

# *Passenger Transportation Plan*

Fiscal Year 2012 Update to the Fiscal Years 2010-2013 Plan

DRAFT

Des Moines Area Metropolitan Planning Organization  
Central Iowa Regional Transportation Planning Alliance  
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# 1 Introduction

## 1.1 OVERVIEW

This document serves as the Fiscal Year (FY) 2012 update to the *Fiscal Years 2010-2013 Passenger Transportation Plan*<sup>1</sup> (FY 2010-2013 PTP) and the FY 2011 PTP update<sup>2</sup> for both the Des Moines Area Metropolitan Planning Organization (MPO) and the Central Iowa Regional Transportation Planning Alliance (CIRTPA). The PTP's purpose is to provide transportation stakeholders – including, but not limited to, local residents, transportation providers, human service agencies, community organizations, elected officials, and state and federal agencies – a comprehensive analysis of central Iowa's passenger transportation system. The PTP defines passenger transportation as transportation in which the person being transported is not the driver of the vehicle, and can include buses, taxis, vans, passenger trains, and personal vehicles (when carpooling).

The FY 2010-2013 PTP includes an inventory of existing transportation services in central Iowa, an analysis of the passenger transportation system's unmet needs, proposed strategies and projects to address those unmet needs, an overview of available funding to support the passenger transportation system, and a four-year program of recommended projects that utilize available funding to address identified needs. The Iowa Department of Transportation (DOT) requires a PTP be prepared once every four years. Each year between the full documents, the Iowa DOT requires a PTP update. The FY 2011 PTP update was the first update to the FY 2010-2013 PTP and was completed in April 2010. The annual update serves to document the following:

- The planning process undertaken since the full PTP's completion, including new public input received and documentation of advisory group meetings;
- The status of projects recommended in the full PTP or PTP update;
- Other recent developments that might affect the list of transportation needs identified in the previous PTP or PTP update; and,
- Updates to the list of recommended projects included in the full PTP or PTP update.

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<sup>1</sup> The term "Passenger Transportation Plan" supersedes the term "Passenger Transportation Development Plan" that was used prior to August 2009 as the name for coordinated public transportation/human service plans in Iowa.

<sup>2</sup> The FY 2010-2013 PTP and the FY 2011 PTP update, as well as all previous PTPs, are available for download at [www.dmampo.org/library/documents](http://www.dmampo.org/library/documents).

## 1.2 HISTORY OF THE *PASSENGER TRANSPORTATION PLAN*

Numerous entities provide transportation assistance, including public transit systems and human service agencies providing transportation to specific clientele for specific purposes. These providers often receive public funding for transportation through state or federal departments, such as Departments of Health and Human Services, Transportation, Veterans Affairs, and so on. Public funding available for passenger transportation is limited; consequently, federal, state, and local governments are recognizing the need to coordinate transportation services to efficiently utilize these limited funds.

In 2004, Executive Order 13330 established the Coordinating Council on Access and Mobility. This federal interagency council began the United We Ride initiative to coordinate transportation services nationally.<sup>3</sup> Signed in August 2005, the *Safe, Accountable, Flexible, and Efficient Transportation Equity Act: A Legacy for Users* (SAFETEA-LU) continued the United We Ride initiative by providing \$52.6 billion nationally through FY 2009 for federally funded transit programs. SAFETEA-LU calls for an increased effort in coordinating transportation services, particularly services intended for elderly persons, persons with disabilities, and low-income persons. SAFETEA-LU requires a locally developed, coordinated public transportation/human service plan to award projects funds from the Federal Transit Administration's (FTA) Special Needs, Job Access and Reverse Commute (JARC), and New Freedom programs. These funding sources are of particular importance, as they aim to increase the mobility of elderly persons, persons with disabilities, and low-income persons.<sup>4</sup>

Similarly, Chapter 324A of the Iowa Code requires that all agencies expending public funds for the provision or purchase of passenger transportation services, other than public school transportation, must coordinate or consolidate that funding and the resulting services with the respective public transit system in their area.<sup>5</sup>

To comply with SAFETEA-LU guidelines, the Iowa DOT requires Iowa's nine metropolitan planning organizations (MPO) and eighteen regional planning affiliations (RPA) to complete a PTP or a PTP update annually. The PTP serves as the required, locally developed, public transportation/human service coordination plan. In addition to the federal requirement for a public transportation/human service coordination plan, the Iowa DOT requires the PTP to include projects selected for funding from all FTA and Iowa DOT funding programs. Funding amounts and sources for any project included in an MPO or RPA's Transportation Improvement Program must be derived from and justified in the PTP.

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<sup>3</sup> [www.unitedweride.gov](http://www.unitedweride.gov)

<sup>4</sup> [http://www.fta.dot.gov/leg\\_reg.html](http://www.fta.dot.gov/leg_reg.html)

<sup>5</sup> <http://coolice.legis.state.ia.us/cool-ice/default.asp?category=billinfo&service=iowacode&ga=83&input=324A>

# 2 Planning Process

The Iowa DOT requires MPOs and RPAs to develop the PTP with assistance from human service agencies and transportation providers in order to consider all passenger transportation needs and services. The Des Moines Area MPO and the CIRTPA formed the Transportation Advisory Group (TAG) – comprised of transportation providers, health and human service agencies, and other interested stakeholders – to comply with the Iowa DOT’s requirement. The TAG, in turn, has several subcommittees that work on various aspects of human service transportation coordination. The Des Moines Area MPO and the CIRTPA, via the TAG and its subcommittees, also collect public input, as needed, to assist in their planning efforts. This chapter documents the TAG’s coordination efforts, and public input received, since the FY 2011 PTP update’s completion in April 2010.

## 2.1 TRANSPORTATION ADVISORY GROUP

The TAG meets regularly during the PTP’s development, and as needed throughout the year, to:

- Assist with data collection;
- Collect public input;
- Analyze unmet transportation needs using available data;
- Develop and recommend programs and projects to address these unmet needs;
- Recommend funding for the PTP; and,
- Help implement projects and strategies included in the PTP.

The TAG began as a group of participants representing agencies that work with elderly individuals, persons with low incomes, and persons with disabilities. However, the TAG continually evolves to include other organizations that have expressed an interest in public transportation/human service coordination.

The TAG’s subcommittees meet as needed to discuss specific issues of interest to the TAG. Subcommittees include the Marketing Subcommittee, the Mobility Matters Workshop Planning Subcommittee, and the Boone County TAG.

### *Marketing Subcommittee*

When creating the first PTP (FY 2007-2011 PTP),<sup>6</sup> the TAG realized that many transportation issues raised by human service agencies and citizens stemmed from the lack of information regarding transportation services available in central Iowa. As a result, the TAG created the Marketing Subcommittee to raise the public's awareness of passenger transportation options available in central Iowa. The Marketing Subcommittee helps update transportation databases of information referral services, such as Iowa 211, Iowa COMPASS, and Aging Resources of Central Iowa, and markets those services as resources for transportation information. The Marketing Subcommittee also publishes the *Mobility Matters Newsletter*, a quarterly newsletter containing passenger transportation-related news.

### *Mobility Matters Workshop Planning Subcommittee*

The TAG created the Mobility Matters Workshop Planning Subcommittee in 2008 to help plan the first Mobility Matters Workshop held in October 2008. The subcommittee has continued to meet to plan subsequent workshops in 2009 and 2010. Subcommittee participants helped to develop invitee lists, arrange meeting venues, and plan the workshop programs.

### *Boone County Transportation Advisory Group*

In FY 2009, Boone County representatives formed their own advisory group (the Boone County TAG) to evaluate transportation coordination opportunities within Boone County. The Boone County TAG is an outcome of the October 2008 Mobility Matters Workshop and provides more localized input to the entire TAG. If successful, the TAG will encourage other counties to form county-level TAGs in the future.

Table 2.1 summarizes the number of TAG meetings, TAG subcommittee meetings, and meeting participants since the FY 2011 PTP update's adoption in April 2010.

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<sup>6</sup> The Des Moines Area MPO and the CIRTPA have developed three previous PTPs: the FY 2007-2011 PTP, the FY 2009-2012 PTP, and the FY 2010-2013 PTP. These documents are available for download at [www.dmampo.org/library/documents](http://www.dmampo.org/library/documents).

**TABLE 2.1 TAG Meetings Since Adoption of FY 2011 PTP Update**

Committee	Meeting Dates (As of 1.30.11)	Meeting Attendees
Transportation Advisory Group (TAG)	<ol style="list-style-type: none"> <li>1. April 20, 2010</li> <li>2. May 18, 2010</li> <li>3. July 20, 2010</li> <li>4. August 17, 2010</li> <li>5. October 19, 2010</li> <li>6. November 16, 2010</li> <li>7. January 18, 2011</li> </ol>	<p>James Andrew, Central Iowa Shelter and Services  Michael Audino, TMS Management Group  Loren Bawn, Bureau of Refugee Services  Chet Bor, Des Moines Area Regional Transit Authority  Wayne Clinton, Story County  Dana Conn, Transportation Management Association  Catlin Curry, Candeco  Margaret DeSio, Aging Resources of Central Iowa  Marvin Grace, Heart of Iowa Regional Transit Agency  Kathi Harris, Eyerly Ball Residential  Becky Hedges, Easter Seals  Gaye Johnson, ChildServe/Des Moines Area Regional Transit Authority  Linda Kelly, Nimbleocity  Glenn Lyons, Downtown Community Alliance  Darryl Minardi, TMS Management Group  Susan Minks, City of Des Moines  Matthew Mundell, Des Moines Human Rights Council  Dylan Mullenix, Des Moines Area MPO/CIRTPA  Carmen Murrillo, West Des Moines Human Services  Gunnar Olson, Des Moines Area Regional Transit Authority  Darold Powers, Citizen  Tim Schoh, United Way Iowa 211  Donita Snook, Urbandale Chamber of Commerce  Frank Strong, Central Iowa Center for Independent Living  Jim Tishim, Des Moines Area Regional Transit Authority  Tim Weltzin, Iowa Medicaid Enterprise  Jim Wilkie, Link Associates</p>
TAG Marketing Subcommittee	<p>(Has met informally as well via e-mail for tasks such as developing the quarterly <i>Mobility Matters Newsletter</i>)</p>	<p>Linda Kelly, Nimbleocity  Dylan Mullenix, Des Moines Area MPO/CIRTPA  Gunnar Olson, Des Moines Area Regional Transit Authority  Tim Schoh, Iowa 211</p>

**TABLE 2.1 TAG Meetings Since Adoption of FY 2011 PTP Update (continued)**

Committee	Meeting Dates (As of 1.30.11)	Meeting Attendees
TAG Workshop Planning Committee	<ol style="list-style-type: none"> <li>1. July 20, 2010</li> <li>2. August 4, 2010</li> <li>3. August 25, 2010</li> <li>4. September 15, 2010</li> <li>5. October 6, 2010</li> <li>6. October 27, 2010</li> </ol>	<p>Linda Kelly, Nimbleocity  Susan Minks, City of Des Moines  Dylan Mullenix, Des Moines Area MPO/CIRTPA  Bethany Wilcoxon, Des Moines Area MPO/CIRTPA  Jim Wilkie, Link Associates</p>
Boone County TAG	<p><i>Group meets quarterly. Meeting dates and attendees were not available as of the draft PTP update's completion, but will be included in the final document.</i></p>	

## 2.2 REVIEW OF PUBLIC INPUT

### Previous Public Input

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

- Mobility Action Planning Workshop – April 2006\*;
- Human Service Agency Survey – Fall 2006\*;
- Transportation Provider Survey – Fall 2006\*;
- Joint Human Service Agency and Transportation Provider Survey – Fall 2007\*;
- Citizen Survey – Fall 2006 and 2007\*;
- Focus Groups – Fall 2006 and 2007\*;
- Public Input Meetings – January 2008\*;
- Mobility Matters: Creating Community Transportation Solutions Workshop – October 2008\*;
- Des Moines Area MPO *Horizon Year 2035 Metropolitan Transportation Plan* Public Input Meetings – May 2008 through August 2009#;
- Mobility Management Meeting – October 2009#;
- 2<sup>nd</sup> Annual Mobility Matters Workshop – October 2009#; and,
- Des Moines Area Regional Transit Authority (DART) Public Input Meetings – December 2009 through January 2010#.

### New Public Input Strategies

In addition to the public input strategies listed previously, the TAG considered results from three new public input strategies when developing the FY 2012 PTP update. These new public input strategies include the following:

- Volunteer Transportation Summit – May 18, 2010;
- 3rd Annual Mobility Matters Workshop – November 2010; and,
- *The MPO Wants to Know* Surveys.

### *Volunteer Transportation Summit*

The TAG hosted a Volunteer Transportation Summit on May 18, 2010. Michael Audino of Audino & Associates facilitated the event. The event's purpose was to provide an overview of volunteer transportation services and determine whether central Iowa might be suitable for additional volunteer transportation services. Approximately 40 participants attended the meeting, representing transportation providers, human service agencies, and local and state government agencies. The

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\* The FY 2010-2013 PTP includes a summary of these input strategies, and the FY 2010-2013 PTP's appendix includes complete results of each input strategy.

# The FY 2011 PTP update includes a summary of each input strategy's results.

participants agreed additional volunteer transportation services should be explored for central Iowa. The TAG has discussed volunteer transportation service at most meetings following the Volunteer Transportation Summit.

### *Mobility Matters Workshop*

In November 2010 the TAG hosted its third Mobility Matters Workshop. This workshop expanded the audience and scope of discussion from the first two events to include the businesses community, government agencies, community planners, and human service and transportation providers. A total of 73 people representing 49 agencies participated in this workshop. Table 2.2 includes a list of agencies represented at the workshop.

**Table 2.2 2010 Mobility Matters Workshop Participants**

Participants	Participants (continued)
Aging Resources	Federal Transit Administration
AIDS Project of Central Iowa	Greater Des Moines Partnership
Boone County Transportation (HIRTA)	Heart of Iowa Regional Transit Agency
Center for Neighborhood Technology	Howard R. Green Company
Central Iowa Center for Independent Living	Iowa Bureau of Refugee Services
Central Iowa Shelter & Services	Iowa Department of Public Health
ChildServe	Iowa Department of Transportation
City of Ankeny	Joy Ride Transport, LLC
City of Des Moines	Link Associates
City of Waukee	Lutheran Services in Iowa
City of West Des Moines	Metro Area Planning Agency
Community Foundation of Greater Des Moines	Mosaic
Community Transportation Association of America	Nimbleocity
Confluence	Office of Senator Harkin
CyRide	Optimae Life Services
Dallas County Public Health	PJ's Transit Service
Davis Brown Law Firm	Schmett & Associates
US Department of Housing and Urban Development	Transportation Management Association
Iowa Department of Human Services	TMS Management Group
Des Moines Area MPO	United Way 2-1-1
Des Moines Area Regional Transit Authority	Urbandale Caring Corps
Des Moines Municipal Housing Agency	Visiting Nurse Services of Iowa
Des Moines Area Community College	WesleyLife
Downtown Community Alliance	West Des Moines Human Services
East Central Intergovernmental Association	

Most of the Mobility Matters Workshop's break-out sessions were educational in nature, as opposed to an open dialogue format featured in previous workshops. However, comments made throughout the event that workshop participants tended to agree with included:

- Central Iowa should pursue the development of a mobility manager position; and,
- Transportation must be planned and considered along with other community services, such as affordable housing.

### *“The MPO Wants to Know” Surveys*

In May 2010, the MPO began distributing online surveys to its mailing list approximately twice per month. These surveys typically request information about a specific topic and usually correspond with a national or local event (e.g., one survey in May 2010 was related to bicycling, as May is Bike Month).

Two surveys completed in calendar year 2010 have related to public transportation. One issued in May 2010 was in anticipation of national “Dump the Pump” day on June 17, 2010. Sixty-seven people responded to this survey. The other survey was issued in August 2010 and addressed commuting habits; 539 people responded to this survey. Appendix A includes a full summary of results from these two surveys. Between 30 and 35 percent of the survey respondents use public transportation. When asked how to improve public transportation, respondents generally reported public transportation should be more frequent in service, run longer hours, and be more available in suburban communities.

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# 3 Status of Previously Recommended Projects

This chapter summarizes the status of projects recommended in the FY 2011 PTP update. Categories used in the FY 2011 PTP update include service-related projects, and fleet, facility, and equipment projects. The following sections summarize the status of each project by noting whether the projects were funded and/or implemented and discussing the project's impact on passenger transportation needs.

## 3.1 SERVICE-RELATED PROJECTS

Table 3.1 summarizes the status of service-related projects identified in the FY 2011 PTP update to meet existing and unmet passenger transportation needs. The sections below describe some of these projects in more detail.

### DART April 2010 Service Changes

As noted in the FY 2011 PTP update, DART made several service changes in April 2010 to address a budget shortfall. These changes included modifications to the following routes:

- **Route 1 – West Des Moines/Fairgrounds:**
  - Service to Valley West Mall no longer be offered (served by Route #3);
  - Midday and weekend service operates every 60 minutes;
  - Peak service operates every 30 minutes;
  - The current Route 1 was split into two different services:
    - The east side (Fairgrounds) portion of the Route #1 remained Route #1;
    - The west side (Ingersoll/West Des Moines) portion of the Route was incorporated into the Route #11;
  - The new Route #1 on the east side of Des Moines was extended to Pleasant Hill on weekdays and replaced Route #10;
  - Route #1 Fairgrounds is now called Fairgrounds to E. 42nd & Hubbell or Fairgrounds to Pleasant Hill; and.
  - Saturday service begins later and ends earlier (Same as Sunday Service).

- **Route 3 University/Highland & Oak Park:**
  - Service operates every 15 minutes during the peak and midday on the westbound portion of the service;
  - Service to Valley West Mall on Saturdays and Sundays operates every 30 minutes instead of 60 minutes; and,
  - Saturday service begins later and ends earlier (Same as Sunday Service).
  
- **Route 4 Urbandale/E. 14th:**
  - Service operates every 30 minutes during the peak; and,
  - Saturday service begins later and ends earlier (Same as Sunday Service).
  
- **Route 5 Clark/E. 6th & E. 9th:**
  - Service operates every 60 minutes all day on weekdays; and,
  - Saturday service begins later and ends earlier (Same as Sunday Service).
  
- **Route 6 W. 9th-Douglas/Indianola-Lacona:**
  - Minor schedule time adjustments on weekdays; and,
  - Saturday service begins later and ends earlier (Same as Sunday Service).
  
- **Route 7 Ft. Des Moines/Hubbell:**
  - Minor schedule time adjustments on weekdays; and,
  - Saturday service begins later and ends earlier (Same as Sunday Service).
  
- **Route 8 SW 14th-Havens/S. Union:**
  - Reduced to 60 minute service all day on weekdays (does not operate on weekends); and,
  - Service no longer pulls into the Des Moines International Airport.
  
- **Route 10 Pleasant Hill:**
  - Replaced by Route #1 so that no transfer is required to get to Downtown Des Moines;
  - Trip times to/from Pleasant Hill remain similar to the former Route #10; and,
  - Route #1 Fairgrounds now called Fairgrounds to E. 42nd & Hubbell or Fairgrounds to Pleasant Hill.
  
- **Route 11 Jordan Creek:**
  - The west side (Ingersoll/West Des Moines) portion of the Route #1 incorporated into the Route #11;

- Service extended from Downtown Des Moines to Jordan Creek;
  - New route name is Ingersoll/West Des Moines to Valley Junction or Jordan Creek; and,
  - Service operates every 30 minutes to Valley Junction and every 60 minutes to Jordan Creek during the peak. Midday service operates every 60 minutes to Jordan Creek. Saturday and Sundays operate 60 minute service to Jordan Creek.
- **Route 12 Urbandale Business Park Shuttle:**
    - Service replaced with the On-Call service in Urbandale that extends to the Urbandale Business Park.
  - **Route 13 S.E. Park Avenue Circulator:**
    - Minor schedule time adjustments.
  - **Route 91 Northwest Express:**
    - Minor schedule time adjustments.
  - **Route 92 Urbandale Express:**
    - Minor schedule time adjustments.
  - **Route 93 NW 86th Street Express:**
    - Minor schedule time adjustments.
  - **Route 96 EP True Express:**
    - A total of four AM trips and four PM trips provided instead of the previous five AM trips and six PM trips.
  - **Route 98 Ankeny Express:**
    - A total of four AM trips and four PM trips provided instead of the previous five AM trips and six PM trips.
  - **Mitchellville-Bondurant Regional On-Call:**
    - Schedule time adjustments made to connect with Route #1.
  - **Carlisle Regional On Call:**
    - The service area will be expanded

## **DART June 2010 Service Changes**

In June 2010, DART made adjustments to its service on Route 1 and Route 11. These changes were made due to rider feedback (Route 1) and additional federal funding (Route 11). DART added an additional evening peak trip to Route 1 to respond to riders' demand for more service to East 42nd and Hubbell after services cuts were made to the area in April 2010. DART altered Route 11 to better accommodate employees of west-side businesses such as Wells Fargo and Aviva.

## **HIRTA Service Changes**

The Heart of Iowa Regional Transit Agency (HIRTA) did not implement the rural Dallas County coordination service identified in the FY 2011 PTP update. HIRTA did, however, continue operating the Story County to Iowa City service, the Boone to Jefferson service, the Boone to Des Moines service, and the rural Boone County service.

## **MegaBus**

While not included in the FY 2011 PTP update, MegaBus, a private for-profit service, began operating from Des Moines. The service provides two trips per day to and from Chicago with a stop in Iowa City. MegaBus coordinated with DART to locate a stop on Walnut Street near other DART bus stops.

## **Ames-Des Moines Service**

Trans Iowa Charters, LLC., recently proposed the development of a commuting service within the Ames-Des Moines corridor to the MPO's Public Transportation Roundtable. The Roundtable is currently working with Trans Iowa to identify funding sources to help implement the project.

## **Night Service**

Trans Iowa Charters, LLC., also recently proposed the implementation of evening service within the Des Moines metropolitan area. This service would utilize accessible vehicles to assist persons with disabilities, low-income persons, and other transportation-challenged persons travel during hours when DART and other providers do not operate. The MPO is working with Trans Iowa to identify funding sources to help implement the project.

## **Other Service-Related Projects**

In addition to the DART and HIRTA projects summarized in Table 3.1, the TAG proposed other passenger transportation projects in the FY 2011 PTP update to help address unmet transportation needs. These projects are not necessarily specific to one transportation provider; instead, they are overall coordination initiatives to improve passenger transportation service. Table 3.2 summarizes the status of these TAG-developed projects.

## 3.2 FLEET, FACILITY, AND EQUIPMENT PROJECTS

DART and HIRTA received funding to replace some vehicles and expand their fleets, identified in the previous PTP, although limited funding and/or delays in project timelines have prohibited the purchase of all vehicles. Table 3.3 summarizes the status of vehicles programmed for purchase in FY 2011.

DART received funding through the US DOT's Livability Grant program, through I-Jobs funding, and through the US DOT's TIGER II program for its Multimodal Transit Hub project. Funding received in FY 2011 completes the funding package required for the project, and groundbreaking for construction will begin in Spring 2011. DART also received funding for roof replacement on its maintenance building, and received partial funding for facility renovations. Funding for several ongoing equipment and facility improvement projects – such as preventative maintenance, facility engineering/design, deteriorating concrete, facility repairs, safety and security, shop equipment, computer hardware and software, and transit enhancements – are pending grant approval. DART did not receive funding for several larger-scale projects, bus-rapid transit projects, a downtown Des Moines tram system and a new park-and-ride facility.

HIRTA continues efforts to develop transit storage facilities in two of its counties. The CIRTPA previously studied the feasibility of a Story County facility in 2007. In December 2010, HIRTA resumed efforts for locating a facility in Story County and will be working with the CIRTPA to amend the 2007 study. HIRTA is also re-engaging in talks with Warren County for a facility.

Table 3.4 summarizes the status of facility and equipment projects programmed for FY 2011.

**TABLE 3.1 Status of Projects Recommended to Meet Existing and Unmet Service Needs**

Agency	Project	Funded	Implemented	Impact
DART and HIRTA	General operations, administration, and maintenance	Yes – State Transit Assistance (STA) and FTA Section 5310/5311 Funding	On-Going	Allows DART and HIRTA to continue operating public transportation in central Iowa. DART routes altered to fit budget constraints.
DART	Operations for rural services	Yes – FTA Section 5311 Funding	On-Going	Continues to fund the regional on-call program; helps address need for providing trips from rural communities to services in metropolitan areas.
DART	Subcontracted Paratransit operations	Yes – FTA Section 5310 Funding	On-Going	Continues DART's ability to subcontract Paratransit operations to Trans Iowa; helps address transportation needs of elderly persons and persons with disabilities.
DART	Job Access/Reverse Commute projects	FTA Job Access Reverse Commute funding pending for FY 11; TAG has recommended funding through FY 12	On-Going	Continues DART's night service and University Corridor service; helps needs of low-income persons, persons with disabilities, elderly, and general public.
DART	Continue/expand on-call services and Sunday service	FTA New Freedom funding pending for FY 11; TAG has recommended funding through FY 12	Expanded/ On-Going	Continues DART's on-call service and Sunday service; on-call service expanded to Clive and a portion of Urbandale that was not previously served; benefits elderly persons, persons with disabilities, and persons with low-incomes by providing access to jobs and other basic services over a larger geographic area than the existing fixed route system; provides service at later hours and on weekends.
DART	Increase service on Routes 7 and 11	Yes – ICAAP funding awarded	Yes – Route 7 in Feb. 2011 and Route 11 in Spring 2010	Expands service to Altoona (Route 7) and to the western suburbs (Route 11), thereby providing more commuting choices. These projects are targeted as opportunities to reduce emissions from personal automobiles by providing more transit options.
HIRTA	Medical Trips from Story County to Iowa City	Yes – New Freedom funding	Ongoing	Provides service twice per week from Ames to Iowa City for medical appointments; helps address need for medical appointments to Iowa City; service still needed from other areas, such as Des Moines.
HIRTA	Boone to Jefferson Service	Yes – STA Coordination funding	Ongoing	Provides service between Boone and Jefferson, and within Boone, to assist persons with disabilities (approximately 40 riders per day).
HIRTA	Boone to Des Moines Service	Yes - STA Coordination and New Freedom funding	Ongoing	Provides affordable transportation for Boone County citizens to medical appointments in the Des Moines area.
HIRTA	Rural Dallas County Coordination Project	No	No	Service not implemented.
HIRTA	Rural Boone County Coordination Project	Yes – STA Coordination	Ongoing	Provides rural Boone County residents affordable transportation to medical appointments and shopping in the City of Boone.

Source: Des Moines Area MPO, DART, and HIRTA

**TABLE 3.2 Status of Other Projects Recommended to Help Transportation Coordination**

Agency	Project	Funded	Implemented	Impact
TAG	3rd Mobility Matters Workshop	Yes – with STA Coordination funds matched with MPO funds	Yes – November 2010	Allowed the TAG to educate human service agencies, transportation providers, state and local government employees, and the business community about passenger transportation, mobility management, and sustainability.
Unknown	Expanded Night Service	No	No	Service not implemented, but discussions are underway with Trans Iowa, LLC., to implement a service.
Unknown	Additional Bus Training	No	No	No
TAG	Recovery Program for Unemployed Persons	No	No	Program not implemented.
TAG	Coordinated Medical Appointments	No	No	Program not implemented.
TAG/MPO	Accessibility Audit	MPO purchased Pictometry technology	Yes – Summer 2010	Audit conducted illustrating the locations of streets that do not have sidewalks, of gaps within the sidewalk system, and of bus routes without sidewalks.
TAG	Additional Bus Shelters	No	No	Additional shelters not provided.
TAG	Mobility Management Service	No	No, yet discussions and educational efforts were initiated and are ongoing	Although service has not started, local stakeholders are being educated about the need for and benefits of mobility management.
TAG	Additional Reverse Commuting Options	No	Service was already operational, but the TAG was unaware until after the FY 2011 PTP Update	Following the FY 2011 PTP Update, DART explained that riders are able to travel against the traditional peak-hour direction on all of its express route, e.g., reverse commuting.
TAG	Des Moines – Iowa City Medical Transportation	No	No	Program not implemented.
MPO/ DART/ HIRTA/ CyRide	Transit Service Between Ames and Des Moines	No	In addition to Executive Express, which started in August 2009, Trans Iowa has explored the development of commuting service in the Ames- Des Moines corridor.	Executive Express service helps meet some needs, specifically those requiring transportation to the Des Moines International Airport. Trans Iowa is considering the development of commuting services between Ames and Des Moines, which would help with transportation needs of workers, possibly low-income workers, within the corridor.

Source: TAG

**TABLE 3.3 Status of Projects Recommended to Meet Fleet Needs**

Agency	Project	Funded	Implemented	Impact
DART	Purchase 162 vehicles for replacement and expansion (32 replacement and 8 expansion in FY 2011)	No- DART will seek FY 2011 funding following the release of funds.	No implemented because funds have not yet been released	Would allow DART to maintain a fleet of vehicles with adequate mileage and useful life, and allows DART to expand services with new vehicles.
HIRTA	Purchase 40 vehicles for replacement ( 15 in FY 2011) and 4 for expansion (4 in FY 2011)	Partial- FTA Section 5309	Will purchase 7 of the 40 replacement vehicles programmed for FY 2011-2014	Allows HIRTA to maintain a fleet of vehicles with adequate mileage and useful life, and allows HIRTA to expand services with new vehicles.

Source: Des Moines Area MPO, DART, and HIRTA

**TABLE 3.4 Status of Projects Recommended to Meet Facility and Equipment Needs**

Agency	Project	Funded	Implemented	Impact
DART	Routine equipment/facility projects (preventative maintenance, facility engineering/design, deteriorating concrete repair, facility repairs, safety and security, shop equipment, computer equipment, and transit enhancements)	Will apply for FY 2011 funds when funds are released	Pending Grant Approval	Allows DART to maintain operations at its facility.
DART	Administration/Maintenance Facility Repair and Expansion	Yes – received partial funding. Will apply for remaining funds in FY 2012	No	Not implemented.
DART	Multimodal Transit Hub Construction	Yes – awarded Livability and TIGER II grant funds	Will begin construction in Spring 2011	The new facility will provide a physical structure in downtown Des Moines for buses to make transfers. The facility will have indoor, temperature controlled waiting areas and DART customer service representatives, providing for a more convenient transit experience.
DART	Bus Rapid Transit (BRT) Engineering/Design	No	No	Not implemented.
DART	Customer Facilities on University Avenue BRT Line	No	No	Not Implemented.

**TABLE 3.4 Status of Projects Recommended to Meet Facility and Equipment Needs**

Agency	Project	Funded	Implemented	Impact
DART	Western Suburbs Park-and-Ride	No – dropping project from FY 2012 list	No	Not Implemented.
DART	Roof Replacement – Maintenance Building	Yes	No	Not Implemented (awaiting additional funding).
HIRTA	Story County Storage Facility	No	Ongoing (Land Negotiations Underway)	Coordination with the City of Ames for land acquisition is ongoing.
HIRTA	Warren County Storage Facility	No	Ongoing (Feasibility Study Completed)	Feasibility study completed. Coordination with Warren County ongoing.

Source: Des Moines Area MPO, DART, and HIRTA

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# 4 Recent Developments

This chapter discusses developments since the FY 2011 PTP update's adoption that could have an impact on the FY 2011-2014 PTP's prioritized list of transportation needs and/or the FY 2011-2014 PTP's program of recommended projects.

## 4.1 NON-EMERGENCY MEDICAL TRANSPORTATION BROKERAGE

In October 2010, the State of Iowa transitioned to a new Non-Emergency Medical Transportation brokerage. This brokerage, administered by TMS Management Group, Inc., works to match Medicaid members' trip requests with the most cost-effective and efficient transportation provider. This new system brings about a change for Medicaid funded trips, as Medicaid members must now work through TMS Management Group, Inc., rather than directly with a transportation provider, for medical trips.

## 4.2 VOLUNTEER TRANSPORTATION SUMMIT

As noted in Chapter 2, the MPO hosted a volunteer transportation summit in May 2010. The TAG views volunteer transportation services as an opportunity to develop low-cost transportation alternatives and has been pursuing the development of more volunteer services since the May 2010 summit. Since that time, the TAG has been meeting with existing volunteer transportation services and has been exploring the development of additional services. The TAG foresees continued efforts to develop volunteer transportation programs in the near future.

## 4.3 *DART FORWARD 2035*

DART is currently working on a comprehensive regional transit plan – known as *DART Forward 2035* – as well as an Alternatives Analysis. The *DART Forward 2035* plan will include analysis and a plan of what transit service in the Des Moines metropolitan area should look like in the next 10 years. This 10-year plan will be fiscally constrained and will include an incremental service plan to achieve the 10 year vision. The plan also will include a longer-range plan extending to 2035. The planning effort will include analysis, including an evaluation of existing services, a latent demand analysis, a system-wide ridership count, an origin-destination study, and a transfer analysis. Short-range (10-year) plan outcomes will include recommendations for bus route restructuring, new route and/or on-call services for the region, and facility improvements. Longer-range outcomes will include routing for new routes not currently served by DART, Intelligent Transportation System strategies, analysis of future capital

needs, new facility recommendations, and recommendations for fixed guideway projects in major travel corridors.

#### **4.4 REGIONAL PLAN FOR SUSTAINABLE DEVELOPMENT**

In October 2010, a consortium of local stakeholders headed by the MPO received a \$2 million grant through the US Department on Housing and Urban Development (HUD) under the Sustainable Communities Regional Planning Grant program. The funds will be used over the next three years to develop a *Regional Plan for Sustainable Development* for the Des Moines metropolitan area. This plan will attempt to develop a comprehensive and coordinated 40-year plan, and will include, at a minimum, provisions for transportation, affordable housing, economic development, land use, and water infrastructure. The planning process will pay special attention towards engaging traditionally underrepresented individuals (e.g., low-income, elderly, persons with disabilities, and persons with limited English proficiency). The *Regional Plan for Sustainable Development* and DART's *DART Forward 2035 Plan* will be closely intertwined to ensure public transportation is planned in a comprehensive, sustainable way. The three-year planning process is expected to begin in Spring 2011.

#### **4.5 MOBILITY MANAGEMENT**

The TAG continues to pursue the development of a mobility management system for central Iowa. In January 2011, local stakeholders met to discuss applying for mobility management funds through the Iowa DOT. The TAG, through DART and HIRTA, intend to pursue funding to create two mobility manager positions in central Iowa. One mobility manager would work with organizations in the Des Moines metropolitan area and would have a focus on travel training. The other mobility manager would work with organizations in the more rural areas of central Iowa and would have a focus on funding issues. Both managers would work together to ensure coordinated mobility management across central Iowa.

#### **4.6 LIMITED ENGLISH PROFICIENCY ANALYSIS**

For the FY 2012 PTP process, the Iowa DOT introduced a new requirement that incorporates a Limited English Proficiency (LEP) analysis into the PTP effort. While this traditionally would be included only in the full PTP development, the Iowa DOT has required the analysis be included in the FY 2012 PTP update as well. The LEP analysis is to identify where concentrations of LEP populations live, work, attend school, et cetera, as well as any needs to ensure meaningful access to passenger transportation programs and activities.

The MPO used the US Census Bureau's 2005-2009 American Community Survey (ACS) 5-Year Estimates to analyze LEP in central Iowa. This ACS data is available for census tract geographies, and is the most recent update to other LEP data derived from the 2000 Census. The 2005-2009 ACS data only includes information for linguistically isolated households and does not include information about where LEP populations work, attend school, and so forth. The US Census Bureau defines linguistic isolation as "a measure of English-speaking ability in a household. A linguistically isolated household is one in which no person age 14 or over speaks English at least "very well." That is, no person age 14 or over speaks only English at home, or speaks another language at home and speaks English "very well." A linguistically isolated person is anyone living in a linguistically isolated household."<sup>7</sup>

When analyzing LEP, the Federal Transit Administration recommends identifying "specific census tracts where the proportion of LEP persons exceeds the proportion of LEP persons in the service area as a whole."<sup>8</sup> The MPO followed this guidance and identified census tracts with LEP concentrations that exceed the central Iowa region as a whole. Table 4.1 summarizes linguistic isolation in central Iowa. Approximately 2.25% of households in central Iowa are linguistically isolated according to the 2005-2009 ACS. The map on the following page illustrates those census tracts in which linguistically isolated households 2.25% of all households. The map indicates that concentrations of linguistically isolated households are located in the Des Moines metropolitan area, the Ames metropolitan area, Perry, Nevada, Gilbert, Newton, and Pella.

**TABLE 4.1 Linguistic Isolation in Central Iowa**

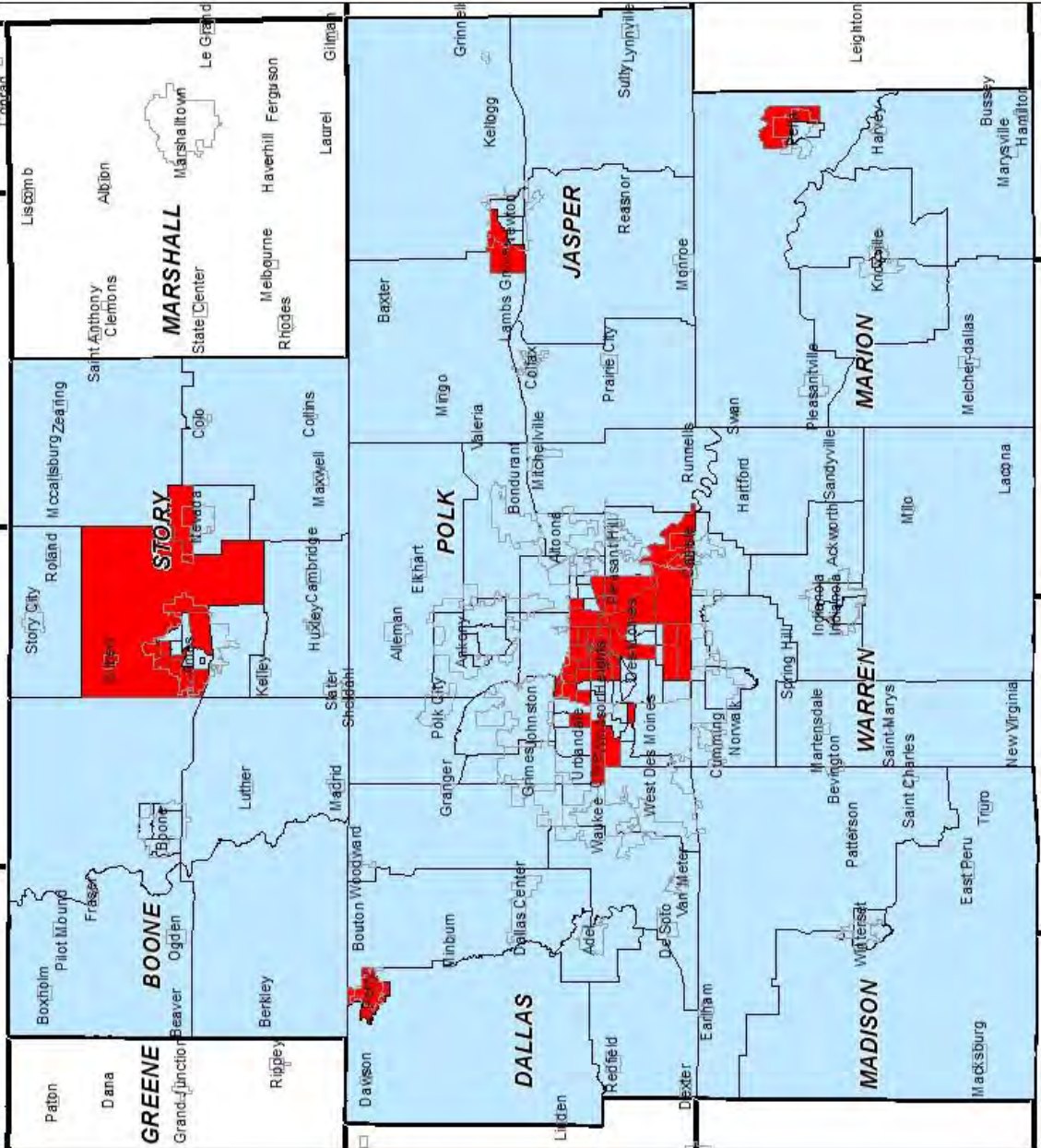
Households	Number	Percent of Total
Total	284,370	100.00%
English Only	257,670	90.61%
Spanish	12,965	4.56%
<i>Linguistically Isolated</i>	3,433	1.21%
Other Indo-European	7,139	2.51%
<i>Linguistically Isolated</i>	1,082	0.38%
Asian and Pacific Island Languages	5,390	1.90%
<i>Linguistically Isolated</i>	1,551	0.55%
Other Languages	1,206	0.42%
<i>Linguistically Isolated</i>	344	0.12%
Total Non-English Speaking	26,700	9.39%
<i>Total Linguistically Isolated</i>	6,410	2.25%

Source: 2005-2009 American Community Survey 5-Year Estimates

<sup>7</sup> <http://www.census.gov/hhes/socdemo/language/about/faqs.html>

<sup>8</sup> *Implementing the Department of Transportation's Policy Guidance Concerning Recipients' Responsibilities to Limited English Proficiency (LEP) Persons – A Handbook for Public Transportation Providers*, page 16, April 13, 2007. [www.fta.dot.gov/documents/LEP\\_Handbook.doc](http://www.fta.dot.gov/documents/LEP_Handbook.doc)

# Concentration of Linguistically Isolated Households in Central Iowa



## Linguistic Isolation - Households

### By Census Tract

- Below Central Iowa Average
- Above Central Iowa Average

Notes: Approximately 2.25% of households in central Iowa, as a whole, are linguistically isolated.

Source: 2005-2009 American Community Survey 5-Year Estimates



DART's 2010 Title VI Program Update includes a variety of existing and proposed LEP programs and services. Existing services include the following:

- One of the four staffers in the Schedule Information department is bilingual (Spanish);
- Schedule Information staff regularly evaluate customers' LEP needs and options to better serve them;
- Spanish translation of DART policies and services on DART's website will be available in October 2010;
- Onboard passenger surveys available in Spanish administered by bilingual surveyors;
- Many DART bus operators are bilingual in a variety of languages;
- Announcements and other onboard notices printed in English and Spanish;
- Title VI policy and complaint form translated in Spanish;
- Translation of key DART documents available upon request; and,
- Meetings with community-based organizations.

Future programs and services include the following:

- Partnerships with community organizations to develop a list of language translation volunteers who are available for public meetings. This option could be used where advanced notice is provided that translator services are needed. This option may also help increase the number of languages for which translation services are available;
- Development of written translation and oral interpreter service providers database. This would improve the speed and convenience with which written documents can be translated for the public, and reduce the need to have public requests for them;
- Use of Des Moines Area MPO's LEP services outlined in the organization's LEP plan, as developed;
- Ensure DART member governments are aware of the US DOT LEP guidance and inform them of DART's measures to inform LEP individuals, as appropriate;
- Updates to the DART LEP Plan, as needed by new events, such as the release of language-related demographic data from the 2010 decennial census and/or indications of increases in LEP population;
- Identify community based organizations that are not being contacted through existing outreach;
- Incorporate services to assist LEP customers in forthcoming intelligent transportation system (ITS) passenger information capabilities, including onboard audio annunciation in multiple languages and on electronic signs;
- Training Schedule Information Center staff in the use of online translation services for other languages (i.e., Russian, Portuguese, Vietnamese) to assist customers;
- Establish translation and interpretation services that will be available upon request;

- Spanish translation of DART policies and services on the system map and route schedules;
- Having a professional language interpreter (Spanish) available at public meetings when available;
- Meeting notices include explanation of procedures to request language translation;
- Provide Language Identification Flashcards on all transit vehicles, at DART administrative offices, and in DART staff cars;
- Survey bus operators and other front line staff annually about their contact with LEP persons during the previous year;
- Post DART's Title VI and LEP Plan on the DART website;
- Include language "Spanish a plus" on bus operator recruitment flyers; and,
- Prepare a customized foreign language booklet in Spanish for Bus Operators which will contain a number of common transit-related phrases such as "Please provide exact change" and "Where would you like to go?".

HIRTA also provides measures to ensure LEP clients have access to information. HIRTA providers currently make Spanish language brochures available to its customers. Some of HIRTA's contracted providers also have other LEP measures that can be used, if needed. For example, the Christian Opportunity Center in Pella has a staff person who can translate into Spanish. HomeCare Service in Dallas County has used resources at the schools in Perry to assist with LEP customers, when necessary. HIRTA will be working with its providers to develop other measures to ensure its contractor area able to provide information to LEP customers and to ensure the LEP community is aware of these measures.

#### **4.7 PRIORITIZED LIST OF NEEDS**

The TAG considered feedback from the various public input strategies, discussion at TAG meetings, and recent developments previously described in this chapter to determine the need for any changes to the prioritized list of passenger transportation needs included in the FY 2011 PTP update. At its January 18, 2011, meeting, the TAG chose to amend the previously developed list of prioritized passenger transportation needs to include the development of mobility manager positions and the development of volunteer transportation systems. Table 4.2 includes the TAG's prioritized list of passenger transportation needs.

**TABLE 4.2 Prioritized Passenger Transportation Needs**

Rank	Need
1	Need to maintain and expand existing services;
2	Need to develop a mobility management system and/or hire a mobility manager(s) for central Iowa.
3	Need to develop more volunteer transportation systems in central Iowa.
4	Need for more marketing/education of transportation information and for making information easier to access;
5	Need to get more low-income persons access to jobs at the hours they need them;
6	Need for more hours of service on weekends and weeknights;
7	Need for trips to essential services, particularly trips to medical appointments in Des Moines and Iowa City;
8	Need for more training on how to use the bus system;
9	Need to better service multi-purpose trips;
10	Need to increase the accessibility of transit, i.e., ensuring sidewalks to bus stops are in good condition;
11	Need for local governments to include transit more in the planning and development process;
12	Need to continue to study rapid transit alternatives; and,
13	Need to make passenger transportation more affordable.

Source: TAG

# 5 Recommended Projects

Chapter 5 includes passenger transportation projects recommended by the TAG for implementation between FY 2012-2015. The projects recommended are categorized into two tables: Table 5.1 includes projects recommended for FTA or Iowa DOT funding during the next four fiscal years, while Table 5.2 includes projects that will seek other funding, such as human service funding, for implementation. Upon the Des Moines Area MPO's and the CIRTPA's adoption of this FY 2012 PTP update, this chapter amends and replaces Chapter 6 of the FY 2010-2013 PTP.

Projects in Table 5.1 will serve as the starting point on which the MPO and the CIRTPA will base the transit element of their respective *Fiscal Years 2012-2015 Transportation Improvement Programs*. With the exception of two new projects, the TAG previously recommended all projects included in Table 5.1 in the FY 2010-2013 PTP. Chapter 4 of the FY 2010-2013 PTP provides additional information about these previously recommended projects and a discussion of how each project meets the prioritized list of transportation needs. The two new projects include HIRTA's Dallas County Coordination project, and the hiring of a mobility manager for central Iowa. The Dallas County Coordination project is similar to the Boone County Coordination project, providing rural Dallas County residents affordable transportation into larger Dallas County communities for medical appointments and other services not available in smaller communities. The TAG recommends the hiring of a mobility manager to work with transportation providers and human service agencies full time on coordination issues.

**TABLE 5.1 Projects Recommended for FTA or STA Funding, FY 2012-2015**

Recommending Agency/Provider	Description	Type	Total Estimated Cost (\$000s)	Estimated Year	Recommended Funding Source
DART	Ongoing Operations	Operation	7,600	2012-2015	STA/5310/5311
DART	Fleet Replacement (approximately 31 vehicles past useful life, 27 in FY 2012)	Capital	22,176	2012-2015	5307/5309/5310/STP/
DART	Fleet Expansion (10 vehicles, 8 in FY 2012)	Capital	3,781	2012-2013	5309/CMAQ
DART	Lease Payments on 16 Vehicles Purchased in 2003	Capital	526		5307
DART	Rideshare Vehicle Replacement/Expansion (102 vehicles, 25 in FY 2012)	Capital	3,104	2012-2015	5307
DART	Ongoing Equipment/Maintenance	Capital	24,000	2012-2015	5307/5309/CMAQ
DART	Administrative/Maintenance Facility Engineering/Design	Capital	80,000	2012-2015	5307
DART	Facility Renovation	Capital	1,100	2012	Infrastructure Grant

**TABLE 5.1 Projects Recommended for FTA or STA Funding, FY 2012-2015  
(continued)**

Recommending Agency/Provider	Description	Type	Total Estimated Cost (\$000s)	Estimated Year	Recommended Funding Source
DART	Ongoing JARC Projects – Night and University Avenue Service	Operation	1,500	2012-2015	JARC
DART	Ongoing/Expanded On Call and Sunday Service	Operation	1,100	2012-2015	New Freedom
DART	Smart Card Reader	Capital	625	2012	5309
DART	New Bus Rapid Transit Customer Facilities on University Avenue	Capital	1,875	2012	5309
DART	Farebox Replacements	Capital	1,750	2013	5309
DART	Western Suburb Express – Operating and Buses	Operation	500	2013	CMAQ
DART	Western Suburb On-Call – Operating and Buses	Operation	200	2013	CMAQ
DART	Increased Service – Routes 7 and 11	Operation	771	2012-2013	CMAQ
DART	Planning Projects	Planning	2,900	2012-2015	5307
DART	Support Vehicles	Capital	669	2013-2015	5307
HIRTA	Ongoing Operations	Operation	5,890	2012-2015	STA/5310/5311
HIRTA	Fleet Replacement (approximately 34 vehicles, 9 in FY 2012)	Capital	2,564	2012-2015	5309
HIRTA	Fleet Expansion (6 vehicles to enhance service in Boone, Story, Warren, and Dallas Counties)	Capital	400	2012	5309
HIRTA	Continue Ames-Iowa City Service	Operation	100	2012-2015	New Freedom
HIRTA	Continue Boone-Des Moines Service	Operation	131	2012-2015	New Freedom
HIRTA	Rural Dallas County Coordination	Operation	67	2012-2013	STA Coordination
HIRTA	Continue Rural Boone County Coordination	Operation	10	2011	STA Coordination
HIRTA	Story County Storage Facility	Capital	Unknown	Unknown	Unknown
HIRTA	Warren County Storage Facility	Capital	Unknown	Unknown	Unknown
DART & HIRTA	Mobility Manager	Operation	Unknown	2012-2015	STA Coordination/New Freedom
Trans Iowa	Ames-Des Moines Corridor Commuter Services	Operation	Unknown	2012-2015	Fares, possibly Intercity Bus funds

Source: DART, HIRTA, TAG, and Trans Iowa

With the exception of two new projects, the TAG also previously recommended all projects included in Table 5.2 in the FY 2010-2013 PTP. Chapter 4 of the FY 2010-2013 PTP provides additional information about these projects and a discussion of how each project meets the prioritized list of transportation needs. One new service included in Table 5.2 is the expansion of volunteer transportation programs in central Iowa. The TAG believes that volunteer programs could be a low-cost solution to help provide service in areas and at times when public transit agencies do not operate. Starting in FY 2012, the TAG will begin working with selected organizations, such as senior citizen-based agencies and neighborhood associations, to begin pilot projects. The TAG is also working with existing volunteer services to determine any opportunities for expanding those services. The other service the TAG recommends is providing medical transportation service from Des Moines to the University of Iowa Hospitals and Clinics in Iowa City. This service could be provided by either adding a stop in Des Moines to HIRTA's existing Ames-Iowa City service or, if that option is not feasible, by beginning a new service.

**TABLE 5.2 Projects Recommended for Other Funding, FY 2012-2015**

Recommending Agency/Provider	Description	Type	Total Estimated Cost (\$000s)	Estimated Year	Recommended Funding Source
TAG	Send Team to CTAA Coordination Institute	Planning	-	2011	-
TAG	Mobility Matters Workshop	Planning	6	2012-2015	STA Coordination, Local funds
TAG	Volunteer Services	Planning and Operation	Unknown	2012-2015	Unknown
TAG	Night Service	Operation	Unknown	Unknown	Unknown
TAG	Bus Training	Coordination	Unknown	Unknown	Unknown
TAG	Recovery Program for Unemployed Persons	Operation	Unknown	Unknown	Unknown
TAG	Coordinated Medical Appointments	Coordination	Unknown	Unknown	Unknown
TAG	Des Moines-Iowa City Medical Transportation	Operation	Unknown	2012-2015	Medicaid
TAG	Implementation of Mobility Management Action Plan created in FY 2010	Planning	Unknown	2012-2015	Unknown

Source: TAG

# *Appendix*

*“The MPO Wants to Know” Survey Results*

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**The MPO Wants to Know: Dump the Pump**

In an effort to better understand public views, the MPO has launched a series of online surveys about various transportation-related topics. For a list of available surveys, please visit the MPO website at <http://www.dmampo.org/user/survey.html>. Below are the results of a survey distributed to highlight National Dump the Pump Day on June 17, 2010. 67 people responded to this survey

*Question 1. Do you utilize public transportation?*

Yes .....	31.3%
No.....	68.7%

*Question 2. If yes, how many days per week do you ride public transportation?*

One .....	19.0%
Two three days .....	19.0%
Four to six days .....	52.4%
Daily.....	9.5%

*Question 3. Why do you use public transportation instead of another mode of transportation?*

To reduce my environmental impact .....	29.6%
To save money.....	29.6%
Convenience .....	11.1%
Do not have to park a vehicle .....	7.4%
Do not own a vehicle.....	7.4%
Other (please specify).....	14.8%
• I do not use it since I can't get to work with the routes.	
• To teach others how to use the bus.	
• I hate to drive.	
• During the state fair, it is easier and quicker.	

*Question 4. How satisfied are you with the public transportation service available in the Des Moines metropolitan area?*

Not satisfied.....	31.9%
Somewhat satisfied.....	51.1%
Very satisfied.....	17.0%

*Question 5. Have the recent DART service cuts adversely impacted you? Please explain.*

Most of the respondents explained that the recent service cuts have not directly impacted them. However, several individuals did report that acquaintances, such as students and low income residents who live in downtown Des Moines, have been adversely impacted by the cuts. The cuts mean some buses only run every hour instead of every twenty minutes, which has made riding the bus “more frustrating.” Furthermore, it has made traveling around town and arriving at a specific destination on time problematic.

One respondent who has been impacted by the cuts stated that there are fewer buses to arrive at

specific destinations. This respondent stated, “I cannot use public transportation unless I map out my entire day around the bus schedules. It is a lot less convenient.”

*Question 6. What changes would you recommend to increase public transportation ridership?*

Respondents offered several suggestions to increase public transportation ridership in the Des Moines metropolitan area. The most common replies related to the frequency of service. Individuals desire buses that run more often, that run later into the evening, and that run to and from the suburbs. Riders want routes that do not require them to go into downtown Des Moines. The routes also should be extended to take advantage of growing areas, such as Ankeny, Waukee, and Grimes, according to one respondent.

Additional suggestions for increasing public transportation ridership include reducing fares, expanding marketing and education efforts to make people aware of the savings and ease of use associated with public transportation, offering incentives for first time riders, and posting schedules on buses. Some riders feel safety needs to be increased on buses, while others point to improvements at bus stops (e.g., shelters, benches, etc.). Several respondents recommended more park and ride locations; one individual suggested turning vacant lots along Ingersoll Avenue into park and ride locations to serve downtown Des Moines.

Others proposed the addition of a light rail from Des Moines to the western suburbs, the installation of a rail system from Waukee to Altoona, and a train, light rail, or bus rapid transit system running along the Interstate 35 corridor between Ames and Des Moines.

*Question 7. Are you familiar with the Rest Your Car program?*

Yes .....	53.2%
No.....	46.8%

*Question 8. If you participate in the Rest Your Car program, what mode do you generally use?*

Mass transit .....	27.3%
Bicycle.....	15.9%
Carpool.....	13.6%
Vanpool .....	4.5%
I do not participate in the program .....	38.6%

*Question 9. What could the MPO do to help enhance the public transportation system in the Des Moines metropolitan area?*

Respondents would like the MPO to help create a passenger rail system or tram; one individual thought this addition would be a “prestige factor.” Such solutions would be cheaper in the long run, would diminish pollution, and would hold more riders, according to the individual.

Riders are happy with the bike racks on buses but would also like bike lockers to be installed near bus stops. They want routes that do not necessitate traveling through downtown, routes that are convenient for those working after 5:30 p.m., and routes that improve connectivity in and around the metro. One individual proposed special routes for specific events, such as the downtown farmers market, while another individual suggested a focus on transit-dependent populations.

Several individuals want the MPO to encourage activity-oriented development and to support land use initiatives that may increase housing density. These individuals also want more promotion of the Rest Your Car program, noting they often forget about the program.

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**The MPO Wants to Know: Commuting Habits**

In an effort to better understand public views, the MPO has launched a series of online surveys about various transportation-related topics. For a list of available surveys, please visit the MPO website at <http://www.dmampo.org/user/survey.html>. Below are the results of a survey related to commuting habits, which was issued to coincide with new evidence of a strong correlation between driving and obesity rates. 539 people responded to this survey.

*Question 1. How do you travel to work?*

Bike .....	4.8%
Drive.....	56.4%
Mass Transit .....	34.3%
Telecommute .....	2.1%
Walk .....	2.3%
Other	
• <i>Carpool</i>	
• <i>Motorcycle</i>	
• <i>Multimodal trips</i>	
• <i>Rideshare/Vanpool</i>	

*Question 2. Approximately how many miles do you commute (one way)?*

Less than ½ mile.....	1.5%
½ to 1 mile.....	1.7%
1 to 2 miles .....	3.2%
2 to 5 miles .....	11.5%
5 to 10 miles .....	23.0%
More than 10 miles.....	59.2%

*Question 3. Approximately how long does your commute last?*

Less than 5 minutes .....	2.4%
5 to 10 minutes .....	6.1%
10 to 20 minutes .....	25.7%
20 to 30 minutes .....	30.0%
More than 30 minutes.....	35.8%

*Question 4. Do you take the health implications into consideration when choosing your mode of commuting?*

Yes .....	37.3%
No.....	62.7%

*Question 5. If you commute via automobile, do you commute alone?*

Yes .....	39.1%
No.....	35.3%
I do not commute via automobile .....	25.6%

Question 6. If you lived within a reasonable distance, would you bike or walk to work?

Yes ..... 70.9%  
No..... 19.5%  
I already bike and/or walk to work..... 9.6%

Question 7. Studies show that commuting via automobile may increase stress levels, which in turn adversely impacts one's health. Does your commute create more stress in your life?

Yes ..... 25.2%  
No..... 74.8%

Question 8. What would you most like to change about your commute?

The majority of respondents want more public transportation options. These individuals want more service to suburban areas and would like service reinstated to other areas. Many individuals also want more frequent service; by offering more trips, more people would utilize the Des Moines Area Regional Transit Authority's (DART) services. Numerous respondents noted that they are able to commute via automobile in less time than they are via public transportation.

Many respondents desire shorter commutes – both in time and in distance. People would bike and/or walk if they lived closer to their workplaces. As one individual notes, however, "I like my home, and I like my job; there is no good alternative." Another respondent states that a shorter, faster commute would result in less stress. However, some are required to live in certain areas. Still another respondent mentions that, "Commuting is a way of life for many of us that live beyond the suburbs." Surprisingly, two respondents want longer commutes. One individual desires a longer commute so that bicycling would have more of a health impact. The other individual seeks a longer commute in order to allow more time to read.

Several respondents want to reduce their respective commutes by telecommuting at least one or two days per week. Other respondents want more people to participate in existing carpools. Not only would this reduce driving responsibilities, it also would reduce costs.

Similarly, several respondents would like cheaper bus passes; some feel the fares are "a bit pricey." One individual suggests more discounts for those that carpool with more than two people. Another person would like companies to offer discounts for vanpooling.

In addition to vanpooling, respondents seek other options. Suggestions include light rail, more bike lanes and paths, and a bullet train. Respondents want to be able to bike every day, yet many businesses do not offer facilities that would allow for this to occur.

A few respondents would like to eliminate construction from their commuting routes. On the contrary, though, some individuals point out specific "bumpy" roads that should be fixed in order to reduce wear and tear on vehicles. Smoother trails also would help enhance the commute for those who bicycle.

Others want to reduce the amount of traffic. Respondents also suggest reducing the number of traffic lights along some routes and improving the timing of other traffic lights. A few respondents would like more bus shelters to protect them from inclement weather as well.

Despite the previous thoughts, many respondents do not desire any changes in their respective commutes. Some of these individuals drive, some ride the bus and/or vanpool, and some bike or walk. Some like the option of a multimodal commute, while others enjoy the time spent with fellow carpools. Still others take pleasure in the daily drive.