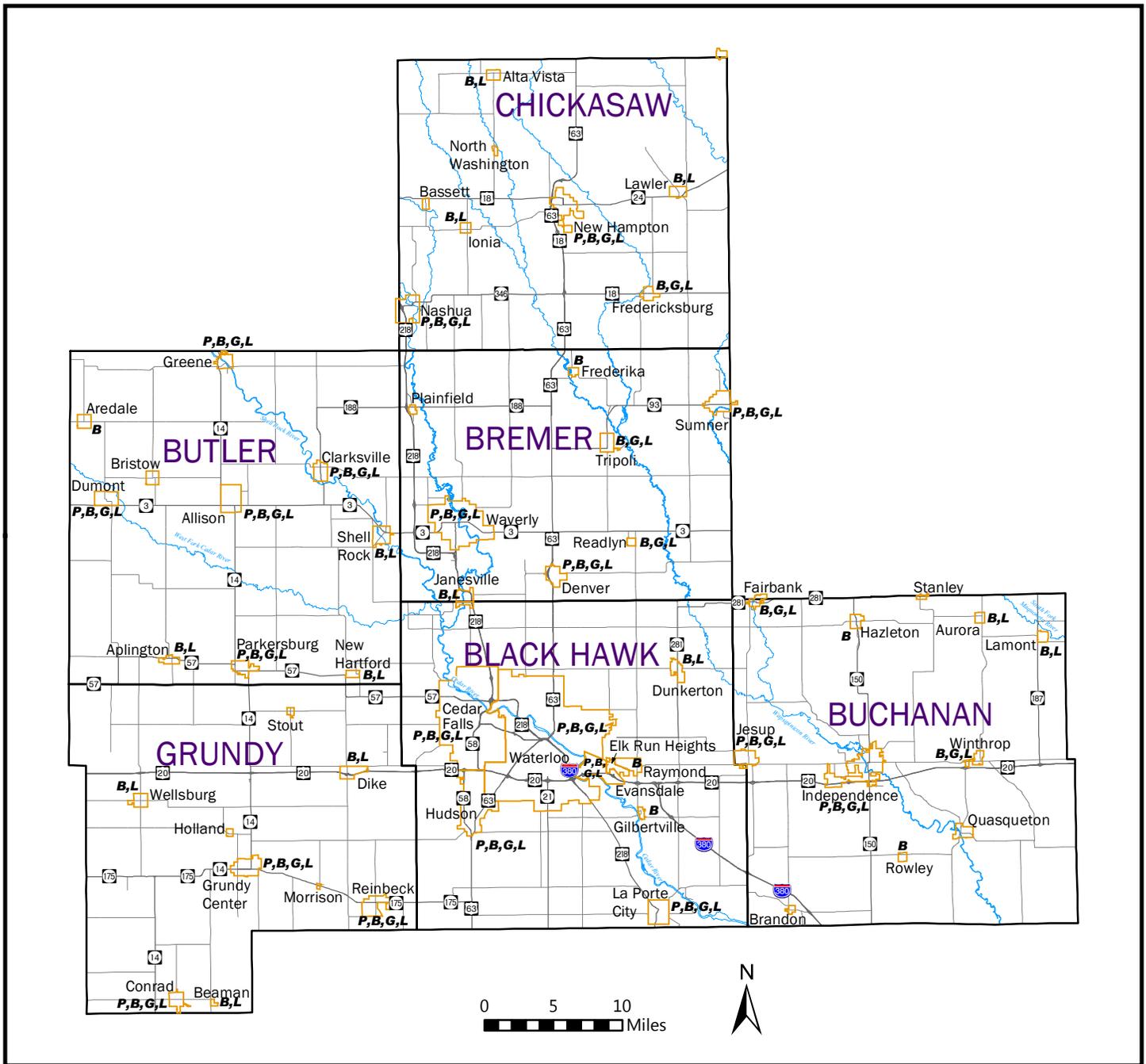


Map 2.6
Cities with Health Care Services in the Iowa Northland Region

- D=Dentist
- H=Hospital
- M=Mental Health Institute
- P=Physician
- Major Roads
- ▭ City Boundary

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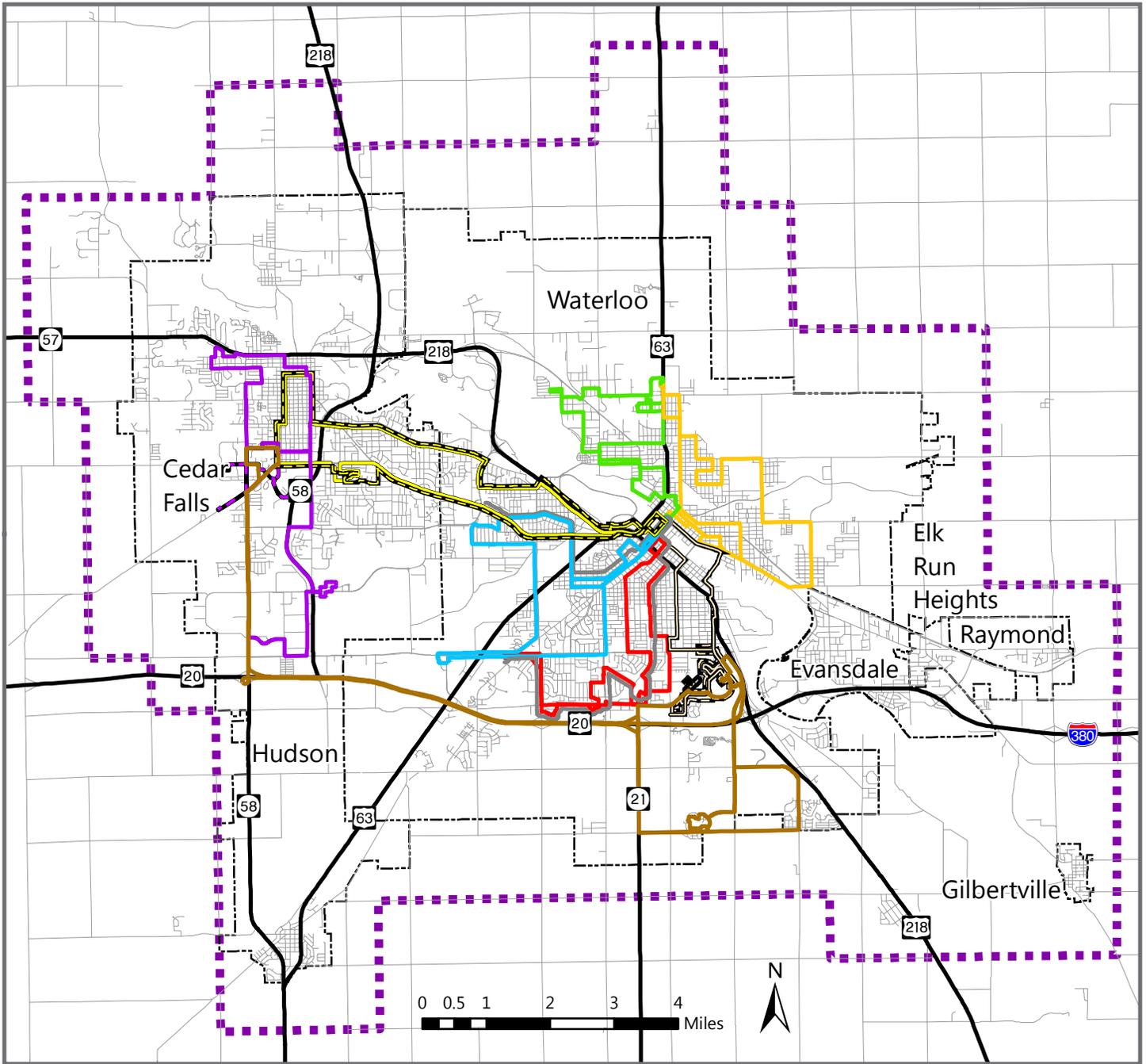


Map 2.7
**Cities with Banks, Grocery Stores, or Libraries
 in the Iowa Northland Region**

- P=Pharmacy**
- B=Bank**
- G=Grocery**
- L=Library**
- Major Roads
- ▭ City Boundary

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Map 2.8

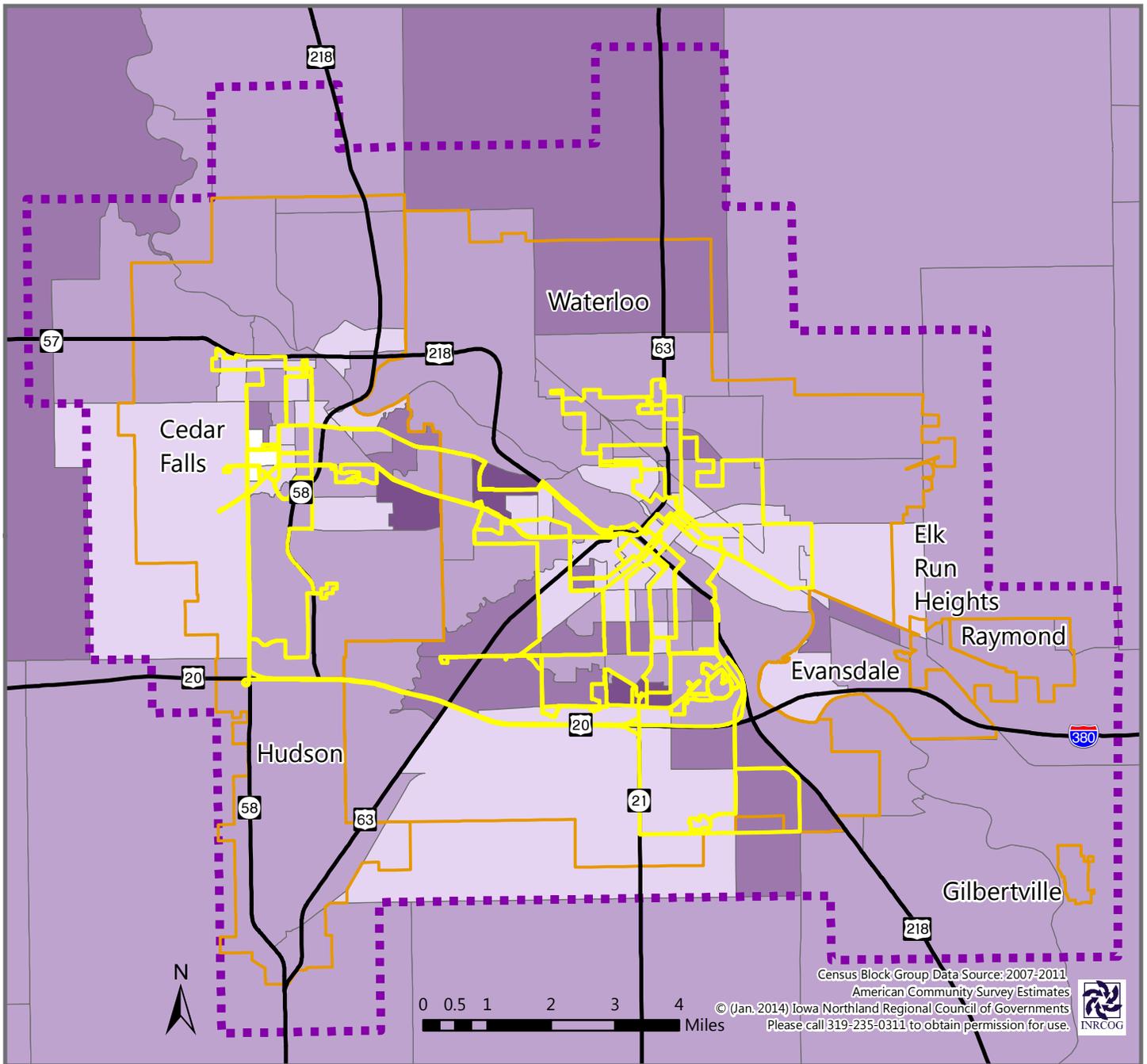
MET Transit Routes

Bus Route

- | | | | | | |
|--|----|---|----|---|----------------|
|  | 1 |  | 6 |  | City Boundary |
|  | 2 |  | 7 |  | MPO Study Area |
|  | 3 |  | 8 | | |
|  | 4 |  | 9 | | |
|  | 5 |  | 10 | | |
|  | 5L |  | 11 | | |

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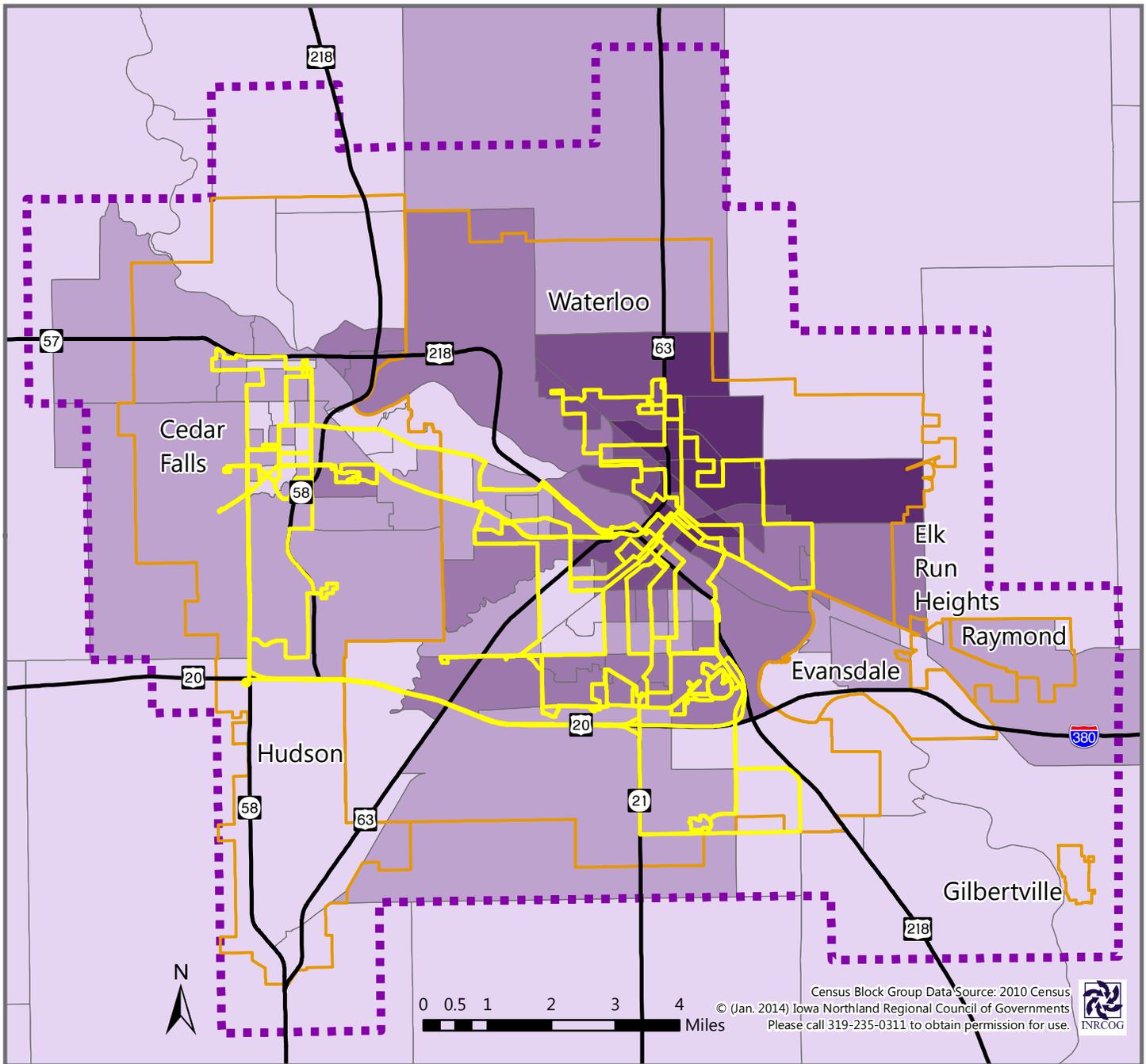
**2011 Block Group
Population Percent Over 65**

- 0.00%
- 0.01% - 10.00%
- 10.01 - 20.00%
- 20.01 - 30.00%
- 30.01 - 40.00%
- 40.01 - 55.70%
- MET Bus Route
- City Boundary
- MPO Study Area

MET Transit Routes and Percent of the Population that is over 65 by Census Block Group

Map 2.9

Most of the MPO's elderly population areas have transit service, though there is an area along the University Ave. corridor in Cedar Falls that has limited service. Several of the higher-elderly areas along the U.S. 63 corridor and San Marnan Dr. corridor are served by multiple bus routes.



2010 Census Block Group

Percent Non-White Population

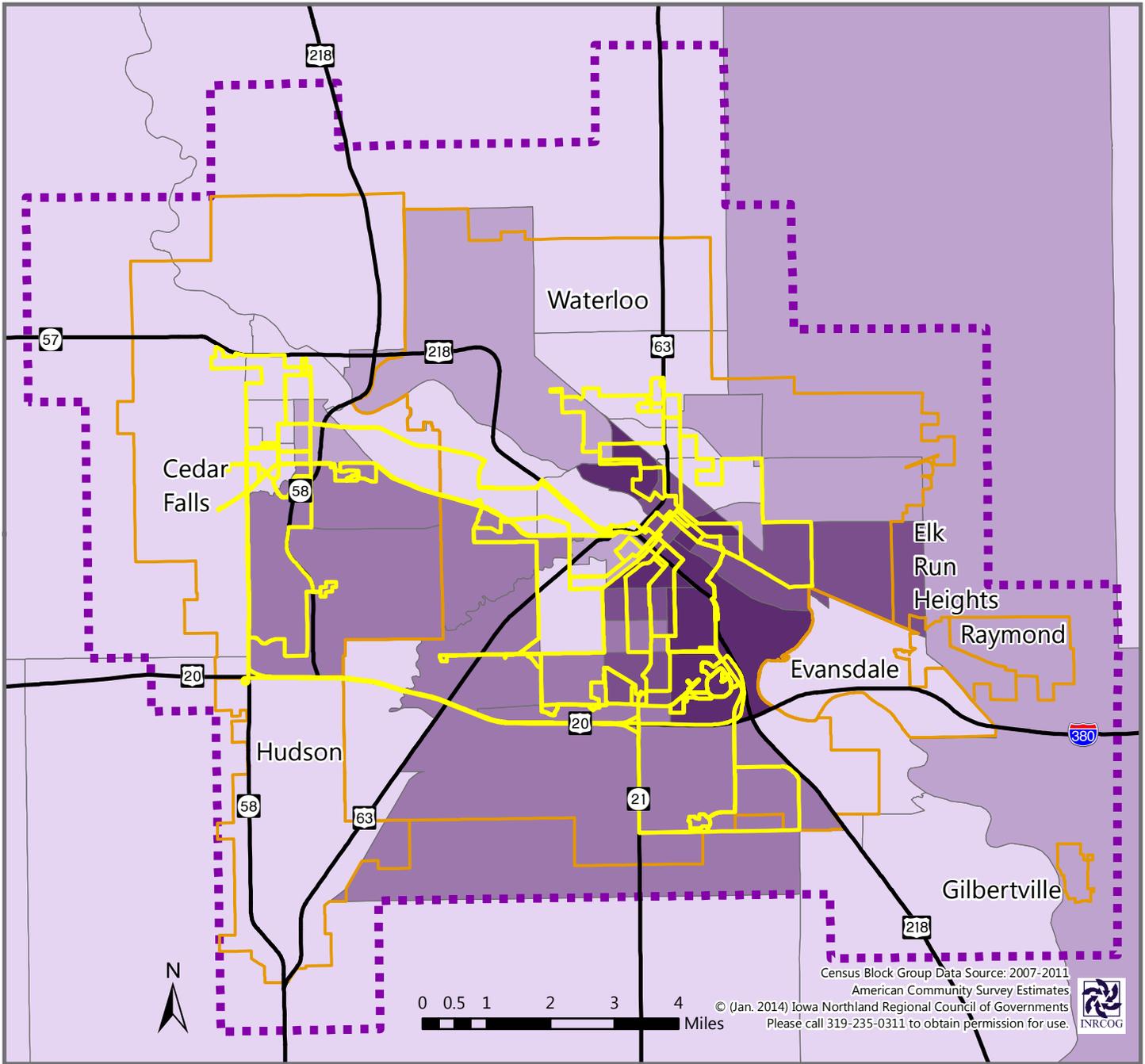
- 5.00% or Less
- 5.01% - 10.00%
- 10.01% - 25.00%
- 25.01% - 50.00%
- 50.01% - 90.51%

- MET Bus Route
- City Boundary
- MPO Study Area

Map 2.10

**MET Transit Routes and
Percent of the Population that is
Non-White by Census Block Group**

Most of the MPO's higher minority population areas have transit service, though there are areas on the northern and eastern sides of Waterloo that lack service. Several of the higher-minority areas in downtown Waterloo and along the U.S. 63 corridor are served by multiple bus routes.



2010 Census Tract

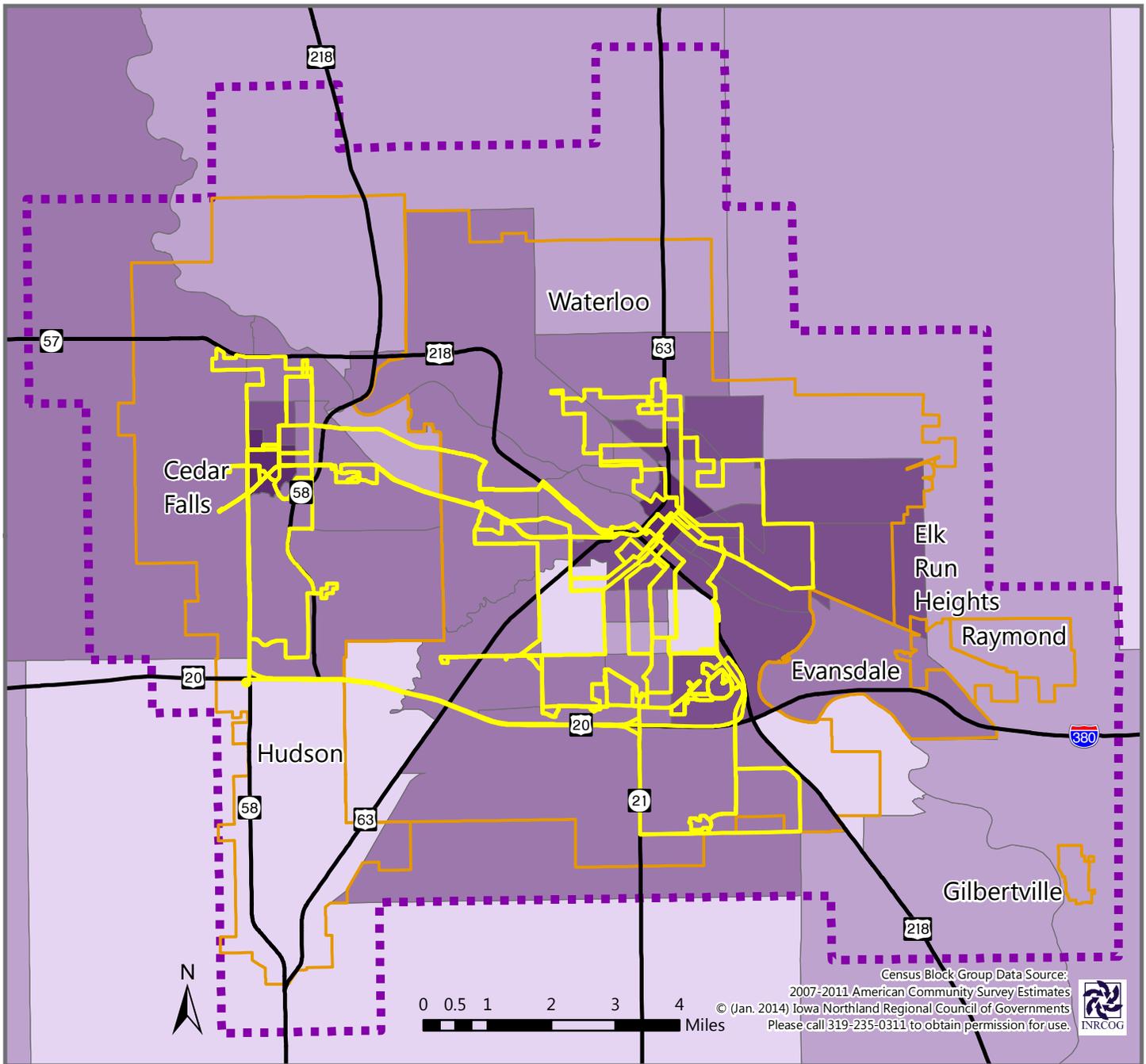
Speak English Less than Very Well

- 1.00% or Less
- 1.01% - 2.50%
- 2.51% - 5.00%
- 5.01% - 10.00%
- 10.00% - 16.00%
- MET Bus Route
- City Boundary
- MPO Study Area

Map 2.11

MET Transit Routes and Percent of Population Who Speak English "Less than Very Well" by Census Tract

The heaviest concentrations of non-English speaking populations have access to one or more transit routes. Several census tracts appear to have large coverage gaps on this map, especially on the southern fringes of the cities, but much of these tracts are still undeveloped land. There is a service gap in the area along the border of Cedar Falls and Waterloo, which falls in a middle range for percent of non-English speakers.



2011 Census Tract

Percent Below Poverty Level

- 5.00% or Less
- 5.01% - 10.00%
- 10.01% - 25.00%
- 25.01% - 50.00%
- 50.01% - 65.90%
- MET Bus Route
- City Boundary
- MPO Study Area

Map 2.12

MET Transit Routes and Percent of Population Whose Income was Below the Poverty Level in the Past 12 Months by Census Tract

The highest concentrations of population in poverty occur around the UNI area in Cedar Falls and the downtown and eastern side of Waterloo. Both of these areas have good transit coverage with multiple routes through them. However, the UNI area does lose some coverage during the summer when the Panther Shuttle is out of service. While the on-campus population decreases greatly during the summer, there are still a significant number of students who live in the area around campus year-round.

Section 3: Coordination Issues

Public Input

Transit Advisory Committee

Since 2006, a Transit Advisory Committee (TAC) has met annually to discuss projects and issues. The TAC consists of transit users, human service organizations, representatives of local governments, and transportation providers that work cooperatively to recognize current passenger transportation shortfalls, and identify future coordination possibilities and the potential for new services. The TAC is the main sounding board for passenger transportation planning issues, and has played an integral role in the development of the PTP. Some of the needs identified by the TAC over the past several years have included:

- The increase in the elderly population in the years to come needs to be planned for and accommodated with additional transit services. New ideas and possible solutions need to be considered to accommodate shifting demographics. This could include a shift toward taxi-like services or a multi-tiered system based on ability/willingness to pay.
- Bus shelters are strongly desired in the metropolitan area, but maintaining them is an issue.
- Educating new populations in the area on bus service and working with Limited English Proficiency (LEP) populations is a challenge.
- There is a need for increased marketing of available transit service.
- Ambassador-type programs, or train-the-trainer type initiatives, could be useful for many types of populations, including seniors, UNI students, and non-English speakers.

The most recent TAC meetings were held on November 13, 2013 and January 8, 2014. Minutes of these meetings can be found in **Appendix 4**. Representatives from the following organizations were present at the meetings: MET, RTC, INRCOG, University of Northern Iowa Department of Public Safety, Northeast Iowa Area Agency on Aging, Black Hawk County Health Department, and the Cedar Valley United Way. The primary focus of the November 13 meeting was to discuss conducting a Passenger Transportation Provider survey and potential items to include on the survey. Additionally, the group reviewed and discussed projects to include within the PTP. On January 8, the TAC discussed results of the provider surveys and approved the projects to include in the PTP.

Transit Providers

In addition to the TAC, a Transit Providers group, which includes MET, RTC, and Exceptional Persons, Inc. (EPI), meets monthly to discuss coordination issues. The Transit Providers group has spent portions of several meetings discussing the Passenger Transportation Plan in addition to ongoing coordination issues.

Bremer County Accessible Transportation Coalition

A coordination effort has developed involving the Bremer County Accessible Transportation Coalition (BCATC) over the past few years. This group includes community members and entities such as RTC, the City of Waverly, Bremer County, the Northeast Iowa Area Agency on Aging (NEI3A), and the United Way. The vision statement for this initiative is “to develop and promote an affordable, flexible, reliable, inclusive transportation system that meets the needs of Bremer County residents.” The focus areas for the coalition have included conducting a needs assessment for the county, looking for funding sources, and increasing the accessibility and affordability of transportation options. RTC has participated in the BCATC meetings, and one result of the coordination has been expanded service to 6:30 p.m. on Mondays to provide transportation to community meals. RTC has advertised this service in the newspaper and on the Community Access Channel. RTC also participated in Waverly’s Christmas on Main in December 2011 to advertise its service. The group’s recent efforts focused on developing a brochure highlighting transportation options, and marketing those options.

Public Input Surveys

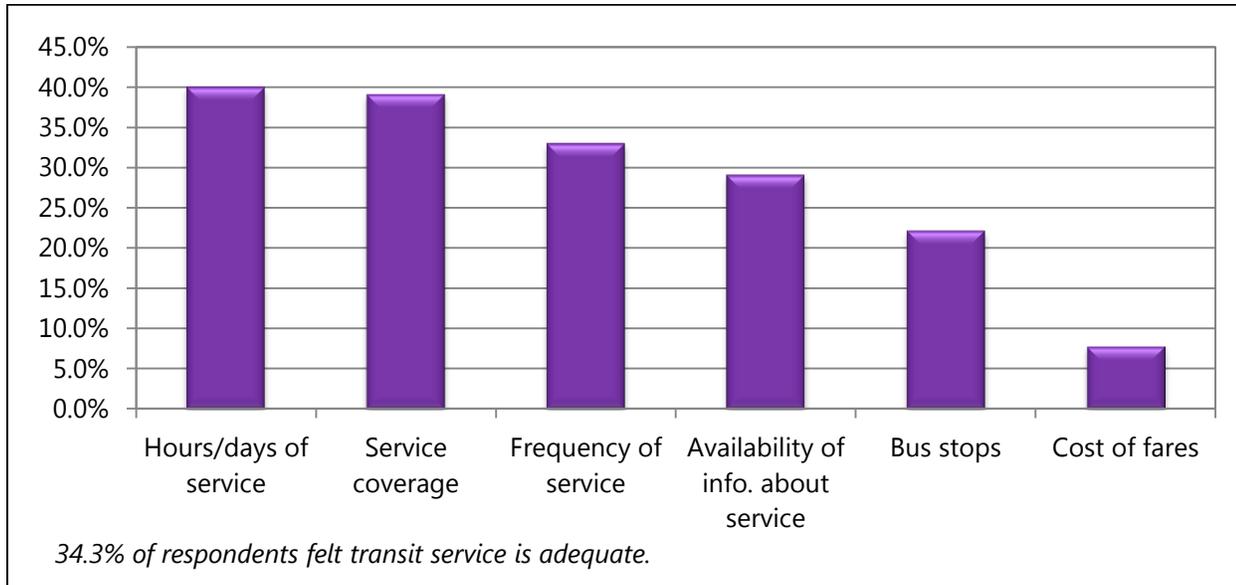
In April, 2013, an online survey was developed as part of the public involvement efforts for the Black Hawk County Metropolitan Area (MPO) *2040 Long Range Transportation Plan*. The survey, which garnered 348 responses, had several questions that involved transit components. An excerpt from the summary of the online survey is attached as **Appendix 1**. Survey results included:

- When asked about the condition of public transit, the following responses were received:
 - 8.2% Very Poor
 - 17.7% Poor
 - 44.0% Fair
 - 26.9% Good
 - 3.2% Excellent
- When asked if they had used a MET Transit bus in the past year, almost 90 percent of respondents stated that they had not, and another 5 percent used MET only once or twice in the year.
- When asked how important improving local bus service is as a planning area for the LRTP, only 14 percent responded not important, while over 50 percent selected moderately or very important.
- When asked to distribute \$100 among eight different project types, improving public transportation had the second highest average, behind improving roadway conditions.
- When asked what three things they liked best about the transportation system, a number of people noted that the public transportation system is good for this size of metropolitan area. On the other hand, when asked what the three largest transportation challenges are likely to be

in the next 25 years, many people also commented on the need for increased public transportation, particularly with rising gas prices and an aging population.

- **Figure 3.1** shows the response to the question of whether the area’s transit system is adequate, and, if not, what could be improved. Many comments on the question reflected the desire for longer service hours, more frequent service, and expanded service to industrial areas and developing areas.

Figure 3.1 – Responses to What Elements of the Transit System Should be Improved



Source: Black Hawk County Metropolitan Area 2013 Survey Report

In April, 2012, an online survey was developed as part of the public involvement efforts for the Iowa Northland Regional Transportation Authority (RTA) *2040 Long Range Transportation Plan*. A total of 194 surveys were submitted. Similar to the MPO survey, there were a couple questions that involved transit components. An excerpt from the summary of the online survey is attached as **Appendix 2**. Survey results included:

- When asked about the condition of public transit, the following responses were received:
 - 24.7% Very Poor
 - 25.8% Poor
 - 28.7% Fair
 - 19.7% Good
 - 1.1% Excellent
- When asked their awareness level of the Regional Transit Commission (RTC), 63 percent of respondents stated that they are aware of what RTC is, but have not utilized it. Conversely, 31 percent responded that they do not know what RTC is. Only 6 percent of respondents stated they have used RTC for transportation.

- When asked how often they had rode an RTC bus in the past year, 3 percent responded 1 or 2 times in the year, while 94 percent responded never.
- When asked how important expanding passenger transportation service is as a planning area for the LRTP, only 11 percent responded not important, while nearly 60 percent selected moderately or very important.
- When asked to distribute \$100 among eight different project types, improving public transportation had the second highest average, behind improving roadway conditions.
- When asked the three largest transportation challenges that this area will face in the next 25 years, a number of people commented on the need for increased public transportation.
- Comments received on passenger transportation included the need for easily accessible and affordable transportation to and from Waterloo and transportation for medical trips.

Passenger Transportation Provider Survey

In December, 2013, a Passenger Transportation Provider Survey was distributed to transportation providers. The online survey consisted of 19 questions. In addition to a couple open-ended questions, there were also several opportunities to submit written comments. The survey was sent to human service agencies, transportation providers, childcare centers, and churches/religious organizations in the region. The survey was available for a one month period, and a total of 57 surveys were submitted. A summary of the online survey is attached as **Appendix 3** at the end of this document.

Assessment of Needs

Service

Expanded and extended service for MET is always considered a need. Additional evening hours, especially for those who are disabled, are still a need for MET Transit, but funding them is a challenge. Additional transit routes are possible in the future, but nothing definite is planned at this time. Significant growth along Airline Highway and the Northeast Industrial Area in Waterloo may increase demand in the near future. There will be difficulty in finding a funding source, as Job Access-Reverse Commute (JARC) funding was eliminated in the most recent federal transportation bill. At this time, any additional service added beyond the 28E agreement with Waterloo and Cedar Falls would have to be fully paid for.

A consequence of the elimination of JARC funds was seen with MET Route 9 in Cedar Falls, which connects many residential and employment areas and the University of Northern Iowa. The route has been funded in the past via federal JARC funds and city funds, with both covering 50 percent of the costs. With the elimination of the JARC program, the City of Cedar Falls was faced with covering the full cost of the route. The City considered multiple service options, including reducing daily service hours by only having midday service, eliminating Saturday service, reducing service hours, or eliminating the

route. The Cedar Falls City Council voted to reduce Route 9 from 71 hours to 50 hours a week, effective January 6, 2014. The route will operate as a split shift with midday service eliminated. Route 9 will now be included as part of the 28E agreement with Cedar Falls and Waterloo.

In the region, Waverly and Independence are RTC's largest service areas, and expanded service in these cities is always considered a need. Expanding service in Waverly has been hampered by a lack of drivers for an additional bus. A third bus was added to Independence a couple years ago to focus on dialysis patients, but it was dropped due to lack of ridership and available drivers. A consistent issue when additional buses are added to an area of existing service seems to be that the existing ridership gets spread out among the buses rather than the additional service attracting many new riders. However, over the years RTC has continued to work to respond to public input and needs by trying to implement a variety of initiatives. For example, RTC expanded service in Waverly to 6:30 p.m. on Mondays to provide transportation to community meals. This has been a successful addition to RTC's service.

While the entire region could likely benefit from increased service, areas RTC has identified in particular for potential future expansion include western Butler County, Grundy County, and Chickasaw County. Issues with both existing service and potential service expansion include timing, as many facilities do not allow clients to be dropped off early or stay late, and duplication of service, as private organizations or individuals may already be providing some services and may not want RTC to begin offering the same service. Recently, RTC has met with Chickasaw County regarding service, and will continue to look for ways to expand service there.

Management

The largest management needs for MET and RTC relate to hiring and maintaining quality drivers. Recruiting and retaining drivers is a common issue for transit agencies. RTC has had problems with recruitment and new drivers passing all necessary tests and licensing, and has had difficulty staying fully-staffed. One hurdle for RTC to overcome is that its service area is spread out geographically, which can result in drivers having to drive quite a ways to get to the bus, or buses needing to be parked at the driver's home. RTC has added utility driver positions with the aim of using these drivers to fill in for other drivers or help provide expanded service. However, these positions have often been vacant, which puts a strain on the system's ability to meet current demand. The lack of drivers is also a limiting factor for expanding service in the region.

For MET, recruitment is the main issue due to the fact that drivers start as part time employees without guaranteed hours. Many eligible drivers seek employment with private agencies or school districts because of the larger salaries and guaranteed work that some public transit providers cannot offer. MET works to get its part-time drivers hours, and they are eventually able to move up to full-time positions, but this initial hurdle can be difficult for many potential drivers to overcome. Recently, MET has had a good number of applicants for jobs, but that has not always been the case.

Fleet

Bus replacement is an ongoing concern for MET and RTC and transit systems across the state. MET and RTC's bus fleets are in much better shape than a few years ago, due largely to vehicle replacements through the American Recovery and Reinvestment Act of 2009 (ARRA) and State of Good Repair (SGR) funding. However, with the current federal funding picture looking less optimistic, MET and RTC will likely face significant challenges with funding new vehicles in the coming years, as an increasing percentage of the fleet will be beyond its useful life. MAP-21 greatly reduced the amount of funding available to Iowa for bus replacement. While the Iowa DOT Commission offset this somewhat by allocating some Iowa Clean Air Attainment Program (ICAAP) funding to bus replacements, MET and RTC may have to look to other funding sources to help fund replacement buses in the future. MET did request Surface Transportation Program (STP) funds from the MPO for a paratransit bus replacement in FY 2014, which was the first time MET has come to the MPO for STP funding.

Facilities

MET's Central Transfer Facility in downtown Waterloo is in fair condition. MET's office and bus facility is at capacity. Expansion of existing facilities is a possible future endeavor if land and funding are available. MET is currently discussing acquisition of a lot adjacent to their existing facility. This lot could have potential as a bus wash and parking area, which would enable MET to expand their existing offices.

A major project that was completed in the past couple of years is the Multimodal Transportation Center (MTC) at the University of Northern Iowa. This project received a grant through the FTA, and resulted in a facility with over 500 parking spaces, a temperature controlled pavilion with restrooms for patrons to wait for buses, bike lockers, and transit pull-outs to provide space for buses to load and unload. Four MET bus routes utilize the MTC. The UNI Department of Public Safety oversees operation of the MTC. Long term planning challenges with the MTC will include facility maintenance and ensuring its use by UNI faculty, students, and visitors. While permit spaces have been well utilized, the pay as you go parking spaces have been consistently underutilized. As the MTC was a unique project that received an earmark to help fund construction, it is not anticipated to be likely that UNI would receive future funding through the FTA.

Status of Previous Priorities and Strategies

Projects that were recommended in the *FY 2014 Passenger Transportation Plan Annual Update* are discussed below. This section will detail what has happened with each project in the past year and whether it remains a need.

- *MET Route 9*: This route in Cedar Falls connects many residential and employment areas and the University of Northern Iowa. The route has been funded in the past via federal Job Access/Reverse Commute (JARC) funds and city funds, with both covering 50 percent of the

costs. The JARC program has ended, and funding from that source will run out in March, 2014. The Cedar Falls City Council voted to reduce Route 9 from 71 hours to 50 hours a week starting January 6, 2014. The route will operate as a split shift with midday service eliminated. Route 9 will now be included as part of the 28E agreement with Cedar Falls. Accordingly, Route 9 will be dropped from the list of projects.

- *MET Ambassador Program:* MET and the Northeast Iowa Area Agency on Aging (formerly the Hawkeye Valley Area Agency on Aging) planned to develop this program, which would involve training seniors on how to ride MET's system. The program could be expanded to include other populations, such as the growing Burmese population in Waterloo. However, the program has not yet been implemented.
- *RTC Expanded Service in Waverly and Independence:* Waverly and Independence are RTC's largest service areas in the region, and expanded service is always considered a need. Past service expansions have tended to spread the same riders out over more hours. RTC has expanded in these cities by extending hours into the evening in Waverly, and now has three buses traveling into Independence each day.
- *Mobility Manager/Marketing Person:* This has been an issue discussed at previous TAC meetings and transit providers meetings. MET and RTC have discussed jointly hiring a mobility manager to market both transit services and to work with agencies, groups, and interested citizens to provide education and information about transit services. One use MET would have for this position would be to help transition riders from paratransit to fixed route service. However, the most recent federal transportation bill eliminated funding the Iowa DOT was using to provide grants for these types of positions. This type of position is still considered a major need, and could go a long way towards educating the public about MET and RTC. It is unlikely that MET and RTC would be able to fully fund a position at this time. There is currently a state-level mobility manager to help facilitate relationships between agencies at that level. Both MET and RTC plan to continue to work closely with the mobility manger to help coordinate transit services in the region. Further, MET and RTC may look to work with a marketing student from the University of Northern Iowa to assist with marketing strategies.
- *Driver Recruitment and Retention:* This is an ongoing issue at both transit agencies. For MET, recruitment is the main issue due to the fact that drivers start as part time employees without guaranteed hours, but MET has been receiving a good number of applications recently. RTC struggles to keep drivers due to issues such as split shifts for some routes. RTC has considered dividing split shifts into two part-time positions, and has restructured some routes to run out of the metropolitan area, which is more convenient for drivers living there. RTC has had a lot of

turnover in recent years, and the lack of drivers is currently a limiting factor for expanding service.

- *Vehicle Replacement:* Funding from the American Recovery and Reinvestment Act of 2009 (ARRA) provided a boost to bus replacement, and both MET and RTC's fleets are in decent shape overall. Both agencies face some uncertainty in the future on bus replacement as funding sources have decreased significantly. It may be difficult to replace all the buses purchased in 2009-2010 when they reach the end of their useful lives at approximately the same time in the future.
- *Vanpools to the Metro Area:* This is a potential future project if interest is shown by businesses or communities. The Iowa DOT is working on a Park and Ride Plan, which may look at areas that people can park in outlying communities to carpool or vanpool to common destinations. Possibilities in the region include metropolitan area workers coming from Independence or Waverly.
- *MET Extended Service Hours:* Additional evening hours, especially for those who are disabled, are still a need for MET Transit, but funding them is a challenge.
- *MET Expanded Service:* Another route is possible in the future, but nothing definite is planned at this time. Growth along Airline Highway and the Northeast Industrial Area in Waterloo may increase demand. There will be difficulty in finding a funding source, as JARC funding was eliminated in the most recent federal transportation bill. While this project is not anticipated to move forward in the next fiscal year, it remains a potential future initiative.
- *Possible RTC Expansion in Western Butler County, Grundy County, and Chickasaw County:* These are all potential expansion areas that are currently underserved. However, a lack of drivers limits RTC's ability to expand service.

Other Developments & Coordination Issues

Increasing Costs

Operating costs have grown over the past several years. Likewise, the cost to replace buses has continued to escalate. Without increased funding from the state or federal government, either local funding or fares will have to increase, or service will have to decrease. In addition to requests for service to particular areas, common requests for MET and RTC include extending evening service, adding Sunday service, and expanding service coverage. Adding routes requires additional buses and drivers. Extending service hours does not necessarily require new capital, but requires a significant increase in operating funding. Since fares make up a relatively small portion of MET and RTC's operating budget, funding must be provided from other sources in order to add service.

Regulations

While state and federal funding are critical to the operation of public transit, the regulations that accompany the funding can make coordination and improving service challenging at times. Rules involving items such as drug/alcohol testing, statistical reporting, and insurance requirements are some of the examples of regulations that have deterred potential coordination partners. Another issue that has unfavorably impacted public transit in the region is charter regulations, which limit service options for persons and organizations wishing to utilize a charter for any type of purpose, such as a large event, a wedding party, or a preschool field trip. As an example, if an out-of-state company offers to run a charter for an excessive fee, the local public transit provider cannot provide the service, even though it is not feasible for the consumer to pay for the out-of-state provider. Situations like these have occurred locally, and the end result is that consumers are often unable to obtain the service they desire, or must pay much more for it. Achieving a balance between the intent of regulations and their real-world implications is an ongoing challenge for state and federal governments and public transit providers.

Medicaid Brokerage

The Medicaid Brokerage, run by Access2Care, continues to affect transit within the region. TMS handles transportation coordination for individuals with Medicaid insurance, and MET and RTC contracts with TMS for the rides they are able to provide. Public and private providers across the state work with the TMS system, with varying degrees of success. MET has had good success with coordinating trips through TMS in the past. Conversely, RTC's driver availability has greatly impacted its ability to provide trips offered through TMS.

Mental Health Services Restructuring

Like many other states, Iowa has passed recent reform legislation related to restructuring mental health services. Specifically, this new legislation mandates regionalization of mental service provision and management, which is a departure from the county-by-county management systems that were established approximately 15 years ago. The efforts required under the mental health reform legislation took effect beginning in Fiscal Year 2014. Within the constructs of the new legislation, RTC will now offer services to a regional intergovernmental entity that serves persons regardless of their county of residence.

Area Agency on Aging Restructuring

The Iowa Legislature has also passed a statute calling for a reduction in the recognized number of existing regional area agencies on aging, which serve senior citizens in the state. The state encouraged this process by empowering the existing agencies with the ability to voluntarily merge or consolidate, and/or define themselves, prior to the fiscal year 2014 deadline, but also told the existing areas that if they did not redefine themselves, the state may do so for them. The Northland Area Agency on Aging

in Decorah, Scenic Valley Area Agency on Aging in Dubuque, and Hawkeye Valley Area Agency on Aging in Waterloo merged together to form the Northeast Iowa Area Agency on Aging (NEI3A). Effective July 1, 2013, the newly formed agency serves 18 counties in Northeast Iowa including Winneshiek, Black Hawk, Bremer, Butler, Buchanan, Chickasaw, Hardin, Grundy, Marshall, Tama, Poweshiek, Delaware, Dubuque, Jackson, Clayton, Fayette, Howard, and Allamakee Counties.

Technology

A recent development has been the addition of surveillance camera systems on RTC's fleet. With the aid of an Intelligent Transportation Systems (ITS) grant the Iowa DOT received from the Federal Transit Administration (FTA), RTC was able to receive funding to retrofit nine existing buses with surveillance systems. Additionally, RTC purchased a new bus utilizing State of Good Repair (SGR) funding that included the cost of a surveillance system as part of the overall programmed vehicle budget. All ten buses feature a four-camera system focused on the driver, lift and entrance door, interior of the bus from the back, and the road. The cameras should increase safety and security for the drivers and passengers and improve service efficiency. RTC anticipates utilizing video recordings for incident investigation and risk management as well as driver and management training.

MET also has video surveillance systems on all buses, and reviews footage from these cameras a couple times per week on average. MET also upgraded to electronic fareboxes, which enables the use of more types of tickets and also provides credits for future tickets rather than requiring exact change for customers. MET envisions procuring GPS technology that will include a display for drivers, which could greatly improve communication and reduce the need for radio interruptions. This could also lead to real-time information for passengers. A service that MET would like to implement would be an auto-call system, where, for example, paratransit riders could be automatically notified when the bus is five minutes away. MET did recently implement a TextMET service, which enables riders to find out when the next bus will be at a particular bus stop by texting the bus stop number to the service.

Culture of Transit

Marketing is one of the largest challenges faced by MET and RTC. There is still a stigma associated with public transit in the area, with the perception that it is primarily for the elderly, people with disabilities, and people without access to personal vehicles. This is a widespread issue, and ways of trying to combat it may include increased marketing and focusing on transit's benefits. In particular, if livability and sustainability trends continue, there may be an increasing number of people who would utilize public transit because they want to, not because they need to. Transit systems could work to capitalize on this by marketing their service as a 'green' alternative to single occupant vehicles. MET and RTC would like to increase their marketing efforts and activities to ensure that the general public is aware of and has convenient access to information about available services. An example past activity to increase awareness of MET was a "Dump the Pump" day, where people could ride the bus for free. Also, children

ages 6-18 are able to ride the bus for a quarter during the summer months. This effort helps encourage families to use the bus system, and may help combat the stigma of transit through generation change, as adults are more likely to use transit if they are familiar with it from childhood.

Complete Streets & Transit Infrastructure

While MET buses are a common sight throughout the MPO, there is not an abundance of transit-related infrastructure. Transit pull-outs are also quite rare in the metropolitan area, other than a few located around UNI. Buses typically have to stop in the travel lane to let riders on or off. Many bus stops consist solely of a sign along the road, without benches or sidewalks. This lack of infrastructure may be partially due to MET's policy of stopping at the corner of any block along the route to let riders on or off, rather than funneling riders to fewer specific stops. However, the lack of bus shelters is commonly mentioned as an issue in the metropolitan area. A step towards addressing this occurred recently when four bus shelters were installed in Cedar Falls, two near College Square Mall and two along University Ave. MET has expressed willingness to help fund and install shelters, but difficulty arises with providing maintenance for them. MET is not able to commit personnel to meet the snow removal requirements of the Americans with Disabilities Act (ADA). Partnerships with cities and businesses may be a way to increase the number of bus shelters and provide the necessary maintenance.

As roadway reconstruction and new construction projects are being designed for all users, transit amenities such as shelters and bus pull-outs should be considered, especially in higher transit-demand areas. The addition of sidewalks along routes or at stops also improves the transit environment as it enables riders to wait for their bus safely off the roadway. Connections to bicycle infrastructure are also important; MET fixed route buses have bicycle racks that are capable of holding two bikes, and they are heavily utilized. The integration of transit, pedestrian, and bicycle elements in individual corridors and throughout the MPO will greatly improve the non-driving environment for residents.

Section 4: Priorities & Strategies

Priorities

The following overall goal and objectives are the priorities of transit providers in the Iowa Northland Region. MET and RTC will continue to work with the TAC and each other to ensure that these priorities are met.

- *Goal:* Ensure that the general public has a safe, reliable, convenient, and efficient transit system, placing special emphasis on providing transit service for those that are most dependent upon transit.
- *Objectives:*
 - Strengthen the existing transit funding base as well as research additional funding sources.
 - Promote and improve the image of the transit system.
 - Enhance the efficiency and effectiveness of the transit system by coordinating services.
 - Improve ridership through implementing effective marketing and educational strategies.
 - Ensure that management and labor are working together toward common goals.
 - Improve fleet reliability and maintenance cost per mile through purchases and transfers of equipment.

Projects & Initiatives

The following projects and initiatives were recommended by the TAC for the five year plan. Many of these are continuations of projects included in past PTP updates. The aim of these initiatives is to maintain and improve passenger transportation options throughout the region. Additional detail on previous priorities and strategies can be found in Section 3 of this document. The summary table at the end of this section outlines which projects are included in the five year plan and provides space for the TAC to update projects or add new ones each year.

- *Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310):* MET plans to continue to use Section 5310 Funds to provide handicap-accessible ramps, inspections, and to maintain accessibility features for vehicles. Utilizing this funding source helps meet the overall goal of ensuring that the general public has a safe, reliable, convenient, and efficient transit system, with special emphasis on providing transit service for those that are most dependent upon transit.
- *MET Ambassador Program:* MET and the Northeast Iowa Area Agency on Aging (NEI3A) plan to develop this program to train seniors on how to ride MET's system. The program could be

expanded to include other populations, including Limited English Proficiency persons and persons with disabilities. This project could go a long way towards educating the public on how to use MET's system.

- *RTC Expanded Service in Waverly and Independence:* Waverly and Independence are RTC's largest service areas in the region. Expanded service is always considered a need, particularly for the elderly and persons with disabilities.
- *Mobility Manager/Marketing Person:* This has been an issue discussed at previous TAC meetings and transit providers meetings. One use MET would have for this position would be to help transition riders from paratransit to fixed route service. Both MET and RTC would benefit from having a dedicated person to work with the public, human service agencies, and other organizations. However, it is unlikely that MET and RTC would be able to fully fund a position at this time. There is currently a state-level mobility manager to help facilitate relationships between agencies at that level. In the meantime, MET and RTC may look to work with a marketing student from the University of Northern Iowa to assist with marketing strategies.
- *Driver Recruitment and Retention:* This is an ongoing issue at both transit agencies. MET and RTC will continue to explore new methods to attract and retain quality employees.
- *Vehicle Replacement:* Both agencies face some uncertainty in the future on bus replacement as funding sources have decreased significantly.
- *Vanpools to the Metro Area:* This is a potential future project if interest is shown by businesses or communities. The Iowa DOT is working on a Park and Ride Plan, which may look at areas that people can park in outlying communities to carpool or vanpool to common destinations. Possibilities in the region include metropolitan area workers coming from Independence or Waverly.
- *MET Extended Service Hours:* Additional evening hours, especially for those who are disabled, are still a need for MET Transit, but funding them is a challenge.
- *MET Expanded Service:* Another route is possible in the future, but nothing definite is planned at this time. Growth along Airline Highway and the Northeast Industrial Area in Waterloo may increase demand.
- *Possible RTC Expansion in Western Butler County, Grundy County, and Chickasaw County:* These are all potential expansion areas that are currently underserved. However, a lack of drivers limits RTC's ability to expand service. Recently, RTC has met with Chickasaw County regarding service, and will continue to look for ways to expand service there.

Table 4.1 on the next page provides a summary of the approved projects to be included in the *FY 2015-2019 Passenger Transportation Plan*. **Tables 4.2 and 4.3** show MET and RTC's portions of the draft FY 2015-2018 Transportation Improvement Programs (TIP), which include anticipated federal funding over the next four years.

Table 4.1 – Summary of the Projects Included in the FY 2015-2019 Passenger Transportation Plan

Project	Description	Status in FY 2014	Status in FY 2015	Status in FY 2016	Status in FY 2017	Status in FY 2018	Status in FY 2019
Preventative Maintenance - Section 5310 Funding	This funding program will be used by MET to provide handicap-accessible ramps, inspections, and to maintain accessibility features for vehicles.	Stays in Program for FY'15					
MET Ambassador Program	This program would involve training seniors, limited-English speaking persons, and other populations on how to ride MET's system, so in turn they can train others. Project would be in conjunction with NEI3A.	Stays in Program for FY'15					
RTC Expanded Service in Waverly and Independence	There is a need for expanded service in these cities, particularly for the elderly and persons with disabilities.	Stays in Program for FY'15					
Mobility Manager / Marketing	This position would involve mobility and marketing related tasks for both MET and RTC.	Stays in Program for FY'15					
Driver Recruitment and Retention	Recruiting and retaining qualified drivers.	Ongoing challenge Stays in Program					
Vehicle Replacement	Replacing vehicles when they reach the end of their useful life.	Ongoing challenge Stays in Program					
MET Expanded Service	Growth in the north industrial park area and around U.S. Highway 63 may increase demand in those areas.	Potential future project Stays in Program					
Vanpools to the Metro Area	This would be a vanpool program targeted at people who work in the metropolitan area but live outside of it.	Potential future project Stays in Program					
Expanded Service in W. Butler, Chickasaw, and Grundy Counties	These are all potential expansion areas for RTC as they are currently underserved.	Potential future project Stays in Program					
Expanded MET Service Hours	Additional evening hours for fixed route and paratransit service.	Potential future project Stays in Program					

Table 4.2
MET Transit
Draft 2014 Transit Program
(Filtered)

MPO-30 / INRCOG (25 Projects)

Fund	Sponsor	Transit # Expense Class Project Type	Desc / Add Ons / Addnl Info		FY15	FY16	FY17	FY18
5307	Waterloo MET	1168 Operations Misc	General Operations/Maintenance/Administration/Planning	Total	4,600,000	4,800,000	5,200,000	5,600,000
				FA	2,300,000	2,400,000	2,600,000	2,800,000
				SA				
5339	Waterloo MET	1983 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 906	Total		106,155		
				FA		88,109		
				SA				
5339	Waterloo MET	1984 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 904	Total		106,155		
				FA		88,109		
				SA				
5339	Waterloo MET	1985 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 905	Total		106,155		
				FA		88,109		
				SA				
5339	Waterloo MET	1986 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 908	Total		106,155		
				FA		88,109		
				SA				
5339	Waterloo MET	1987 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 907	Total		106,155		
				FA		88,109		
				SA				
5303	Waterloo MET	2128 Planning Other	Planning	Total	71,664	71,664	71,664	71,664
				FA	57,331	57,331	57,331	57,331
				SA				
5339	Waterloo MET	2274 Capital Replacement	Heavy Duty Bus (30-34 ft.) VSS, Low Floor Unit #: 0503	Total				449,112
				FA				381,745
				SA				
5339	Waterloo MET	2275 Capital Replacement	Heavy Duty Bus (30-34 ft.) VSS, Low Floor Unit #: 0504	Total				449,112
				FA				381,745
				SA				
5339	Waterloo MET	2276 Capital Replacement	Heavy Duty Bus (30-34 ft.) VSS, Low Floor Unit #: 0505	Total				449,112
				FA				381,745
				SA				
5310	Waterloo MET	2278 Capital Other	Preventative Maintenance	Total	93,750	100,000	106,250	112,500
				FA	75,000	80,000	85,000	90,000
				SA				
STA	Waterloo MET	2279 Operations Other	State Transit Operating	Total	285,000	295,000	305,000	310,000
				FA				
				SA	285,000	295,000	305,000	310,000
5339	Waterloo MET	2641 Capital Replacement	Heavy Duty Bus (30-34 ft.) VSS Unit #: 701	Total			436,031	
				FA			370,626	
				SA				
5339	Waterloo MET	2642 Capital Replacement	Heavy Duty Bus (30-34 ft.) VSS, Low Floor Unit #: 702	Total			436,031	
				FA			370,626	
				SA				
5339	Waterloo MET	3063 Capital Replacement	Medium Duty Bus (to 28 ft.) Diesel, VSS Unit #: 2007	Total	172,000			
				FA	146,200			
				SA				

MPO-30 / INRCOG (25 Projects)

Fund	Sponsor	Transit # Expense Class Project Type	Desc / Add Ons / Addnl Info		FY15	FY16	FY17	FY18
5339	Waterloo MET	3064 Capital Replacement	Medium Duty Bus (to 28 ft.) Diesel, VSS Unit #: 2006	Total	172,000			
				FA	146,200			
				SA				
5339	Waterloo MET	3065 Capital Replacement	Medium Duty Bus (to 28 ft.) Diesel, VSS Unit #: 2009	Total	172,000			
				FA	146,200			
				SA				
5339	Waterloo MET	3066 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 711	Total	97,000			
				FA	82,450			
				SA				
5339	Waterloo MET	3068 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 708	Total		106,155		
				FA		88,109		
				SA				
5339	Waterloo MET	3070 Capital Replacement	Heavy Duty Bus (30-34 ft.) VSS Unit #: 303	Total			436,031	
				FA			370,626	
				SA				
5339	Waterloo MET	3071 Capital Replacement	Heavy Duty Bus (30-34 ft.) VSS Unit #: 302	Total			436,031	
				FA			370,626	
				SA				
5339	Waterloo MET	3072 Capital Replacement	Heavy Duty Bus (30-34 ft.) VSS Unit #: 301	Total			436,031	
				FA			370,626	
				SA				
STP	Waterloo MET	3073 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 709	Total		106,155		
				FA		84,924		
				SA				
PTIG	Waterloo MET	3082 Capital Misc	New Central Transfer Facility Phase 1	Total	750,000			
				FA				
				SA	600,000			
PTIG	Waterloo MET	3125 Capital Misc	New Central Transfer Facility Phase 2	Total		750,000		
				FA				
				SA		600,000		

Table 4.3
Regional Transit Commission
Draft 2014 Transit Program
(Filtered)

RPA-07 (18 Projects)

Fund	Sponsor	Transit # Expense Class Project Type	Desc / Add Ons / Addnl Info		FY15	FY16	FY17	FY18
STA, 5311	Region 7 / INRTC	1377 Operations Misc	General Operations/Maintenance/Administration	Total	1,748,675	1,769,657	1,790,893	1,812,383
				FA	357,832	362,125	366,471	370,868
				SA	282,363	285,751	289,180	292,650
5339	Region 7 / INRTC	1388 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 0801	Total	94,000			
				FA	79,900			
				SA				
5339	Region 7 / INRTC	1841 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 0901	Total			99,724	
				FA			84,765	
				SA				
5339	Region 7 / INRTC	1842 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 0902	Total			99,754	
				FA			84,795	
				SA				
5339	Region 7 / INRTC	1843 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 0903	Total			99,724	
				FA			84,765	
				SA				
5339	Region 7 / INRTC	2312 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 0601	Total		96,820		
				FA		82,297		
				SA				
5339	Region 7 / INRTC	2658 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 0904	Total			99,724	
				FA			84,765	
				SA				
5339	Region 7 / INRTC	2659 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 0905	Total			99,724	
				FA			84,765	
				SA				
5339	Region 7 / INRTC	2660 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 0906	Total				102,715
				FA				87,307
				SA				
5339	Region 7 / INRTC	2661 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 0907	Total				102,715
				FA				87,307
				SA				
5339	Region 7 / INRTC	2662 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 0908	Total				102,715
				FA				87,307
				SA				
5339	Region 7 / INRTC	2663 Capital Replacement	Light Duty Bus (158" wb) Diesel, VSS Unit #: 0909	Total				102,715
				FA				87,307
				SA				
5339	Region 7 / INRTC	3101 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 0501	Total	94,000			
				FA	79,900			
				SA				
5339	Region 7 / INRTC	3102 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 0502	Total	94,000			
				FA	79,900			
				SA				
5339	Region 7 / INRTC	3103 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 0503	Total		96,820		
				FA		82,297		
				SA				

RPA-07 (18 Projects)

Fund	Sponsor	Transit # Expense Class Project Type	Desc / Add Ons / Addnl Info		FY15	FY16	FY17	FY18
5339	Region 7 / INRTC	3106 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 301	Total	94,000			
				FA	79,900			
				SA				
5339	Region 7 / INRTC	3107 Capital Replacement	Light Duty Bus (176" wb) Diesel, VSS Unit #: 302	Total	94,000			
				FA	79,900			
				SA				
5311	RPA-07	1390 Planning Misc	RPA Transportation Planning	Total	34,031	34,031	34,031	34,031
				FA	27,225	27,225	27,225	27,225
				SA				

Strategies

Given the current status of federal transportation funding, the overall consensus of MET, RTC, and the TAC has been to focus on maintaining the status quo and improving coordination and service whenever possible. Identifying potential funding sources is a constant issue for transportation providers. The most recent federal transportation bill greatly reduced the amount of funding available to Iowa for bus replacement. To compound the issue, operating costs have grown over the past several years and will likely continue to increase over the coming years. While striving to maintain service availability to the general public, it is important to remember that the primary customers are persons with disabilities, the elderly, persons with low incomes, Head Start children, and other persons who depend on the public transit system for a reliable, affordable, and consistent mode of transportation.

Transportation users often desire affordable, clean, immediate, private transportation services, which is not always feasible for a public transit provider that strives for openness, efficiency, and cost-effectiveness. The most manageable way to shorten response time and decrease fares is to coordinate transit services. While state and federal funding are critical to the operation of public transit, the regulations that accompany the funding can make coordination and improving service challenging. Rules involving items such as drug/alcohol testing, statistical reporting, and insurance requirements are some of the examples of regulations that have deterred potential coordination partners.

A continuing coordination challenge for the region has involved the creation of a mobility manager/marketing person. MET and RTC have discussed jointly hiring a mobility manager to market both transit services and to work with agencies, groups, and interested citizens to provide education and information about transit services. However, the most recent federal transportation bill eliminated funding the Iowa DOT was using to provide grants for these types of positions. This type of position is still considered a major need, and could go a long way towards educating the public about transit options. However, procuring funding for such a position has been a challenge. In the meantime, MET and RTC may look to work with marketing students from the University of Northern Iowa to assist with marketing strategies. Additionally, both MET and RTC plan to continue to work closely with the statewide mobility manager to help better coordinate transit services in the region.

Other strategies for improving service include continued coordination over the short and long term between providers, and continued meetings of the TAC to discuss coordination issues. For MET, additional routes are possible in the future, but nothing definite is planned at this time. Growth along Airline Highway and the Northeast Industrial Area in Waterloo may increase demand. There will be difficulty in finding a funding source, as JARC funding was eliminated in the most recent federal transportation bill. RTC has met with Chickasaw County regarding service, and will continue to look for ways to expand service there.

Section 5: Funding

Available Funding Sources

Federal, State, & Local Funding Sources

There are several federal, state, and local funding opportunities for transit programs and projects.

Table 5.1 provides descriptions of the various funding sources available for transit projects. The largest amount of funding is distributed by formula to states and large metropolitan areas. Other program funds are discretionary, and some are earmarked for specific projects. Federal transit programs include the following:

- Bus and Bus Facilities Program (Section 5339)
- Urbanized Area Formula Program (Section 5307)
- Rural Area Formula Program (Section 5311)
- Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310)
- Metropolitan, Statewide, and Nonmetropolitan Transportation Planning (Section 5303, 5304, and 5305)
- Congestion Mitigation/Air Quality Program (CMAQ)
- Surface Transportation Program (STP)

There are also state funds available for transit. These include:

- State Transit Assistance (STA)
- Iowa Clean Air Attainment Program (ICAAP)
- STA Special Projects
- Public Transit Infrastructure Grants

Local funding sources available for transit include:

- Passenger Revenue
- Contract Revenue
- Municipal Transit Levy
- Regional Transit Levy

Table 5.1 – Federal, State, and Local Funding Sources for Transit Projects

Revenue Source	Description
Bus and Bus Facilities Program (Section 5339)	Federal assistance to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities.
Urbanized Area Formula Program (Section 5307)	This program was established to provide federal funding for support of transit activities in urbanized areas over 50,000 in population. Those activities may include capital, planning, job access and reverse commute projects, as well as operating expenses in certain circumstances.
Rural Area Formula Program (Section 5311)	This program provides federal funding for support of transit activities in rural areas and in urban areas of less than 50,000 in population (operating, capital, planning, and job access and reverse commute assistance).
Enhanced Mobility of Seniors and Individuals with Disabilities Program (Section 5310)	The program was established to provide funding for support of transit activities in rural areas and in urban areas, to serve the special needs of transit-dependent populations beyond traditional public transit services and Americans with Disabilities Act (ADA) complementary paratransit services.
Metropolitan, Statewide, and Nonmetropolitan Transportation Planning (5303, 5304, and 5305)	Provides funding and procedural requirements for multimodal transportation planning to increase the accessibility and mobility of people and for freight.
Congestion Mitigation/Air Quality Program (CMAQ)	This program supports surface transportation projects, vehicle replacement projects, and other related efforts that contribute air quality improvements and provide congestion relief.
Surface Transportation Program (STP)	This Federal Highway Administration (FHWA) program provides flexible funding that may be used for transit projects.
Iowa Clean Air Attainment Program (ICAAP)	This grant program funds highway/street, transit, bicycle/pedestrian, or freight projects or programs that help maintain Iowa’s clean air quality by reducing transportation-related emissions.
State Transit Assistance (STA)	All public transit systems are eligible for funding under the STA program, which began in 1976. Since 1984, STA funding has been derived from a dedicated portion (currently 1/20 th) of the first four cents of the state “use tax” imposed on the sale of motor vehicles and accessory equipment. STA funds are provided to support public transit services and may be used for either operating or capital projects.
STA Special Projects	Each year up to \$300,000 of the total STA funds are set aside to fund “special projects.” These can include grants to individual systems to support transit services which are developed in conjunction with human service agencies, or statewide projects to improve public transit in Iowa through such means as technical training for transit system or planning agency personnel, statewide marketing campaigns, etc.
Public Transit Infrastructure Grants	These funds are awarded through a competitive grant program. This program funds new construction, reconstruction/major renovation, and relocation of facilities. Projects are evaluated based on the anticipated benefits to transit, as well as the ability to have projects completed quickly. The state share is up to 80% of the cost of the project, with no maximum amount. Local participation is considered when the state prioritizes projects.
Passenger Revenue	Fees paid by the passengers are one of the most common sources of local support. This can include monies collected on-board the transit vehicle (usually called “fare box receipts”), as well as prepaid fares from sale of passes or tickets, or fares billed to the passenger after the fact.
Contract Revenue	Human service agencies and local communities, as well as private businesses, are often willing to pay part or all of the cost for certain types of rides provided as part of the open to the public transit operation.

Municipal Transit Levy	Iowa law authorizes municipalities to levy up to 95 cents per \$1,000 assessed valuation to support the cost of a public transit system. Most of Iowa's larger communities levy for support of their urban transit systems. A number of smaller communities use this authority to generate funding used to support services contracted from their designated regional transit system.
General Fund Levy	The cost of supporting transit services is an eligible use of general fund revenues for all Iowa governments and is the primary source of funding to support transit for counties that do not have the option of a transit levy, as well as for cities which chose not to use the transit levy. RTC does receive a small amount of support through such levies.

At present, Waverly and Independence are the only communities within the INRCOG region that contribute funding for RTC service outside of paying for riders. In FY 2013, Waverly and Independence contributed \$8,968.00 and \$3,750.00 respectively. Both contributions are put towards the general public, elderly, and disabled services provided within their respective communities.

Other Funding Sources

Apart from traditional transit funding programs, there are other types of programs that may be available for different passenger transportation projects. These programs are typically reserved for addressing the transportation needs of the population served by the program and often can be used only for transportation related to that program. For example, the Cedar Valley United Way has funded programs that provide transportation to the elderly. Another example is Easter Seals Project ACTION, which provides numerous resources, publications, training events, and technical assistance activities for communities looking to improve transportation access and options for people with disabilities. Another example is Head Start, which provides developmental and educational services for economically disadvantaged children and their families, and provides funds to local public and nonprofit agencies, including supporting transportation services. In the future, these programs may be relied on more to help provide effective and affordable transportation services within the region.

Projected Funding Sources

Identifying potential funding sources is a constant issue for transportation providers. The most recent federal transportation bill greatly reduced the amount of funding available to Iowa for bus replacement. To compound the issue, operating costs have grown over the past several years and will likely continue to increase over the coming years. Given the current status of federal transportation funding, the overall consensus of MET and RTC has been on maintaining the status quo and improving coordination and service whenever possible.

Bus replacement is an ongoing concern for MET and RTC. With the current federal funding picture looking less optimistic, MET and RTC will likely face significant challenges with funding new vehicles in the coming years, as an increasing percentage of the fleet will be beyond its useful life. MAP-21 greatly

reduced the amount of funding available to Iowa for bus replacement. Consequently, without a consistent source of funding for vehicle replacement, the cost of operating a bus fleet will continue to rise due to rising maintenance costs related to an aging fleet. MET and RTC may have to look to other funding sources to help fund replacement buses in the future. MET did request Surface Transportation Program (STP) funds from the MPO for a paratransit bus replacement in FY 2014, which was the first time MET has come to the MPO for STP funding. As federal and state funding sources diminish, MET and RTC may increasingly request STP funds from the MPO and INRTA for bus replacement projects.

There are three main sources of funding for public transit: State Transit Assistance (STA), Federal Transit Administration (FTA), and local government. Typically, federal funding is designated for operations, capital, and planning, and state funding is designated towards operations.

For RTC, the majority of the funding used to cover operating costs comes from local sources and contracts. As mentioned above, Waverly and Independence are the only communities within the INRCOG region that contribute funding for RTC service outside of paying for riders. The percentage of FTA and STA funding has stayed relatively constant over the past several years, though in the last few years the percentage of operating funds coming from FTA has risen while STA has dropped.

As described previously, cities have the ability to leverage up to 95 cents per \$1,000 assessed valuation to support the cost of a public transit system. The only cities in the region that currently utilize the municipal transit levy are Cedar Falls and Waterloo, for MET Transit service. **Table 5.2** shows the historical funding provided to MET by transit levies in Cedar Falls and Waterloo

Table 5.2 – Historical Transit Levy Amounts in Cedar Falls and Waterloo

	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013
Cedar Falls Levy Rate	0.28021	0.27198	0.27031	0.27224	0.24544
Cedar Falls \$ Amount	\$308,830	\$315,000	\$323,070	\$343,760	\$343,910
Waterloo Levy Rate	0.62206	0.62684	0.61926	0.59359	0.59359
Waterloo \$ Amount	\$1,287,488	\$1,319,675	\$1,332,872	\$1,359,530	\$1,359,530

Source: Cities of Cedar Falls and Waterloo

Projects anticipated to receive federal funding in the next four years correlate with the Transportation Improvement Programs (TIP) for both MET and RTC. The TIPs are updated annually with new targets and projected costs. The draft TIPs for both MET and RTC can be referenced in **Tables 4.2 and 4.3**.

Excerpts from the Black Hawk County Metropolitan Area 2013 Public Input Survey Report

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2013 Public Input Survey

Black Hawk County Metropolitan Area

May, 2013

The following pages are excerpts from the 2013 MPO Public Input Survey Report. The full report can be found at <http://www.inrcog.org/pdf/2013-MPO-Survey-Report.pdf>.

An online survey was developed as part of the public involvement efforts for the Black Hawk County Metropolitan Area (MPO) 2040 Long Range Transportation Plan. The MPO includes the cities of Waterloo, Cedar Falls, Evansdale, Hudson, Elk Run Heights, Gilbertville, and Raymond, as well as parts of unincorporated Black Hawk County. The survey was written by MPO staff with input from the MPO Policy Board and Technical Committee.

The survey was conducted through the website www.surveymonkey.com. The website enabled the creation of the survey questions and choices, the creation of a link for users to click to access the survey, and analysis of results. The survey was accessible through a link on the Iowa Northland Regional Council of Governments (INRCOG) website (www.inrcog.org). This link was posted for the month of April, 2013.

Methods of informing the public of the survey included mass email distribution from INRCOG staff and the MPO, promotion at various meetings during the time of survey availability, and a press release that went to all INRCOG media contacts in the metropolitan area. The survey was also shared through the INRCOG newsletter, social media, and was posted on some jurisdictions' websites. Paper surveys were also available at the INRCOG office.

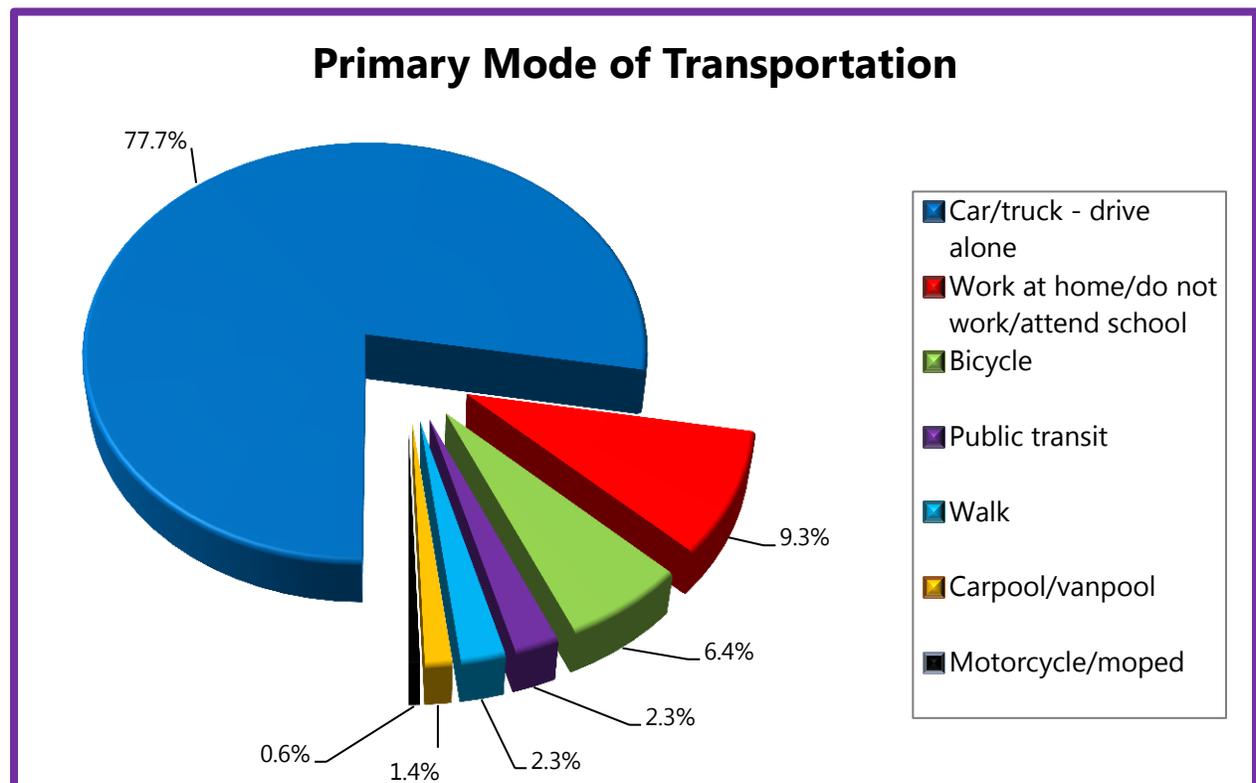
The survey consisted of 19 transportation questions and 6 demographic questions. In addition to a couple open-ended questions, there were also several opportunities to submit written comments. A total of 348 surveys were submitted. This document details the results for each question, including tables, graphs, and a listing of written comments. All written comments were included in this report, with the exception of comments such as "N/A" or "I don't know".

While valuable for gaining insight into the public's view on transportation issues, the survey is not statistically valid, as it was not a random sample of the population. It was considered too expensive to achieve this. However, these results can help gauge the public's opinion on the current status and future needs of the transportation system in the metropolitan area, as well as other relevant transportation issues. The survey results will be distributed to and discussed by the MPO, and will be included as part of the 2040 Long Range Transportation Plan.

- **How would you rate the current quality of the following aspects of the transportation system in the metropolitan area?**

	Very Poor	Poor	Fair	Good	Excellent
Roads and streets	5.8%	17.7%	54.2%	22.3%	0.0%
Signs and signals	1.5%	7.9%	33.3%	55.3%	2.0%
Pedestrian facilities	8.2%	20.3%	36.8%	32.9%	1.8%
On-road bicycle facilities	16.3%	36.4%	25.4%	18.3%	3.6%
Off-road bicycle facilities	0.6%	2.1%	11.6%	42.3%	43.5%
Transit	8.2%	17.7%	44.0%	26.9%	3.2%

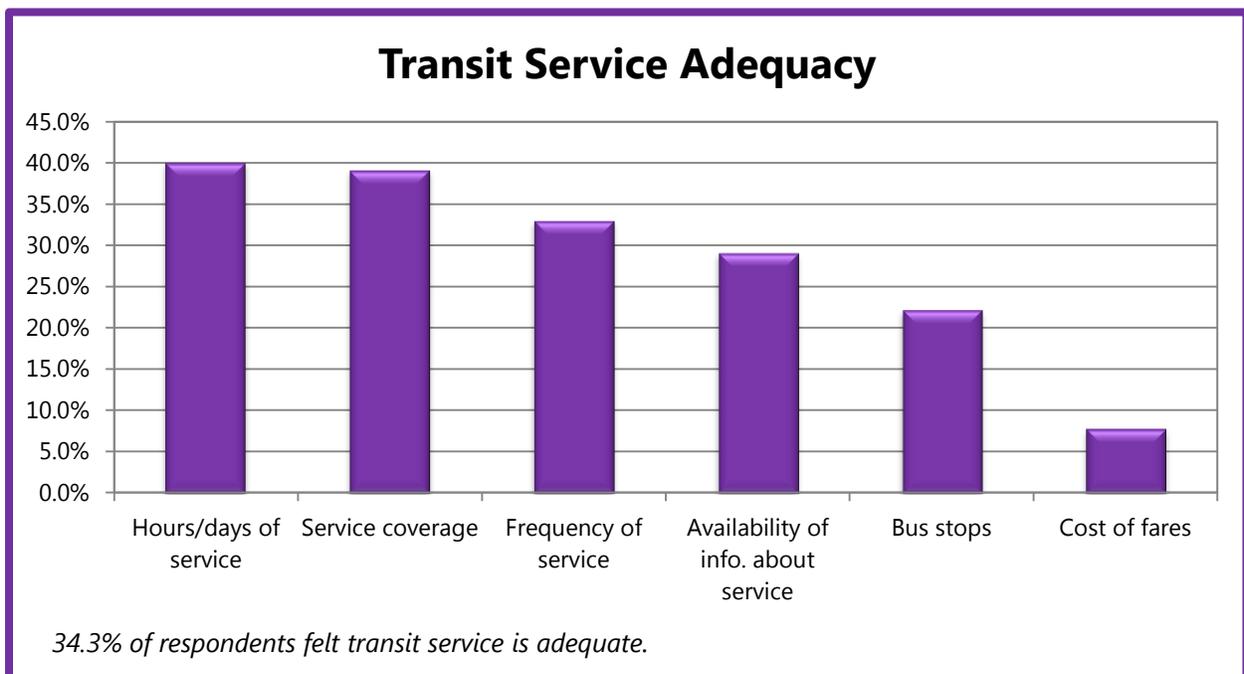
- **What is the primary method of transportation you normally use to travel to work or school?**



- During the past year, how often have you done the following?

	Never	1 or 2 times in the year	3 to 12 times in the year	2 or 3 times per month	1 or 2 times per week	More than 1 or 2 times per week
Used a MET Transit bus – fixed route	88.2%	5.2%	2.6%	0.3%	1.4%	2.3%
Used a MET Transit bus - paratransit	99.1%	0.6%	0.0%	0.0%	0.0%	0.3%
Used the Panther Shuttle	97.1%	2.6%	0.0%	0.0%	0.0%	0.3%
Used a city-to-city bus	96.5%	2.9%	0.6%	0.0%	0.0%	0.0%
Shared a ride to/from work	55.9%	17.4%	18.5%	2.4%	3.5%	2.4%
Walked or biked to/from work	60.7%	7.3%	12.3%	5.3%	3.2%	11.1%
Used the Waterloo Regional Airport	59.8%	30.5%	8.8%	0.3%	0.3%	0.3%
Used an airport other than the Waterloo Regional Airport	26.7%	42.6%	29.3%	0.6%	0.6%	0.3%
Rode Amtrak	92.4%	6.2%	0.9%	0.3%	0.3%	0.0%
Rode a bicycle on a city street	24.1%	10.6%	19.1%	11.2%	12.1%	22.9%
Used an off-road trail	21.3%	12.5%	21.3%	15.2%	13.7%	16.0%

- Is the transit system for the area (MET Transit) adequate? If not, what could be improved?



There were 58 written comments. Common themes in the comments included hours/days of service, service coverage, frequency of service, availability of information, and bus stops/shelters.

Hours/Days of Service

1. need an expanded schedule
2. I would like to see Met available to the individuals I support in the evenings/Sundays and holidays.
3. I have wanted to use the bus to get groceries etc. in the past few years but the route schedules end too early for me to get off work, get errands done, and then back home all on the bus.
4. I work with seniors and those with disabilities and the hours of operation can severely limit scheduling appointments, attending faith-based, educational or wellness activities/classes and accessing socializing opportunities. The paratransit system for getting to medical appointments is adequate, but I have had numerous reports that shopping can be difficult as they have to wait long periods of time and getting any cold items home and properly stored is difficult so it limits what cold items they can purchase ex milk products and frozen items. Expanding the city bus routes to include more stop/less transfers. Expanding the paratransit service area to include Washburn/Raymond/Hudson
5. need to run longer during the week
6. I think bus hours need to be extended much later on the weekdays; for someone working normal business hours, the only time left to ride the buses for, say, grocery shopping is Saturday, due to the current hours kept in the evenings. Also, more routes would be appreciated; in a community the size of Cedar Falls (and Waterloo), it shouldn't take two transfers and over an hour's bus ride to get anywhere.
7. I volunteer for the National Alliance on Mental Illness. We have various services for free for people and families of those with mental illness. With cut-backs in service or increased costs, I have been asked to provide rides for several people who have mental illness so that they can attend our free Tuesday evening classes at HCC Metro campus. After-hours transportation is an issue with people with these disabilities.
8. I wish that the MET Transit buses would run later into the evening, and Sunday service would be good. I no longer ride the buses as often as I used to... but when I did not have a car, it was difficult to get to Sunday shifts at work. Fortunately I could walk to work (about 1.5 miles), but in inclement weather or in the dark that was not pleasant.
9. The service hours should be later in the evening. Also there should be service to industrial sites that supply a large number of area residents, such as Tyson Foods. A number of those residents have transportation issues and increasing the service and hours in order to serve those residents would assist those needing that service greatly.
10. Needs to expand for people in poverty who work and have to use taxi, which is more expensive to get home after hours.
11. For those who depend on the transit system it is very difficult to put together a reasonable plan to get to work and home on time.
12. People who work later hours cannot access or depend on MET Transit to travel home from work.
13. I work for a nonprofit agency in Black Hawk County serving primarily people who do not have their own transportation. I also rely on volunteers who work, so many of the free classes, support groups, and other activities my agency offers fall in the evening. Not having public transportation for weekday evenings makes it very difficult. I just started a class that many people could not attend because it ends at 7 pm. In addition, there is no longer the transportation service offered by the former Black Hawk Center for Independent Living. Even that service was fairly expensive and people could not always afford to use it.
14. Establish specialty fixed routes like a downtown to downtown weekend (Thursday-Saturday) evening route that runs until 2 am.

Service Coverage

15. I feel working in the social work field a lot of clients don't have transportation. It would be nice if Met transported to Tysons for everyone that comes to Waterloo with no transportation. I know Waterloo isn't Minneapolis but I believe providing other routes and at different times would help out. Especially second shift.
16. I think there are a lot of seniors that would use the service if the bus was convenient (ie picking up at various easy access areas for seniors)

17. It should go to the airport
18. It would be nice to have service extended to the new Scheel's, Target, and Menard's. It would be nice to have some Sunday service. What would really be nice is to have a cell phone app that would show where the bus is located. I would think with GPS technology, this would be possible. I know there is a text message system that will tell when the bus will be at a certain stop, but that requires you to know the number of the stop. I don't have a map on me at all times and getting a transit map on a cell phone would be somewhat of a hassle. It would be nice to have some kind of transfer pass that could be used at Crossroads to go from one shopping area to another without having to pay a full fare each time. For example, let's say you want to get off at the Super Target and shop for an hour. Then you would be able to use the new transfer to go over to the main mall for an hour. Then let's say you want to go over to Walmart. To go from Target to Crossroads to Walmart would involve three fares at \$1.50. The Crossroads area is NOT conducive to walking, especially in the winter. There are no sidewalks or traffic lights to allow safe walking from one area to another. Few would want to pay one fare to get out to Crossroads, three fares to do the kind of shopping described above, and another to get home. Some kind of new shopping pass would be really great and I'm not saying it has to be free. I wouldn't mind paying a small fee, just not \$4.50 to go from Target to Crossroads to Walmart.
19. Coverage into Hudson several days a week w/ Sat as an option
20. 5000 people work at John Deere and not 1 bus route to get even a portion of them to or from work. In example, it seems to me that if a bus went from a stop in a neighborhood where a lot of the residents work at Deere I think a lot of them would take the bus if it could be depended on to get to and from on time.
21. Would like to see bus transportation available for the smaller cities located outside of Waterloo. Such as Elk Run, Evansdale, Raymond.
22. There is no service in Evansdale.
23. I have heard requests from members of my congregation for some sort of bus transit system in Hudson.
24. There are definite areas that are not covered by bus routes which leave potential riders without that option. Increased service hours and days, plus increased coverage would be extremely desirable and would encourage persons not currently using the transit system to be able to use it.
25. People that work off the bus line have no options. For example, Tyson hires a lot of out of town and previously out of work people. They have no cars and it's too far to walk for most. We need bus transportation to Tyson; also to other factories outside the central city. This would help people and also be environmentally friendly.

Frequency of Service

26. If buses are not frequent, fewer people can rely on them for daily activities.
27. I live in Waterloo and work in the CF industrial park. I have checked out using the bus, but the length of time and the inadequate bus stops in this location is horrible, along with the time the bus system shuts down.
28. More affordable bus passes. Wider areas and times and frequency of bus transportation akin to Chicago where one can take bus from IBP to Cedar Falls without having to wait an hour. Covered bus stops that protect from wind and rain.
29. While the large one-hour loop routes cover a lot of ground, they are unreasonable for regular use. For example, I can take the loop for 10 minutes to get to work, but it takes 50 to get home. And that's two visits to the UNI transportation hub in the same trip home. In a small city, with a densely populated central core, there would be a real advantage to smaller loops that more frequently.
30. Regular routes between downtown CF, UNI and Industrial Park would be extremely popular. Currently the routes are too long (indirect) and infrequent. Also, the buses seem very old and in poor condition.
31. You can't get to or back from most jobs on the bus without spending an inordinate amount of time riding loop routes and transferring. It may be a fine system for the unemployed, elderly and those with the day off but for employment transit it really is unworkable for most people. Des Moines has a better system and I took theirs to work daily for seven years and was rarely late. Study more direct routes to transfer points with less looping. There are many examples of people who have been unable to take the transit system effectively. Those who have lost the use of a primary vehicle, work outside of the service area and yet are in the metro area and those who are seeking work and find few opportunities on bus routes. Many of these people do not have the financial resources to buy, insure and operate their own vehicles. It's time to help out. Before the community became more transportationally diverse with additional highways and separate economic centers transportation was much more efficient. Check out your old transit maps and see how well the public was served then and how it isn't now.

32. The service is just adequate. It should be GREAT for a city this size! Buses need to run later and on Sundays! Buses should run at least every half hour! There needs to be more bus shelters!
33. It would be great if the buses could run every 30 minutes on the heavier used routes.
34. I live close enough to work that riding the MET would take longer to commute and cost just as much as driving.

Availability of Information

35. I know very little about the cost of MET TRANSIT. I have thought about using in conjunction with biking to work, but they don't provide enough info on schedules or routes that are available.
36. Never have used the service. Routes, costs, and schedules should be better publicized.
37. I feel that I don't know enough information about the MET so I can't judge the cost, hours of service, etc. I wish that information was more readily available or publicized on how to use the transit system.
38. During a agency needs assessment many clients said they got frustrated with the bus and wanted a sign at the bus stop telling them when the bus comes by that stop. said they get frustrated waiting and leave because they don't know when it comes to that stop.
39. I don't see this information, where is it advertised or published?

Bus Stops/Shelters

40. covered bus stops in Cedar Falls would be wonderful!
41. Why must we have HUGE buses that on average aren't ever full? Why not use small vans with more flexible routes? Also, if you want folks to ride public transportation then you need to provide adequate shelter for riders as they wait for the public transportation. Who wants to stand in a snow pile or at the end of a road on a rainy day with cars splashing through puddles....?
42. The bus stops in Cedar Falls aren't as good as Waterloo, specifically around Arrowhead, etc. As those areas develop (or until they do) where more sidewalks are available, I think closer to the actual site is better than a street corner. I see elderly people dropped a bit too far from the medical center out there - but maybe that has changed. Until Pinnacle Prairie is more developed, taking people to the building is important.

Other

43. Provide reduced fares for more groups for at least a year, to increase ridership. Could there be 1/2 rate fare for anyone who can prove they receive food stamps, or something similar? Coordinate bus routes so the buses arrive close to shift change times at major employers.
44. Need more buses equipped with bicycle carriers.
45. I don't even think about using the MET transit and don't know anyone who uses it. That means I'm just not aware of the need, but I imagine it is high for low income people.
46. Having only ridden a few times in recent years it has served the purpose when i needed it. While I was in college not too long ago I rode bus several times a week and was pleased.
47. If anything, might consider eliminating service and putting toward other modes of healthy transportation options and education.
48. We moved back to the area from Indianapolis in 2009. At that time the Cedar Valley public transit was superior to Indianapolis, IN. I'm not joking.
49. I don't know much about MET transit but don't really consider it because I don't imagine it would meet my needs
50. I have never used the local transit system. I probably should just to see what it is like, but haven't. Before I retired, I used to drive from Cedar falls to Waterloo to work and did not feel that the timing was right to get to work on time.
51. I don't think I qualify to answer because I've never used the system. I would hate to see the area without it.
52. It is fine for the limited number of users.
53. I have not used this service so feel unable to comment. I do feel that it is a vital service, however, and the community needs to see it continue for those who do not drive, or bike etc.
54. I have children that I transport to and from school and daycare. MET transit is not ideal in my situation .
55. The general feeling by the community (that I hear) is that the bus is dangerous. It is used mostly by those who don't have a car and have a legal reason they have to get somewhere (like court-ordered drug rehab sessions). Also, the fear of standing by a curb waiting for the bus. There is fear that one will be thought to be up to something bad--and that's why they are standing there and also the fear that something bad will happen to

them while they wait. And then of course, there's all the issues with weather....too far to walk to the stop and the price. I can't get permission from their parents to take them on the bus. No one wants their child seen on it or experiencing it.

56. I can't say as I have never used the bus transit system. I might be tempted if there were places to park outside the city when coming into the city for shopping. I do like the bike racks on the buses but have not used them.
57. I currently do not use this service, but recognize it's needed.
58. I don't use MET transit so I am unable to address these items but I believe mass transit will continue to be more widely used as the cost of owning and operating a car continues to increase.

- **What type of passenger transportation improvements via any mode (vanpool, bus, rail, or air) would you like to see?**

There were 149 written comments. Common themes in the comments included air, rail, MET service, and complete streets/bicycle/pedestrian accommodations.

MET Service

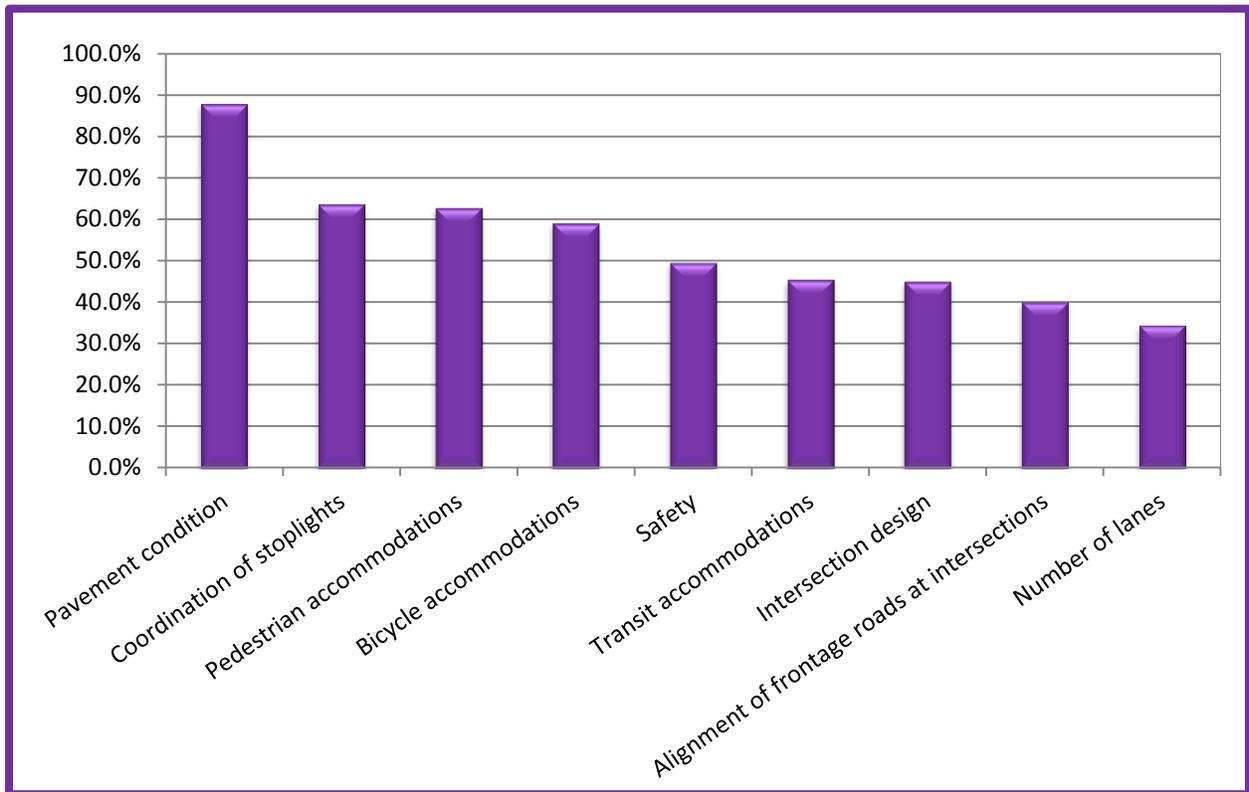
1. Later hours of service
2. MET Transit service later at night and on Sunday for those who work or travel other than the normal day-time hours (not for me, but for people who use it whom I know). More competitive flights from Waterloo airport.
3. I have not heard of a vanpool but if there was a van of people who work at UNI that made convenient routes at 7:45am and 5:15pm, that would pique my interest.
4. increased bus service education to help bike riders and drivers understand the Share the Road concept
5. sundays met transit and later in evening-i'd ride it on weekend nights if it went until 11 pm
6. I guess I'm assuming that there's currently no direct way for me to take public transportation to work (from Thunder Ridge, Cedar Falls area to Kimball / Ridgeway, Waterloo area). If there were an option that would be fairly direct, I might consider using public transportation. (So, if an option already exists, the solution could be "better education / marketing").
7. I wish there were more options for bus or rail travel in our area!
8. I would like to see bus stops in Raymond or Elk Run.
9. We moved to the far western edge of the metro area 3 years ago, and the closest public transportation pickup would be Thunder Ridge Mall. When we lived in central CF I rode the MET regularly to get to and from my workplace. I miss that -
10. bus
11. bus and vanpool
12. more frequent local bus service. Decent bus connections between CF/Waterloo and CR airport, Iowa City, Des Moines, etc, and Amtrak service to Chicago and west closer to here.
13. Better Bus Service
14. For everyday public transportation: Vans instead of HUGE buses. Vans that would accommodate folks who work outside the usual hours. Have the County Supervisors try to get to work/shopping/doctor appts/church for one month using only public transportation-----This would give the powers that be a taste of what it's like to have to depend on public transportation in the Cedar Valley.
15. Longer hours
16. I would like to see the MET provide more frequent service in Cedar Falls as well as extend the hours in the evenings. In a perfect world MET would have two buses in Cedar Falls so there was one going by every half-hour (either 2 on the same loop or splitting the loop in half with one on each). I flew out of Minneapolis once this year, and it was a mistake. It makes for an awful long day, even if the fares are better. I appreciate having the airport in Waterloo and will be using it for my travels as much as possible. I would also like to see express bus service or more frequent bus service to Chicago (downtown Amtrak/Megabus/Greyhound station and/or O'Hare).
17. After-hours transportation is an issue with people with these disabilities.
18. I'd like to see expanded service to more area businesses, so that bus service would be more readily available to more people. If this happened, then we would have cleaner air to breathe.

19. Increased bus hours. Easier to read and determine bus schedule and route information.
20. Evening fixed route bus service
21. 1) Additional frequency and extended hours of MET fixed routes. 2) Additional marketing/promotion of existing air service with the goal of increasing air service 3) Intercity passenger rail
22. Image overhaul of the bus or like a train line going through the city. Need more stops and shelter.
23. rapid bus transit
24. I would like to see 24 hour services for low income who have no car and are too physically handicapped to walk or ride a bike.
25. van pool, bus
26. We need to increase the days and hours of our bus systems. Many of the individuals that can not afford their own vehicles are working low paying/skill level jobs that require them to work hours that our current bus system does not cover.
27. I would like to see bus service hours lengthened. I would also like to have bike lanes and more sidewalks added for people to be able to safely walk and bike around the area.
28. Places where the buses can pull out of the roadway on University Ave especially.
29. Expanded times and service of bus system. I have employees who need public transportation to get to and from work, but have difficulty in working full shifts due to last bus they can catch leaves before their shift is done.
30. I would like to see improved local bus service in Waterloo in terms of the frequency of bus service and the hours and days it is available. As I mentioned above, especially having weekday evening bus service. I think that having rail service in the future going to major metropolitan areas would be wonderful. We will not use the Waterloo Regional airport again until it has more than one airline again and more frequent service. If they cancel a flight, you have no options.
31. We need more public transportation for evening hours.
32. stop treating citizens who use these services as second class citizens. make improvements to the facilities, bus stops, accommodations to the stops, signage, etc. It is stupid that these citizens should have to walk in the road or over grass to get to a stop that isn't sheltered from the weather and there is no information posted as to when the bus will arrive, phone number to contact, etc.

- **With regard to bicycle and pedestrian features, how important are the following to you?**

	Not Important	Somewhat Important	Moderately Important	Very Important
More off-road trails aimed at recreation, linking parks, open spaces, and communities	11.6%	23.5%	33.3%	31.5%
More off-road trails aimed at commuting, linking residential areas to schools and employment centers	9.7%	19.2%	31.9%	39.2%
More on-road accommodations for bicyclists, such as signage, sharrows, or bike lanes	15.5%	18.2%	28.1%	38.2%
Completing missing segments of sidewalks along major roads	4.4%	13.3%	28.4%	53.8%
Improving crosswalk safety on major roads	3.6%	13.4%	27.6%	55.5%
Connecting bus stops to the sidewalk network	19.3%	27.8%	27.8%	25.1%

- **Studies have been underway for University Ave. from IA Highway 58 in Cedar Falls to U.S. Highway 63 in Waterloo. Which of these issues do you feel should be addressed if University Ave. is reconstructed?**



- **The Long Range Transportation Plan will provide a guide for transportation decisions at the metropolitan level. How important are the following planning areas for this document?**

	Not Important	Somewhat Important	Moderately Important	Very Important
Adding capacity to roads	17.2%	37.7%	35.3%	9.8%
Ongoing maintenance and preservation of streets and highways	0.3%	5.0%	25.1%	69.6%
Safety improvements	0.6%	15.2%	35.5%	48.7%
Traffic flow improvements	2.7%	15.1%	41.8%	40.4%
Improving pedestrian facilities	4.8%	21.4%	37.2%	36.6%
Improving on-road bicycle facilities	12.9%	21.9%	29.3%	35.9%
Improving off-road bicycle facilities	11.2%	29.7%	33.0%	26.1%
Improving local bus service	13.9%	32.8%	32.2%	21.1%
Improving intercity bus service	19.8%	33.5%	27.4%	19.2%
Improving commercial air service	16.6%	30.5%	29.0%	23.9%
Adding passenger rail service	31.4%	26.6%	23.0%	19.0%
Improving freight transportation facilities	20.6%	37.5%	33.7%	8.3%

- **If you had \$100 to spend on transportation, how would you distribute it among these project types?**

	Response Average (\$)	Response Total (\$)
Improving roadway conditions	41.51	12,910
Improving roadway aesthetics	8.81	1,717
Improving traffic flow	16.01	3,843
Widening or building major streets and highways	11.03	2,084
Improving public transportation	16.71	3,727
Improving pedestrian accommodations	12.83	2,913
Recreation trail construction and maintenance	11.56	2,716
On-road bicycle accommodation construction and maintenance	14.42	3,490

- **What three things do you like most about the existing transportation system?**

There were 189 written comments. Common themes in the comments included trails/bicycle lanes, connectivity/capacity, conditions/improvements, and public transit.

Public Transit

1. I dont currently use it. I did when I was a teenager for school. But I do think they should run every hour.
2. Service, modern buses, and rates.
3. 1. seems like there are a lot of ongoing improvements. 2. Good basic public transit service. 3. City & county staff seem to be interested in improvement.
4. 1that we do have buses 2low cost of them 3off road bike trails excellent
5. lots of pick up times for the bus lots of options to take and faster options using interstate bike trails are excellent
6. I like being able to get around along University Ave as is right now with stop lights set for pedestrian crossing and the improved sidewalk system in that area. It is great to have a city bus system that has adjusted to the needs of its passengers as well as a growing city. I do enjoy the bike trails and how they have expanded.
7. The availability of it including the paratransit option. Most people take it for granted, but that type of service is nonexistent in most communities.
8. Highway system Public transportation Bicycle trail system
9. Most of the time I'm on the roads, the traffic is light, reducing the likelihood of multi-vehicle accidents. Bus service exists, and Met Transit Authority provides the mandated Para-Transit service with a good group of vehicles. Bus service between Cedar Falls & Waterloo is all under one provider and that's another plus. People who want RECREATIONAL transportation have lots and lots and lots of options for off-road trails, so have no room to complain or put themselves in danger's path when biking or walking.
10. 1. Newer buses, ail of which are handicapped accessible, with bike racks on all city buses. 2.the majority of city routes are easily accessed. 3. The drivers are friendly and willing to help customers with their transportation questions.
11. Where we have come in 25 years is amazing. 218, Greenhill, 58 are great. We have options for those that need public transportation. It is under-utilized.
12. Not sure-don't use public transportation
13. vareity of public transportation available currently ability to use backroads to go around metro to connect wtih interstate due to accessibility in fringes of community
14. We have an existing bus/transit system. We are working towards improving our existing systems. We are actually asking people what they think.
15. We have numerous multi-lane streets. We have a good public transit system for our city size. We have great highways to get around the city (58, 218, US20)
16. That we have public transportation for us that cannot drive.
17. Easy access to major roads (218, 58) Access for students and community members to public transportation Waterloo Airport serves community well without negative side of local airports (traffic, congestion, pollution, noise)
18. I have seen a lot more people using the buses in my area. It seems to service those areas where transportation is really needed. I think the cost of riding the bus is reasonable.
19. the bus system going out to farther places like Hawkeye, etc
20. 1. we have one 2. we have para transit 3. there are discount opportunities for those with disabilities/aging

- **What do you think will be the three largest transportation challenges that this area will face in the next 25 years?**

There were 209 written comments. Common themes in the comments included condition/maintenance, cost/funds, IA 58/Viking Road, University Avenue, pedestrian accommodations, public transit, parking, air/rail, and growth/capacity.

Public Transit

1. 1. Need more public transit. 2. Need better air service. 3. Need better traffic flow improvements.
2. Price of gasoline; perhaps scarcity of gasoline. Greater need for mass-transit in the area and to more remote destinations.
3. How to blend roads with rail (freight and passenger). transformation from 1 man = 1 car to mass transit. how to move the individual to the mass transit system and then to their end destination.
4. 1) Right sizing roads (generally down not up) 2) Building a walkable community (pedestrian, transit, etc). This will become more important as the population ages and to provide living arrangements desired by many. 3) Quit building roads that encourage long commutes (distance) and sprawl
5. Fuel prices might drive people to look for alternatives to cars for transportation. The current bus system's frequency of service, in my opinion, will make it very difficult for people to believe public transit is a viable option for fast and safe transportation to and from work.
6. I believe with the price of gas going up more people will use a bicycle as their main source of transportation. I also think public transit will become more widely used. I think to bring business back into the downtown area we should make it more walkable
7. Increasing public transit.
8. - Lack of viable public transportation system - Increasing dependence on large system roads (like Viking and San Marnan) at the cost of quality of life issues (think BLUE ZONE) - Roadway maintenance
9. Too much traffic in general especially around the Crossroads area. Need to continue to improve affordable public transportation especially city bus system. Continue to make pedestrian travel easier and safer through more public sidewalks and improve spotlights at intersections where high volume traffic is as pedestrians also need to cross the roads at these intersections.
10. Adequate public transportation Ability to maintain safe roadways for drivers and pedestrians Ability to manage increased traffic capacity
11. 1. accepting Roundabouts as a transportation requirement. 2. Developing a public transportation system, that the community will make self supporting. 3. Developing a public transportation system that will reduce the number of cars on the roadways!
12. Population increase/ more drivers City Expansion Lack of public transportation
13. Federal government funding and not wasting money on public busses and similar options that no one uses
14. Signage due to aging population that will need larger print, multiple notices and clarity on turn-lanes, one ways, access roads. Funding sources to cover expenses of aging infrastructure Enough public transportation and available beyond day time hours for disabled, elderly, those who can't and/or shouldn't be driving (avoid situation Johnson/Linn/etc county systems are getting into)
15. There is an increasing number of people who can not afford their own transportation and our public transportation system is horribly under developed
16. Again, I think without improving public transportation you continue a system that discriminates against many local citizens. I think you have to look at the bigger picture-in terms of attracting people and businesses to our area-and see that integrating pedestrian and bike friendly ways of transportation are what people want. Certainly the young people who leave the area in record numbers.
17. Busing.
18. Providing a service that will meet the needs of the citizens and be at a price the people can afford w/o bankrupting the bus service.
19. 1. Funding 2. State-of-good repair, money for repairing existing buses. 3. Replacing old/worn-out equipment/buses.

Excerpts from the Iowa Northland Regional Transportation Authority 2012 Public Input Survey Report

Prepared by the
Iowa Northland Regional
Council of Governments
229 East Park Ave
Waterloo, IA 50703
(319) 235-0311

2012 Public Input Survey

Iowa Northland Regional Transportation Authority

May 16, 2012

The following pages are excerpts from the 2012 RTA Public Input Survey Report. The full report can be found at <http://www.inrcog.org/pdf/RTA-Survey.pdf>.

An online survey was developed as part of the public involvement efforts for the Iowa Northland Regional Transportation Authority (RTA) 2040 Long Range Transportation Plan. The RTA includes Black Hawk, Bremer, Buchanan, Butler, Chickasaw, and Grundy Counties, excluding the Waterloo-Cedar Falls metropolitan area. The survey was written by RTA staff with input from the RTA Policy Board and Technical Committee.

The survey was conducted through the website www.surveymonkey.com. The website enabled the creation of the survey questions and choices, the creation of a link for users to click to access the survey, and analysis of results. The survey was accessible through a link on the Iowa Northland Regional Council of Governments (INRCOG) website (www.inrcog.org). This link was posted from April 2 to April 30, 2012.

Methods of informing the public of the survey included mass email distribution from INRCOG staff and the RTA, promotion at various meetings during the time of survey availability, the INRCOG newsletter, and a press release that went to all INRCOG media contacts in the region. Paper surveys were also available at the INRCOG office.

The survey consisted of 12 transportation questions and 7 demographic questions. In addition to a couple open-ended questions, there were also several opportunities to submit written comments. A total of 194 surveys were submitted. This document details the results for each question, including tables, graphs, and a listing of written comments. All written comments were included in this report, with the exception of comments such as "N/A" or "I don't know".

While the RTA does not conduct transportation planning for the Waterloo-Cedar Falls metropolitan area, it does cover the entire surrounding area. The RTA also works in tandem with the Black Hawk County Metropolitan Area Transportation Policy Board, which conducts transportation planning for the metropolitan area. Due to the interdependent relationship between these two areas, as well as the impracticality of trying to exclude metropolitan area results from the survey, residents who live or work in the metropolitan area were also encouraged to take the survey. Results shown in this report are for all survey responses. Written comments have been grouped by county, which helps identify any themes particular to that area.

While valuable for gaining insight into the public's view on transportation issues, there are several considerations to keep in mind with regard to the survey results. First, the survey is not considered statistically valid, as it was not a random sample of the population. It was considered too expensive to achieve this. Also, there was no way to ensure that a person did not take the survey multiple times. However, review of the survey results did not show any patterns suggesting that this occurred. These results can help gauge the public's opinion on the current status and future needs of the transportation system in the region, as well as other relevant transportation issues. The survey results will be distributed to and discussed by the RTA, and will be included as part of the 2040 Long Range Transportation Plan.

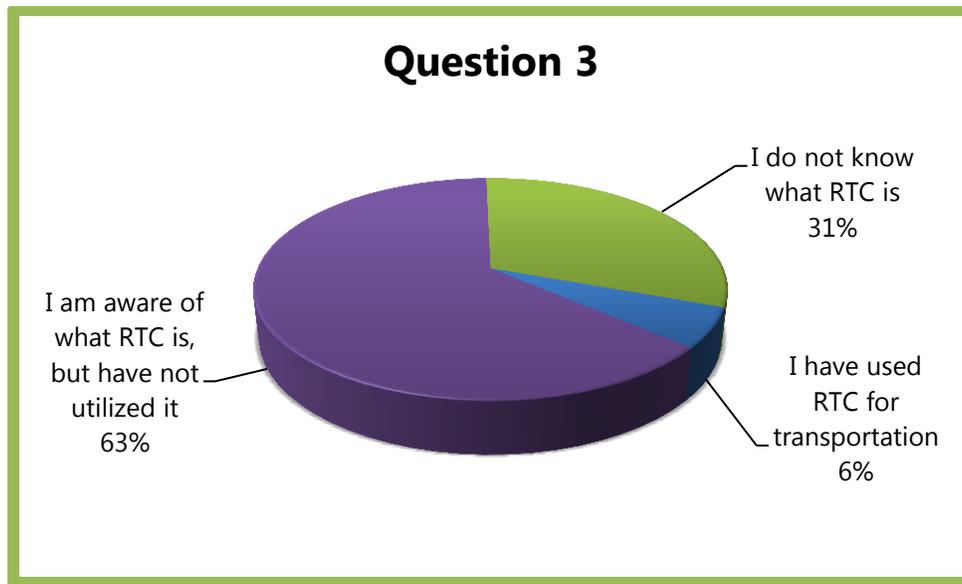
- **How would you rate the current quality of the following aspects of the transportation system in your home city or county?**

	Very Poor	Poor	Fair	Good	Excellent
Roads and streets	2.1%	22.5%	44.0%	31.4%	0.0%
Signs and signals	1.6%	3.7%	31.6%	60.5%	2.6%
Pedestrian facilities	4.2%	16.8%	35.3%	38.4%	5.3%
On-road bicycle facilities	16.0%	36.4%	24.6%	20.9%	3.2%
Off-road bicycle facilities	7.0%	12.3%	16.6%	35.8%	28.3%
Transit	24.7%	25.8%	28.7%	19.7%	1.1%

- **During the past year, how often did you do the following?**

	Never	1 or 2 times in the year	3 to 12 times in the year	2 or 3 times per month	1 or 2 times per week	More than 1 or 2 times per week
Shared a ride to/from work	60.5%	18.4%	12.1%	2.6%	1.6%	5.3%
Walked or biked to/from work	71.8%	4.8%	5.9%	1.6%	4.3%	11.7%
Rode a RTC Bus	94.2%	2.6%	1.6%	0.5%	0.5%	0.5%
Used a city-to-city bus	95.3%	3.7%	1.1%	0.0%	0.0%	0.0%
Used the Waterloo Regional Airport	66.8%	27.4%	6.3%	0.0%	0.0%	0.0%
Used another airport other than the Waterloo Regional Airport in the INRCOG Region	82.5%	10.9%	7.1%	0.0%	0.0%	0.0%
Used an airport outside the INRCOG Region	31.4%	48.9%	18.6%	0.5%	1.1%	0.0%
Rode Amtrak	93.7%	4.2%	2.1%	0.0%	0.0%	0.0%
Rode a bike on a city street or county road	34.7%	12.6%	22.1%	13.2%	8.9%	8.9%
Used a bicycle/pedestrian trail	24.7%	16.8%	21.1%	16.3%	12.1%	8.9%

- **What is your awareness level of the Regional Transit Commission (RTC)?**

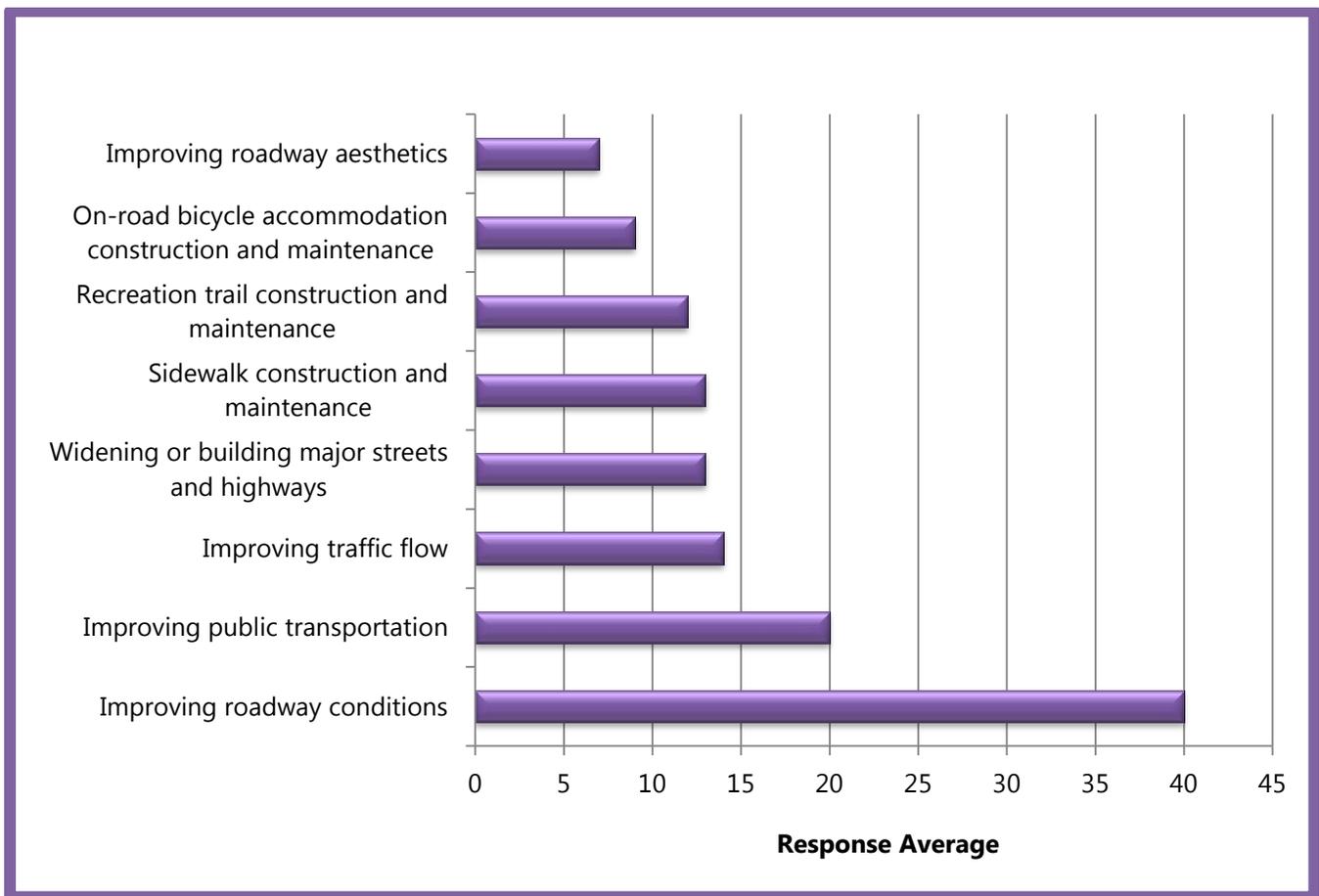


- **The Long Range Transportation Plan will provide a guide for transportation decisions at the regional level for the next 25-30 years. How important are the following planning areas for this document?**

	Not Important	Somewhat Important	Moderately Important	Very Important
Adding capacity to roads	13.4%	41.2%	33.7%	11.8%
Ongoing maintenance and preservation of streets and highways	0.0%	3.2%	26.3%	71.6%
Safety improvements	0.5%	9.0%	44.4%	46.0%
Traffic flow improvements	1.6%	19.0%	45.0%	34.4%
Adding and improving pedestrian facilities	5.3%	25.8%	37.9%	31.6%
Adding and improving on-road bicycle facilities	15.9%	27.5%	29.1%	27.5%
Adding and improving off-road bicycle facilities	11.1%	33.9%	28.0%	27.0%
Expanding passenger transportation service	10.6%	30.3%	25.5%	34.0%
Improving freight transportation facilities	12.7%	41.3%	33.3%	12.7%

- **If you had \$100 to spend on transportation, how would you distribute it among these project types?**

	Response Average (\$)	Response Total (\$)
Improving roadway conditions	40.42	7,033
Improving roadway aesthetics	6.84	834
Improving traffic flow	13.79	1,903
Widening or building major streets and highways	13.35	1,669
Improving public transportation	19.71	2,740
Sidewalk construction and maintenance	12.99	1,831
Recreation trail construction and maintenance	11.60	1,636
On-road bicycle accommodation construction and maintenance	9.43	1,254



2013 Passenger Transportation Provider Survey Report

Prepared by the
Iowa Northland Regional Council
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229 East Park Ave.
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2013 Passenger Transportation Provider Survey

Black Hawk County Metropolitan Area

Iowa Northland Regional Transportation Authority

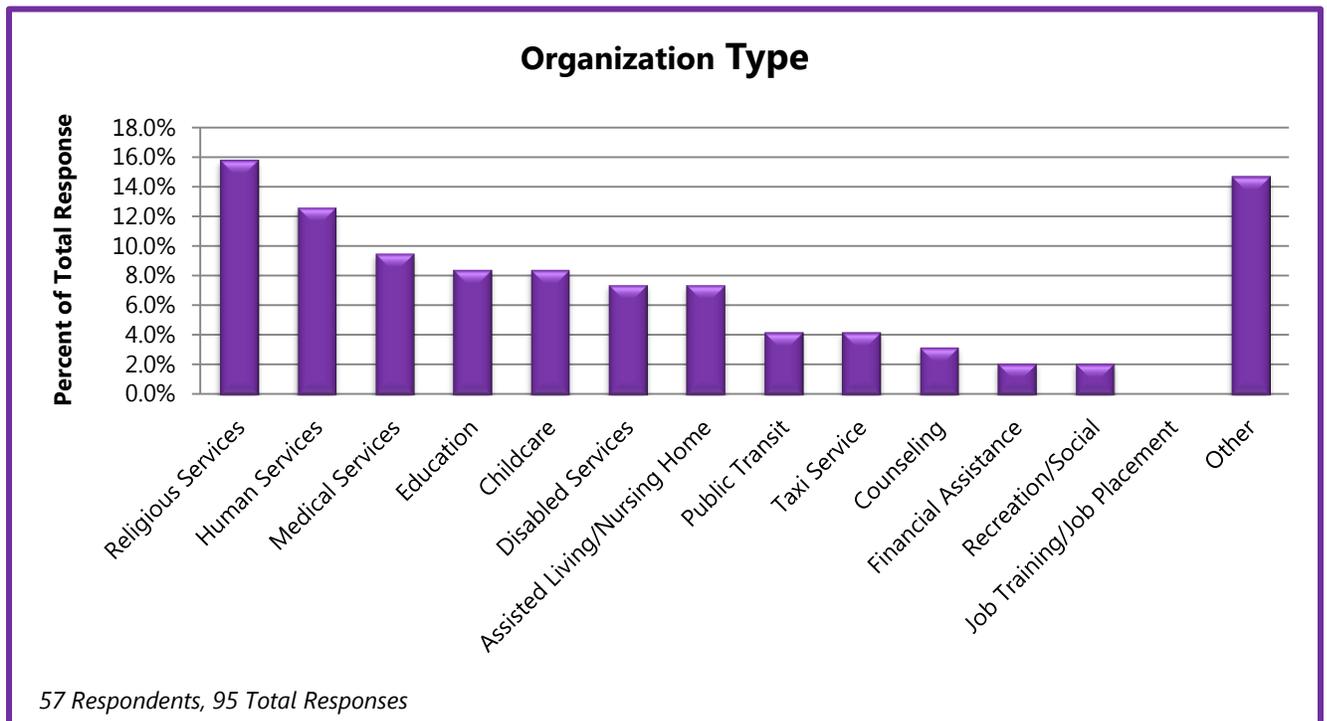
December, 2013

An online survey was developed as part of the development of the FY 2015-2019 Passenger Transportation Plan (PTP) for the Black Hawk County Metropolitan Area (MPO) and the Iowa Northland Regional Transportation Authority (RTA). The MPO includes the cities of Waterloo, Cedar Falls, Evansdale, Hudson, Elk Run Heights, Gilbertville, and Raymond, as well as parts of unincorporated Black Hawk County. The RTA includes Black Hawk, Bremer, Buchanan, Butler, Chickasaw, and Grundy Counties, excluding the Waterloo-Cedar Falls metropolitan area. The purpose of the survey was to develop basic information on transportation services provided within the region and to measure interest in coordinating transportation services. The survey was written by INRCOG staff with input from the Transit Advisory Committee (TAC).

The survey was conducted through the website www.surveymonkey.com. The website enabled the creation of the survey questions and choices, the creation of a link for users to click to access the survey, and analysis of results. The survey was accessible through a link on the Iowa Northland Regional Council of Governments (INRCOG) website (www.inrcog.org). This link was posted for the month of December, 2013. Methods of informing the public of the survey included mass mail distribution and promotion at various meetings during the time of survey availability. Paper surveys were also available at the INRCOG office.

The survey consisted of 19 questions. In addition to a couple open-ended questions, there were also several opportunities to submit written comments. A total of 57 surveys were submitted. This document details the results for each question, including tables, graphs, and a listing of written comments. All written comments were included in this report, with the exception of comments such as "N/A" or "I don't know".

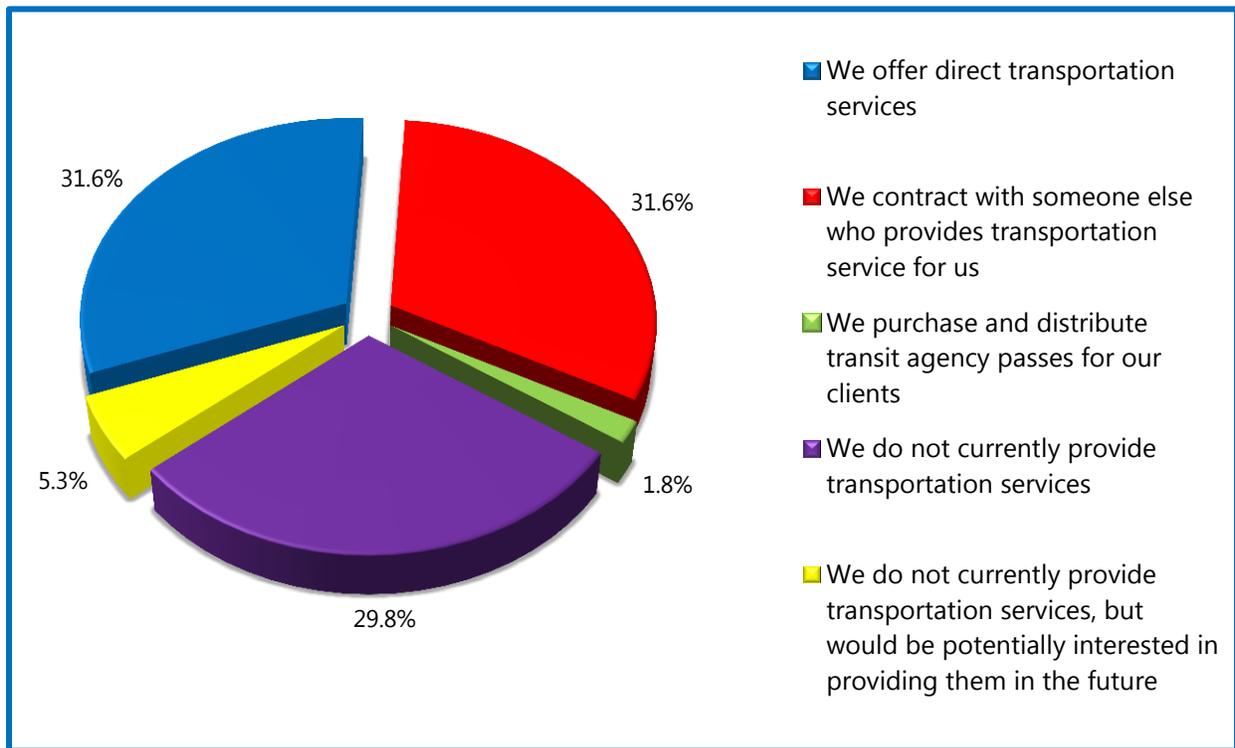
- **What are the major functions/services of your organization? (check all that apply)**



Other:

- Charter Bus Transportation
- Care Coordination
- Community Events/Rentals
- Apartments for seniors
- 24-hour residential care for persons with intellectual disabilities/mental illness
- Charter bus, mini-bus, van service
- Home health care & transportation
- Courier services
- Facilitate transportation facility for contracted services
- Targeted case management
- Emergency Management
- Parent of disabled adult

- **Which of the following best describes your situation with regard to transportation services?**



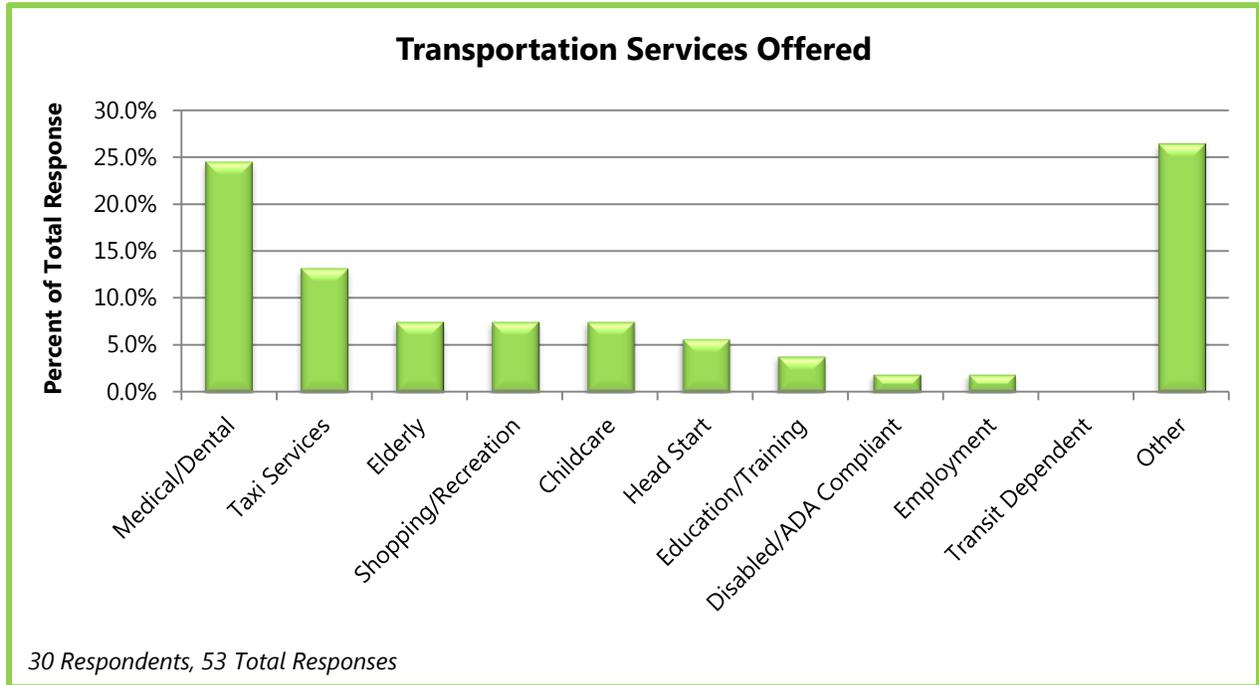
There were 15 written comments.

1. Transportation is currently from limited area to worship service
2. We set up transportation with the local taxi companies for Medicaid members
3. We try to help our church members with occasional transportation needs using volunteers
4. RTC provides transportation services in taking our members to and from Day Hab/Sheltered Work. We provide transportation to our member only for medical appointments and community inclusion.
5. We are seeing more and more clients who do not have transportation.
6. I am an elderly waiver case manager so I contract through CDAC services for transportation for my members
7. We offer transportation to medical appts for our residents only.
8. We transport for our residents to in town medical appointments
9. I have to pay for adult child to get rides to Waverly from Bristow.
10. Coordinate Emergency Transportation during disasters
11. Our direct transportation services are limited to a select group of our clients.
12. If over 30 miles we will contract out at times since this is then a covered service
13. We only walk the kids to and from preschool & school
14. We do offer reimbursements to schools for transportation costs incurred.
15. If people need a ride, they typically ask a neighbor or friend.

- **What counties and cities does your operation serve with transportation?**

	Response Count		Response Count
Iowa	2	Grundy Center	1
Black Hawk County	11	New Hampton	1
Bremer County	8	Allamakee County	1
Buchanan County	4	Clayton County	1
Butler County	6	Dubuque County	1
Chickasaw County	4	Fayette County	1
Grundy County	4	Hardin County	1
Cedar Falls	10	Howard County	1
Waterloo	11	Jackson County	1
Evansdale	1	Marshall County	1
Waverly	6	Poweshiek County	1
Independence	1	Tama County	1
University of Northern Iowa	1	Winneshiek County	1
Sumner	1	Other (surrounding counties, surrounding areas)	2

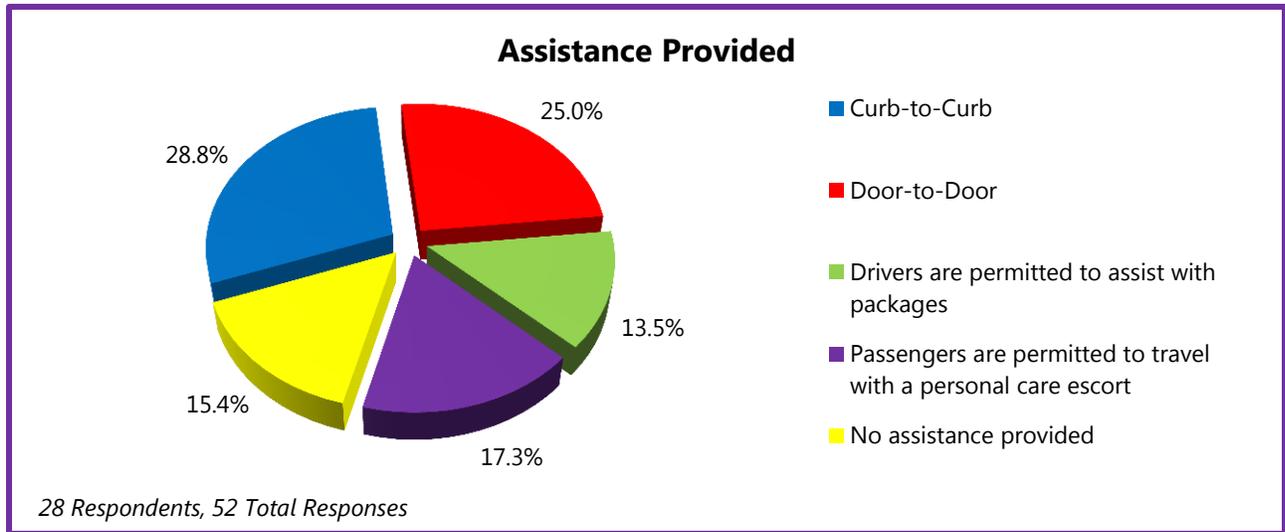
- **What type of transportation services are offered by your agency? (check all that apply)**



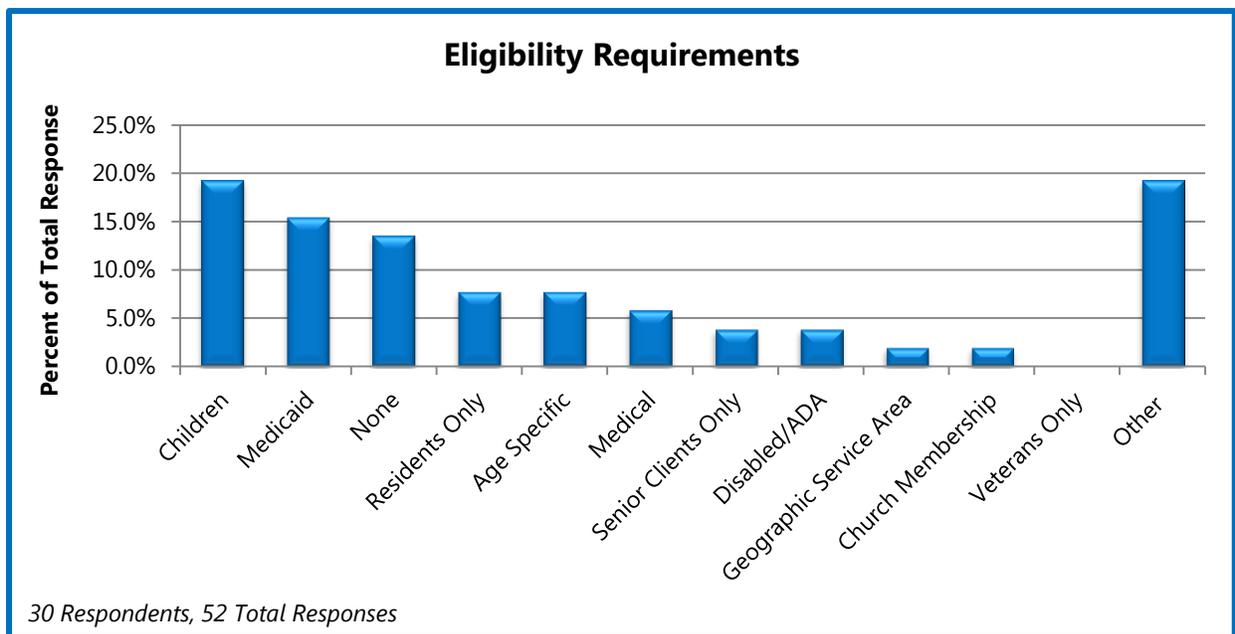
Other:

- Charter bus for groups
- Bus charter & van service
- Rides to church related functions held at the church
- Open to the Public transit services
- Visiting family members in nursing homes and hospitals; giving rides to Sunday worship
- Children with appointments, families accompany them.
- We provide transportation for our members only.
- We set up Taxi rides for medicaid families with children to go to Medical/Dental/eye appointments. We also assist them getting to the Pharmacy to pick up medications.
- We provide service to anyone, anytime, anywhere with the exception of bachelor parties.
- Field trips and public school
- Contracted for campus route and Safe Ride
- Appointment and shopping outings for Bartels residents only
- Van transport to medical appointments in town

• **What level of assistance is provided for riders? (check all that apply)**



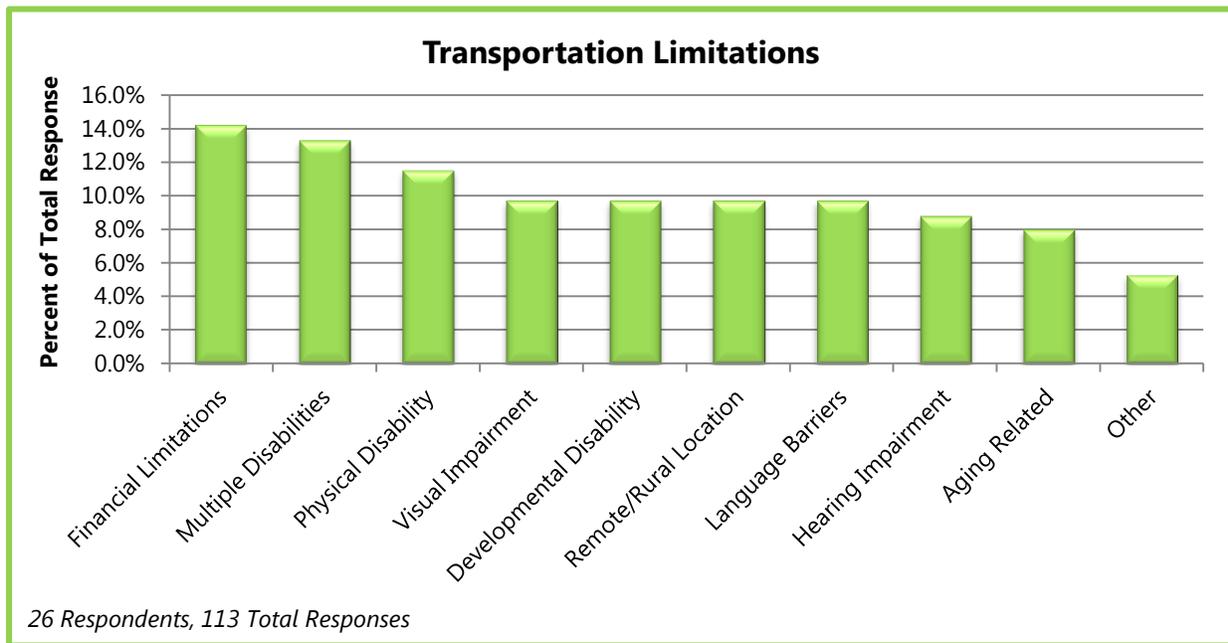
• **What are your organization’s transportation eligibility requirements? (check all that apply)**



Other:

- Medicaid Members under age 21 for Medicaid covered services only
- Up through the age of 18 yrs. Old.
- Age 3-10
- Only our clients to the program
- Students, faculty and staff
- Resident of our SNF
- County funded
- Only MHC clients
- Resident's family if room
- They have to be enrolled in our programs

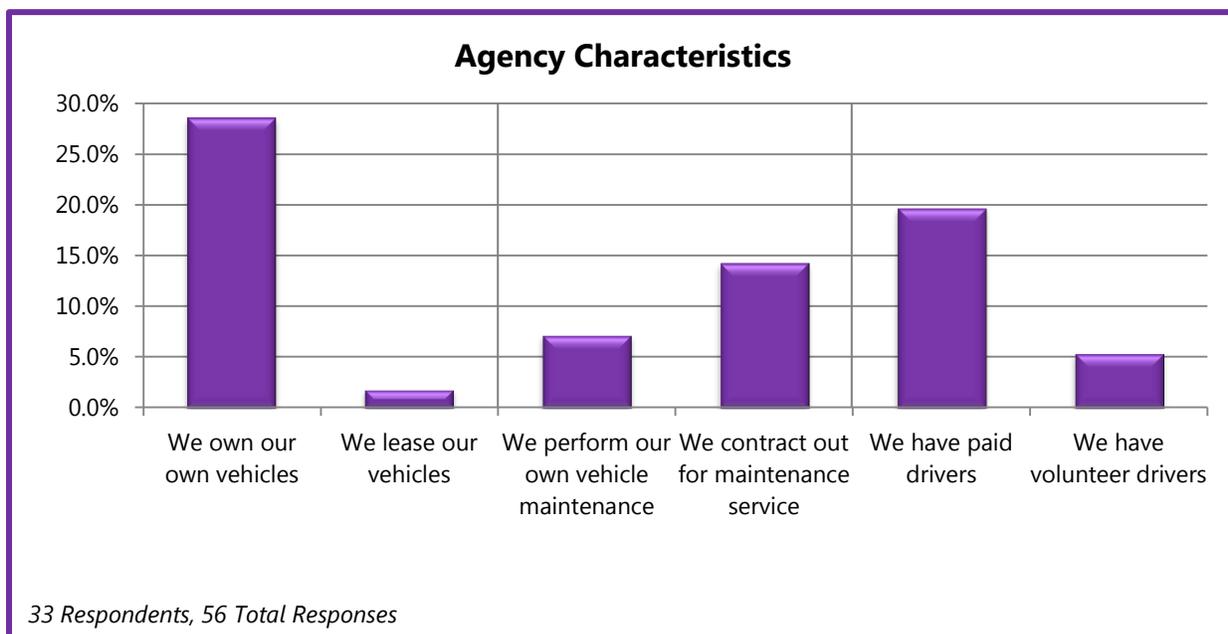
- **What types of transportation limitations are experienced by the people your agency serves? (check all that apply)**



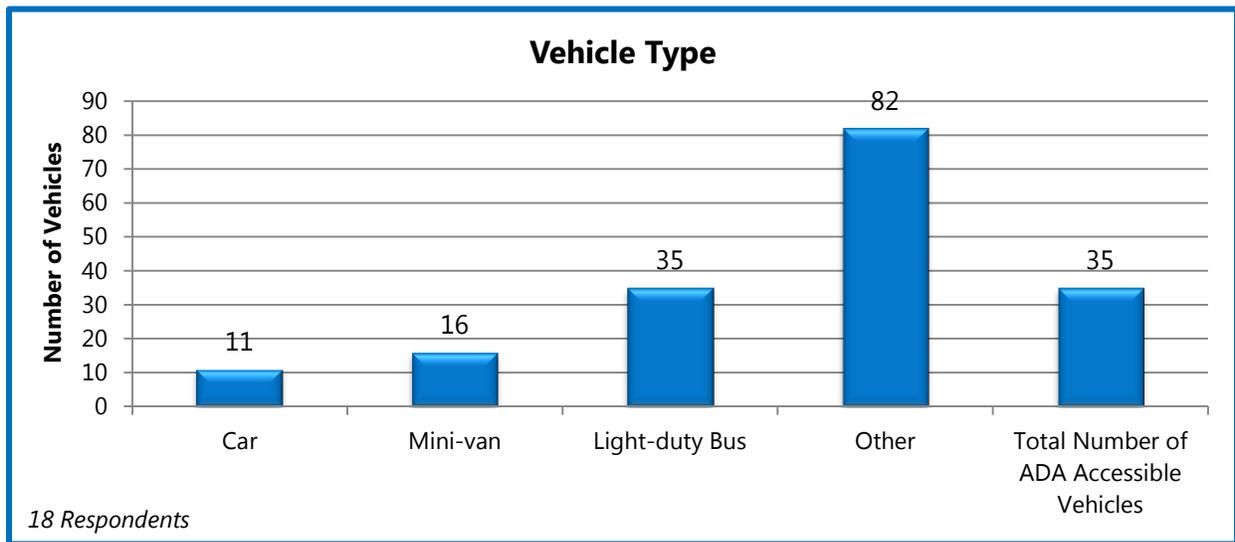
Other:

- Availability
- Time availability
- Hours of Service
- The ride is too long they have to ride at least 1 ½ hours to get to Waverly

- **How does your agency provide the following: (check all that apply)**



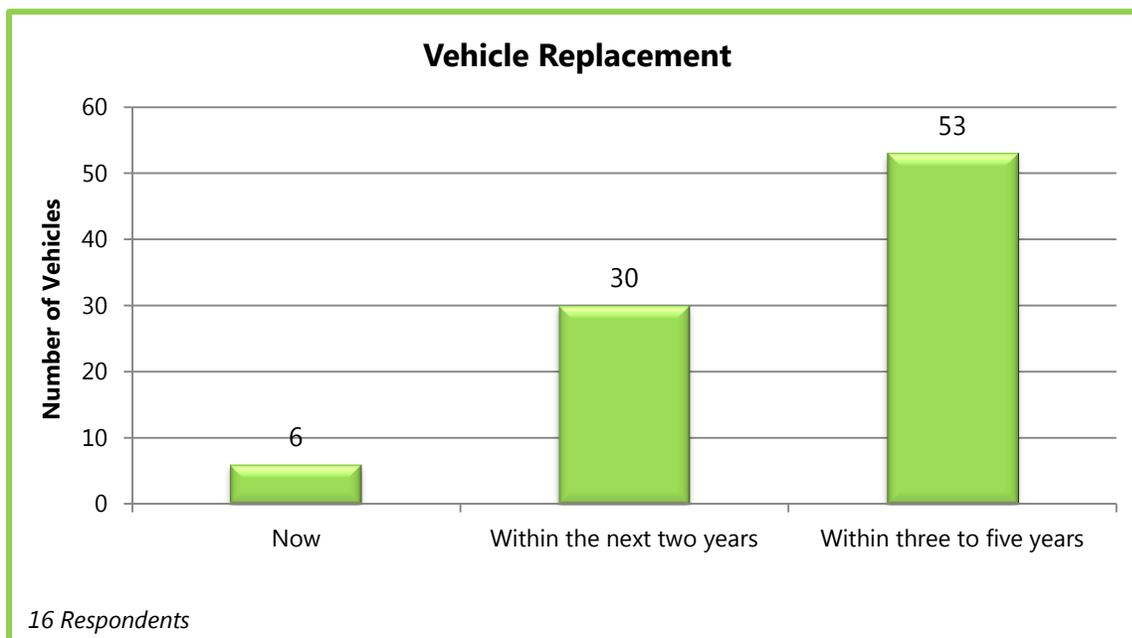
- **How many vehicles does your agency own/lease, by type of vehicle, that provide transportation services to your clientele?**



Other:

- 20 full size motor coaches
- 1 49-passenger bus
- 1 Bluebird bus
- 60 motor coaches

- **How many of your agency's vehicles need to be replaced?**



- **During an average week of service, how many on-way rides does your agency provide?**

1. 0
2. 1
3. Two - SA to and from (buses to 4 locations) We have field trips age 3-5 12 X per yr, 3 locations
4. 4
5. 10
6. 10
7. 15-20
8. 15-20
9. 20
10. 30
11. 30-50
12. 80
13. Approximately 70-100/wk
14. Over 100
15. 750 rides directly (3125 per week includes all indirect(contractd) services
16. Minimal
17. Minimal
18. Minimal, mostly two-way rides
19. Occasional
20. I don't know, many
21. All are 2 way unless admitted to the hospital
22. I need rides both ways/ 3 days per week
23. We walk to and from school / preschool about 7 times a day

- **What is your agency's basic fare structure for rides?**

1. It is included in their Medicaid plan
2. Enrolled in Medicaid
3. Determined by Medicaid reimbursement
4. We assist with setting up rides for medicaid families through our Care for Kids Program, which receives medicaid reimbursement to pay the Taxi Companies, and for our time involved in assisting those families with children to get to their medical/dental/eye appointments.
5. Their time and mileage is all figured in with their medicaid elderly wavier so much an hour and anything over and above the ordinary it is charged out 45 cents a mile
6. Paid for by T19.
7. Free
8. Free
9. No cost
10. Transportation is only available to Bartels residents. There is not a charge.
11. No charge unless they reside in our Independent Living Apartments
12. Included in residence fee.
13. Base on taxi cab companies rate.
14. Base on cab company's rate
15. Paid by the group, not individually
16. 49 pass bus mil plus time. 15 pass same
17. Actual cost is billed at \$3.50 per ride minimum up to a maximum of \$25.00 per ride.
18. Depends on date/time/workload
19. School age pay \$25 per month, \$225 per school yr Field trips are free
20. We provide flat rates to low income customers, flat rates for work customers, and work with many agencies in the community
21. Fares and fees are negotiated through the Student Government and the transit agency.
22. My family pays out of pocket.
23. Private pay to Grundy \$100 round trip Waterloo/Cedar Falls \$150 round trip
24. We don't drive, we walk, and just have to be enrolled in childcare/preschool

- **What are the days and hours of operation for your agency's transportation services?**

1. Monday through Friday, scheduling 8:30-4pm. may transport anytime during office hours from medical and dental
2. Monday thru Friday 7:30 to 4:00 or more
3. Monday through Friday, 6:30 a.m. to 5:00 p.m.
4. M-F 8-5
5. M-F 8-5
6. 8-4 Monday thru Friday. On occasion we have done weekend days with just cause
7. We take calls to assist medicaid families for taxi needs Mon-Fri 8-4PM with an answering service from 4-4:30PM (these calls are checked daily at 8AM). We don't work on holidays or weekends.
8. They can schedule appointment from 8:30-4:00 M-F, but they can take the taxi anytime 24X7.
9. M-F 05:30 a.m.-6:00 p.m. Sat. 6:00 a.m.-5:00 p.m.
10. cab is available 0830 - 4:00 pm, but can schedule for other times, Mon - Sat
11. Nursing Care- M-F am-5pm (also varies upon need) Assisted Living and Independent Living- M: 1:30-4; W-9am-12pm; F-9am-12pm
12. M-F
13. As needed and as we can arrange it. Most is during daylight hours Monday-Friday, in addition to Sunday morning to worship.
14. Sundays for both services, 9am and 11am; Tuesday for Celebrate Recovery, 7pm; Wednesday for youth, 7pm
15. 7 days 9am -10pm for vans bus day to day charter
16. 7 days a week
17. 365/6am-6pm
18. 24/7
19. 7 days a week 24 hrs
20. 24 hours a day 7 days a week
21. 8:00- 4:30 for scheduling.....apts vary from 5:30 am to 8:00 pm depending on surgery schedules and clinic appointment times.
22. Scheduling 8-4:30. Rides occur when medical/dental offices provide care.
23. 7--am-6pm after hours if needed by a resident for medical reasons

- **What days and times does your agency provide the most trips?**

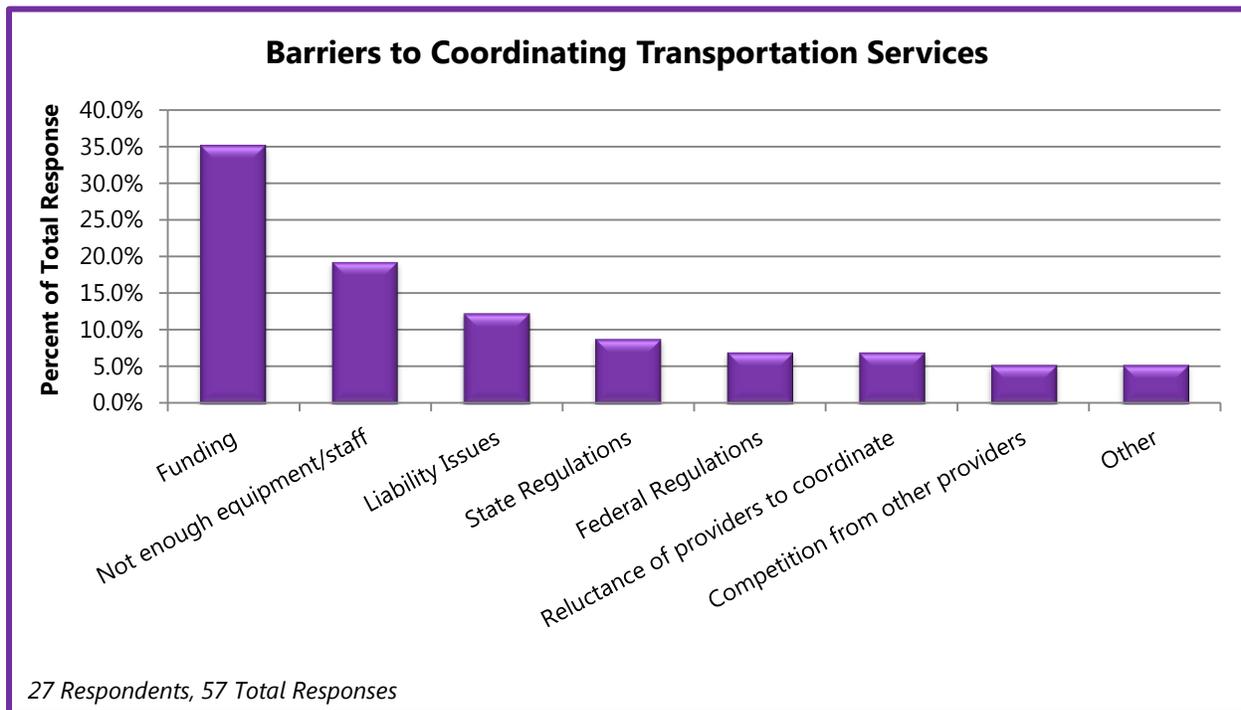
1. Weekdays
2. Mon - Fri 9:00-5:00
3. Monday through Friday approximately from 7:00 a.m. to 9:30 a.m. and 2:00 p.m. to 4:00 p.m
4. Mon-Fri, 8:30 to 4:30.
5. M-F 6-6
6. M-F 1-4
7. Mon-Fri unless needed medically on week-ends for our residents
8. weekdays mornings and afternoons
9. M-W-F have dialysis run at 8 and then again at 12. Other days varies by appt but generally most are 10-3
10. Wednesdays 8-11
11. It seems like Mon, Tues, and Wed. seem to be the heaviest, or after a holiday or weekend. Sometimes it can still be variable and unpredictable though.
12. Beginning of week busiest and mornings are busiest. Wednesday afternoons when kids have early out days.
13. early in week and mornings, early afternoon on Wed
14. AM field trips Early AM for school age and late pm
15. 6am to 5pm
16. At school start and end times, as well as preschool starting and ending times
17. Sunday
18. Sundays and Tuesday
19. Sunday mornings
20. Weekends.
21. Regular scheduled route.
22. My people utilize RTC during regular business hours
23. Varies
24. This varies

- **If funding was not an obstacle, what additional transportation services would your agency like to provide?**

There were 16 written comments.

1. Handicap vehicles
2. Customers with disabilities to and from programs, activities, and courier services
3. Young adults with disabilities the funding or appropriate transportation to sheltered workshop. The offer of 2 hour ride before and after the work day is not acceptable.
4. Transport seniors/disabled from the Reinbeck Community
5. Vans, buses, and increased taxi companies who have licensed reliable help to assist our clients to getting where they need to go regardless of income.
6. Service to Chickasaw County.
7. There is a growing need for people in Bristow, Dumont, Aplington and Parkersburg to be able to get to day programming in Waverly
8. Expanded route access.
9. Transportation to all appointments
10. Additional vehicles and staff
11. Work, school, services transport
12. We are managing to meet our needs so far, strictly with a good pool of volunteers. If that dries up or demand increases, we won't be able to do much more.
13. Community transportation
14. We would like met transit line.
15. Would purchase a larger van to transport clients. Would develop a method to have more of our clients able to access transportation to appointments.
16. Rides to church

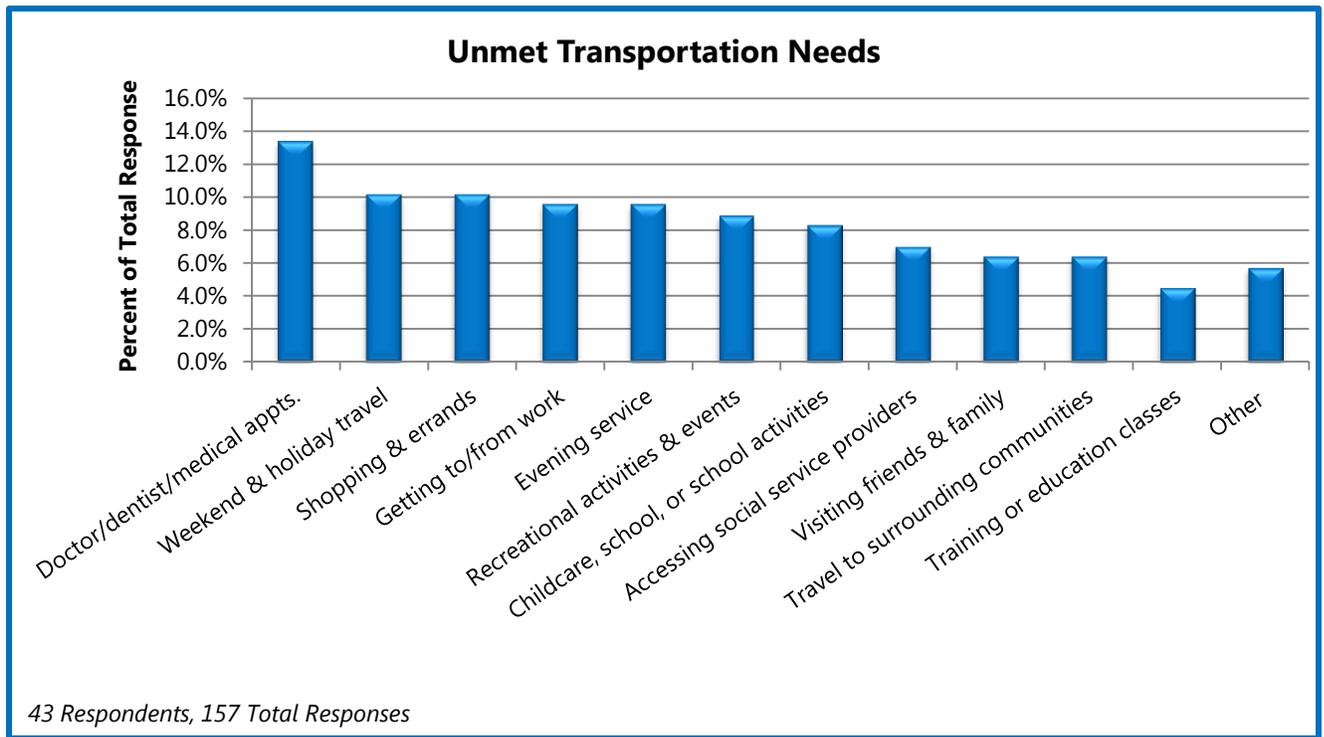
- **Based on you experience, what are the barriers to coordinating transportation services? (check all that apply)**



Other:

- Trying to use the Medicaid Transportation services for out of county appointments. They are not user friendly.
- More taxi services in particular in the rural areas other than BHC.
- RTC doesn't seem to go past Allison to pick up people or go down to Parkersburg or Aplington

- **What are your organization and/or clients' unmet transportation needs?**



Other:

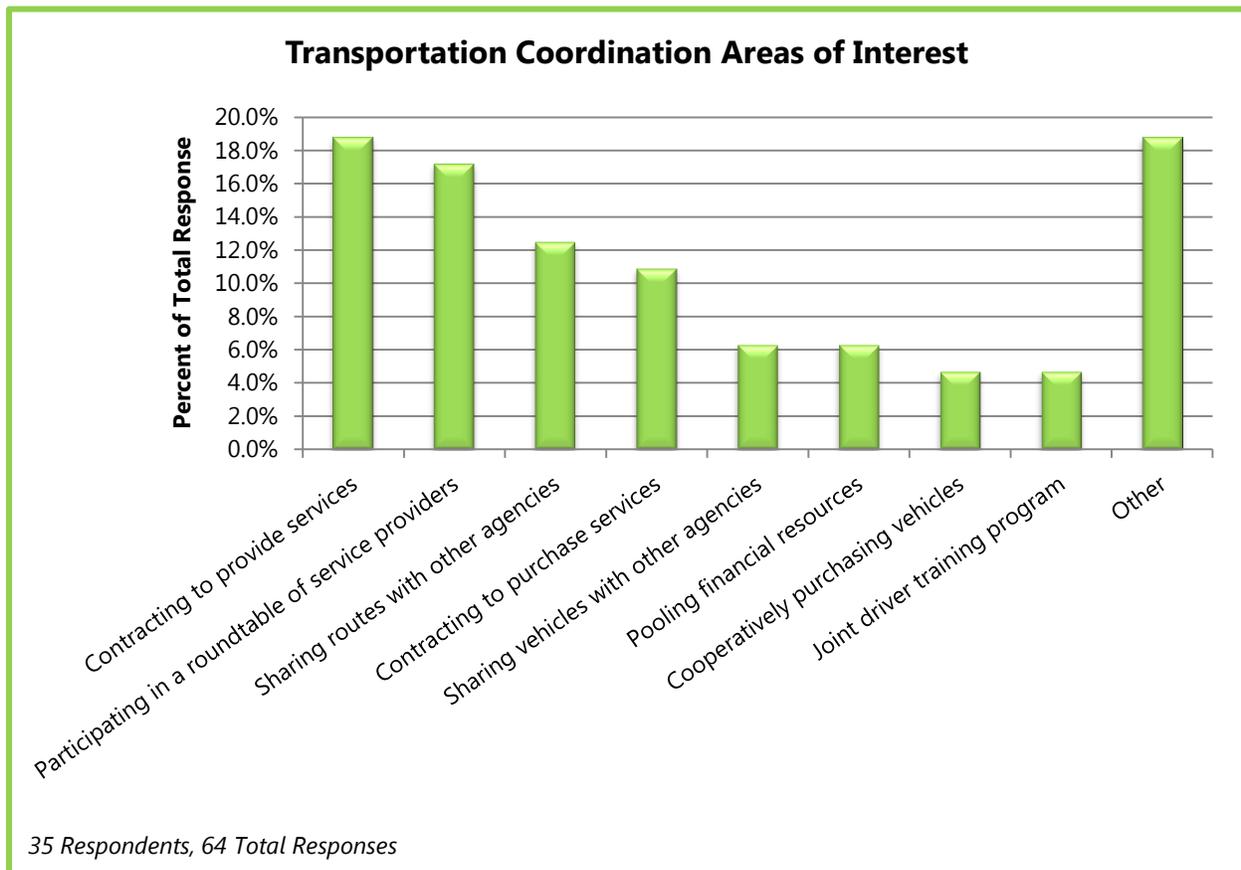
- Church service
- Getting to scheduled services
- Church
- Emergency Transportation
- These could change more if bus availability diminishes.
- Out of County trips to Iowa City by TMS.
- Personally this is what we need. I am sure the needs of others in Butler County are numerous.

- **What additional transportation needs do you anticipate for your agency or community in the next five years?**

There were 20 written comments.

1. More routes in rural areas, later bus runs
2. There is a growing need for people in Bristow, Dumont, Aplington and Parkersburg to be able to get to day programming in Waverly
3. Rural areas needing rides
4. Demand will only grow as we continue to expand our services and continuum.
5. Broader evening service and expanded route access.
6. Our employees need transportation to and from work. Three shifts/day (6am, 2pm, 10pm) 7 days
7. Additional School age busing
8. We would like to be able to take the children and staff to educational and social events in other towns and communities.
9. Transportation for Elderly to Dr. appts.
10. Same as now - medical & shopping.
11. I would like to provide more transportation to customers in shelters and work with programs for disabled!
12. Transportation is an issue when patients need to travel elsewhere for more specialized care. Chemo, radiation and dialysis patient transportation are of concern to us.
13. With the number of elderly people in Hudson, I anticipate there will be an increased need for transport to medical offices and grocery stores.
14. I feel since there could be an increase of Medicaid families in the various counties, an increase of reliable Taxi services for all areas would be helpful. Also busing/taxi waivers might be helpful for those who don't met the medicaid requirements to be on our program based on a sliding scale fee related to income. Maybe this could be coordinated through a collaboration of agencies who all work with human service needs.
15. Van drivers that are more flexible hours that coordinate better with hospital discharges.
16. A new van and staffing
17. Just being able to get people to the church for functions they would like to attend.
18. More of the same
19. Same needs as currently.
20. Our organization does not provide transportation but we do occasionally have workers and patrons in need of transportation to access our facility and programs. This will continue to be the case and demand may perhaps increase as our programming expands and as new cultural attractions are established and grow in the downtown area.

- **What areas of transportation service coordination would be of interest to your agency? (check all that apply)**



Other:

- We are primarily there to fill the gap for services not already provided for our members.
- Provide out of county transportation
- Increasing our services for more Medicaid families beyond BHC if possible.
- Would like to see expansion in Butler County
- Volunteers on call
- Emergency Planning
- We could publicize the options, but I don't see the congregation getting into the transportation business.

**PASSENGER TRANSPORTATION PLAN
TRANSIT ADVISORY COMMITTEE
FOR
THE IOWA NORTHLAND REGIONAL COUNCIL OF GOVERNMENTS**

WEDNESDAY, JANUARY 8, 2014

MINUTES

Meeting Attendees:	Sheila Baird	Cedar Valley United Way
	Mark Little	MET Transit
	Brent Richmond	UNI Department of Public Safety
	Dean Shoars	UNI
	Greg Zars	Northeast Iowa Area Agency on Aging
	Kyle Durant	INRCOG
	Ed Holm	INRCOG/RTC
	Brian Schoon	INRCOG/RTC
	Andrea White	INRCOG

The meeting was called to order at 2:00 p.m. Durant welcomed the group and explained the Transit Advisory Committee's (TAC) role in passenger transportation planning in the region and the development of the Passenger Transportation Plan (PTP).

The next agenda item was to discuss Passenger Transportation Provider Survey results. Durant distributed the Passenger Transportation Provider Survey report, and briefly discussed the questions within the survey. Durant noted that the online survey was distributed to passenger transportation providers during the month of December, 2013. The survey consisted of 19 questions. In addition to a couple open-ended questions, there were also several opportunities to submit written comments. The survey was sent to human service agencies, transportation providers, childcare centers, and churches in the region. A total of 57 surveys were submitted. The survey results will be utilized in the development of the FY 2015-2019 Passenger Transportation Plan.

Durant briefly went over each survey question and the responses. Durant noted that responses were received from a wide range of organizations, including religious services, human services, medical services, education, childcare, assisted living/nursing home, taxi services, and charter buses. The majority of the responses came from organizations located in Black Hawk County, the Waterloo/Cedar Falls metropolitan area, Bremer County, and Butler County. Durant noted that when asked what the barriers to coordinating transportation services are, the top two responses were funding and lack of equipment/staff. When asked what areas of transportation service coordination would be of interest, the top three responses were contracting to provide services, participating in a roundtable of service providers, and sharing routes with other agencies.

Next was to discuss projects and initiatives to be identified by the FY 2015-2019 Passenger Transportation Plan. Projects and initiatives include:

- **MET Route 9:** This route in Cedar Falls connects many residential and employment areas and the University of Northern Iowa. The route has been funded in the past via federal Job Access/Reverse Commute (JARC) funds and city funds, with both covering 50 percent of the costs. The JARC program has ended, and funding from that source will run out in March, 2014. The Cedar Falls City Council voted to reduce Route 9 from 71 hours to 50 hours a week starting January 6, 2014. The route will operate as a

split shift with midday service eliminated. Route 9 will now be included as part of the 28E agreement with Cedar Falls and Waterloo. Accordingly, Route 9 should be dropped from the list of projects.

- **MET Ambassador Program:** MET and the Northeast Iowa Area Agency on Aging planned to develop this program, which would involve training seniors on how to ride MET's system. The program could be expanded to include other populations, such as limited-English speaking persons. For now, the project is on hold.
- **RTC Expanded Service in Waverly and Independence:** Waverly and Independence are RTC's largest service areas in the region, and expanded service is always considered a need. Past service expansions have tended to spread the same riders out over more hours. RTC has expanded in these cities by extending hours into the evening in Waverly, and now has three buses traveling into Independence each day. These cities will likely remain RTC's largest service areas into the future.
- **Mobility Manager/Marketing Person:** This has been an issue discussed at previous TAC meetings and transit providers meetings. One use MET would have for this position would be to help transition riders from paratransit to fixed route service. A mobility manager/marketing person is still identified as a need for RTC and MET. However, the new transportation bill eliminated funding the Iowa DOT was using to provide grants for these types of positions. It is unlikely that MET and RTC would be able to fully fund a position at this time. There is currently a state-level mobility manager to help facilitate relationships between agencies at that level. In the meantime, MET and RTC may look to work with a marketing student from the University of Northern Iowa to assist with marketing strategies.
- **Driver Recruitment and Retention:** This is an ongoing issue at both transit agencies.
- **Vehicle Replacement:** Funding from the American Recovery and Reinvestment Act of 2009 (ARRA) provided a boost to bus replacement, and both MET and RTC's fleets are in decent shape overall. Both agencies face some uncertainty in the future on bus replacement as funding sources have decreased significantly. It may be difficult to replace all the buses purchased in 2009-2010 when they reach the end of their useful lives at approximately the same time in the future. Little noted that 57 percent of vehicles statewide are past their useful life.
- **MET Expanded Service:** Another route is possible in the future, but nothing definite is planned at this time. Growth along Airline Highway and the Northeast Industrial Area in Waterloo may increase demand. Little noted that there have been discussions with Tyson Foods on providing service in that area. There will be difficulty in finding a funding source, as JARC funding was eliminated in the new transportation bill. Little stated that any service added beyond the 28E agreement would have to be fully paid for. For now, the project should stay in the program as a potential future project.
- **RTC Expansion in Western Butler, Chickasaw, and Grundy Counties:** Schoon noted that RTC is working with the Chickasaw County CPC to identify services that could be provided. Holm noted that Grundy County ridership has declined over the past year, with 1-2 people riding the bus per day. Additionally, there have been limited calls for service from Butler County. For now, the project should stay in the program as a potential future project.
- **Vanpools to the Metro Area:** This is a potential future project if interest is shown by businesses or communities.
- **MET Extended Service Hours:** Additional evening hours, especially for those who are disabled, are still a need for MET Transit, but funding them is a challenge. Little noted that extended service hours would be MET's first priority, followed by expanded service area.

There were several other issues and initiatives discussed through the meeting.

- Waverly and Independence are the only communities that contribute funding for RTC service outside of paying for riders.
- Given the current status of federal transportation funding, the focus of both MET and RTC is on maintaining the status quo, and improving coordination and service whenever possible.
- There are concerns with the mental health reorganization. The larger consolidations of counties are making it more difficult to serve individuals.

- UNI will be evaluating the financial feasibility of the Multimodal Facility over the next year, as use of the facility has been lower than anticipated. Some of the UNI staff has relocated from Baker Hall to Bartlett Hall which should result in increased use of the facility.
- UNI has a significant student population that is disabled and is encouraging additional disabled persons to attend the university. This may result in increased demand for needed transit services and amenities.
- Taxis have been more prevalent within the metropolitan area, especially after the closure of Prime Time Pass.
- There is a desire for increased infrastructure required for transit ridership, such as sidewalks and shelters.
- MET uses Section 5310 Funds (Enhanced Mobility for Seniors and Individuals with Disabilities) to provide handicap-accessible ramps, inspections, and to maintain accessibility features for vehicles.

The next item on the agenda was to discuss new projects, but there were none suggested beyond the continuation of those previously discussed. It was moved by Baird, seconded by Little to approve the projects for the FY 2015-2019 Passenger Transportation Plan as discussed. Motion carried unanimously.

There being no further business, the meeting was adjourned at 2:40 p.m.

Respectfully submitted

Kyle Durant
Acting Secretary

**PASSENGER TRANSPORTATION PLAN
TRANSIT ADVISORY COMMITTEE
FOR
THE IOWA NORTHLAND REGIONAL COUNCIL OF GOVERNMENTS**

WEDNESDAY, NOVEMBER 13, 2013

MINUTES

Meeting Attendees:	Sheila Baird	Cedar Valley United Way
	Mark Little	MET Transit
	Arlene Prather-O’Kane	Black Hawk County Health Department
	Brent Richmond	UNI Department of Public Safety
	Greg Zars	Northeast Iowa Area Agency on Aging
	Kyle Durant	INRCOG
	Ed Holm	INRCOG/RTC
	Brian Schoon	INRCOG/RTC
	Andrea White	INRCOG

The meeting was called to order at 10:00 a.m. Durant welcomed the group and explained the Transit Advisory Committee’s (TAC) role in passenger transportation planning in the region and the development of the Passenger Transportation Plan (PTP). The aim of the process is to improve coordination between passenger transportation providers and human service agencies. The PTP will be a full update this year, after several annual updates in the past few years. Following this year’s document, annual updates will no longer be required, but the TAC will continue to meet at least twice a year.

The next agenda item was to discuss transit-related input from public input open houses for the MPO 2040 Long Range Transportation Plan update and from public input surveys. Durant distributed results from public surveys conducted for both the metropolitan area and the six county region. The metropolitan survey included a question on whether transit service is adequate and, if not, what could be improved. A third of respondents said that the service is adequate, and of those who desired improvements, hours/days of service, service coverage, and frequency of service ranked highest. Most people felt that local bus service was somewhat to very important as a planning area, and transit ranked second out of eight categories for how people would divide funding. Similar questions were asked in the regional survey, and transit often ranked in a similar manner. However, almost a third of respondents noted that they did not know what the Regional Transit Commission (RTC) is. Comments from recent public input meetings were also distributed. Three comments relating to transit were received, mostly discussing the need for additional service. Prather-O’Kane noted that Cedar Valley’s Promise would be a good way to help disseminate future surveys.

Next was to discuss conducting passenger transportation provider surveys and potential items to include on the surveys. White gave a little background on past surveys, which were conducted several years ago. Original survey forms requested detailed information on items such as the vehicles used in transportation and operating budget, and there was a very low response rate. The survey being developed now would be aimed at obtaining information about the type of service provided and additional needs, but not ask for sensitive information that may deter people from filling it out. Durant distributed a draft survey that had a number of questions related to what types of transportation an agency offers, who is eligible, when and how it is offered, and unmet needs related to passenger transportation. The group discussed several additions and changes to the survey. The largest issue seemed to be how to organize the survey so that it would make sense to agencies that provide transportation directly, but also to agencies that contract for transportation services or help fund transportation

services. Durant will work to edit the survey and create an online version of it. The aim would be to have it available during the month of December, and then discuss results at a TAC meeting in January.

Next, the group discussed the current status of projects and initiatives identified in the FY'14 PTP Annual Update.

- **MET Route 9:** The route has been funded in the past via federal Job Access/Reverse Commute (JARC) funds and city funds, with both covering 50% of the costs. The JARC program has ended, and funding from that source will run out in March, 2014. If Route 9 service is to continue at the level it currently operates, the City of Cedar Falls will have to cover the full cost. Other service options are being considered, including reducing daily service hours by only having midday service, or eliminating Saturday service. MET will be holding public hearings in Cedar Falls on December 3 to discuss possible service changes.
- **MET Ambassador Program:** MET and the Northeast Iowa Area Agency on Aging had planned to develop this program, which would involve training seniors on how to ride MET's system. For now the project is on hold. There was discussion of the potential benefits of an ambassador program for other populations as well, such as the growing Burmese population in Waterloo.
- **RTC Expanded Service in Waverly and Independence:** Waverly and Independence are RTC's largest service areas in the region, and expanded service is always considered a need. Past service expansions have tended to spread the same riders out over more hours. RTC has expanded in these cities by extending hours into the evening in Waverly, and now has three buses traveling into Independence each day.
- **Mobility Manager/Marketing:** This has been an issue discussed at previous TAC meetings and transit providers meetings. One use MET would have for this position would be to help transition riders from paratransit to fixed route service. A mobility manager/marketing position is still identified as a need for RTC and MET. However, the new transportation bill eliminated funding the Iowa DOT was using to provide grants for these types of positions. It is unlikely that MET and RTC would be able to fully fund a position at this time. There is currently a state-level mobility manager to help facilitate relationships between agencies at that level.
- **Driver Recruitment and Retention:** This is an ongoing issue at both transit agencies. For MET, recruitment is the main issue due to the fact that drivers start as part time employees without guaranteed hours, but MET has been receiving a good number of applications recently. RTC struggles to keep drivers due to issues such as split shifts for some routes. RTC has considered dividing split shifts into two part-time positions, and has restructured some routes to run out of the metropolitan area, which is more convenient for drivers living there. RTC has had a lot of turnover in recent years, and the lack of drivers is currently a limiting factor for expanding service.
- **Vehicle Replacement:** Funding from the American Recovery and Reinvestment Act of 2009 (ARRA) provided a boost to bus replacement, and both MET and RTC's fleets are in decent shape overall. Both agencies face some uncertainty in the future on bus replacement as funding sources have decreased. It may be difficult to replace all the buses purchased in 2009-2010 when they reach the end of their useful lives at approximately the same time in the future.
- **Possible RTC Expansion in Western Butler County, Grundy County, and Chickasaw County:** These are all potential expansion areas that are currently underserved. However, a lack of drivers limits RTC's ability to expand service.
- **MET Extended Service Hours:** Additional evening hours, especially for those who are disabled, are still a need for MET Transit, but funding them is a challenge.
- **Vanpools to the Metropolitan Area:** This is a potential future project if interest is shown by businesses or communities. The Iowa DOT is working on a Park and Ride Plan, which may look at areas that people can park in outlying communities to carpool or vanpool to common destinations. Possibilities in the region include metropolitan area workers coming from Independence or Waverly.

Transit operations at UNI were also discussed. The Multimodal Facility at UNI is being underutilized for pay spaces, though permit spaces are well-utilized. Ongoing maintenance is the largest concern with the facility right now. The Panther Shuttle at UNI is often full, and additional service is a need if there is funding to pay for it. This could include an additional bus on the route to decrease headways. Service later in the afternoon/evening is also desired.

The next meeting of the TAC was tentatively scheduled for 2:00 p.m. on Wednesday, January 8. There being no further business, the meeting was adjourned at 11:20 a.m.

Respectfully submitted

Andrea White
Acting Secretary

Limited English Proficiency Analysis – MET Transit and Regional Transit Commission

The purpose of this Limited English Proficiency analysis (LEP) is to outline how MET and RTC identify persons who may need language assistance, the ways in which assistance may be provided, staff training that may be required, and how to notify LEP persons that assistance is available. As defined in Executive Order 13166, LEP persons are those who do not speak English as their primary language and have limited ability to read, speak, write, or understand English. MET and RTC have always worked informally to meet the needs of LEP individuals; the following analysis gives a more detailed view of the LEP population in the region and ways to assist that population.

This LEP analysis will utilize the framework of the U.S. DOT's four-factor LEP analysis, which considers the following elements:

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

1. The number or proportion of LEP persons in the region who may be served or are likely to encounter a public transportation program, activity, or service.

The 2008-2012 American Community Survey estimates were utilized to determine what percentage of the area's population could be considered LEP. For the purposes of this analysis, persons who speak another language and speak English less than "very well" are considered to be LEP. The following table shows the number and percentage of people for each county that speak another language and speak English less than "very well".

Iowa Northland Region – Population Speaking English

	Black Hawk	Bremer	Buchanan	Butler	Chickasaw	Grundy	Total
Total Population	122,451	22,929	19,422	13,912	11,634	11,628	201,976
Speak only English	113,757	22,310	18,412	13,634	11,145	11,384	190,642
Speak a Language other than English	8,694	619	1,010	278	489	244	11,334
Speak another Language, but speak English "very well"	5,260	484	730	234	317	213	7,238
Speak another Language, and speak English less than "very well"	3,434	135	280	44	172	31	4,096
Percent of total Population that speak another Language, and speak English less than "very well"	2.8%	0.6%	1.4%	0.3%	1.5%	0.3%	2.0%

Source: 2008-2012 American Community Survey

As shown in the above chart, as well as on **Map 2.5** in the *2015-2019 Passenger Transportation Plan*, the percentage of the population that speaks English less than "very well" in the region is low. Spanish, Serbo-Croatian, and German are the most likely languages to be spoken by LEP persons in the region.

The Waterloo/Cedar Falls metropolitan area shows the most linguistic diversity, and the majority of the languages other than English are Spanish and Serbo-Croatian. The New Hampton area also shows a larger percentage of LEP persons than the region as a whole, and Spanish is the predominant language among those persons. The higher percentage of LEP in western Waverly is likely associated with Wartburg College. The increased percentage of LEP persons in Buchanan County is mostly German and other West Germanic language speakers, associated with the area's Amish population.

2. The frequency with which LEP persons come in contact with public transportation programs, activities, or services.

MET and RTC have assessed the frequency with which staff and drivers have, or could have, contact with LEP persons. This includes documenting phone inquiries and surveying vehicle operators. Staff and vehicle operators have had very little to no contact with LEP persons. To date, neither MET nor RTC have had requests for interpreters or for translated documents in the service area.

3. The nature and importance of programs, activities, or services provided by public transportation providers to the LEP population.

There is no large geographic concentration of any type of LEP individuals in the INRCOG region. The overwhelming majority of the population (98%) speaks only English, or speaks another language but speaks English "very well". As a result, there is a lack of social, service, professional, and leadership organizations within the MET and RTC service areas that focus on outreach to LEP individuals. Services provided by MET that are most likely to encounter LEP individuals are the fixed route system which serves the general public and the paratransit [dial-a-ride] system which serves primarily senior and disabled persons. Service provided by RTC that is most likely to encounter LEP individuals is its demand-response service, which is open to the general public but primarily serves senior and disabled persons.

4. The resources available to public transportation providers and overall costs to provide LEP assistance.

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

A. Identifying LEP Persons

How MET and RTC staff may identify an LEP person who needs language assistance:

1. Examine records to see if requests for language assistance have been received in the past, either at meetings or over the phone, to determine whether language assistance might be needed at future events.
2. When MET or RTC sponsor an event, have a staff person greet participants as they arrive. By informally engaging participants in conversation it is possible to gauge each attendee's ability to speak and understand English.
3. Have Census Bureau Language Identification Flashcards available at MET or RTC events near the registration table. Individuals self-identifying as persons not proficient in English may not be able to be accommodated with translation assistance at the event, but it will assist the sponsoring agency in identifying language assistance needs for future events.

4. Have Language Identification Flashcards on transit vehicles to assist vehicle operators in identifying specific language assistance needs of passengers. If such individuals are encountered, vehicle operators will be instructed to try to obtain contact information to give to the transit system manager for follow-up. Dispatchers and schedulers may also be instructed to obtain contact information from LEP individuals they encounter, either in person or over the phone.
5. Vehicle operators and other front-line staff, such as dispatchers, may be surveyed annually on their experience concerning any contacts with LEP persons during the previous year.

B. Language Assistance Measures

MET and RTC may incorporate the following measures:

1. Have Language Identification Flashcards available.
2. Provide translation services to individuals who request them, if reasonable accommodations can be made.
3. Consider adding a feature to MET and RTC websites that would allow an LEP person to contact staff via email indicating his/her native language and the type of assistance needed.
4. Include a statement on all documents, agendas, and meeting notices that assistance is available for LEP persons. When an interpreter is needed, in person or on the telephone, staff will attempt to determine what language is required and then access language assistance services. Documents will be translated into other languages upon request.

C. Outreach Techniques

Due to the very small local LEP population, MET and RTC do not have a formal outreach procedure in place. Translation resources are also very limited in this region. However, when and if the need arises for LEP outreach, MET and RTC may consider the following options:

1. When staff members prepare a document or schedule a meeting for which the target audience is expected to include LEP individuals, then documents, meeting notices, flyers, and agendas may be printed in an alternative language based on the known LEP population.
2. Bus schedules, maps, and other transit publications may be made available in an alternative language when and if a specific and concentrated LEP population is identified.

D. Monitoring and Updating LEP Efforts

MET and RTC will update their efforts to accommodate LEP persons as required or needed. The following elements will help MET and RTC determine if their LEP efforts are adequate, or if additional steps may need to be taken:

1. The number of documented LEP person contacts encountered annually.
2. How the needs of LEP persons have been addressed.
3. Determine the current LEP population in the service area.
4. Determine whether the need for translation services has changed.
5. Determine whether local language assistance programs have been effective and sufficient to meet the need.
6. Determine whether the transit system's financial resources are sufficient to fund language assistance resources needed.
7. Determine whether MET and RTC have fully complied with their LEP goals.
8. Determine whether complaints have been received concerning the agency's failure to meet the needs of LEP individuals.