

Passenger Transportation Survey Iowa Northland Region

This document presents the results of the Passenger Transportation Survey that was conducted as part of the development of the FY 2021-2025 Passenger Transportation Plan (PTP) for the Black Hawk County Metropolitan Planning Organization (MPO) and the Iowa Northland Regional Transportation Authority (RTA). The MPO includes the cities of Waterloo, Cedar Falls, Evansdale, Hudson, Elk Run Heights, Gilbertville, and Raymond, as well as parts of unincorporated Black Hawk County. The RTA includes Black Hawk, Bremer, Buchanan, Butler, Chickasaw, and Grundy Counties, excluding the MPO-area. The MPO and RTA combined constitute the Iowa Northland Region.

The purpose of this survey was to help identify existing transportation services, transportation needs, and opportunities for coordinated services for the Iowa Northland Region. Survey responses were also utilized to help identify passenger transportation investment priorities and strategies for the next five years.

The Passenger Transportation Survey was created and administered by INRCOG staff with input from the Transit Advisory Committee (TAC). TAC participants included the following:

Lorie Glover	Black Hawk County Emergency Management
Nafissa Cisse-Egbuonye	Black Hawk County Health Department
Jan Heidemann	Bremer County of the East Central Region
Debra Hodges Harmon	Iowa Works
Todd Rickert	Grundy County Social Services
Susan Backes	House of Hope
Mark Little	MET Transit
Lon Kammeyer	MET Transit Board
Mike Dangan	Public
Ben Kvigne	INRCOG/RTC
Kyle Durant	INRCOG
Codie Leseman	INRCOG

The survey was conducted through the website www.surveymonkey.com. The website enabled the creation of the survey questions and choices, the creation of a link for users to click to access the survey, and collection of responses. Surveys were sent to assisted living facilities, retirement communities, hospitals, clinics, human service agencies, taxi services, and transit providers in the region. To solicit responses, agencies were sent a letter which included a link to the survey. To improve response rates, a paper survey and return envelope with prepaid postage were also included in the mailing. The survey was open from December 11, 2019 to January 8, 2020.

The survey consisted of 12 questions including one open-ended comment section. A total of 50 responses were received. This document details the results for each question, including tables, graphs, and a listing of written comments. On the following pages, “NR” stands for non-response. This means either the individual surveyed did not write a response, or their response was incomplete, irrelevant, or a misinterpretation of the question asked. All written comments were included in this report, with the exception of comments such as “N/A” or “I do not know”.

The Passenger Transportation Survey is not statistically-significant. For this reason, the following survey results should be considered anecdotal. Any questions regarding the survey methodology or results should be directed to INRCOG staff by calling 319-235-0311.

General Information

Agency County

- Black Hawk: 27
- Bremer: 7
- Buchanan: 4
- Butler: 5
- Chickasaw: 2
- Grundy: 3
- NR: 2

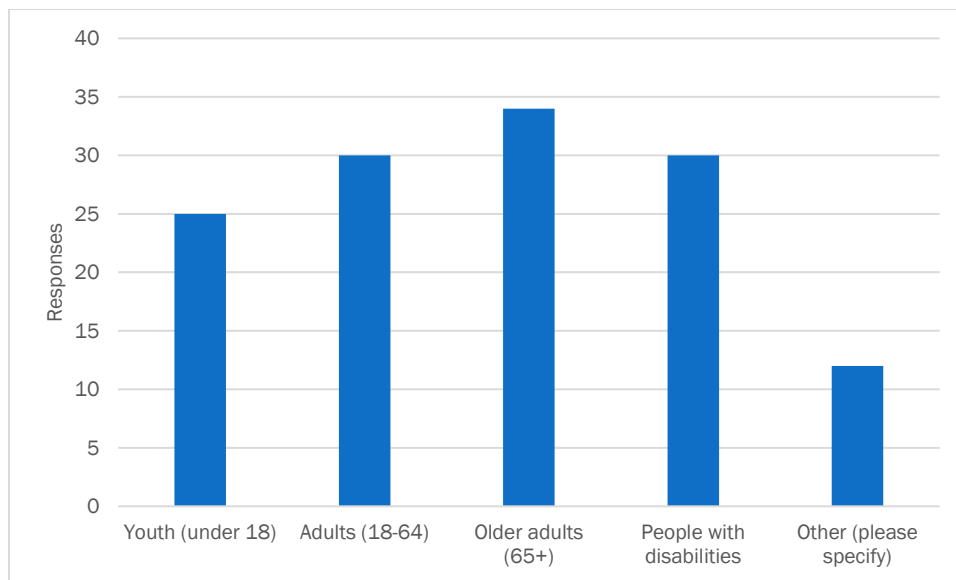
Agency City

- Waterloo: 26
- Waverly: 5
- Independence: 3
- Allison: 2
- New Hampton: 2
- Reinbeck: 2
- Cedar Falls: 1
- Greene: 1
- Grundy Center: 1
- Jesup: 1
- Parkersburg: 1
- Shell Rock: 1
- Sumner: 1
- Tripoli: 1
- NR: 2

Agency Type

- Assisted Living/Retirement Community: 13
- Social Service: 20
- Medical Facility: 11
- Child Care: 2
- Public Transit: 2
- NR: 2

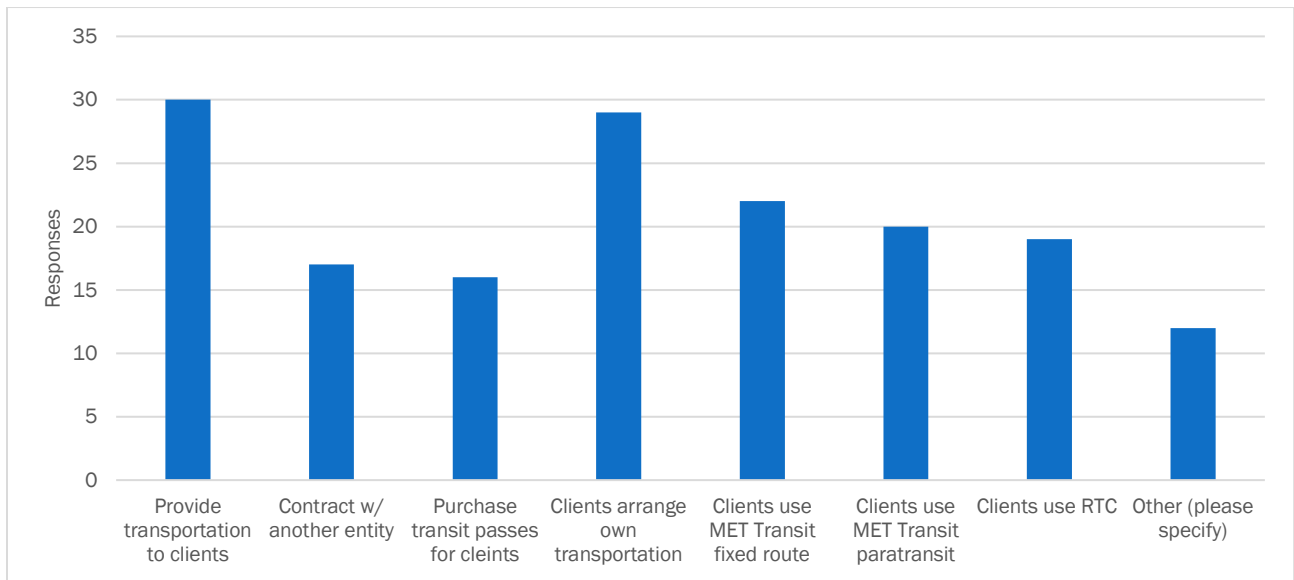
1. Who does your agency serve? (check all that apply)



Other:

- Focus is on single women but some have children and some may have disabilities
- All. General Public
- Dementia/Alzheimer's
- 55+
- Skilled nursing facility
- 60+
- Will work with kids starting 7/1/2020 (more than we do now)
- Homeless
- Adults 18 and up
- And the parents of youth (under 18)
- People with alcohol and substance abuse, some homeless
- Anyone with mental health concerns

2. Which of the following apply to your agency? (check all that apply)



Other:

- MET Transit
- Home staff bring clients here
- MCO Transportation
- Arrange through T19
- Only transportation to out of town medical appointment. Done by a volunteer.
- Ambulance services, Chassis, Ambulance, Secure Car, Nursing Homes with transport service, Curt's Cab, Dolly's
- Field trips to & from preschools
- We offer transportation for reoccurring programs like a parenting class offered in the evenings
- Some parents and staff find their own transportation, but a handful use the city bus service.
- We connect families to transportation resources as needed
- We provide transportation when we can
- We arrange transportation for patients for medical transport

3. Approximately how many of your clients (#) use transportation services per week?

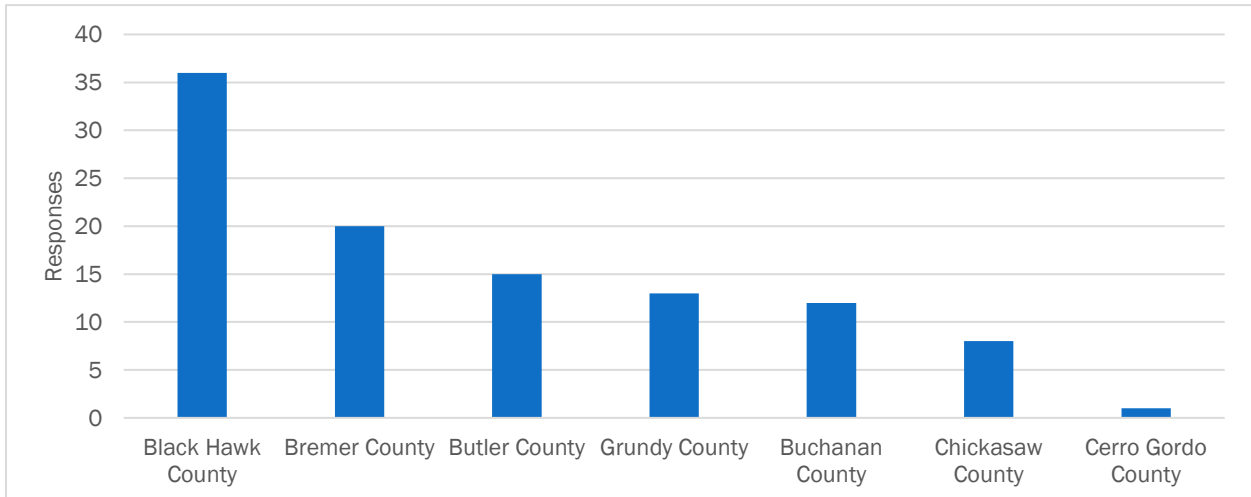
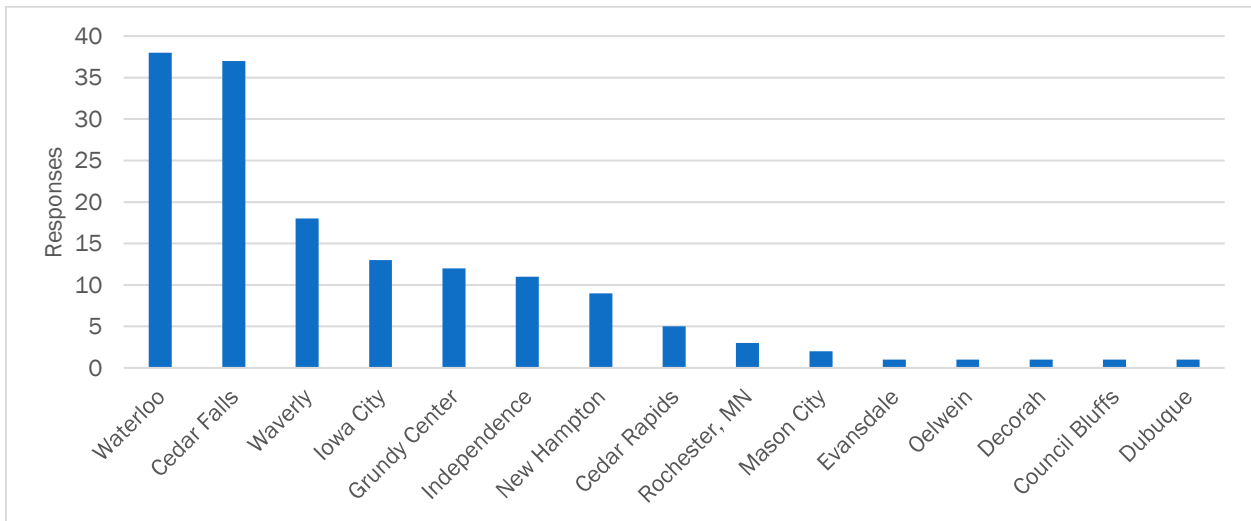
Summary

- Answered: 31
- Skipped: 8
- NR: 11
- Total clients: **1116**
- Avg. clients per response: 36

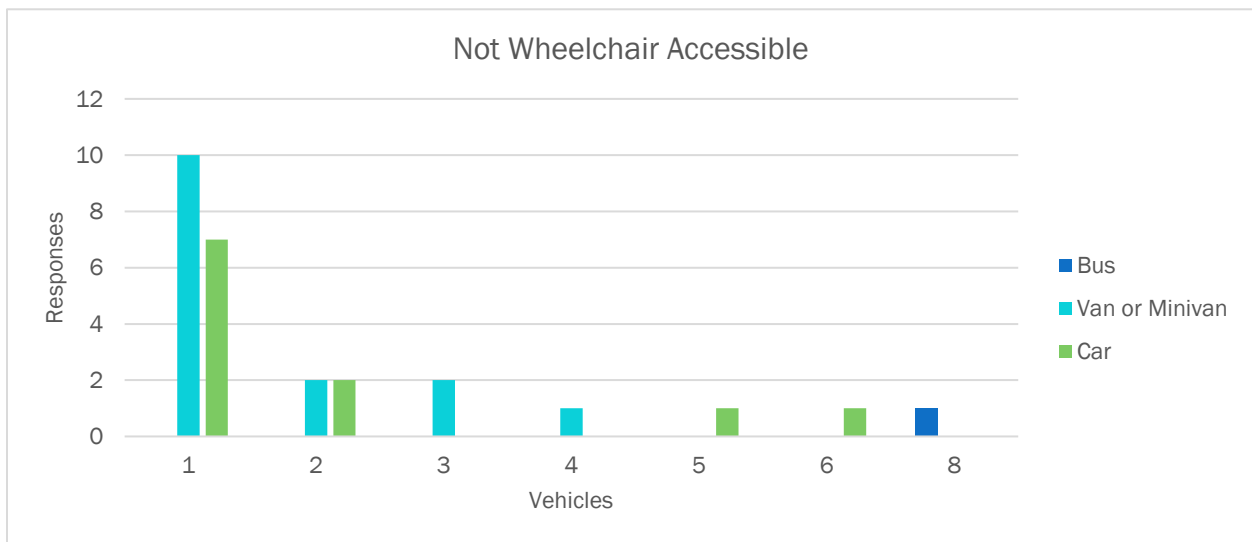
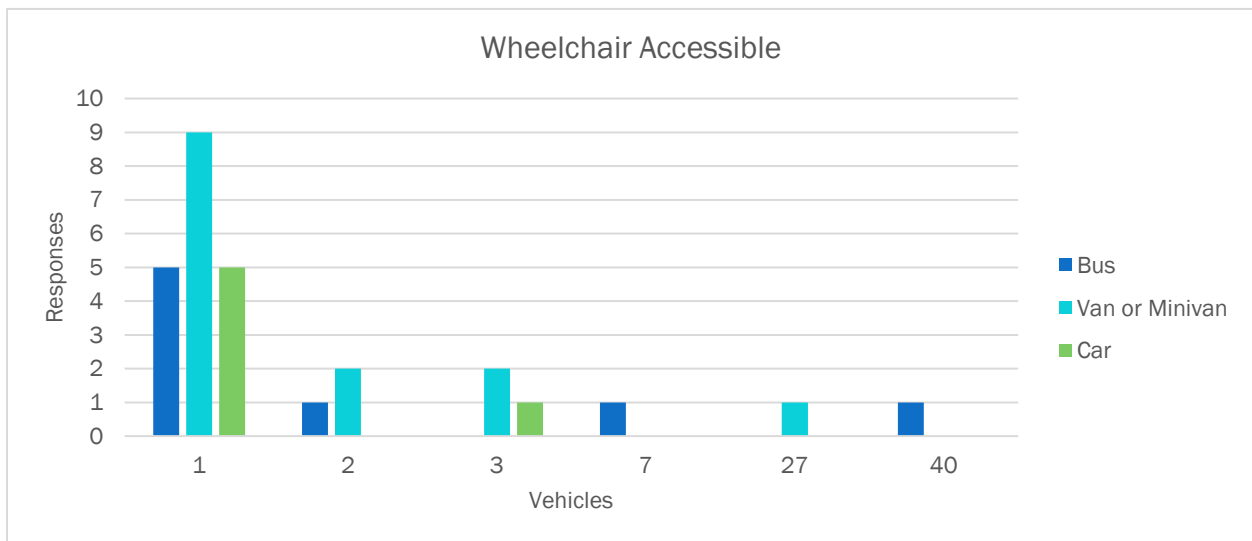
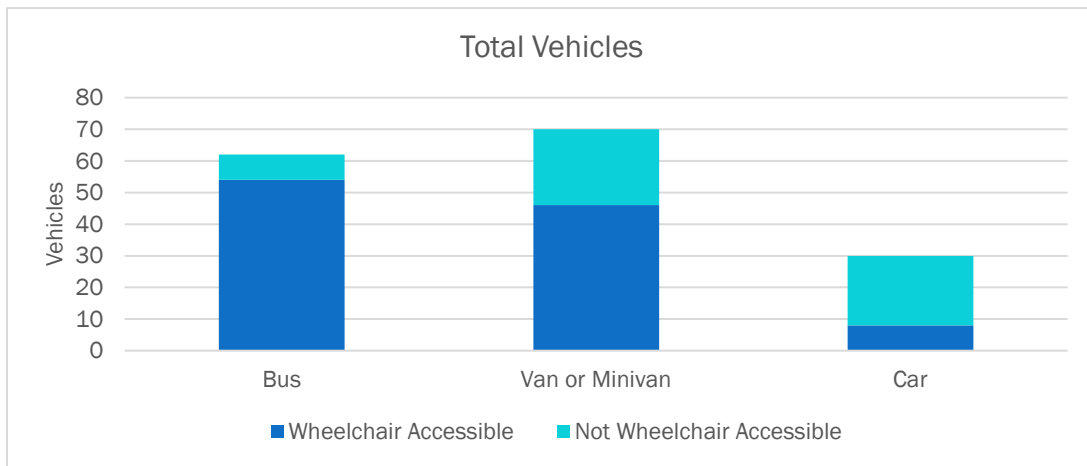
Total Number of Clients by Agency Type

- Assisted Living/Retirement Community: 95
- Social Service: 600
- Medical Facility: 316
- Child Care: 105

4. Which counties and cities do your clients have transportation service to (excluding personal automobile)? (check all that apply)



5. How many vehicles does your agency own and/or lease to provide transportation services?




6. What days/times do your clients use transportation services?

Summary

- Answered: 39
- Skipped: 11

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1:00 AM	1	1	1	1	1	1	1
2:00 AM	1	1	1	1	1	1	1
3:00 AM	1	1	1	1	1	1	1
4:00 AM	1	1	1	1	1	1	1
5:00 AM	2	3	3	3	3	3	2
6:00 AM	4	8	8	8	8	8	4
7:00 AM	7	18	18	17	16	16	8
8:00 AM	7	29	28	27	27	26	8
9:00 AM	7	35	33	34	33	33	8
10:00 AM	7	36	34	35	34	34	9
11:00 AM	7	36	34	35	34	34	9
12:00 PM	7	36	34	35	34	34	9
1:00 PM	7	36	34	34	34	33	9
2:00 PM	7	36	34	34	33	33	9
3:00 PM	8	36	34	33	32	32	9
4:00 PM	8	33	31	30	29	29	9
5:00 PM	8	30	30	27	28	27	8
6:00 PM	7	15	15	12	14	13	7
7:00 PM	5	7	7	6	7	7	4
8:00 PM	3	5	5	4	5	5	3
9:00 PM	3	4	4	4	4	4	3
10:00 PM	3	3	3	3	3	3	3
11:00 PM	1	1	1	1	1	1	1
12:00 AM	1	1	1	1	1	1	1

Low Use  High Use



7. What days/times do your clients want to use transportation services, but currently cannot?

Summary

- Answered: 18
- Skipped: 31
- NR: 1

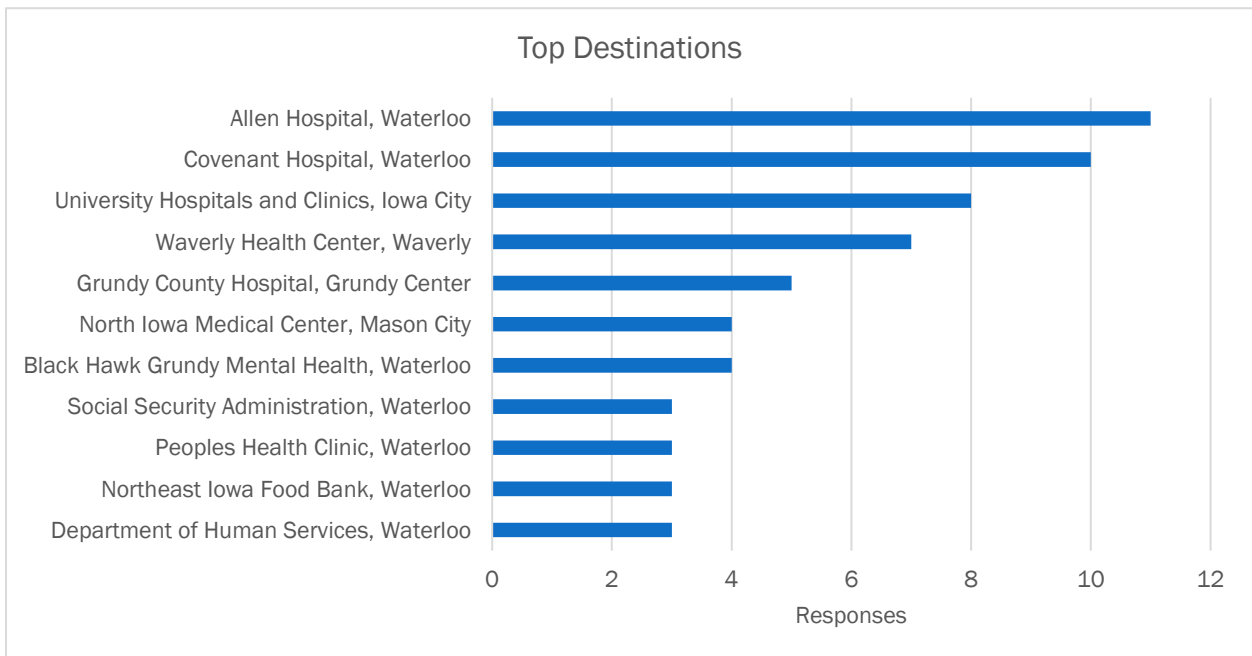
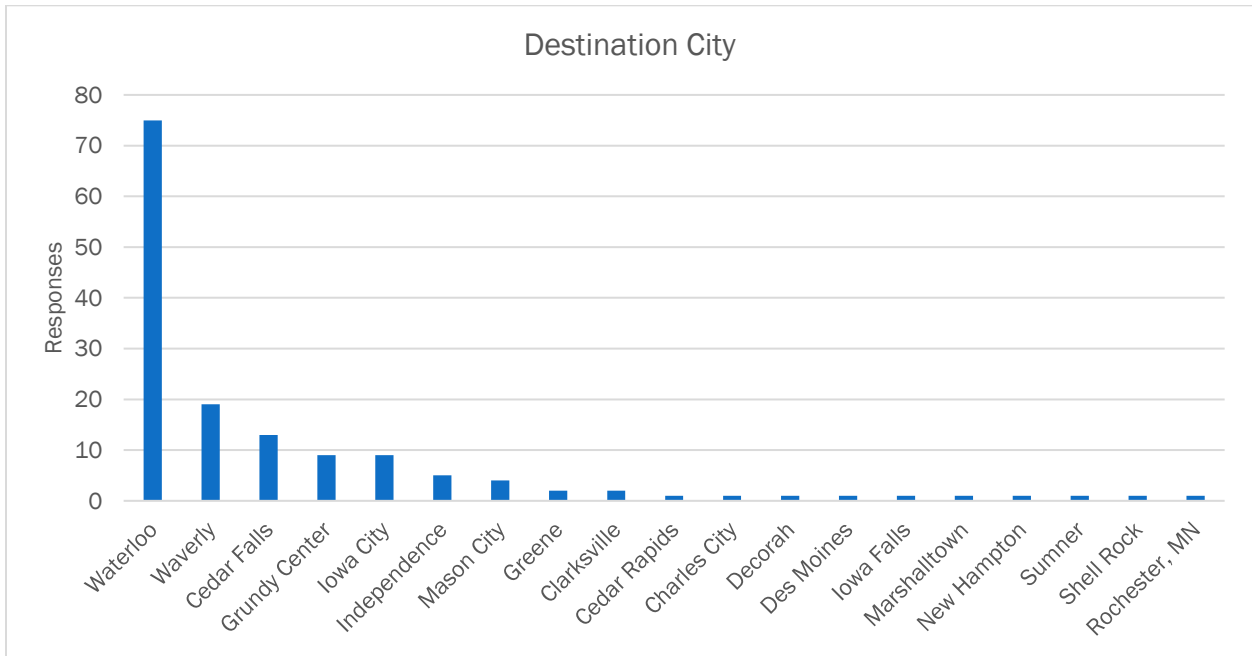
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1:00 AM	7	3	3	3	3	3	7
2:00 AM	7	3	3	3	3	3	7
3:00 AM	7	3	3	3	3	3	7
4:00 AM	7	3	3	3	3	3	7
5:00 AM	7	3	3	3	3	3	7
6:00 AM	7	1	1	1	1	1	6
7:00 AM	7	1	1	1	1	1	6
8:00 AM	11	2	2	2	2	1	10
9:00 AM	11	3	3	3	3	2	10
10:00 AM	11	3	3	3	3	2	10
11:00 AM	11	3	3	3	3	2	10
12:00 PM	11	3	3	3	3	2	10
1:00 PM	11	3	3	3	3	2	10
2:00 PM	11	3	3	3	3	2	10
3:00 PM	11	4	4	4	4	2	11
4:00 PM	11	4	4	4	4	3	11
5:00 PM	10	7	7	6	6	5	11
6:00 PM	8	8	8	7	7	7	9
7:00 PM	8	8	8	8	8	8	9
8:00 PM	8	7	7	7	7	7	9
9:00 PM	7	7	7	7	7	7	8
10:00 PM	8	7	7	7	7	7	9
11:00 PM	7	4	4	4	4	4	7
12:00 AM	7	4	4	4	4	4	7



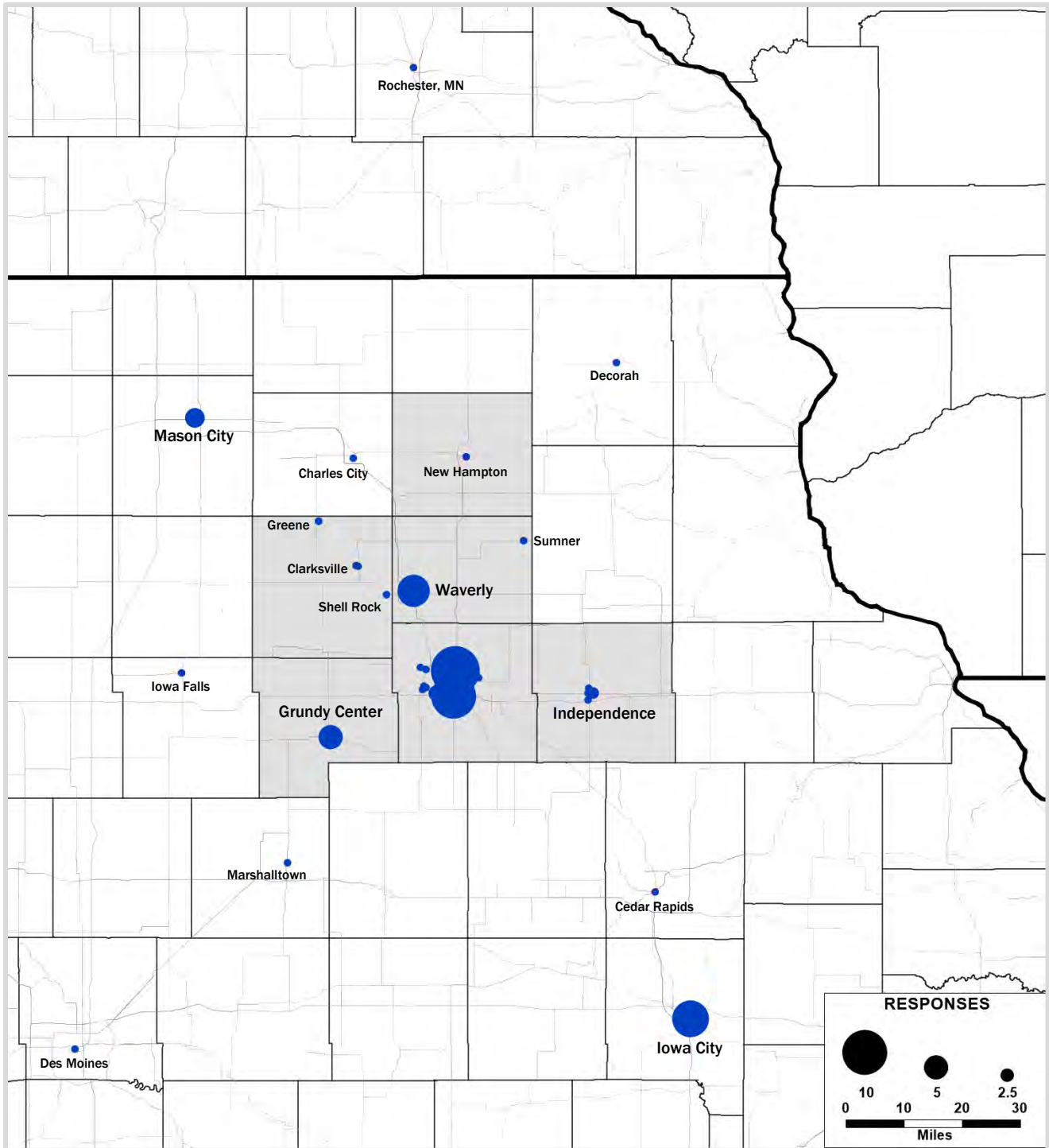
8. List up to five destinations your clients most frequently travel to (destination & city):

Summary

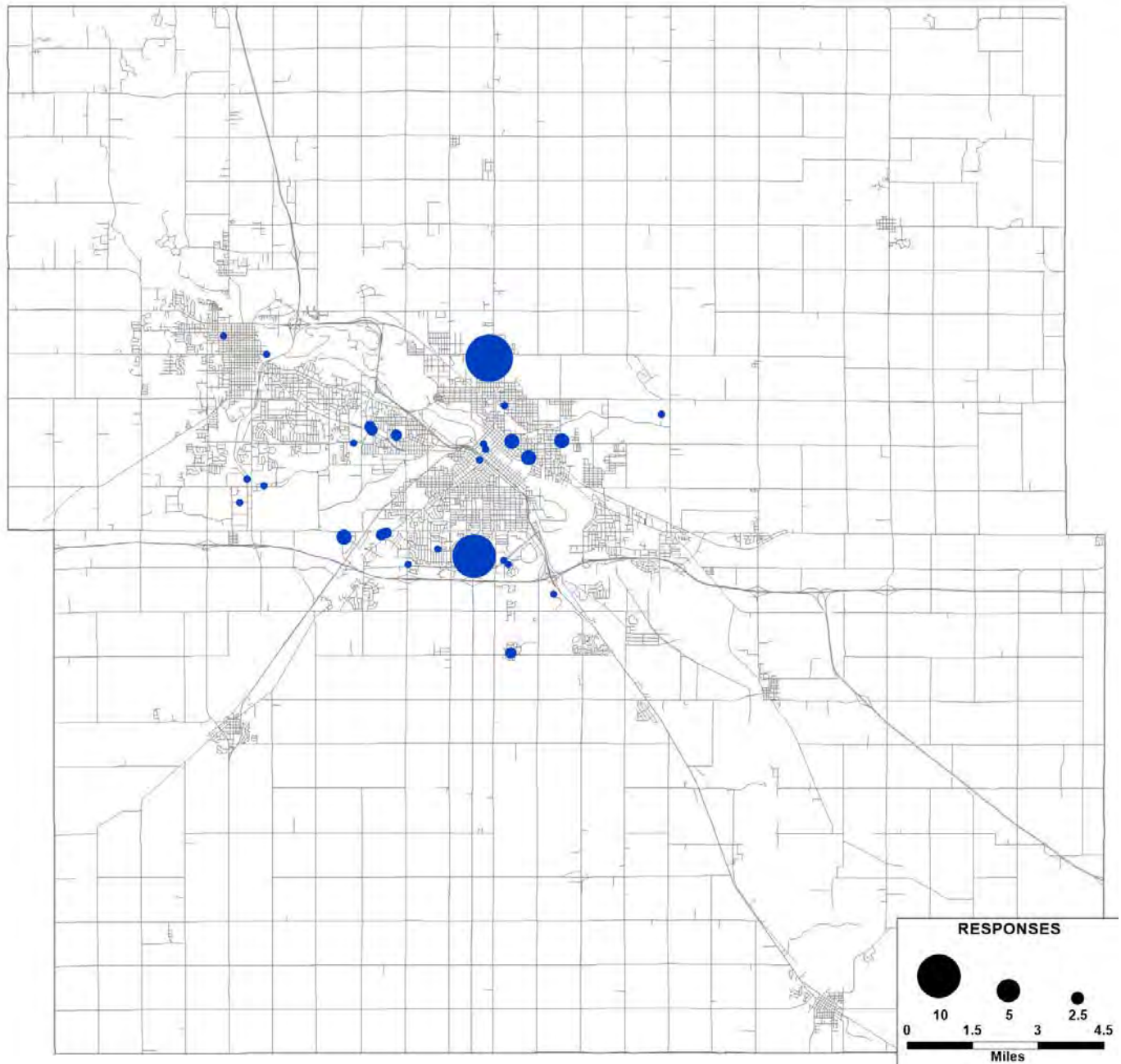
- Answered: 43
- Skipped: 7
- Number of responses: 165
- Number of destinations identified: **71**
- NR: 19



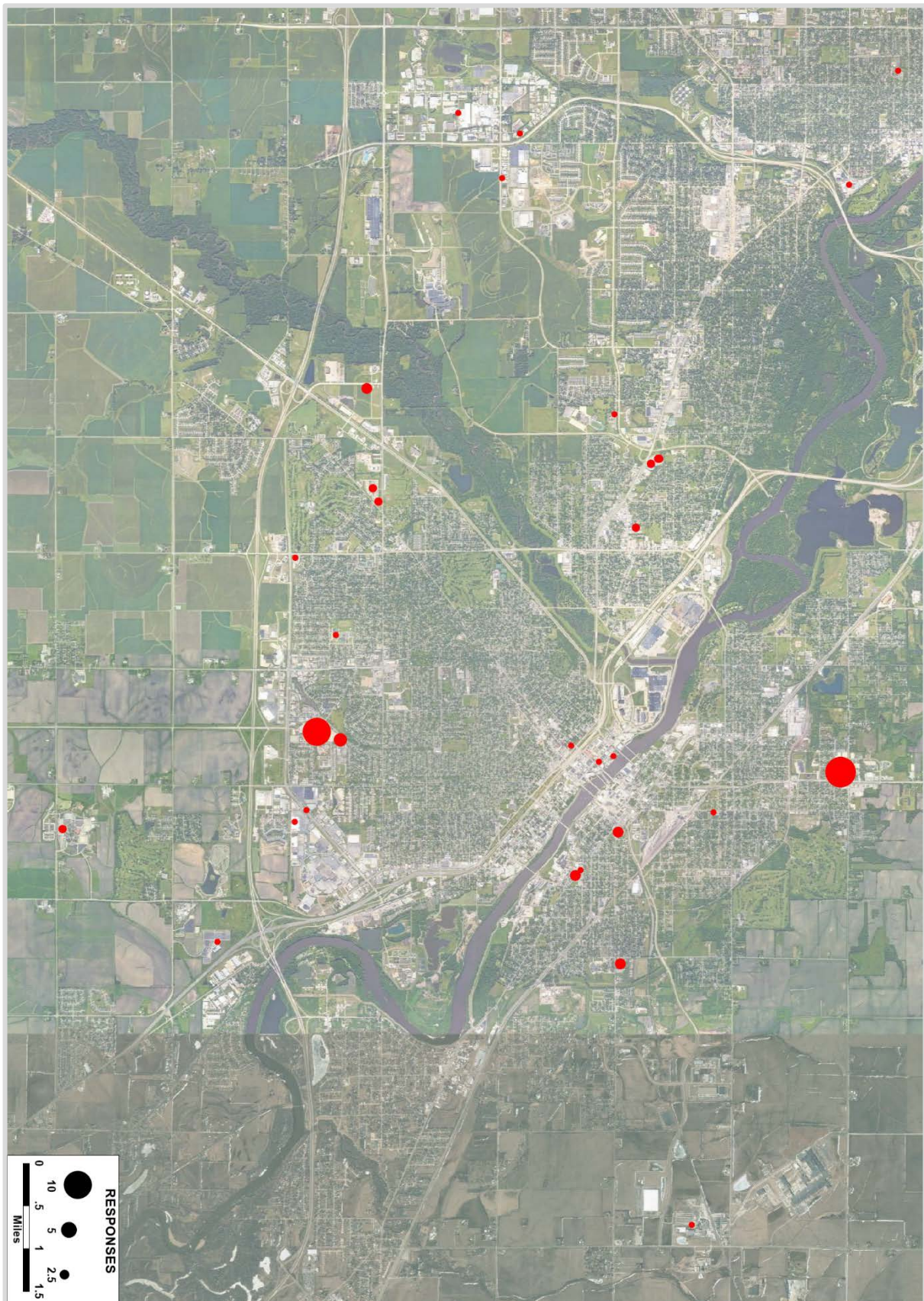
All Destinations Identified



Destinations in Black Hawk County



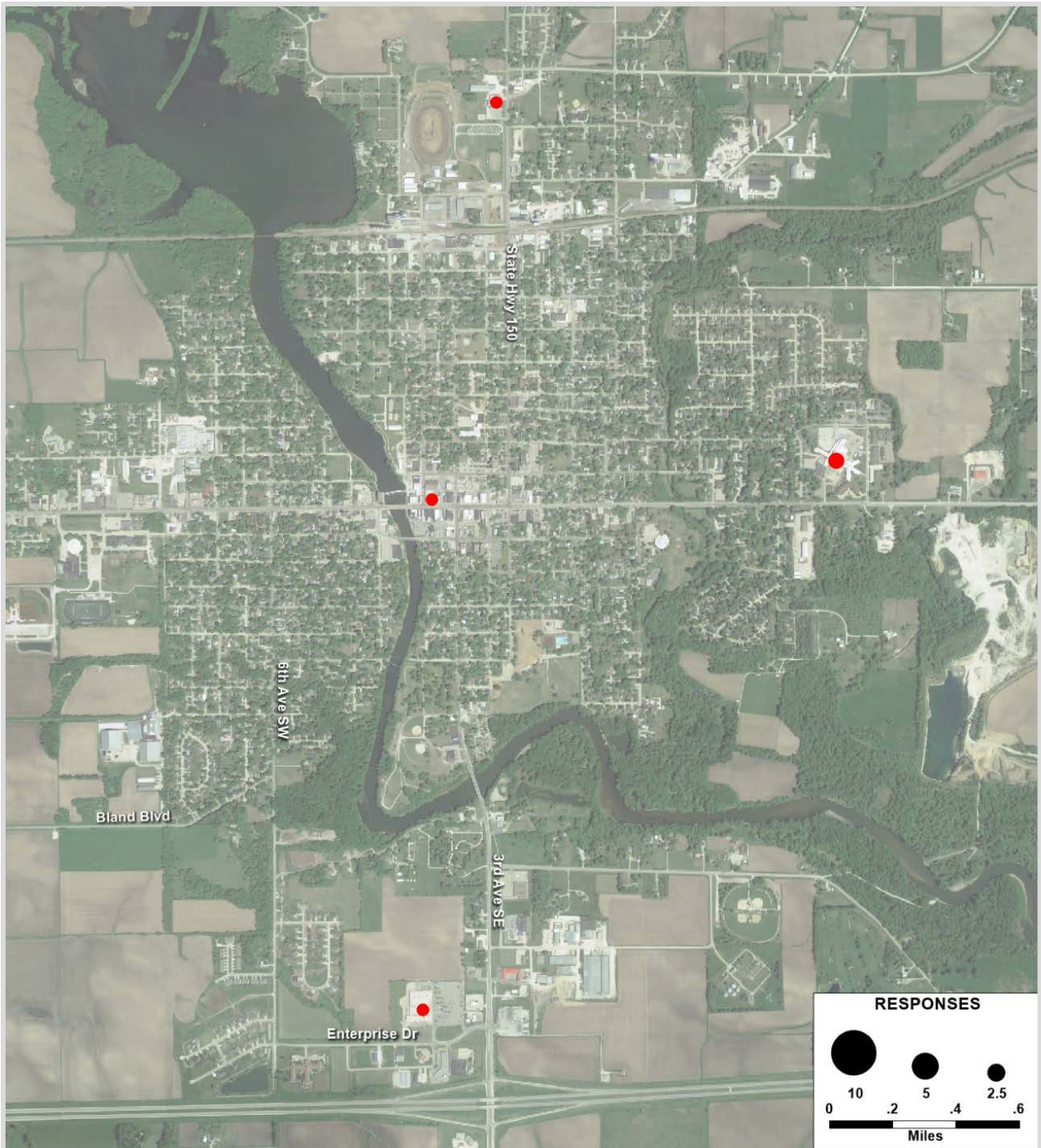
Destinations in Waterloo/Cedar Falls



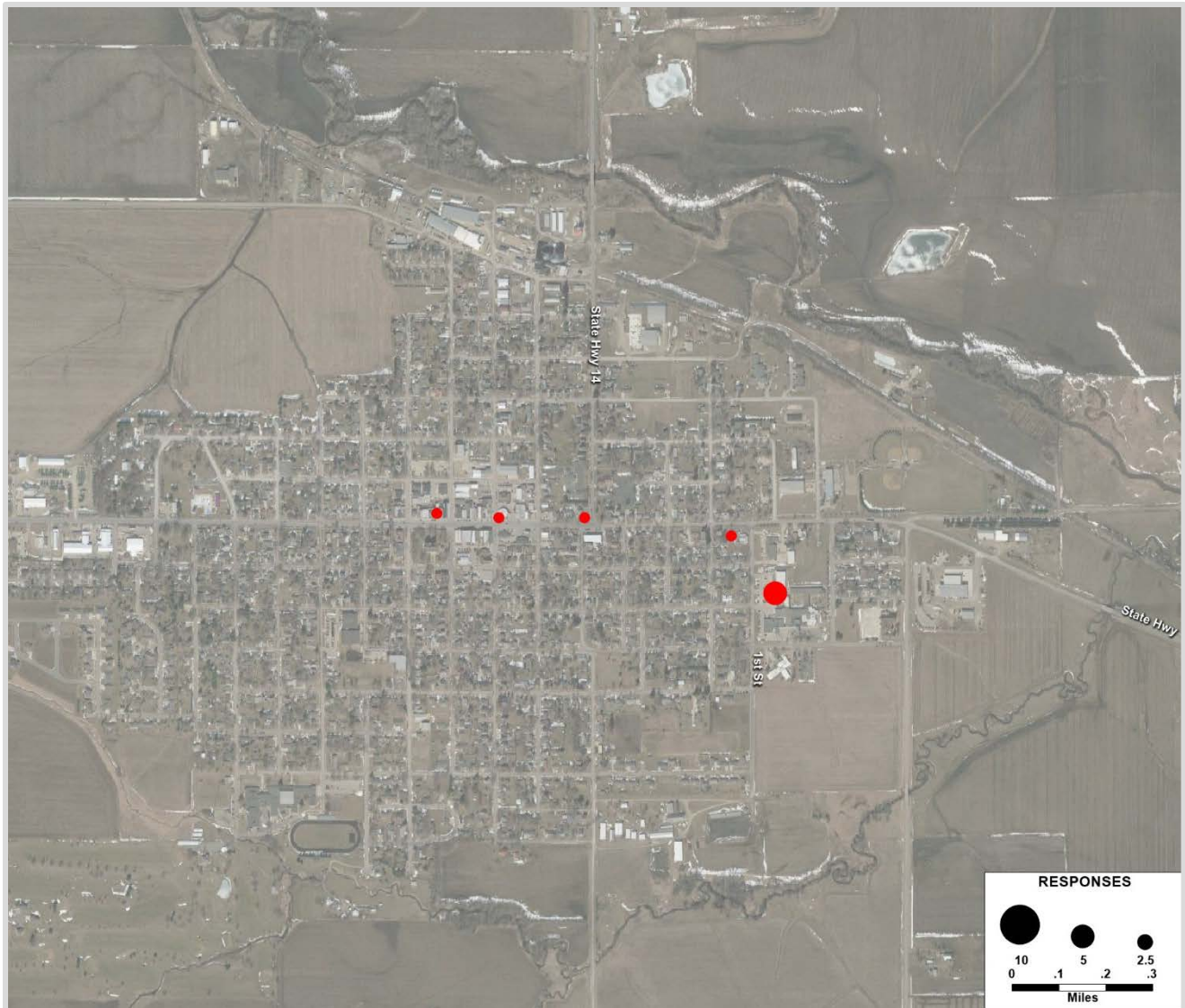
Destinations in Waverly



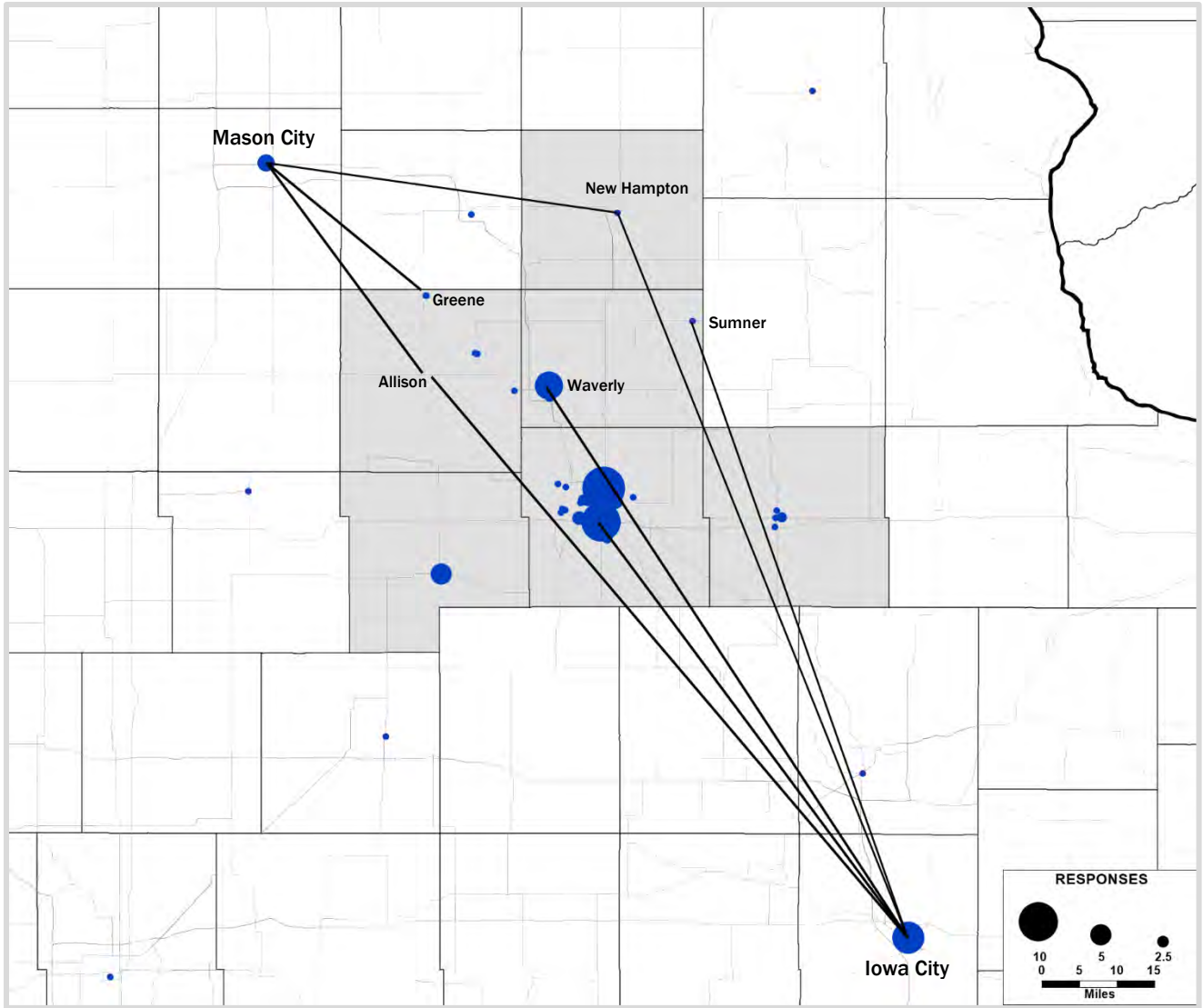
Destinations in Independence



Destinations in Grundy Center



Travel Origins for Top Destinations Outside the Iowa Northland Region

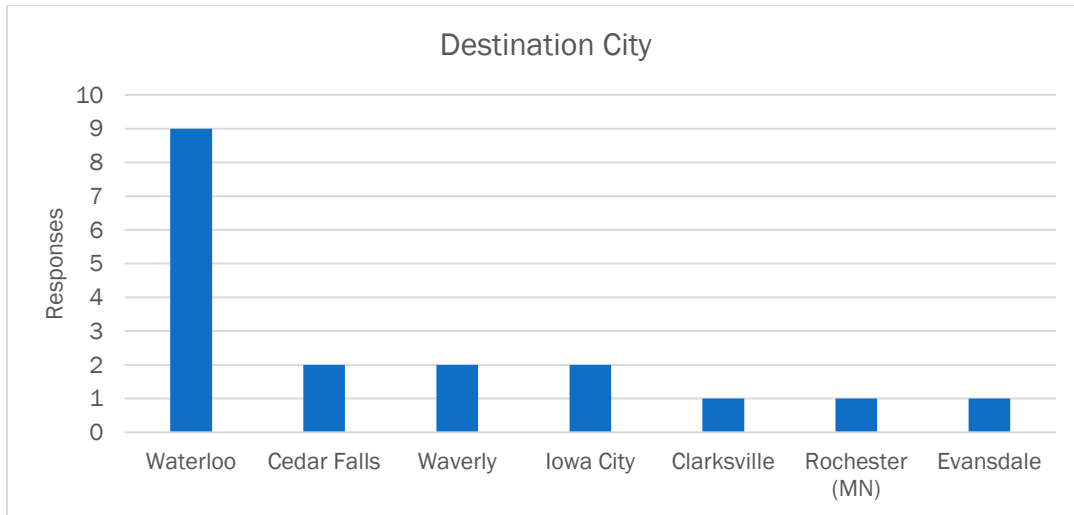


———— = 1 response

9. List up to three additional destinations your clients would like to travel to, but currently cannot (destination & city):

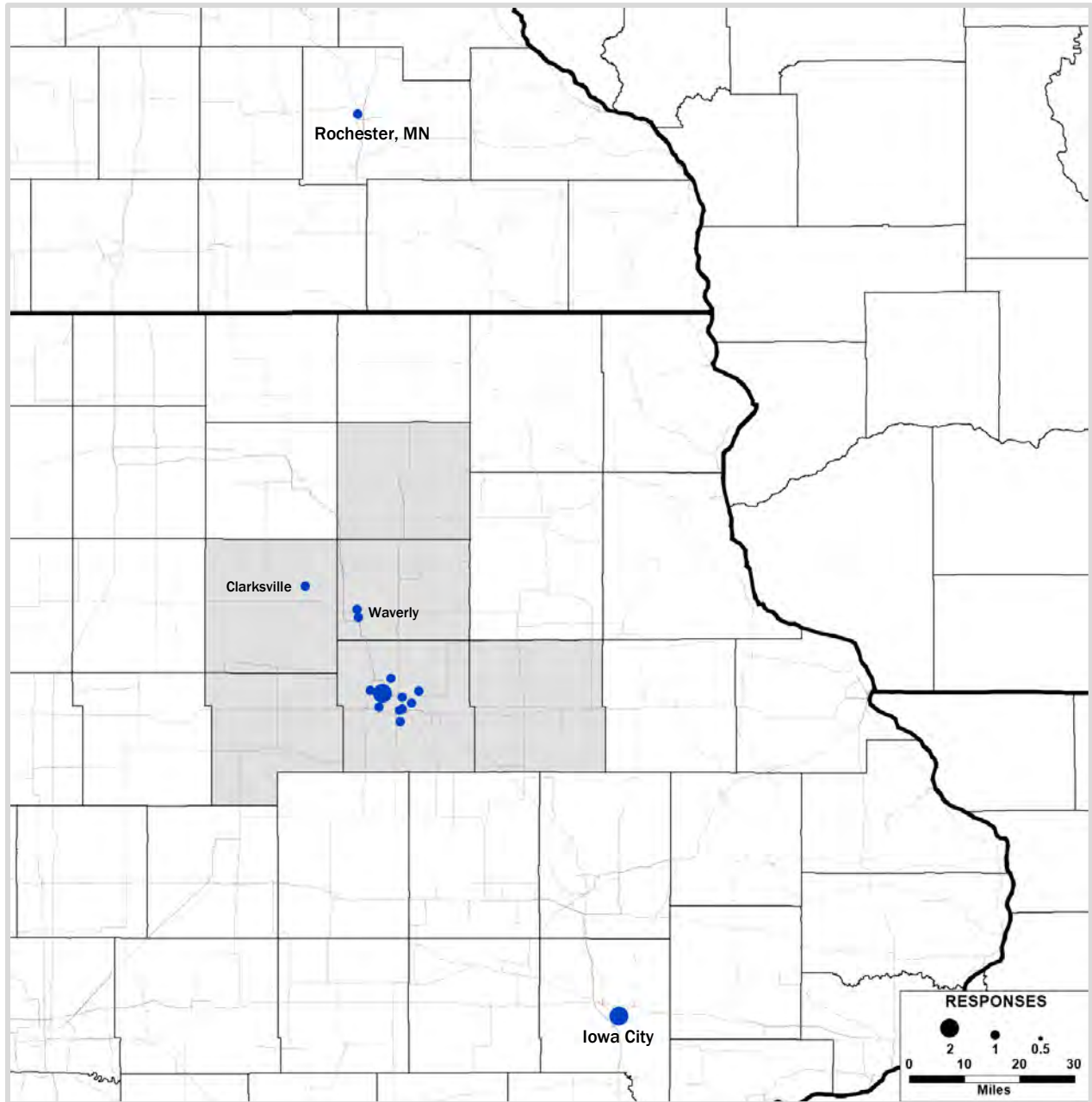
Summary

- Answered: 18
- Skipped: 32
- Number of responses: 24
- Number of destinations identified: **15**
- NR: 7

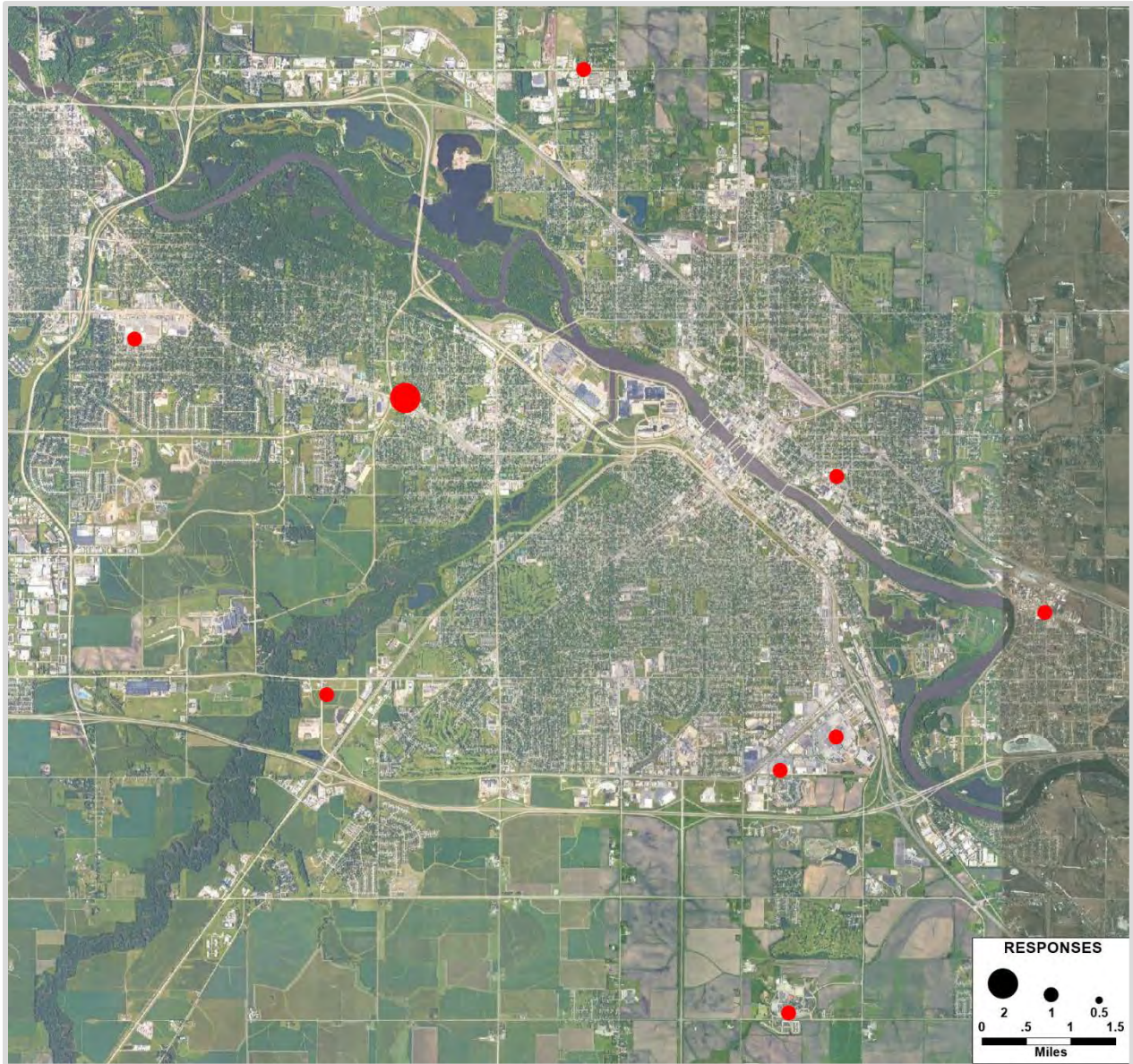


Destination	Responses
Pathways Behavioral Services, Waterloo	2
University Hospitals, Iowa City	2
Airline Hwy area, Waterloo	1
Clinic, Clarksville	1
Hawkeye Community College, Waterloo	1
Mall, Waterloo	1
Mayo Clinic, Rochester (MN)	1
Movie Theatre, Cedar Falls	1
Northeast Iowa Food Bank, Waterloo	1
Shopping, Evansdale	1
Social Security Administration, Waterloo	1
Tyson's, Waterloo	1
Walmart, Waterloo	1
Walmart, Waverly	1
Waverly Health Center, Waverly	1

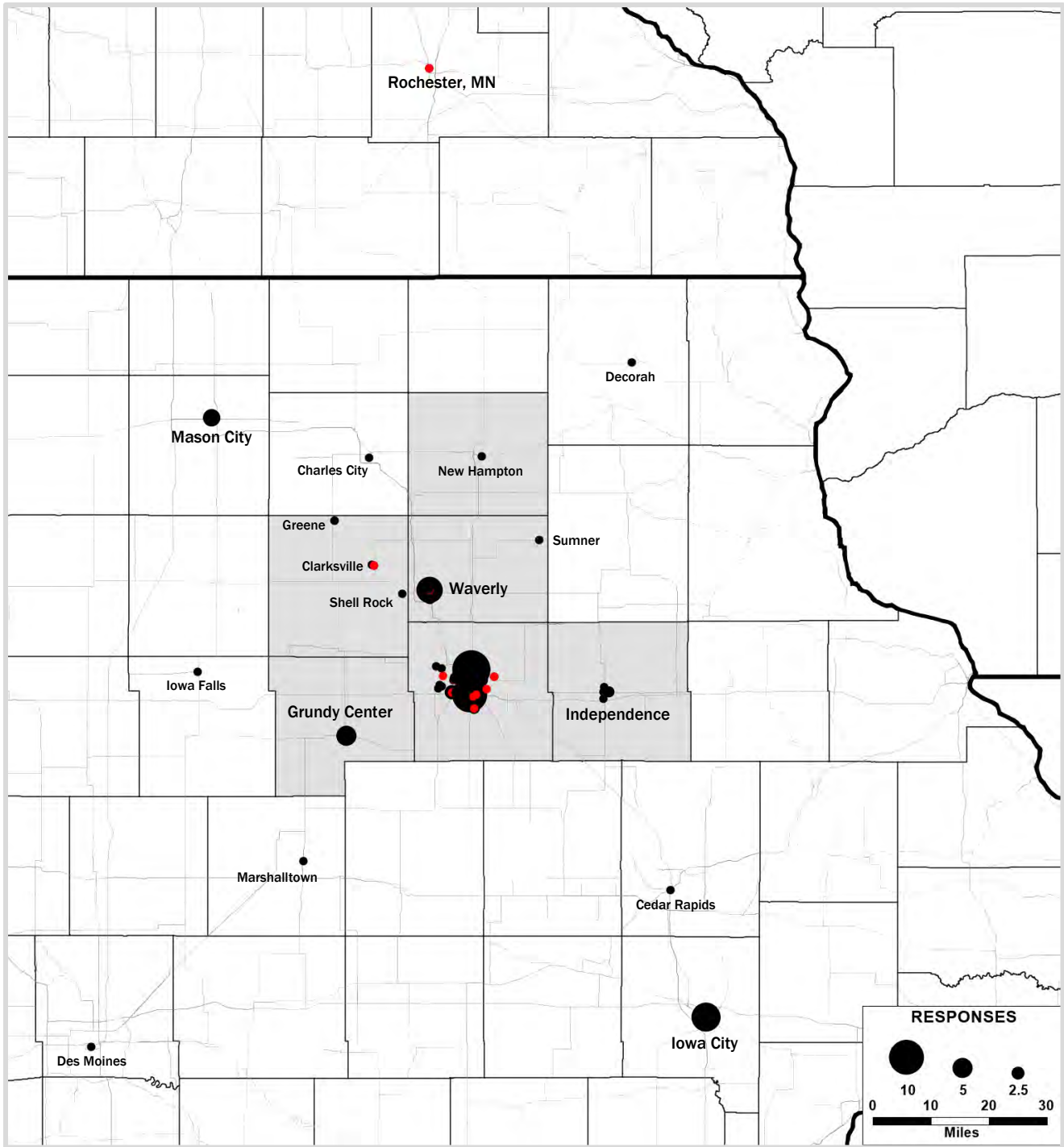
All Destinations Identified



Destinations in Waterloo/Cedar Falls

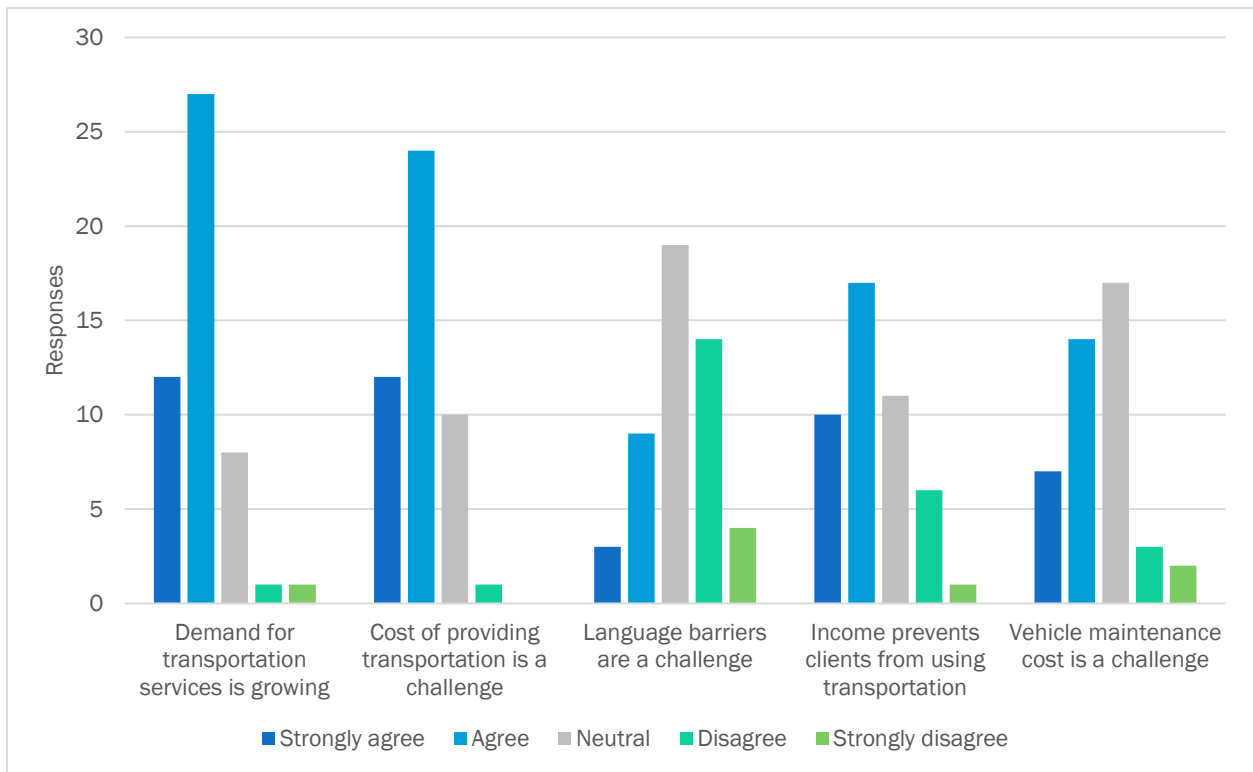


Destinations Clients Travel To and Would Like to Travel To



- Travel To
- Would Like to Travel To

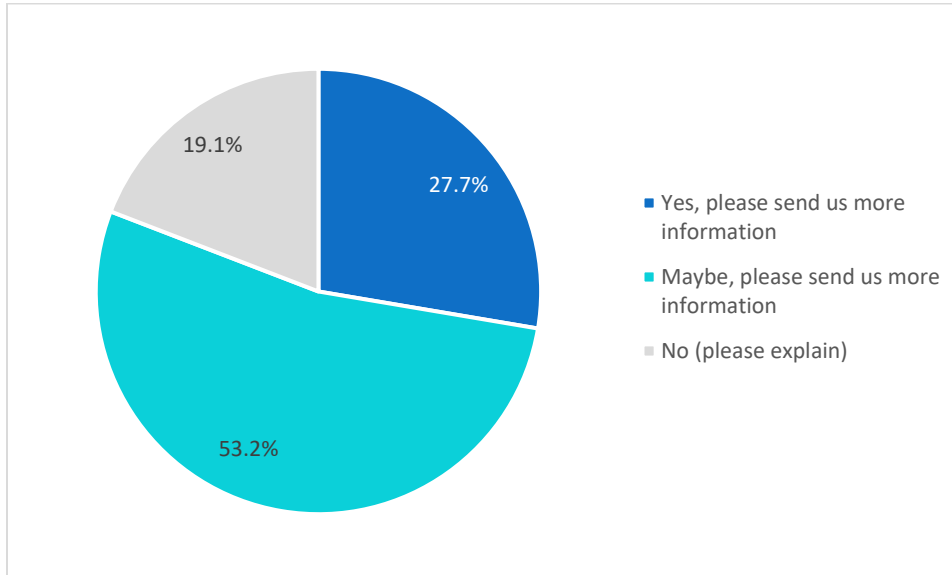
10. Please indicate whether you agree or disagree with each statement below:



11. Is your agency interested in coordinating services with the Regional Transit Commission (RTC)?

Summary

- Answered: 47
- Skipped: 3



Please explain responses:

- Not needed
- Not sure what you mean – we are always willing to work with the RTC. We are not responsible for making transportation arrangements for our clients.
- It is still cheaper to use our vehicle to transport than to contract.
- Most tenants can drive or find their own transportation.
- We are currently able to meet the needs of our residents with our own transportation system.
- We do not have adequate funding at this time for transit services.
- Already do.

12. Please describe any other challenges, concerns, or opportunities your agency is experiencing regarding transportation.

- Aside from not having extended hours for clients to get to 2nd and 3rd shift jobs, safe bus stops, understanding the bus routes, faster routes – for a young mother to take her baby to daycare, then to work, then back before bus stops services limits the jobs she can have.
- We just have clients that worry about getting here. Currently we are not experiencing any issues with transportation and our clients – not that I am aware of. I know when managed care took over clients riding the bus, the numbers went down drastically. Their staff started driving clients here.
- We are a retirement community. Limited services are an optional choice such as one meal per day & lifeline both at extra costs. Rent, housekeeping, cable TV and utilities are included in monthly rent. Residents arrange for their own transportation and other services they might need such as home health care. They function independently.
- Clients want to use transportation services on the weekends. MCO transportation vendors, esp. Dolly's is a problem – late, don't pick people up, driver behavior, etc.
- We are closing our transportation services 6-30-19
- Our clients often do not have a license and/or vehicle or someone to bring them to appointments. No current public transportation in Buchanan County outside of what is provided by T19.
- Not able to transport elderly to bank, grocery store, pharmacy, church, hair appointments & doctor appointments in town.
- Evening, weekends, on demand. Clients want to use transportation services before 7 a.m. and after 5 p.m. on the weekdays, and all times on the weekends.
- Our agency does not provide transportation to our clients with the exception to families that participate in our house visiting program. This service is provided on an "as needed" situation. We do purchase bus passes for clients to use MET Transit to get to appointments and work. We have a program called "Pocket Change" that provides funding for bus passes. These funds are also used for other services to clients so we often deplete this resource quickly so we can't always provide the bus passes.
- To ensure that certain patients do actually use the transportation to attend pre-arranged medical appointments.
- Day Rehab hours are 8:30 – 2 p.m. The closer they can arrive & leave at these times the better. Right now, we have buses sitting in our lot at 7:45-7:50 and we let them in at 8:15-8:20. Long time to sit in cold waiting. Most of our customers live on limited incomes of less than \$800 a month so can't afford an in-town trip often of \$10 so out of town trips would need to be cheap as well or they will use SCL providers if in the plan or try to get natural supports to take them.
- We only had this one time with an individual where their transportation showed up 1 hour late. Their transportation was scheduled with Cozy Van.
- Mental Health Transfers – voluntary and committal. Transfers home – nursing home or otherwise.
- Finding drivers that are qualified to transport our residents.
- We currently use EPI for our fieldtrips which has followed our Federal Head Start Performance Standards which require a child restraint safety system (harness). I'm not sure who else will be able to do this so that we can have educational experiences outside our multiple facilities.
- We are looking into purchasing a fleet to provide transportation to support the people we support and our programs with cost control.
- The limited availability of the bus schedule prohibits our moms from accepting jobs with early morning or late hours. Many have had to reject job offers because of this reason. Further, bus stops are few and far between; making it especially difficult for our moms parenting young children during inclement weather.
- Our clients have vehicles that are not reliable, they don't have money to get repairs done

APPENDIX I – PASSENGER TRANSPORTATION SURVEY

- City buses have delays, which means staff are tardy for their work shift; this may eventually cause disciplinary action. Parents are usually in a rush if they are carpooling, using a personal service, or even using family/friends due to their driver needed to meet a schedule. This results in lack of information sharing when they drop of their child(ren).
- Our primary concern is transportation to and from work for individuals working second and third shift as bus routes aren't available after 6 PM.
- Our major challenge is getting fixed stops at our larger locations. I understand the difficulty in creating new stops in an already full schedule, however, this is something we could really use.
- Funding
- Multiple people going to appointments
- Free transportation to grocery store, food bank
- Nights and weekends can pose challenges for patients needing rides back to a group home or shelter setting. Often these patients do not have support systems to help provide transportation. Nights and weekends can be a challenge for transport.



INRCOG

Iowa Northland Regional
Council of Governments

December 11, 2019

Hello,

Your agency has been identified as a provider and/or user of passenger transportation, and we would appreciate a couple of minutes of your time to complete a **Passenger Transportation Survey**. This survey will help identify existing transportation services, transportation needs, and opportunities for coordinated transportation services for Black Hawk, Bremer, Buchanan, Butler, Chickasaw, and Grundy Counties. Information provided will be used in the Passenger Transportation Plan for the Iowa Northland Region.

A copy of the survey has been enclosed, or you may complete the survey using the link below. The survey will remain open until January 8, 2020.

<https://www.surveymonkey.com/r/PassengerTransportationSurvey>

If you have any questions or comments, please contact us at (319) 235-0311 or kdurant@inrcog.org. Your response is greatly appreciated.

Sincerely,

Kyle Durant
Transportation Planner

INRCOG | PARTNERS FOR PROGRESS

Developing Strong Local Government through Regional Cooperation

229 E Park Avenue | Waterloo Iowa 50703 | P (319) 235-0311 | F (319) 235-2891 | www.inrcog.org

General Information

Your Name: _____

Agency Name: _____

Agency Address: _____

Phone Number: _____ Email Address: _____

Survey Questions

1. Who does your agency serve? (check all that apply)

- Youth (under 18)
- Adults (18-64)
- Older adults (65+)
- People with disabilities
- Other (please specify) _____

2. Which of the following apply to your agency? (check all that apply)

- We provide transportation to our clients
- We contract with another entity who provides transportation services
- We purchase transit passes for clients
- Our clients arrange their own transportation
- Our clients use MET Transit fixed route buses
- Our clients use MET Transit paratransit
- Our clients use Regional Transit Commission (RTC) buses
- Other (please specify) _____

3. Approximately how many of your clients (#) use transportation services per week? _____

4. Which counties and cities do your clients have transportation service to (excluding personal automobile)? (check all that apply)

- Black Hawk County
- Bremer County
- Buchanan County
- Butler County
- Chickasaw County
- Grundy County
- Waterloo
- Cedar Falls
- Waverly
- Independence
- New Hampton
- Grundy Center
- Cedar Rapids
- Iowa City
- Other (please specify) _____

5. How many vehicles does your agency own and/or lease to provide transportation services?

	Wheelchair Accessible	Not Wheelchair Accessible
Bus		
Van or Minivan		
Car		

6. What days/times do your clients use transportation services?

	Start	End
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

7. What days/times do your clients want to use transportation services, but currently cannot?

	Start	End
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		
Sunday		

8. List up to five destinations your clients most frequently travel to:

1. _____
Destination City
2. _____
Destination City
3. _____
Destination City
4. _____
Destination City
5. _____
Destination City

9. List up to three additional destinations your clients would like to travel to, but currently cannot:

1. _____
Destination City
2. _____
Destination City
3. _____
Destination City

10. Please indicate whether you agree or disagree with each statement below:

a.) Demand for transportation services is growing at our agency.

Strongly agree Agree Neutral Disagree Strongly disagree

b.) The cost of providing transportation services is becoming increasingly challenging.

Strongly agree Agree Neutral Disagree Strongly disagree

c.) Language barriers are a challenge for many of our clients.

Strongly agree Agree Neutral Disagree Strongly disagree

d.) Our clients' income prevents them from using local transportation services as much as they would like.

Strongly agree Agree Neutral Disagree Strongly disagree

e.) The cost of maintaining our vehicles is becoming increasingly challenging.

Strongly agree Agree Neutral Disagree Strongly disagree

**11. Is your agency interested in coordinating services with the Regional Transit Commission (RTC)?
RTC provides demand response transit service (non-fixed route) within Black Hawk, Bremer, Buchanan,
Butler, Chickasaw, and Grundy Counties.**

- Yes, please send us more information
- Maybe, please send us more information
- No (please explain)

12. Please describe any other challenges, concerns, or opportunities your agency is experiencing regarding transportation.
