



Chariton Valley Transportation Planning Affiliation (CVTPA)

PASSENGER TRANSPORTATION DEVELOPMENT PLAN

2012-2016

FINAL DRAFT

DOT APPROVED 4/4/2011

A guide to develop passenger transportation service and support to public transit agencies in the Chariton Valley counties of Appanoose, Clarke, Davis, Decatur, Lucas, Monroe and Wayne in Iowa.

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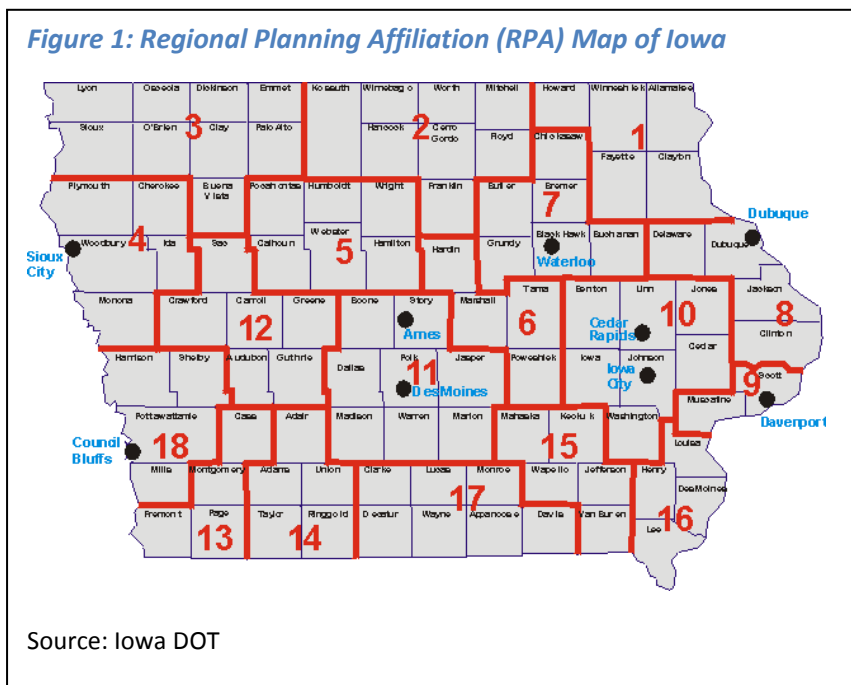
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INTRODUCTION

The Passenger Transportation Plan (PTP) is designed to promote a jointly coordinated plan that allows for further the development of the local and regional public transportation systems. Regional Planning Affiliations (RPA) and Metropolitan Planning Organizations (MPO) partner with the public and private passenger transit providers, health and human service organizations to improve the transportation services offered to Iowans. This process also increases coordination that can allow for fluent communication, which assists in new partnerships or identifying any potential unmet needs. This plan provides Iowa's Department of Transportation the justification of potential future investments of transit with confidence that there are no overlapping services.

The PTP allows RPA 17 to incorporate federal requirements for coordinated planning, as well as addressing needs-based justification for passenger transportation projects. The information shared will identify any additional needs, as well as a gap analysis of services for the region including Appanoose, Clarke, Davis, Decatur, Lucas, Monroe and Wayne counties. Identifying needs and funding sources can assist decision makers and stakeholders to create an effective passenger transportation to allocate funds for appropriately for operations, maintenance and service development. Through this process, potential projects could be identified in



order to address the issue identified.

The PTP adopted by CVTPA covers a five (5) year period for federal fiscal years 2012-2016 and outlines passenger transportation projects that may be included in the region's Transportation Improvement Program (TIP) of federal-aid, state-aid, operational, and capital projects.

The development of the PTP occurred by involving public transportation users, human service agencies, and advocates in the process of identifying needs and services important to rural transit customers. Meetings with public transportation users and advocates, incorporating open discussion, resulted in the identification of potential opportunities and areas of improvement.

A new approach for the Transit Advisory Group (TAG) in RPA 17 was approved in 2009. The decision was made due to working with two transportation agencies. The TAG was redesigned for the 2010 planning session to include representatives from both Southern Iowa Trolley (SIT) and 10-15 Transit. Through these meetings

CVTPA received the highest level of TAG support thus far. Both transit authorities have previously had individuals which participated, but were not included in the CVTPA planning meetings. Discussions from these meetings established research initiatives and additional content to compose a draft PTP.

Table 1: Transit Advisory Group Representatives

PTP Advocates	Represented Jurisdiction
Gary Bishop, Chairperson	Appanoose County
Bill Buss	Appanoose County, Economic Development
Bill Tickey	Clarke County Dev. Corp
David Grove	Davis County
Ted Henderson	Davis County- Bloomfield
Richard McKnight	Decatur County
Tom Anderson	Clarke County
Keith Hinds	Decatur County
Todde Folkerts	Lucas County
Nels Christensen	Lucas County- Chariton
John Goode	Monroe County
Dan Tometich	Monroe County- Albia Industrial Dev.
Tim Ehrich	Wayne County
Doug Mounce	Wayne County- Dev Corp.
Pam Ward	10-15 Transit
Pamela Stowe	Southern Iowa Trolley
Andy Loonan	Iowa D.O.T.
Cindy Shearer	Iowa D.O.T.
Rebecca Hiatt	F.H.W.A.
Jim Armstrong	Iowa D.O.T.

1. PROCESS

RPA 17 has followed the guidance and support of Iowa Department of Transportation to create a comprehensive and useful tool for public transit providers, private providers and health & Human Service agencies. CVPD staff members began the process by meeting with both public transit providers in this region. Discussions were held as to the best practices they have experienced over their years of service. It was identified that both SIT and 10-15 Transit partner with other RPA's to host "Listening Sessions" and surveys to gather public input. It was determined that efforts could be partnered for overlapping counties and that similar opportunities would be provided within the region of RPA 17, as well as CVPD staff members attending the other sessions offered by adjacent RPA's.

The first "Listening Session" occurred in Creston on September 29, 2010. It was hosted by RPA 14 and Southern Iowa Trolley as a joint meeting of the Technical Advisory Council and Listening Session for the public to provide information. The list of participants is given in **Appendix A-1** and the information shared by participants will be further discussed in other components of the plan.

The second "Listening Session" was offered by Area XV Regional Planning Commission and 10-15 Transit on November 17, 2010 and was attended by eight individuals. A list of attendees can be seen in **Appendix A-2**. Participants were briefly informed of the purpose and process of the PTP and how past information was utilized to improve services by 10-15 Transit. A discussion was held for over an hour and many discussion points were held.

An additional "Listening Session" was held within the boundaries of RPA 17 at the Chariton Chamber office on November 24, 2010. A list of attendees can be seen in **Appendix A-3**. Discussions were held about the desires of the City of Chariton to improve the local airport facilities so that it would offer jet fuel and potentially increase air traffic. The Chamber Director had also spoken with several area businesses, including the Lucas County Hospital and all believe that transportation needs in the area are being met through 10-15 Transit. Transit manager, Pam Ward, discussed the need for amending the application process for funding from RPA 17, the need for lifts capable of transporting clients in excessive of 600lbs, and new challenges with the brokerage firm utilized by the state of Iowa.

Surveys were distributed to school districts, health and human service agencies, eldercare agencies, transit providers, health care/hospitals, and private businesses related to any of those services in September and November 2010. The survey asked the type of service provided, if it was operated by the provider or a transit agency, the number and type of vehicles used in providing service, hours of service, annual miles, and annual costs. A paid return envelope was provided to return the survey to be mailed back to Chariton Valley Transportation Affiliation. There was a reply of approximately 38% of the surveys being returned. A list of providers and agencies contacted are shown in **Appendix A-6**.

The Technical Advisory Group for the PTP in RPA 17 met on November 30, 2010. A list of attendees is provided in **Appendix A-4**. During this meeting there was an exchange of information from TAG group members, RPA 17 staff, and a transit provider about any gaps or unmet needs that were identified.

Information was compiled and used to create a draft PTP in December 2010. The draft was sent electronically to TAG members and RPA 17 Policy members to be reviewed before the January 18, 2011 meeting (see list of attendees in **Appendix A-5**). A brief explanation for the PTP and the importance of the process was provided for new members. Comments were very positive from both transit directors. Pam Ward and Pam Stow were complimentary about the process CVPD had implemented and felt the existing document accurately reflected their work. Pam Ward made the proposal to submit this draft PTP to Iowa DOT for the initial draft review.

The TAG members felt that all suggestions were shared and that the PTP now appropriately reflects the needs of the region. It was agreed upon that projects identified in the plan would assist in addressing those identified needs. The TAG recommended that the draft PTP be submitted to the Iowa Department of Transportation with the above mentioned adjustments.

2. INVENTORY

There are 31 passenger transportation providers in RPA 17. The figure below shows the types of services the organizations, if there are any eligibility requirements, times of operation, estimated annual miles if known, number and type of vehicles used in providing service, and the estimated annual operating expense if it is known.

Table 2: Transportation Providers

<u>Provider</u>	<u>Service Type</u>	<u>ADA</u>	<u>Eligibility</u>	<u>Hours</u>	<u>Miles</u>	<u>Vehicles</u>	<u>Operator</u>	<u>Expenses</u>
AMTRAK		X	Anyone	All		X	provider	n
10-15 Transit	Demand	X	General Public	7 days/wk	1,115,655	55 bus w/	provider	\$1,652,783
	Responsive			days/evng		lift,2 van		
						w/ lift		
SIEDA Head start	Client		Income	wk days/	239,079	X		
				daytime				
Seneca AAA	Client	X	Client	Varies	92,192	X	10-15 Trans	\$134,350
Southern Iowa Trolley	Demand	X	Anyone	7-4pm	45,500	25 buses	provider	
	Responsive			Days		9 vans		
Reaching All People Tghr	Client		Client	Varies	x	Private	x	x
Hospice of Monroe Co	Client		Client	Varies	x	Private	x	x
Brees Rest Home	Client	X	Client	Varies	x	Private	x	x
Monroe Co Veteran's	Client		Client	Varies	x	Private	x	x
Circle of Life Hospice	Client		Client	Varies	x	Private	x	x
Lucas County Health Srv	Client	X	Client	Varies	x	Private	x	x
Continental Care Center		X						
Seymour	client		client	varies	x	Private	x	x
St Joseph's	client		client	varies	x	Private	x	x
Oakwood Nursing& Rehb	client	X	client	varies	x	X	10-15 trans	
Monroe Co Prof Mgmt	client		client	varies	x	Private	x	x
Monroe Care Center	client	X	client	varies	x	X	10-15 trans	

18-80 Club	client		client	daytime	x	X	10-15 trans
DART	Demand	x	Client	Daytime		3 vans	
Albia Public School	client	1 bus	client	varies	x	16 buses	provider
Eddyville-Blakesburg school	client	0	client	varies	X	20 buses	Provider
Centerville Schools	client	2 buses	client	varies	X	24 buses	Provider
Chariton School	client	2 buses	client	varies	X	26buses	Provider
Clarke Co School	client	0	client	varies	X	21 buses	Provider
Davis Co School	client	0	client	varies	X	28buses	Provider
Lamoni School	client	0	client	varies	X		Provider
Lineville-Clio Schl	client	0	client	varies	X	3 buses	Provider
Moravia School	client	0	client	varies	X	9 buses	Provider
Mormon Trail School	client	0	client	varies	X		Provider
Moulton-Udell Schl	client	0	client	varies	X	6 buses	Provider
Murray School	client	0	client	varies	X	7 buses	Provider
Seymour School	client	1 bus	client	varies	X	8 buses	Provider
Wayne Co School	client	0	client	varies	X	9 buses	Provider

There are two (2) Public Transit providers within the PRA 17 region. Southern Iowa Trolley provides service to Clarke and Decatur Counties on the west edge of the region and 10-15 Transit offers transportation to the five (5) other counties of Appanoose, Davis, Lucas, Monroe, and Wayne Counties. The following information better profiles each of those providers:

A. Passenger Transit Operations in the Chariton Valley Region

Both public transit systems in the Chariton Valley Transportation Planning Region (CVTPA) provide demand response services to the general public. There are specific established routes that both transit agencies operate. For example, 10-15 Transit operates demand response, New Freedom services and Job Access Reverse Commute (JARC) operations. (JARC is a federally funded PUBLIC transportation system.) Southern Iowa Trolley has established routes that provide transport Leon to Lamoni and return three days a week, monthly commutes to Des Moines for the communities of Osceola and Leon (in addition to other communities in RPA 14), and multiple other routes throughout RPA 14 region.

Service is available to anyone needing transportation by either transit provider. Riders may use the bus to; go to work, go to childcare, and return home. Easy four (4) steps to get service; call the transit provider directly or brokerage company TMS for those that are covered under Title 19 , state your destination and pick up time, and state if you will need a return pick up time; they notify the closest provider's dispatcher. The fleets of both public transit providers consist of lift-equipment vehicles making the system accessible to anyone.

The transportation systems provide all citizens access to basic services. The goals for both transit systems are to meet all basic transportation needs for the general population within the bounds of operational budgets. Objectives for both

agencies are to accommodate special needs populations and expand rolling stock and service options for all riders as permissible by financial constraints.

Transit service is provided to a diverse population throughout the region. Individuals with special needs, public and/or private school student riders, ages ranging from pre-kindergarten through college levels and senior citizens are all frequent patrons of Southern Iowa Trolley and 10-15 Transit systems.

I. 10-15 TRANSIT AUTHORITY:



10-15 Transit Agency provides service for eleven counties in southern Iowa including Appanoose, Davis, Lucas, Monroe, Wayne, Wapello, Mahaska, Keokuk, Van Buren, Jefferson, and Lee. A Board of Directors composed of elected, county supervisors from the counties in the 10-15 Transit service area governs the operations of the agency. Transit Administrator, Pam Ward, manages the transit system's personnel, operations, contracts, and capital programs. Administrative headquarters and dispatch are co-located with Ottumwa Transit Authority in the City of Ottumwa, at 2417 South Emma Street, Ottumwa, Iowa 52501.

Of the eleven counties in 10-15 Transit's service area, the RPA 17 counties served by 10-15 Transit include Appanoose, Davis, Lucas, Monroe and Wayne.

❖ Passenger Transit Operations Details

HOURS OF OPERATION 10-15 Transit

Monday – Friday 6:00 a.m. to 6:00 p.m.- (expanded on demand)

Saturday & Sundays - On demand

Holidays Observed/No Service Provided: New Years, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas Eve, Christmas Day.

JARC Hours: Monday – Friday 5 a.m. - 12 a.m.
 Saturday On Demand

❖ Fees for Service

10-15 TRANSIT RATES – General Public

In – town	\$ 2.00 in town, \$ 4.00 in county
Out of town	\$ 19.50/hr. – Non-medical
Contract Rates per Month	\$ 17.50 Seneca Area Agency on Aging & Head start
	\$ 23.65 Schools and Private for Profit (one way)
	\$ 25.00 Medical In area –each way
	\$ 1.40/per mile Medical Out of area

JARC Fares: Established by Vermeer Corporation based on employees resident. General public ride for the same fares.

II. SOUTHERN IOWA TROLLEY:

Southern Iowa Trolley is the public transit provider for the Iowa counties of Adair, Adams, Clarke, Decatur, Ringgold, Taylor, and Union. The agency is co-located with the Area XIV Agency on Aging and directed by the Area XIV Agency on Aging Board of Directors.

Chariton Valley counties served by Southern Iowa Trolley include Clarke and Decatur. Headquarters and dispatch are located in Creston, at 215 East Montgomery Street, Creston, Iowa 50801 with Pamela Stow, Transit Manager, coordinating transit programs and services.



❖ Hours of Operation/Service fees

Monday – Friday	7:00 a.m. to 4:00 p.m.
Saturday	Dialysis Service Only – Special
Sundays/Holidays	Dialysis Service Only – Special

Monthly Passes- Southern Iowa Trolley

Monthly Bus Pass - \$27.50 for one-way or \$49.50 for 2-way – K-12

General Public- \$2.75 or \$30.25 for 12 rides

Reduced Fare Monthly Bus Pass - \$1.50 or \$7.50 for 6 tickets - seniors

Senior Living Centers- \$2.50 or \$30 for 12 rides

Head start- \$1.50 or \$18 for 12 rides

❖ Reduced Fare Eligibility

Riders who meet the following criteria are eligible for a Reduced Fare.

Elderly: Age 60 and older with proof of age.

Youth: Monthly pass allows for unlimited school transportation.

Disabled: With proof of being listed on waiver that describes the disability of each applicant's situation for services needed. This must be on file at the office.

Low Income: For those who cannot afford the fare, they will be referred to the Iowa Department of Human Services (DHS). The office at DHS has passes available and information for low income assistance.

❖ Special Packages

Trips are billed to certain contracts and authorized with the central office prior to travel. They are charged \$13.20 per driver hour plus \$1.32 per vehicle mile.

Monthly Shopping Trips to Des Moines \$22.00 public fare. \$10.00 for seniors round trip Senior living program paying the rest per senior rider.

Start up fee for the Week-end special trips are \$25.00 per day. Any other trips will need to be approved with the central office prior to travel.

Free Riders

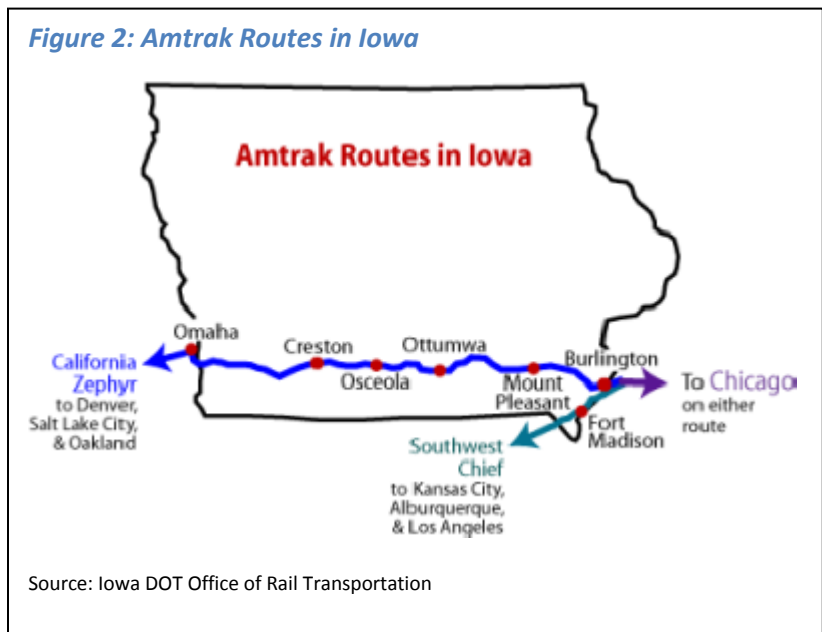
- Aide or those who are a helper are at no charge but are still considered as a ride.

- Companions or someone who accompanies another to assist are at no charge if they take care of the person who rides on a daily basis, but are still counted as a ride. On the average there are ten to fifteen companions that use this service.

B. RAIL SERVICE

The Chariton Valley Transportation Planning Affiliation (CVTPA) is covered by one railroad passenger transit route. This route the California Zephyr Route connecting Chicago, Denver, and Emeryville, California. This line is used by the current long distance intercity Amtrak service. Amtrak is the only federally subsidized, for-profit passenger rail provider serving this region.

The only city in the Chariton Valley Region with an Amtrak stop is Osceola in Clarke County. However, there is a stop in Ottumwa in the county immediately to the east and in Creston in the county immediately to the west of the RPA 17 Region. The rail stops in Osceola are during the hours of 7am-10am or 7pm-9pm seven days a week. The current long distance Amtrak rail service is limited in its ability to provide an effective alternative to auto and air travel in the state. See [Figure 2: Amtrak Routes in Iowa](#).



C. Commercial Bus / Taxi Service

Currently RPA 17 is served by commercial bus service offering nationwide transportation is located at Osceola in Clarke County. Those bus stops are for commercial carriers such as Greyhound and Jefferson Lines. They are located just inside the Southern Iowa Trolley region for transit. There is a taxi service for the area located in Osceola in Clarke County. It provides a local option for residents around the Osceola, Clarke County region. The company charges a flat rate per trip and doesn't have a restricted length of trips. The flat rate for transport to Creston is \$40 and Des Moines is \$85.00 for one way transport. Their current policy is that the return trip will be half the established price and it is \$15.00 per hour to wait for the client during down time. They have multiple vehicles, including one van that is allows for wheelchair transport. They do offer Title 19 transportation and are registered with the current State brokerage system. This is a privately owned business and has been rather reluctant to share any other data.

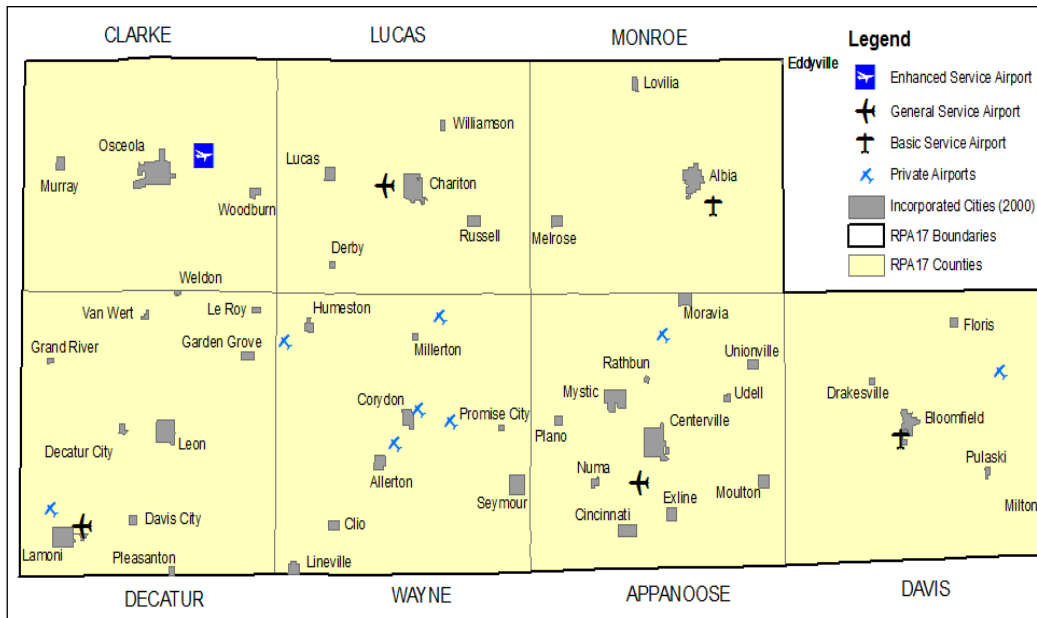
D. Central Iowa Rideshare

Des Moines Area Regional Transit Authority (DART) offers many alternatives to driving in the area. It is serviced by residents of Osceola and Chariton. DART assists coordination and vehicle efforts for routine route riders and drivers within RPA 17 by providing carpools and vanpools. Three vans will also transport from Osceola and Chariton to the Des Moines Metro area, offering direct competition for Southern Iowa Trolley at a price below what Southern Iowa Trolley is able to offer.

Central Iowa Rideshare serves 14 counties in Central Iowa. It is a service that can has an annual Savings per vanpooler of \$6,000, an average rider can commute over 90 miles per day and the average monthly fare is \$70.00.

E. AIRPORTS

While air travel is not a major industry within RPA 17 region there are several rural airports in use. Rural facilities are used for small private plans that do not carry a large number of passengers. There is not clear data to support how



much transportation is provided; see [Figure 3: RPA 17 Airports](#).

Figure 3: RPA 17 Airports

Source: Chariton Valley Transportation Planning Affiliation adapted from Long Range Transportation Plan

F. HEALTH & HUMAN SERVICE PROVIDERS

There are approximately 22 care centers and 6 human service agencies identified in the RPA 17 region. Many of the care centers are currently making changes to the transportation options provided due to recent guideline changes within the Health & Human Services transportation fees and coverage. Care Centers or family members are responsible for transportation to medical appointments within 30 miles of the facility. At the time the surveys were sent out, adjustments and decisions were still being made at many locations. [Table 2](#) illustrates the transportation offered at each location.

G. SCHOOL DISTRICTS

This region is served by fourteen school districts across the seven (7) counties. The chart below details the number of buses and vehicles each district operates to serve the students enrolled according to the Iowa Department of Education. 10-15 Transit also could provide supportive transportation to the districts of: Albia, Eddyville-Blakesburg, Centerville, Chariton, Davis County, Lineville-Clio, Moravia, Mormon Trail, Moulton-Udell, Seymour and Wayne County Community Schools. A similar service is offered by Southern Iowa Trolley to the schools of: Clarke County, Lamoni Schools, and Murray Community Schools in order to meet the additional transportation needs.

Table 3: School District Bus Fleet

SCHOOOL DISTRICT	BUSES	ADA Bus(es)
Albia	16	1
Eddyville-Blakesburg	20	0
Centerville	24	2
Chariton	26	2
Clarke	21	0
Davis County	28	0
Lamoni		0
Lineville-Clio	3	0
Moravia	9	0
Mormon Trail		0
Moulton-Udell	6	0
Murray	7	0
Seymour	8	1
Wayne	9	0

3. NEEDS AND GAP ANALYSIS

A. Regional Demographics

The CVTPA is notably rural with a large percentage of smaller cities surrounded by even smaller unincorporated communities. Population disbursement creates one of the biggest challenges faced by CVTPA transit providers. This disbursement not only adds to costs of fuel and maintenance on vehicles, but also creates a great demand for management and coordination efforts of transit routes.

Race and population age are again relatively consistent with State of Iowa, while there is a slight increase within the elderly population of the region. The population has continued to decrease in the region for the last several years', census data shows that the areas have seen an increase in elderly and disabled persons. Race for the region is predominately white, yet there has been a local increase of 98.6% and 87.7% increase of the Hispanic population in the State of Iowa. The Hispanic population has nearly doubled for RPA 17 from the 2000 U.S. census to the 2010 U.S. census. In *Table 5: Key Demographics*, it displays the counties of Appanoose, Davis, Decatur, Lucas, and Wayne with a minor increase of Hispanic population of .3% to 6%. The

Table 4: Limited English Proficiency Rates

COUNTY	Speak English Only	Primary Lang other than English	Spanish Speaking
Appanoose	97.4% 11,833	2.6% 322	.6% 78
Clarke	91.8% 7,818	8.2% 699	7.5% 636
Davis	86.5% 6,845	13.5% 1069	1.1% 89
Decatur	94.8% 7,439	5.2% 407	2.3% 182
Lucas	95.8% 8499	4.2% 371	.7% 63
Monroe	98.8% 7081	1.2% 88	.6% 43
Wayne	94.6% 5620	5.4% 320	.3% 15
State of Iowa	93.6% 2,603,189	6.4% 178,779	3.6% 98,953
2009 American Community Survey			

largest population increase has been seen in counties of Clarke (150% increase) and Monroe (400%). This increase of Hispanic population has been because of employment opportunities, thus creating challenges for transit providers to effectively and clearly communicate to the entire population.

Southern Iowa Trolley *Table 4: Limited English Proficiency Rates* are illustrates the number of residents who speak another language. Southern Iowa Trolley has worked with Father Glen Wilwerding of St. Bernard Catholic Church in Osceola in Clarke County. Father is bilingual with English and Spanish and has a ministry that reaches out to the Hispanics residing the Osceola region. He has helped SIT by translating information and flyers into Spanish. Father Wilwerding is also assisting SIT in the search for a bilingual dispatcher and/or bus driver. SIT staff maintain a list of bilingual individuals willing to translate (both written and verbally) should be needed on a case-by-case basis. These efforts enable SIT to better service to LEP, Spanish speaking individuals in this portion of the RPA 17 region. At this time, there has been little ridership from the Hispanic populations so we it is assumed that needs are met but continued outreach will occur.

Monroe County has had a significant increase of Hispanic residents due to employment opportunities with nearby packing houses of Excel in Ottumwa and Cargill in Eddyville. There is also a privately owned Hispanic family restaurant in Albia that offers employment opportunities. 10-15 Transit provides service to this county and has seen little ridership from these new residents despite such a large population surge. The transit office

Table 5: Key Demographics		2010 U.S. Census							
	Iowa	RPA 17 Totals	Appanoose County	Clarke County	Davis County	Decatur County	Lucas County	Monroe County	Wayne County
Total population	3,007,856	61,588	12,698	9,086	8,562	8,231	9,179	7,549	6,283
Median household income in 2008	\$49,007	\$39,840	\$33,842	\$43,556	\$43,342	\$33,939	\$41,007	\$47,628	\$35,563
Per capita income in 1999	\$19,674	\$15,500	\$14,644	\$16,409	\$15,127	\$14,209	\$15,341	\$17,155	\$15,613
Population 65+	436,377 15%	12,288 19%	2739 20%	1551 17%	1489 17%	1532 18%	1814 19%	1574 20%	1589 24%
Persons per square mile	52.4	19.3	27.6	21.2	17	16.3	21.9	18.5	12.8
Persons with a disability	446,665 15%	11,957 19%	2,659 19%	1,587 17%	1,300 15%	1,551 18%	1,699 18%	1,801 22%	1,360 20%
Mean travel time to work	18.5	23.2	20.4	23.3	24.9	22.2	25.6	24.4	21.6
No vehicle available	73,684	1,886	442	223	321	257	308	201	134
Race									
White	91.3% 2,781,561	97.2% 60,834	97.7% 12,586	94.3% 8758	98.4% 8614	95.4% 8068	98.6% 8769	97.4% 7764	98% 6275
Hispanic	5% 151,544	2.8% 1701	1.4% 181	10% 927	1.0% 85	2.1% 181	1.0% 89	2.1% 169	1.1% 69

Source: U.S. Census Bureau, 2000 Census

has bilingual staff members that can offer assistance to clients that Speak Spanish. 10-15 Transit also has a cooperative agreement with the New Iowa Center for interpreter services that will allow them to effectively communicate with a diverse population who may be seeking transportation.

Other demographic information, provided below, demonstrates similarities to the states socio-economic are far below State averages in several areas including: persons per square mile, mean travel time to work, median household income, and per capital income; see *Table 5: Key Demographics*.

Public transit is a target mode of transportation for persons who cannot physically drive themselves or do not have the financial means in which to do so. All of the given factors lead to the increasing need for public transportation.

The Chariton Valley Region is a rural area of southern Iowa with approximately 45 communities in RPA 17 and only 1 of them have a population above 5,000. Appanoose is the only county that is an urban community as defined by the US Department of Transportation as a city with a population of 5,000 and up. Centerville has a population of 5,924 in the US Census of 2000. The other greatest populations can be found in Bloomfield, Centerville, Albia, Chariton, Corydon, Leon, and Osceola. These communities are where the majority of employment, medical care, and shopping occur for this rural region. Also shown in **Appendix B1-3** are maps detailing the locations of health care clinics, community service options and a list of the largest employers in each county.

Table 5: Key Demographics features a population breakdown by county and region of persons aged 65 and up. According to these statistics and previous survey results, a large number of public transit users are from households that are at or below the median income level for the county or region or have another physical challenges due to age or disabilities. See *Table 6: Select Household Median Incomes (1999)* for a breakdown of median household income by county in the region compared to Iowa.

Table 6: Select Household Median Incomes (2008)

United States	\$52,029
Iowa	\$49,007
Appanoose County	\$33,842
Clarke County	\$43,556
Davis County	\$43,342
Decatur County	\$33,939
Lucas County	\$41,007
Monroe County	\$47,628
Wayne County	\$35,563

Source: U.S. Census Bureau, 2010

B. Previously Identified Needs and Implementation

Information gathered through previous public input process of surveys and listening sessions have indicated needs of:

- Expanded service hours to the counties (10-15 and SIT)
- Additional medical trips offered in the counties (10-15)
- Evening trips to entertainment activities in the counties (10-15)
- Improve Marketing of transportation services provided by 10-15 and SIT
- Maintain or replace vehicles to avoid disruption in services (10-15)
- Affordability of transportation services (SIT)

10-15 Transit has cooperated with several different entities to address the needs identified in previous years. Partnership with Seneca Area Agency on Aging was established to expand service hours to senior center and with RSVP to provide additional medical transports with the counties. Southern Iowa Trolley has negotiated contracts that provide more service for non-emergency medical transportation to a hospital during evenings and/or weekends. The additional service of a "Summer Fun Bus" has proven successful for assisting families in transporting children to events in the summer. It began as a pilot project in Creston but has now been extended to include all communities that have daily buses.

Both of the regional transit agencies applied for and were awarded STA Coordination funds to assist with scheduling these trips. Additional funding from New Freedom funding allowed for extended hours of transportation into the evening hours and on weekends to entertainment activities. The transit agencies have also actively pursued federal funds to purchase replacement vehicles and state funds to expand the vehicle maintenance facility.

10-15 Transit and Southern Iowa Trolley have used local funds to increase their marketing of their service throughout the region. This effort has worked to increase their presence in local media and other media options by creating flyers, brochures, purchasing spaces in magazines, newspapers, and on billboards.

C. Newly Identified Needs and Recent Developments

There have been three listening sessions offered to the residents of RPA 17 to gather crucial information. They were held in various locations as to accommodate to residents throughout the region. Citizens could have participated in Ottumwa, Creston and/or Chariton. Surveys were also mailed out to agencies that offer service or support to the transit riders. The following information is compiled data that was collected during these sessions. The bold comments were also reiterated in survey replies. The TAG group was interested that there was a theme identified in all information regardless of the manner it was collected.

- TMS increasing passenger usage, bringing new passengers to providers and increasing the need for transportation services.
- **TMS needs to better handle calls for service, some customers experiencing long wait times to schedule service, being directed to transportation providers that do not serve their area, or asked to find closer provider.**
- IME brokerage not covering rides within 30 miles of medical provider. Payment is required from person or nursing home. Cost of this may lead some nursing homes to purchase vehicle or share vehicle with other organizations.
- Extended service hours in Ottumwa and the counties are very helpful, assist in transporting people to medical appointments that may be late in the afternoon, also in taking people to shopping or entertainment in the evening.
- Sunday service not seeing as great of a use as anticipated, people may not know about availability of service.
- OTA and 10-15 RTA advertising more to promote services.
- **Customers requested more information on website about services available in the counties.**
- **Buses have difficulties with larger wheelchairs and electric chairs, larger lifts may be needed on some vehicles.**
- Some electric scooters are difficult to secure, create hazards on the bus.
- Drivers will make easy route deviations for people, which is very helpful.
- Larger OTA buses have difficulties dropping off and picking up at Social Security Office due to the parking lot, OTA lift vans would be better able to get in and out.
- Some people may not feel secure on buses. Efforts have been made to address security, disruptive riders have been removed, there is more supervision at downtown bus shelter in Ottumwa, and both OTA and 10-15RTA are moving towards camera surveillance in each vehicle.
- **There has been a need recognized for a cost effective bus route to be offered from Leon to Lamoni during the day.**
- Currently RPA 14 senior citizens have restricted use of the trolley because of transportation of school kids before and after school.
- Coordinate transportation arrangements of RPA 14 recipients that may need to include after hours/weekend service at a reasonable cost.
- Our transportation needs are being met but not marketed for public to use (RPA 14).
-

D. SERVICE NEEDS

Both public transit agencies, within RPA 17 region, recognize the critical need for ongoing education and promotion of services they provide throughout the entire region. More traditional approaches of brochures, flyers, and publications are still effective, but it has now been recognized by transportation providers that electronic promotion can reach out to many households as well. It is important for the transit agencies to maintain a current and update website that clearly identifies services provided to each specific county in the service area.

Iowa has implemented a new brokerage system to dispatch transportation requests to providers late in the year of 2010. The brokerage firm serves non-emergency medical transportation arrangements for Medicaid clients who receive full benefits. This service has increased passenger usage and is bringing on new passengers to providers; however, there are still glitches to the system that continue to be worked out by all parties involved. Customers are stating that there have been long wait times to schedule rides; they are being directed to transportation providers that do not serve their area, or are asked to find a closer provider. Transit agencies are struggling to handle scheduling appointments on short notice due to the current process. All parties involved with the process will have to work to adapt to the new TMS system and create fluent process for comprehensive services.

There has been a need identified that more service options need to be available for clients to make mid-afternoon to late afternoon medical appointments and be assured that return transport is available. Transit agencies will be promoting the extended hours of service and continue searching for funds to have this service be efficient. Southern Iowa Trolley continues to monitor the need for expanded service hours throughout their service region, including the two (2) counties of Decatur and Clarke. At this time, there has not been a demand for evening hours for those counties.

E. MANAGEMENT NEEDS

No critical management needs for 10-15 Transit have been identified during this PTP process. It is always a goal of transit agencies, both private and public, to maintain staffing levels that offer valuable experience and safety to riders. It is also critical to have an ongoing promotional campaign to educate communities of the service the transit agencies provide.

Southern Iowa Trolley has taken pride in expanding the training offered to drivers in hopes of providing improved service. This would be a service that is continually extended to drivers as they are hired or on an annual basis. A significant management need that is identified with this transit agency is the need to upgrade computers. Two computers used by the staff were replaced during the fiscal year 2010. An additional item that will require securing a funding source is that the radio equipment that is currently used in the vehicles is aging.

F. FLEET NEEDS

Appendix C-1 and C-2 shows the current inventory fleet for both 10-15 Transit and Southern Iowa Trolley. The chart will give the vehicle number, the year purchased, make and model. Each of the vehicles listed, are used for passenger transportation services to offer ADA accessibility and lifts. Older and higher mileage vehicles are identified each year so that there can be programmed for replacement without disrupting operations. **Appendix D** illustrates the replacement schedule over the next several years for the transit agencies.

Southern Iowa Trolley and 10-15 Transit have secured funding to allow installation of surveillance cameras in numerous vehicles. The camera provides an additional element of security for passengers and drivers in many capacities including liability, accidents, disruptions, injuries or potential lawsuits of improper conduct. It is a goal for agencies to equip the entire fleets with such cameras.

There has been a need identified to better accommodate riders that require larger wheelchairs or electric chairs. There has been some discussion among transit providers about the possible need for a lift that can safely provide service to riders that are above 500 pounds. The current lifts have a lifting capacity of 800 pounds and there has been an increase in riders that exceed this amount. There are additional concerns of the challenges on how to appropriately secure all electric scooters on the transit vehicles.

G. FACILITY NEEDS

10-15 Transit received STA infrastructure funds allowing them to expand their administrative facilities and the maintenance facility in 2009. This improved space was beneficial to providing a cost-effective service. This agency is now working toward identifying funding that will assist with installing a hoist to improve the service capabilities for mechanics to perform work on the vehicles.

Southern Iowa Trolley is reviewing options for improving the location and facility that houses their service. The preliminary discussions are being held to obtain the feasibility of purchasing the current building or possibility of constructing new. Emphasis is placed on securing the location with a fence and the critical need for a roof to shelter the vehicles.

H. SUMMARY OF NEEDS AND GAP ANALYSIS

The chart below illustrates the summary of the passenger transportation needs within RPA 17. These needs were identified in the PTP process of listening sessions, surveys, and TAG meetings. The needs can be categorized into types of need that will later assist members in identifying potential funding sources.

Table 7: Summary of Needs and Gap Analysis

NEED	TYPE OF NEED	Years of Priority
Accommodations to service of larger wheelchairs & scooters including lift systems for 600+ lbs	Vehicle	3 rd yr
Promotion of services offered – including updated website info	Service	Ongoing (1-5yrs)
Adapt to new TMS system & create fluent process for comprehensive services	Service	1 st
Purchasing and installing a vehicle hoist (10-15)	Facility	2 nd yr
Replacing older/higher mileage vehicles	Vehicle	Ongoing (1-5yrs)
Additional trips in counties to medical centers	Service	1 st
Feasibility study to purchase/upgrade facility or build new building (SIT)	Facility	Ongoing (1-5yrs)
Equip all vehicles with camera surveillance	Vehicle	2 nd yr
Purchase new radio equipment for vehicles (SIT)	Vehicle	1 st yr
Continue to monitor need for possible expanded services – routes & hours	Service	Ongoing (1-5yrs)

4. FUNDING

The financial support for planning and delivery of public transit services come from multiple sources. The follow list states the federal and state programs that are currently supporting RPA 17. Further program descriptions are also detailed later in this section.

FEDERAL TRANSIT ASSISTANCE PROGRAMS:

- Statewide Transportation Planning Program (Section 5304)
- Capital Investment Program (Section 5309): federal grant program to assist local and regional transit systems in funding capital improvements. Agencies may apply for competitive grant funding annually with applications scored and judged against other applications. Capital improvement projects including vehicles and bus facility replacement/expansions are eligible. Funding is dependent on federal, special appropriation.
- Special Needs Formula Program (Section 5310): federal grant program to assist local and regional transit systems in providing transportation services to elderly and disabled persons. Projects must involve or support transportation of the elderly or disabled.
- Non-urbanized Area Formula Programs (Section 5311): federal program to assist rural, areas with less than 50,000 in population, transit programs. Both local and regional transit agencies are eligible to apply. Funding is distributed to all eligible transit agencies on a performance-based distribution formula. Funds may be used for operating support, preventative maintenance, capital investments, or planning.
- Rural Training Assistance Program (RTAP) (Section 5311 (b)(3)): is a federal program provides funding to assist in the design of implementation of training and technical programs. It can also support services that are tailored to meet specific needs of transit operators in non-urbanized areas (less than 50,000 in population). By law, the state is the direct recipient of the funding. In Iowa, the DOT's OPT serves as the recipient of these funds. These funds are primarily used to provide local transit agencies training opportunities at a reimbursable rate of up to 50 percent.
- Intercity bus Assistance Program (Section 5311 (f)): Iowa's Intercity Bus Assistance Program is intended to support intercity bus service in rural Iowa and small urban areas. A minimum of 15% of each year's non-urbanized formula funds are allocated to the 5311 program. Private or public entities may apply for these funds. Eligible bus service must make connections to existing national intercity bus networks. Within the boundaries of RPA 17, Jefferson Lines and Burlington Trail ways are on-going recipients.
- Job Access/Reverse Commute (JARC) Program (5316): federal program to provide funding for local transit agencies to connect low-income person's residences to places of employment and support. Agencies may apply for competitive grant funding each year; applications will then be scored and judged against other applications. Funding may be used for capital investments or operational costs, up to a maximum of 50% for operations costs and 80% for capital costs. Money can be matched by other federal, non-DOT funds.
- New Freedom (NF) Program (5317): federal program to fund projects that provide new or expand existing transit services for elderly and disabled persons. Projects must specifically address the needs of the elderly and

disabled. Agencies may apply for competitive grant funding each year; applications will then be scored and judged against other applications. Submitted projects may be a capital or service improvement to meet the needs of the elderly/disabled or operational costs of existing programs that exceed other ADA programs. Money can be matched by other federal, non-DOT funds.

- Over-the-Road Bus Accessibility Program (Section 3038): These grants are provided from FTA directly to operators of over-the-road buses. The funding helps finance incremental capital and training costs to implement the final accessibility rule under the American's with Disabilities Act. Providers of intercity fixed route service, commuter service, and charter tour service may apply directly to FTA for annual grants. Burlington Trail ways and Greyhound Lines have all been recipients of OTRB funds.
- Older Americans Act: this federal act provides funding for transportation services for people over the age of 60 years. In RPA 17, there are multiple contracts who receive money from the Older American's Act.
- Head start: This Federal program provides a comprehensive opportunity and education to low income children and their families. This program also provides transportation to these families. SEIDA and SCICAP contract with 10-15 Transit and Southern Iowa Trolley to reimburse the transit authority with funding received from Head start.
- Medicaid: is a Federal program offers transportation services to individuals with disabilities. The eligible person can request transportation to medical appointments or sheltered workshops. When these trips are complete the agency providing transit submits a reimbursement request. Counties provide a 33% match for Medicaid waivers and 100% funding for some individuals with a disability meeting Medicaid's eligibility requirements. Both 10-15 Transit and Southern Iowa Trolley are reimbursed with Medicaid funds each year.
- Federal Economic Stimulus: federal stimulus funds were made available in 2009 for transportation projects including purchase and replacement of passenger transportation vehicles. Stimulus funding provided through the Iowa DOT Office of Public Transit can be used similar to 5309 funds. Stimulus funding through the RPA's can be used as STP funding, yet not local match required.

STATE TRANSIT ASSISTANCE PROGRAMS

- STA Formula Program: Much of the state transit assistance funds are distributed each fiscal year to individual transit system by using a formula. The basis of the formula is on the performance statistics from the most recent year. Each month, the dollars received in the fund during the prior month are allocated to the transit agencies. These funds can be used by the public transit system for operating, capital or planning expenses that are related to the provision of "open-to-the-public" passenger transportation. The funds are first split between urban and regional systems on the basis of total revenue miles of service by each group. Those funds are then split among individual systems in each category. Fifty percent is on the basis of locally determined income (LDI), 25% on the basis of rides per dollar of expense, and 25% on FTA and STA formula funds from the system's operating expenses.
- STA Fellowship Program: All public transit systems are eligible for funding under the STA program. These funds have been derived from a dedicated portion (currently 1/20th) of the first four cents of the state "use tax" imposed on the sale of motor vehicles and accessory equipment. STA funds are used to support public transit services and may be used for either operating or capital projects.

- STA Coordination Special Projects: available from IDOT to local and regional transit systems annually based on a performance-based distribution formula. Agencies may apply for and be awarded funds each year; amount awarded will be determined by transit agency's operating statistics from the previous year. These funds can be used for general operating and maintenance costs. STA special projects money can also be used for coordination activities.

FEDERAL FLEXIBLE FUNDS AVAILABLE TO TRANSIT

- Surface Transportation Program (STP) : RPA 17 receives an annual allocation of federal transportation funds through the STP program. These funds are distributed to counties in the region as well as 10-15 and Southern Iowa Trolley through an annual application process that is managed by Chariton Valley Planning and Development Council of Governments. Up to 80% of the project's cost are eligible and may be used for vehicle replacement. RPA 17 intends to replace one 10-15 vehicle annually under the STP program and one vehicle every other year for Southern Iowa Trolley.

OTHER

- General Levy: The cost of supporting a transit service is an eligible use fund revenues for all Iowa governments. This is the primary source of funding to support transit for counties who doesn't have the option of a transit levy, as well as for cities which chose not to use the transit levy.
- Contract Revenues: These are subsidies that are received from human service agencies, local communities, and private businesses that are willing to pay part or all of the cost for particular rides that are provided as part of the open to the public transit system. These funds can be counted as the required local match on federal projects.
- Passenger Revenue: Funds paid by passengers are the most common source of local support received by transit providers. This includes all money collected on-board the transit vehicles as well as prepaid fares from sale of passes or tickets and bills sent to a passenger. FTA requires that all passenger revenues be subtracted from the total cost of operating transit service to identify a net operating cost, before eligibility for federal financial support of operations can be calculated.
- Senior Living Program: Is a local program that is sponsored by Area XIV Area on Agency that allows for transportation of senior citizens that allows for their participation in the community and maintain independent living.
- Program Income

A. FUNDING LEVELS

10-15 Transit and Southern Iowa Trolley have multiple resources available through the Iowa DOT, Federal DOT, and Federal Transit Administration. The resources include general operating and maintenance, capital improvements, and program specific funding. In addition, 10-15 and Southern Iowa Trolley have regional resources through the availability of STP funds from respective RPAs. STP dollars may be used for planning activities and capital improvements.

Funding resources pursued and obtained by RPA public transit agencies include the following: State Transit Assistance, Capital Grants Program (5309), Non-Urbanized Area Formula Program (5311), New Freedom (5317), and regional Surface Transportation Program (STP). The funding levels are projected to increase by 3% over each year. A transit agency may also apply for additional 5317 funds if other transit agencies did not use all of their allocation through the STP. Federal funds utilized by the transit agencies include Statewide Transportation Planning Program, special Needs Formula Program, Non-urbanized Area Formula Programs, and the Older Americans Act. Other extensive financial supports come from contract revenue, passenger revenue, general levy fund, and senior living program.

<u>TABLE 8: FUNDING TOTALS</u>	Southern Trolley Amount	Iowa Budget	10-15 Transit Budget Amount
2010 Program Funding Source			
FEDERAL TRANSIT ASSISTANCE PROGRAMS:	--		--
Statewide Transportation Planning Program (Section 5304)	--		--
Capital Investment Program (Section 5309)	--		\$483,000
Special Needs Formula Program (Section 5310)	--		--
Non-urbanized Area Formula Programs (Section 5311)	\$257,977		\$526,195
Rural Training Assistance Program (RTAP) (Section 5311 (b)(3))	\$566,669		\$512,729
Intercity bus Assistance Program (Section 5311 (f))	--		--
Job Access/Reverse Commute (JARC) Program (5316)	--		\$25,000
New Freedom (NF) Program (5317)	--		\$22,562
Over-the-Road Bus Accessibility Program (Section 3038)	--		--
Older Americans Act	\$44,243		\$119,756
Head start	--		\$109,641
Medicaid	--		--
Federal Economic Stimulus	--		--
STATE TRANSIT ASSISTANCE PROGRAMS	--		--
STA Formula Program	\$243,240		\$344,895
STA Fellowship Program	--		--

FEDERAL FLEXIBLE FUNDS AVAILABLE TO TRANSIT	--	--
Surface Transportation Program (STP)	--	--
OTHER	\$500	--
Contract Revenue	\$465,000	\$924,884
Passenger Revenue	\$55,000	\$48,868
General Levy Fund	\$53,018	\$163,051
Senior Living Program	\$26,085	--
Program Income	\$19,000	--

TABLE 9: Financial Resources for 10-15 Transit (2012-2016)

	2012	2013	2014	2015	2016
RPA 17 STP	48,000	48,000	48,000	48,000	48,000
RPA 15 STP	96,000	48,000	48,000	48,000	48,000
5309(*)	253,420	192,000	192,000	144,000	145,915
5311	475,334	480,087	485,678	490,535	495,489
5317 (-)	22,562	22,562	22,562	22,562	22,562
STA-Formula	285,639	285,639	285,639	285,639	285,639
Other Funds	50,000	50,000	50,000	50,000	50,000
Total	1,230,955	1,126,288	1,131,879	1,088,736	1,095,605

Source: FTA projections from IDOT Office of Public Transit

TABLE 10: Southern Iowa Trolley Financial Resources (2012-2016)

	2012	2013	2014	2015	2016
RPA 17 STP	\$ 0	\$43,000	\$0	\$0	
RPA 14 STP					
5310/5311	\$ 292,285	\$303,976	\$316,135	\$328,780	\$341,931
STA-Formula	\$259,081	\$264,262	\$269,547	\$274,938	\$280,437
County Support	\$69,981	\$74,180	\$78,630	\$83,348	\$88,349
Passenger Revenue	\$70,196	\$74,408	\$78,872	\$83,604	\$88,620
Contract Revenue	\$494,920	\$564,209	\$631,914		
Senior Living	\$40,000	\$40,000	\$40,000	\$40,000	\$40,000
Federal OAA Title IIIB	\$42,000	\$42,000	\$42,000	\$42,000	\$42,000
Program Income	\$20,500	\$20,500	\$20,500	\$20,500	\$20,500
Other	\$2,000	\$2000	\$2000	\$2,000	\$2,000
Total	\$1,300,943	1,428,535	\$1,479,598	\$875,170	

5. RECOMMENDED PROJECTS

First Year Priorities

The first year priorities for RPA 17 can be identified through the gap analysis that was conducted earlier in this document. Transportation service should continue to be offered through extended hours to accommodate medical appointments, entertainment, and employment schedules. 10-15 Transit will continue to coordinate efforts with Seneca AAA and RSVP to apply for STA Coordination funds in 2011. [This funding source allows for additional hours for services for medical appointments and needs at the senior centers.](#) During this second year, the transit agency will be searching for a long term funding source. 10-15 will also continue to apply for New Freedom funding so that additional evening services can be provided for other than medical reasons.

[Southern Iowa Trolley continues to monitor the need for expanded service or additional hours throughout their service region, including the two counties of Decatur and Clarke.](#) At this time, there has not been a demand for evening hours for those counties but it will be an ongoing offer that will be entertained. A new service has been added in January 2011 to the list of scheduled routes in Decatur County. This bus route will provide very cost effective transportation from Leon to Lamoni three times a week. It is recommended that SIT continue its effort to make fares as affordable as possible through cost-saving measures and coordination of services whenever possible. It is also recommended that SIT continue to offer the innovative programs it has developed in order to make sure that rides are affordable. One way of helping those riders that cannot afford the existing fares and who are not eligible for existing funding streams is the new “mobility fund” designed by the Area Agency on Aging and SIT to assist riders. It is the intention of SIT to continue to explore sources of funding for the “mobility fund” and publicize its availability. SIT also plans to work at better educating its senior riders about the availability of their “donation only” option to paying fares. SIT plans to again offer its “Summer Fun Bus” program that provides free in-town rides throughout the summer to all students in the eight (8) cities that they serve. The “Summer Fun Bus” has proven successful for assisting families in transporting children to events in the summer. It began as a pilot project in Creston but has now been extended to include all communities we have buses in daily.

The RPA 17 public transit providers should also work with employers to assist with any transportation needs that may arise. 10-15 Transit is working with Vermeer on a new service that would include four routes in the communities of Ottumwa, Centerville, Oskaloosa and Eddyville to transport employees to the work site. It is hopeful that JARC funds would assist Vermeer with some of the operation costs of this service. Southern Iowa Trolley has offered similar support to S.C.I.C.A.P in their relocation from Leon to Chariton. The initial coordination of transportation identified a need but then later it was determined that the interest had diminished so that it would no longer be cost effective to offer the vanpooling service. Both public transit agencies will continue to coordinate efforts with employers who express such an interest.

[RPA 17 transit providers will need to replace buses each year in order to maintain its vehicle fleet and remove the oldest and highest mileage vehicles from service.](#) 10-15 Transit and Southern Iowa Trolley will attempt to

replace three to seven buses each year by applying for 5309 funds at the Iowa DOT and STP funds from RPA's 14, 15, and 17 that are respective to each provider. In addition to expanding services and purchasing replacement vehicles, RPA 17 public providers should request funding under the 5311 program to assist with the costs of operations, including administration and maintenance. See **Appendix D** shows the total costs for RPA 17's requests, the funding source if identified, and the desired year for the project.

Southern Iowa Trolley has identified the need to have update radio equipment installed into all vehicles in the fleet. This process has already begun and will continue so that SIT is in compliance with low-band regulations. However, SIT dispatchers have noted that there are locations within the service area that still lack radio coverage even with the new equipment. Currently, drivers have remedied the situation by using cell phones in order to communicate. SIT is searching for options to remedy this situation and are possibly considering the need to install a new repeater. The dispatchers can now better communicate with drivers on this system and track reservations on new computers recently purchased this fiscal year.

Iowa has implemented a new brokerage system to dispatch transportation requests to providers late in the year of 2010. This service has increased passenger usage and is bringing on new passengers to providers; however, there are still glitches to the system that continue to be worked out by all parties involved. Customers are stating that there have been long wait times to schedule rides; they are being directed to transportation providers that do not serve their area, or are asked to find a closer provider. Transit agencies are struggling to handle scheduling appointments on short notice due to the current process. All parties involved with the process will have to work to adapt to the new TMS system and create a fluent process for comprehensive services. Transit administrators will provide open communication with all parties so that residents are provided with a simple and positive experience on the transit systems.

10-15 Transit has installed surveillance cameras on 20 of the vehicles in the fleet. The cameras have provided documented evidence to assure quality service, assistance when there are accusations of improper treatment/conduct, and security for all parties in the vehicle. This has proved beneficial for personnel issues as well as threatening litigation over accusations from patrons. 10-15 will continue to strive for additional funding in order to equip the entire fleet with such cameras. There are 20 remaining in the inventory that need cameras at the expense of approximately \$3,500 each.

2-5 Year Priorities

The priorities for the second through fifth years will be to **maintain existing services and to replace the aging fleet of vehicles.** In order to maintain services, it is crucial to request funding from New Freedom funds in 2012 so that extended evening services will be offered by 10-15 Transit. Also critical to maintaining service, is the continued funding of 5311 to support the operating costs of both transit agencies. This assistance will allow the transit authorities to keep down costs for passengers.

It is an ongoing priority for the transit agencies to provide safe and reliable transportation to the public. Transit managers continually monitor the replacement schedules for the oldest and highest mileage buses to assure safe transportation. In order to replace the most needed buses and upgrade its fleet, Southern Iowa

Trolley and 10-15 Transit will apply for assistance using 5309 funds and STP funding from respective RPA's 14, 15, and 17. This will allow for 10-15 Transit to replace between two and six buses each year and Southern Iowa Trolley replaces two vehicles during this fiscal year. Both agencies have greatly benefited from the funding offered through the "State of Good Repair" during the current fiscal year and have ordered new additions to the fleets and expected delivery is in spring of 2011.

10-15 Transit and Ottumwa Transit Authority share the same maintenance building in Ottumwa. [Jointly they are interested in purchasing a hoist to install in the maintenance shop to service buses from both fleets.](#) This in-house service would improve the performance and maintenance capabilities and lowering expenses necessary for hiring outside contracted work. The hoist is expected to cost approximately \$75,000. The agencies are working to identify possible funding sources that could help support the expense of the equipment.

[10-15 Transit has installed surveillance cameras on 20 of the vehicles in the fleet.](#) The cameras have provided documented evidence to assure quality service, assistance when there are accusations of improper treatment/conduct, and security for all parties in the vehicle. This has proved beneficial for personnel issues as well as threatening litigation over accusations from patrons. 10-15 will continue to strive for additional funding in order to equip the entire fleet with such cameras. There are 20 remaining in the inventory that need cameras at the expense of approximately \$3,500 each.

[Both transit agencies, of 10-15 Transit and Southern Iowa Trolley, have seen an increase for the need of a lift system capable of serving riders who weigh in excess of 600 pounds.](#) The transit administrators are actively searching for such equipment to safely accommodate these patrons. However, it has been a challenge to locate any options. If or when either of the agencies are able to locate such equipment, it will need to be inspected to determine that it meets the recommendations and funding for it will be sought at that time.

Southern Iowa Trolley has identified the need [to improve the Transit facility for their agency.](#) Many options are considered at this time. They are looking into the possibility of purchasing the existing building that they lease, to build at another location, or to purchase a different building that could adequately meet their needs. Such a location would need to house their office space, a spacious shop that would allow them to service their own vehicles on site, and also host a lot that would allow the vehicles to be securely locked and covered. The current leased facility is not large enough for adequate office space nor is there a secure location that provides coverage to the fleet, so therefore would need remodeling or additions. The SIT staff members are identifying the needs for a new facility and are working with Southern Iowa Council of Governments and ATURA to assemble a feasibility study and possible funding options.

Both public transit agencies, within RPA 17 region, recognize [the critical need for ongoing education and promotion of services they provide throughout the entire region in order to maintain and/or increase ridership.](#) More traditional approaches of brochures, flyers, and publications are still effective, but it has now been recognized by transportation providers that electronic promotion can reach out to many households as well. It is important for the transit agencies to maintain a current and update website that clearly identifies

services provided to each specific county in the service area. It is recommended that agencies work with staff members to emphasize the importance of successful marketing and divide duties to accomplish this.

APPENDIX A

Figure A-1 September 29, 2010 Transit Advisory Group/Listening Session Meeting Attendance in Creston, Iowa

<i>Name</i>	<i>Agency</i>
Robert Omer	Aging Representative
Carol Smith	Innovative Industries
Jackie Loomis	Southern Iowa Resource for Families
Becky Nardy	SICOG/ATURA
Julie Pribyl	RPA 17
Steve Shelley	Adair County Supervisor
Myron Manley	Clarke County Supervisor
Dale Walters	Ringgold County Supervisor
Bonnie Godden	Taylor County Supervisor
Steve Bolie	Area XIV Agency on Aging
Pam Stow	SIT, Transit Manager

Figure A-2 November 17, 2010 Transit Advisory Group/Listening Session Meeting Attendance in Ottumwa, Iowa

<i>Name</i>	<i>Agency</i>
Chris Kukla	RPA 15
Pam Ward	10-15 Transit
Beth Owens	CCCS – Seymour
Peg Hume	SEIDA Head start
Leslie Docekal	Ottumwa Housing Authority
Darlene Hamilton	Oakwood Nursing & Rehab Center
Laura Park	SICM
Denny Ryan	Monroe County Supervisors/RPA 17

Figure A-3 November 24, 2010 Listening Session attendance in Chariton, Iowa

<i>Name</i>	<i>Agency</i>
Julie Pribyl	RPA 17
Pam Ward	10-15 Transit
Deb Storm	Chariton Chamber & Economic Dev

Figure A-4 RPA 17 Transit Advisory Group Meeting – November 30, 2010

<i>Name</i>	<i>Agency</i>
Gary Bishop	Appanoose County Engineer

Bill Buss	Appanoose County Economic Dev Corp
Ted Henderson	Bloomfield Public Works Director
Richard McKnight	Decatur County Engineer
Tom Andersen	Clarke County Engineer
Todde Folkerts	Lucas County Engineer
Nels Christensen	Chariton City Manager
John Goode	Monroe County Engineer
Tim Ehrich	Wayne County Engineer

Figure A-5 RPA 17 Transit Advisory Group Meeting – January 18, 2010

<i>Name</i>	<i>Agency</i>
Gary Bishop	Appanoose County Engineer
Bill Buss	Appanoose County Economic Development Corp
David Grove	Davis County Engineer
Tom Andersen	Clarke County Engineer
Todde Folkerts	Lucas County Engineer
John Goode	Monroe County Engineer
Dan Tometich	Albia Economic Development
Pam Ward	10-15 Transit
Pam Stow	Southern Iowa Trolley
Andy Loonan	Iowa DOT
Nichole Moore	Chariton Valley Planning and Development
Julie Pribyl	Chariton Valley Planning and Development

Figure A-6 Provider Information that received surveys

Office Address List	Office Address List	Office Address List	Office Address List
Company Name	Address Line 1	City	State
Appanoose County DHS	209 East Jackson St	Centerville	IA
Wapello Count DHS	120 East Main St	Ottumwa	IA
Lucas County	125 South Grand Ave	Chariton	IA
Monroe County DHS	103 South Clinton St	Albia	IA
Wayne County DHS	117 West Jackson St	Corydon	IA
Davis County DHS	203 South Madison Ave	Bloomfield	IA
Clarke County DHS	109 South Main St	Osceola	IA
Decatur County DHS	210 North Main St	Leon	IA

RPA 17 - SCHOOL DISTRICTS

Centerville Public Schools	634 Main Street, PO Box 370 Centerville, IA 52544	
Albia Community Schools	120 Benton Ave East Albia, IA 52531	
Bloomfield Schools	106 North East St Bloomfield, IA	52537
Chariton Community Schools	140 East Albia Rd, Box 738 Chariton, IA	50049
Davis County Community Schools	608 S. Washington St Bloomfield, IA	52537
Fairfield Community Schools	607 East Broadway Ave Fairfield, IA	52556
Moravia Community Schools	505 North Trussell Ave Moravia, IA	52571
Moulton-Udell Community School	305 East 8th Street Moulton, IA	52572
Seymour Community School	100 South Park St Seymour, IA	52590
Clarke County Schools	800 Jackson St Osceola, IA 50213	
Lineville-Clio	200 West 6th Street Lineville, IA 50147	
Wayne county Schools	102 North Dekalb Street Corydon, IA	50060
Central Decatur Schools	1403 NW Church Leon, IA 50144	
Lamoni School	202 N Walnut St Lamoni, IA 50140	
Clarke Community School	802 N Jackson St, Box 535	

Osceola, IA 50213

Murray School District

216 Sherman St
Murray, IA 50174

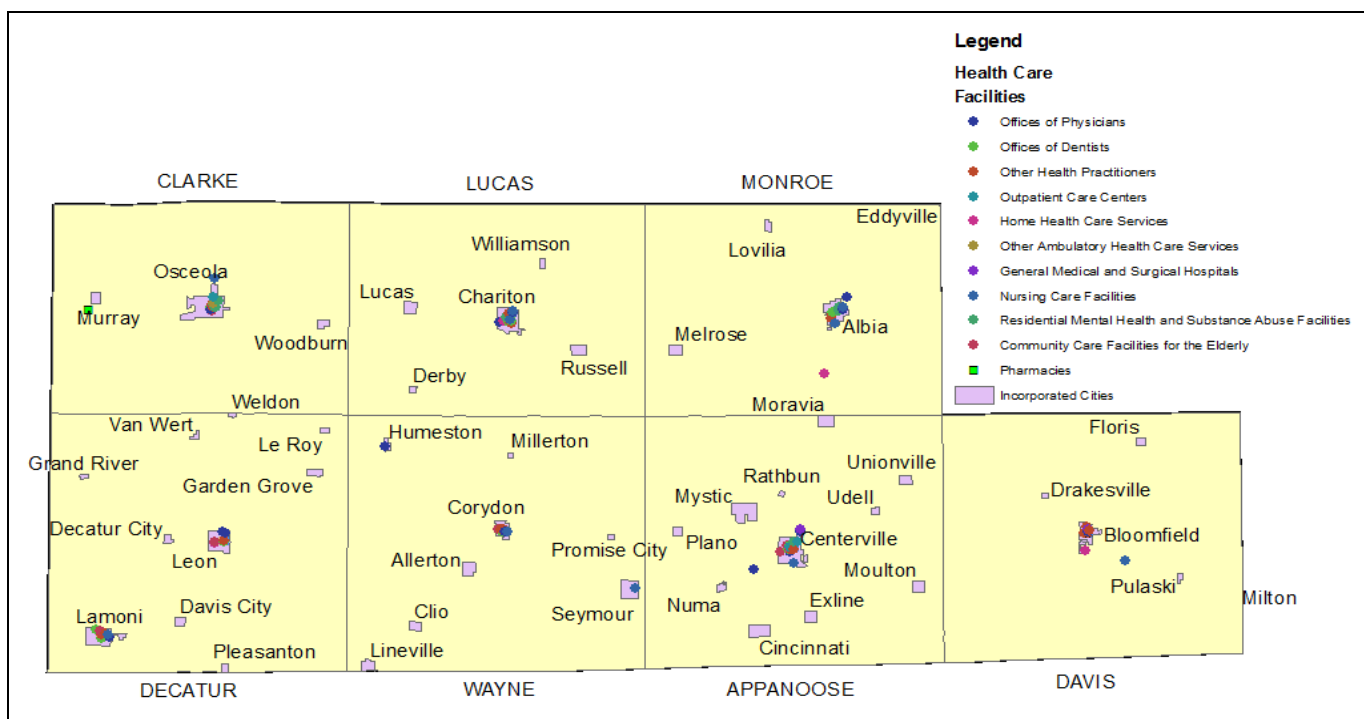
Office Address List	Office Address List	Office Address List
Company Name	Address Line 1	City, State
Monroe County Public Health	1801 South B St	Albia, IA
Chariton Nursing & Rehab Center	1214 North 7th St	Chariton, IA
Appanoose County Veteran's Affairs	19999 St. Joseph's Drive	Centerville, IA
Wayne County Veterans Affairs	612 S West St	Corydon, IA
Monroe County Veterans Affairs	1801 South B St	Albia, IA
SEIDA	111 North Main St	Centerville, IA
Iowa Workforce Development	201 N 13th St	Centerville, IA
18-80 Club	308 North 12th St	Centerville, IA
Reaching All People Together	102 North Main St	Centerville, IA
Continental at St Joseph's	19999 St Joseph's Dr	Centerville, IA
Davis County Hospital	507 N Madison St	Bloomfield, IA
Lucas County Health Center	1200 North 7th St	Chariton, IA
City of Chariton	115 S Main St	Chariton, IA
Wayne County Hospital	417 S East St	Corydon, IA
Auburn Manor, Inc	815 Auburn Ave	Chariton, IA
SENECA Area on Aging	117 South Grand St	Chariton, IA
Circle of Life Hospice	1010 North 7th St	Chariton, IA
Chariton Family Medical Center	1200 North 7th St, Suite 100	Chariton, IA
Southern Iowa Home Health Care		Albia, IA
Monroe County Council on Aging	17 North Clinton	Albia, IA
Brees Rest Home	210 Washington Ave E	Albia, IA
Monroe Care Center	120 N 13th St	Albia, IA
Hospice Of Monroe County	6580 165th St	Albia, IA
Oakwood Nursing & Rehab Center	200 16th Ave E	Albia, IA
Parkview Cottage	645 8th St	Albia, IA
Monroe County Professional Management	645 N 8th St	Albia, IA
Monroe County Hospital	6580 165th St	Albia, IA
Golden Age Care Center	1915 S 18th St	Centerville, IA
Centerville Nursing & Rehab	1208 E Cross St	Centerville, IA
The Continental at St Joseph's	19999 Saint Joseph's Dr	Centerville, IA
Maple Grove Senior Living	1917 S 18th St	Centerville, IA
New Focus	102 West Washington St	Centerville, IA
Proffitt's Residential Care Home	615 West Washington	Centerville, IA
Seneca Area Agency on Aging	308 N 12th St	Centerville, IA
Hospice Of Central Iowa	118 East JacksonSt	Centerville, IA
Seneca Area on Aging	511 E. Marion	Corydon, IA

Decatur County Hospital	1405 NW Church St	Leon, IA
Clarke County Hospital	800 S Fillmore St	Osceola, IA
Behavior Health Center	302 NE 14th St	Leon, IA
Community Health Center of Southern IA	1404 NW Church St	Leon, IA
Community Health Center of Southern IA	802 Ackerly	St Lamoni, IA
Community Health Center of Southern IA	302 NE 14th St	Leon, IA
Decatur Medical Services	1404 Nw Church	St Leon, IA
Lamoni Nursing & Rehab	215 S Oak	St Lamoni, IA
Crossroads Mental Health	820 North Main Street Suite 1	Osceola, IA
Clarke County Family Medicine	827Southjackson	Osceola, IA
Congregate Meal Site 203 NE 2nd St, Leon, IA 50144	203 NE 2nd St	Leon, IA
Decatur County Public Health	1502 NE Poplar St	Leon, IA
Lamoni Meal Site	200 Crown Colony,	Lamoni, IA
Crown Colony Retirement	200 S Smith St	Lamoni, IA
Clarke County Public Health	134 W Jefferson St	Osceola, IA
Osceola Meal Site	114 S Fillmore St	Osceola, IA
Casual Living Retirement	805 S Fillmore St	Osceola, IA
Kent Rental Apts	231 S Fillmore St	Osceola, IA
Center for Behavioral Services	221 East State St	Centerville, IA
Mercy Medical Center	1 Saint Joseph Dr	Centerville, IA
UIHC Centerville Medical Clinic	19876 St Joseph Dr	Centerville, IA
Chariton Valley Medical Center	707 South Main St	Centerville, IA
Centerville Family Care Clinic	236 West Maple	Centerville, IA
New Hope Counseling Center	303 West State St	Centerville, IA
Cornerstone Counseling Center	526 North Main St	Centerville, IA
River Hills Community Health Center	1015 N 18th St	Centerville, IA
Corydon Nursing Assoc	745 E South St	Corydon, IA
Wayne County Family Medical Center	417 S East St	Corydon, IA
Continental Care Center	400 East 4th St	Seymour, IA
Our House Elder Care Home	400 South Franklin St	Corydon, IA
Wayne County Care Facility		Corydon, IA
Commercial Resource Inc	307 N 13th St	Centerville, IA
Centerville Community Betterment	1111 Haynes Ave	Centerville, IA
ADLM Emergency Mang	12307 Hwy 5	Moravia, IA

Seneca Area on Aging	109 E. Franklin	Bloomfield, IA
Seneca Area on Aging	52537 17 N. Clinton	Albia, IA

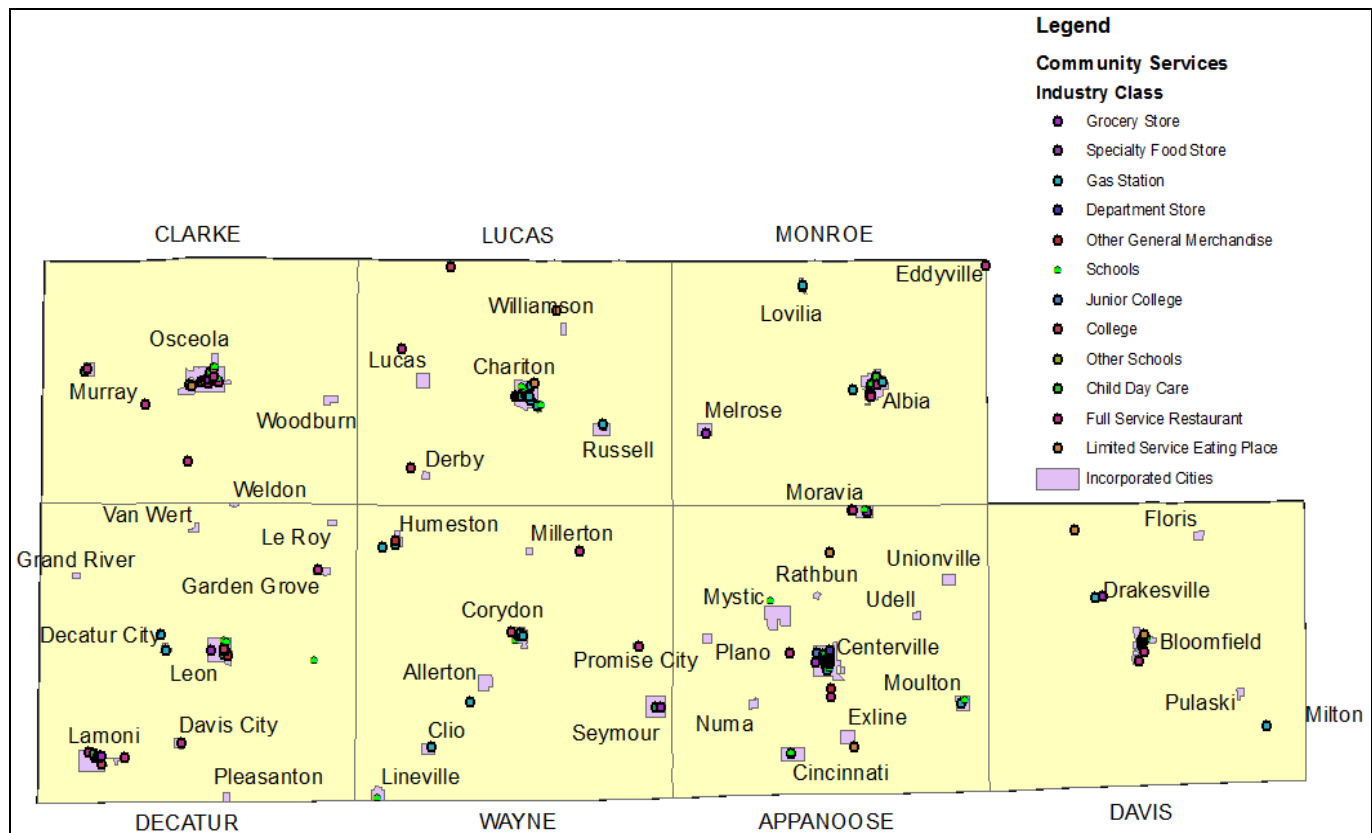
APPENDIX B

*Figure B-1: Map of Health Services of
CVTPA*



Source: Iowa DOT GIS data compiled by Chariton Valley Transportation Planning Affiliation

Figure B-2: Map of Community Services in
CVTPA



Source: Iowa DOT GIS data compiled by Chariton Valley Transportation Planning Affiliation

ADDITIONAL INFORMATION

Financial Institutions located in:

- Appanoose County – Centerville, Moravia, & Moulton
- Clarke County – Osceola & Murray
- Davis County – Bloomfield
- Decatur County – Lamoni, Leon, & Grand River
- Lucas County – Chariton, Lucas, & Russell
- Monroe County – Albia, Eddyville, & Lovilia
- Wayne County – Allerton, Corydon, Humeston, Lineville, & Seymour

Figure B-3: Major Employers of the Chariton Valley Region

CLARKE	LUCAS	MONROE	
Boyt Harness Co. Lakeside Casino & Resort Maclander, Inc. Miller Products Inc. Osceola Foods Paul Mueller Co.	Hy-Vee Johnson Machine Works	Ajinomoto Heartland Ajinomoto USA Cargill Wacker Chemical AYM Inc.	
A to Z Manufacturing Graceland University Industrial Hardfacing Interpower Lamoni Livestock Lamoni Schools Printcraft	Allerton Lumber Co. Log Chain Apiary NXMP, North America Inc. Clio Oil Taylor Fencing & Hardware	Alliant Utilities Barker Company C&C Machining Curwood Iowa Steel & Wire Mercy Medical Center Wells Manufacturing	American Welding & Tank Bloomfield Care Center Bloomfield Foundry Clarks SAM Davencorp Davis County Hospital Davis County Schools
DECATUR	WAYNE	APPANOOSE	DAVIS

Also other major employers are:

Appanoose Co., - Centerville, Moulton, Moravia Comm. School Districts
 Lucas Co.,-Chariton Comm. School District, Lucas Co. Health Center
 Monroe Co., - Albia Comm. School District, Monroe Co. Health Center
 Wayne Co., - Seymour and Wayne Co. School District, Wayne Co. Hospital

Source: Iowa DOT GIS data compiled by Chariton Valley Transportation Planning Affiliation

APPENDIX C

Figure C-1: 10-15 Transit Inventory

VEH COUNT		VEH ID	YEAR	CHASSIS	MODEL
1	Engine	983	1998	FORD	ELDORADO
2		989	1998	FORD	ELDORADO
3		011	2001	FORD	SUPREME
4		013	2001	FORD	SUPREME
5		014	2001	FORD	SUPREME
6		015	2001	FORD	SUPREME
7	Engine	016	2001	FORD	SUPREME
8		017	2001	FORD	SUPREME
9		031	2003	FORD	ELDORADO
10		032	2003	FORD	ELDORADO
11		033	2003	FORD	ELDORADO
12		034	2003	FORD	ELDORADO
13		035	2003	FORD	ELDORADO
14		041	2004	FORD	ELDORADO
15		042	2004	FORD	ELDORADO
16		043	2004	FORD	ELDORADO
17		044	2004	FORD	ELDORADO
18		045	2004	FORD	ELDORADO
19		046	2004	FORD	ELDORADO
20		051	2005	GMC	SIERRA TRUCK
21		052	2006	FORD	SUPREME
22		053	2006	FORD	SUPREME
23		054	2006	FORD	SUPREME
24		055	2006	FORD	SUPREME
25		056	2006	FORD	SUPREME
26		057	2006	FORD	SUPREME
27		071	2007	FORD	ELDORADO
28		072	2007	FORD	ELDORADO
29		073	2007	FORD	ELDORADO
30		074	2007	FORD	ELDORADO
31		075	2007	FORD	ELDORADO
32		076	2007	FORD	ELDORADO
33		981L	1998	International	El Dorado
34		982L	1998	International	El Dorado
35		032L	2003	Ford	El Dorado
36		012L	2001	International	Supreme
37		081	2008	CHEVY	UPLANDER
38		082	2008	CHEVY	UPLANDER
39		083	2008	FORD	SUPREME
40		084	2008	FORD	SUPREME
41		085	2008	FORD	SUPREME
42		086	2008	FORD	SUPREME
43		087	2008	FORD	SUPREME
44		088	2008	FORD	SUPREME

45	089	2008	FORD	SUPREME
46	101	2010	FORD	ELDORADO
47	102	2010	FORD	ELDORADO
48	103	2010	FORD	ELDORADO
49	104	2010	FORD	ELDORADO
50	105	2010	FORD	ELDORADO
51	106	2010	FORD	ELDORADO
52	107	2010	FORD	ELDORADO
53	108	2010	FORD	ELDORADO

Figure C-2: Southern Iowa Trolley Inventory

Transportation Provider:		Southern Iowa Trolley					Date Prepared:		April 21, 2010
Vehicle: Model Year/Body Manufacturer and Model	Fleet ID	No. of Seats/ Wheelchairs			Base Location	Assignments	No. of Hours Per Week Used	Is it Used Evg/Wknd?	Projected Annual Miles
2001 Ford Aerotech	71	20		2	Creston	General Public	30	Very rare	15,000
2001 Ford Aerotech	72	20		2	Osceola	General Public	25		12,000
2001 Ford Aerotech	73	20		2	Creston	General Public	40		25,000
2001 Ford Supreme	75	11		0	Creston	General Public	30	occasionally	7,000
2002 Ford Supreme	76	20		2	Creston	General Public	30		12,000
2002 Chevy Activan	77	5		2	Creston	General Public	25	Occasionally	5,000
2003 Chevy Activan	78	5		2	Bedford	General Public	15	Occasionally	11,000
2003 Ford Challenger	79	16		2	Creston	General Public	25	Occasionally	12,000
2003 Ford Challenger	80	16		2	Mt. Ayr	General Public	35	Occasionally	15,000
2003 Ford Challenger	81	16		2	Osceola	General Public	40	Occasionally	14,000
2003 Ford Crusader	82	11		2	Osceola	General Public	40	No	20,000
2004 Ford Goshen	83	10		2	Bedford	General Public	30		11,000
2004 Ford Goshen	84	10		2	Leon	General Public	40	Occasionally	11,000
2004 Ford Coach	85	10		2	Creston	General Public	40	Occasionally	11,000
2004 Ford Coach	86	15		2	Creston	General Public	40	Occasionally	15,000
2005 Dodge Caravan	87	3		2	Creston	General Public	10/15	Occasionally	25,000
2005 Dodge Caravan	88	3		2	Osceola	General Public	15/20	Occasionally	15,000
2005 Ford Supreme	89	16		2	Leon	General Public	40	Occasionally	13,000
2008 Ford Supreme	90	16		2	Leon	General Public	40	No	11,000
2008 Ford Eldorado	91	16		2	Osceola	General Public	45	Occasionally	10,000
2008 Ford Eldorado	92	16		2	Creston	General Public	45	Occasionally	10,000
2008 Chevy Uplander	93B	3		2	Bedford	General Public	35	Occasionally	10,000
2009 Ford Eldorado Bus	94	16		2	Osceola	General Public	40	Occasionally	
2009 Mini Van	S10	5		2	Osceola	General Public	40	Occasionally	
2009 Mini Van	S11	5		2	Creston	General Public	40	Occasionally	
2009 Mini Van	S12	5		2	Greenfield	General Public	40	Occasionally	
2009 Mini Van	S13	5		2	Bedford	General Public	40	Occasionally	
2009 Eldorado Aerotech Bus	S14	16		2	Osceola	General Public	40	Occasionally	
2010 Eldorado	S15	16		2	Osceola	General Public	40	Occasionally	

Aerotech Bus									
2009 Eldorado Aerotech Bus	S16	16		2	Osceola	General Public	40	Occasionally	
2009 Eldorado Aerotech Bus	S17	16		2	Osceola	General Public	40	Occasionally	
2010 Eldorado Aerotech Bus	S18	16		2	Creston	General Public	40	Occasionally	
2009 Eldorado Aerotech Bus	S19	16		2	Creston	General Public	40	Occasionally	
2010 Eldorado Aerotech Bus	S20	16		2	Creston	General Public	40	Occasionally	

APPENDIX D - Recommendation Chart

Provider Name	Project Description	Type of Project	2012 Total/Fed cost	2013–2016 Total/Fed	Recom. Funding source
10-15 Transit	176" LD Bus	Capital	\$59,000/47,000		STP
10-15 Transit	176" LD Bus	Capital		\$48,000	STP
10-15 Transit	176" LD Bus	Capital	\$59,000/47,000		STP
10-15 Transit	Purchasing & installing hoist	Capital		\$75,000	--
10-15 Transit	Installing surveillance cameras to fleet (20)	Capital		\$3,500 ea totals \$70,000	Transit Investment (local funds)
10-15 Transit	Installing lift capable of 600+ lbs	Capital			--
10-15 Transit	Continue extended hours for medical appts.	Operations	\$45,124	\$45,124	New Freedom
10-15 Transit	Upgrade radio equipment	Capital			Other- local funds
10-15 transit	Promotional work	Operations			Other- local funds
	10-15 Transit TOTALS		\$163,124/\$94,000	\$286,124	

Provider Name	Project Description	Type of Project	2012 Total/Fed	2013–2016 Total/Fed	Recomd Funding source
Southern Iowa Trolley (SIT)	ADA mini-van w/ surveillance (\$30,000STP-RPA 14)	Capital	\$46,000/\$86,180		5311
SIT	176" LD bus w/ Surveillance	Capital	\$78,000/\$64,740		5309
SIT	176" LD bus w/ Surveillance	Capital	\$78,000/\$64,740		5309
SIT	176" LD bus w/ Surveillance	Capital		\$80,340/\$66,682	5309
SIT	176" LD bus w/ Surveillance	Capital		\$80,340/\$66,682	5309
SIT	176" LD bus w/ Surveillance	Capital		\$80,340/\$66,682	5309
SIT	Installing lift capable of 600+ lbs	Capital			--
SIT	Installing radio equipment	Capital			
SIT	Complete feasibility study to upgrade facility	Planning			
SIT	Promotional work	Operations			
	SOUTHERN IOWA TROLLEY TOTALS		\$1,268,580/\$426,537	\$1,389,508/\$469,278	