

CORRIDOR MPO

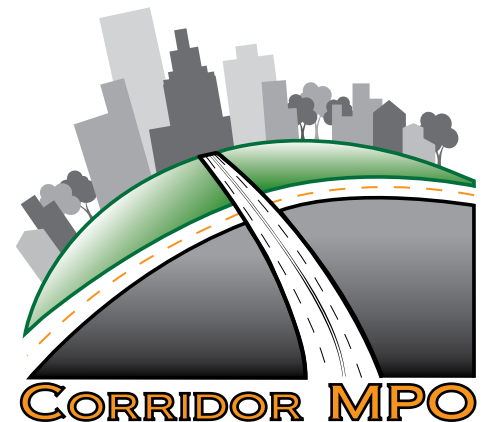
Smarter Transportation, Better Community



Passenger Transportation Plan 2019 - 2024

Adopted March 21, 2019

CREATING SUSTAINABLE COMMUNITIES THROUGH REGIONAL PLANNING & CIVIC ENGAGEMENT





Smarter Transportation, Better Community

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**RESOLUTION NO. 02-19
RESOLUTION ADOPTING THE PASSENGER TRANSPORTATION PLAN**

WHEREAS, the Iowa Department of Transportation requires every five years a Passenger Transportation Plan to incorporate federal requirements for coordinated planning in the metropolitan area; and

WHEREAS, the development of the plan includes joint involvement of human service agencies and transportation providers to identify transportation needs and gaps in order to provide more efficient service to the metropolitan citizens; and

NOW, THEREFORE, BE IT RESOLVED that the Corridor Metropolitan Planning Organization hereby adopts the Passenger Transportation Plan 2019-2024.

Passed this 21st day of March, 2019



Scott Olson, Vice-Chairperson
Corridor Metropolitan Planning Organization

March 21, 2019
Date

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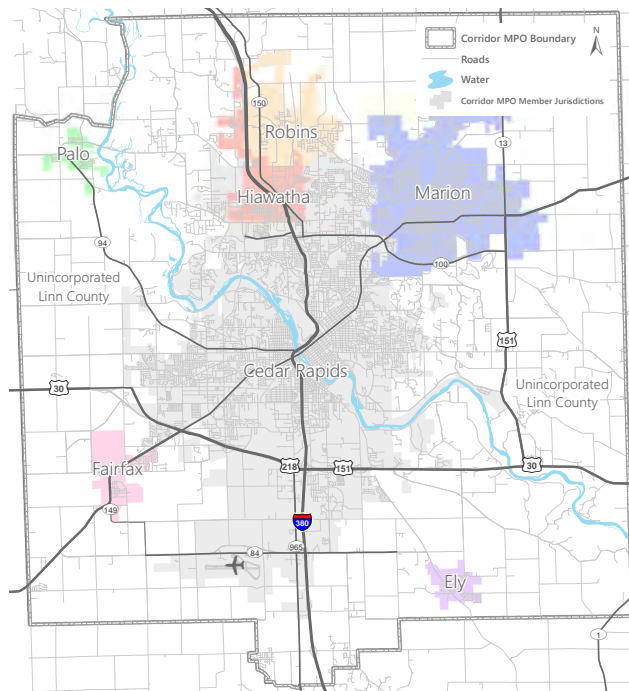
INTRODUCTION



Background

The Corridor Metropolitan Planning Organization (MPO) is an entity designated by federal law with its primary responsibility to develop metro area transportation plans, coordinate the transportation planning process, and distribute federal transportation funds in the Cedar Rapids Urbanized Area, which is determined by the US Census Bureau. This urban area is defined as the Corridor MPO planning area (see Figure 1 below). The planning area in 2018 currently includes the Cities of Cedar Rapids, Ely, Fairfax, Hiawatha, Marion, Palo, Robins, and some portions of unincorporated Linn County

Figure 1: Corridor MPO Member Communities



County. The mission of the Corridor MPO is to create sustainable communities through regional planning and civic engagement. The Corridor MPO accomplishes this by coordinating with the above-listed member jurisdictions, the public, and state and federal agencies regarding regional transportation issues.

One of the major functions of the Corridor MPO is to develop long and short-range multimodal transportation plans and programs. One of these plans is the Passenger Transportation Plan (PTP). PTPs are unique to the state of Iowa, required by the Iowa Department of Transportation (DOT). Public transportation systems in Iowa include 35 public transit systems as well as a variety of human service and private transportation providers. This plan will focus on those within the Corridor MPO boundary (see Figure 1). The purpose of PTPs are to provide a needs-based justification for passenger transportation projects while incorporating federal requirements for coordinated planning for transportation providers. This is accomplished through the goals of the PTP, which are defined by the Iowa DOT. Those goals are:

1. Improve transportation services to Iowans
2. Increase passenger transportation coordination
3. Create awareness of unmet needs
4. Develop new working partnerships
5. Assist decision-makers, advocates, and consumers in understanding the range of transportation options available
6. Develop justification for future passenger transportation investments
7. Save dollars and eliminate overlapping of services

These goals were the central guide during the creation of this document.

The PTP is divided into the following five sections:

1. Introduction: discusses background information and describes the planning process;
2. Inventory and Area Profile: provides an overview of existing passenger transportation operations in the Corridor MPO, including public transit systems, private transportation providers, volunteer transportation programs, medical transportation providers and human service transportation providers as well as discusses the demographics of the region;
3. Coordination Issues: evaluation of passenger transportation services, which is the most important part of the PTP process;
4. Recommended Projects: priorities identified for the next five years and beyond, informed by the coordination issues; and
5. Funding: overviews available funding sources applicable to passenger transportation, which provide money to carry out the identified recommendations.

Planning Process

The Corridor MPO understands the importance of public involvement and values public input in all of its planning activities. The Corridor MPO has coordinated local passenger transportation planning with the member jurisdictions and the local transit agencies since the passage of the Intermodal Surface Transportation Efficiency Act (ISTEA) of 1991. The coordination with local Human Service agencies began in November of 2005.

In October of 2006, United Way of East Central Iowa started a focus group to identify transportation areas where coordination may be effective. At the time, United Way was connected to over 30 human service agencies. This group would later become the Transportation Advisory Group (TAG), which has been consulted in the development and review of this document, particularly with the public survey (discussed in Section Three). Corridor MPO meets with the TAG quarterly to identify and discuss the needs, issues, and goals of transit users and providers across the metro. Corridor MPO staff has been involved with this group since its inception and continues participation to improve coordination efforts throughout the area. TAG members are listed in Table 1 below, and more information about the TAG can be found in the Appendix.

The planning process for this PTP began with two surveys. The first survey, of local transportation providers, was done to update information for the inventory of these various agencies. The second, the 2018 Passenger Transportation Survey, was a survey of the public. The survey was open for four weeks in September of 2018 and was available both online and in paper form to transit providers. The goal of this survey was to determine the unmet needs, difficulties, preferences, and demographics of transit users (the survey is analyzed in Section Three). After the survey was closed, TAG members reviewed the results as well as the entire document. Over 470 responses were received. The Passenger Transportation Survey was a key part of this PTP development process. It provides transit providers with direction for improvements within their systems based on the stated preferences of those they serve.

While the survey was live, Corridor MPO staff held the first of two open houses for this plan at the CR Transit's Ground Transportation Center (GTC) on September 7th, 2018 from 7:30 am to 6:30 pm. Input was gathered from transit riders to identify the transit needs and opportunities for improvement in our local bus systems. Paper versions of the 2018 Passenger Transportation Survey were also distributed. More information about feedback gathered can be found in Section Three.

Table 1: TAG Membership

| | |
|----------------------------------------------|-------------------------------------------|
| Abbe Center for Mental Health | Hawkeye Area Community Action Program |
| Access 2 Independence | Healthy Linn Care Network |
| Aging Services, Inc. | Horizons, A Family Services Alliance |
| Alzheimer's Association | Iowa Department of Transportation |
| American Cancer Society | Iowa Workforce Development |
| Area Ambulance | Jane Boyd |
| Area Substance Abuse Council - Heart of Iowa | Jones County Jets |
| Benton County Transit | Kirkwood - Skills to Employment |
| Benton County Volunteer Transportation | Linn County Community Services |
| Big Brothers Big Sisters | Linn Mar School District |
| Boys and Girls Club | Mercy Medical Center |
| Catherine McAuley Center | National Federation for the Blind of Iowa |
| Cedar Rapids Community Schools | Neighborhood Transportation Service |
| Cedar Rapids Transit | Options of Linn County |
| Churches United | Rider Club of Cedar Rapids |
| Community Health Free Clinic | RSVP of Linn and Jones County |
| Coralville Transit | Southeast Linn Community Center |
| Corridor MPO | Special K's Transport |
| Cross Roads Mission | The Arc of East Central Iowa |
| Discovery Living | The Heritage Area Agency on Aging |
| East Central Iowa Council of Governments | United Way of East Central Iowa |
| Empower Iowa | Waypoint Services |
| Epilepsy Foundation of Iowa | Willis Dady Shelter |
| Foundation 2 | Witwer Senior Center |
| Four Oaks | YMCA |
| Goodwill Industries | Young Parents Network |
| H.D. Youth Center | |

Also during this time, Corridor MPO staff facilitated five “transit audits” on the fixed-route service in the metro, Cedar Rapids Transit, in late September of 2018. The idea originated from the pedestrian planning process of walk audits, which are used to assess the walkability of towns, cities, and neighborhoods. However, instead of walking through a neighborhood with local citizens, staff led various elected officials and citizens through the bus riding experience—walking to bus stop, boarding the bus, riding the bus, getting off the bus (alighting), walking to a destination, and returning to the origin. The benefits of this process are twofold, a handful of decision-makers were exposed firsthand to transit, and staff was able to collect valuable feedback from both new transit users and transit-dependent users.



Citizens gather to provide input at the first PTP open house on September 7th, 2018.

Many of the comments collected from the transit audits were positive. Some comments could not have been gathered in any other way than exposing these participants with their unique perspectives to this experience. More information about the feedback gathered can be found in Section Three.

After the first round of public input, Corridor MPO staff began drafting the PTP, including action items included in Section Four. The action items were derived from the culmination of all the information gathered during TAG meetings, the 2018 Passenger Transportation Survey, the transit audits, and other known issues. These recommendations were formed to accomplish the seven goals of the document, listed above. TAG members were then presented information gathered from public input up to that point. They were then asked to review the document and provide feedback.

Feedback received from the TAG included adding information about bike share programs available in the metro and including the need for taxi services for persons with disabilities. The TAG's input on the plan is a valuable improvement to the plan.

The PTP process concluded with a second open house at the GTC on November 19, 2018 from 8 am to 5 pm, where Corridor MPO staff presented the recommended projects in Section 4. Additional feedback was gathered about the proposed improvements, which were displayed on boards for people to view and discuss with staff. Feedback was collected in public comment forms (see Appendix) and by verbal communication with open house attendees. Some additional ideas were gathered through these conversations with attendees, including:

- Allowing public service announcements to be posted by local agencies in the overhead advertisement space on CR Transit,
- Providing monthly passes to homeless persons to support their job search, and
- Additional support of night service as the most important transit improvement needed by attendees of the open house.

These additional ideas generated from the open house were added to the plan.

INVENTORY & AREA PROFILE



Public transportation services are available throughout the Corridor MPO planning area for a variety of uses and purposes. The metro area is served most regularly by the fixed route bus service operated by Cedar Rapids Transit (CR Transit) and augmented by several other programs. These include a demand response door-to-door direct transportation service, paratransit service, and many private non-profit transit services with varying operating structures. A detailed look at these services and the people they serve is necessary to understand the needs and next steps required to improve the metropolitan transit system.



The 380 Express, a new intercity bus service for commuters between Cedar Rapids and Iowa City, at the stop where riders are connected to Coralville Transit.



A local non-profit Neighborhood Transportation Services bus. Source: United Way of East Central Iowa



Corridor Rides bus, a service provided through Eastern Iowa Council of Governments. Source: Terry Bergen

Inventory

A chart reviewing each organization comprising the Corridor's existing passenger transportation network is provided on the next page to understand the current foundations of the system. It includes information regarding:

- Type of services available (fixed route, demand-response, subscription, intercity, et cetera)
- Who is eligible for service
- Fare information, if available
- Hours and days of operation
- Type, number, and ADA status of vehicles in each fleet, if applicable

The metro area transit providers are a mix of public and private service agencies providing various transportation options. Those listed are not an exhaustive inventory, but rather those who responded to MPO staff's request for information in the time provided. A request to complete a Transit Provider Survey was made to transit providers, many chose not to respond (see responses received in the Appendix). Additional information about many of the organizations is provided.

Table 2: Overview of Transportation Provider Organizations

| | Services available | Eligibility | Fare Information | Operating Hours | Fleet Details (not ADA accessible unless otherwise noted) | Completed Survey |
|---------------------------------------------------------|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------|----------------------------------------------------------|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|------------------|
| 380 Express | Intercity public transit | General public | \$3.50 for one-way, 10 ride and monthly passes available | M-F 5:20 am - 8:40 pm, reduce frequency Saturday service being considered | Operator Windstar Lines, Inc. utilizes buses from their private fleet for this service. All ADA accessible | |
| Aging Services - United Way of East Central Iowa | Door-to-door direct transportation services by volunteers | Elderly | Free | M-F 8:00 am - 4:30 pm | Volunteers' vehicles | X |
| Airport Shuttle Service | Intercity/airport door-to-door demand response | General public | Trip dependent fee | 4:00 am - 12:00 pm daily | 9 mini vans | |
| American Cancer Society - Linn County | Curb-to-curb direct transportation through volunteer driver program | Cancer patient in Linn County | Free | M-F 8:00 am - 6:00 pm | Vehicles of 26 volunteers | X |
| American Class Taxi | Door-to-door direct transportation, including wheelchair service and airport shuttle | General public | Trip dependent fee | M-F 6:00 am - 10:00 pm, Sat. 6:00 am - 11:00 pm, Sun. 7:00 am - 10:00 am | 1 sedan, 3 mini vans, 1 ADA mini van | X |
| Anaman Concierge Services, LLC | Door-to-door direct transportation, including airport shuttle | General public | Trip dependent fee | 24 hours/day by appointment | Sedans, town cars, SUVs, 15-passenger vans | X |
| Burlington Trailways | Intercity transit | General public | Trip dependent fee | 24 hours/day by appointment | 24 coach buses | |
| Cedar Rapids Community School District | Direct transportation to/from school | Enrollment in school district, living more than 2 miles from school attended | No direct fee | 24 hours/day by appointment | 15 ADA lift buses, 94 60-78-passenger school buses, 6 8-passenger vans | X |
| Cedar Rapids Transit (CR Transit) | Fixed route public transit, demand response paratransit contracted | General public | \$1.50 on fixed route | M-F 5:15 am - 7:30 pm, Sat. 8:15 am - 5:30 pm | 30 ADA heavy duty fixed-route buses, 10 ADA light & medium duty buses*, 3 ADA light duty** | X |
| College Community School District | Direct transportation to/from school | Enrollment in school district, living more than 2 miles from school attended | No direct fee | 24 hours/day by appointment | 9 ADA lift buses, 55 60-78-passenger school buses, 3 7-passenger cargo vans, 12 6-passenger mini vans | X |
| CorridorRides - ECICOG | Door-to-door demand response public transit | General public | | | 12 ADA mini vans, 54 ADA light-duty buses, 6 ADA medium-duty buses, 9 vanpools | X |
| Express Limousine Service | Door-to-door direct transportation | General public | Trip dependent fee | | 5 sedans, 2 vans, 2 SUVs, 2 limo buses, 2 shuttle buses, 1 mini coach, purchasing 1 ADA mini van | X |

Table 3: Overview of Transportation Provider Organizations (continued)

| | Services available | Eligibility | Fare Information | Operating Hours | Fleet Details (not ADA accessible unless otherwise noted) | Completed Survey |
|--------------------------------------------------------------------------------------|---------------------------------------------------------------------|------------------------------------------------------------------------------|--------------------------------------------------------|---------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|------------------|
| Linn County Veterans Affairs (VA) | Direct transportation to Veteran's Affairs Health Care in Iowa City | Linn County Veterans | Free | | 1 van provided by Department of Veteran's Affairs | X |
| Linn Intracounty Facilitating Transportation System (LIFTS) | Door-to-door public transit, contractor for CR Transit paratransit | General public outside of metro, ADA for paratransit | \$3 for paratransit trips, \$6 for rides outside metro | M-F 6:30 am - 6:30 pm, Sat. 8:00 am - 5:00 pm | 12 ADA medium-duty buses, 13 ADA light-duty buses | X |
| Linn-Mar School District | Direct transportation to/from school | Enrollment in school district, living more than 2 miles from school attended | No direct fee | 24 hours/day by appointment | 55 buses | |
| Marion Independent School District | Direct transportation to/from school | Enrollment in school district, living more than 2 miles from school attended | No direct fee | 24 hours/day by appointment | | |
| Neighborhood Transportation Service (NTS)/Horizons, A Family Service Alliance | Curb-to-curb demand response direct transportation | General public for school, work, or life-skill class trips/General public | \$6 for one-way ticket | 6:30 pm - 6:00 am daily | 3 ADA 18-passenger buses, 5 ADA 15-passenger vans/2 ADA light-duty buses, 5 6-12-passenger vans | X |
| Norse Transport | Door-to-door direct transportation services | General public | Trip dependent fee | M-F 7:00 am - 5:00 pm or anytime by appointment | Vans | |
| Riders Club of America | Door-to-door direct transportation services | 55 years or older, medical condition that prevents driving | Annual fee plus trip dependent fee | Anytime with 24 hour notice | Volunteers' vehicles | X |
| Special K Transport | Wheelchair transportation | | Trip dependent fee | | All ADA accessible | |
| The Way Shuttle Service | Work transportation | | \$2.25/mile | M-F 6:00 am - 6:00 pm or outside business hours with 24 hour notice | | |
| To The Rescue | Door-to-door demand response direct transportation | General public | Trip dependent fee | M-F 8:00 am - 5:00 pm or outside business hours by appointment | 3 15-passenger vans, 2 ADA vans, 3 ADA light-duty buses, 6 mini vans | X |
| University of Iowa Employee Vanpool Program | Direct transportation services | Employment at University of Iowa | Monthly participation fee dependent upon trip | | 27 15-passenger vans, 48 7-passenger vans | X |

* for contract with LIFTS for paratransit service

** for contract with NTS for demand-response night service

Cedar Rapids Transit (CR Transit)

CR Transit operates fixed route bus service, providing conventional passenger transportation services through 13 fixed bus routes with a fleet of 30 buses currently operating from a central Ground Transportation Center (GTC) in downtown Cedar Rapids. Service is provided throughout the Cities of Cedar Rapids, Marion, and Hiawatha. Twenty-two of those buses are utilized during daily peak service, eight are held in reserve. Bus routes converge at the GTC at approximately the same time to allow for simple transfers to other routes.

CR Transit service is available to the public Monday through Friday from 5:15 am to 7:05 pm, with the exception of Routes 20 and 30 (Marion circulator and NE circulator, respectively) running from 5:40 am to 7:30 pm. Saturday service is reduced to 8:15 am to 5:05 pm, with the exception of Routes 20 and 30 running from 8:40 am to 5:30 pm. There is no service on Sundays. For route map see Figure 2 on the next page.

Bus fare is \$1.50 per ride, however, reduced fares of \$0.75 are available for children under the age of five, seniors, students, persons with disabilities, and low-income riders. Saturday service is free to all riders in order to promote new ridership. All 30 vehicles are owned and operated by CR Transit and are ADA accessible. CR Transit currently has a full-time equivalent of 57 employees, including administrative staff and drivers.

CR Transit has seen a gradual increase in ridership over the past few years, despite other area public transportation agencies experiencing relatively flat or declining ridership, until 2017, when there was an 11 percent decrease in ridership. In July of 2017, route changes and service adjustments were made across the CR Transit system, including an

Table 4: CR Transit Annual Ridership

| Fiscal Year (July-June) | Ridership |
|-------------------------|-----------|
| FY 2018 | 1,265,721 |
| FY 2017 | 1,185,726 |
| FY 2016 | 1,317,389 |
| FY 2015 | 1,370,821 |
| FY 2014 | 1,255,726 |
| FY 2013 | 1,223,478 |

Source: CR Transit 2018

increase in the frequency of Route 5. This change has resulted in an approximate six percent increase in ridership since.

Challenges facing CR Transit are maintaining existing service levels with rising operating expenses as well as replacing the remaining buses in the fleet that have met their useful life thresholds. CR Transit has been exploring the possibility of the creation of a Regional Transit Authority, which will be discussed later in this document and implementing mobile ticketing options for smartphone users.

Additionally, CR Transit is facing the possibility of a decrease in Section 5307 federal funding (Urbanized Area Formula Grants). Population projections for the Urbanized Area are expected to surpass 200,000 people, see Table 6. If after the 2020 Decennial Census, there are more than 200,000 people in the Cedar Rapids Urbanized Area, the designation of the region shifts to Large Urban. The switch to Large Urban means 5307 funding projections may drop by approximately 25 percent, equating to a loss of \$637,500 annually.

The CR Transit FY19 budget is shown in Table 4. Details of the budget include capital improvement projects to purchase new buses and an upgrade to onboard camera security system and an increase in discretionary expenses for LIFTS to provide paratransit service and mobile app (RideSystems) charges. Goals for the system, listed in the budget, are to increase fixed-route ridership by two percent per fiscal year and to have charges for services, intergovernmental grants, and other miscellaneous revenues cover 50 percent of CR Transit's operating costs.

CorridorRides – ECICOG

Through the East Central Iowa Council of Governments (ECICOG), CorridorRides, previously ECI Transit, contracts with various agencies to provide door-to-door demand response public transit services to Benton, Iowa, Johnson, Jones, Linn, and Washington Counties. Contract agencies include Benton County Transportation, Iowa County Transportation, Johnson County SEATS, Jones County JETS, Linn County LIFTS, and Washington County Mini Bus.

In addition, CorridorRides contracts with Enterprise Rideshare to provide the VanPool program for any person or employer within the region and points beyond.

As of October 2018, CorridorRides, in partnership with Windstar Lines Inc., provides 380 Express, an intercity express bus service between Cedar Rapids and Iowa City. This service is discussed below.

Figure 2: CR Transit Routes

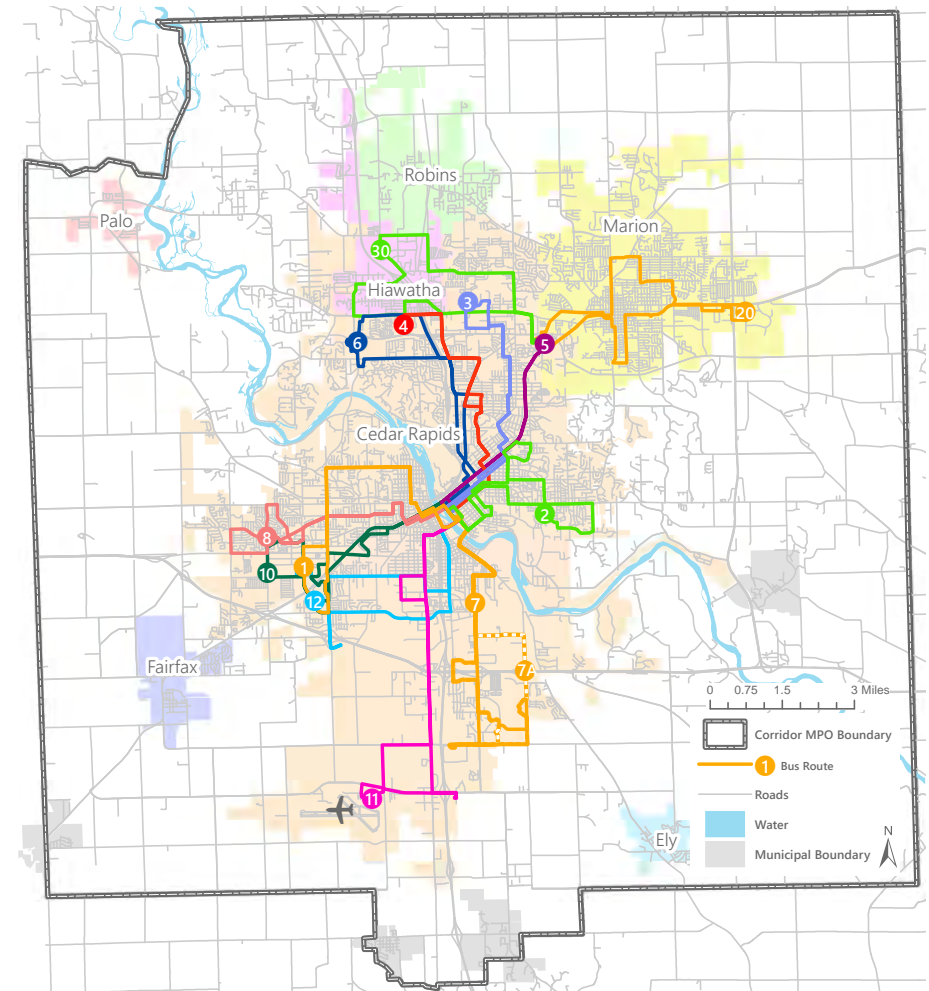


Table 5: CR Transit Budget

| Revenues | |
|-----------------------------------------------|----------------------|
| Cedar Rapids Transit Tax Levy | \$ 5,391,896 |
| FTA and State Operating | \$ 3,350,000 |
| Charges for Services | \$ 918,000 |
| Marion & Hiawatha | \$ 530,000 |
| Other Revenue | \$ 277,139 |
| Total Revenues | \$ 10,467,035 |
| Expenditures | |
| Personnel | \$ 4,966,130 |
| Discretionary | \$ 1,436,190 |
| Fleet & Facilities | \$ 1,479,563 |
| Non-Discretionary | \$ 1,308,019 |
| Transfers Out | \$ 1,277,133 |
| Total Expenditures | \$ 10,467,035 |
| Net Revenues over/(under) Expenditures | \$ - |

Source: Cedar Rapids Budget FY19

Linn Intracounty Facilitating Transportation System (LIFTS)

LIFTS is operated by Linn County and provides rides to the general public, seniors, and persons with disabilities within the metro area. Although primarily designed for general public riders outside the metropolitan area, CR Transit has contracted with LIFTS to provide complementary paratransit service within its service area as required by the Americans with Disabilities Act (ADA). This paratransit service augments CR Transit services for metro area ADA-eligible persons. Riders within the metro area must have a disability that prevents them from riding one of the fixed-route buses to be eligible for LIFTS service within the metro. All county residents outside the metro area are eligible for service. LIFTS is a demand response service and as such, reservations must be made 24 hours in advance. The LIFTS fleet is comprised of 12 medium-duty and 13 light-duty buses. Of those

vehicles, CR Transit provides funding for ten of the medium-duty (17,000 to 16,000 gross vehicle weight rating) and three of the light-duty (up to 16,000 gross vehicle weight rating) buses.

380 Express - Iowa City/Cedar Rapids Corridor Commuter Shuttle

CorridorRides began a weekday commuter shuttle, operated by Windstar Lines Inc. between downtown Cedar Rapids and downtown Iowa City on October 1, 2018. The route makes stops at the Cedar Rapids Ground Transportation Center (GTC), a free park and ride lot at Kirkwood Community College, the Coralville Transit Intermodal Facility, the University of Iowa Hospitals and Clinics at West Campus Transportation Center, the Veterans Affairs Health Care in Iowa City, and the Court Street Transportation Center in downtown Iowa City. This service is designed to provide an alternative for commuters as the reconstruction of the I-380/I-80 interchange begins. It connects to all four fixed-route transit systems: Cedar Rapids Transit, Iowa City Transit, Coralville Transit, and the University of Iowa's CAMBUS system open to the public. Tickets and passes can be purchased on mobile devices through the Token Transit smartphone app.

Aging Services – An Affiliate of Unity Point Health

Unity Point Health provides Aging Services including transportation to a variety of destinations for the elderly by volunteers in the Iowa City and Cedar Rapids metros. This is one of three volunteer transportation programs in the Corridor MPO area offered by Heritage Area Agency on Aging.

Airport Shuttle Service

Airport Shuttle provides services from the Eastern Iowa Airport to Cedar Rapids, Iowa City and other surrounding cities. They charge a fare ranging between \$10 - 35, depending on the requested destination.

American Cancer Society – Linn County

Volunteers provide curb-to-curb demand response transportation, through a national program called Road to Recovery, for cancer patients to get to treatment, as available. Three business days advance notice is required. Patients must be ambulatory and the patient must place the request.

Burlington Trailways

Burlington Trailways operates an intercity bus service out of the Eastern Iowa Airport. This service provides transportation to most major cities throughout the Midwest and is available to the general public by a fare based on the date of travel and destination. Two daily trips are made to Iowa City, three daily trips are made to Chicago, and trips to Des Moines and beyond are made once per day. Trailways buses are ADA accessible.

Cedar Rapids Community School District

The Cedar Rapids School District encompasses most of the urban area, with a total area of about 121 square miles. Office hours are Monday through Friday from 8:00 am to 5:00 pm. Student transportation is available 24 hours a day and holidays by appointment.

College Community School District

The College Community School District includes the area south of US Highway 30 within the Corridor MPO planning boundary, with a total district area of 137 square miles. Office hours are Monday through Friday from 8:00 am to 5:00 pm. Student transportation is available 24 hours a day and holidays by appointment.

Express Limousine Service

Express Limousine Service provides exclusive door-to-door transportation service in Cedar Rapids, Iowa City, throughout Iowa and the five surrounding states. The company is purchasing an ADA accessible minivan as medical transfers have been identified as an additional transportation service they wish to provide.

Heritage Area Agency on Aging

The Heritage Area Agency on Aging is a department of Kirkwood Community College that plans, coordinates, and funds a system of home and community based programs and services that support the independence and dignity of the more than 60,000 older adults in East Central Iowa. Heritage also plans, funds, and advocates for services in volunteer transportation programs offered through many of their member agencies, three of which (Aging Services, Pathways, and Milestones) are in the Corridor MPO area.

Linn County Veterans Affairs (VA)

The VA office offers van rides to and from the VA Medical Center in Iowa City. This service paid for by the Veterans Administration is provided to eligible veterans who have been referred to the Disabled American Veteran (DAV) Transportation office. Currently, one van is provided by DAV to transport veterans with medical appointments. Clients must have a scheduled appointment at the VA Medical Center. CR Transit bus passes may be made available based on need.

Linn-Mar School District

The Linn-Mar School District includes the northeastern portion of the metro area including most of north Marion, northeast Cedar Rapids, and rural Linn County, with a total area of 63 square miles. Transportation is provided to and from schools within the district for students living at least two miles from school. There is no direct fare structure for this service.

Marion Independent School District

The Marion Independent School District includes central Marion, with a total area of four square miles. Marion Independent provides transportation to and from schools within the district for students living more than two miles from school. There is no direct fare structure for this service.

Neighborhood Transportation Service (NTS)/Horizons

NTS is offered as curbside demand response to provide rides to citizens of Cedar Rapids, Marion, and Hiawatha from 6:30 pm to 6:00 am when the conventional fixed-route bus system is not available. Eligible rides are for trips to work, school, or life skills classes. Tickets are purchased in advance at a variety of locations throughout the area, and rides must be scheduled at least 24 hours in advance of the time needed. The one-way tickets currently cost six dollars. NTS has a fleet of three buses and five vans, many of which are provided and replaced by CR Transit. All vehicles are ADA accessible.

This organization also provides a Corridor Medical Shuttle to the Iowa City area for medical appointments three times per week.

Norse Transport

Norse Transport provides high quality, non-emergency wheelchair accessible door-to-door demand response transportation around the Cedar Rapids area. A fleet of vans with the latest seven-point safety restraint systems, onboard GPS, wheelchairs, and oxygen system.

The Way Shuttle Service

The Way Shuttle Service provides work transportation and courier service within a 250-mile radius of Cedar Rapids. Trips desired outside the metro area will be considered on a case-by-case basis. Service is oriented toward work, school, and medical trips, but any trip will be considered.



Marion Independent School Bus waiting to pick up children after dismissal.

To The Rescue

To The Rescue is a full-service home health care company with a well-trained and caring staff available to assist a wide range of needs. Wheelchair and non-wheelchair transportation is provided to individuals with any need. Drivers are certified caregivers capable of assisting individuals before, after, and during transit.

Riders Club of America

Riders Club is a non-profit that utilizes volunteers to provide transportation for any destination within the Cedar Rapids metro area, 24 hours a day, 7 days per week. At least 24 hours' notice for each ride request is required. Riders Club operates on an annual fee structure not including per trip costs determined on a case-by-case basis. Riders must be 55 years of age or older or have a medical condition that prevents driving.

Special K Transport

Special K is a private organization that focuses on wheelchair transportation, taking people to and from medical appointments, shopping, family events, et cetera, Special K is generally able to maintain a less than 20-minute response time for immediate assistance trips or return trips. Driver background checks ensure the safety, integrity, and respect of clients is maintained at all times. Drivers are on call 24 hours a day, 7 days per week.

University of Iowa Employee Vanpool Program

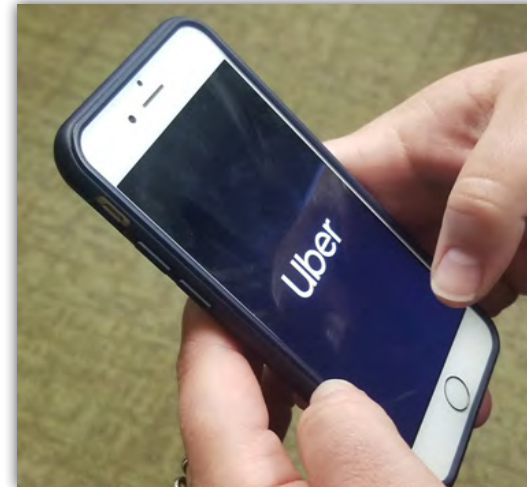
The University of Iowa operates an Employee Vanpool Program which many Corridor MPO area residents use to commute. The University of Iowa Employee Vanpool is a program provided by the University of Iowa Parking and Transportation Department. University-owned vans are provided to groups of faculty and staff to facilitate carpooling. This program offers the use of passenger vans for employees and students to ride to and from the U of I campus. One employee is designated as the driver and caretaker of the vehicle, with other employees signing up to ride. Seven to 15 University faculty and staff can ride together to and from work in a commuter van. A volunteer driver rides for free in exchange for driving and being responsible for the van. The vanpool program serves 24 communities over nine counties and runs to and from the University at regular agreed upon times by the vanpool riders. Emergency rides home are provided through a separate program to those participating in the vanpool program. Currently, the program is only open to University employees. The system has the capacity to serve up to 730 commuters.

The University of Iowa also provides a carpool program and matching service for faculty, staff, and students. Current parking permit holders who want to share the driving with another University staff or student can exchange their parking permit for a carpool arrangement. The

permit holder still retains rights to their permit and pays the permit fee, however, the people they carpool with can take turns driving in the carpool. The matching service helps people locate others interested in carpooling, however, those in the carpool coordinate with one another on ride arrangements.

Uber/Lyft Rideshare Applications

Like many metropolitan areas, the Corridor MPO is served by ridesharing companies Uber and Lyft. These private companies use mobile apps to provide ridesharing services to customers, much like a taxicab service, with user interface in the form of a mobile application. Riders are quoted with a price in real-time for a ride upon request and can then confirm the ride. Prices vary based on the time, distance, and supply/demand of drivers. The future impact of these services are unknown, but their popularity has only significantly increased since their appearance on the market. Ultimately, these services may compete with transit in the future or provide an opportunity for future partnerships, as many municipalities are currently exploring.



Rideshare companies Uber and Lyft both operate in the Cedar Rapids metro and provide a form of transportation that can both complement and compete with other forms of transportation.

Area Profile

A sustainable public transportation system is dependent on the demographic profile and land use patterns of a community. The demographic information such as population, housing patterns, employment centers, individual travel behavior, income, et cetera play an important role in identifying transportation needs and a feasible transportation system for an area. An analysis of the demographic profile within Corridor MPO's planning area will improve understanding of the existing commuting patterns and future transportation needs in the area. The following sections will provide an overview of the population, housing, employment, poverty, and vehicle occupancy in the Corridor MPO planning area.

Corridor MPO's planning area includes the Cities of Cedar Rapids, Marion, Robins, Hiawatha, Ely, Fairfax, Palo, Shueyville, Swisher, Bertram, a portion of Walford and a portion of Linn County. Not all of these jurisdictions within the planning area are currently members of the Corridor MPO. The Corridor MPO members include the Cities of Cedar Rapids, Ely, Fairfax, Hiawatha, Marion, Palo, and Robins, and portions of unincorporated Linn County (see Figure 1 on page 6 for map). The data presented in the following section will only represent the MPO's member jurisdictions.

Table 6: Population Trends 2010 - 2040

| | Annual Rate of Growth* | 2010 Census | Estimated Population 2020 | Estimated Population 2040 | 2010 Land Area (square miles) | 2010 Population Density (persons per square mile) | 2020 Estimated Population Density** (persons per square mile) | 2040 Estimated Population Density** (persons per square mile) |
|--------------------------------------------|------------------------|----------------|---------------------------|---------------------------|-------------------------------|---------------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------------|
| Cedar Rapids | 0.99% | 126,323 | 138,697 | 167,576 | 72.3 | 1,748 | 1,920 | 2,319 |
| Marion | 1.53% | 34,768 | 38,425 | 54,396 | 16.6 | 2,097 | 2,318 | 3,281 |
| Unincorporated Linn County in MPO Boundary | 0.54% | 10,024 | 10,962 | 13,040 | 200.8 | 50 | 55 | 65 |
| Hiawatha | 1.95% | 7,024 | 7,720 | 12,046 | 4.4 | 1,607 | 1,767 | 2,757 |
| Robins | 5.75% | 3,142 | 3,602 | 15,130 | 5.8 | 545 | 625 | 2,627 |
| Fairfax | 1.92% | 2,123 | 2,330 | 3,952 | 1.9 | 1,100 | 1,207 | 2,048 |
| Ely | 1.68% | 1,776 | 1,937 | 3,030 | 1.4 | 1,269 | 1,384 | 2,164 |
| Palo | 1.60% | 1,026 | 1,197 | 1,599 | 1.4 | 733 | 855 | 1,142 |
| Corridor MPO Planning Area | N/A | 185,180 | 203,675 | 260,692 | 309.0 | | | |

*From Connections 2040 Transportation Demand Model

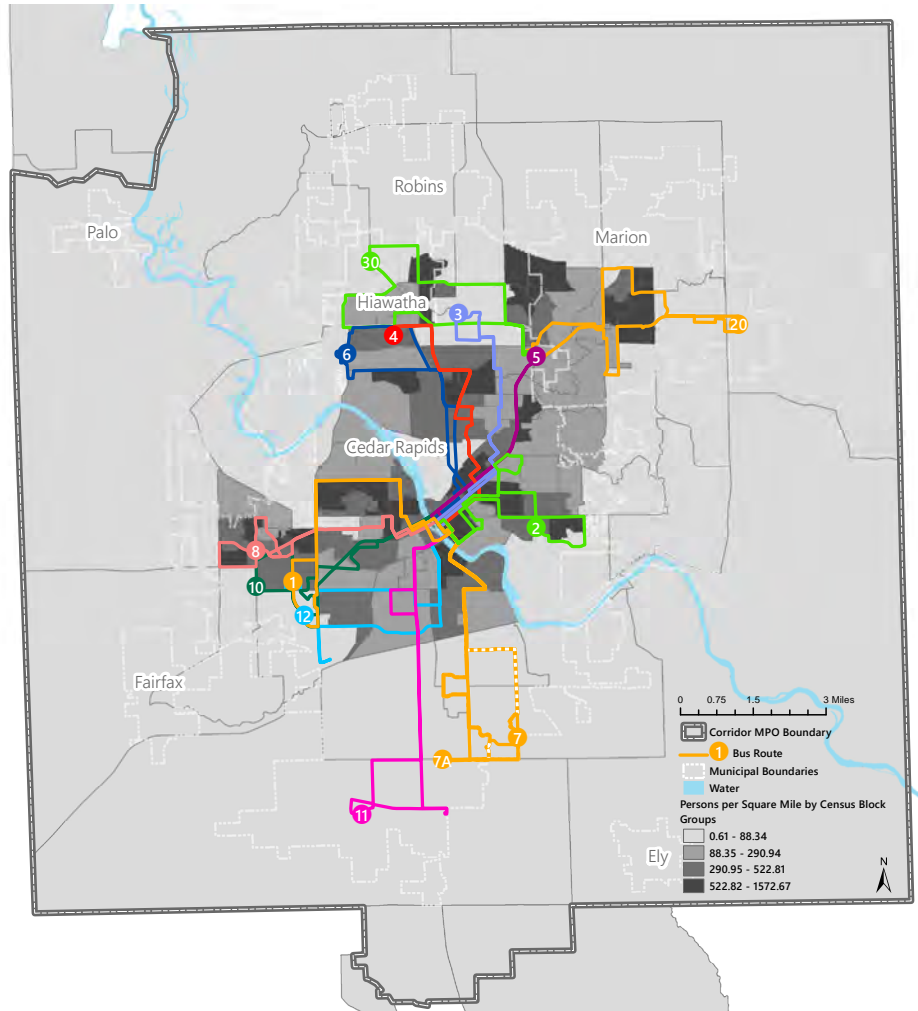
**Assumes land area stays constant

Source: US Census Bureau

Population Growth and Density

An efficient and frequent public transportation system is heavily dependent on the density of population. There is a strong correlation between population density and transit ridership. Typically, transit ridership increases in a linear pattern as population density increases above 4,500 persons per square mile. For population densities of 2,000 persons per square mile, transit trips usually account for 0.08 trips per person per day (Dunphy & Fisher, "Transportation, Congestion, and Density: New Insights," Transportation Research Record No. 1552).

Figure 3: Corridor MPO Population Density



Source: 2012 - 2016 American Community Survey 5 Year Estimates

Population density is dependent upon land use and zoning patterns. Areas with single-family housing are much less dense (approximately five dwelling units per acre), therefore less able to support transit, compared to multi-family housing (approximately eight or more dwelling units per acre).

The data in Table 6 shows that Cedar Rapids, Hiawatha, and Marion have the density to support public transit, but with very low ridership. In previous decades, population densities from 2000 to 2010 in Cedar Rapids, Marion, and Hiawatha decreased despite increases in population. This is a result of additional land annexation and less dense land use. Projections for population in 2020 are based on assumed annual rates of growth for each community as used in the Corridor MPO's travel demand model. With these increased populations, population density is projected to increase and make transit a more appealing mode of travel. However, this will require change in land use patterns that supports urban infill. Given these desired land use patterns, geographic expansion of CR Transit is not expected.

Figure 3 demonstrates that while many areas of the communities served by CR Transit may not reach significant population densities to support high levels of transit use, specific areas within the metro do have sufficient densities, which is encouraging for potential future transit use. One metropolitan Census block group shows a population density very near 12,500 people per square mile and five Census block groups show population densities near or over 5,000 people per square mile; all are currently served by transit. There is generally a high density of people along Highway 151 (First Avenue) that is represented in Figure 4 by Routes 5 and 10.

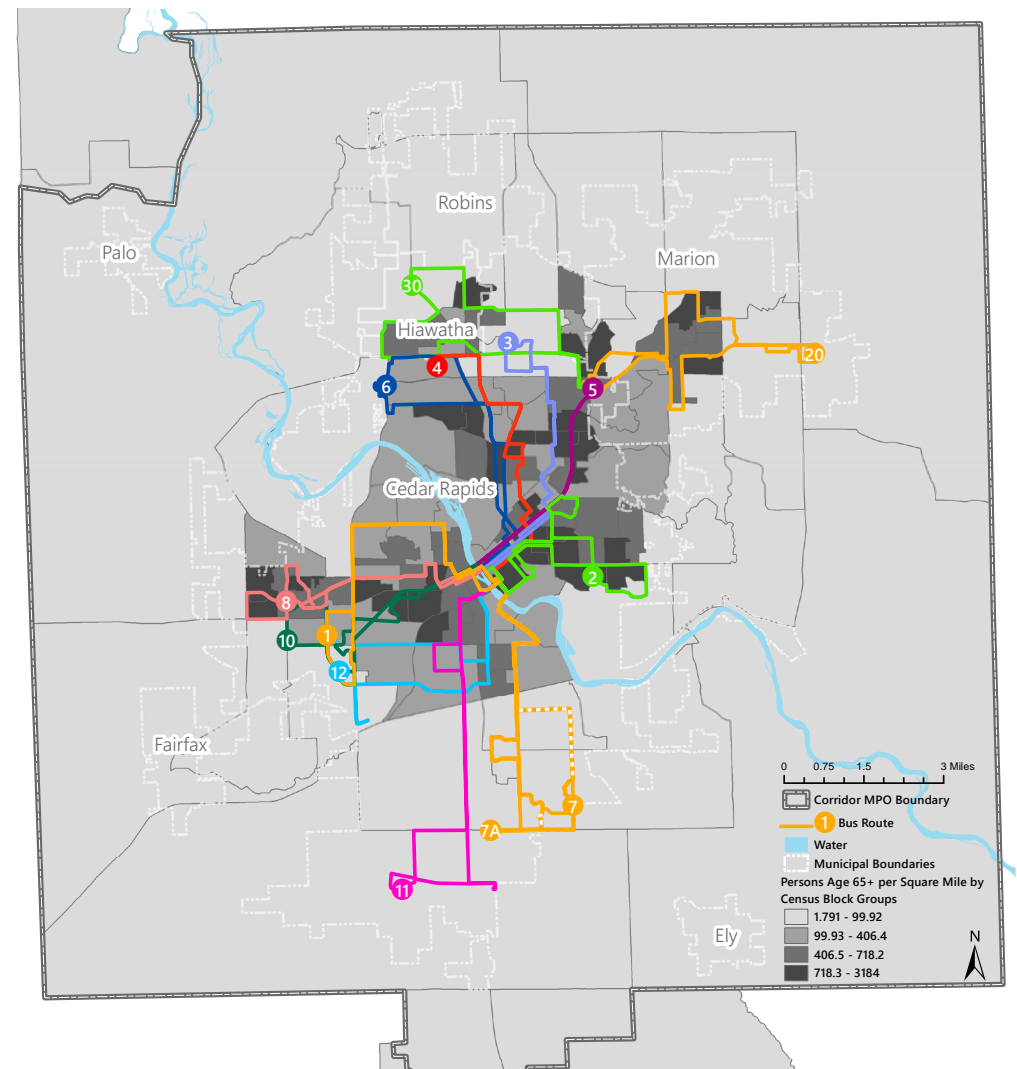
A combined approach is needed to capitalize on the population patterns present in the metro. Land use that promotes infill development and higher intensity activities is needed to develop and encourage population densities within the central cores of all member communities. Additionally, a focused development of transit assets on the existing high-density population areas will act to maximize overall system efficiency.

Adults 65 years or Older

The geographic distribution of citizens 65 years and above is similar to that of the general population (see Figure 4). Routes 1, 8, 10, 5, and 4 serve areas with high densities of older residents. Older citizens are much more likely to need the service that public transportation provides. Current service coverage appears to be adequate. However, frequency of service may need to increase as these areas will continue to age, producing more dependent transit riders.

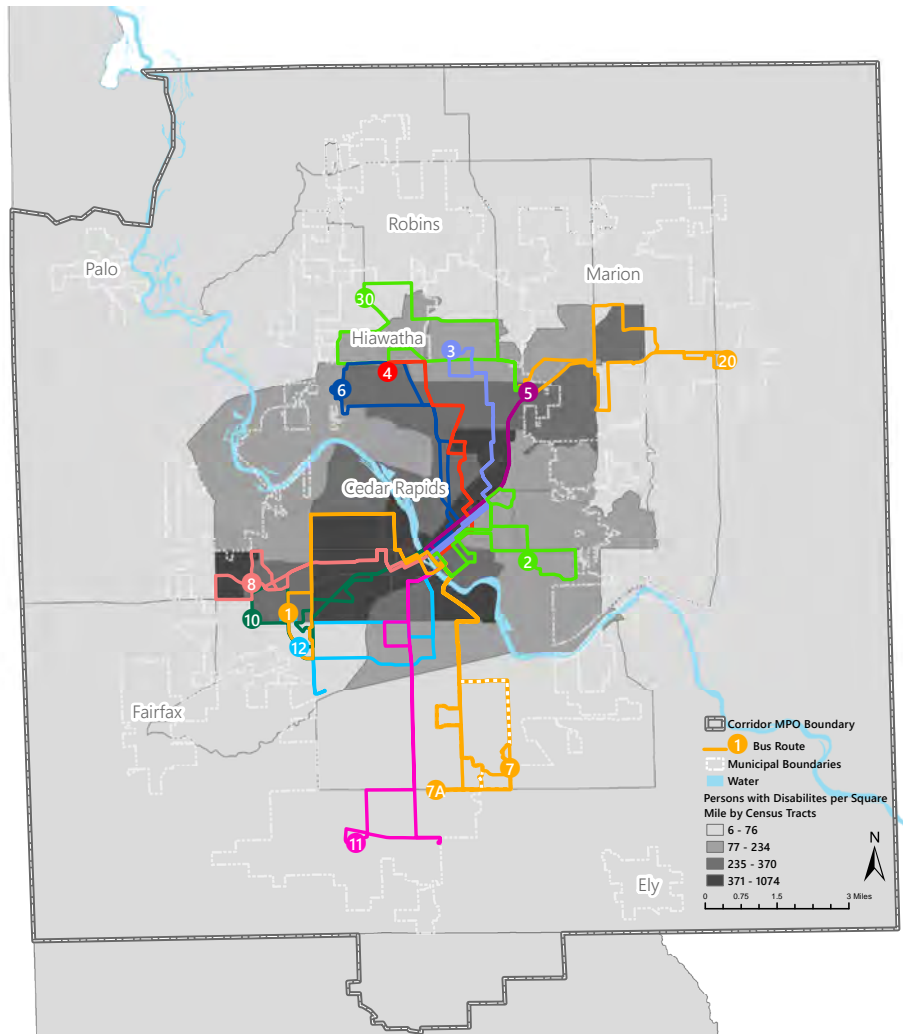
Additionally, service issues along these routes and in other high-density population areas will likely foretell issues that will become important to the entire network. Issues like the quality of bus stops, sidewalks, and bus shelters will likely be more important in older population clusters as physical mobility issues will require more support to adequately serve ridership.

Figure 4: Corridor MPO Population Density 65 and Older



Source: 2012 - 2016 American Community Survey 5 Year Estimates

Figure 5: Population Density of Persons with Disabilities



Source: 2012 - 2016 American Community Survey 5 Year Estimates

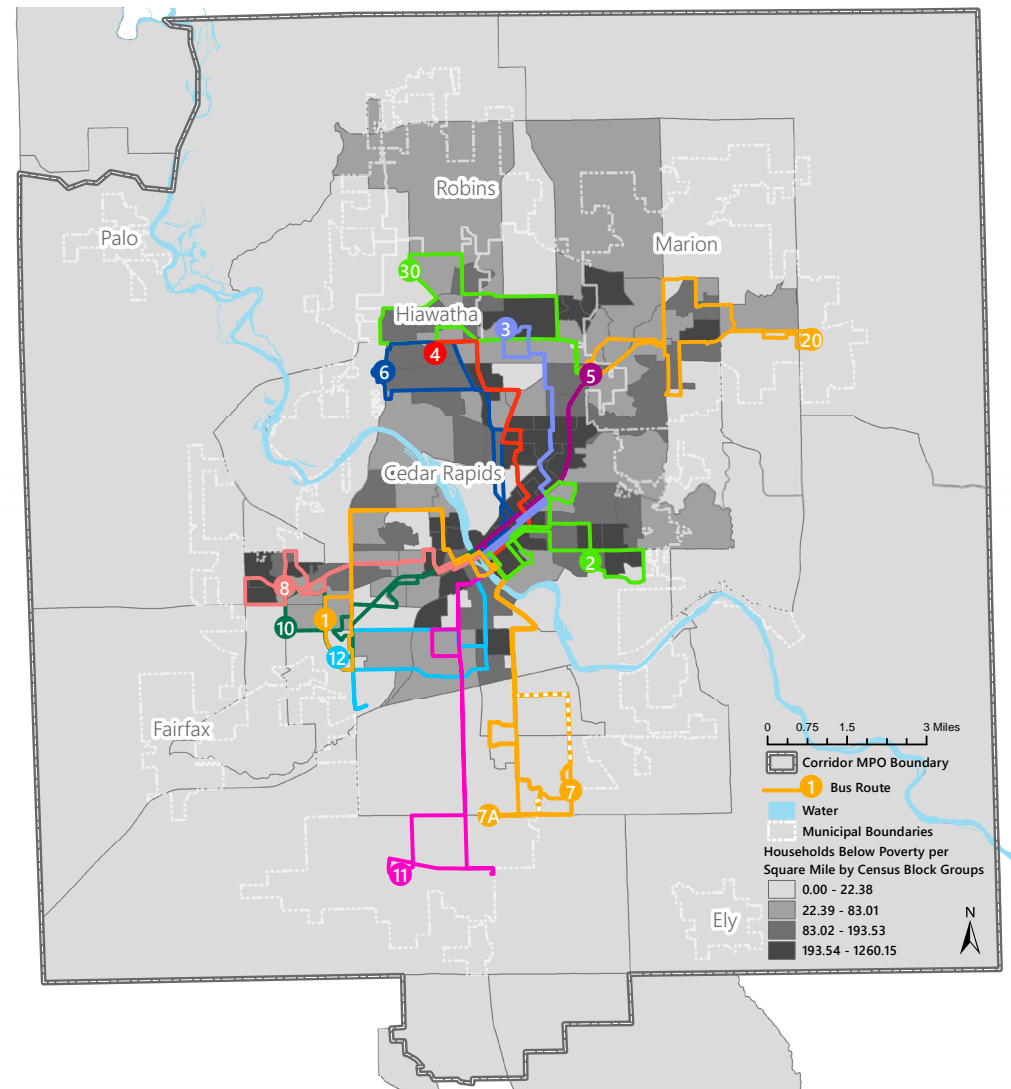
Persons with Disabilities

The City of Cedar Rapids has the most persons with disabilities in the area, with concentrations occurring on the west and northeast sides of the city (see Figure 5). These areas are served by Routes 1, 7, 8, 10, and 11, and Routes 3, 5, 4, and 6, respectively. There is likely a strong correlation between those over 65 years old and those with a disability. Current service coverage appears to be adequate. Similar to the needs of older individuals, the disabled population will also require a greater quality of service regarding bus shelters, pads, and sidewalks. If service hours are considered for expansion on specific bus routes this population may see the most benefit as the disabled population is more likely to depend on public transportation. Additionally, service issues along these routes and in other high-density population areas will likely foretell issues that will become important to the entire network. Issues like the quality of bus stops, sidewalks, and bus shelters will likely be more important in older population clusters as physical mobility issues will require more support to adequately serve ridership.

Low-income Households

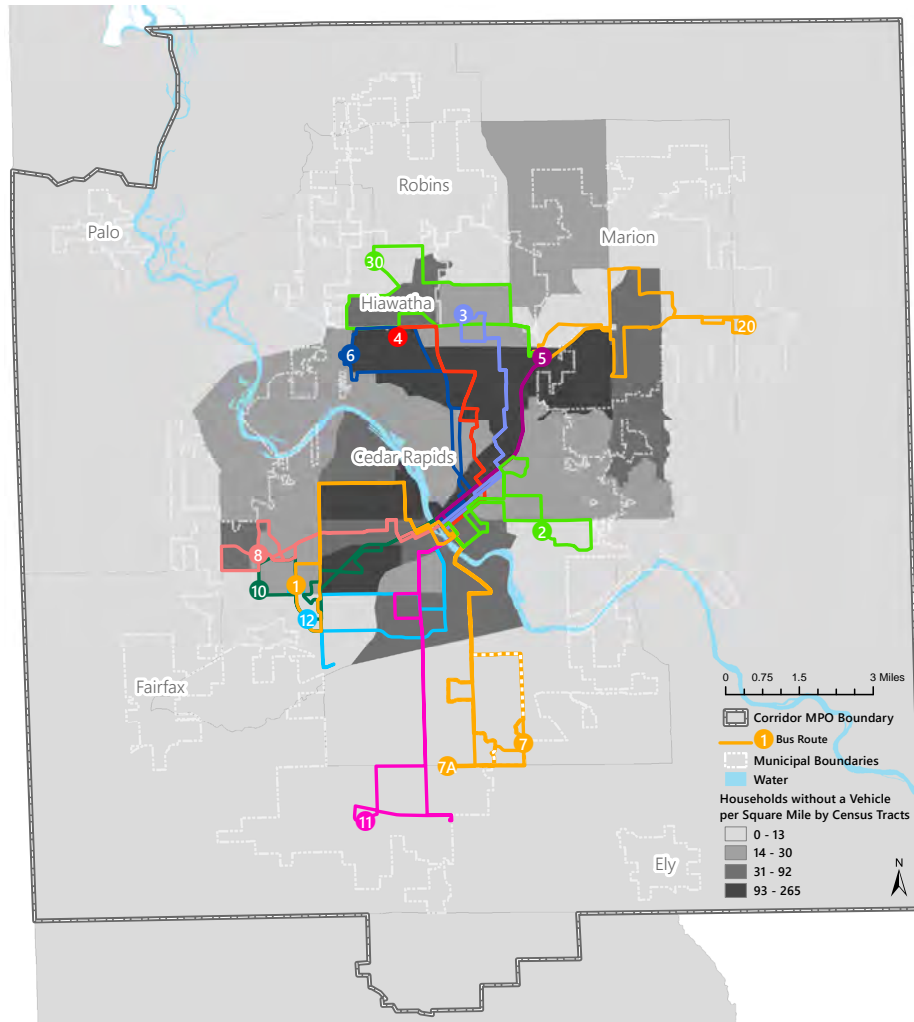
The population density of those living on low incomes is slightly different than older citizens and those with disabilities. Areas with a higher presence of low-income households are in eastern Hiawatha, western Marion, along Highway 151, and close to the central business district in Cedar Rapids (see Figure 6). Households near downtown, along Highway 151, and near Route 2 have numerous bus lines nearby. However, those in western Marion have no bus access. Those in eastern Hiawatha are served by Route 30 but must transfer at Lindale Mall to Route 5 in order to access the rest of the area, which makes for very long trips. Increased frequency would benefit all of these riders with low income, as often times that is their primary mode of transportation to work.

Figure 6: Population Density of Low Income Households



Source: 2012 - 2016 American Community Survey 5 Year Estimates

Figure 7: Households Without a Vehicle per Square Mile



Source: 2012 - 2016 American Community Survey 5 Year Estimates

Households Without a Vehicle

Households without a vehicle are primarily located along existing bus routes (see Figure 7). This is assumed to be largely the result of land use patterns and the hub and spoke design of the CR Transit system. The GTC is located in the center of the main downtown area and the metro. All but two bus routes converge at this point and thus those without a motor vehicle, either by choice or circumstance, have clustered within a short distance to the GTC. This is viewed as a positive impact of transit on land use; frequent and dense transit service can direct land use.

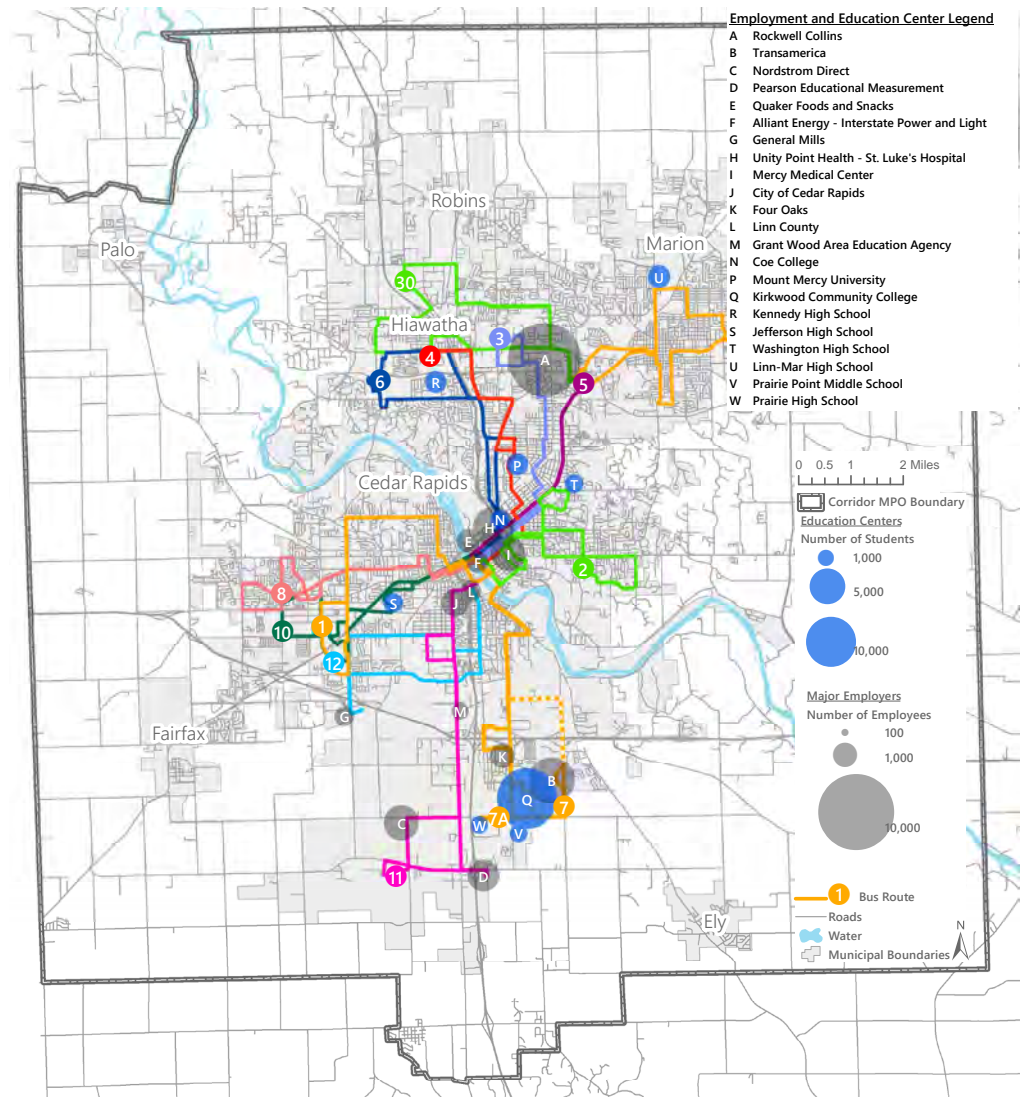
However, other factors must be considered. There appears to be a correlation between the older population centers on the west side of Cedar Rapids and the lower income clusters on the northern portions of the metro. Households located in these farther reaches of the metro are not as well-served by transit and are likely dependent only on one specific bus route. This dependence on single routes presents a significant burden to transit users that need to make transfers to connect to other portions of the city. Many routes run 60-minute headways, therefore a trip that includes a transfer can take more than an hour one way.

Employment and Education Centers

It is critical that an effective public passenger transportation system moves people to the places they want and need to go. Rider origins are as important as rider destinations. While all destinations are valuable, some are more crucial to everyday life. Figures 9 and 10 on pages 28 and 29 respectively, show these destinations in relation to the existing bus route network.

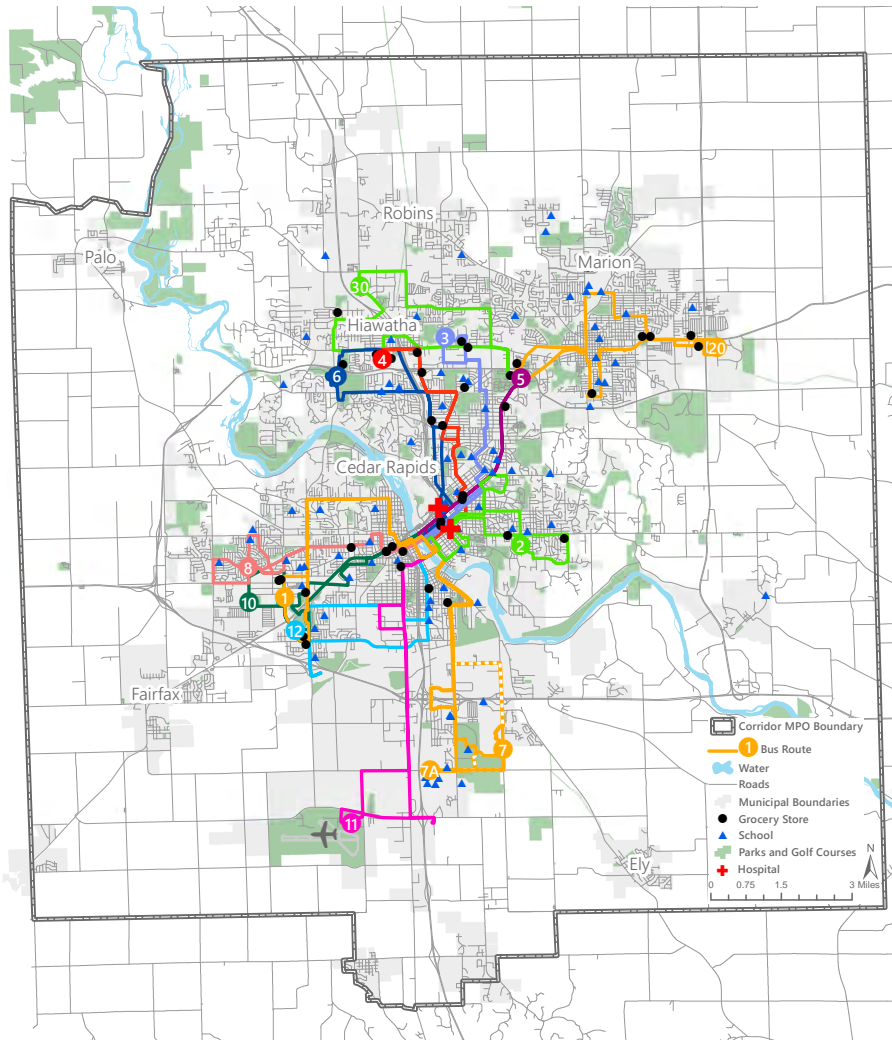
Figure 8 looks at the metro’s largest employers and education centers. Some of the region’s largest employers are deliberately served by transit routes. Commuting loops are made for Rockwell Collins, the Transamerica Campus, and Kirkwood Community College. College students and employees are an important demographic to provide service. The three largest colleges and universities are connected to the rest of the metro by regular service.

Figure 8: Corridor MPO Employment and Education Centers



Source: Cedar Rapids Metro Economic Alliance, 2018

Figure 9: Corridor MPO Activity Centers



Activity Centers

Figure 9 looks at some of the most important destinations needed for healthy living: schools, medical facilities, and park space. The importance of parks and schools to physical, mental, and social health cannot be overstated. For many transit users, connections to medical facilities can often mean the difference between good health and untreated medical conditions. Ensuring connections to these facilities is important to CR Transit and they make an effort to provide these connections. However, connecting to these facilities is not enough to provide meaningful opportunities to all riders. Increasing the frequency, hours, and days of operations are also critical to ensure access. If it takes an excessive amount of time to reach these healthy destinations, many users will not choose to make the trip.

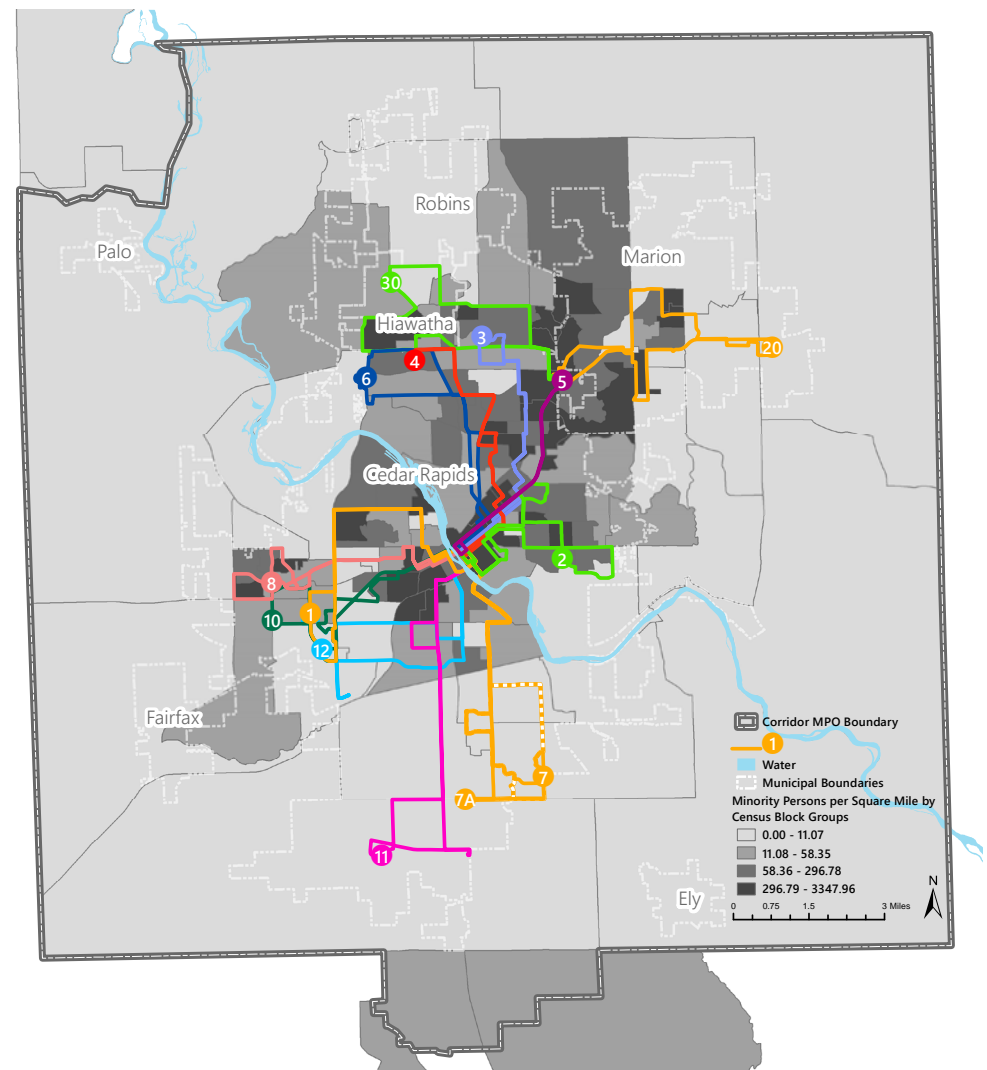
The Eastern Iowa Airport is also a crucial transit connection. Acting as an intermodal transfer center, the Eastern Iowa Airport connects CR Transit, Trailways, and numerous flights from across the country.

Minority Populations

Figure 10 illustrates the locations of high populations of minority persons. The definition of minority person includes the following race categories: Black, American Indian, Asian, Pacific Islander, other, and two or more races. Hispanics are not included in this map (see Figure 14), as the Census defines Hispanics as an ethnicity, rather than race.

The density of minorities in the Corridor MPO is generally distributed similar to the density of the general population. Increased frequency of transit service would help minority populations, similar to the effect on low-income households and the general population.

Figure 10: Population Density of Minority Persons



Source: 2012 - 2016 American Community Survey 5 Year Estimates

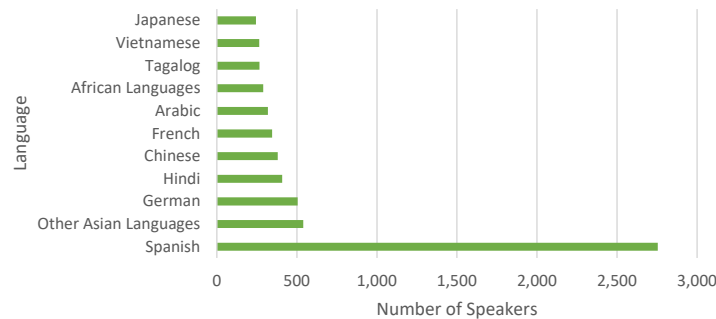
Limited English Proficiency Speakers

The United States Census defines limited English proficiency (LEP) speakers as persons age five and older who reported speaking English less than “very well.” Understanding the needs of this group is important as many non-English speakers are new members of the community who may be isolated, unable to operate a motor vehicle,

or of lower income. Maps on the next few pages are presented: LEP speakers by percentage of the population (Figure 12), and LEP speakers as a function of land area (Figure 13).

Additionally, LEP speakers are further analyzed by Figure 11 and Table 7, Most Spoken Languages (other than English) in the Corridor MPO. This data indicates which languages need the most support. Lastly, Table 7 indicates the total percentage of LEP speakers as of the American Community Survey 2011 - 2015 5-year estimate.

Figure 11: Most Spoken Languages (other than English)



Source: 2011 - 2015 American Community Survey 5 Year Estimates, most recent data available

Analyzing this data from both the perspective of the percentage of LEP speakers and from the understanding of the density of LEP speakers per square mile is important. When looking at the percentages of LEP speakers it becomes apparent that most are living in the northern portions of the metro. High percentages exist in northern Cedar Rapids, Hiawatha, Robins, and the eastern and northern portions of Linn County.

When viewed from a density perspective greater clarity can be found. The northern portions of Cedar Rapids, Hiawatha, and Robins still show a large concentration of LEP speakers. However, when density is considered the core of Marion and the western side of Cedar Rapids now indicate high concentrations while the northern and eastern portions of Linn County do not indicate the presence of LEP persons.

This suggests that the Marion area may have a greater incidence of LEP speakers than indicated. LEP speakers are likely living farther east in the more rural areas near Marion but maybe not in Marion itself. It is not clear why LEP speakers have a higher than the expected concentration in the west side of Cedar Rapids.

Table 7: LEP Population of the Corridor MPO

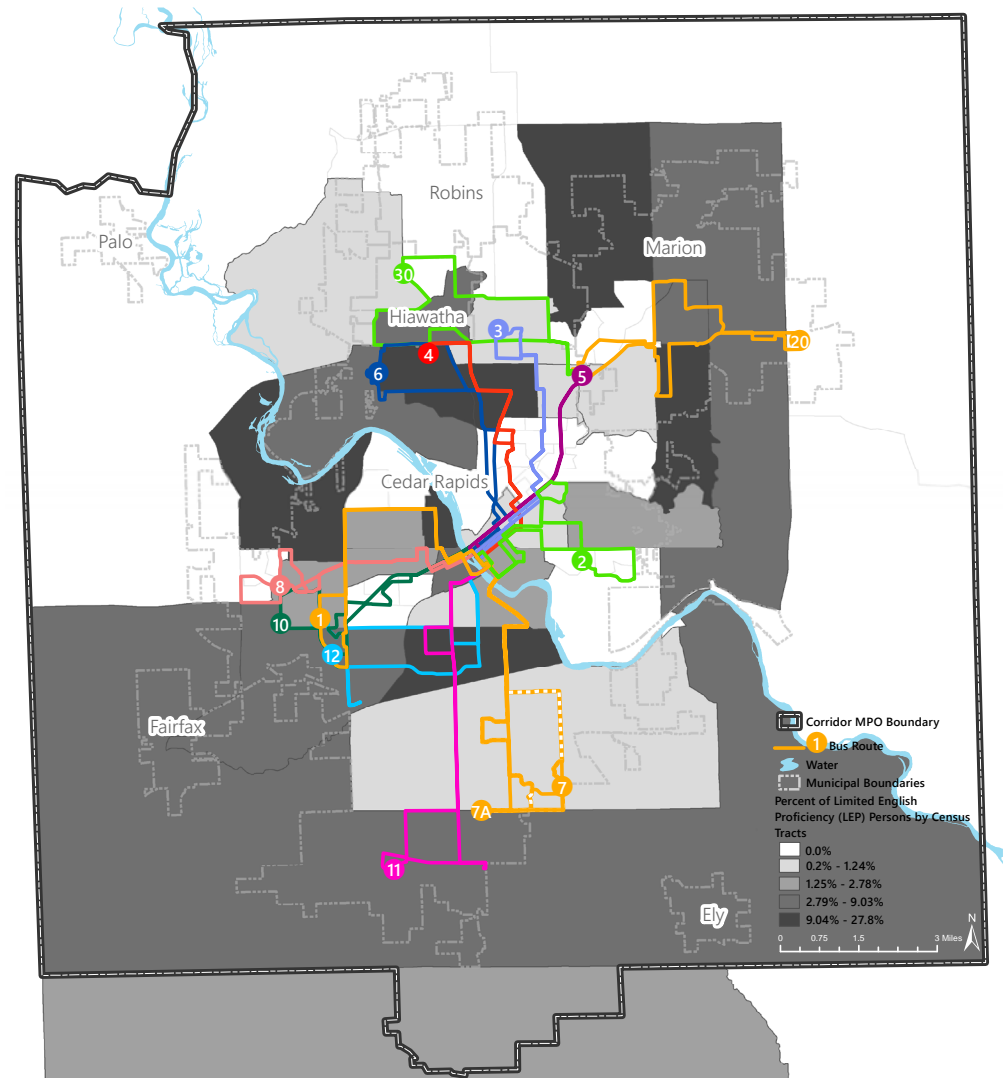
| | Cedar Rapids | Ely | Farifax | Hiawatha | Marion | Palo | Robins | Linn County |
|------------------------------------|--------------|-------|---------|----------|--------|-------|--------|-------------|
| Total Population | 120,601 | 1,951 | 2,214 | 6,709 | 34,804 | 944 | 3,366 | 204,039 |
| Speak English Only | 113,896 | 1,925 | 2,135 | 6,363 | 33,826 | 931 | 3,142 | 194,856 |
| Limited English Proficiency (LEP)* | 2856 | 6 | 20 | 81 | 328 | 0 | 46 | 3525 |
| LEP % | 2.37% | 0.31% | 0.90% | 1.21% | 0.94% | 0.00% | 1.37% | 1.73% |

*Speaking another language and speak English less than "very well"

Source: 2012 - 2016 American Community Survey 5 Year Estimates

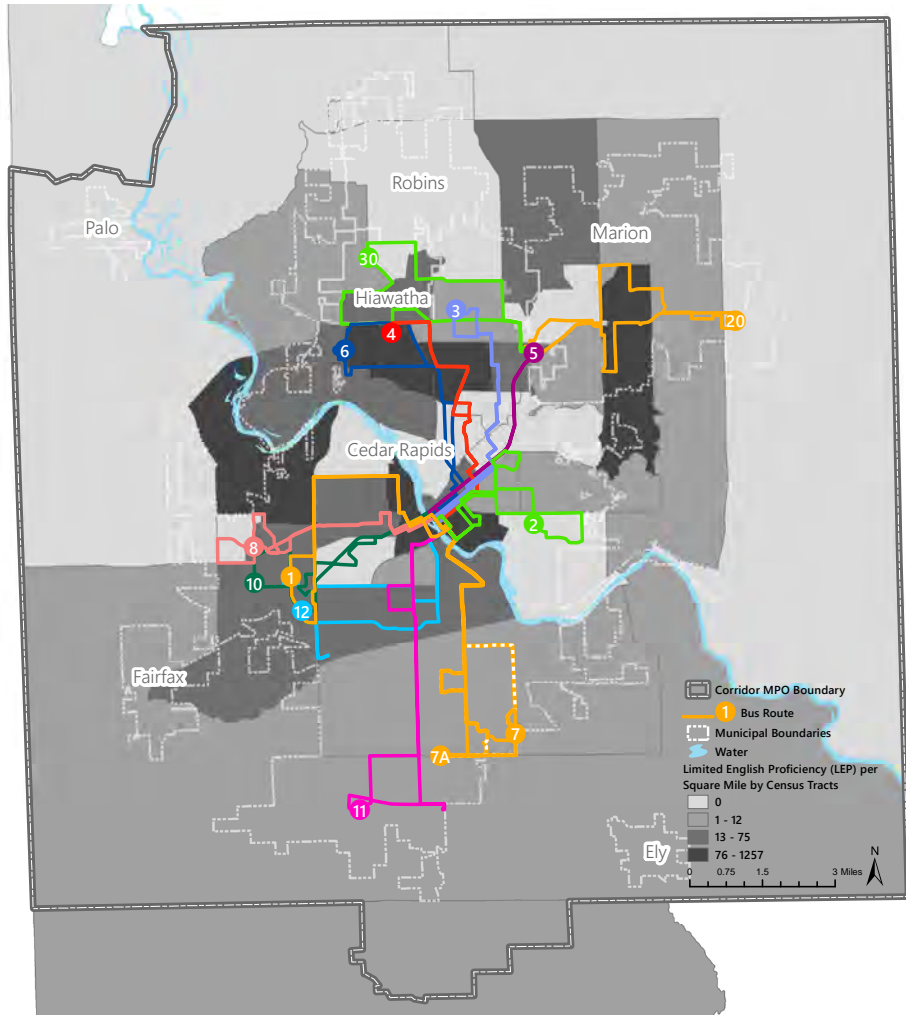
These data indicate that while the Corridor MPO's planning area does not have a high total number of LEP speakers they are clustering in the more rural northern portions of the metro. Transit service in this area exists but the frequency is lower and with fewer route options. However, the Marion circulator, Route 20, serves this area and provides a transfer option at Lindale Mall to other routes which will bring riders to the GTC, which allows them to access the rest of the metro. However, it is inefficient for those riders to make two transfers to reach destinations elsewhere, so it is unclear how effective the system is for those users. A less centralized system may be more appropriate. Additionally, language support is most needed toward the northern areas of the metro, any resources toward that end would best be allocated on the bus routes serving Marion, northern and western Cedar Rapids.

Figure 12: LEP Speakers Percentage of Population by Census Tracts



Source: 2012 - 2016 American Community Survey 5 Year Estimates

Figure 13: LEP Speakers per Square Mile by Census Tracts



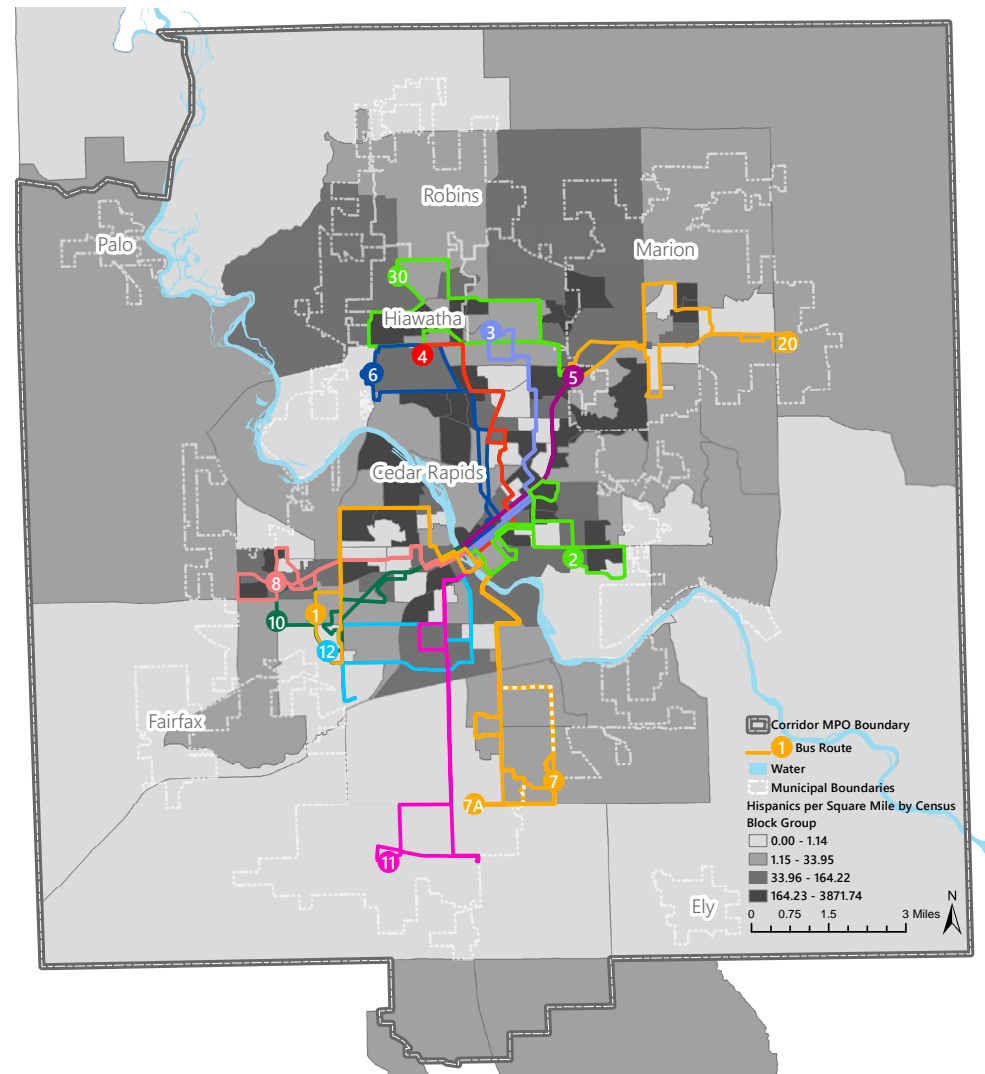
Source: 2012 - 2016 American Community Survey 5 Year Estimates

Hispanic Population

Figure 14 illustrates the locations of high populations of Hispanic persons. Because the Census defines Hispanics as an ethnicity, rather than race, Hispanic persons could not be included in the minority population map, although Hispanics are generally considered minorities.

Because Spanish speakers are the largest group of LEP persons in the metro, this is an important category to visualize. The density of Hispanics in the Corridor MPO is more frequent in the northern portions of the metro. There are several areas in Marion, Hiawatha, and Robins where bus service could be improved to serve this population.

Figure 14: Population Density of Hispanic Persons



Source: 2012 - 2016 American Community Survey 5 Year Estimates

COORDINATION



A coordinated approach to transportation planning fulfills many of the goals of this PTP while also ensuring an efficient and responsive public transportation system that meets the needs of all of its users. Crucial to effective coordination is a knowledge of what has been accomplished and what remains. Additionally, a review of the resources currently available and the projects currently underway allows us to better plan actions, priorities, and the best strategies in which to achieve them.

Status of Fleet and Facilities

In order to identify areas for investment and the improvement of service, a current inventory of the condition of hard assets is needed.

CR Transit

Cedar Rapids' local fixed-route service provider has 30 heavy-duty buses in its fleet. Useful life, for heavy-duty buses of 35' or more, is defined as having more than 350,000 miles or being more than 12 years old. Only six of CR Transit's buses exceed this criterion. Those buses are all 1992 GMC RTS buses, while all of the ones that still have useful life are model year 2009 or newer, standard low floor 35' Gillig buses. The average age of CR Transit's heavy-duty bus fleet is 10.2 years. The six past their usable life will be replaced in FY 2019, after which all heavy-duty buses will be over 2.5 on the Transit Economic Requirements Model (TERM) scale. The TERM scale is the FTA's required scale to assess the need for repair of assets, ranging from a score of one (1) being in need of immediate repair or replacement to five (5) being a new asset with no visible defects. From the 2018 Transit Asset Management Plan completed by CR Transit for the Iowa DOT, their goal is to keep all vehicles above 2.5 on the TERM scale and replace them in a timely manner once any vehicle falls below 2.5.

CR Transit also provides light and medium-duty buses to LIFTS and NTS. Three of those medium-duty buses will be past their useful lives



CR Transit's bus garage, where maintenance and cleaning occurs regularly. All CR Transit buses are stored inside overnight at this location.

when they are replaced in FYs 2020, 2021, and 2022. Upon replacement of all three, all CR Transit-owned medium-duty buses will be over 2.5 on the TERM scale.

CR Transit conducts maintenance and operations out of a single-story building at 427 8th St. NW in Cedar Rapids, completed in 2012. The building has approximately 33,000 square feet of interior space for maintenance and operations, including bus washing and storage. The facility is almost to maximum capacity during non-operating hours, when all 30 buses are parked. The facility is 1.2 miles from the GTC, the main bus hub for the system.

The Ground Transportation Center (GTC), located at 450 1st St. SE, is CR Transit's main transfer location. Almost all buses stop at this location at 15 minutes after every hour to facilitate transfers between routes. The system is designed as a hub and spoke system, with the GTC being the main hub. The other transfer location within the metro is located near Lindale Mall, which connects all routes via Route 5 to Route 20 (Marion circulator) and Route 30 (Hiawatha/NE circulator).

CR Transit provides real-time bus information through RideSystems, which began its contract with CR Transit in 2014. The service provides information about bus routes, stops, and arrival times on ridecrt.com and via a smartphone app. It also provides a pin-point text-able bus location option for every bus stop in the system. GPS devices installed on all 30 buses enable this service.

Between 2012 and 2016, CR Transit added 18 new passenger shelters. While this was a significant improvement, more needs to be done. Many stops are not connected to sidewalks or do not have a solid bus pad from which to operate and safely accommodate riders. These improvements and the addition of more bus shelters and benches are important to improve safety, accommodate all persons, and increase ridership.

Regarding the service level of the system, a look at the service intervals for each existing route (Table 8) and an analysis of the transit level of service (LOS) indicates that there is a need for transit improvement to better serve riders

(Table 9), because increased service frequency and lower travel time difference would make the service more attractive for all riders. It also acknowledges that the system has adequate service area coverage and load factor.

Table 8: CR Transit Level of Service

| Level of Service (LOS) | Assessment Categories | Comments |
|------------------------|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D – F (30 – 60 min) | Service Frequency | <ul style="list-style-type: none"> • Service unattractive to choice riders • Service available during hour • Service unattractive to all riders |
| C (13 – 15 hrs) | Hours of Service | <ul style="list-style-type: none"> • Daytime service provided |
| A – D (0 – 1.25) | Load Factor (Passenger/Seat) | <ul style="list-style-type: none"> • No passenger need sit next to another • Passengers can choose where to sit • All passengers can sit • Comfortable standee load for vehicle design |
| C – F (15 – 60 min) | Travel Time Difference Bus vs. Auto | <ul style="list-style-type: none"> • Tolerable for choice riders • Round trip at least an hour longer by transit • Tedious for all riders • Unacceptable for most riders |
| B (80 – 90 %) | Service Coverage Area | <ul style="list-style-type: none"> • Most major origins and destinations served |

Table 9: CR Transit Service Intervals

| Routes with no change in frequency during peak service | | |
|--------------------------------------------------------|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| All day (including Saturdays) service frequency | | |
| 15 Minute Interval | 30 Minute Interval | 60 Minute Interval |
| Route 5 | | Route 1 Route 4 Route 8 Route 20 Route 30 |
| Routes with change in frequency during peak service | | |
| Peak (AM and PM) service frequency | | |
| 15 Minute Interval | 30 Minute Interval | 60 Minute Interval |
| | Route 2 Route 3* Route 6 Route 7/7A Route 10 Route 11** Route 12 | |
| * (only AM peak service provided) | | |
| ** (only PM peak service provided) | | |
| Off peak (mid-day and Saturdays) service frequency | | |
| 15 Minute Interval | 30 Minute Interval | 60 Minute Interval |
| | | Route 2 Route 3 Route 6 Route 7/7A Route 10 Route 11 Route 12 |

LIFTS

LIFTS operates a fleet of 25 vehicles: 13 light-duty buses (all ADA accessible), and 12 medium-duty buses (all ADA accessible). Of these vehicles, the average age is 9.5 years. LIFTS has a great need for replacement vehicles, with 18 of their 24 vehicles needing replacement now and 23 needing replacement in just two years (details located in the appendix). CR Transit in partnership with LIFTS has replaced several buses in the past few years.

Currently, LIFTS has a full-service facility for maintenance, administration, and vehicle parking. They have purchased a new facility with increased space for bus storage in harsh weather conditions, however this new facility is not yet in operation.

NTS/Horizons

The last major transit provider in the metro also has a similar need for replacement vehicles. NTS operates a fleet of four mini-vans, three full-size vans, and three light-duty buses (all ADA accessible). Of these ten vehicles, one needs immediate replacement, three need replacement in two years.

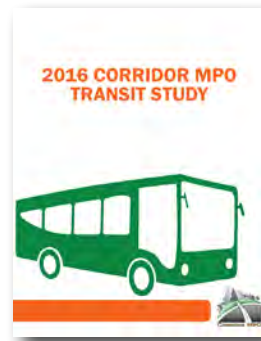
NTS would also like to provide GPS integration on their vehicles for better operating purposes with the possibility of a ride planning application or integration with CR Transit’s service. Additionally, security cameras are desired for the fleet to increase passenger safety.

These transit providers (CR Transit, LIFTS, and NTS) cover the vast majority of all transit vehicles and facilities in the metro. Other data is summarized by the fleet information column in Table 2 on page 8.

Status of Previously Recommended Priorities and Recent Developments

Metro Transit Study: Completed

The need for a comprehensive transit study was discussed for some time and completed in 2016. Goals of the study were to take a fresh look at transit, improve service, increase ridership, reach new destinations, enhance bus stop amenities, and investigate the potential for the creation of a new Regional Transit Authority (RTA). Possible alternatives for service changes resulted from the study, and from those, meaningful changes to CR Transit took place. Those changes included consolidating routes and increasing the frequency of Route 5 to 15 minutes. CR Transit has seen an increase of about six percent (year-to-date) in ridership since the changes suggested by the Transit Study were implemented. Revenue recommendations from the study included providing updated transit service costs for Marion and Hiawatha based on the service being provided to them by CR Transit. It also recommended eliminating Free-Fare Saturdays and developing a U-Pass (transit passes paid through student tuition) program with Kirkwood, Coe College, and Mount Mercy University. The study also emphasized the need for a Regional Transit Authority and revenue recommendations. An RTA Feasibility Study was completed as a result and is discussed below.



Regional Transit Authority Feasibility Study: Completed

Consultant WSP, on behalf of the Corridor Metropolitan Planning Organization, conducted the Regional Transit Feasibility Study. The Study planned to include three phases:

- Phase 1: Outreach to stakeholders, community engagement, and governance structure analysis,
- Phase 2: Analysis of funding, staffing needs, assets, and the process of transitioning to an RTA,
- Phase 3: Drafting of agreements and implementation of the RTA.

After completion of the first phase, there was a lack of governmental support for the RTA, therefore, the final phases were combined and scaled back, and action was taken to instead form a Transit Working Group that would meet quarterly. This group will work to formalize many current structures in place and provide a recommendation on transit service adjustment, capital improvement projects, and long-range planning issues.

Follow-up on Corridor Commuter Transit Study: Completed

As a result of the Commuter Transit Study, the Corridor Commuter Shuttle, called 380 Express, was launched on October 1st, 2018, by the East Iowa Council of Governments (ECICOG) through their existing Corridor Rides program, funded by the Iowa DOT. The service is operated by Windstar Lines, Inc. This 380 Express service runs between Iowa City and Cedar Rapids on weekdays from 5:20 am until 8:40 pm. Stops are made at Cedar Rapids Transit's GTC in downtown Cedar Rapids, Kirkwood Community College in Cedar Rapids, the Coralville Intermodal Facility, the University of Iowa Hospitals and Clinics in Iowa City which also serves as a stop for Veterans Affairs Health Care System, and in downtown Iowa City at the Court Street Transportation Center. Service in the morning and evening rush hours are half hour frequency with hour frequency during mid-day hours (around 9 am until 3:30 pm). The cost for this service is \$3.50 for a one-way fare. A pass can be purchased for 10 rides (\$32.50) or unlimited monthly rides (\$125). Discounts are provided for seniors and disabled, children are free. Tickets and passes can be purchased on mobile devices through the Token Transit smartphone app.



Interior of the 380 Express bus, a result of the Corridor Commuter Transit Study.

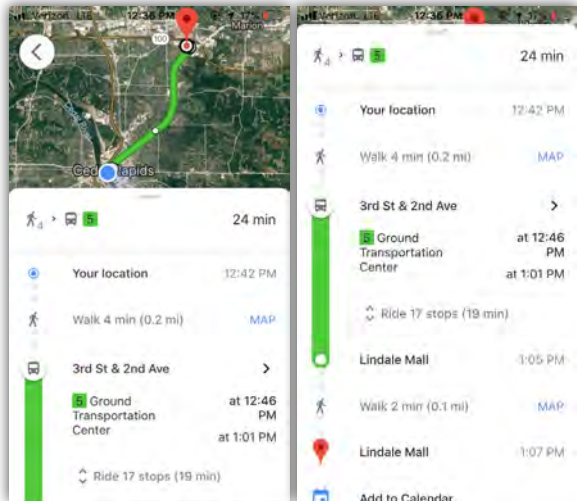
Maintain NTS Late-night Service: Partially Completed

Funding for NTS, which provides transportation to and from work within the same coverage area as CR Transit, during hours when city buses are not running, was in question with the loss of JARC funding. While financial support is provided by CR Transit for rides before 2 a.m., a funding gap exists for overnight rides from 2 a.m. until 6 a.m. With the passage of MAP 21, the organization lost \$193,000 in JARC funding to cover the overnight service. This resulted in cuts in drivers, causing riders to be put on a wait-list for overnight rides to work. Currently, NTS is able to maintain the hours of service, but not the magnitude, by piecing together funding from various sources and increasing the cost of each ride by 20 percent.

□ **Transit Application and Planning Service: Partially Completed**

A mobile app utilizing real-time bus information to display route and bus information for CR Transit was launched through RideSystems. Users can check where the bus is along the route, the estimated arrival time of a bus to any stop, and view an interactive route map overlaid on Google Maps. The original intent of this priority was to integrate paratransit and after hours scheduling and possibly a way to collect survey data from users into the app. These ideas did not materialize in the final product.

Additionally, through an initiative led by the Iowa DOT, service provided by CR Transit, and all fixed-route service in the state of Iowa, is now integrated into Google Maps trip planner. Users can now use Google Maps to navigate to their destination using transit in the same familiar fashion as was already available by driving and walking.



Cedar Rapids Transit route and stop information integrated into Google Maps.

□ **Improved Accommodations at Bus Stops: Partially Initiated**

The Metro Transit Study created a GIS database of Cedar Rapids Transit bus stop locations and information (stop number; routes servicing stop; and presence of: benches, shelters, bus pads, trash cans, route schedules, lighting, ADA accommodations, and sidewalk connections; et cetera). Now that this evaluation is complete, work can begin to identify priority stops for improvements and to evaluate the quality of stops. Then, transit infrastructure improvements can begin to be made, which was the original intent of this priority. Improvements since the last plan include those happening in conjunction with road projects completed in Cedar Rapids per the Complete Streets Policy adoption in 2014 requiring sidewalk improvements to occur with roadwork. No other significant improvements have been made.



CR Transit bus stop in Hiawatha complete with shelter, bench, bus pad, connection to sidewalk, trash can, and pedestrian lighting.

Increase Quality and Breadth of ADA Paratransit Service: Partially Initiated

Increasing the quality of paratransit service while ensuring all who need service are served is an important goal. Presently, LIFTS serves this objective for the metro area. LIFTS is in need of new buses, for which funding has been allocated by the Corridor MPO. Currently, Section 5310 federal formula grants (Enhanced Mobility for Seniors and Individuals with Disabilities, for details see page 72) provide for LIFTS service via a contract with CR Transit. This agreement has proven to be beneficial for transit users and is intended to continue.

Better Marketing of Services Available: Not Initiated

The intent was to increase advertising through email, social media, workforce outreach, unemployment benefits, community services, municipal utility bills, and conventional media by utilizing internal marketing experts and devoting funding to the development of materials, education, and execution. The public (existing, potential, and choice riders) needs more awareness and education about transit services.



Generally, LIFTS now has a new bus allocated in each year, funded with 80 of MPO allocated dollars.

Increase Community Outreach and Provide More Travel Training: Partially Initiated

This priority item sought to increase the frequency of lunch and learns, increase outreach to demographic groups not currently reached by existing methods, gather data to improve the existing public and private transportation network while providing information on current services and how best to utilize them. Minor progress has been made with a limited number of lunch and learns completed.

Free Pass Program for Paratransit: Not Initiated

This priority item sought to provide a free or discounted CR Transit pass to LIFTS and NTS customers to shift usage away from higher cost, door-to-door providers to the existing lower cost CR Transit system. No significant progress has been made.



Corridor MPO staff provide a lunch and learn event for students of the Linn County's Vocational Rehab Program. All participants got a free day pass to try CR Transit.

Assessment of Transportation Needs

The PTP documents the transportation needs in the metro-area through consultation with TAG members, Corridor MPO staff observation of existing transportation services, and information received from the general public. Most recently (September and October of 2018) the Corridor MPO conducted a Passenger Transportation Survey of the public. This survey was available both online and in hard copy form. Data returns were improved from last year’s 424 surveys to this year’s 479. The information received from the survey has been and will be extremely valuable to future transportation planning in the Corridor Metropolitan Area. Evaluating the previous needs and comparing them to the new data is important to consider when identifying actions items and making future funding decisions.

Needs as Identified in the 2015 Passenger Transportation Survey

The survey responses from 2015 are provided on the next page. Four separate questions were asked with respondents ranking on a scale of 1 to 5, with 1 being their most important need. These questions became the most important takeaway from the 2015 Passenger Transportation Survey. Open ended follow-up questions and questions designed to identify transportation difficulties were also asked. These were asked in an effort to allow respondents to identify their own needs if they did not fit with those already asked. Similar open-ended questions were also asked in the 2018 survey.

Results from the survey confirmed many existing assumed needs while also bringing more clarity to the issues important to citizens. Needs inputted into the survey were derived from previous TAG meetings, the 2014 Transportation Forum, and the experience of transportation providers and planners.

The three main issues that were illustrated in the survey responses were the need to:

- Improve the quality of bus stops,
- Increase the frequency of service, and
- Provide night service.

All three of these issues clearly scored better against the other issues, however, they were not evaluated against each other creating difficulty in prioritizing the three top issues.

Finally, the specific question of WIFI on CR Transit buses did not score well, ranking as the lowest need of all twenty posed to respondents.

Table 10: Transportation Needs Identified in 2015

| General Transportation Need Identified Question 1 | Ranking (A score of 5 is the maximum possible) | First Place Votes |
|-----------------------------------------------------------------------|-------------------------------------------------------|--------------------------|
| Increase frequency of service in urban areas | 3.71 | 115 |
| Provide a transit planning/scheduling service for all transit options | 2.98 | 47 |
| Provide more service in rural areas | 2.98 | 72 |
| Increase marketing, education, and outreach regarding transit options | 2.75 | 37 |
| Lower the cost of transit | 2.58 | 55 |
| General Transportation Need Identified Question 2 | | |
| Improve service to low-income workers | 3.34 | 92 |
| Improve service to the elderly | 3.19 | 62 |
| Improve service to the disabled | 3.05 | 58 |
| Improve service to medical facilities/appointments | 2.98 | 48 |
| Improve service to students (K-12 and college) | 2.46 | 43 |
| CR Transit Need Identified Question 1 | | |
| Improving condition of bus stops (shelters and pads) | 3.73 | 111 |
| Providing a ride planning computer/phone app or service | 3.17 | 78 |
| Lowering fares | 3.14 | 76 |
| Providing more comfortable bus interiors | 2.56 | 21 |
| Providing free WIFI | 2.41 | 29 |
| CR Transit Need Identified Question 1 | | |
| Longer evening/night service | 3.57 | 111 |
| More bus routes | 3.1 | 60 |
| Sunday service | 2.95 | 58 |
| Shorter time between buses (buses visit each stop more often) | 2.88 | 56 |
| More bus stops | 2.49 | 20 |

Needs as Identified in the 2018 Passenger Transportation Survey

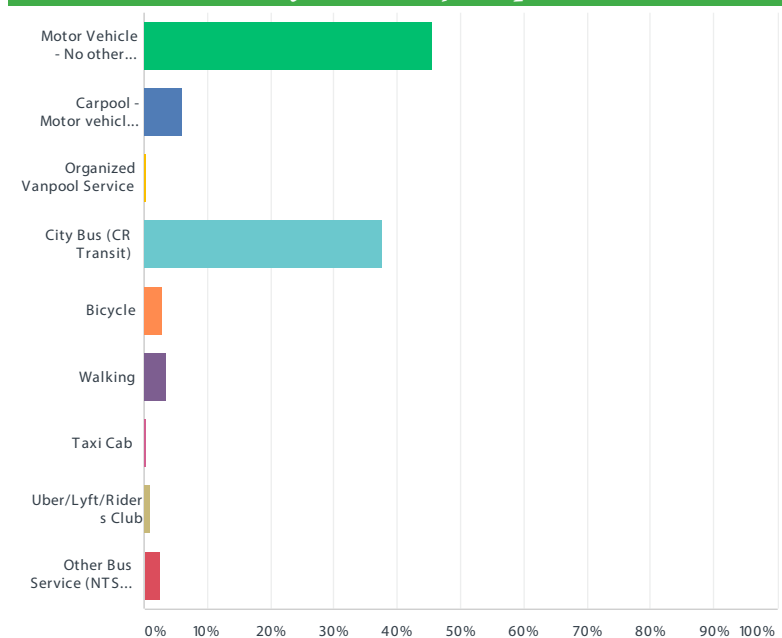
The survey conducted in September and October of 2018 was different in many ways from 2015 but highlighted very similar needs to its predecessor. Night service was clearly the most important improvement for survey respondents.

In this section, each question of the 2018 survey will be analyzed compared to the 2015 survey, where appropriate. All survey responses can be found in the Appendix. Surveys were provided both online and in paper form via CR Transit, LIFTS, NTS, and at local health and human services offices.

Survey respondents will be analyzed in three ways: by all respondents, by primary transit users or not, and by dependent or choice transit users. Each of these groups provided a slightly different perspective depending on the question asked. A proper comparison will be provided in the following pages when differences per group are encountered.

The 2018 Passenger Transportation Survey began first by asking what was the respondents main mode of travel to work or school. This first question sorted the transit users, those that used CR Transit or another bus services (NTS, LIFTS, et cetera) from those that did not. Results from this question can be found in Figure 14. The majority of respondents traveled alone via automobile (46 percent) or they used CR Transit, (36 percent). This question was asked of all respondents and was used to trigger a different set of questions for transit users and non-transit users. This was true for both the online and paper respondents. Paper respondents were asked which survey they needed when the survey was given to them. A noted limitation of this question was those who were unemployed (retired, homeless, without employment, et cetera) or worked from home. The language from this question was taken from the U.S. Census however, the question should change in the

Figure 15: Survey Question 1 - Primary Mode of Travel to Work or School of All Survey Respondents



future to simply ask one's primary mode of transportation regardless of destination.

Transit use was further classified between choice ridership and non-choice ridership when primary transit users (as indicated in the first survey question) were then asked why they use transit. Those that indicated "no car" (46 percent) or "can't drive" (32 percent) were considered transit dependent users and those that indicated another option besides "other" were choice transit users (16 percent). The ten respondents that provided "other" as an answer were evaluated by

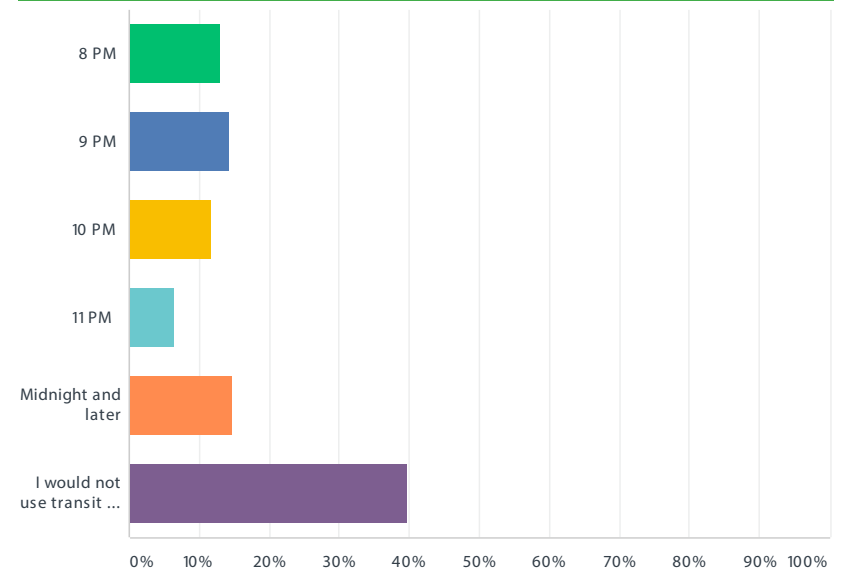
those answers and sorted into the appropriate group (five in choice and five in dependent transit riders). The percentage of transit dependent respondents was 81 percent versus 19 percent choice transit riders.

The survey has a set of questions designed only for the transit users and another set for the non-transit users. Both sets of questions will be examined on the following pages. First, questions asked of both groups will be examined.

Questions Posed to All Respondents

Question number 17 was related to night service. Knowing from the previous Passenger Transportation Plan that this topic was very important to respondents, we wanted to know if night service was provided, how late at night would respondents actually (at least once per week) use it. It is important to consider this question from both the transit user's perspective and the non-transit user. We can expect that the current transit user is more likely to actually use the service than the current non-transit user. Yet, we still wanted to know when the non-transit user might use the system, as the provision of night service might be what gets people to become users. However, it is with some level of skepticism that this group's response is considered, as they are not actually using transit, and are likely to choose their personal motor vehicle. The idea of using transit at night may appear to be more attractive than in practice using transit at night; current non-transit users may indicate the desire to use transit at night at a higher rate than they would actually use it.

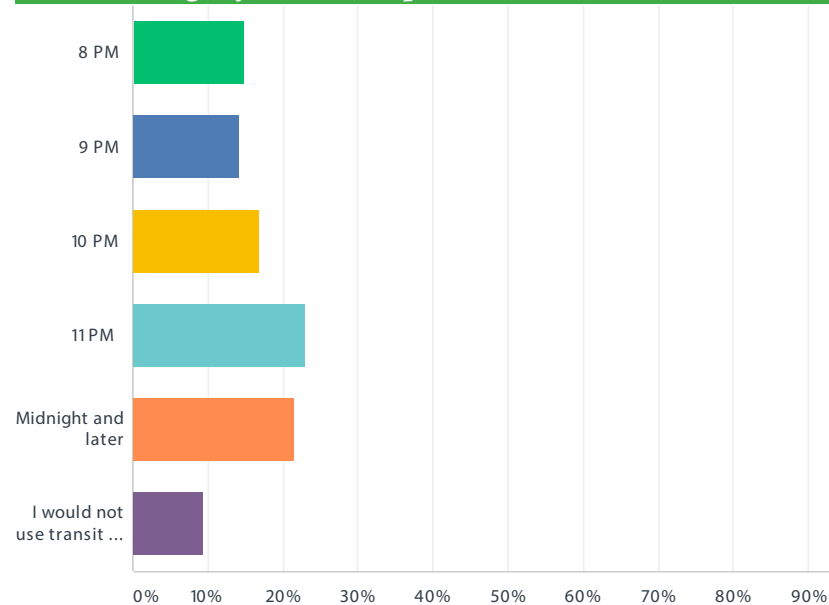
Figure 16: Survey Question 17 - Self-indicated Nighttime Transit Usage of Non-transit Users



The data shows the results expected, see Figure 15. Non-transit users are indicating that the majority (60 percent) would use night time transit service (8 PM and later) but a sizable group would not use the service at all (40 percent). It is highly unlikely that 60 percent of current non-transit users would become at least once a week transit users because of the provision of night service. We can expect more dependable responses from current transit users.

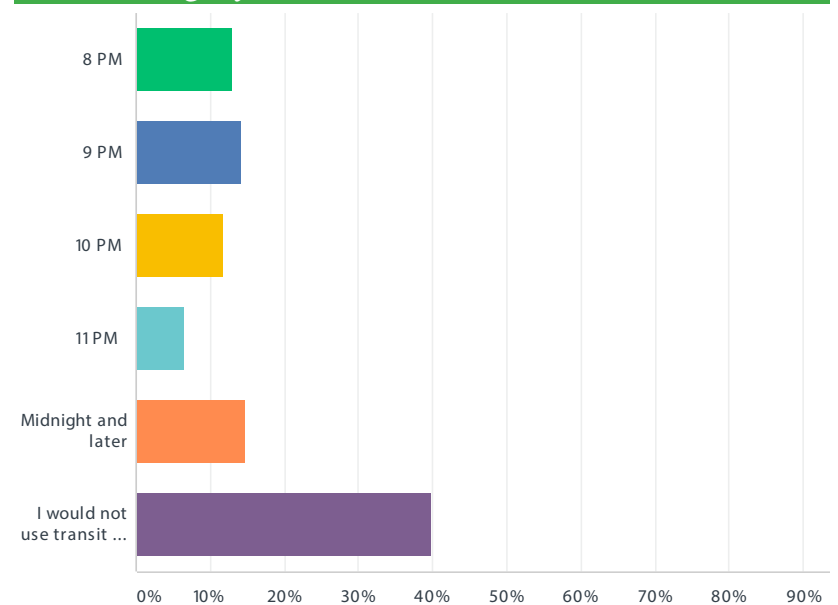
The transit dependent group indicated that only nine percent would not use transit night service, 91 percent would, with the majority of transit dependent citizens needing the service until 11 PM (see Figure 16). Finally, the choice transit riders indicate 88 percent of respondents using nighttime transit service but are very evenly spread over how late they would actually use it (see Figure 17). We know from other questions and from open-ended survey responses that nighttime service is the most important need to be addressed regardless of demographics; current 7 PM service does not meet all transit needs.

Figure 17: Survey Question 17 - Self-indicated Nighttime Transit Usage of Transit Dependent



Next, respondents were asked what, if any, transportation difficulties that they might have. Non-transit users generally indicated no difficulties, 62 percent, whereas 78 percent of dependent transit riders and 83 percent of choice riders indicated at least one difficulty (see Appendix). Most dependent riders indicated trouble reaching nighttime activities, medical appointments, shopping, or work. Choice riders indicated trouble with nighttime activities, shopping, recreation, and medical appointments. The difference between these two groups are to be expected as choice riders were more concerned with recreation and dependent riders were concerned with work trips. Again, the need for night service was illustrated across all groups. It was number one

Figure 18: Survey Question 17 - Self-indicated Nighttime Transit Usage of Choice Transit Users



for all transit riders and number two for non-transit riders. A noted limitation of this question was the need for Sunday church travel. Many of the answers in the “other” option indicated this difficulty.

Respondents were asked, “Please rank on a scale of 1 to 5 how easy it is for you to travel locally?” This question was also asked in the 2015 survey. The average generated in 2015 was 3.66 as opposed to 3.75 in 2018 indicating little change in response. There was also little difference between non-transit users (4.00), transit dependent users (3.46) and choice transit users (3.22). Clearly non-transit users have an easier time being able to reach all origins and destinations. However, while most transit users have a slightly more difficult time, they do view the system as better than average at providing them easy connections.

The final questions asked to all groups were demographic in nature and can be reviewed in the appendix. Of special note most non-transit users indicated never taking transit (75 percent) and most transit users indicated taking it more than 20 days a month, 51 percent for dependent transit users and 53 percent for choice transit users.

Also of note, the number of households with zero, one, or two or more cars supported the methodology of non-transit user, dependent transit user, and choice transit user. The non-transit users had 56 percent of households with 2 or more cars, the dependent transit users, had 78 percent households with zero cars, and the choice riders had an even split of 43.75 percent and 43.75 percent of households with zero or one car but only 12.5 percent of choice transit rider homes had two or more cars.

Respondents were asked to classify themselves into various special populations. Most responders did not classify themselves in any particular group with 58 percent indicating “none of these apply to

me”. Of significant note, the survey was able to engage 120 people self-identifying as disabled or 29 percent of all responders. Of dependent transit users, 53 percent indicated a disability and choice riders indicated 31 percent. This indicates how crucial the transit system is to the disabled community.

All groups generally showed a nine percent share of persons over 65 except for choice users; zero respondents in the choice transit group indicated being over 65 years old. Also, all groups showed approximately 5 percent college students except for choice users. Nine percent of respondents in the choice group indicated being a college student. These findings suggest that there may be room for growth at the local colleges and universities as a significant number of choice users are already riding transit without extra encouragement.

Regarding income, non-transit users had a very even distribution across income brackets, whereas transit dependent and choice riders were primarily in the lower income brackets.

Finally, all other demographic questions were generally the same across all groups. Most respondents were white and from Cedar Rapids, with slightly more identifying as female. For these details please see the Appendix.

Transit User Only Questions

If a respondent indicated that they primarily took CR Transit or another form of transit (LIFTS, NTS, et cetera), then they received the transit specific paper survey or if online, they were directed to a set of questions designed to identify in what ways transit can improve. These questions were unique to transit riders in ways that help us better serve them and utilize their existing knowledge of the transit network. Detailed data available in the Appendix.

The first transit specific questions was “why do you ride the bus?” This question was used to differentiate between choice and dependent transit users. If a respondent marked “no car” or “I can’t drive” then they were classified as being a dependent users. Choice users marked another other response and responses provided in the “other” category were sorted into each group by MPO staff. For choice users, the overwhelming majority selected low cost as their reason for choosing transit. That suggests the low cost of transit may be a good advertising message to create mode change towards transit.

The next question asked was “If transit was not available, how would you travel?” Both transit groups answered in approximately the same way, they would first walk or they simply would not be able to travel.

The purpose of most transit trips, both dependent and choice riders, were focused on work. The difference between these two groups was dependent riders were more focused on shopping trips, choice riders used transit to reach medical appointments and recreational trips.

The next question was how did people reach the bus stop. There was almost no difference between the transit groups with all users indicating that 68 percent walked to the bus stop on the sidewalk while 28 percent walked but via the grass or road; presumably due to a lack of sidewalk.

Again, there was little difference between dependent and choice transit users regarding how far away they were from the bus stop. About 50 percent were less than a quarter mile (a five minute walk). This is consistent with expectations that most people will only walk 5 minutes to use transit.

The next question was designed to help us increase transit use and improve the quality of the experience from existing ridership. Respondents were asked “What one thing would make you want to use transit more?” Responses were the same between both transit groups with the number one improvement being night service, followed by Sunday service, and in a distant third more frequent service.



Two CR Transit customers proceeding to their destination. Most transit users report walking to the bus (96 percent) with 28 percent of transit users walking on the grass or roadway to reach their bus stop.

Responding to the input received in the 2015 Passenger Transportation Plan survey, it was important to specifically ask in what ways bus stops could be improved for current riders. The clear priority for both dependent and choice riders was more shelters (over 40 percent for both groups). However, there was a difference between choice and dependent riders, as choice riders preferred to have a route map or stop times at the stop and dependent riders preferred a bench.

The next question was “How do you usually find out when your bus is going to arrive?” There were significant differences between the dependent riders, who used the paper schedule (44 percent) and the choice riders who did not have a clear favorite way of understanding the system. Of note, neither group were heavy users of RideCRT.com, the smart phone app, or Google Transit, suggesting the need to increase awareness of these tools.

The final questions were all open-ended allowing for the respondent to tell us what they thought of CR Transit, LIFTS, NTS, or just transit in general. All of the responses can be read in the Appendix, but major concerns are listed below:

- Night service
- You're doing a good job
- Provide Sunday service
- More sidewalks to bus stops
- More frequent service in Marion
- Transfers take too long
- Not sure how to use NTS/LIFTS

Non-transit User Only Questions

If a respondent indicated that they primarily took any mode of travel other than CR Transit or another form of transit (LIFTS, NTS, et cetera), then they received the non-transit specific paper survey or if online, they were directed to a list of questions designed to identify we could improve transit so that they may try it as a regular mode of transportation.



A typical looking bus shelter in Cedar Rapids. Improving bus shelters was an important need indicated in the survey.

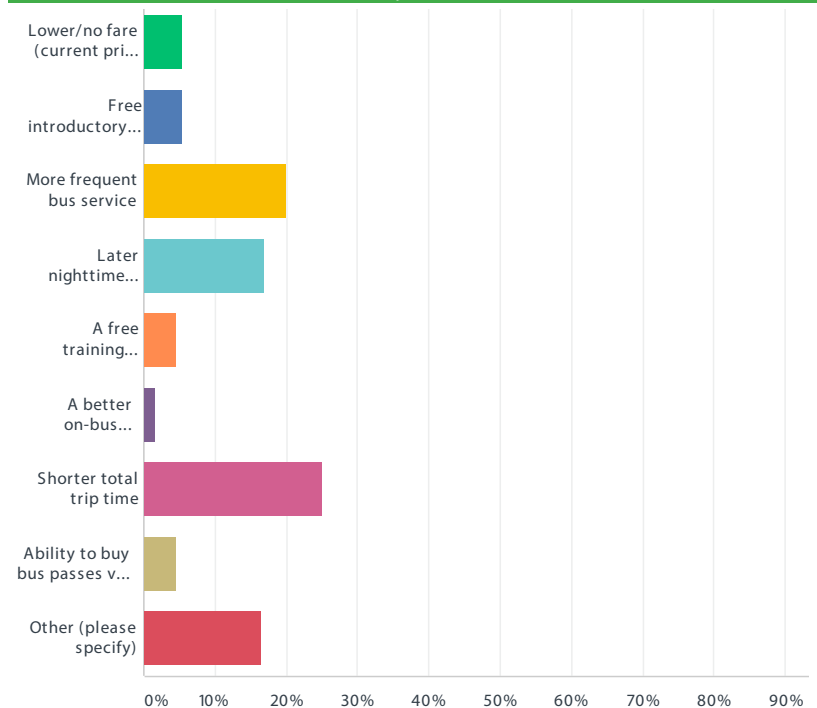
The first question posed to the non-transit user was “Why don’t you regularly take transit?” The two prominent responses were “It takes too long to reach my destination” at 22 percent and “Too far from my home/destination” at 20 percent. “Other” was also indicated at a high rate (22 percent). Responses provided for “other” were primarily:

- I need my car for work
- I like my independence
- Too far to walk to the bus stop
- Kids make it too hard

Some of these responses need to be included as an option for future surveys in order to limit the use of other and better reflect peoples’ preferences. This question has increased staff’s knowledge on why people do not use transit, specifically three of the above four comments relate to the desire to trip chain. Chaining trips together given the hub-and-spoke design of the transit system and its long transfer times is difficult to accomplish and a deterrent to transit use.

The next question posed was “Do you have any concerns about the on-bus experience?” This question was designed to identify ways to make the actual trip better and more enticing to potential riders. Survey data indicated the respondents had no specific concerns about the on-bus experience (48 percent). Other issues were listed but did not stand out.

Figure 19: Survey Question 15 - What One Thing Would Get Non-transit Users to Try Transit



The final specific question to non-transit users was “If there was one thing that would get you to try riding the bus for your regular commute, what would it be?” Three main issues were indicated, shorter total trip time (25 percent), more frequent bus service (20 percent), and later nighttime service (17 percent). These three issues were also very important to transit users as well. However, shorter total trip time was significantly more important to non-transit users. This makes sense given their current choice to by-in-large use personal motor vehicles for transportation-generally the fastest mode of transportation in the metro. See Figure 18.

As with transit users, open-ended questions were asked for the respondent to tell us what they thought of transit in general. All of the responses can be read in the Appendix, but the major concerns are listed below:

- Takes too long
- Sunday service
- Shelters at stops
- Night service
- Iowa City service
- More service in Marion
- Transfers too long
- Routes are confusing
- Kids make using transit hard
- People like the idea of being able to do other things on the bus
- More frequent service

There are a lot of concerns listed here as we had a lot of responses to the open-ended questions. The above concerns were logged several times.

Table 11: Open House Sticker Activity Results

| Priority & Strategy | Number of Stickers | Percent of Stickers | Percent of Respondents Selecting this Option |
|------------------------------------------|--------------------|---------------------|----------------------------------------------|
| Nighttime CR Transit Service | 53 | 26.24% | 77.94% |
| Better Bus Stop Accommodations | 28 | 13.86% | 41.18% |
| Reduced Fares/Free CR Transit Fares | 23 | 11.39% | 33.82% |
| Phone Charging Outlets on the Bus | 21 | 10.40% | 30.88% |
| Buses Come More Often | 18 | 8.91% | 26.47% |
| More Transfer Locations | 14 | 6.93% | 20.59% |
| Expanded Geographic Service | 13 | 6.44% | 19.12% |
| Kids Ride Free Summer Program | 7 | 3.47% | 10.29% |
| Free CR Transit Pass for LIFTS Users | 7 | 3.47% | 10.29% |
| Transit Training For New Riders | 6 | 2.97% | 8.82% |
| Smart Phone Bus Passes | 4 | 1.98% | 5.88% |
| Video Board in GTC/Bus with Bus Location | 3 | 1.49% | 4.41% |
| Low to Zero Emission Buses | 3 | 1.49% | 4.41% |
| Informational Bus Videos | 1 | 0.50% | 1.47% |
| Better Advertising of Transit Services | 1 | 0.50% | 1.47% |

Needs as Identified at the First Open House

The first open house to gather input on the Passenger Transportation Plan was held at the Cedar Rapids Transit GTC on Friday, September 7, 2018, from 7:30 am to 6:30 pm. Input was gathered from transit riders to identify the transit needs and opportunities for improvement in our local bus systems. Boards with preliminary ideas for transit improvements were displayed, allowing attendees to place up to three stickers on the ideas that they felt were the most important improvements that could be made to transit. There were also two other boards posing the following questions: “What ideas do you have to improve transit?” and “Why do you think other people do not take transit?” Having both the open-ended questions as well as the sticker activity allowed staff to gauge the interest in ideas presented as well as remain open to additional ideas users had to improve transit. Feedback received is reported below.

The Corridor MPO 2018 Passenger Transportation Survey and comment forms were also distributed at the event. Many surveys were returned that day, but for those who did not have time to complete and return that day, they were instructed to return surveys to the information booth at the GTC as soon as possible.

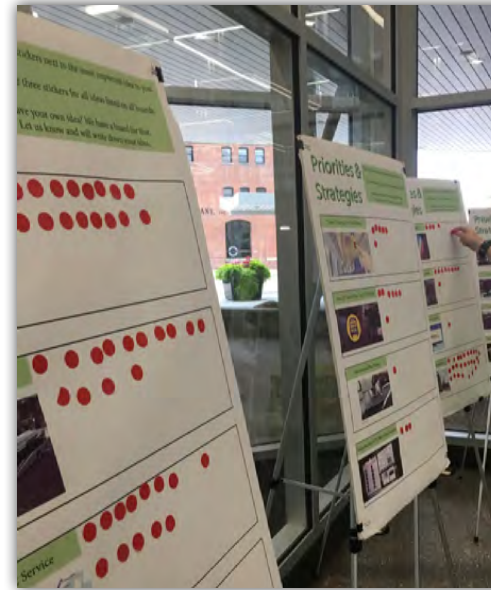
The majority of visitors at the open house were transit users. This is not surprising considering the location of the event. The input of this population is especially important as they are the ones who will be most affected by the outcomes of this plan.

Responses to “Why do you think other people do not take transit?”:

- Must wait too long for the bus
- Takes a long time
- Doesn't go where you need to go
- No experience in using transit
- Don't have the money to pay for it (homeless)
- Weather (people don't want to “stand in a snow pile”)
- Social stigma
- Have a friend with a car

Responses to “What ideas do you have to improve transit?”:

- Put stops and lines near people with disability
- Sunday morning church service
- Route 11 service to Airport National Golf Course twice daily
- Nighttime service for concerts and things
- Saturday service longer (an extra hour before AND after)
- Enforce no eating rule plus cell phone (non-emergency)
- Bus drivers monitor and enforce passenger behavior
- Entire bus ADA accessible as the front gets crowded
- Bus shelter at Kennedy High School KFC at 42nd Street
- Need sidewalk connections



Sticker activity to identify priorities for transit improvements at open house held in the CR Transit GTC on September 7th, 2018.

- Persons in wheelchairs learning how to use bus ramps
- Trash cans at shelters
- Sunday service
- Stop at Trailways near Airport
- More direct and efficient service

Sticker Activity Results

Users were given three stickers to place on the three ideas they most preferred to see implemented as changes to area bus systems. There were approximately 68 participants in the sticker activity.

Over two-thirds of respondents at the open house said that nighttime CR Transit service was a change they would like to see implemented in area bus systems. Less than half of people wanted to see better bus stop accommodations for CR Transit bus stops. About a third of people wanted to see reduced or free fares for CR Transit and phone charging outlets on the bus. A quarter of respondents were interested in the buses coming more often. The remaining improvements for area bus systems were chosen by less than a fifth of respondents.

The three most needs arising from feedback gathered at this open house were: nighttime CR Transit service, improved bus stop accommodations, and reduced or free CR Transit fares.



City of Cedar Rapids Mayor Brad Hart, Councilor Scott Olson, and Sustainability Coordinator Eric Holthaus participate in the CR Transit transit audit.

Needs as Identified in the Transit Audits

In an effort to gather more data and from different perspectives, several transit audits were conducted. These groups were facilitated by MPO staff and guided participants through the entire bus riding experience: getting on the bus at a bus stop, riding the bus, getting off the bus at a bus stop, using the pedestrian environment to transfer to another bus, and finally returning to the GTC to experience the metro's transit hub. Valuable data was gathered from different perspectives that will lead to concrete improvements in the transit system. This also supported some goals of the PTP planning process--creating awareness of unmet needs and assisting decision-makers, advocates, and consumers in understanding the range of transportation options available.

Data was gathered from nine different participants across several groups. The Mayor of Cedar Rapids and two council members participated, as well as representatives from the Linn County Trails Association (local bike advocacy group), the YMCA, a local environmental group, the City of Cedar Rapids Sustainability Coordinator, a brand new resident to the community, and a regular dependent transit user. These participants provided a wide range of primary data for analysis focused on the actual experience of using the bus. They were directed to indicate, through each stage of the transit process, what they liked, disliked, what could be improved, or what was already working and should be accentuated.

Other members of different community groups were contacted several times for participation but did not respond, including several health and human services groups and the local refugee community.

Let us now look at a summary of the more frequent comments made through each stage of the transit experience: boarding, riding the bus, alighting, using the pedestrian environment, and visiting the GTC.



CR Transit audit participants view of the farebox as they board a CR Transit Bus. Each participant was given a day pass to make the process as realistic as possible.

Boarding

All transit audits began at the corner of 1st Street and 2nd Ave SE in downtown Cedar Rapids waiting for the Route 10 bus. Comments from this location were almost completely positive. The cross walks were noted to be well marked, the bus stop sign was easily seen, and trash cans were present. These remarks were nearly universally mentioned by all participants. Six of the nine transit audit participants indicated that they felt “safe” at the bus stop. The only concern was a lack of a shelter mentioned by one member.

When the bus came, participants had a chance to board and use the farebox. Most had no difficulties. One person did comment that they were “mystified” initially. They did not recognize the farebox itself or where to put the pass we had given them. Another member mentioned the desire for an “e-pass”. They saw this as an easier and faster way to board the bus. Another member expressed a fear of losing their pass.

On-bus Experience

In general the on-bus experience was reported very positively from all participants. Eight of the nine participants commented on how clean the bus was. One mentioned that the bus was a comfortable temperature. Again, six of nine people indicated that they felt “safe”. One person noticed and complimented the camera system on the bus.



There are many signs on board a CR Transit bus. One of the signs provided is displaying information about the smartphone app and website, which provide real-time bus information. Survey data showed few riders utilize the app for bus information.

Constructive criticism did focus on the poor utilization of the advertising space on the bus by several people. Some suggested that the City provide public service announcements or route maps in that space.

Further, some people feared getting lost once they were on the bus. Mentioning that they did not know when the stops were coming due to a lack of a map and that the driver was not announcing the stops. They felt the bus was not “user-friendly” stating “you need to do a little research before getting on the bus”.

Many group members commented in one way or another about the signage inside the bus. While there were bus schedules provided, they found them to have small print and located out of the way. They were looking for a route map with stop information but could not find one. The signs for the transit app were noted by several people to be camouflaged and small. Some didn't know there was a trash can on the bus. Nearly all respondents commented in some way about the markings and location of items inside the bus.

Finally, the tallest member of the group indicated that he felt cramped on the bus and did not think there was enough storage space, leg room, or space between each seat. Two of the nine people mentioned not knowing where to put groceries or other items.

Alighting

No one had any negative comments on the actual act of getting off the bus. Some did mention that they found it hard to know when and what stop they needed to get off at.

Upon getting off at the bus stop on Edgewood Road SW near Aldi foods, many comments were generated indicating a concern about not having a shelter, concrete pad, or bench for people at this stop; especially in wintry conditions. With one participant indicated "Not clear this is a bus stop".

However, most participants did like the intersection design at this location indicating that it was well-marked and that they liked all the ADA ramps and the pedestrian count down timers.



The intersection of Edgewood Road and 20th Ave SW. Focus group participants indicated that they liked this intersection, reporting that it was a good example of pedestrian connections across a busy street.

Using the Pedestrian Environment

The majority of constructive criticism came during this time where we walked approximately 15 minutes to another bus stop to re-board Route 10 (see Figure 2 on page 16). This portion of the transit audit process was to simulate the walking that transit users must do to get to and from their destinations.

Initially, many people liked the sidewalk leading from Aldi to Williams Boulevard. Respondents indicated that they liked the trees and the distance they were from traffic. Some noted that the trees hung too low to the ground requiring you to duck and that the sidewalk was somewhat cracked.

Upon reaching the crossing of Williams Boulevard, many comments were generated including, “Bad, bad, bad, not sure if this is a crossing” and “you realize the City is not built for you” as a pedestrian. Several people commented about the lack of sidewalk and the desire lines (a beaten foot path) generated, with two people concerned about tripping or twisting an ankle and two other people worried that they would be perceived as jay-walking and anger motorists. They also noted even though there were pedestrian count down timers, they did not have enough time to cross the street, none of these people were disabled or elderly. Two people were concerned with how persons with a disability would travel, two people felt unsafe crossing the street, three people said the traffic was intimidating, and three people also said that there should be more sidewalks. Finally, upon reaching the next bus stop, two people said that there should be a shelter or pad at this location. Of note, the bus was right on time and several people were impressed by the punctuality of the system.

Exploring the Ground Transportation Center (GTC)

Most people had positive things to say about the GTC including “I really like this space, it feels like a natural community space”. Most of the comments were about how to add to the GTC rather than what was wrong with. Two people suggested that the GTC display public art in and around the facility. One suggested that CR Transit partner with local school kids to decorate. One also suggested that a kids play area be established. Several people noted that the interior was a good temperature and that everything inside and out looked clean.

Again, many people commented on the lack of signage. Specifically, they didn’t immediately know where the information booth was or where to buy a ticket. Also, two people suggested a sign indicating where the skywalk entrance was. Many people indicated that the



The GTC was nearly universally liked by all audit participants. Comments included it felt like a natural community space and the faux green grass was a nice inclusion.

transit system map inside the GTC did not have the stops nor a key. And several suggested that more system information, including the frequently asked questions posted, be hung in more places in the GTC.

Two people suggested that more device charging locations be provided. With one respondent indicating airport-like charging stations.

Finally, several respondents indicated the need for additional and more clearly marked recycling options. Also, two suggestions for solar power generation at the GTC were made.

RECOMMENDED PROJECTS

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Recommended Priorities and Strategies

Based on the knowledge, experience, and public input generated by the PTP process, specific investment strategies for the next five years have been identified. Members of the TAG and the survey review group met to identify action items and a funding schedule (discussed in the next section) for future investments. Note, investments mean more than just dollars and cents. The investments proposed involve capital, labor, and policy change. The action items listed below are associated with an objective, target date, and responsible parties. It is the goal of this document to not only identify what needs to be done but act as a catalyst for an improved public transportation system.

Night Service

The foremost need of this plan, as demonstrated through the 2015 and 2018 Passenger Transportation Surveys, the PTP Open House on September 7, 2018, and the 2016 Transit Study, indicate that it is important to transit riders that service is provided by CR Transit after 7 PM. An effort should be made to extend service to as late as practical given funding constraints. CR Transit will most likely need increased operational funding to provide night service. Special focus should be made to support the higher ridership routes and routes that service employers operating past 7 PM.

GOALS ADDRESSED: Improve transportation services to Iowans

OBJECTIVE: Service past 7 PM

TIME FRAME: Summer 2020

RESPONSIBLE PARTY(S): CR Transit



Night service has consistently been indicated as a top need in all recent transit surveys. Citizens report a need to reach evening jobs and recreational activities.

Improved Accommodations at Bus Stops

Most bus stops in Cedar Rapids and Marion need to be improved through the addition of bus shelters, benches, or bus pads with connections to the existing sidewalks. These improvements should be prioritized based upon bus stop usage. This data is available from the automatic passenger counters installed on each CR Transit bus. Low maintenance bus shelters should be utilized to decrease long-term maintenance costs to CR Transit. These shelters do not have glass but perforated metal walls and are covered in an anti-graffiti coating. It is suggested that a line item is established in CR Transit's annual budget to provide some number of shelters, benches, and pads reliably each year.

GOALS ADDRESSED: Improve transportation services to Iowans

OBJECTIVE: Establish bus shelter line item in CR Transit budget starting in 2019

TIME FRAME: On-going. Prioritized list of stops with improvements by the Summer of 2019

RESPONSIBLE PARTY(S): Cities of Cedar Rapids, Hiawatha, and Marion, CR Transit, and Corridor MPO



Resident waits in the grass for the bus at Boyson Road near Council Street NE. This bus stop does not have a pad, bench, or shelter.

Sidewalks Along Transit Routes

A common complaint from transit riders is that they have to walk in the road, grass, or snow to reach their transit stop. Many survey respondents complained about waiting for the bus in the grass or mud. Additionally, stops of this nature are not ADA compliant. The Cities of Cedar Rapids, Marion, and Hiawatha should prioritize sidewalk improvements along bus stop routes.

GOALS ADDRESSED: Improve transportation services to Iowans

OBJECTIVE: Each metro community receiving transit adopts a policy that favors transit routes when prioritizing sidewalk improvements

TIME FRAME: Spring 2021

RESPONSIBLE PARTY(S): The Cities of Cedar Rapids, Marion, and Hiawatha



This bus stop at Blairs Ferry and C Ave has developed a beaten path in front from pedestrian travel. Many of the bus stops in the metro area do not have sidewalks connecting to them.

Improved Signage in the Bus and GTC

Many survey respondents and transit audit participants mentioned not knowing where something was on the bus or in the GTC, or not knowing about a service provided by CR Transit. Many of these signs currently exist on the bus or the service is provided, but it is not being successfully advertised. For example, the transit smartphone app signage is not highly visible and riders are not noticing the trash can on the bus. Further, education opportunities are not being utilized to address specific rider concerns that may be addressed with informational posters on the bus, such as bus rider etiquette. Additionally, this overhead space on the bus could be utilized for public service announcements as a way for local agencies to reach transit users. MPO staff will work CR Transit to address these issues and utilize existing bus space more effectively to educate riders on what services are available to them on the bus and at the GTC.

NEEDS ADDRESSED: Improve transportation services to Iowans, Create awareness of unmet needs

OBJECTIVE: Address all signage deficiencies

TIME FRAME: Install new signage in the spring of 2019

RESPONSIBLE PARTY(S): CR Transit and Corridor MPO

Device Charging Outlets on Bus and GTC

Research and install device charging stations on the buses and at the GTC. Work with CR Transit or potential grant partners to obtain funding to install device charging stations.

GOALS ADDRESSED: Improve transportation services to Iowans

OBJECTIVE: Install device charging services on the buses and at the GTC

TIME FRAME: Begin research in the spring of 2019. Aim for installation in 2020

RESPONSIBLE PARTY(S): CR Transit and Corridor MPO

Updated Paper Route Schedules

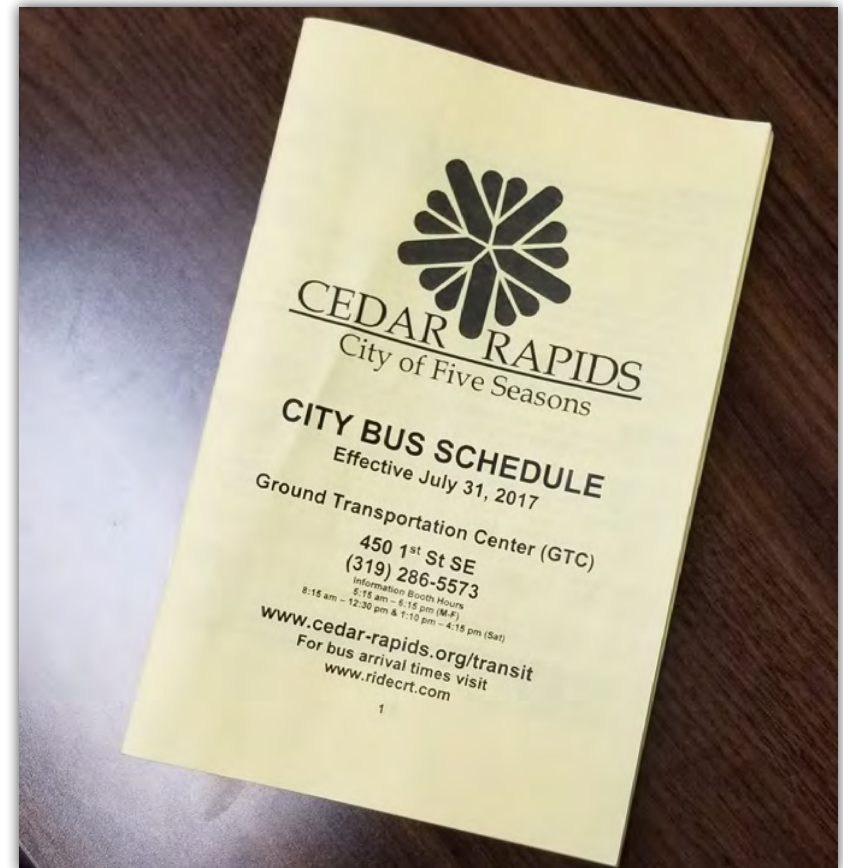
Many people utilize the paper route schedule for bus information. Updating the format and usability of the document has not been done in some time. The format needs to change to increase readability and be more visible on the bus. This change should be coordinated with any possible route adjustments in the Summer of 2019.

GOALS ADDRESSED: Improve transportation services to Iowans

OBJECTIVE: Develop a new paper bus schedule

TIME FRAME: Summer of 2019

RESPONSIBLE PARTY(S): Corridor MPO and CR Transit



The current CR Transit schedule could use a more readable and appealing design.

Route and Stop Information on Bus, Bus Stops, and the GTC

The survey and transit audit data made clear the need for better route and bus stop information on the bus, at the bus stops and the GTC. This information may best be displayed in different mediums depending on the location. On board the buses, this data should be shared either via an onboard video screen or via properly displayed paper posters. At the GTC, more paper maps and a video board displaying real-time bus information should be installed. At stops, a route map can be shown wherever a shelter is provided. Additionally, a new design of each bus stop sign should be considered to better integrate with online route planning tools.

GOALS ADDRESSED: Improve transportation services to Iowans, Assist decision-makers, advocates, and consumers in understanding the range of transportation options available

OBJECTIVE: Provide route information on each bus, bus shelter, and at the GTC

TIME FRAME: Begin review spring of 2019 complete summer of 2020

RESPONSIBLE PARTY(S): CR Transit and the Corridor MPO

Limited Idling of CR Transit Buses

The current practice of CR Transit drivers is to leave the bus idling when parked at the GTC for approximately ten minutes each hour. This leads to increased fuel consumption, increased air pollutants, and decreased human health. For these reasons, buses should be turned off when outside temperatures are uncomfortably high or low. In this way, rider comfort is not sacrificed but some level of environmental, health, and cost improvements can be generated. A helpful sign inside the bus should be paired with this policy change to ensure driver compliance.

GOALS ADDRESSED: Improve transportation services to Iowans; Save dollars and eliminate overlapping of services

OBJECTIVE: Create a limited idling policy

TIME FRAME: Spring 2019

RESPONSIBLE PARTY(S): CR Transit

Automatic Vehicle Announcement System

It is a federal requirement to verbally announce stops in accordance with ADA instructions for the vision impaired. An automated system can be provided utilizing the already existing onboard GPS to shift this burden off of each driver. Further, this improvement will act as a convenience to riders alerting them when their stop is approaching.

GOALS ADDRESSED: Improve transportation services to Iowans

OBJECTIVE: Install an automatic vehicle announcement system on each bus

TIME FRAME: Fall of 2019

RESPONSIBLE PARTY(S): CR Transit

Mobile Ticket Option

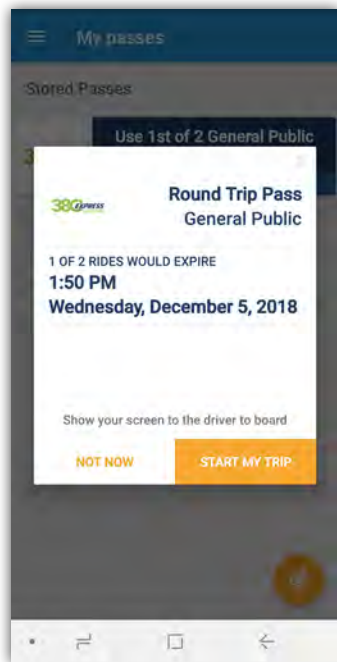
Providing a more modern method of payment, one that utilizes a smartphone for purchasing and boarding, will decrease boarding times and the burden to sell all passes via the GTC booth or onboard the bus. This option will also allow transit riders to automatically renew their passes and purchase passes more easily. These improvements should lead to more ridership and improved travel times.

GOALS ADDRESSED: Improve transportation services to Iowans

OBJECTIVE: Provide a smartphone mobile ticketing option to all riders

TIME FRAME: Summer of 2020

RESPONSIBLE PARTY(S): CR Transit



The 380 Express currently utilizes a smart ticking option for fare payment and boarding. Smart ticking options could increase sales and speed up the CR Transit boarding process.

U-Pass Option for Local College and University Students

In the survey, college students made up a large percentage of choice riders. This trend should be capitalized upon with a pass for registered students through Mount Mercy University, Coe College, and Kirkwood Community College funded through tuition. Together, these three schools have approximately 18,000 enrolled students. There is huge potential for ridership and annual passes will make riding the bus easier. Student enrollment fees should fund these passes. There could also be a similar pass for faculty and staff. This collaboration with local higher education institutions is common and was also recommended by the transit study.

GOALS ADDRESSED: Improve transportation services to Iowans, Increase passenger transportation coordination, Develop new working partnerships, Assist decision-makers, advocates, and consumers in understanding the range of transportation options available

OBJECTIVE: Provide an annual U-PASS to the three local higher education institution for students

TIME FRAME: Summer of 2020

RESPONSIBLE PARTY(S): CR Transit, Corridor MPO, area colleges and universities

Program to Provide No Cost CR Transit Passes for LIFTS Customers

The concept of providing a no cost or discounted CR Transit pass to LIFTS customers should be considered to shift usage away from higher cost, door-to-door providers to the existing lower cost CR Transit system. This will generate cost savings for CR Transit by decreasing the number of paratransit rides and increasing rides on lower cost fixed route service. Provision of a one-time no cost monthly CR Transit pass to all new and existing paratransit customers.

GOALS ADDRESSED: Improve transportation services to Iowans; Increase passenger transportation coordination; Assist decision-makers, advocates, and consumers in understanding the range of transportation options available; Save dollars and eliminate overlapping of services

OBJECTIVE: CR Transit pass to all new and existing LIFTS customers

TIME FRAME: Summer 2020

RESPONSIBLE PARTY(S): CR Transit and LIFTS

Summer Transit Program for Kids

Other communities have offered no cost transit to their young people during the summer in order to create a culture of transit usage. Exposing young people to transit when they are out for summer break may potentially lead to increased transit ridership from young people initially and from their generation as they age. Offering this in the summer when children are not in school but many parents still have to work will further incentive young people to try transit.

GOALS ADDRESSED: Improve transportation services to Iowans; Assist decision-makers, advocates, and consumers in understanding the range of transportation options available

OBJECTIVE: Create a summer transit program for kids

TIME FRAME: Before the study of summer ridership by the young should be conducted in the Summer of 2019 followed by an after study in the summers of 2020 and 2021

RESPONSIBLE PARTY(S): CR Transit and the Corridor MPO



Person walking away from a bus stop on 16th Ave SW in Cedar Rapids. Young people are a demographic that has room for transit ridership growth. Other communities have experimented by offering free transit in the summer to grow their short-term ridership and potentially create lifelong transit users.

Increased Marketing of Services Available

A better job of educating the public about of current services (all transit options LIFTS, NTS, CR Transit, et cetera) is needed to reach out to existing and potential new riders. Advertising and training via email, social media, YouTube, workforce outreach, unemployment benefits offices, community services, and conventional media is needed. Special focus should be made on creating marketing opportunities that generate free media coverage. As an example, kids' artwork at the GTC would likely generate media pieces discussing transit as well as exposure of transit to kids and possibly their parents. Focused marketing on different demographic groups; low-income groups need to know about the service and the cost, whereas potential choice users need to know about the increased productive time on the bus and the environmental benefits.

GOALS ADDRESSED: Develop new working partnerships; Increase passenger transportation coordination; Assist decision-makers, advocates, and consumers in understanding the range of transportation options

OBJECTIVE: Hold at least one event each quarter

TIME FRAME: Schedule outreach each year in the winter of the previous year. Spring of 2019

RESPONSIBLE PARTY(S): Corridor MPO will coordinate, Linn County Mobility Manager, CR Transit, non-profit transportation providers (NTS, LIFTS, et cetera)

Increased Community Outreach and Travel Training

Increase frequency of lunch and learns, increase outreach to demographic groups not currently reached by existing methods, gather data to improve the existing public and private transportation network, while providing information on current services and how best to utilize them. Establish relationships with relevant community members to create annual training opportunities. At least one outreach event should be scheduled each month, Corridor MPO will coordinate.

GOALS ADDRESSED: Increase passenger transportation coordination; Develop new working partnerships; Assist decision-makers, advocates, and consumers in understanding the range of transportation options available

OBJECTIVE: One event each month

TIME FRAME: Schedule outreach each year in the winter of the previous year. Spring of 2019

RESPONSIBLE PARTY(S): Linn County Mobility Manager and Corridor MPO

Art on the Buses and at the GTC

Partnering with local school children or artists to display their art at the GTC on an annual basis is a great way to generate buzz for transit while also beautifying the GTC. This concept can also be brought to the buses and showcase local students' art on each bus rotating throughout the year.

GOALS ADDRESSED: Develop new working partnerships

OBJECTIVE: Have new art at the GTC and each bus at least annually

TIME FRAME: Begin in the Fall of 2019

RESPONSIBLE PARTY(S): CR Transit, Cedar Rapids Public Schools, and the Corridor MPO

Annual Transit Week

Similar to the increasingly successful bike-to-work week event that the Cities of Marion and Cedar Rapids hold each year, a Transit Week could be established to concentrate media coverage and encourage people to try transit. Events focusing on transit that could generate media coverage and citizen interest should be scheduled, examples include a live comedy show on the bus, transit karaoke, and transit-related giveaways. All of this should be supported by one free week of transit.

GOALS ADDRESSED: Improve transportation services to Iowans; Assist decision-makers, advocates, and consumers in understanding the range of transportation options available

OBJECTIVE: Hold a transit week

TIME FRAME: Spring of 2020

RESPONSIBLE PARTY(S): CR Transit and the Corridor MPO

Try transit this spring.
Money isn't all you'll save.

FREE 2-Week Metro Pass

Join the GO BNMC movement and try transit for FREE this spring. Get unlimited access to Metro Bus and Rail transportation and get your commute headed in the right direction!
Just email gobnmc@bnmc.org and request your FREE pass. Hurry! Supplies are limited.

April 15-29 **GOBNMC**
Buffalo Niagara Medical Campus

The passes are only for employees new to transit, providing the ideal opportunity to see if these alternatives are right for you. After the two weeks, you will have the option to sign up for our subsidized transit pass program.

The Cities of Marion and Cedar Rapids have had success promoting bicycling as a mode of transit by celebrating Bike to Work Week. Other communities, like the Buffalo metro area, have applied this same idea to grow transit ridership.

Increased Awareness and Usability of LIFTS and NTS

Many survey respondents did not know that LIFTS or NTS existed nor how they could access the service. An effort to improve the electronic presence of both services should be made. Consideration should be made of both providers to create an online reservation service rather than only relying on the telephone system. Further, each service should consider going directly to their client bases for travel training. If LIFTS went directly to retirement facilities and NTS directly to late night shift-work employers, an uptick in travel knowledge and transit usage may be generated.

GOALS ADDRESSED: Improve transportation services to Iowans; Assist decision-makers, advocates, and consumers in understanding the range of transportation options available

OBJECTIVE: Improve existing websites and conduct at least one target outreach event per year

TIME FRAME: Before 2023

RESPONSIBLE PARTY(S): Mobility Manager, Linn County LIFTS, and NTS

Facebook Presence

Facebook can be an effective tool to reach citizens with information and to increase transit usage. It is crucial to post and update often. It has been the MPO's experience that targeted marketing campaigns can be very effective in generating meeting attendance and spreading the word about transportation services. Occasionally paid campaigns have generated interest from otherwise uninterested citizens. Currently, NTS is the only major transit provider with a dedicated Facebook page, last updated February of 2016. Linn County LIFTS and CR Transit do not have a dedicated Facebook page.

GOALS ADDRESSED: Improve transportation services to Iowans; Assist decision-makers, advocates, and consumers in understanding the range of transportation options available

OBJECTIVE: Update and create Facebook pages for all major transit providers

TIME FRAME: Spring 2019 and on-going

RESPONSIBLE PARTY(S): Mobility Manager, LIFTS, CR Transit, NTS, and the Corridor MPO

Analyze the Existing Routes

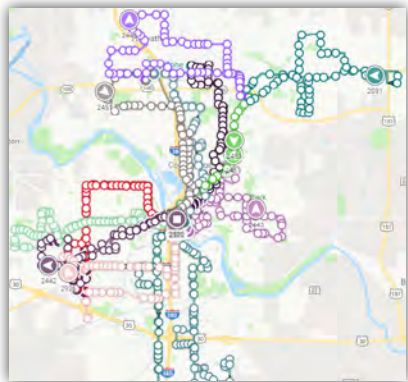
Listening to the feedback provided in the surveys, utilizing professional experience, and looking at ridership data, it is clear that some room for greater efficiency in the current route system is possible. It may be possible to increase ridership and frequency of service with some route adjustments. A proper and in-depth route analysis, including dry run testing, is needed. Special consideration should be given to the number of reserve buses used in the fleet, currently, CR Transit is operating with eight reserve buses, which is above the FTA recommendation. Given the fact that CR Transit has been successful in using local, state, and MPO grants to update the age of the fleet, the number of breakdowns should be lower allowing for less reliance on the reserve rolling stock. This will allow for an increase in frequency at least on one of the routes.

GOALS ADDRESSED: Improve transportation services to Iowans; Develop justification for future passenger transportation investments

OBJECTIVE: Analyze existing routes for ridership and frequency improvements

TIME FRAME: Begin Fall of 2018; any changes in the Summer of 2019

RESPONSIBLE PARTY(S): CR Transit and Corridor MPO



The CR Transit system at a glance. CR Transit has had recent success in creating no-cost increased system efficiencies by careful analysis and reallocation of existing resources. It is believed that further improvements can be made to simplify the existing system.

Autonomous Vehicle Education and Preparation

Autonomous vehicles are going to be a fixture of future travel, including transit. While not an immediate consideration, thought and awareness of the possible impact of autonomous vehicles on transit must be given now in order to best prepare our region's transit for the future. Every effort should be made to attend conferences and retain speakers for local education events relevant to autonomous transit. Additionally, the Corridor MPO's Long Range Transportation Plan will begin the research and review process setting a vision for the future of transit.

GOALS ADDRESSED: Create awareness of unmet needs; Assist decision-makers, advocates, and consumers in understanding the range of transportation options available; Develop justification for future passenger transportation investments

OBJECTIVE: Bring an autonomous speaker to the area and maintain literacy on the subject

TIME FRAME: On-going

RESPONSIBLE PARTY(S): Mobility Manager, CR Transit, and the Corridor MPO

Add Recycling to the GTC and Trash Cans at Bus Stops

Recycling facilities can be better provided at the GTC as is done at other locations in the metro. Additionally, bus stops with shelters need trash cans for riders to improve the environment and provide a positive and clean impression of the City of Cedar Rapids.

GOALS ADDRESSED: Improve transportation services to Iowans; Save dollars and eliminate overlapping of services

OBJECTIVE: Provide recycling at the GTC by fall of 2019

TIME FRAME: Recycling fall of 2019. Solar begin discussions in 2019

RESPONSIBLE PARTY(S): CR Transit, the Corridor MPO, and the City of Cedar Rapids



The current recycling provisions could be better formalized and spread throughout the GTC.

Affordable Taxi Service for Persons with Disabilities

A lack of availability of taxis equipped to provide service to persons with disabilities, without substantially increasing the service cost, exists within the metro. This creates a problem for persons with disabilities to enjoy the convenience of last-minute trips. A public-private partnership to provide this type of service should be explored through grant funding. Many people in the community could benefit from this type of service.

GOALS ADDRESSED: Improve transportation services to Iowans

OBJECTIVE: Increase availability of accessible taxi rides at an affordable cost for persons with disabilities, Develop new working partnerships, Create awareness of unmet needs

TIME FRAME: Summer 2021

RESPONSIBLE PARTY(S): Mobility Manager of Linn County

Partner with Homeless Shelters to Provide Monthly Transit Passes to Clients

Providing the opportunity for area homeless shelters to purchase monthly transit passes to be used by their clients to aid with transportation for economic and social development. A partnership between CR Transit and area homeless shelters to purchase the passes at the low-income discount rate of half fare should be explored.

GOALS ADDRESSED: Improve transportation services to Iowans, Save dollars and eliminate overlapping of services, Assist decision-makers, advocates, and consumers in understanding the range of transportation options available, Develop new working partnerships

OBJECTIVE: Provide monthly passes to area homeless shelter clients

TIME FRAME: Summer 2020

RESPONSIBLE PARTY(S): Area homeless shelters, CR Transit, Corridor MPO

Bike Share

A problem sometimes noted with traditional transit service is known as the "last mile problem". Where transit users find it difficult to cover the distance from where the transit service stops to their origin or destination. This "last mile" gap is often filled with bicycle travel. Many existing CR Transit riders will utilize the two bike racks on the front of the CR Transit buses. However, sometimes those racks can be full or a person may not have a bike or may not want to bring a bike with them. The City of Cedar Rapids is nearing completion on a City bike share system where bikes can be checked out for a low price for 30 minutes at a time. This system will be present at the GTC and at other locations in the metro. Bike share can be used as a tool to better increase transit ridership by alleviating this last mile problem which may be deterring people from choosing transit as their mode of travel.

GOALS ADDRESSED: Improve transportation services to Iowans,
 OBJECTIVE: Provide Bike Share Service
 TIME FRAME: May 2019
 RESPONSIBLE PARTY(S): City of Cedar Rapids



*The City of Cedar Rapids will be launching Bikeshare in May of 2019. This service can be a complement to transit by connecting riders to their destination from the transit stop.
 Source: Veoride and the University of North Texas*

Sunday Service

A significant number of survey respondents requested Sunday service. While this expansion in service was identified to be important it was not shown to be more important than increased night service. Unfortunately, both of these service expansions would require a significant increase in the CR Transit budget. As such, it is acknowledged that Sunday service is an important improvement to make to the transit system, but not likely one to be made before the expansion of night service. Night service is the first priority of this plan.

GOALS ADDRESSED: Improve transportation services to Iowans,
 Create awareness of unmet needs
 OBJECTIVE: Provide Sunday service
 TIME FRAME: Long-term
 RESPONSIBLE PARTY(S): CR Transit

FUNDING



Overview of Available Funding Sources

Many of the previously discussed action items and facility and fleet needs will require funding for improvement to be made. Below is a brief overview of funding opportunities available for transit improvements. Following this overview, a chart with suggested projects and indicated fleet and facility needs requiring funding in the next 5 years (2019-2024) is provided. Projects have funding sources listed that are eligible for the given project. Items listed in purple are believed to be reasonably achievable within the life of the plan, additionally, the anticipated source of funding for that project will also be listed in purple.

Federal Funds

Fixing America's Surface Transportation Act (FAST Act)

The most recent federal transportation bill, Fixing America's Surface Transportation Act (commonly referred to as the FAST Act) was signed into law on December 3, 2015. The FAST Act continues the formula program funding approach that was utilized by MAP-21, the previous federal transportation legislation, and provides federal funding through Federal Fiscal Year 2020. This legislation increases funding available for both state and metropolitan planning organizations (MPOs) and for the FTA's Bus and Bus Facilities Program, which helps transit agencies fund new buses, replace aging fleets and facilities and adds a new eligibility to deploy low or no-emission vehicles. The FAST Act also reinstated the Bus Discretionary Program allowing states to apply for project-specific funding in a competitive funding process.

Metropolitan Transportation Planning (Section 5303)

This FTA program supports planning activities in metropolitan areas on an 80 percent federal, 20 percent non-federal basis. By law, the state is the direct recipient of the funding. In Iowa, these funds are

administered by the Iowa DOT's Office of Systems Planning and are distributed to each of the state's MPOs. Annual allocations of 5303 funds are based on a formula that guarantees each MPO funds equal to what they received in 1992, plus a share of the additional funds proportionate to their share of the statewide metropolitan population total. The 5303 funds are administered jointly with Metropolitan Planning "PL" funds available through the Federal Highway Administration as part of a Consolidated Planning Grant. The 5303 and PL funds can support any MPO costs related to intermodal transportation planning activities. The Corridor MPO allocates 20 percent of its funding or approximately \$1.135 million per year to transit.

Urbanized Area Formula Grants (Section 5307)

This is a federal program for support of urban transit systems serving communities with more than 50,000 in population. In all urbanized areas, 5307 funds can be used for capital improvements, including preventive maintenance activities, or planning activities on an 80 percent federal, 20 percent non-federal basis. Purchase and installation of special equipment or features required by the Americans with Disabilities Act (ADA) or the Clean Air Act Amendments, and certain bicycle accommodation projects are eligible for 90 percent federal assistance. Transit systems may use up to ten percent of their total 5307 funds to pay for ADA paratransit costs on an 80 percent federal, 20 percent non-federal basis.

Each area over 200,000 in population receives its own 5307 allocation directly from FTA. The allocations are based partially on population and population density, and partially on performance factors, including passenger miles of service provided. Within each of these larger urbanized areas, at least one percent of the 5307 funds must be set aside for transit enhancement activities. Within each area, the MPO is responsible for programming the funds as part of the Transportation Improvement Program.

Funding projections for 5307 funds in FFY 2019 and 2020 for CR Transit are \$2,750,000. If after the 2020 Decennial Census, the designation of the region shifts to Large Urban (population greater than 200,000), 5307 funding projections may drop by 25 percent, equating to a loss of approximately \$637,500 every year. Projections for FFY2021 and beyond would only be \$2,062,500.

Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310)

This is a federal program for support of transit services serving elderly and disabled persons. These funds are allocated to Iowa on the basis of the number of persons who are elderly or have disabilities within the state compared to other states. By law, the state is the direct recipient of the funding. Public agencies responsible for coordinating human service transportation are eligible, as are private not-for-profit agencies. Because Iowa requires the designated public transit systems to coordinate all publicly-funded passenger transportation services, Iowa distributes these funds to the public transit agencies. The funds may be used for the cost of contracted operations, equipment and passenger or vehicle shelters on an 80 percent federal, and 20 percent non-federal basis. Facilities other than passenger or vehicle shelters are not eligible. CR Transit expects to receive \$120,000 in 5310 funding in FFY 2019 and 2020. This money will be used to with local transit levy funding to contract paratransit service from Linn County LIFTS.

Bus and Bus Facilities Formula Grants (Section 5339)

These funds can finance capital projects to replace, rehabilitate, and purchase buses and related equipment and to construct bus-related facilities. In Iowa, approximately \$1,270,000 is received annually to be spent on large urban transit systems serving populations between 50,000 and 200,000. The large urban funds are pooled since individual allocations would not allow for bus purchases on an annual basis. All

funds are spent on vehicle replacements, rather than on expansion vehicles or bus-related facilities. Funds are distributed utilizing the vehicle rankings of the Public Transit Management System (PTMS). Transit systems serving populations of more than 200,000 receive direct allocations from the Federal Transit Administration and are not included in the statewide distribution through PTMS.

Iowa Clean Air Attainment Program (ICAAP)

This program is one of the five core funding programs of the Federal Highway Administration (FHWA) that can be flexed between highways, transit, bicycle, and pedestrian uses. Nationally, the Congestion Mitigation/Air Quality (CMAQ) program is intended to fund transportation projects to assist metropolitan areas in violation of Clean Air Act standards. In those states with areas in violation, most or all CMAQ monies must be spent in the affected areas for projects conforming to a state air quality implementation plan. Because Iowa does not have any area in violation of transportation-related federal clean air standards, the state receives a minimum allocation of CMAQ funding that can be used anywhere in the state for any purpose for which STBG funds can be used on the same 80 percent federal, 20 percent non-federal basis. In FY2018, the State of Iowa's CMAQ allocation was \$3,000,000.

In Iowa, funds are programmed for highway or transit projects through a statewide application process based on the project's anticipated air quality or congestion relief benefits. Applications are due the first business day of October for projects to begin the following federal fiscal year. Project selections are determined in February. When ICAAP funds are programmed for transit projects, funding is transferred from FHWA to FTA for administration through a statewide grant under either the 5307 or 5311 programs depending on whether the projects are in urbanized or non-urbanized areas.

Surface Transportation Block Grant Program (STBG)

This is another of FHWA's core programs. These funds come to the state based on a number of factors including Vehicle Miles of Travel, Highway Lane Miles and the Number and Size of Bridges. The funds can be used for roadway, transit capital projects, pedestrian and bikeway projects, or inter-modal planning projects on an 80 percent federal, 20 percent local basis. In Iowa, a portion of these funds are programmed by local governments acting through metropolitan or regional planning agencies. Nearly all of Iowa RPAs and some MPOs fund a portion of their inter-modal transportation planning activities from STBG funds. Most transit systems have also been successful in receiving STBG funding from their local MPO or RPA. Currently the Corridor MPO provides 20 percent of its total funding or approximately \$1,135,000 per year towards transit. When programmed for transit or planning projects, these funds are transferred from FHWA to FTA for administration, either through a direct 5307 grant for large urban transit systems, through a statewide 5311 grant for small urban or regional systems, or through the statewide consolidated planning grant for planning projects. The Office of Public Transit (OPT) administers the statewide grant for small urban and regional transit systems. The Office of Systems Planning administers the planning grant.

State Funds**Public Transit Infrastructure Grants (PTIG) Program**

This program was created in 2006 by the State of Iowa General Assembly. It funds new or improved infrastructure projects for public transit and all 35 statewide systems are eligible. Applications are accepted as part of the annual Consolidated Transit Funding Applications. Projects can involve new construction, reconstruction or remodeling, but must include a vertical component to qualify. Selection criteria are based on the need for facilities, and projects must be "shovel ready" and capable of being completed in 18 months. For FY2019, the General Assembly has appropriated \$1,500,000, consistent with funding levels since FY2012, and approximately \$150,000 is available for reprogramming. Five of the six agencies applying for funds received funding in FY2019. The infrastructure program participation in the cost of transit-related elements of a facility project is limited to 80 percent. Also, no single system can receive more than 40 percent of the available infrastructure funding in a given year.

State Transit Assistance (STA)

All public transit systems are eligible for funding under the STA program, which began in 1976. Since 1984, STA funding is 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 provided to support public transit services and may be used for either operating or capital projects. CR Transit has been allocated \$621,438 in STA funds for FY2019.

STA Formula Program

The majority of the state transit assistance funds received in a fiscal year is distributed to individual transit systems on the basis of a formula using performance statistics from the most recent available 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 related to the provision of open-to-the-public passenger transportation.

The STA formula funds are first split between urban and regional systems on the basis of total revenue miles of service provided by each group. The funds are then split among individual systems in each category, 50 percent on the basis of locally determined income (LDI), 25 percent on the basis of rides per dollar of expense, and 25 percent on the basis of revenue miles per dollar of expenditure. OPT calculates LDI by subtracting FTA and STA formula funds from the system's operating expenses.

STA Special Projects

Each year up to \$300,000 of the total STA funds are set aside to fund special projects. These can include grants to individual systems to support transit services which are developed in conjunction with human service agencies, or statewide projects to improve public transit in Iowa through such means as technical training for transit system or planning agency personnel, statewide marketing campaigns, et cetera

STA Coordination Special Projects

The projects are considered an "immediate opportunity" program by the Iowa DOT, meaning that these funds can be applied for at any time of the year as an opportunity arises, provided that funding is still available. Projects are intended to assist with start-up of new services that have been identified as needs by health, employment or human service agencies participating in the Passenger Transportation Development Planning process. Most projects will fall within the \$5,000-\$25,000 range. Projects shall be for no more than one year, but a second year of funding can be applied for separately. Priority is given to projects which include a contribution from human service agencies.

Capital Match Revolving Loan Fund (AMOCO Loan)

The capital match revolving loan fund was created by the Iowa Legislature in the early 1980's with funds from Iowa's share of the federal government's petroleum overcharge settlement against the American Oil Company (AMOCO). The loan program is subject to an intergovernmental agreement between the Iowa DOT and the Iowa Department of Natural Resources (DNR). All public transit systems are eligible for loans under this program. The intent of the program is to increase the inherent energy conservation benefits of public transit by expediting the implementation of transit capital projects.

The program allows "no interest" loans to transit systems, which the transit system uses towards the required local match on a federally-funded capital project, paying it back over a negotiated time period as local funds become available. The loan can be used to temporarily fund the entire local match on capital equipment projects or 50 percent of the required non-federal match on facility projects. Loan recipients may be required to report project energy savings annually to OPT until the loan is repaid. A project is eligible if it is a transit capital project that is approved for federal funding. The project should be targeted at energy savings.

Temporary Assistance to Needy Families (TANF)

States receive these formula grants, known as TANF, to provide cash assistance, work opportunities, and necessary support services for needy families with children. States may choose to spend some of their TANF funds on transportation and related services needed by program beneficiaries. In Iowa, the TANF funds are used for the Family Investment Program.

Community Service Block Grant

Under this family of programs, funding is provided to a broad range of services for low-income persons. Funds in this set of programs are awarded as formula-based grants to states, which pass them on to the local community programs. A component of these community programs is the Job Opportunities for Low-Income Individuals (JOLI) program through discretionary grants are awarded to local non-profits who are creating employment and business opportunities for low-income persons. Transportation services similar to NTS are commonly provided in both the block grant and JOLI programs.

Table 12: CR Transit Levy Amounts

| City | Total Taxable Property | Transit Levy | Total Funds Generated |
|------------------------------|------------------------|--------------|-----------------------|
| Cedar Rapids | \$6,400,000,000 | 0.81 | \$5,184,000 |
| Marion | \$1,483,739,838 | 0.2622 | \$389,037 |
| Hiawatha | \$347,428,092 | 0 | \$0 |
| Robins | \$168,079,586 | 0 | \$0 |
| Linn County (unincorporated) | \$1,516,635,916 | 0 | \$0 |
| Total | | | \$5,573,037 |

Hiawatha contributing \$120,060 from General Fund to CR Transit for Services

Local Funds**Municipal Transit Levy**

Iowa law authorizes municipalities to levy up to 95 cents per \$1,000 assessed property valuation to support the cost of a public transit system. Most of Iowa's larger communities levy for support of their urban transit systems. Cedar Rapids municipal transit levy is 81 cents per \$1,000 in assessed property value. This results in approximately \$5,184,000 in funds generated from taxable properties in Cedar Rapids in 2018. Marion taxes 26.22 cents per \$1,000 in assessed property value. This results in approximately \$389,037 in funds generated from taxable properties in Marion in 2018. Hiawatha does not utilize the transit levy but instead contributes general funds to compensate CR Transit for service, which amounted to \$120,060 in 2018.

Regional Transit Levy

In 2005, the Iowa legislature authorized Iowa's two largest counties to form special taxing districts, under the control of the county, for support of area-wide public transit services. Once formed, adjacent counties can become part of the district, or municipalities in nonparticipating adjacent counties can join. The district can levy up to the 95 cents per \$1,000 assessed valuation; but, unlike the provisions in the municipal levy, the regional transit districts can set differing levy rates across their territory. As of July 2007, only Polk County has chosen to form a district, and has, so far, limited its geographic coverage to just their county. Nearly all municipalities within the county have opted to participate.

General Fund Levy

The cost of supporting transit services is an eligible use of general fund revenues for all Iowa governments and is the primary source of funding to support transit for counties who do not have the option of a transit levy, as well as for cities which chose not to use the transit levy.

Fare Box Revenue

In the FY2018 CR Transit budget, it was anticipated that revenue generated from the fare box (bus fares and passes for adults, seniors/ persons with disabilities, and students) would be \$780,000. This accounts for approximately 6.5 percent of the total revenues for CR Transit.

Other Sources of Funds**United Way Community Enhancement Grants**

Community Enhancement Grants are investments United Way makes into a specific community or to help with an emerging need. Open to any nonprofit agency meeting the criteria of the grant – not just United Way partner agencies – these one-time grants give nonprofits the opportunity to start a new program, enhance an area of service or purchase needed equipment and supplies. Community Enhancement Grants are another way United Way makes our region a better place for all of us.

Local Foundations (Hall-Perrine)

Local foundations can also be good sources for funding as transit improvements provide direct and measurable improvements in the local community. Foundations like Hall-Perrine dedicated to improving the quality of life for people of Linn County, Iowa, by responding to changing social, economic and cultural needs, are excellent examples where local dollars and help local citizens.

Environmental Foundations (Rockwell Collins Green Communities Grant)

Grants focus on improving the environment may be another source of revenue for large to small projects. Rockwell Collins offers an annual Green Communities Grant that aims to make communities that Rockwell Collins calls home more sustainable and healthy places to live. Smaller improvements like bus shelter to larger facilities like transfer centers are natural fits for environmentally focused funding opportunities.

Technical Assistance (Easter Seals Project Action)

Technical assistance can be purchased from consultants but can also come in the form of a grant or community service. Easter Seals Project Action (ESPA) is a federally funded training and technical assistance center cooperative agreement between Easter Seals, Inc. and the U.S. Department of Transportation Federal Transit Administration. ESPA holds training events, gives tailored technical assistance, leads outreach initiatives, partners with many other national organizations, and directs small research efforts to further its mission to promote universal access to transportation for people with disabilities and beyond.

Community Involvement

Sometimes the technical assistance or financial support needed for a project can be found within one's own neighborhood. Reaching out to local experts, volunteer groups, or college students can provide much-needed labor, expertise, or general support a project needs for success. Partnerships with local Universities, Colleges, or Schools can be beneficial to both parties.

Public-Private Partnerships

Additionally, public-private partnerships are an excellent way to provide funding long-term funding for projects that are of a common interest to both parties.

Crowdfunding

Smaller to medium sized projects, like bus shelters or vehicles could be funded with a successful crowdfunding campaign to raise revenue in smaller contributions from a larger number of sources. Successful public funding projects have been completed through websites like Neighborly and Citizeninvestor. These services are completely free to governments and non-profits and have the potential to engage and educate the public while raising funding for important projects.

Local Students Support of Improvements

Students at local schools, including local community colleges, could provide support of passenger transportation projects through their time and talents, while gaining experience. For example, utilizing students' craftsmanship to display artwork, weld transit shelters, or create educational videos would give the students real-world experience. It would also benefit passenger transportation by exposing more people to the systems, both the students and any possible media coverage received.

Recommended Program of Projects

All recommended projects that require funding in the next 5 years (2019 to 2023) are provided on the chart on the next page (Table 13). Projects have funding sources listed that are eligible for the given project, as well as estimated costs per unit and per year of expenditure. Items listed in **purple** are believed to be reasonably achievable within the life of the plan given existing funding anticipated for each fiscal year. Additionally, the most likely source of funding for an expected project will also be listed in **purple**.

Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) funding for all years of the PTP will be spent toward contracting paratransit service with Linn County LIFTS. All \$120,000 that CR Transit receives annually will be put toward paratransit service from LIFTS, funding to this amount will not exceed the maximum 80 percent federal cost share.

Table 13: Recommended Program of Projects

| <u>Transportation Provider</u> | <u>Project Description</u> | <u>Type</u> | <u>Estimated Unit Cost</u> | <u>Potential Source(s)</u> | <u>Existing Funding FY19</u> | <u>Proposed Funding FY20</u> | <u>Proposed Funding FY21</u> | <u>Proposed Funding FY22</u> | <u>Proposed Funding FY23</u> |
|--------------------------------|---------------------------------------------------|-------------|----------------------------|-------------------------------------------------------------------------------|------------------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|------------------------------------------------|
| Corridor MPO | Planning Funds | Planning | \$ 286,000 | 5303 | \$ 286,000 | \$ 286,000 | \$ 286,000 | \$ 286,000 | \$ 286,000 |
| Corridor MPO | STBG Transit Funds | Capital | Varies | STBG | \$ 53,000 | \$ 73,000 | \$ 1,123,000 | \$ 1,038,000 | \$ 1,135,000 |
| City of Marion | Marion Bus Shelters (Bulk Buy) | Capital | Varies | STBG, Local Transit Levy | \$ - | \$ - | \$ 394,000 | \$ - | \$ - |
| CR Transit | Heavy Duty Bus (35-39 ft.) Diesel Low Floor | Capital | \$ 486,000 | 5339, Local Transit Levy, STBG | \$ 972,000 | \$ 972,000 | \$ 972,000 | \$ 972,000 | \$ 972,000 |
| CR Transit | North East Transfer Center | Capital | \$ 7,000,000 | STA, 5307, ICAAP, STP, PTIG, Local Transit Levy, Private (United Way, Etc.) | \$ - | \$ - | \$ - | \$ - | \$ 1,000,000 |
| CR Transit | General Operation, Administration and Maintenance | Operations | \$ 8,900,000 | STA, 5307, Local Transit Levy, Crowd Funding, Private (United Way Etc.) | \$ 9,700,000 | \$ 9,800,000 | \$ 9,900,000 | \$ 10,000,000 | \$ 10,100,000 |
| CR Transit | Recycling at the GTC | Operations | \$ 1,000 | STA, 5307, Local Transit Levy, Crowd Funding, Private (United Way Etc.) | \$ - | \$ 4,000 | \$ - | \$ - | \$ - |
| CR Transit | Automatic Vehicle Announcement System | Operations | \$ 400 | STA, 5307, Local Transit Levy, Crowd Funding, Private (United Way Etc.) | \$ - | \$ 12,000 | \$ - | \$ - | \$ - |
| CR Transit | Device Charging Stations - Bus | Capital | \$ 4,000 | STA, 5307, Local Transit Levy, Crowd Funding, Private (United Way Etc.) | \$ - | \$ - | \$ 120,000 | \$ - | \$ - |
| CR Transit | Device Charging Stations - GTC | Capital | \$ 5,085 | STA, 5307, Local Transit Levy, Crowd Funding, Private (United Way Etc.) | \$ - | \$ 10,170 | \$ - | \$ - | \$ - |
| CR Transit | On-bus Video Boards | Capital | \$ 420 | STA, 5307, Local Transit Levy, Crowd Funding, Private (United Way Etc.) | \$ - | \$ - | \$ 25,200 | \$ - | \$ - |
| CR Transit | New Bus Stop Signs | Capital | \$ 20 | STA, 5307, Local Transit Levy, Crowd Funding, Private (United Way Etc.) | \$ - | \$ 15,580 (779 bus stops) | \$ - | \$ - | \$ - |
| CR Transit | GTC Video Board | Capital | \$ 1,000 | STA, 5307, Local Transit Levy, Crowd Funding, Private (United Way Etc.) | \$ - | \$ 2,000 | \$ - | \$ - | \$ - |
| CR Transit | Low Maintenance Bus Shelters | Capital | \$ 5,000 | STA, PTIG, 5307, Local Transit Levy, Crowd Funding, Private (United Way Etc.) | \$ - | \$ 75,000 (15 units to qualify for bulk price) | \$ 75,000 (15 units to qualify for bulk price) | \$ 75,000 (15 units to qualify for bulk price) | \$ 75,000 (15 units to qualify for bulk price) |
| CR Transit/Linn County LIFTS | Contracted ADA Para-transit Service | Operations | \$ 110,000 | 5310 | \$ 120,000 | \$ 120,000 | \$ 120,000 | \$ 120,000 | \$ 120,000 |
| CR Transit/Linn County LIFTS | Medium Duty Bus (to 28 ft.) Diesel | Capital | \$ 162,000 | STBG, Local Transit Levy | \$ 162,000 | \$ 162,000 | \$ 162,000 | \$ 162,000 | \$ 162,000 |

Appendix

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TAG Meeting and Transportation Forum Minutes

Transportation Advisory Group Meeting

Noon, Tuesday, February 27th, 2018

Cedar Rapids Public Library

Meeting Minutes**1. Greeting/Introductions**

Attendees – Kelly Angell, American Cancer Society; Ashley Bailus, Linn County Community Services; Mike Barnhart, Horizons/NTS; Jenny Becker, Greater Cedar Rapids Community Foundation; Terry Bergen, Linn County Mobility Coordinator; Heidi Brown, Dept. of Veterans Affairs; Charles Conner, To The Rescue; Melissa Cullum, Mercy Medical Center; Kay Fisk, Horizons/NTS; Dave Garner, Dept. of Correctional Services; Brock Grenis, ECICOG; Tom Hardecopf, Linn County LIFTS; Kari Harford, Goodwill; Ann Hearn, Linn County Community Services; Dawn Larson, Dept. of Corrections; Jerry McGrane, Community Volunteer; Phillip Platz, Community Member; Rachel Schramm, Linn County Public Health; Don Tyne, Linn County Veterans Affairs; Mary Wheeler, Horizons/NTS; Brandon Whyte, Corridor MPO; Marci Williams, CR Transit.

Terry recognized and thanked Ann Hearn, a long-time TAG and TAG Executive Committee member, for her many years of dedicated service to the community. Ann is retiring on March 9th and will be greatly missed. Ashley Balius, formerly with United Way, has been hired to replace Ann.

2. Transportation Improvement Plan: Transit Projects

Brandon Whyte, Multimodal Transportation Planner with the Corridor MPO, shared information and asked for comments on transit and transit related projects that are part of the MPO Transportation Improvement Plan (TIP). Transit funding requests for FFY21 and 22 include 2 new heavy duty buses for Cedar Rapids Transit, 1 medium duty bus for Linn County LIFTS paratransit service, and a sidewalk project along the bus route on Edgewood Road. There is a \$358,000 gap between the funding requested and the funding available, so some of these projects will not receive funding or may just get a portion of the funding they have requested. The buses are to replace vehicles which are past their useful life, will keep fleets in good condition and help reduce maintenance costs. The sidewalk project is on a busy road with a bus route; it will also be helpful as a new housing project (which includes a number of units for chronically homeless individuals, who likely has transportation challenges) will be opening in that area.

Brandon also outlined transit components of two other projects (Trail on Wiley Blvd. and Ellis Blvd. road extension). Both of these projects are on bus routes and will be getting bus pads, benches and shelters as applicable and workable within the project budgets.

If anyone has questions or comments, or would like additional information, you can reach out to Brandon Whyte (B.Whyte@corridormpo.com).

3. Regional Transportation Plan Update

Brock Grenis, Transportation Administrator/Planner for the East Central Iowa Council of Governments (ECICOG), distributed a document outlining Passenger Transportation Plan Needs, identified during their last major update in 2015. (Attached document) It included three major areas: Expansion of Transportation Services; Collaboration Among Providers and Agencies; and Enhancement of Current Services. Public input is always welcomed and Brock asked if there were any questions or comments. He mentioned that the next significant update to the plan will be in 2020 and that they will be soliciting feedback and sharing more information as appropriate. Terry Bergen remarked that this type of process is one where we want to make sure to be as inclusive as possible, because a program needs to be included in the plan to be considered for funding.

If anyone has questions or comments, or would like additional information, you can reach out to Brock Grenis (brock.grenis@ecicog.org)

4. Cedar Rapids Transit Update

Marci Williams, Transit Programs Coordinator with Cedar Rapids Transit, shared an updated flyer with details on their Income-Based Half-Ffare Program. The flyer (copy attached) spells out how persons with income at or below 160% of the federal poverty level can qualify for half-price bus fares and passes. Terry mentioned that this program was implemented a few years ago at the time of a fare rate increase. He worked with CR Transit to organize the program, but CR transit does all the operational work; which is a huge benefit to the community. Marci said that this program has been very popular and they are helping a lot of people.

Marci also said the route and system changes that were put in place have been positively received. There have been a few concerns raised and CR Transit Manager Brad DeBrower reviews them all to see if any fine-tuning can be done to address rider needs.

This April the FTA will be in town for the triennial review of the city's transit systems. They will look at all public transit operations and make sure we're compliant with federal guidelines. The preparatory work is significant and the on-site review usually takes about 2 days.

5. 2018 Transportation Resources Directory

Terry distributed copies of the updated Transportation Resources Directory for 2018. (Copies attached) He said over 3,000 copies of the English version and over 600 of the Spanish version were distributed last year. We are also planning to do a French version this year; this may be of assistance, particularly to members of the area refugee population who speak French. This version is being proofed and content checked and should be ready soon. Copies were available at the meeting for anyone who wanted to take them. If you can distribute copies, contact Terry, otherwise he will be contacting people and organizations who got them last year to get them the updated copies.

6. Upcoming TAG Projects

Work continues on the Healthcare Transportation project. Terry has been meeting with medical community, nonprofits and transit agencies to discuss and will be attending the Corridor Business Journal's Healthcare Summit this week. Information will be shared with the TAG and others when a strategy to proceed is developed.

Although we didn't get our Transportation Gap Funding program started in 2017, we're still working to secure funding. Tom Hardecopf and Terry have been looking into possible funding from the Linn County Board of Supervisors (at least as a pilot project) and hope to have an answer soon. The goal is to have a pool of money to help people looking for transportation assistance but lacking the money to afford available options.

After CR Transit concludes its triennial FTA review, Terry will be conducting CR Transit Rider Survey to get feedback on the system and changes that took place last year. LIFTS is also looking to do a similar survey. Terry also hopes to work with CR Transit to develop a Travel Training program this year to help people new to the system or needing assistance.

Iowa's statewide plan for implementing the CMS "Integrated Settings Rule" is still on track to meet federal transition requirements by 2019. This will cover HCBS Habilitation Services and all seven HCBS waivers, which includes; the Intellectual Disability, Brain Injury, Health and Disability, Physical Disability, Elderly, AIDS/HIV and Children's Mental Health Waivers. The community benefits by living near and working with persons with disabilities, and HCBS Waiver recipients benefit by working and living in their chosen communities. Who might these rules impact? Clients, Sheltered Workshops and Group Homes, to be sure, but also transportation providers. The challenges for public transit include...Current service hours and days may not match the times when transportation is needed for clients. Current vehicle sizes may be too large for the more individualized transportation needs of the clients. If more trips in smaller vehicles are required, finding drivers will prove difficult in many areas of the state. As a transit community we need to keep this in mind and begin discussing impacts, challenges and how to prepare/respond. More to come...

As a member of the Iowa Transportation Coordination Council (ITCC), Terry will be taking part in a strategic planning retreat in late March. He will share information from this session with the TAG at an upcoming meeting.

7. TAG Meeting Engagement Strategies/Your Feedback/Thoughts/Concerns

As previously mentioned, attendance at TAG meetings fluctuates and we rarely have participation from users of the transportation system. We'll be looking at everything we can think of to increase awareness and participation. Today's meeting was our first attempt to shake things up; new location and time. We've thought about having a meeting at the Ground Transportation Center, maybe something in the early evening or on a weekend.

While we're looking at other opportunities, Terry asked if anyone attending the meeting had input. Jerry McGrane mentioned that most of the subjects of today's meeting have little interest to the general public using transit. Kelly Angell said the things discussed in the meetings are helpful to her and today's location was good. We may need to look at doing our existing quarterly meetings and adding some "listening sessions" where we reach out to other members of the community. Work in progress...

If you have ideas or feedback please reach out to Terry.

Next Meeting Date/Location: TBA

Thanks for all you do to support transportation needs in our area!!

Transportation Advisory Group Meeting

Noon, Tuesday, August 21st, 2018

Horizons, 819 Fifth St. SE

Meeting Minutes**1. Greeting/Introductions**

Attendees – Ashley Balius, Linn County Community Services; Mike Barnhart, Horizons/NTS; Jenny Becker, Greater CR Community Foundation; Terry Bergen, Linn County Mobility Coordinator; Michele Canfield, HACAP; Ana Clymer, United Way of East Central Iowa; Liz Darnall, Corridor MPO; Brad DeBrower, Cedar Rapids Transit; Kay Fisk, Horizons/NTS; Brock Grenis, ECICOG; Tom Hardecopf, Linn County LIFTS; Kari Harford, Goodwill; Jerry McGrane, Community Volunteer; David Mucaji, Catherine McAuley Center; Rachel Schramm, Linn County Public Health; Bob Scott, To The Rescue; Donald Tyne, Linn County Veterans Affairs; Carlos Vega, Iowa Works; Brandon Whyte, Corridor MPO; Marci Williams, CR Transit; Martin Wissenberg, Riders Club of Cedar Rapids.

Since we have a few new attendees, Terry reviewed the TAG Vision and Mission statements:

VISION

All citizens are informed of and have access to coordinated transportation services that promote independence and enhance their quality of life.

MISSION

Promote, create and advocate for transportation services through community input, resource coordination and development of strategic partnerships.

2. Corridor Commuter Shuttle

Brock Grenis, ECICOG, shared plans for the new Corridor Commuter Shuttle, which will launch on October 1st. (A tentative schedule and route map are included in a separate attachment) This project is made possible through funding, and because of expected delays/congestion issues, between Cedar Rapids and Iowa City during the I-80/I-380 Interchange Reconstruction Project. While the project is just getting started, major transportation challenges are expected over the next several years. Motorcoach Bus service will be provided through a contractual agreement with Windstar Lines. Buses will have wi-fi, equipment charging capabilities, restrooms and all be ADA accessible. Shuttle route will start at the Cedar Rapids Ground Transportation Center, with stops at Kirkwood Community College, the Coralville Intermodal Facility, UI Hospitals and Clinics and Court Street in Downtown Iowa City. Cost will be \$3.50 each way.

Work is underway on a website, marketing materials, vehicle branding and other related support systems. A mobile payment APP, Token Transit, is also being implemented and should be ready by the launch date. ECICOG and Terry Bergen will be working to spread the word on the service. All TAG members are asked to help as well. While there isn't a lot of money for marketing, we should see what we can all do using social media and other forms of "guerilla" marketing.

If you have further suggestions or questions contact Brock at 319-365-9941 ext. 137 or brock.grenis@ecicog.org

3. Passenger Transportation Plan/Survey/Outreach

Brandon Whyte and Liz Darnall, Corridor MPO, reviewed plans for the new Passenger Transportation Survey, which will be conducted in connection with the 2019 update of the local Passenger Transportation Plan (PTP); which is done every five years. A draft copy of the survey was sent out in advance of the meeting to all TAG members and some feedback has already been received. We went through the survey question by question and gave feedback on ways things might be improved or made easier to understand. Survey distribution will be done both in paper copies and electronically, to both transit users and non-users, in multiple languages. They hope to have the survey ready for distribution this week. Great discussion and input from the group!! Brandon and Liz will take all comments into consideration and do what they can to include in the final version of the survey.

Brandon went through the remainder of the project timeline. The group also reviewed plans for outreach/feedback. There will be two additional opportunities for the TAG to provide input during the process. Notification of these opportunities will be made as the project progresses. The entire project and updated PTP is scheduled to be completed by March 21, 2019.

If you would like to learn more about the survey, assist with distribution, or have questions about the PTP update, contact Brandon (B.Whyte@corridormpo.com) or Liz (E.Darnall@corridormpo.com).

4. Transportation Access Project Update

With funding has from the Linn County Board of Supervisors and the Iowa DOT, we launched the Transportation Access Project July 9, 2018. Our focus is providing rides to medical/dental/counseling and essential services for persons in Linn County who can't afford available transportation options. Our initial partner agencies include: Aging Services, Catherine McAuley Center, Community Health Free Clinic, Eastern Iowa Health Center, HACAP, Heritage Area Agency on Aging, Horizons, Linn County General Assistance, Salvation Army.

Partner agencies fill out a request form and send it in, pre-qualifying the client, who will then call 365-RIDE when they need assistance. We look for the most cost-effective solution, so we can help as many people as possible. This is not to replace Medicaid rides or other existing supportive services. Really meant to help people who would have no other option and may face a negative health outcome or limit their ability to live independently if they can't get a needed ride. We collect some basic information about the client and their ride needs to help look for funding which could sustain the program in the future.

In our first month of service we have collected information for 27 eligible clients and provided 34 rides to appointments. Most also required return trips, but not always.

Observations: So far, almost all of the rides have been provided by cabs because of mobility challenges in using public transit. The majority of rides have been people who have been unable to get rides through the volunteer transportation program at Aging Services, when drivers couldn't be found. Most of the riders have been on fixed incomes and elderly. Multiple rides for one pregnant Eastern Iowa Health Center client. Rides have included medical, vision, chiropractor, physical therapy and screening appointments. Several hundred dollars spent in the first month, out of our budget of \$6,000. Tracking will continue to determine ways to reach others in need and improve cost-efficiency when possible.

If you have questions contact Terry Bergen at terry.bergen@linncounty.org or 319-892-5172.

5. Employment Transportation Needs Assessment/Summit

A group (primarily organizations within the MHDD East Central Region) met in June to discuss barriers to employment faced by students trying to secure integrated competitive employment. Following up, some additional discussion has been taking place about the possibility of a more far-reaching employment transportation summit; not only for this target audience, but for other groups and for employers with workforce challenges. Linn and Johnson County mobility coordinators, representatives of ECICOG, Linn County Community Service and Linn County Public Health have been involved in these initial conversations. Outreach is taking place and we are considering who else should be involved in the planning group, if a survey of employers is appropriate and what the goals for an event would be. While we are interested in taking action on this subject, it may take a while to get everyone engaged to make sure all partners are at the table. More information will be shared as we proceed. After the meeting, Carlos Vega, Iowa Workforce, mentioned the Future Ready Iowa event he's working on; we'll see if there are ways to be involved, if there are connections and synergies.

If you have questions or would like to be involved in these discussions, contact Terry Bergen at terry.bergen@linncounty.org or 319-892-5172.

6. Regional Mobility Meeting Application

The National Center for Mobility Management just announced a program where they will support Regional Mobility Meetings. Their plan is to provide funding for 2 events and learn from them what/how this concept could work in additional markets. We will probably be applying for consideration, but with only two locations being selected, odds are not great. We may need letters of support as the process moves along and will reach out

7. Transportation Provider Updates

LIFTS is considering a new location that would allow them to keep all their buses stored inside the facility and protected from the elements; which should increase their useful life and reduce maintenance costs. If they receive approval, they are looking at a purchase as opposed to building something new. LIFTS is celebrating its 40th Anniversary this year and is considering opportunities to promote that fact. LIFTS is planning to create some videos that will be another way for people to learn how to use their service

8. Your Feedback/Thoughts/Concerns

We were running short on time, so there weren't a lot of comments. Jenny Becker, Greater CR Community Foundation shared that their Fall Grant Cycle is open until October 12; see their website for more details.

**Next Meeting: November
Date/Location/Time: TBA**

Thanks for all you do to support transportation needs in our area!!

Transportation Advisory Group Meeting

11:00 am, Thursday, November 15th, 2018

380 Express Bus Ride

Meeting Minutes**1. Greeting/Introductions**

Attendees – Kelly Angell, American Cancer Society; Ashley Balias, Linn County Community Services; Megan Barry, Epilepsy Foundation; Terry Bergen, Linn County Mobility Coordinator; Michele Canfield, HACAP; Emily Cleland, HACAP; Liz Darnall, Corridor MPO; Kelli Eggert, HACAP; Sean Englert, HACAP; Karen Goodwin, HACAP; Brock Grenis, ECICOG; Kari Harford, Goodwill; Tammy Miller, HACAP; Rose Mizose, HACAP; Allonda Pierce, HACAP; Jackie Schropp, HACAP; Diana Strahan, HACAP; Marci Williams, CR Transit.

This meeting was different than normal meetings. We took the 380 Express commuter shuttle from Kirkwood Community College to Downtown Iowa City and back to give people an idea of how it operated and so they could help spread the word to their clients, co-workers and the community.

2. 380 Express Commuter Shuttle – Brock Grenis

Brock Grenis, ECICOG, shared how things have been working in the first 6-7 weeks of this new service. Ridership has been steadily increasing each week, with most people boarding at Kirkwood (which offers a free Park & Ride lot). He distributed brochures, discussed the Token Transit App, and shared information about seasonal Saturday service which will be starting in just over a week.

Buses have wi-fi, equipment-charging capabilities, restrooms and all are ADA accessible. Shuttle route starts at the Cedar Rapids Ground Transportation Center, with stops at Kirkwood Community College, the Coralville Intermodal Facility, UI Hospitals and Clinics and Court Street in Downtown Iowa City. Cost will be \$3.50 each way. Discounts are available for seniors and persons with disabilities.

This project is made possible through funding, and because of expected delays/congestion issues, between Cedar Rapids and Iowa City during the I-80/I-380 Interchange Reconstruction Project.

Passengers had some suggestions and lots of questions which Brock and Terry answered throughout the trip.

A copy of the brochure is also included with these minutes. If you have further suggestions or questions contact Brock at 319-365-9941 ext. 137 or brock.grenis@ecicog.org

3. Passenger Transportation Plan Update – Liz Darnall

Liz Darnall, Corridor MPO, distributed updated draft copies of the new 2019-2024 Passenger Transportation Plan (PTP). The plan includes considerable data about area transit systems, results from the recently completed transit survey and Open House, and proposed system improvements.

The TAG had previously given input on the survey, which was distributed both in printed form and electronically, to both transit users and non-users, in multiple languages. Liz asked for feedback from the TAG, either during today's trip/meeting or later when people had more time to review the materials.

An additional Open House (8 am – 5 pm, Monday, November 19 at the Ground Transportation Center) will provide an opportunity for the TAG and the community to provide input. The final, updated PTP is scheduled to be completed by March 21, 2019.

If you would like to learn more about the PTP or have questions, contact Brandon (B.Whyte@corridormpo.com) or Liz (E.Darnall@corridormpo.com).

4. Feedback/Thoughts/Concerns

Today's meeting/ride didn't provide much time for additional feedback from attendees; most centered around the 380 Express. If anyone has questions or suggestions for things we should discuss at upcoming meetings please share them with Terry Bergen; terry.bergen@linncounty.org

**Next TAG Meeting: February 19, 2019
Location/Time: TBA**

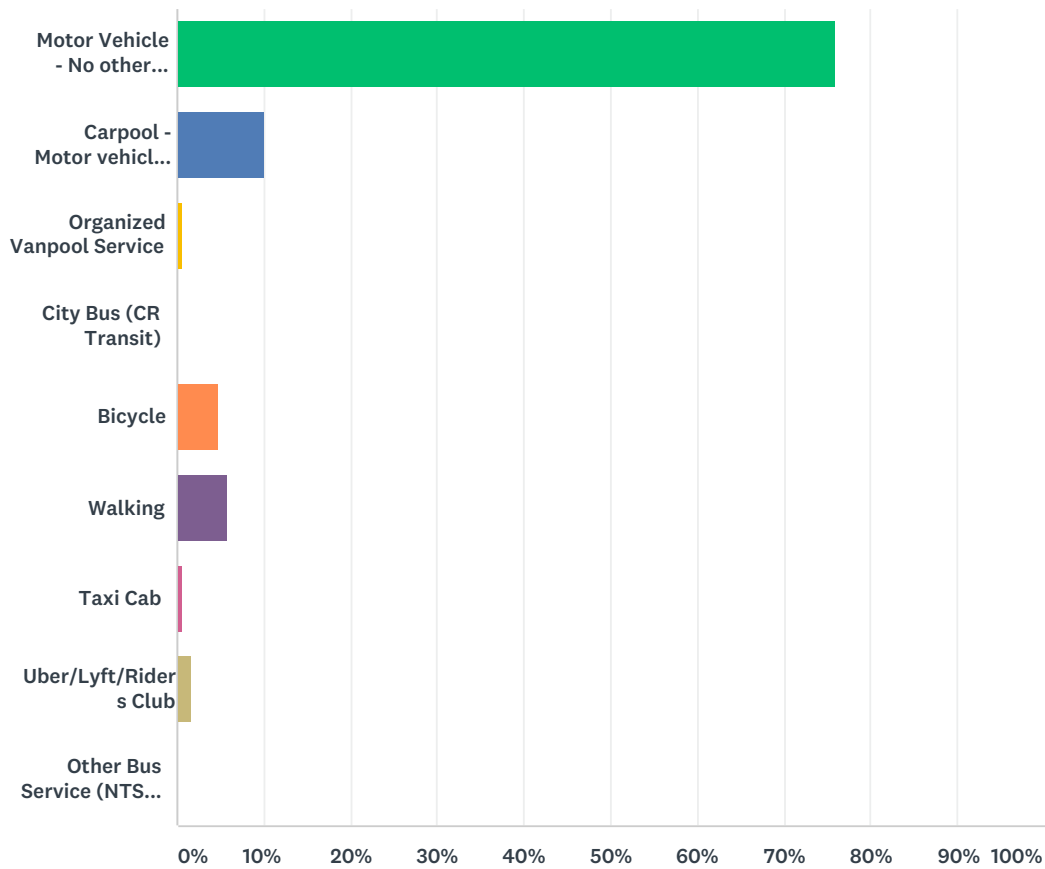
Thanks for all you do to support transportation needs in our area!!

Passenger Transportation User Survey Results

Non-Transit Users

Q1 In a typical week, what is your primary mode of travel to work or school?

Answered: 287 Skipped: 0

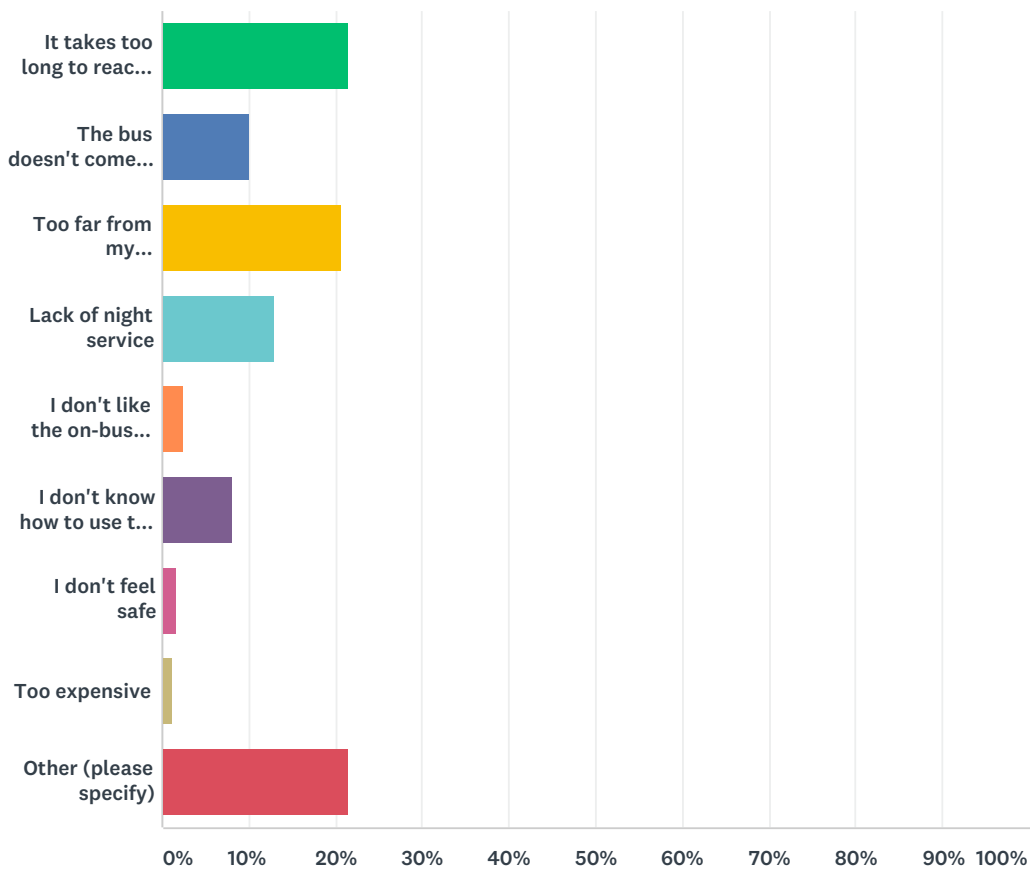


| ANSWER CHOICES | RESPONSES | |
|-----------------------------------------------------|-----------|------------|
| Motor Vehicle - No other passengers with you | 75.96% | 218 |
| Carpool - Motor vehicle with at least 2 occupants | 10.10% | 29 |
| Organized Vanpool Service | 0.70% | 2 |
| City Bus (CR Transit) | 0.00% | 0 |
| Bicycle | 4.88% | 14 |
| Walking | 5.92% | 17 |
| Taxi Cab | 0.70% | 2 |
| Uber/Lyft/Riders Club | 1.74% | 5 |
| Other Bus Service (NTS, LIFTS, etc. please specify) | 0.00% | 0 |
| TOTAL | | 287 |

| # | OTHER BUS SERVICE (NTS, LIFTS, ETC. PLEASE SPECIFY) | DATE |
|---|-----------------------------------------------------|------|
| | There are no responses. | |

Q13 Why don't you regularly take transit? Please choose the single most important reason for you.

Answered: 247 Skipped: 40



| ANSWER CHOICES | RESPONSES |
|-----------------------------------------------------------------------------------------------|------------|
| It takes too long to reach my destination | 21.46% 53 |
| The bus doesn't come often enough | 10.12% 25 |
| Too far from my home/destination | 20.65% 51 |
| Lack of night service | 12.96% 32 |
| I don't like the on-bus experience | 2.43% 6 |
| I don't know how to use the bus (where the routes go, how to pay, how to get on or off, etc.) | 8.10% 20 |
| I don't feel safe | 1.62% 4 |
| Too expensive | 1.21% 3 |
| Other (please specify) | 21.46% 53 |
| TOTAL | 247 |

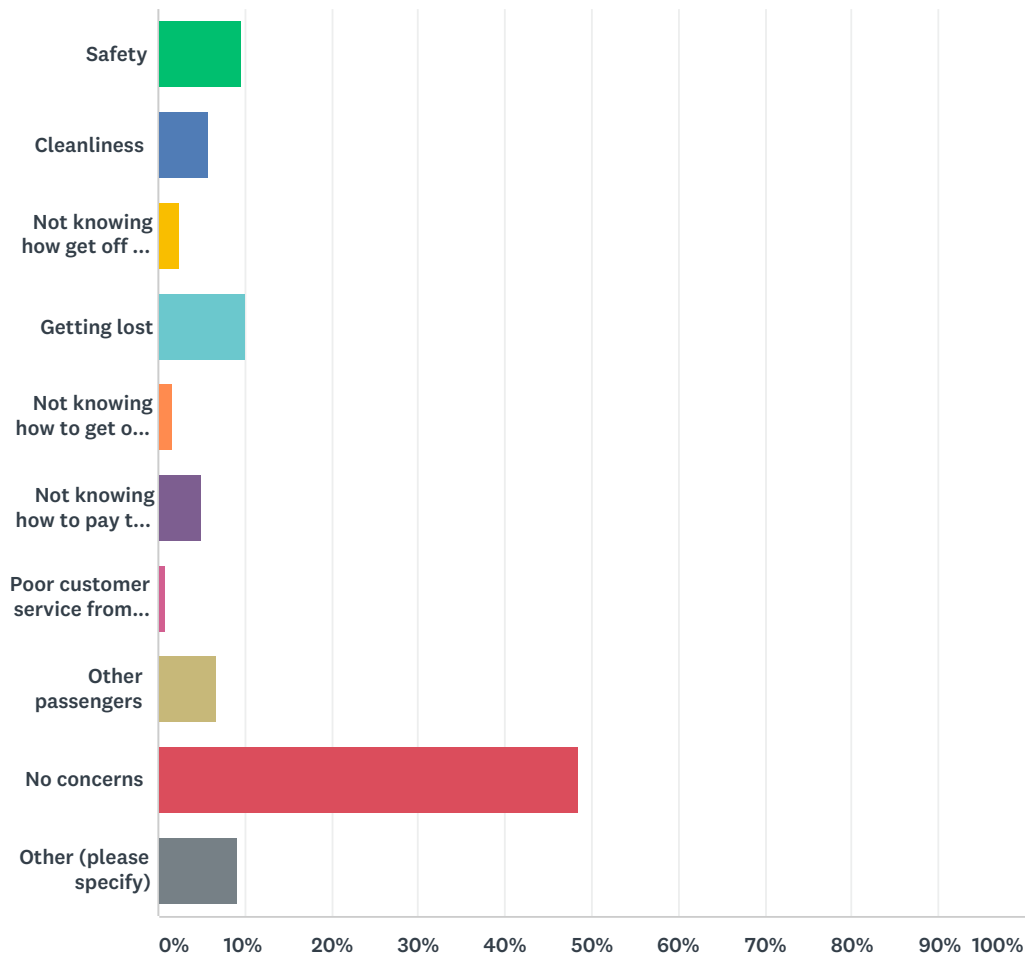
| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------|--------------------|
| 1 | I walk | 10/3/2018 11:53 AM |

| | | |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 2 | Scared | 10/3/2018 10:57 AM |
| 3 | Personal Vehicle | 10/3/2018 10:55 AM |
| 4 | No sunday service | 10/2/2018 2:07 PM |
| 5 | I already own and pay for a car. | 9/24/2018 1:17 PM |
| 6 | Inconvenient | 9/21/2018 10:05 AM |
| 7 | I have to walk about 2 blocks to be picked up, then walk 3 or 4 blocks where the bus is nearest to where I need to go. | 9/17/2018 2:35 PM |
| 8 | The bus goes right by my house but the stops are several blocks away. | 9/15/2018 10:01 AM |
| 9 | Take kids to daycare, live on farm | 9/15/2018 6:15 AM |
| 10 | easier to drive | 9/14/2018 2:53 PM |
| 11 | I love too close to work to wait for bus, quicker to drive myself | 9/14/2018 1:44 PM |
| 12 | Retired, use car for errands to multiple places | 9/14/2018 1:25 PM |
| 13 | I'm lazy | 9/14/2018 12:42 PM |
| 14 | Nearest bus stop is not handicap accessible | 9/14/2018 12:17 PM |
| 15 | I have many places to go and not much time to do it | 9/14/2018 12:00 PM |
| 16 | Doesn't go where I want to go, when I want to go. | 9/14/2018 9:58 AM |
| 17 | I work 3 minutes from my home--and I have a car. | 9/14/2018 9:51 AM |
| 18 | too confusingp | 9/14/2018 9:40 AM |
| 19 | Have a car | 9/14/2018 9:29 AM |
| 20 | I need a great deal of flexibility in when and where my job occurs | 9/14/2018 9:28 AM |
| 21 | Small children, irregular schedule | 9/14/2018 12:03 AM |
| 22 | There are no routes close to my home and i like to make stops on the way home from work | 9/13/2018 12:00 PM |
| 23 | Work is only 2blocks away | 9/10/2018 9:40 PM |
| 24 | Inconvenience | 9/10/2018 8:29 AM |
| 25 | Outside meetings all over the county | 9/6/2018 4:45 PM |
| 26 | I have to pick up kids after work and need the car. | 9/6/2018 9:30 AM |
| 27 | I need my car for work. | 9/6/2018 9:24 AM |
| 28 | I have a vehicle | 8/31/2018 9:57 PM |
| 29 | I go from job to job with a very limited amount of time in between | 8/31/2018 1:55 PM |
| 30 | use my car during the work day--work & lunch | 8/31/2018 1:07 PM |
| 31 | I need to be able to go to muptiple work sites in a day | 8/31/2018 10:24 AM |
| 32 | I live off lindale dr marion. And work on the sw side of cedar rapids. I love the new marion circulator but if there was an accompanying one going the opposite direction that would solve my 1st issue with getting to the transfer at lindale. Also people could ride to a store and catch 1 back without waiting a full hour and riding back around. | 8/31/2018 9:33 AM |
| 33 | inconvenient | 8/31/2018 8:49 AM |
| 34 | No regular route from CR to IC | 8/30/2018 6:13 PM |
| 35 | I live too close to make it worthwhile | 8/30/2018 4:26 PM |
| 36 | It would take FAR longer than walking or driving myself. | 8/30/2018 3:59 PM |
| 37 | 4 small kids | 8/30/2018 2:06 PM |
| 38 | I would rather drive my car. | 8/30/2018 1:38 PM |

| | | |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 39 | Bus routes don't go near where I need to go OR I have to take more than two buses plus walking totaling more than 45 minutes to go fifteen minutes across town by car | 8/29/2018 10:15 PM |
| 40 | Independence of having my own vehicle, also dependents rely on me to be available at moments notice | 8/29/2018 9:25 PM |
| 41 | My job requires traveling beyond what a bus could provide. | 8/29/2018 12:33 PM |
| 42 | My job requires driving during the day | 8/29/2018 12:18 PM |
| 43 | need my private vehicle for work | 8/29/2018 11:21 AM |
| 44 | All of the following apply: The bus doesn't come often enough; It takes too long to reach my destination; Lack of night service | 8/29/2018 11:14 AM |
| 45 | Just a 10 minute walk, no night service | 8/29/2018 10:41 AM |
| 46 | Need more flexibility with children/Too far from home & destination | 8/29/2018 10:12 AM |
| 47 | Own vehicle, public transport is more of a hassle than a benefit. | 8/29/2018 10:08 AM |
| 48 | It takes to long to reach my destination, lack of night service and the bus doesn't come often enough. | 8/29/2018 9:27 AM |
| 49 | I would rather drive myself that way I can run errands right after work. | 8/29/2018 9:21 AM |
| 50 | I have my own car and need to use it during the day at times | 8/29/2018 9:20 AM |
| 51 | hours | 8/29/2018 9:18 AM |
| 52 | I live close to work so I walk | 8/29/2018 8:11 AM |
| 53 | I travel to multiple places throughout my workday and the city bus is not fast enough to meet my needs | 8/29/2018 7:52 AM |

Q14 Do you have any concerns about the on-bus experience? Please choose the single most important reason for you.

Answered: 239 Skipped: 48



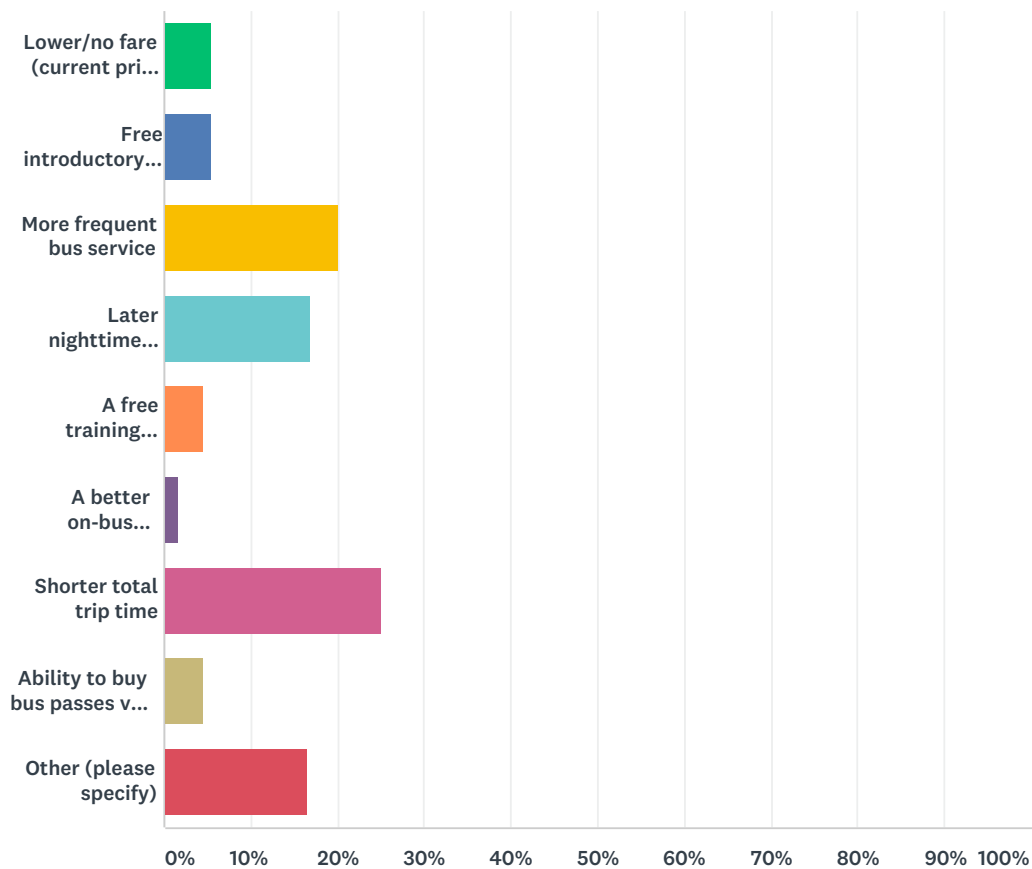
| ANSWER CHOICES | RESPONSES | |
|----------------------------------------|-----------|-----|
| Safety | 9.62% | 23 |
| Cleanliness | 5.86% | 14 |
| Not knowing how get off the bus | 2.51% | 6 |
| Getting lost | 10.04% | 24 |
| Not knowing how to get on the bus | 1.67% | 4 |
| Not knowing how to pay the fare | 5.02% | 12 |
| Poor customer service from bus drivers | 0.84% | 2 |
| Other passengers | 6.69% | 16 |
| No concerns | 48.54% | 116 |
| Other (please specify) | 9.21% | 22 |

| | |
|-------|-----|
| TOTAL | 239 |
|-------|-----|

| # | OTHER (PLEASE SPECIFY) | DATE |
|----|----------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | Bus stops and destinations are confusing | 10/3/2018 2:21 PM |
| 2 | not knowing the schedule | 9/24/2018 12:33 PM |
| 3 | Better Run all levels | 9/21/2018 10:05 AM |
| 4 | Length of time to travel | 9/14/2018 10:37 PM |
| 5 | Never been on these busses cant answer | 9/14/2018 4:05 PM |
| 6 | Doesn't go where I want to go, when I want to go. | 9/14/2018 9:58 AM |
| 7 | Do not know--have never ridden the CR bus. | 9/14/2018 9:51 AM |
| 8 | Like to drive my car | 9/14/2018 9:29 AM |
| 9 | Knowing routes | 9/14/2018 9:28 AM |
| 10 | Logistics of small children (loading, unloading) | 9/14/2018 12:03 AM |
| 11 | I have no idea how to use the system | 9/5/2018 2:29 PM |
| 12 | I don't know how to use the bus. | 9/1/2018 7:35 PM |
| 13 | Not convenient | 8/31/2018 1:57 PM |
| 14 | transferring from one bus system to a different one | 8/31/2018 1:07 PM |
| 15 | I'm unsure since I've never used CRT--I have in other locations and none of these were an issue once I learned the system. | 8/31/2018 8:49 AM |
| 16 | Route length | 8/30/2018 9:53 PM |
| 17 | Indirect routes (though much improved in 2017) make riding inefficient | 8/30/2018 4:26 PM |
| 18 | Very concerned about bed bugs | 8/29/2018 7:42 PM |
| 19 | No frequent bus services. And I wish it could be professionally run like Iowa City and Coralville | 8/29/2018 1:29 PM |
| 20 | NA, I have never ridden the City Bus | 8/29/2018 10:08 AM |
| 21 | Not knowing the 'how tos', getting on and off, routes, paying fare etc | 8/29/2018 9:56 AM |
| 22 | timeliness | 8/29/2018 9:18 AM |

Q15 If there was one thing that would get you to try riding the bus for your regular commute, what would it be?

Answered: 243 Skipped: 44



| ANSWER CHOICES | RESPONSES | |
|--------------------------------------------------------------------------|-----------|------------|
| Lower/no fare (current price is \$1.50 per ride and \$3.00 per day pass) | 5.35% | 13 |
| Free introductory pass | 5.35% | 13 |
| More frequent bus service | 20.16% | 49 |
| Later nighttime service | 16.87% | 41 |
| A free training class/video explaining how to ride the bus | 4.53% | 11 |
| A better on-bus experience | 1.65% | 4 |
| Shorter total trip time | 25.10% | 61 |
| Ability to buy bus passes via mobile app | 4.53% | 11 |
| Other (please specify) | 16.46% | 40 |
| TOTAL | | 243 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------|---------------------|
| 1 | Sunday service | 10/23/2018 11:19 AM |

| | | |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 2 | stop closer to my house | 10/23/2018 9:54 AM |
| 3 | Sunday Service | 10/9/2018 12:51 PM |
| 4 | knowledge of bus stops and which to take | 10/3/2018 2:21 PM |
| 5 | I walk | 10/3/2018 11:53 AM |
| 6 | Retired | 9/24/2018 3:11 PM |
| 7 | Routes that make bus riding convenient. | 9/17/2018 2:35 PM |
| 8 | Have an express service that is designed for business | 9/17/2018 8:37 AM |
| 9 | More access to bus service. | 9/15/2018 2:50 PM |
| 10 | If I lived in town and didn't have kids, I would consider it | 9/15/2018 6:15 AM |
| 11 | I am always running late dont have the extra time None | 9/14/2018 11:12 AM |
| 12 | Closer bus stop location | 9/14/2018 10:10 AM |
| 13 | I would rather drive my car in right of anybody else anywhere else | 9/14/2018 9:52 AM |
| 14 | Nothing | 9/14/2018 9:51 AM |
| 15 | Convenience | 9/14/2018 9:48 AM |
| 16 | Given my job, I wouldn't try it | 9/14/2018 9:28 AM |
| 17 | Bus service much closer to home | 9/14/2018 9:28 AM |
| 18 | retired, I don't have a regular commute. | 9/11/2018 9:13 AM |
| 19 | closer bus stop at home and at work | 9/7/2018 7:57 AM |
| 20 | Have a route that goes out to my place of work | 9/7/2018 7:53 AM |
| 21 | I gave ride the bus many times | 9/6/2018 4:45 PM |
| 22 | I need my car for work. | 9/6/2018 9:24 AM |
| 23 | Unless I break my leg or are unable to ride my bike, the bus is not the best option for me. I use it is winter when there is ice on city streets. | 9/5/2018 11:52 AM |
| 24 | Closer bus route to home | 9/2/2018 4:55 PM |
| 25 | I live in North Liberty so it would have to travel a greater distance for me to use the service. | 9/1/2018 7:35 PM |
| 26 | If I didn't have another job to get to so quickly | 8/31/2018 1:55 PM |
| 27 | I live very close to work, but I have meetings across town so I need my car. | 8/31/2018 8:49 AM |
| 28 | A bus stop closer to my house | 8/30/2018 2:18 PM |
| 29 | Later nighttime and a bus stop that wasn't a mile from my house | 8/30/2018 1:06 PM |
| 30 | Not able to use the bus/live outside of city limits | 8/30/2018 9:24 AM |
| 31 | this isn't a bus service, it's a hobby for someone 24/7/365 is bus service | 8/30/2018 8:29 AM |
| 32 | Better town coverage. There seems to be a general perimeter coverage | 8/29/2018 10:15 PM |
| 33 | more convenient to home | 8/29/2018 6:21 PM |
| 34 | have a bus depart from Hills | 8/29/2018 4:01 PM |
| 35 | live out of town | 8/29/2018 1:22 PM |
| 36 | I work with many people who use the bus & more frequent service would be helpful, along with later hours & shorter trip times | 8/29/2018 11:21 AM |
| 37 | I live too close to justify any cost. | 8/29/2018 10:41 AM |
| 38 | Would have to be less expensive than gas and far more convenient | 8/29/2018 10:08 AM |
| 39 | service from IC to CR for business days | 8/29/2018 9:18 AM |
| 40 | A trip planner that takes the bus stop times in to account | 8/29/2018 8:10 AM |

Q16 What are your thoughts about transit in general?

Answered: 158 Skipped: 129

| # | RESPONSES | DATE |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | I love public transit! My commute is only 4 miles, though, and it would more than quadruple my commute time if I took the bus. | 10/4/2018 12:15 PM |
| 2 | Stops should have shelters and you should have sunday service | 10/3/2018 11:57 AM |
| 3 | You should provide sunday service | 10/3/2018 11:51 AM |
| 4 | Please provide covered bus stops w/seating | 10/3/2018 10:07 AM |
| 5 | I'd like a safe place to catch the bus early in the mornings | 10/3/2018 10:03 AM |
| 6 | It should run longer and on Sundays | 10/2/2018 1:50 PM |
| 7 | Good, like that is available for those who need... | 9/24/2018 3:11 PM |
| 8 | Cedar Rapids is so small and has plenty of places to park. I like to use taxi/uber service on occasion, but we already maintain two cars, so my need for transit is very small. Multiply me by thousands and that is why our lovely bus system is largely un-occupied, right? I tried living with only one car for two years and my biggest issue was the need for my family to go separate ways on the weekends, not during the week. If I start using the bus, my car insurance does not go down either, as cedar rapids is so small. My "mileage to and from work is way under the lowest category so no savings to contribute towards bus fare there either. Not sure how to take advantage of the bus, do we need it? Would some other system better serve us? | 9/24/2018 1:17 PM |
| 9 | I wish more of our community used public transit, including myself. It would be good if it was more a part of our local culture. | 9/24/2018 12:33 PM |
| 10 | Should run later | 9/21/2018 10:05 AM |
| 11 | Having to pay another fair to transfer buses does not make sense. When looking at the routes in the past they did not meet my needs. I would prefer to ride the bus rather than drive. Would like lower rates and an easy way to pay for a ride. | 9/17/2018 2:35 PM |
| 12 | I feel that it's important to the community. | 9/17/2018 8:37 AM |
| 13 | Needs to be available 7 days a week and more affordable. | 9/16/2018 2:56 PM |
| 14 | Marion residents need more service. | 9/15/2018 2:50 PM |
| 15 | It needs to be expanded and improved. Need service between Iowa City and other communities | 9/15/2018 10:21 AM |
| 16 | I used to ride the bus all the time but it was long ago when you had more stops and you could get a bus until late at night. | 9/15/2018 10:01 AM |
| 17 | You need night services! I work downtown and would love to take the bus but you stop way too early. | 9/15/2018 8:00 AM |
| 18 | Wish more people would use it. I would like to see electric busses like some cities are doing already. | 9/15/2018 6:15 AM |
| 19 | There's not enough of it and it needs to be available at night for those who need it for work, etc. Would also cut down on drunk driving. Needs to be quicker to get to destinations though or it'll never compete with cars. | 9/15/2018 12:02 AM |
| 20 | My daughter takes bus to school. I wish it worked for more of our family members | 9/14/2018 10:37 PM |
| 21 | From my experience CR bus service is very professional. Well done so far. | 9/14/2018 9:02 PM |
| 22 | All I know is that it is vital to many people. Many use the bus as their only means of transportation. I'm hoping that people who have to depend on the transit system are able to communicate to the transit system their unique needs. | 9/14/2018 6:31 PM |
| 23 | I would love to use public transit but I don't know how to understand the routes/times to know whether its a viable option for me | 9/14/2018 5:17 PM |

| | | |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 24 | I'm all for public transit, but our system is inconvenient (very slow routes, long waits between connections etc.) and the routes are difficult to understand (plus, your printed routes are a joke and completely unreadable). I get that more routes and better maps cost money, but it's not worth it for the people who can afford to drive to use public transportation instead. | 9/14/2018 4:05 PM |
| 25 | I think it is a helpful service for people who do not have cars | 9/14/2018 2:53 PM |
| 26 | The times I road it many years ago, I had to get up at the crack of dawn to get to work by 7:00 because I had to transfer to another bus. I had to walk three blocks to get to the bus stop and in all the fun weather. Three different occasions scruffy men exposed themselves and one guy who sat behind me kept reaching around and grabbing my boob, and then there were the smells and the rude drivers. I know there are people that have to have a public transportation, but at the cost of a bus and the upkeep and the cost of gasoline, and the buses I see with one or two people riding, it seems like a drain on the city budget, to me. Maybe better to have vans on demand, like lifts. | 9/14/2018 2:20 PM |
| 27 | I'm glad it is offered but doesn't fit my commute needs at this time. | 9/14/2018 1:44 PM |
| 28 | Like it in high metropolitan areas | 9/14/2018 1:25 PM |
| 29 | I rode the Cedar Rapids bus for six months while I didn't have a car. LOVED IT!!! I still ride occasionally, especially if my destination is downtown or my car is in the shop. I do miss the old route 11. It was much more convenient for me than 7. | 9/14/2018 12:42 PM |
| 30 | I have lived in large cities where I relied exclusively on public transportation. I know this town is mid-size, but there is a sincere lack of good public transit options. The bus routes and schedules in CR are not good. If you don't live on a bus route and going to somewhere on that same route, a destination that may take 10-15 mins to get to by car will take an hour or more by bus. | 9/14/2018 12:29 PM |
| 31 | Buses don't come often enough. Trips take too long. Many stops not handicapped accessible or have no protection from the weather such as rain. | 9/14/2018 12:17 PM |
| 32 | It is a very good service and the employees are kind, helpful and understanding. | 9/14/2018 12:00 PM |
| 33 | Husband and wife are both retired, but we'd probably try taking the bus occasionally if we could try it just once. | 9/14/2018 11:53 AM |
| 34 | When I rode the bus recently I was very impressed with the cleanliness of the bus and the courtesy and helpfulness of the driver. I was impressed that the driver knew several riders by name and clearly had positive relationship with them. It was a much better experience than I had imagined. I was a little car sick after riding due to all the turn and stops. Not sure there is much you can do about that. | 9/14/2018 11:38 AM |
| 35 | I'd love to see a train between Cedar Rapids and Iowa city. I live in the middle (shueyville) so my only option is to drive 380. | 9/14/2018 11:32 AM |
| 36 | It's ok if you only need to go to one place and then back. If you need to go to multiple places you need to figure out which one is the right one to get you to your next destination and where to pick it up and then the same scenario for the next destination and so on until it's time for you to come back home and then you check how much time has lapsed. | 9/14/2018 11:18 AM |
| 37 | its just something that does not currently work for me and my life schedule. | 9/14/2018 11:12 AM |
| 38 | We live in a major city and yet buses do not run on Sunday. This should really change. Also buses should run until 8 or 10 PM. This is why I stopped riding the bus. Lack of hours available as well as no Sunday's and short hours on Saturday. | 9/14/2018 10:41 AM |
| 39 | I lived in Chicago for 10 years and of course because of the population busing was pretty accessible to all. I used frequently to get to the beach, home from a late night out, or to travel to see a friend. I will always continue to use my car for work transit as I move locations frequently. But I would be interested in using the bus for the above. (Social and late night) | 9/14/2018 10:27 AM |
| 40 | Needs to be convenient, inexpensive, and decent travel time. | 9/14/2018 10:10 AM |
| 41 | Before I retired, I found I could WALK to work faster than taking the bus downtown, waiting, and then taking the bus back out where I worked... and even taking the bus I had to walk 6 blocks. | 9/14/2018 9:58 AM |
| 42 | I've regularly used mass transit in cities across the country and would use it again if routes from Marion to CR for work were direct and frequent. I'd also need night service busses. Express busses would be wonderful. | 9/14/2018 9:58 AM |
| 43 | I'm glad it's available for other people but just not for me | 9/14/2018 9:52 AM |

| | | |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 44 | I think you need more routes that run later at night; routes that run from places that have shift work when those shifts are going off/coming on. | 9/14/2018 9:51 AM |
| 45 | Transit is a very helpful system that decongests an area when utilized properly. Public knowledge and visibility of the system is key to drawing use. | 9/14/2018 9:50 AM |
| 46 | This is an important service for any community. The needs of people who can't or don't have personal vehicles should be a primary concern - increased hours would help many, many people get to work during different hours than the current limited run. | 9/14/2018 9:50 AM |
| 47 | As a non bus user I have no idea how to use where to go, the routes, etc. I have a feeling it could be unsafe, and that it takes a lot longer to get to the destination as well as costly. It would have to be a big cost savings to give up the conscience of having my own vehicle and have lots of routes and times to be able to accomodate not having a vehicle. With all of our surrounding communities of Marion, Hiawatha, and North Liberty it seems easier to just use a car for transportation to various areas. | 9/14/2018 9:46 AM |
| 48 | Will utilize if transit services are available between Cedar Rapids and Iowa City to commute for work | 9/14/2018 9:44 AM |
| 49 | I like the idea of it in general. It would just take too long due to the transfers. | 9/14/2018 9:41 AM |
| 50 | I believe that mass transit is a must now I days! I'm not sure why Cedar Rapids transit is having such a difficult time figuring the logistics out to cover all areas of the city in a timely and fashionable manner. Maybe you need to get someone from go CR to help out....LOL | 9/14/2018 9:41 AM |
| 51 | I think it is a great thing. I think it takes too long to reach a destination. | 9/14/2018 9:40 AM |
| 52 | Been in smaller cities and they have bus services 7 days a week. And ALWAYS free for veterans!!! | 9/14/2018 9:40 AM |
| 53 | The routes are not close to my house on Edgewood road ...I do not want to cross Edgewood as a person on foot. Provide more safety and cleaner for young females. | 9/14/2018 9:34 AM |
| 54 | Inconvenient | 9/14/2018 9:29 AM |
| 55 | My commute just makes more sense to drive myself or to bike to work. I live 3 miles from my job (15 minutes by bike). The bus ride is 25 minutes and comes once an hour. | 9/14/2018 9:29 AM |
| 56 | I would like to see more stops with seating and protection from weather kept clean daily | 9/14/2018 12:31 AM |
| 57 | Expand it! | 9/13/2018 8:41 PM |
| 58 | It doesn't meet my needs for quick service | 9/13/2018 6:05 PM |
| 59 | It is the most cost-effective way to solve traffic congestion problems, reduce the need for wider roads and large parking lots that contribute to flooding events. | 9/13/2018 12:00 PM |
| 60 | It was something I used in college. | 9/13/2018 10:39 AM |
| 61 | Nighttime service will let me get to my evening classes. | 9/11/2018 5:30 PM |
| 62 | I am in favor of better transit service. More frequent, operate later into the evening. Transit connects walkable neighborhoods. | 9/11/2018 9:13 AM |
| 63 | Night routes are needed! | 9/10/2018 9:40 PM |
| 64 | Transit seems inefficient. The busses don't come often or don't take me close to where I need to go. I would love to take public transportation if it got me to my destination in a timely fashion without wasting a lot of my day. | 9/10/2018 2:27 PM |
| 65 | It is a great way to reduce our carbon footprint! | 9/10/2018 11:35 AM |
| 66 | I wish we still had the trolley system in CR. Outside of more frequent times on route stops, anyway to prevent the excessive exhaust would be great. | 9/10/2018 8:45 AM |
| 67 | I think it's great, but it is much more convenient to drive my own vehicle | 9/10/2018 8:29 AM |
| 68 | I am a fan of public transit and I am frustrated with elected officials who continually subsidize trucking companies by paying for new roads and road repair but say there is no money for rail service. | 9/7/2018 4:29 PM |

| | | |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 69 | Great option for transportation. Many of my clients are not able to regularly afford even a reduced fare bus pass. Many of my clients may need assistance getting on/off the bus due to either using a walker, wheelchair, etc and they don't feel riding the bus is an option because they feel it is a requirement to do this independently or aren't able to walk far enough to get to a bus stop. | 9/7/2018 1:26 PM |
| 70 | I believe in mass transit | 9/7/2018 7:57 AM |
| 71 | I think it is a good way to commute, but unless you live and work in the city, there isn't a way to use it. I live in Swisher and work near Sutiliff. I understand that there isn't enough of a demand in that direction so having a route that I would be able to utilize wouldn't be cost effective | 9/7/2018 7:53 AM |
| 72 | I'm not a regular transit rider, yet many of my friends and my children are. The biggest issues I see with the system are that we are the 2nd largest city in Iowa yet we have a very out of date transit system. Our buses do not provide late night or over night service and for most routes it is usually 45min to an hour between buse. So you have to make a choice either arrive extra early or be late. I know there is no way to get everyone to every place they need to be at the exact time but I do think we could do better time wise. | 9/6/2018 6:47 PM |
| 73 | Big supporter of transit. Would like to see extended hours and Sunday service | 9/6/2018 4:45 PM |
| 74 | We are a large enough metro area that we should be providing much better public transit to citizens. Nights and weekends are essential. Can't visit family on holidays or Sundays. | 9/6/2018 11:46 AM |
| 75 | Positive! I should try to take it more. | 9/6/2018 9:30 AM |
| 76 | I have used public transit my entire life, i.e. as a child growing up, as a young adult, as a student. Public transportation is a necessity for people who have no other means of travel. | 9/6/2018 9:24 AM |
| 77 | Would like Sunday service | 9/5/2018 9:06 PM |
| 78 | The public transportation here does not seem to be efficient at all. It takes much to time to get to your destination when using the bus system and it does not have have extended hours. | 9/5/2018 2:29 PM |
| 79 | I like transit when it is a good option for me. I'm very willing to use and support it. | 9/5/2018 11:52 AM |
| 80 | We need better transportation options in CR. The busses don't run late enough or frequent enough. There needs to be transfer points other than the GTC. More bus stops need to be covered. | 9/5/2018 6:33 AM |
| 81 | I am excited about the Iowa City/Cedar Rapids route being discussed! I would love to use it for leisure trips. | 9/4/2018 4:09 PM |
| 82 | Sorry but quite honestly---The clientele on the bus can be disrespectful with trash etc and seemingly dirty/lice/scratching/body odors | 9/4/2018 11:52 AM |
| 83 | its very important to a city, but if it only runs for a small portion of the day the transit system is irrelevant. | 9/3/2018 6:14 PM |
| 84 | I'd love to use it to get to work but right now it would take way too long, I'm not sure what route(s) I'd be taking, and doesn't come often enough. My husband usually drives me to work and that takes 10 minutes. If the bus took even 30-45 minutes, I'd still consider switching. | 9/3/2018 9:42 AM |
| 85 | It need more late rides and bus stop out on Ellis road to Edgewood road again | 9/2/2018 12:08 AM |
| 86 | In CR I get the impression it doesn't stop very often which means using public transportation takes up too much time in a persons day. It also doesn't go very late, which causes issues for people who work 2nd or 3rd shifts. | 9/1/2018 7:35 PM |
| 87 | Inexpensive alternative | 9/1/2018 6:22 PM |
| 88 | need later times | 9/1/2018 10:49 AM |
| 89 | It was great when i didn't have a vehicle | 8/31/2018 9:57 PM |
| 90 | Our system stinks compared to other cities. | 8/31/2018 5:22 PM |
| 91 | A lot of people work overnight and on weekends but (in Coralville/Iowa City) there is no Sunday bus service at all, no night service on Friday's and Saturday's and reduced Sat daytime service. | 8/31/2018 4:47 PM |
| 92 | Parking is too cheap and easy for most people to consider riding the bus | 8/31/2018 3:18 PM |
| 93 | it's a great idea! | 8/31/2018 2:09 PM |
| 94 | Need stops closer to me stops | 8/31/2018 1:57 PM |

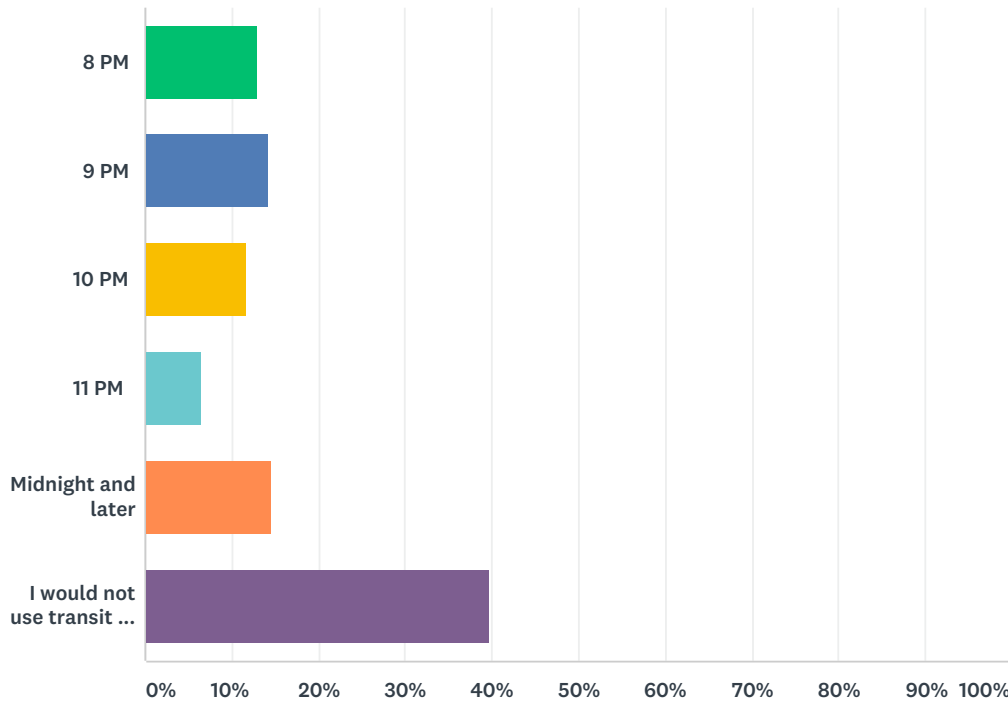
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|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 95 | good idea but often takes too much time or too inconvenient | 8/31/2018 1:07 PM |
| 96 | Busses should run later and there should be more stops. | 8/31/2018 12:07 PM |
| 97 | I work with many individuals who rely on the city bus. It is often very time consuming to get across town making employment planning difficult. | 8/31/2018 10:24 AM |
| 98 | I am a strong proponent of public transit and have used it as main travel in other cities i lived in. I would love to ditch our 2nd family car and only use the city bus but as far as total travel time i am as of yet unable to. Thanks for your continuing efforts towards improvement. | 8/31/2018 9:33 AM |
| 99 | I'm usually running late and I have small children, so taking a bus would be very difficult at this time. When I lived abroad and in grad school I used transit all the time and loved it, but stops were closer and more frequent, the Cedar Rapids area is much more spread out. | 8/31/2018 8:49 AM |
| 100 | It's a good idea but I travel from Cedar Rapids. If the bus would take the same amount of time I would consider it. | 8/31/2018 8:45 AM |
| 101 | I am sad that Cedar Rapids does not have better transit services. I have contemplated transit many times and each time it takes too long adding an additional hour or more to get me from NE to Downtown. No late night bus routes hurts working families and no fare assistance programs it is shameful. | 8/31/2018 8:40 AM |
| 102 | Would like it available for intra-city travel | 8/30/2018 9:53 PM |
| 103 | I love public transit and would love to integrate it into my commute, but my shifts end after 10pm and therefore I'd have no way to return home at present =/ | 8/30/2018 9:32 PM |
| 104 | It is a good system if it were better utilized in our rather large city .. there are many people single moms the elderly who depend on it ... however our system shouldn't be a long drawn out process 15min or 30 min intervals and further outreach is necessary | 8/30/2018 9:32 PM |
| 105 | I would especially appreciate night routes that took me from downtown bars and restaurants to home | 8/30/2018 9:27 PM |
| 106 | Takes me 5 minutes to drive to work. Hard to beat that. | 8/30/2018 9:22 PM |
| 107 | It's good for everyone if enough people use it | 8/30/2018 9:20 PM |
| 108 | I cannot believe in a city this size that our bus service is so lacking. More routes, more often, later hours. All very badly needed. Why don't we have better service? I live in CR metro area and should not need a car but I have to have one or my commute to work and taking kids to daycare would take 3 hours approximately. Ridiculous. I could run faster than that to my job. I also have a middle school child who cannot get home after school via public transit because the bus route doesn't align for her to get home without spending considerable time en route and transfer at the GTC. She shouldn't have to transfer. The fixed routes need to be simplified. It's so frustrating to have to beg for safe rides home or leave work early risking losing my job (I'm the breadwinner) so my child can participate in sports. Please do something to improve our terrible public transit in Cedar Rapids! | 8/30/2018 9:08 PM |
| 109 | transit is good and should be expanded | 8/30/2018 7:52 PM |
| 110 | I like it a lot. I wish it was more convenient, easier to use and ran more frequently | 8/30/2018 6:13 PM |
| 111 | There is a bus stop within walking distance from my home, but it takes too long to get to my desired destinations so I've never used it. Last time I researched, it would take me over 2 hours to get to work when it is a 20 minute drive by car. | 8/30/2018 5:49 PM |
| 112 | Public transit is absolutely necessary for cities of all sizes. (Cars are great but can't be scaled up, are a big investment for a lot of people, and have environmental impacts.) | 8/30/2018 4:26 PM |
| 113 | Later night service would better support the businesses downtown. | 8/30/2018 4:16 PM |
| 114 | I like public transport and would use it everyday if I could. The lack of night hours prevents me from using it. | 8/30/2018 4:05 PM |
| 115 | I love mass transit in large cities. Our system doesn't make sense for me. There is only one route in Marion, and it goes in the wrong direction -- so far as I can tell from the route map, while I might be able to get home using the bus, I'd basically be riding the entire route backwards to get to work. That's never going to be appropriate. | 8/30/2018 3:59 PM |
| 116 | I LOVE public transit, but the offerings here are so limited. I would ride the bus all the time if it was a viable option. | 8/30/2018 3:36 PM |

| | | |
|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 117 | I am grateful to have public transit offered in CR, however it is very difficult to accommodate schedules as it has very strict hours that working 2nd or 3rd shift cannot be accommodated. It is also difficult that no buses run on Sundays. | 8/30/2018 3:23 PM |
| 118 | I'm supportive of public transit because it's environmentally-friendly (more so than cars) and it supports low-income communities. I don't use it in Cedar Rapids and I want to start. I would prefer the bus over my own car because I can sit back while the driver takes me where I need to go. | 8/30/2018 2:41 PM |
| 119 | A city this big should have more routes and times available | 8/30/2018 2:41 PM |
| 120 | I think it is great if it is close enough to my start and stop points. | 8/30/2018 2:18 PM |
| 121 | Useful, inexpensive alternative | 8/30/2018 2:17 PM |
| 122 | I would rather drive my car. I don't like riding the bus with strangers. | 8/30/2018 1:38 PM |
| 123 | in the metro area there aren't enough spots in residential areas and buses are far too infrequent to be useful | 8/30/2018 1:06 PM |
| 124 | The system does not run frequent enough as well. It shuts down too early to accommodate those persons who work and it is their only former of transportation. | 8/30/2018 12:30 PM |
| 125 | I would like to see it become more of practicable for our area, and i would use it much more were it more prevalent and convenient. | 8/30/2018 11:24 AM |
| 126 | Great but not for everyone. If you don't live in town it's of no use. | 8/30/2018 9:24 AM |
| 127 | needed but seldom done right | 8/30/2018 8:29 AM |
| 128 | Not efficient from a use of my time perspective and doesn't serve the area I live in | 8/30/2018 6:19 AM |
| 129 | Great way to save and not worry about traffic | 8/30/2018 5:52 AM |
| 130 | I am open for it. I would even like to do and have done it in the past. | 8/29/2018 10:15 PM |
| 131 | It's for lower-income and financially strapped patrons. | 8/29/2018 9:25 PM |
| 132 | Great city service, need more arrival and departure times in service. Desperately in Need of shelter in Marion IA at Azure Apartments-600 Bentley Drive. | 8/29/2018 8:30 PM |
| 133 | I would ride the bus if I could get to work without having to take off an extra hour early everyday, but do love having bus service to Iowa City! | 8/29/2018 8:04 PM |
| 134 | With Cedar Rapids growing I think the buses should run alot later. | 8/29/2018 7:42 PM |
| 135 | Good idea, but not readily available to those with availability concerns | 8/29/2018 6:21 PM |
| 136 | Having experienced transit in larger cities, the public transit here is much less accessible. I would definitely ride the bus...at all if it came once every 10 minutes, or even once every 15 minutes, as I live one block away from a bus stop. But unfortunately my schedule and my type of work don't allow for that to happen (I need to run around the city and the bus isn't accessible to everywhere I need to go) | 8/29/2018 5:28 PM |
| 137 | I generally avoid public transit in Cedar Rapids because I'm not familiar with how the routes run, and I'm able to spend the money to keep my car full of gas so that I don't really have to worry about it. | 8/29/2018 5:17 PM |
| 138 | I would love to ride the bus if it were available, and at convenient times, from Hills to Iowa City | 8/29/2018 4:01 PM |
| 139 | It feels like we are way behind the rest of the country on getting around via public transit. This should be something we invest in as a community. | 8/29/2018 3:46 PM |
| 140 | If it were available, I would try it. | 8/29/2018 1:22 PM |
| 141 | Good service, just don't need the bus for myself | 8/29/2018 12:36 PM |
| 142 | Service is limited in certain areas of town. It is nice to have bus during the day and NTS at night so citizens have access to transportation after 6 pm. | 8/29/2018 12:18 PM |
| 143 | It takes many transfers & a long time to get across town & this limits job opportunities. Also the bus running later, like 9 or 10 pm would accommodate many people that rely on the bus for transportation to/from their job. | 8/29/2018 11:21 AM |

| | | |
|-----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 144 | We have a great system that maximizes area/coverage, but isn't so great for increasing community ridership. It would be nice to see new core neighborhood circulation routes that bring riders from: - NewBo to Czech Village to Kingston Village to Downtown - Kingston Stadium to Time Check to Kingston Village to Downtown to the Med Quarter to Wellington - Cedar Lake to College District to Uptown District to Wellington to Med Quarter to NewBo. | 8/29/2018 11:14 AM |
| 145 | It would be great to have the commute to Iowa City available. | 8/29/2018 11:10 AM |
| 146 | The local bus system has allowed me to live close enough to work to walk. I rely on the bus to buy groceries, get to Trailways and so much more. Thank you. | 8/29/2018 10:41 AM |
| 147 | Use it when I need it and have the fare. | 8/29/2018 10:31 AM |
| 148 | I love it! | 8/29/2018 10:18 AM |
| 149 | I appreciate and support the availability for public transit. Having children at a child care center, not on a bus route, and occasionally needed to pick them up urgently makes the available public transit offerings not an option for me. | 8/29/2018 10:12 AM |
| 150 | Waiting for a transfer at GTC not always convenient. Never know if I'll need a vehicle during the day, for work or family, so that makes it hard to take transit regularly. Would be good to have a way to buy bus passes online. would like device charging capabilities on the buses. | 8/29/2018 10:09 AM |
| 151 | I think it is a fantastic service for individuals who do not have the ability or means to drive. It would be great to expand the service but because we have such a huge service area and a limited amount of riders I understand how that might be impossible without raising the fees and having a negative impact on customers. | 8/29/2018 10:08 AM |
| 152 | Cedar Rapids transit is woefully inadequate for the group that would utilize it the most. Routes are cumbersome and a lot of time is spent riding to the hub. The hours are also inadequate as they don't run after 6. | 8/29/2018 9:56 AM |
| 153 | It would be useful if improvements are made. | 8/29/2018 9:27 AM |
| 154 | would like more of it! | 8/29/2018 9:18 AM |
| 155 | I would need to walk over 3 miles and wait/ride 4+ hours to get to work and drop off my child each day in order to use the current transportation system | 8/29/2018 9:13 AM |
| 156 | It takes too long to get from one side of town to the other side of town for the clients that I work with. When someone works a shift, and then has to ride the bus more than 2 hours per day, that can be longer than a 10 hour day. It really limits a person on where they can work, or if they even want to work because the bus trip can be longer than the shift that they are working. | 8/29/2018 9:12 AM |
| 157 | I have no qualms about public transit. I think using public transit is a great way to save money if you, or your family, are able to decrease the number of vehicles owned. | 8/29/2018 9:03 AM |
| 158 | I enjoy being able to read instead of focus on traffic. I like seeing/interacting with the interesting people who ride the bus. | 8/29/2018 8:10 AM |

Q17 How late would you actually use CR Transit (at least once per week) if night service was provided? This is not a guarantee of additional service.

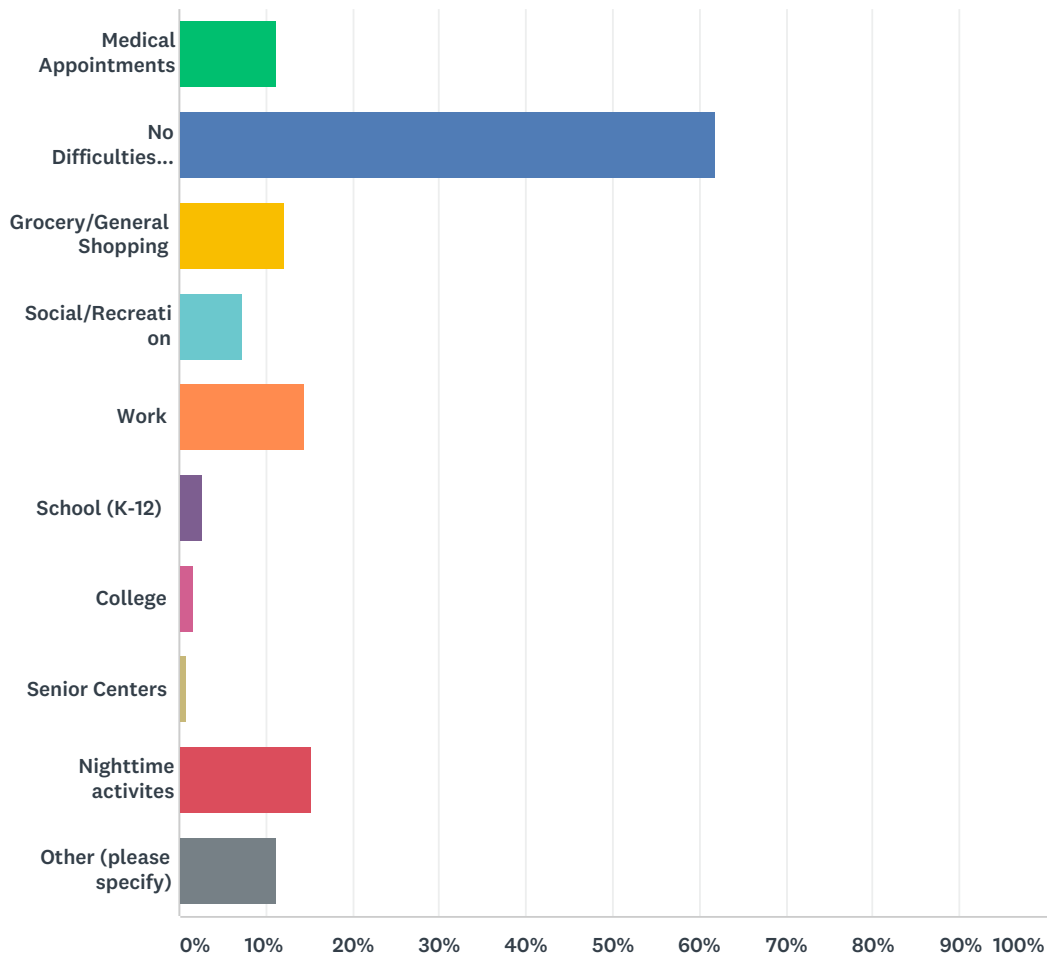
Answered: 246 Skipped: 41



| ANSWER CHOICES | RESPONSES | |
|---------------------------------------------------------|-----------|------------|
| 8 PM | 13.01% | 32 |
| 9 PM | 14.23% | 35 |
| 10 PM | 11.79% | 29 |
| 11 PM | 6.50% | 16 |
| Midnight and later | 14.63% | 36 |
| I would not use transit at night at least once per week | 39.84% | 98 |
| TOTAL | | 246 |

Q18 Do you currently have transportation difficulties reaching any of the following destinations:

Answered: 229 Skipped: 58



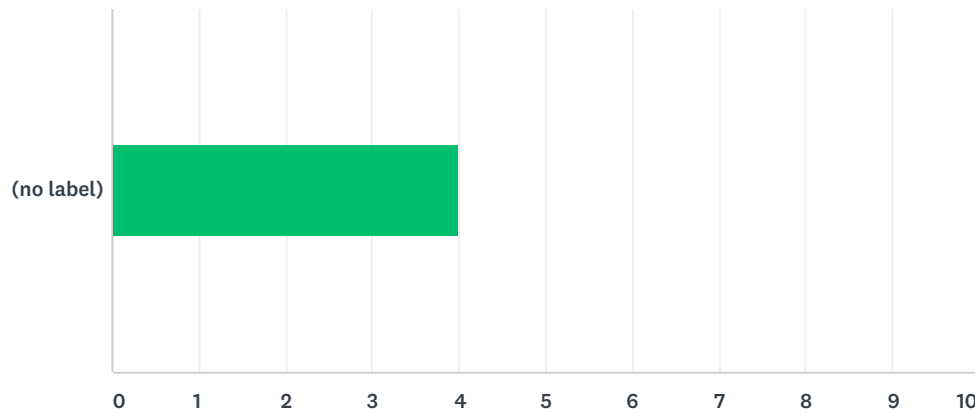
| ANSWER CHOICES | RESPONSES | |
|------------------------------------------|-----------|-----|
| Medical Appointments | 11.35% | 26 |
| No Difficulties Reaching My Destinations | 62.01% | 142 |
| Grocery/General Shopping | 12.23% | 28 |
| Social/Recreation | 7.42% | 17 |
| Work | 14.41% | 33 |
| School (K-12) | 2.62% | 6 |
| College | 1.75% | 4 |
| Senior Centers | 0.87% | 2 |
| Nighttime activities | 15.28% | 35 |
| Other (please specify) | 11.35% | 26 |

Total Respondents: 229

| # | OTHER (PLEASE SPECIFY) | DATE |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | Do you mean with the bus or my car? I don't have difficulties with my car, but I feel we don't need everyone driving all the time when a bus system can be used instead. | 9/17/2018 2:38 PM |
| 2 | I would need to transfer to get to hospital and/or PCI | 9/14/2018 4:50 PM |
| 3 | There is no good service to the stadium/ice arena. I know it would be difficult but a limited express park and ride run for games would be awesome. Also for the Fourth of July fireworks. | 9/14/2018 12:44 PM |
| 4 | No problem at all my car starts drives just fine thank you | 9/14/2018 9:54 AM |
| 5 | I own a personal vehicle, but there are many less fortunate individuals in our community who could benefit immensely from increased service hours. | 9/14/2018 9:51 AM |
| 6 | No problems traveling by car, but bus is too far from home | 9/14/2018 9:29 AM |
| 7 | home | 9/13/2018 8:43 PM |
| 8 | When I worked in Coralville, the commute up/down I-380 was stressful and sometimes dangerous. As time went on, it got progressively worse. | 9/13/2018 12:03 PM |
| 9 | At night because Class was going to | 9/11/2018 5:31 PM |
| 10 | No money | 9/11/2018 4:52 PM |
| 11 | I know my clients who live in Marion do not have hardly any options compared to Cedar Rapids | 9/6/2018 10:49 AM |
| 12 | Church services | 9/5/2018 9:07 PM |
| 13 | Fitness facilities | 9/1/2018 6:24 PM |
| 14 | Payee services | 8/31/2018 1:58 PM |
| 15 | use my car--not transit | 8/31/2018 1:08 PM |
| 16 | Some locations are still a significant walk from a bus stop which is difficult for people with physical limitations. I personally don't have a lot of issues with this but see it frequently with vocational planning for clients with disabilities who rely on the bus. | 8/31/2018 10:26 AM |
| 17 | I take Uber a lot because I don't want to drink and drive. When there are downtown events bus would be a lovely option to avoid parking hassles but it's never advertised | 8/30/2018 9:29 PM |
| 18 | Gym/fitness facilities | 8/30/2018 2:19 PM |
| 19 | I know alot of people who have a very hard time working night hours cause of no transportation. | 8/29/2018 7:43 PM |
| 20 | I don't have transportation difficulties since I own a car and can drive...I would have huge difficulties if I just relied on the bus service. | 8/29/2018 5:29 PM |
| 21 | Only when my car is in for normal maintenance or has other issues pop up. | 8/29/2018 5:18 PM |
| 22 | CR transit has tremendous amounts of room to grow. | 8/29/2018 11:11 AM |
| 23 | Using my own vehicle, I have no problems | 8/29/2018 9:57 AM |
| 24 | gas is expensive. I drive to CR from IC for work every day. Sometimes my car breaks down. | 8/29/2018 9:19 AM |
| 25 | I use my own vehicle to travel. | 8/29/2018 9:04 AM |
| 26 | Church | 8/29/2018 8:11 AM |

Q19 Please rank on a scale of 1 to 5 how easy it is for you to travel locally.

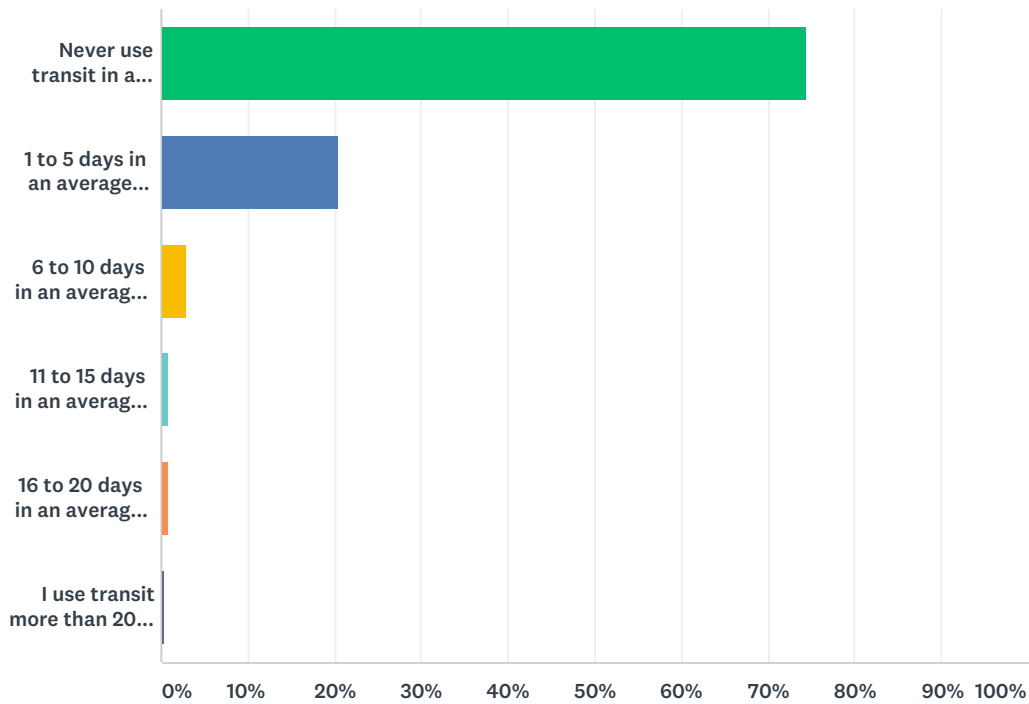
Answered: 241 Skipped: 46



| | 1 - VERY HARD | 2 | 3 | 4 | 5 - VERY EASY | TOTAL | WEIGHTED AVERAGE |
|------------|---------------|-------|--------|--------|---------------|-------|------------------|
| (no label) | 3.32% | 9.96% | 17.01% | 23.65% | 46.06% | | |
| | 8 | 24 | 41 | 57 | 111 | 241 | 3.99 |

Q20 How many days in an average month do you use any form of transit (CR Transit, NTS, LIFTS, Etc.)?

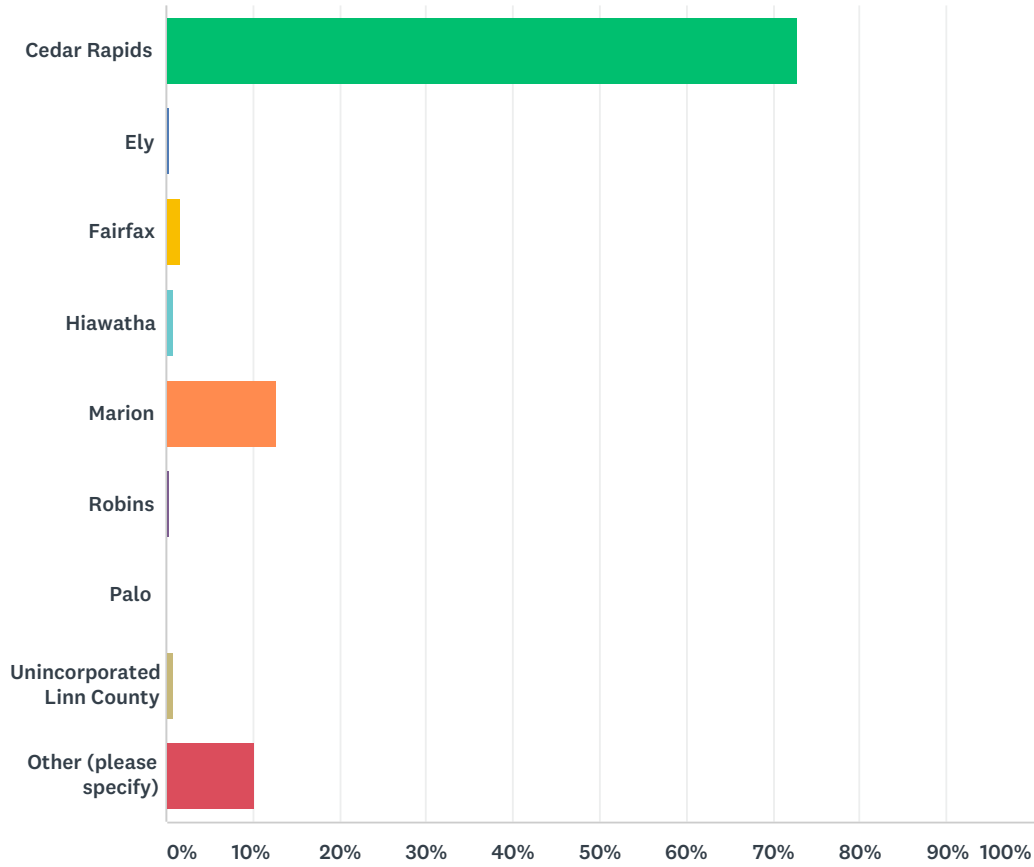
Answered: 235 Skipped: 52



| ANSWER CHOICES | RESPONSES | |
|-----------------------------------------------------|-----------|------------|
| Never use transit in an average month | 74.47% | 175 |
| 1 to 5 days in an average month | 20.43% | 48 |
| 6 to 10 days in an average month | 2.98% | 7 |
| 11 to 15 days in an average month | 0.85% | 2 |
| 16 to 20 days in an average month | 0.85% | 2 |
| I use transit more than 20 days in an average month | 0.43% | 1 |
| TOTAL | | 235 |

Q21 In what city do you live?

Answered: 235 Skipped: 52



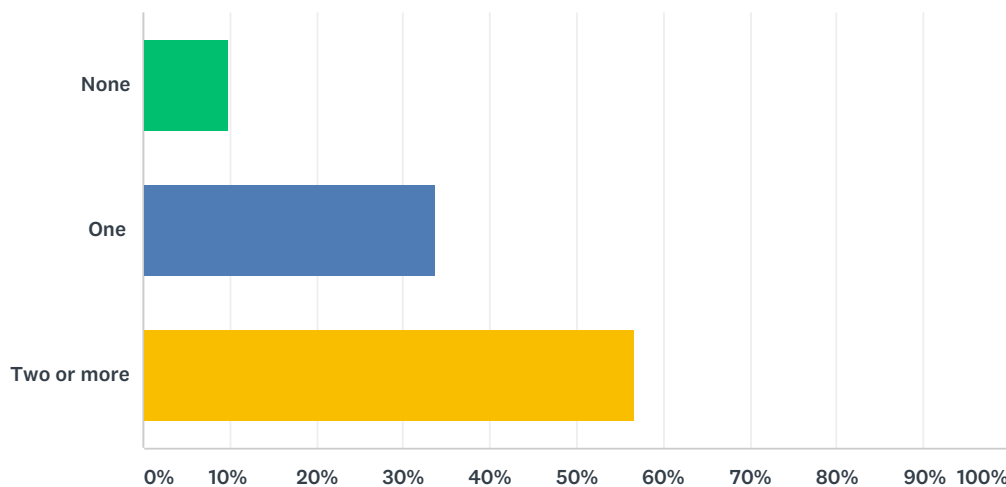
| ANSWER CHOICES | RESPONSES | |
|----------------------------|-----------|------------|
| Cedar Rapids | 72.77% | 171 |
| Ely | 0.43% | 1 |
| Fairfax | 1.70% | 4 |
| Hiawatha | 0.85% | 2 |
| Marion | 12.77% | 30 |
| Robins | 0.43% | 1 |
| Palo | 0.00% | 0 |
| Unincorporated Linn County | 0.85% | 2 |
| Other (please specify) | 10.21% | 24 |
| TOTAL | | 235 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------|-------------------|
| 1 | Blairstown | 9/15/2018 9:07 AM |
| 2 | Palo address, rural | 9/15/2018 6:17 AM |

| | | |
|----|----------------------------------------|--------------------|
| 3 | over a 30 minute drive to Cedar Rapids | 9/14/2018 11:40 AM |
| 4 | Solon | 9/14/2018 11:33 AM |
| 5 | Lisbon | 9/14/2018 4:18 AM |
| 6 | Mount Vernon | 9/10/2018 2:28 PM |
| 7 | North Liberty | 9/10/2018 11:36 AM |
| 8 | Iowa City | 9/10/2018 8:30 AM |
| 9 | Iowa City | 9/7/2018 4:30 PM |
| 10 | Swisher | 9/7/2018 7:56 AM |
| 11 | Anamosa (I work in Cedar Rapids) | 9/6/2018 10:51 AM |
| 12 | Iowa City | 9/6/2018 9:38 AM |
| 13 | Iowa City | 9/6/2018 9:26 AM |
| 14 | North Liberty | 9/1/2018 7:36 PM |
| 15 | williamsburg | 9/1/2018 10:51 AM |
| 16 | Iowa City | 8/31/2018 4:49 PM |
| 17 | Work in CR. Live elsewhere. | 8/30/2018 9:28 PM |
| 18 | Iowa City | 8/30/2018 2:24 PM |
| 19 | Oxford | 8/30/2018 9:26 AM |
| 20 | Hills | 8/29/2018 4:05 PM |
| 21 | mount vernon | 8/29/2018 3:48 PM |
| 22 | Mt Vernon | 8/29/2018 1:24 PM |
| 23 | Lisbon | 8/29/2018 10:33 AM |
| 24 | I work in CR, live in IC | 8/29/2018 9:19 AM |

Q22 How many drivable automobiles are owned in your household?

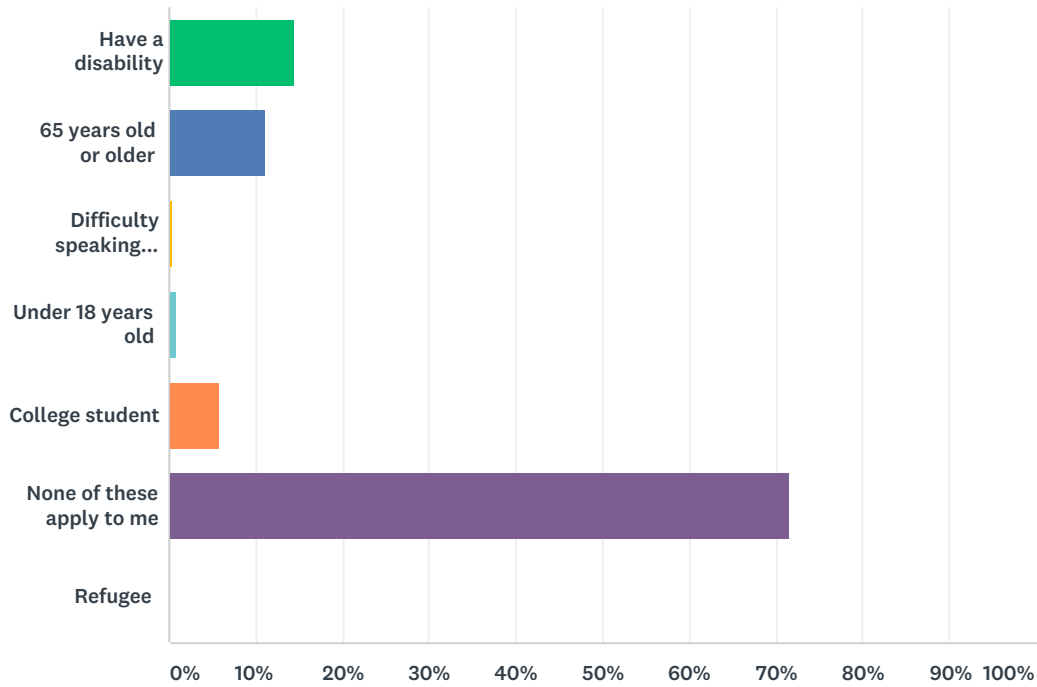
Answered: 235 Skipped: 52



| ANSWER CHOICES | RESPONSES |
|----------------|------------|
| None | 9.79% 23 |
| One | 33.62% 79 |
| Two or more | 56.60% 133 |
| TOTAL | 235 |

Q23 Please mark all that apply to you:

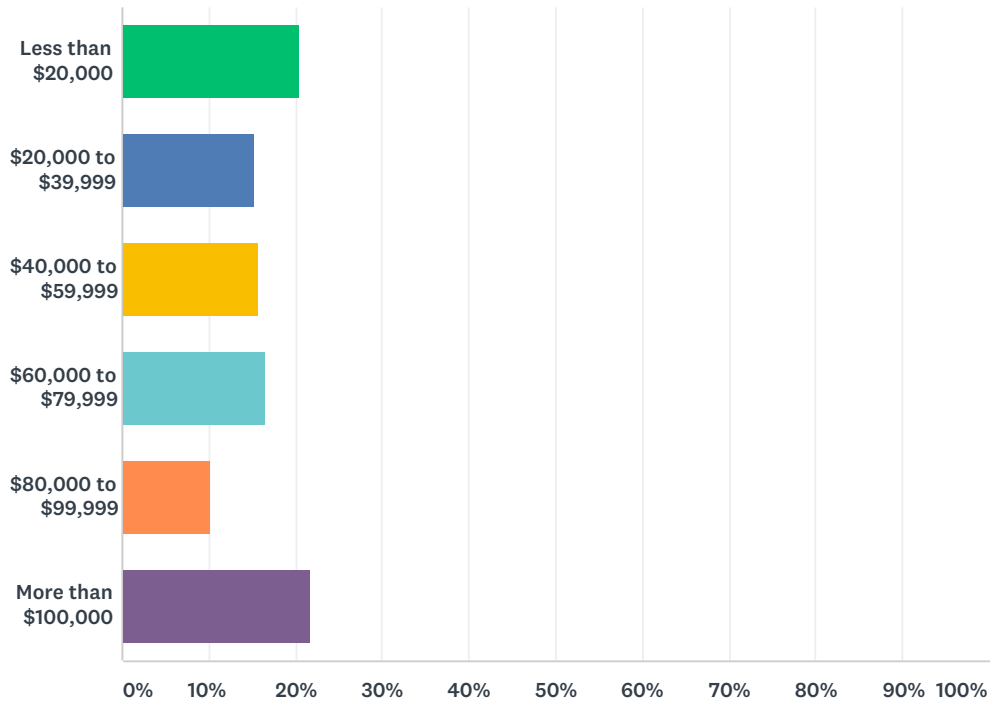
Answered: 235 Skipped: 52



| ANSWER CHOICES | RESPONSES | |
|-----------------------------|-----------|-----|
| Have a disability | 14.47% | 34 |
| 65 years old or older | 11.06% | 26 |
| Difficulty speaking English | 0.43% | 1 |
| Under 18 years old | 0.85% | 2 |
| College student | 5.96% | 14 |
| None of these apply to me | 71.49% | 168 |
| Refugee | 0.00% | 0 |
| Total Respondents: 235 | | |

Q24 Please specify your household income:

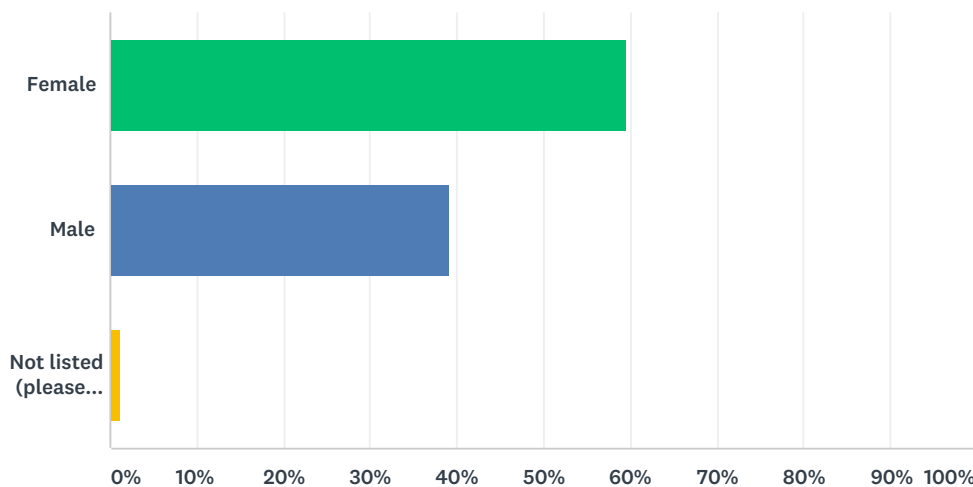
Answered: 235 Skipped: 52



| ANSWER CHOICES | RESPONSES | |
|----------------------|-----------|------------|
| Less than \$20,000 | 20.43% | 48 |
| \$20,000 to \$39,999 | 15.32% | 36 |
| \$40,000 to \$59,999 | 15.74% | 37 |
| \$60,000 to \$79,999 | 16.60% | 39 |
| \$80,000 to \$99,999 | 10.21% | 24 |
| More than \$100,000 | 21.70% | 51 |
| TOTAL | | 235 |

Q25 With which gender do you most identify?

Answered: 235 Skipped: 52

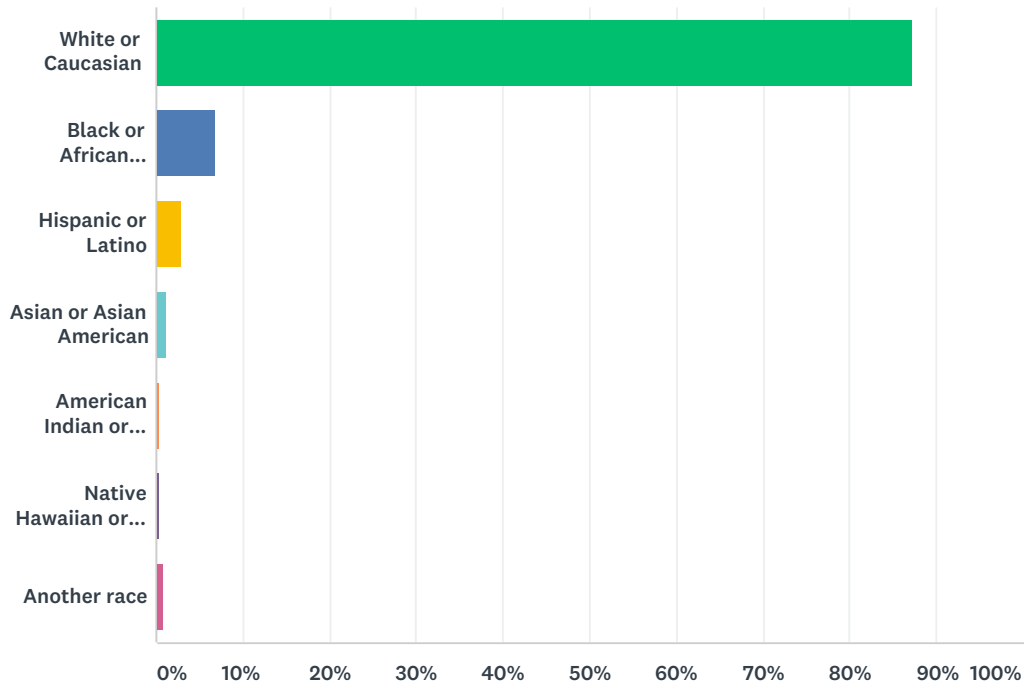


| ANSWER CHOICES | RESPONSES |
|-----------------------------|------------|
| Female | 59.57% 140 |
| Male | 39.15% 92 |
| Not listed (please specify) | 1.28% 3 |
| TOTAL | 235 |

| # | NOT LISTED (PLEASE SPECIFY) | DATE |
|---|--------------------------------|-------------------|
| 1 | Androgyne | 9/14/2018 5:19 PM |
| 2 | I find this question insulting | 9/14/2018 9:55 AM |
| 3 | Non-binary/trans-masculine | 8/29/2018 5:31 PM |

Q26 Which race/ethnicity best describes you? (Please choose only one.)

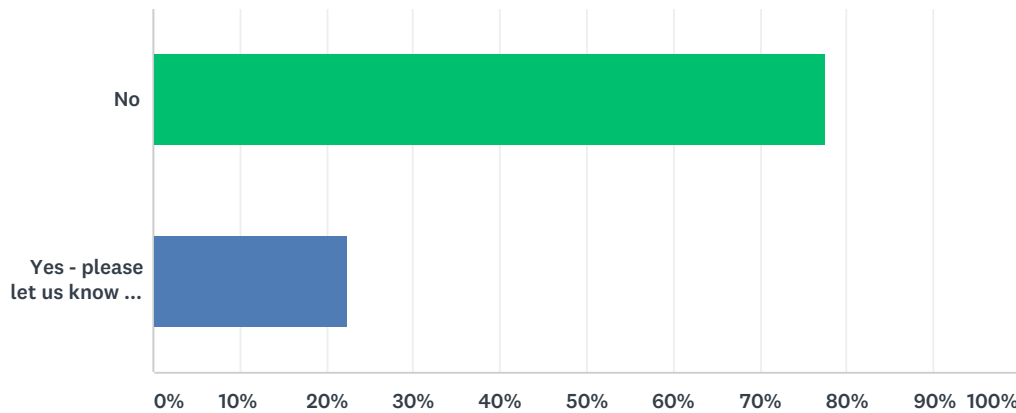
Answered: 235 Skipped: 52



| ANSWER CHOICES | RESPONSES | |
|-------------------------------------------|-----------|------------|
| White or Caucasian | 87.23% | 205 |
| Black or African American | 6.81% | 16 |
| Hispanic or Latino | 2.98% | 7 |
| Asian or Asian American | 1.28% | 3 |
| American Indian or Alaska Native | 0.43% | 1 |
| Native Hawaiian or other Pacific Islander | 0.43% | 1 |
| Another race | 0.85% | 2 |
| TOTAL | | 235 |

Q27 Would you like signs, schedules, or documents in another language other than English?

Answered: 201 Skipped: 86



| ANSWER CHOICES | RESPONSES | |
|--------------------------------------------------------------------------------------------------|-----------|------------|
| No | 77.61% | 156 |
| Yes - please let us know in the comment box below what language you would like to see supported. | 22.39% | 45 |
| TOTAL | | 201 |

| # | YES - PLEASE LET US KNOW IN THE COMMENT BOX BELOW WHAT LANGUAGE YOU WOULD LIKE TO SEE SUPPORTED. | DATE |
|----|--------------------------------------------------------------------------------------------------|--------------------|
| 1 | I don't personally need them, but I think they should be available | 10/4/2018 12:16 PM |
| 2 | Spanish | 9/15/2018 2:52 PM |
| 3 | Russian | 9/14/2018 5:28 PM |
| 4 | I don't personally need this but I think it's important that other languages are offered | 9/14/2018 5:19 PM |
| 5 | Afrikaans, French (North African), Arabic | 9/14/2018 4:07 PM |
| 6 | French | 9/14/2018 12:45 PM |
| 7 | yes for others but I only speak and read English | 9/14/2018 11:40 AM |
| 8 | Spanish | 9/14/2018 10:44 AM |
| 9 | I don't need support, but I feel transportation should be available to all | 9/14/2018 10:29 AM |
| 10 | Probably Spanish--I don't need it, but the world is changing... | 9/14/2018 9:52 AM |
| 11 | I do not have a need, but I support the use of additional languages | 9/14/2018 12:05 AM |
| 12 | whatever is in neighborhoods | 9/13/2018 8:45 PM |
| 13 | Beyond Spanish, this survey may be a guide. | 9/11/2018 9:17 AM |
| 14 | This would be awesome for any demographic you're seeing as necessary. | 9/10/2018 8:49 AM |
| 15 | Nepali | 9/7/2018 1:27 PM |
| 16 | Spanish | 9/7/2018 7:56 AM |
| 17 | Spanish and others with higher % in CR | 9/6/2018 9:38 AM |
| 18 | I don't need them myself, but if it helps others, I agree to have signs in other languages | 9/5/2018 11:55 AM |
| 19 | Spanish, french, Swahili | 9/5/2018 6:35 AM |

| | | |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 20 | French, Spanish, Farsi | 9/4/2018 4:10 PM |
| 21 | Spanish, swahili | 9/4/2018 9:22 AM |
| 22 | Braille | 9/1/2018 6:27 PM |
| 23 | Spanish | 8/30/2018 9:34 PM |
| 24 | Spanish | 8/30/2018 9:33 PM |
| 25 | Spanish | 8/30/2018 9:24 PM |
| 26 | Spanish | 8/30/2018 9:23 PM |
| 27 | Spanish, French, swahili | 8/30/2018 9:09 PM |
| 28 | Spanish, French | 8/30/2018 4:27 PM |
| 29 | English works for me, but I would love to see Spanish language and as much picture/icon-based instruction as possible for folks with low literacy. | 8/30/2018 4:00 PM |
| 30 | I personally don't need it, but I think the population around here could use signs in Spanish, Chinese (Mandarin, Cantonese), and maybe Vietnamese. | 8/30/2018 2:44 PM |
| 31 | I am english speaking however other persons in our community need this type of assistance | 8/30/2018 12:32 PM |
| 32 | Any of the languages spoken widely in our area... Spanish, Vietnamese, Thai, Chinese, Swahili, Hindi, French, Lingala, etc. | 8/30/2018 11:27 AM |
| 33 | The more the merrier-I live NW side and there is a large Sub Saharan population here | 8/29/2018 8:06 PM |
| 34 | Spanish, Swahili, French, ones that match our immigrant/ refugee demographic best | 8/29/2018 5:43 PM |
| 35 | Spanish (b/c of the huge Spanish-speaking population here) | 8/29/2018 5:31 PM |
| 36 | any that are needed - spanish, french, swahili | 8/29/2018 3:48 PM |
| 37 | Swahili, Kirundi, French | 8/29/2018 1:32 PM |
| 38 | Spanish | 8/29/2018 12:20 PM |
| 39 | Spanish | 8/29/2018 11:12 AM |
| 40 | Not for me, but others. Spanish and French. | 8/29/2018 10:11 AM |
| 41 | Spanish, Kurundi, Swahili, French, Serbo-Croatian, Arabic, any other languages needed to communicate to our residents. | 8/29/2018 10:09 AM |
| 42 | Spanish, Swahili, Congoneese | 8/29/2018 9:58 AM |
| 43 | Spanish | 8/29/2018 9:30 AM |
| 44 | Spanish | 8/29/2018 9:13 AM |
| 45 | Swahili | 8/29/2018 7:54 AM |

Q28 Do you have any general comments, questions, or suggestions about transit?

Answered: 91 Skipped: 196

| # | RESPONSES | DATE |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1 | My husband and I work different shifts. When I ride the CR Transit I feel safe. Years ago I would ride the bus more than I do now. I would talk to the drivers, I got very familiar to all the regular drivers. | 10/23/2018 11:21 AM |
| 2 | Have more stops - Have a bus stop over by TJ Max/ Barnes Nobel Area. Make the stops easier for those with disabilities to use and more stops. | 10/23/2018 9:57 AM |
| 3 | When you don't have a car or other transportation you have to do what you have to do and the bus ins't that bad its just a slight inconvenience. | 10/3/2018 2:23 PM |
| 4 | helpful | 10/3/2018 10:59 AM |
| 5 | A great service. I feel riders could benefit with longer service hours | 10/3/2018 10:56 AM |
| 6 | Convenient | 10/3/2018 9:56 AM |
| 7 | Saturdays are really difficult for transit with only a few routes running. Sundays should be transit service as well. Night transit would be huge. I'd prefer to be able to get to work by bus rather than a cab! Being able to go out at night would be an improvement as well. | 10/3/2018 9:42 AM |
| 8 | It would be nice to have the buses go longer and run on Sundays. | 10/2/2018 1:51 PM |
| 9 | I believe it is a great service - I hope to use it more, but it is so convenient to just drive myself somewhere. | 9/25/2018 4:58 PM |
| 10 | No, is nice for those who can not afford a car. | 9/24/2018 3:14 PM |
| 11 | See my previous comments. | 9/24/2018 1:20 PM |
| 12 | No..get some newer buses..and pet incentives TO OUR HOMELESS | 9/21/2018 10:07 AM |
| 13 | I rode the bus to the downtown area/library when I moved to CR years ago and enjoyed doing so. I would rather sit and relax then drive. | 9/17/2018 2:40 PM |
| 14 | Again, more access. | 9/15/2018 2:52 PM |
| 15 | No | 9/15/2018 10:06 AM |
| 16 | Make services available at night. Even just a bus going up and down 1st Ave at night would be of great help | 9/15/2018 8:04 AM |
| 17 | I like that the bus is free on Saturday. I wish it would run later on Saturday | 9/14/2018 8:11 PM |
| 18 | My ideal would be to live in a city where I didn't need a car! | 9/14/2018 5:19 PM |
| 19 | I like free Saturdays | 9/14/2018 4:52 PM |
| 20 | I am from the Chicago area originally where I have multiple ways to access the routes (google maps, website, app) and it's so nice to be able to figure out where I'm going with no issues | 9/14/2018 4:08 PM |
| 21 | No | 9/14/2018 1:45 PM |
| 22 | Yes mirror major city transit and help the community to become more mobile. | 9/14/2018 1:43 PM |
| 23 | I love it! Keep improving! | 9/14/2018 12:45 PM |
| 24 | Keep up the great work and job you all do. I am very proud to be from Cedar Rapids, IA | 9/14/2018 12:03 PM |
| 25 | We need a train from CR to Iowa city. ICR Line | 9/14/2018 11:34 AM |
| 26 | Better communication and time constraints | 9/14/2018 11:29 AM |
| 27 | no | 9/14/2018 11:13 AM |

| | | |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 28 | There needs to be circular routes between quadrants, instead of only radial to downtown and back out. | 9/14/2018 10:08 AM |
| 29 | I would like to use public transit for travel to/from work. I don't want travel from Marion to the transit center to take so long. | 9/14/2018 10:03 AM |
| 30 | No questions thanks for asking | 9/14/2018 9:56 AM |
| 31 | Talk to the local non-profits and churches--they can tell you what is needed, especially shelters and Salvation Army and organizations like that. | 9/14/2018 9:53 AM |
| 32 | My child uses the Marion bus system, so that's my only experience and it takes a lot longer for her to get home based on the routes and waiting at other schools, as she shares a bus as she is at Saint Joes, so that is where most of my experience comes from as far as routes and such. I feel like it also wouldn't be safe to send her on a city bus at age 12. That is only a random thought and no evidence of that. | 9/14/2018 9:51 AM |
| 33 | I would like to know why a city the size of CR has such a difficult time managing its own affairs? | 9/14/2018 9:44 AM |
| 34 | Service 7 days a week. And later service also. | 9/14/2018 9:43 AM |
| 35 | No but I was surprised to get the survey. I never get thrm and often wonder why | 9/14/2018 9:42 AM |
| 36 | Bus route schedules are to difficult to understand for Edgewood road area. Dont know if bus coming or going. | 9/14/2018 9:37 AM |
| 37 | no | 9/14/2018 9:30 AM |
| 38 | No | 9/14/2018 12:34 AM |
| 39 | Having an online map (e.g., using Google Maps) where I can lay out a route for my errands and see what exchanges need to be made and how to optimize the trip would be a great resource. The current single-route maps and schedules are not as useful as I have seen in other cities. | 9/14/2018 12:07 AM |
| 40 | expand | 9/13/2018 8:45 PM |
| 41 | None | 9/13/2018 6:07 PM |
| 42 | I very much appreciate all efforts to invest in making mass transit more attractive to metro area residents. The more people ride the bus, the more tax dollars we save on road and parking construction projects. We also reduce flooding events because less land is paved. Furthermore, we make a huge dent in our carbon footprint. | 9/13/2018 12:08 PM |
| 43 | Night routes and bus schedules in foreign languages would be helpful to foreigners. | 9/10/2018 10:00 PM |
| 44 | I would love using public transit if it were more efficient. It does not seem user friendly. | 9/10/2018 2:29 PM |
| 45 | na | 9/10/2018 11:37 AM |
| 46 | Please keep up the good work. Bus service is important and should be expanded. I'm eight miles from work, but with the transfer and timing of the routes, it's not a option for me at the moment. | 9/10/2018 8:51 AM |
| 47 | Desperately need rail service between Iowa City and Cedar Rapids. | 9/7/2018 4:30 PM |
| 48 | We need night services and shorter wait time between buses | 9/6/2018 6:49 PM |
| 49 | My clients constantly struggle with not being able to afford the bus fares even with half price fare. They struggle with the little route options in Marion. They struggle with how long the bus routes take. They struggle with bringing groceries on the bus. | 9/6/2018 10:56 AM |
| 50 | Iowa City needs public transportation available seven days a week. | 9/6/2018 9:26 AM |
| 51 | Expanded service hours is long overdue. How about using some of the speed camera income to fund more bus hours? I will use the bus to Iowa City, also long overdue. Bike rack on the bus? YES! Thank you. | 9/5/2018 11:57 AM |
| 52 | There needs to be more general education on how to ride the bus. Trying to read the bus schedule alone is confusing and it doesn't listen all the stops. Community meetings and transactions could offer that. | 9/5/2018 6:37 AM |
| 53 | Thank you for your work! | 9/4/2018 4:10 PM |
| 54 | We need to push for a 8/9 pm late night route for the people who have late work shifts.routes where people have to walk blocks to the bus stops | 9/2/2018 12:11 AM |

| | | |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 55 | I think going into staffing agencies and surveying people who go there or even talking to internal staff would provide a lot of insight and helpful information about where CR transit could make improvements. Just because I wouldn't use bus service at night doesn't mean there aren't tons of people who could. | 9/1/2018 7:38 PM |
| 56 | I would love the more economic option of transit. But schedules would need to be designed to allow me to accomplish more than one errand a day. | 9/1/2018 6:31 PM |
| 57 | I have more concerns for my patients riding the bus and the things they encounter with substance use etc.... also the length in rides for them | 9/1/2018 10:54 AM |
| 58 | I assumed "Corridor" included Iowa City/Coralville/N Liberty area, but looks like maybe this survey was meant to apply just to Cedar Rapids transit. | 8/31/2018 4:51 PM |
| 59 | I would love to see late services. Also service between Iowa city and CR | 8/31/2018 10:30 AM |
| 60 | I would use a corridor train or bus system that would run people to and from Marion, Cedar Rapids, North Liberty, Coralville, and Iowa City. | 8/31/2018 8:53 AM |
| 61 | I feel the bus system in CR is sorely lacking in terms of frequency and availability, rendering it not a viable alternative to those with semi-reliable to reliable automotive transit. | 8/30/2018 9:35 PM |
| 62 | Transit is identified in CR as a low income travel option. The bus routes do not cater to working people or people who want to not worry about parking, drinking too much or are ecologically aware of the benefits of public transport. I use it all the time when I travel to big cities but never use it here. | 8/30/2018 9:33 PM |
| 63 | Less time | 8/30/2018 9:24 PM |
| 64 | See previous comment. I sincerely hope you all will make public transit here better. It is very much lacking. | 8/30/2018 9:10 PM |
| 65 | Make regular bus transit from CR to IC! And have a monthly bus pass to make it cheaper than UI shuttle services. | 8/30/2018 6:15 PM |
| 66 | I would regularly use the bus system in Cedar Rapids if I were able to take it home from work. I'm not done until 7pm five nights per week and there isn't a bus that runs that late. I would even use it multiple times per month as an alternative to the expense of uber after a night with a couple drinks. More regular service (every 30 minutes) would be a HUGE plus as well. | 8/30/2018 5:57 PM |
| 67 | Please have the buses run later. | 8/30/2018 4:18 PM |
| 68 | The Cedar Rapids - Iowa City bus service starting in October is very good news. I hope CR Transit works in conjunction with the new service. | 8/30/2018 4:08 PM |
| 69 | I hope there are efficiencies that can make the system more usable. Only one route in Marion with buses that only run once every hour and in only one direction just isn't ever going to be flexible enough for me. | 8/30/2018 4:02 PM |
| 70 | I think planning for the growth of a transit system is hard, because you never really know how much ridership you'll end up with. I strongly encourage you to build and try--for at least 18 months--a robust bus system that links Cedar Rapids downtown and Marion's Uptown in an easy-to-use, full schedule way. I know many professionals that would use it--including myself--in addition to the users who have limited access to vehicles. | 8/30/2018 4:02 PM |
| 71 | I would love to see more frequent service and service area expanded. I hope more choice riders (like me) will switch to transit! | 8/30/2018 2:45 PM |
| 72 | Sunday routes would be awesome | 8/30/2018 2:42 PM |
| 73 | It is vital to our community for those who don't have cars, or for some reason cannot drive. | 8/30/2018 2:20 PM |
| 74 | Add more stops in Marion | 8/30/2018 2:20 PM |
| 75 | I would like to see the bus system at least consider expanding the hours to accommodate those who depend on it to get to and from work. Right now it does not unfortunately meet the needs of this working class population. | 8/30/2018 12:33 PM |

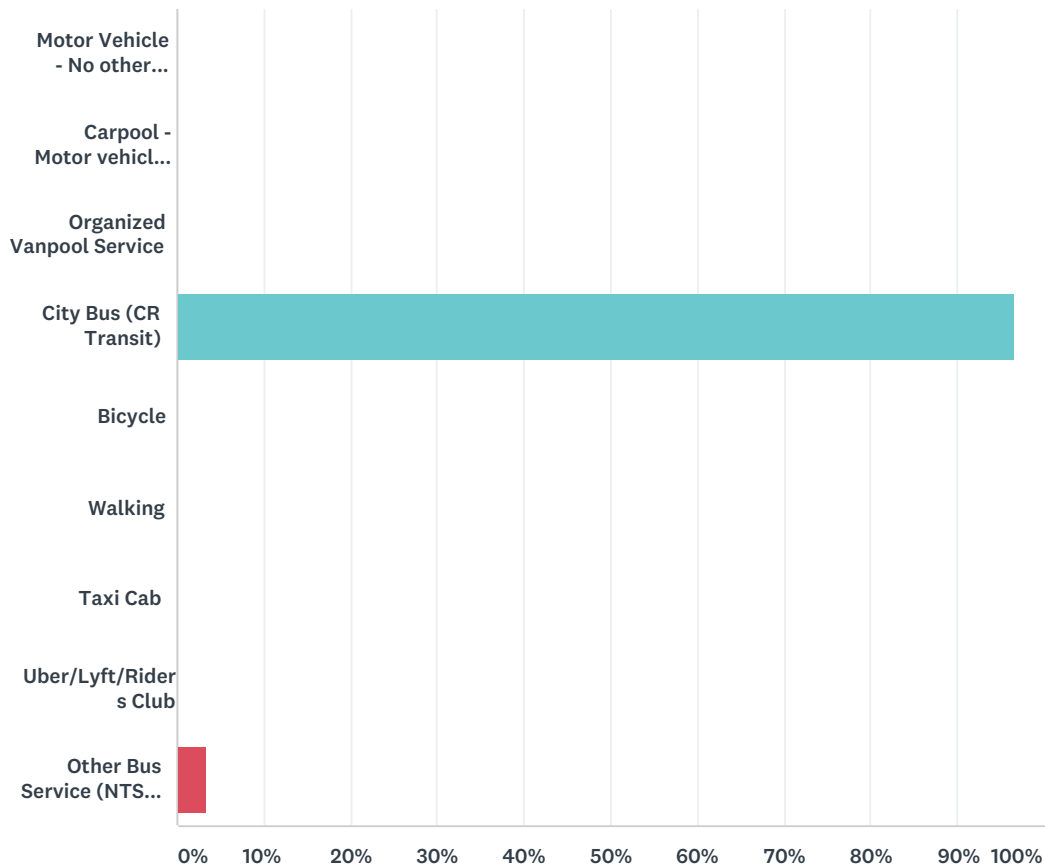
| | | |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 76 | Though I have few experiences with local metro services to back up my comments, I get the impression from speaking to others that many people feel averse to using the metro system due to the 1) other passengers, 2) safety environment, and 3) level of cleanliness they experience (or perceive) while using metro services. I additionally think it's incredibly easy to travel by car in this area, if you're fortunate enough to have one, and so people with cars are extremely disincentivized to using public transportation. However, I think there is a growing class of younger, relatively well traveled and/or urban savvy people who are interested in incorporating public transportation into their everyday lives. I think this demographic could be tapped as a resource to the service as a whole, but it would need to be demonstrated that using public transportation is nearly as convenient as driving oneself or taking a taxi/uber/lyft. This, of course, is just my opinion, but I know it's shared by at least the majority of my peers :) | 8/30/2018 11:40 AM |
| 77 | No | 8/30/2018 9:26 AM |
| 78 | The bus system has a perimeter coverage. This town has many major streets and thorough fares that could help be utilized in making the system better. Maybe even have some routes overlap in places. | 8/29/2018 10:15 PM |
| 79 | It doesn't need changed. Focus on Cedar Rapids to Iowa City Route | 8/29/2018 9:26 PM |
| 80 | Please add real shelter with a trash collection at Azure Apartments in Marion Iowa. Our residents REGULARLY stand outside with small children and disabled neighbors in ALL of the Iowa elements waiting on this limited bus service. | 8/29/2018 8:34 PM |
| 81 | What would it take to bring back street cars, I would ride those suckers everywhere | 8/29/2018 8:06 PM |
| 82 | I would like to see the bus system to be more for hard working people who cant afford a car but trying to make it in Cedar Rapids. | 8/29/2018 7:46 PM |
| 83 | Not at this time | 8/29/2018 5:43 PM |
| 84 | I would love for public transit to be more accessible, mostly in terms of frequency of stops and areas they stop | 8/29/2018 5:32 PM |
| 85 | the corridor needs to work together to make commutes possible between IC and CR, but even within CR we don't have a viable system. People can't get to work or appointments using the bus route. | 8/29/2018 3:48 PM |
| 86 | Hope you take examples from Iowa City and Coralville transit. | 8/29/2018 1:34 PM |
| 87 | Later routes, shorter trip times | 8/29/2018 11:23 AM |
| 88 | Invest in your riders. Offer free WiFi | 8/29/2018 11:13 AM |
| 89 | Why are CR Transit, LIFTS and NTS separate organizations? It would seem there might be efficiencies to be gained by operating as one entity. As our population ages, we may see greater needs from seniors to use transit. I don't think most people, especially older people, are comfortable that they know how to use transit; might need help/training. I heard about Free Saturday Service and think it's great. don't know if people who don't ride the bus already know about it. How do you promote CR Transit? | 8/29/2018 10:26 AM |
| 90 | If you don't have your own vehicle, Cedar Rapids is a very difficult city to live in. The lack of hours for transit and limited areas are inconvenient. | 8/29/2018 10:00 AM |
| 91 | Do the buses have wifi? | 8/29/2018 9:05 AM |

Passenger Transportation User Survey Results

Dependent Users

Q1 In a typical week, what is your primary mode of travel to work or school?

Answered: 149 Skipped: 0



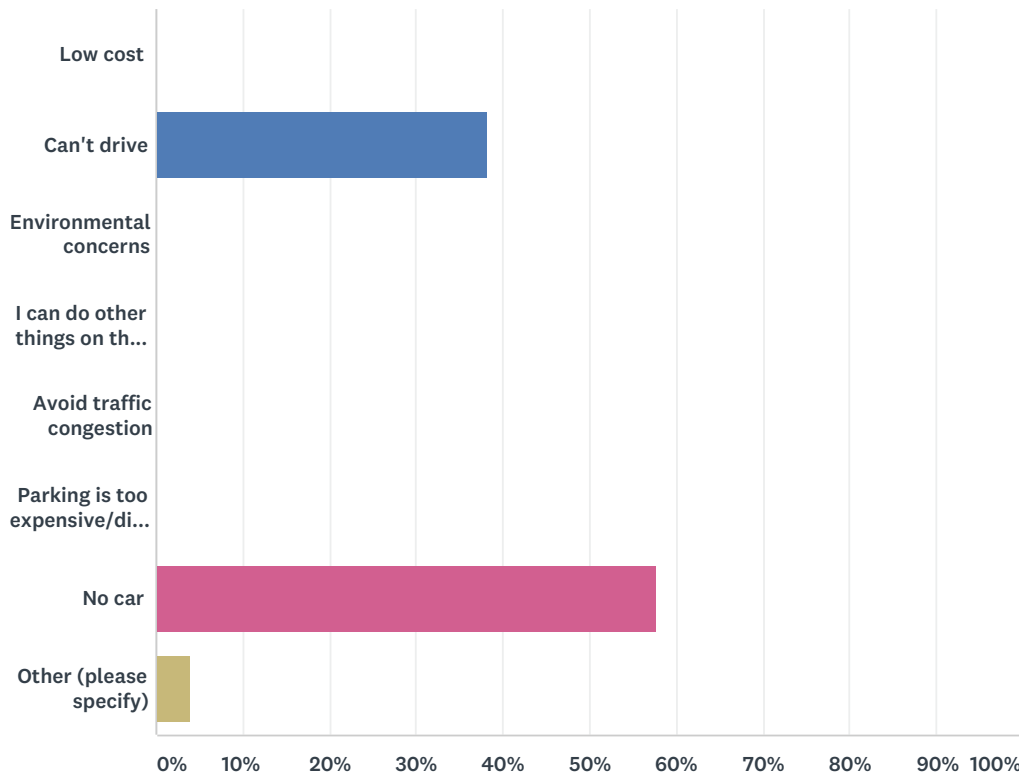
| ANSWER CHOICES | RESPONSES |
|-----------------------------------------------------|------------|
| Motor Vehicle - No other passengers with you | 0.00% 0 |
| Carpool - Motor vehicle with at least 2 occupants | 0.00% 0 |
| Organized Vanpool Service | 0.00% 0 |
| City Bus (CR Transit) | 96.64% 144 |
| Bicycle | 0.00% 0 |
| Walking | 0.00% 0 |
| Taxi Cab | 0.00% 0 |
| Uber/Lyft/Riders Club | 0.00% 0 |
| Other Bus Service (NTS, LIFTS, etc. please specify) | 3.36% 5 |
| TOTAL | 149 |

| # | OTHER BUS SERVICE (NTS, LIFTS, ETC. PLEASE SPECIFY) | DATE |
|---|-----------------------------------------------------|-------------------|
| 1 | NTS | 10/2/2018 1:41 PM |

| | | |
|---|-----------------------------------------------------------------------|-------------------|
| 2 | Adult children | 9/27/2018 2:02 PM |
| 3 | If I have the money | 9/13/2018 5:40 PM |
| 4 | LIFTS, Council on Aging Volunteers | 9/13/2018 8:40 AM |
| 5 | NTS to work for 3rd shift / City Bus home or LYFT if I have the money | 8/30/2018 2:23 AM |

Q2 Why do you ride the bus? Please choose the single most important reason for you.

Answered: 149 Skipped: 0



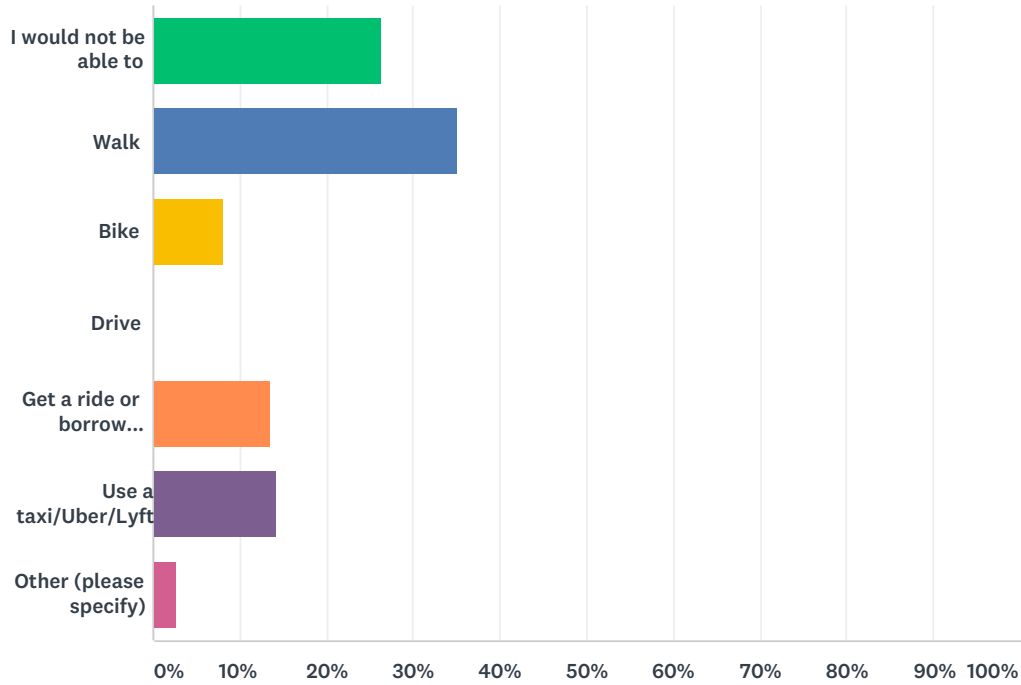
| ANSWER CHOICES | RESPONSES |
|------------------------------------------------------------|------------|
| Low cost | 0.00% 0 |
| Can't drive | 38.26% 57 |
| Environmental concerns | 0.00% 0 |
| I can do other things on the bus (read, smart phone, etc.) | 0.00% 0 |
| Avoid traffic congestion | 0.00% 0 |
| Parking is too expensive/difficult | 0.00% 0 |
| No car | 57.72% 86 |
| Other (please specify) | 4.03% 6 |
| TOTAL | 149 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------------------------------------------------|---------------------|
| 1 | Husband drives to work, I take bus, bus does not go to his work. | 10/23/2018 11:39 AM |
| 2 | No license | 10/3/2018 2:17 PM |
| 3 | All above | 9/14/2018 11:21 AM |
| 4 | Because I have a disability and can't drive. | 9/14/2018 10:16 AM |

| | | |
|---|------------------------------------------------------------|--------------------|
| 5 | No car and low cost | 8/30/2018 3:05 AM |
| 6 | can't drive, environmental concerns, bus drivers are nice. | 8/30/2018 12:06 AM |

Q3 If transit was not available how would you travel?

Answered: 148 Skipped: 1

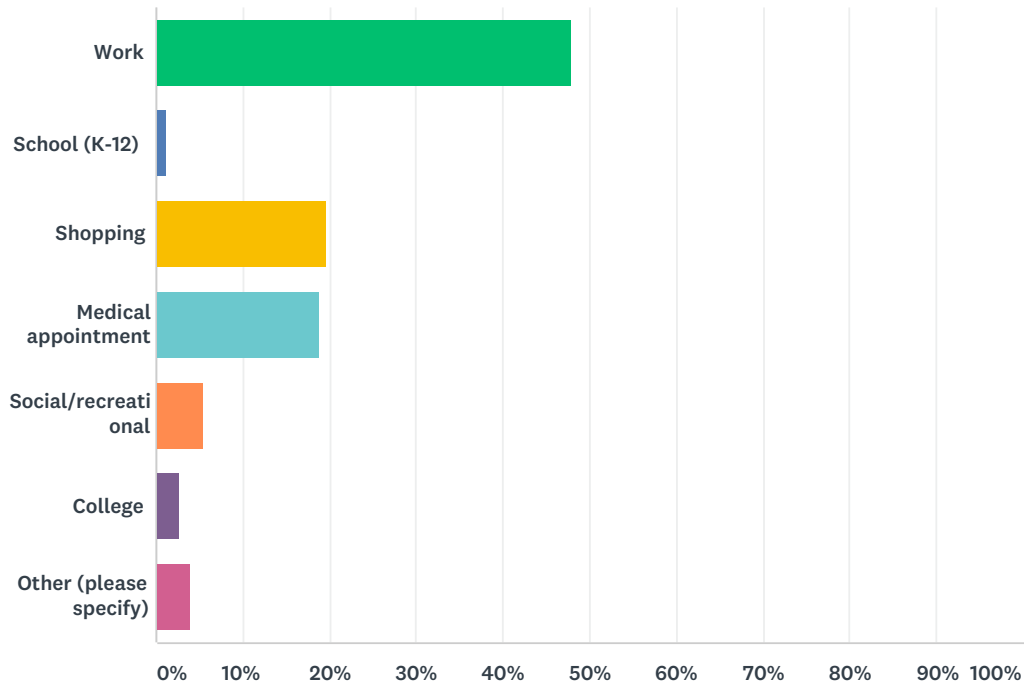


| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|------------|
| I would not be able to | 26.35% | 39 |
| Walk | 35.14% | 52 |
| Bike | 8.11% | 12 |
| Drive | 0.00% | 0 |
| Get a ride or borrow someone's car | 13.51% | 20 |
| Use a taxi/Uber/Lyft | 14.19% | 21 |
| Other (please specify) | 2.70% | 4 |
| TOTAL | | 148 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | NTS | 10/3/2018 1:34 PM |
| 2 | Van. Insurance | 9/14/2018 10:00 AM |
| 3 | NTS | 9/13/2018 5:16 PM |
| 4 | Would become heavily dependent on someone to ride me daily. Can't imagine going to work without CR Transit. | 8/30/2018 12:34 PM |

Q4 What is the purpose of most of your transit trips?

Answered: 148 Skipped: 1

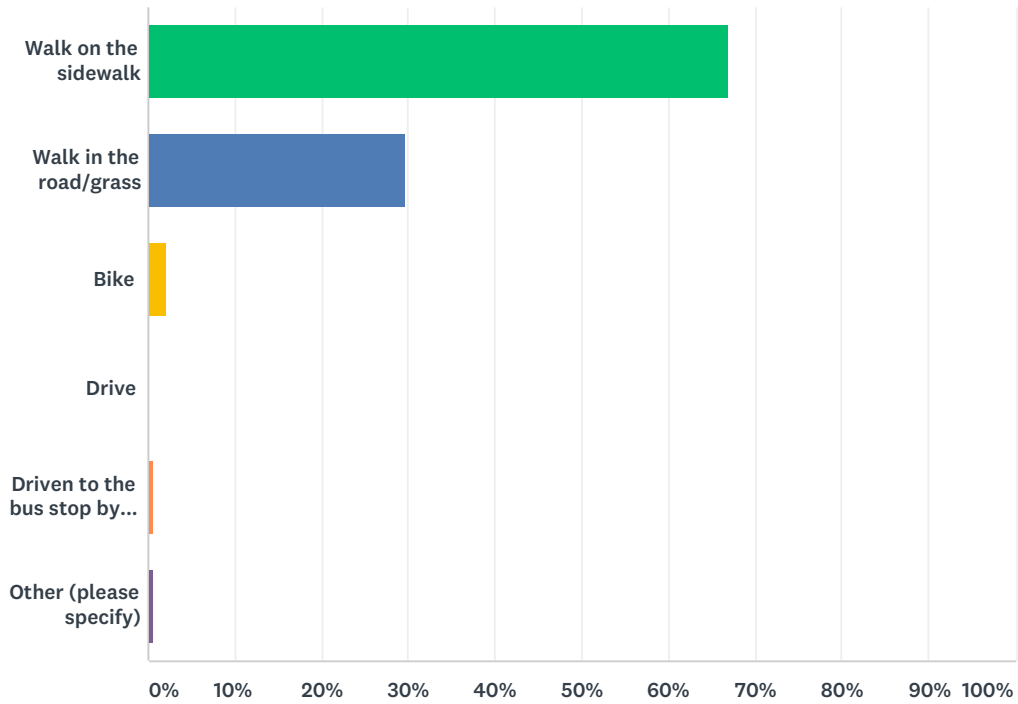


| ANSWER CHOICES | RESPONSES |
|------------------------|------------|
| Work | 47.97% 71 |
| School (K-12) | 1.35% 2 |
| Shopping | 19.59% 29 |
| Medical appointment | 18.92% 28 |
| Social/recreational | 5.41% 8 |
| College | 2.70% 4 |
| Other (please specify) | 4.05% 6 |
| TOTAL | 148 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|----------------------------------------------------------|--------------------|
| 1 | Homeless | 10/3/2018 4:44 PM |
| 2 | Church | 10/3/2018 1:10 PM |
| 3 | picking up kids from dad's house | 10/3/2018 12:16 PM |
| 4 | All of the above. | 9/14/2018 2:56 PM |
| 5 | All o | 9/10/2018 7:46 AM |
| 6 | Work, Shopping, Social, appointments, everything mostly. | 8/30/2018 12:06 AM |

Q5 How to do you get to the bus stop?

Answered: 148 Skipped: 1

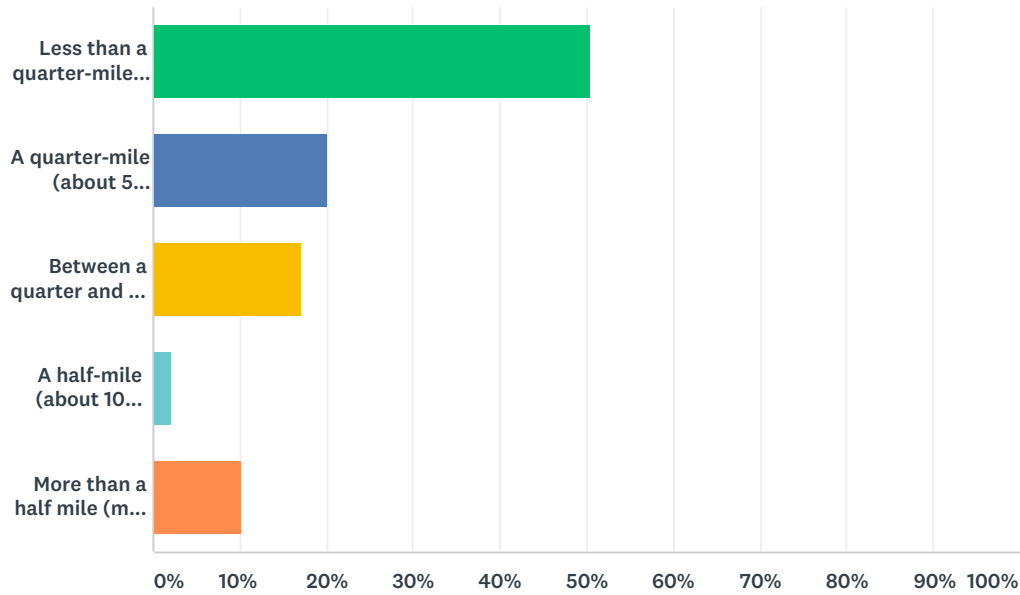


| ANSWER CHOICES | RESPONSES |
|----------------------------------------|------------|
| Walk on the sidewalk | 66.89% 99 |
| Walk in the road/grass | 29.73% 44 |
| Bike | 2.03% 3 |
| Drive | 0.00% 0 |
| Driven to the bus stop by someone else | 0.68% 1 |
| Other (please specify) | 0.68% 1 |
| TOTAL | 148 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-------------------------|-------------------|
| 1 | All of the above mostly | 9/10/2018 7:46 AM |

Q6 About how far do you travel from your home to the bus stop?

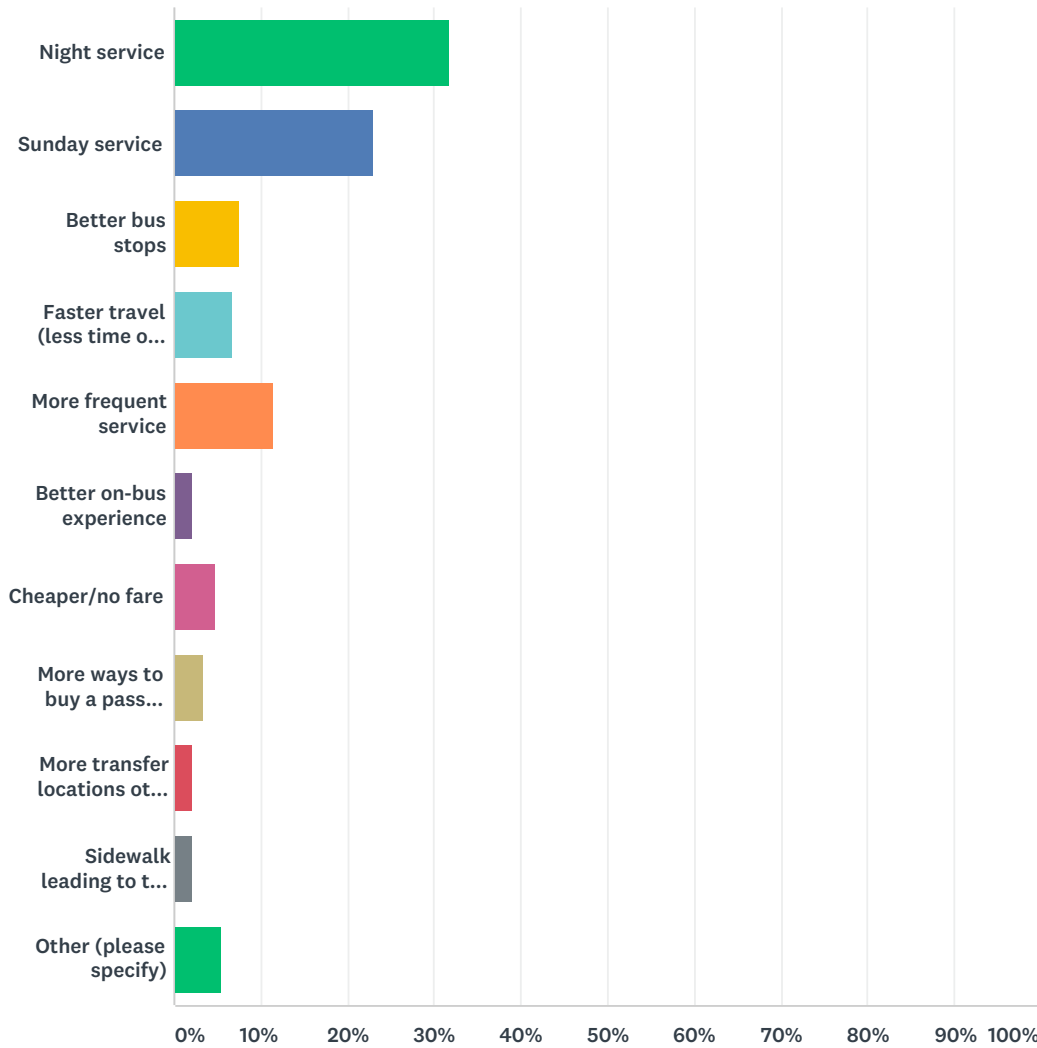
Answered: 145 Skipped: 4



| ANSWER CHOICES | RESPONSES | |
|------------------------------------------------------------|-----------|------------|
| Less than a quarter-mile (less than 5 minutes walking) | 50.34% | 73 |
| A quarter-mile (about 5 minutes walking) | 20.00% | 29 |
| Between a quarter and a half-mile (6 to 9 minutes walking) | 17.24% | 25 |
| A half-mile (about 10 minutes walking) | 2.07% | 3 |
| More than a half mile (more than 10 minutes walking) | 10.34% | 15 |
| TOTAL | | 145 |

Q7 What one thing would make you want to use transit more?

Answered: 148 Skipped: 1



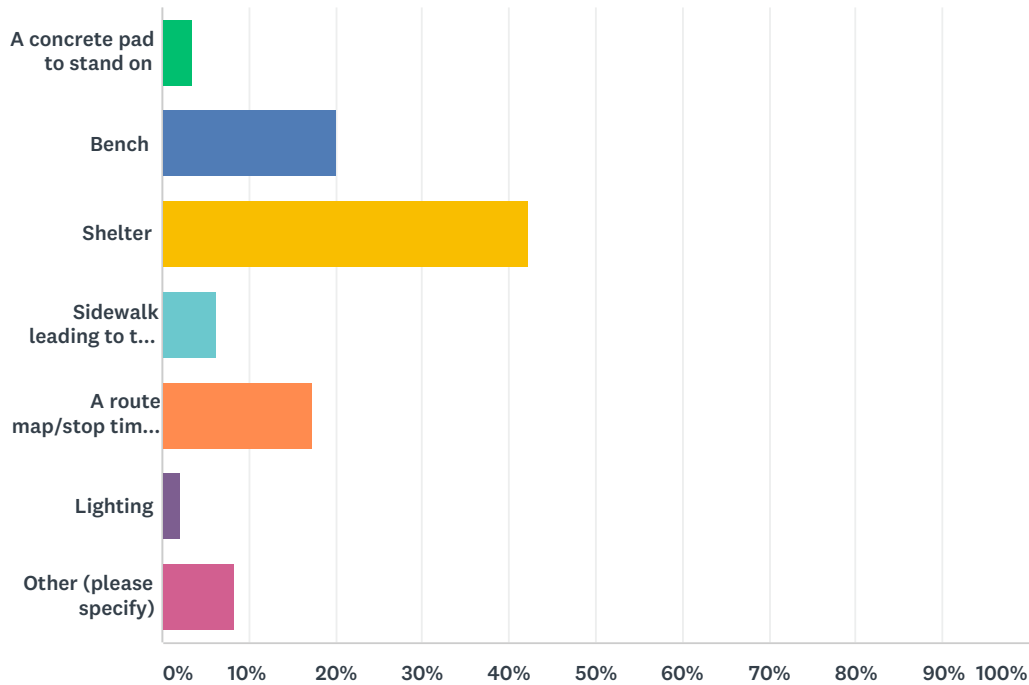
| ANSWER CHOICES | RESPONSES | |
|----------------------------------------------------------|-----------|----|
| Night service | 31.76% | 47 |
| Sunday service | 22.97% | 34 |
| Better bus stops | 7.43% | 11 |
| Faster travel (less time on the bus) | 6.76% | 10 |
| More frequent service | 11.49% | 17 |
| Better on-bus experience | 2.03% | 3 |
| Cheaper/no fare | 4.73% | 7 |
| More ways to buy a pass other than the bus station (GTC) | 3.38% | 5 |
| More transfer locations other than the bus station (GTC) | 2.03% | 3 |
| Sidewalk leading to the bus stop | 2.03% | 3 |

| | | |
|------------------------|-------|------------|
| Other (please specify) | 5.41% | 8 |
| TOTAL | | 148 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|---------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1 | Open bus stop at 5th Ave and RR tracks SE | 10/23/2018 10:08 AM |
| 2 | shorten Marion bus ride to lindale | 10/3/2018 2:08 PM |
| 3 | quite happy with the service. Maybe cleaner buses | 10/3/2018 2:03 PM |
| 4 | TO HAVE A BENCH AT EVERY BUS STOP. | 10/3/2018 11:51 AM |
| 5 | All above -cheaper fare. | 9/14/2018 2:56 PM |
| 6 | I'm very satisfied with bus transit as is - only occasionally on Saturday I wind up having to take a cab from Walmart as miss the last bus. | 9/10/2018 5:19 PM |
| 7 | Night Service for #5 bus only | 8/30/2018 3:05 AM |
| 8 | Night service, until 11:30pm/faster travel/Sunday service. | 8/30/2018 12:06 AM |

Q8 What is the most important bus stop improvement we could make?

Answered: 144 Skipped: 5



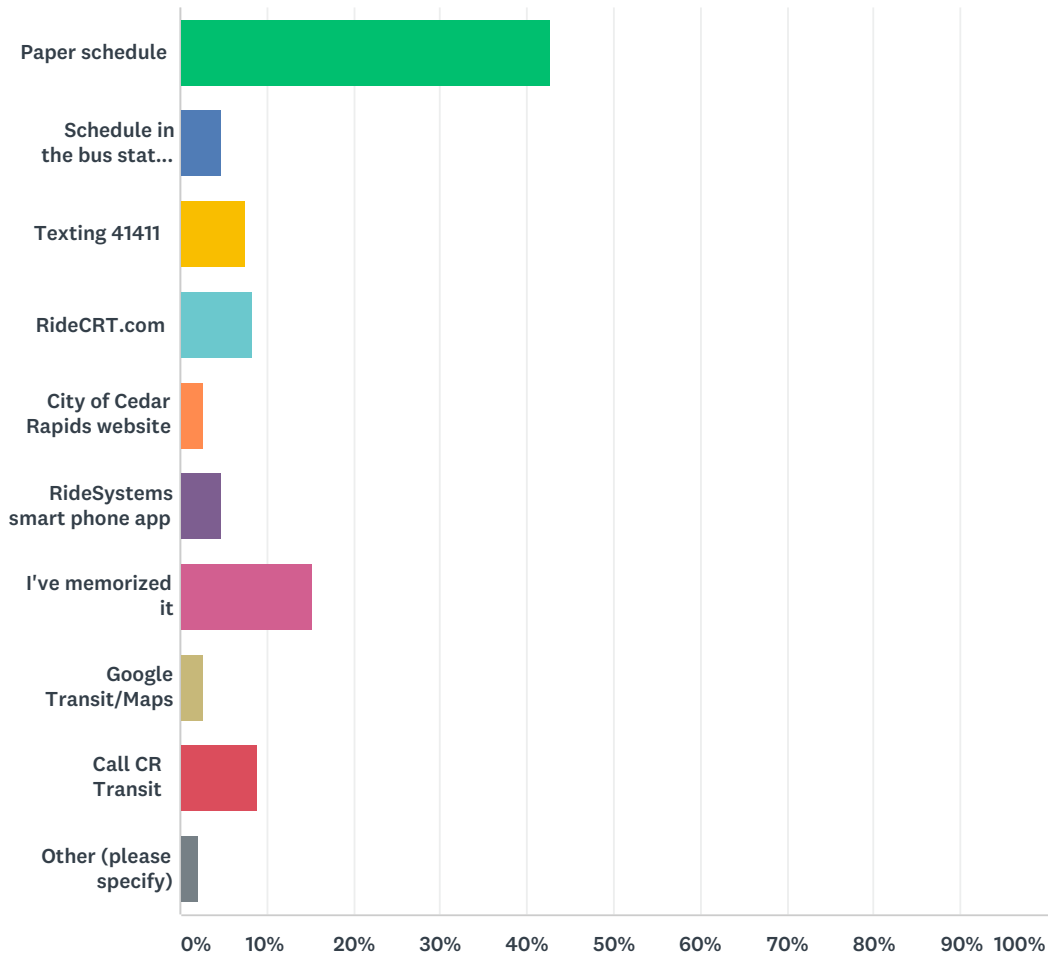
| ANSWER CHOICES | RESPONSES |
|-------------------------------------------|------------|
| A concrete pad to stand on | 3.47% 5 |
| Bench | 20.14% 29 |
| Shelter | 42.36% 61 |
| Sidewalk leading to the bus stop | 6.25% 9 |
| A route map/stop times posted at the stop | 17.36% 25 |
| Lighting | 2.08% 3 |
| Other (please specify) | 8.33% 12 |
| TOTAL | 144 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1 | Open bus stop at 5th Ave and RR tracks SE | 10/23/2018 10:08 AM |
| 2 | Some sort of seating at bus stops | 10/3/2018 11:51 AM |
| 3 | no more Blacks | 10/3/2018 11:48 AM |
| 4 | In Winter make sure all bus stops are cleared from snow and ice , so I can get to it with my walker and/or wheelchair | 10/2/2018 11:43 AM |
| 5 | No detours, nonstop closed | 9/27/2018 2:09 PM |
| 6 | End the bullying. I have nearly had a seizure due to abuse. I was tripped waiting for a bus and injured my back. Nothing was done. People are smoking in shelters and gangs congregate | 9/13/2018 8:46 AM |
| 7 | Service now is very satisfactory for me. | 9/10/2018 5:19 PM |

| | | |
|----|--------------------------------------------------------------------------------------------------------------------------|--------------------|
| 8 | More buses | 9/10/2018 4:50 PM |
| 9 | Better routes | 9/10/2018 7:46 AM |
| 10 | Better options available for parents with small children, safer roads/sidewalk to walk to bus stops. Safer bus stops. | 8/30/2018 9:56 PM |
| 11 | All items are important to me as I am currently disabled and use a walker. | 8/30/2018 3:05 AM |
| 12 | Shelter, lighting, and route map/stop times at bus stop. | 8/30/2018 12:06 AM |

Q9 How do you usually find out when your bus is going to arrive?

Answered: 145 Skipped: 4



| ANSWER CHOICES | RESPONSES | |
|-----------------------------------|-----------|------------|
| Paper schedule | 42.76% | 62 |
| Schedule in the bus station (GTC) | 4.83% | 7 |
| Texting 41411 | 7.59% | 11 |
| RideCRT.com | 8.28% | 12 |
| City of Cedar Rapids website | 2.76% | 4 |
| RideSystems smart phone app | 4.83% | 7 |
| I've memorized it | 15.17% | 22 |
| Google Transit/Maps | 2.76% | 4 |
| Call CR Transit | 8.97% | 13 |
| Other (please specify) | 2.07% | 3 |
| TOTAL | | 145 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------|--------------------|
| 1 | You don't know | 10/3/2018 12:22 PM |
| 2 | Ask friends | 10/2/2018 1:43 PM |
| 3 | Ask at the terminal | 9/10/2018 4:50 PM |

Q10 Do you have any concerns, suggestions, or comments about CR Transit?

Answered: 29 Skipped: 120

| # | RESPONSES | DATE |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | night time service | 10/11/2018 1:21 PM |
| 2 | I have to walk in the grass awhile to get to the bus stop after work and this makes it more difficult to walk in the winter. | 10/3/2018 4:54 PM |
| 3 | My biggest issue would be one I don't believe is correctable If I have an appointment and need to transfer I need to allot extra time for my transfer. Thus spending a total of 3 hours total time for a 45 minute appointment | 10/3/2018 11:42 AM |
| 4 | I think they are awesome | 10/3/2018 11:35 AM |
| 5 | So far no complaints the city bus, NTS are always neat, easy to use and mostly on squelice so it all works out for getting to work and for other events i need to do, | 10/3/2018 11:30 AM |
| 6 | If possible please have a have card for seniors so that they can have free transit. Also for low income and handicapped. | 10/2/2018 3:21 PM |
| 7 | Good ride, no rerouting | 9/27/2018 2:09 PM |
| 8 | more peak runs | 9/20/2018 10:49 AM |
| 9 | the bus really needs to have 24 hr service and run on Sundays. sometimes people work at night, and on the weekends, and need to travel but can't use the bus, and that shouldn't be happening. | 9/14/2018 6:53 PM |
| 10 | Bring back route nine. Someone will get seriously hurt fighting for a spot after school on route two. Make a proper bus depo at the Lindale mall instead of the parking lot and risk people getting hurt especially in the winter. | 9/14/2018 2:56 PM |
| 11 | Get Sunday service, have more bus stops, get benches and shelters. | 9/14/2018 11:56 AM |
| 12 | The Marion bus Route 20 needs 2 buses. A peek route or a circuit rote starting in North Marion and the next half hour the circular route starts in South Marion. The city of Marion is continuing to grow as the need for public transportation in the city. | 9/14/2018 11:27 AM |
| 13 | Need Iowa City routes and evening routes. | 9/14/2018 11:21 AM |
| 14 | Would be nice not to have to take two buses to get from Hiawatha to downtown | 9/14/2018 11:12 AM |
| 15 | I think the schedule should be longer into the evening. Plus Sunday the bus service should be available because people do work Sundays too. Saturday's should be longer. | 9/14/2018 10:16 AM |
| 16 | change the bus passes to a card pass that can be refilled/reused. | 9/14/2018 10:00 AM |
| 17 | Friendly workers, always willing to help or answer questions. Thank you drivers! | 9/14/2018 9:30 AM |
| 18 | No. | 9/14/2018 9:29 AM |
| 19 | Driver Al needs to be nicer. Please lower the step to make it easier to get on and off. There is a guy at Hawthorne Hills tripping women. Also please do not allow Brian Tapken to panhandle at the stop | 9/13/2018 8:46 AM |
| 20 | Yes the buses that run the Marion area now are not good takes way to long and also buses should still go to the mall by the building not in the parking lot. Some people have a hard. Time getting there. And really should have routes to busy places. I mean why can't the buses pull into general mills area instead of just on Edgewood Rd. Y'all pull into the business off Wright brothers Blvd. Why not down Beverly Rd. No buses go down Ellis Blvd to Edgewood rd. There is a lot of people. That live at Windser on the River. That walk a long way to get to the bus. One lady I was talking with says she has missed Dr appointments because she can't get to the bus stop all the way to L avenue. This city is growing. Add more buses. | 9/10/2018 7:46 AM |
| 21 | Night service | 9/7/2018 5:51 PM |

| | | |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 22 | Drivers not stopping for certain people who are late and they see them running to the bus stop. They pick and choose who they stop for in those situations based off gender age and how they look I've seen that to many times and it's disheartening | 8/31/2018 5:10 PM |
| 23 | Yes my concern is that the city bus will extend the hours for those of us who works later than 6pm please and Thank you | 8/31/2018 3:47 PM |
| 24 | Yes route6 used to go by my house and around to Hiawatha and then straight down center point rd now you have to transfer at Wal-Mart to even get on route 6 and it doesn't even go to Hiawatha anymore why us that so now if I'm going downtown I have to take route 4 makes no sense especially if you are trying to get to a job or appointment. | 8/31/2018 11:20 AM |
| 25 | People being drunk/high on the bus. | 8/30/2018 9:56 PM |
| 26 | 1. Would like to have CR Transit service at least extended until 8.00 PM or 9.00 PM. This can help in several ways, for instance - (1) if am working late in the office or different shift of office hours, (2) if I need to go for grocery purchase after the regular office hours. 2. I travel every weekday and usually enjoy the ride. The only time I do not enjoy the ride is when the windows are covered by the advertisement that obstructs the view outside. I understand however, that advertisements are one of the substantial source of review, so it's ok, but thought mentioning this anyway. 3. Would also request if the bus pass can be provided for more than a month, say for 3 months or so. This can help regular commuters like me to not worry to renew or atleast provide the facility to renew online. | 8/30/2018 12:34 PM |
| 27 | I believe some drivers are speeding so they are get back to GTC on time. I've been told this does not matter but I believe it does. If a driver is running late some or all other drivers must wait for him in case there are transfers for their bus. This is usually communicated via radio. Can they install a view of their speedometer so passengers can see their speed? Please install seat belts on "sideway" seats. If drivers take a turn too fast I almost fall out of my seat and I must sit here as I have a walker. Also need to be installed on side and middle seats at very rear of bus. Teach drivers how to brake better. Installed some type of "security system" for walkers. Or maybe we can use the belts for wheelchairs somehow. Have drivers ride a bus a couple times a month and with different drivers. Then drivers can see what it's like as a passenger and give feedback to driver and/or supervisor on their ride. Remind drivers that they are sitting in a nice cushy seat, belted in, so this makes their ride better than passengers. Provide more cushion in passenger seats. I have a bad back and tailbone and the seats are too hard for me. They cause me pain most of the time. One should not have to be in pain or be thrown around when riding a public transportation. THANKS for listening. | 8/30/2018 3:05 AM |
| 28 | Keep up the good work. The bus drivers are mostly very kind except for one of the women drivers. Not the red haired one but the blonde with short hair she appears to be in a bad mood some of the time. Most of the guys are really nice and I haven't really had a problem with them at all. (most of the transit personnel are sweethearts). Stay cool, also the police are their alot which is great due to safety concerns that have been getting worse as of recent. Thank you. | 8/30/2018 12:06 AM |
| 29 | Extending the hours of service later in the evenings and on Sunday would be helpful. Also, installing sidewalks would make it safer to get to bus stops. | 8/29/2018 1:58 PM |

Q11 Do you have any concerns, suggestions, or comments about Linn County LIFTS?

Answered: 12 Skipped: 137

| # | RESPONSES | DATE |
|----|----------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | Really appreciate the extra service received from LIFTS/NTS for PADS and Brain Injury | 10/11/2018 1:25 PM |
| 2 | Don't use | 9/27/2018 2:09 PM |
| 3 | Don't limit LIFTS to just people in wheelchairs...I'm disabled and I've been told that I don't qualify for it? What gives? | 9/14/2018 11:56 AM |
| 4 | No | 9/14/2018 11:27 AM |
| 5 | none | 9/14/2018 9:30 AM |
| 6 | No. | 9/14/2018 9:29 AM |
| 7 | no | 9/13/2018 8:46 AM |
| 8 | No | 9/10/2018 7:46 AM |
| 9 | No | 9/7/2018 5:51 PM |
| 10 | I never knew about this LIFTS service. | 8/30/2018 12:34 PM |
| 11 | N/A - don't use so can comment on this. | 8/30/2018 3:05 AM |
| 12 | I do not use this service due to how long it takes for the trip, but also wish it was more affordable to use. | 8/30/2018 12:06 AM |

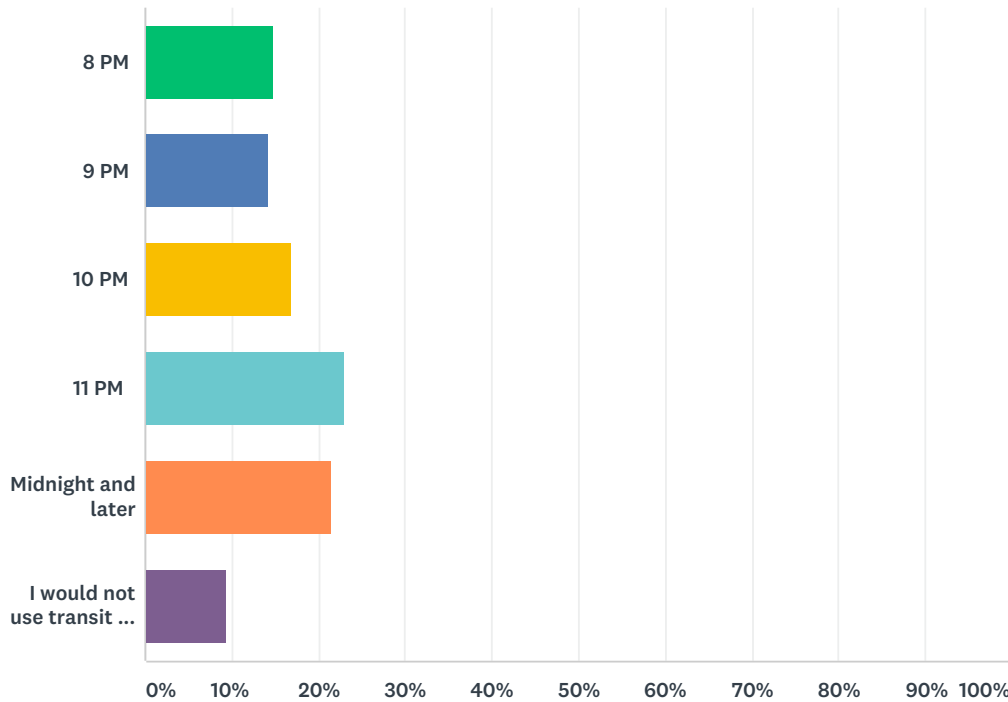
Q12 Do you have any concerns, suggestions, or comments about Neighborhood Transportation Services (NTS)?

Answered: 15 Skipped: 134

| # | RESPONSES | DATE |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | Not using now, | 9/27/2018 2:09 PM |
| 2 | No complaints. | 9/14/2018 11:56 AM |
| 3 | Be on time | 9/14/2018 11:27 AM |
| 4 | It over congested with all its riders and there is a need for the city bus to have evening routes. | 9/14/2018 11:21 AM |
| 5 | none | 9/14/2018 9:30 AM |
| 6 | Very nice. | 9/14/2018 9:29 AM |
| 7 | no | 9/13/2018 8:46 AM |
| 8 | No | 9/7/2018 5:51 PM |
| 9 | They don't follow their own rules. They want u to be outside 10 mins early. They tell u that u have a ten minute grace period but will frequently leave after a few minutes | 8/31/2018 5:10 PM |
| 10 | Yes can we please consider those with younger children I feel like I shouldn't have to be taken or waiting an hour later after I get off work to get home to my children the wait is ridiculous. | 8/31/2018 3:47 PM |
| 11 | Takes way to long to get to work/home | 8/30/2018 9:56 PM |
| 12 | I never knew about this NTS service. | 8/30/2018 12:34 PM |
| 13 | I am very thankful this service is available. Otherwise I would not have a way to work, I work 3rd shift, as I do not have a car. All drivers are very nice / friendly. They even help me load my walker if driving a van. If driving a bus they use the wheelchair lift for me. Cost is currently \$6.00 which I believe is a little high. I believe I understand the reason for this as some riders work on west side of town and live in Marion or out to city limits. I also believe schedulers could do a better job altho I do understand how diffict scheduling can be. RE: rate - I believe every passenger should be charged the actual cost of their ride. For example, I do not live that far from my work. According to MAPQUEST it's only 12 miles at a cost of .58 cents. So why should I pay \$6 a ride, or \$30 a week to get to work. NTS should do a cost analysis of all riders, charging them actually cost based on FROM and TO. Compare this to what they currently charge and see what they find out. THANKS!!!! | 8/30/2018 3:05 AM |
| 14 | I do not use this service due to how long it takes for the trip, but also wish it was more affordable to use. | 8/30/2018 12:06 AM |
| 15 | Expensive compared to city bus | 8/28/2018 9:34 PM |

Q17 How late would you actually use CR Transit (at least once per week) if night service was provided? This is not a guarantee of additional service.

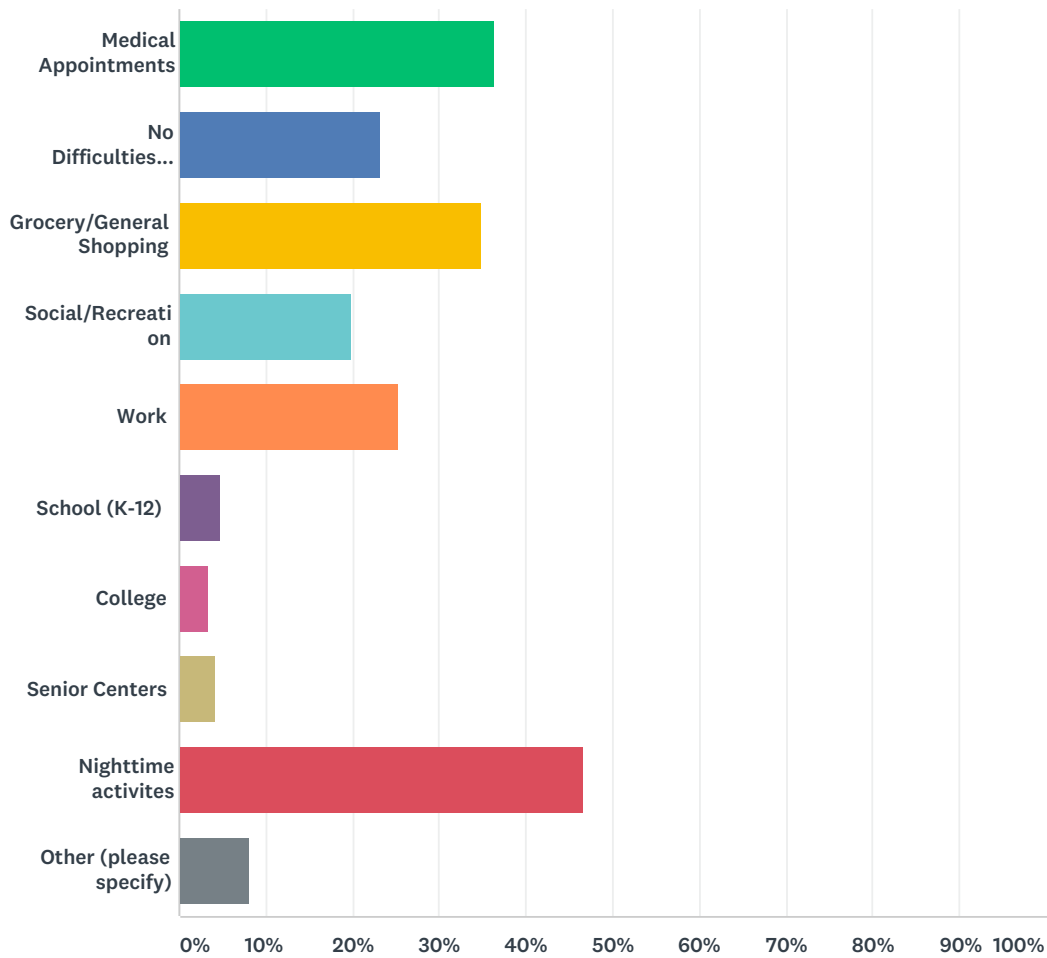
Answered: 148 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|---------------------------------------------------------|-----------|------------|
| 8 PM | 14.86% | 22 |
| 9 PM | 14.19% | 21 |
| 10 PM | 16.89% | 25 |
| 11 PM | 22.97% | 34 |
| Midnight and later | 21.62% | 32 |
| I would not use transit at night at least once per week | 9.46% | 14 |
| TOTAL | | 148 |

Q18 Do you currently have transportation difficulties reaching any of the following destinations:

Answered: 146 Skipped: 3



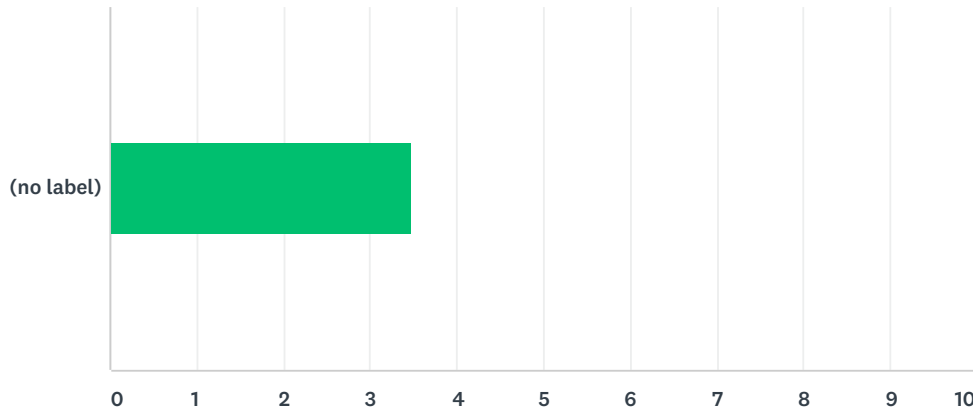
| ANSWER CHOICES | RESPONSES | |
|------------------------------------------|-----------|----|
| Medical Appointments | 36.30% | 53 |
| No Difficulties Reaching My Destinations | 23.29% | 34 |
| Grocery/General Shopping | 34.93% | 51 |
| Social/Recreation | 19.86% | 29 |
| Work | 25.34% | 37 |
| School (K-12) | 4.79% | 7 |
| College | 3.42% | 5 |
| Senior Centers | 4.11% | 6 |
| Nighttime activities | 46.58% | 68 |
| Other (please specify) | 8.22% | 12 |

Total Respondents: 146

| # | OTHER (PLEASE SPECIFY) | DATE |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | Anything on the weekends | 10/3/2018 4:49 PM |
| 2 | long walk in between bus stops. Hyvee on Wilson needs a bus stop | 10/3/2018 1:59 PM |
| 3 | Church | 10/3/2018 1:10 PM |
| 4 | Volunteering | 10/3/2018 12:11 PM |
| 5 | No comment | 9/27/2018 2:12 PM |
| 6 | None | 9/14/2018 10:03 AM |
| 7 | Church | 9/12/2018 5:33 PM |
| 8 | Meetings | 9/12/2018 5:27 PM |
| 9 | Airport National Golf Course (x2 per day)? Church on Sunday | 9/11/2018 5:53 PM |
| 10 | There are routes touching popular grocery/general shopping destinations, but the connectivity in terms of routes and times are not convenient. For instance, my regular route bus might go to destination A and I would like to go to destination B which actually is serviced by another route bus. And this other route bus leaves 10 minutes prior to my bus reaching at the intersect bus stop. It doesn't make sense to go to the main GTC to transfer to another bus route for a distance that was just 5 to 10 mins apart from destination A to B of different bus routes. | 8/30/2018 12:34 PM |
| 11 | I work 11pm to 7am Wednesday, through Sunday and occasionally on my days off which are on Monday and Tuesday. It is hard for me to get to work unless I call an uber, hitch a ride, or have my fiance rush home from work even if he works until if not later than 10pm, depending on need. It would make my commute easier. The price of \$40 a month for a 31 day pass is a decent cost for the amount of money I make, but If I worked at fast food etc it would be more difficult. Nevertheless, that is my opinion. | 8/30/2018 12:10 AM |
| 12 | I have to rely on friends to get me to and from activities that occur outside the current hours that the local bus system runs. | 8/29/2018 2:00 PM |

Q19 Please rank on a scale of 1 to 5 how easy it is for you to travel locally.

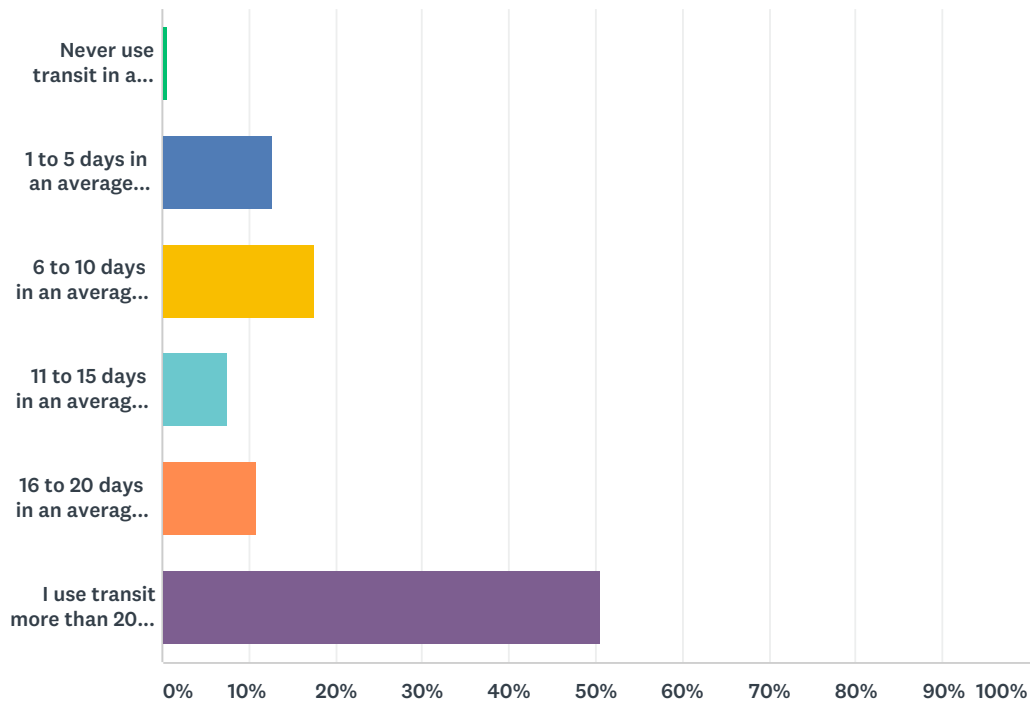
Answered: 145 Skipped: 4



| | 1 - VERY HARD | 2 | 3 | 4 | 5 - VERY EASY | TOTAL | WEIGHTED AVERAGE |
|------------|---------------|--------|--------|--------|---------------|-------|------------------|
| (no label) | 8.28% | 12.41% | 33.79% | 15.17% | 30.34% | 145 | 3.47 |
| | 12 | 18 | 49 | 22 | 44 | | |

Q20 How many days in an average month do you use any form of transit (CR Transit, NTS, LIFTS, Etc.)?

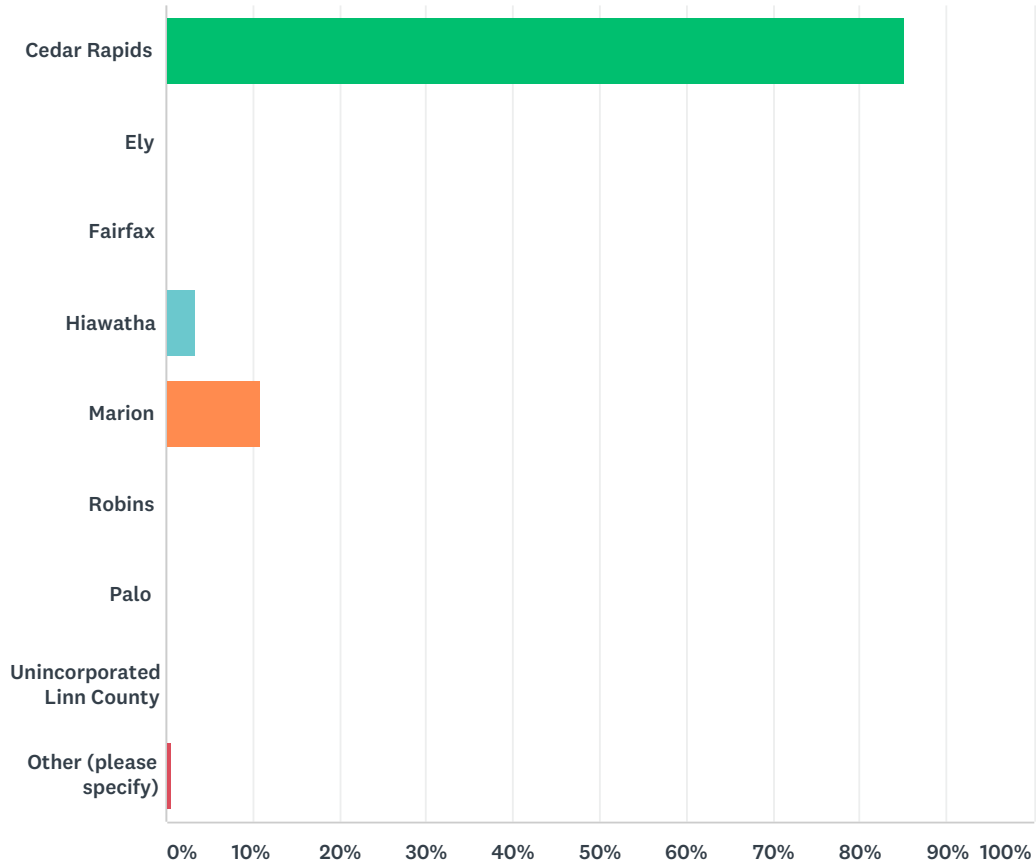
Answered: 148 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|-----------------------------------------------------|-----------|------------|
| Never use transit in an average month | 0.68% | 1 |
| 1 to 5 days in an average month | 12.84% | 19 |
| 6 to 10 days in an average month | 17.57% | 26 |
| 11 to 15 days in an average month | 7.43% | 11 |
| 16 to 20 days in an average month | 10.81% | 16 |
| I use transit more than 20 days in an average month | 50.68% | 75 |
| TOTAL | | 148 |

Q21 In what city do you live?

Answered: 148 Skipped: 1

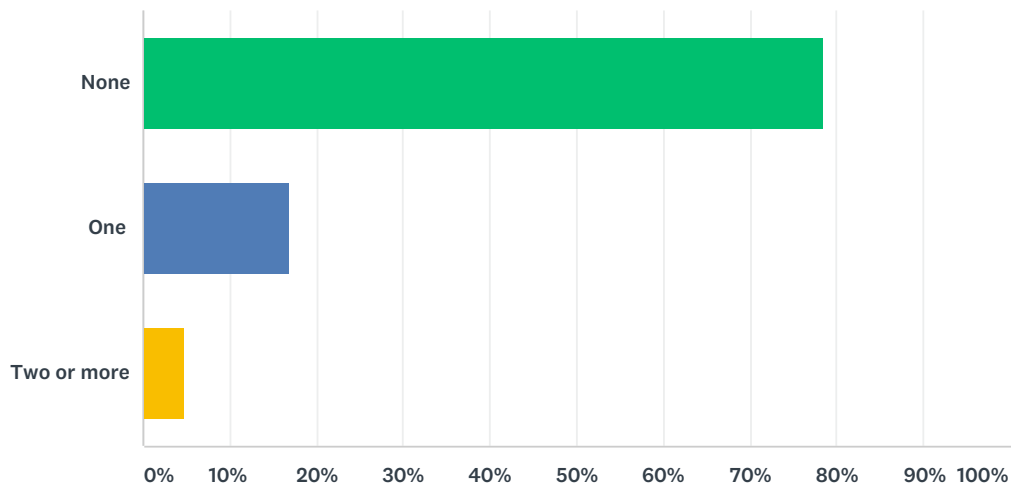


| ANSWER CHOICES | RESPONSES | |
|----------------------------|-----------|------------|
| Cedar Rapids | 85.14% | 126 |
| Ely | 0.00% | 0 |
| Fairfax | 0.00% | 0 |
| Hiawatha | 3.38% | 5 |
| Marion | 10.81% | 16 |
| Robins | 0.00% | 0 |
| Palo | 0.00% | 0 |
| Unincorporated Linn County | 0.00% | 0 |
| Other (please specify) | 0.68% | 1 |
| TOTAL | | 148 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------|-------------------|
| 1 | Chicago | 10/2/2018 2:16 PM |

Q22 How many drivable automobiles are owned in your household?

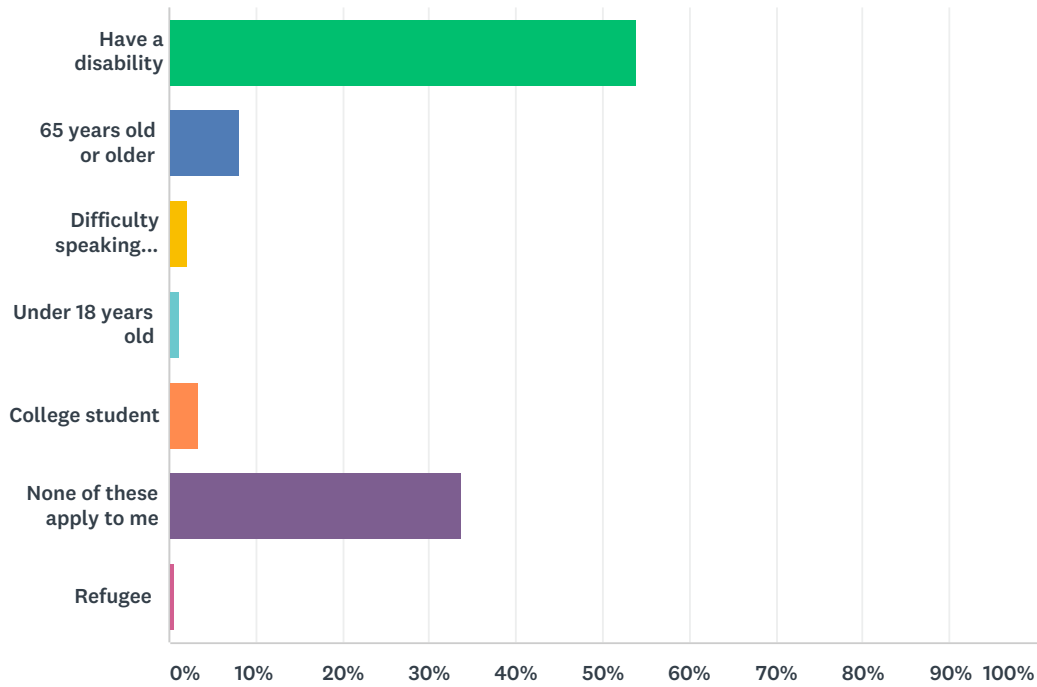
Answered: 148 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| None | 78.38% | 116 |
| One | 16.89% | 25 |
| Two or more | 4.73% | 7 |
| TOTAL | | 148 |

Q23 Please mark all that apply to you:

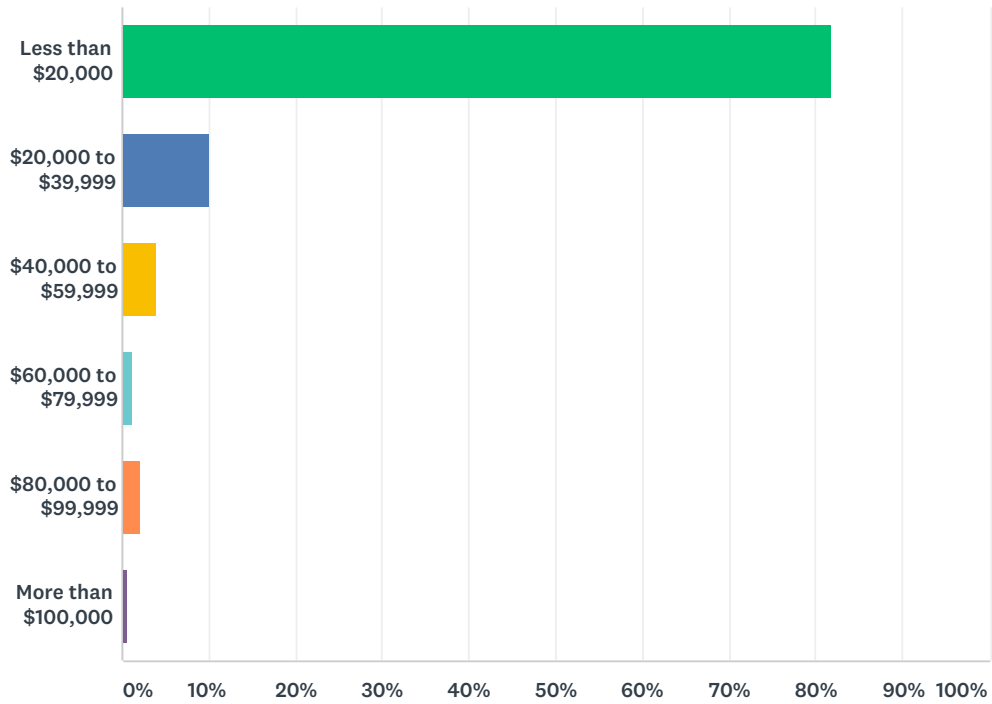
Answered: 148 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|-----------------------------|-----------|----|
| Have a disability | 54.05% | 80 |
| 65 years old or older | 8.11% | 12 |
| Difficulty speaking English | 2.03% | 3 |
| Under 18 years old | 1.35% | 2 |
| College student | 3.38% | 5 |
| None of these apply to me | 33.78% | 50 |
| Refugee | 0.68% | 1 |
| Total Respondents: 148 | | |

Q24 Please specify your household income:

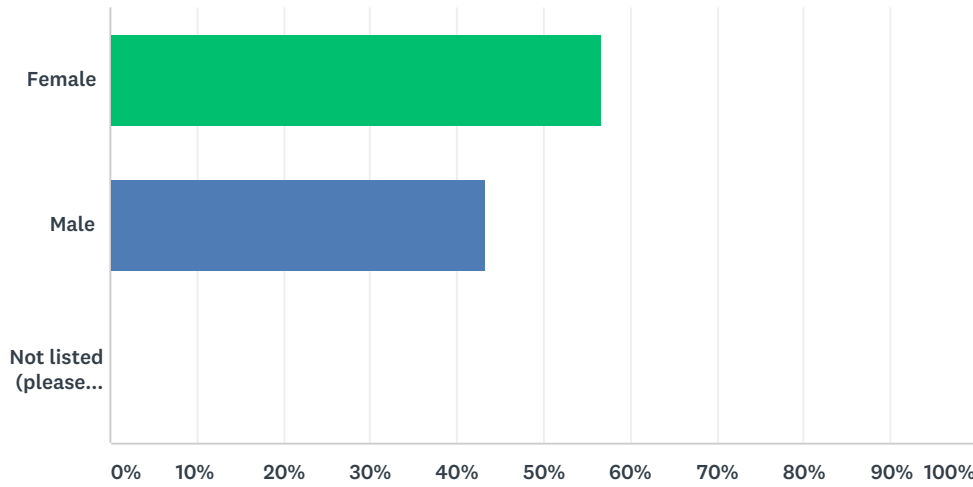
Answered: 148 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|----------------------|-----------|------------|
| Less than \$20,000 | 81.76% | 121 |
| \$20,000 to \$39,999 | 10.14% | 15 |
| \$40,000 to \$59,999 | 4.05% | 6 |
| \$60,000 to \$79,999 | 1.35% | 2 |
| \$80,000 to \$99,999 | 2.03% | 3 |
| More than \$100,000 | 0.68% | 1 |
| TOTAL | | 148 |

Q25 With which gender do you most identify?

Answered: 148 Skipped: 1

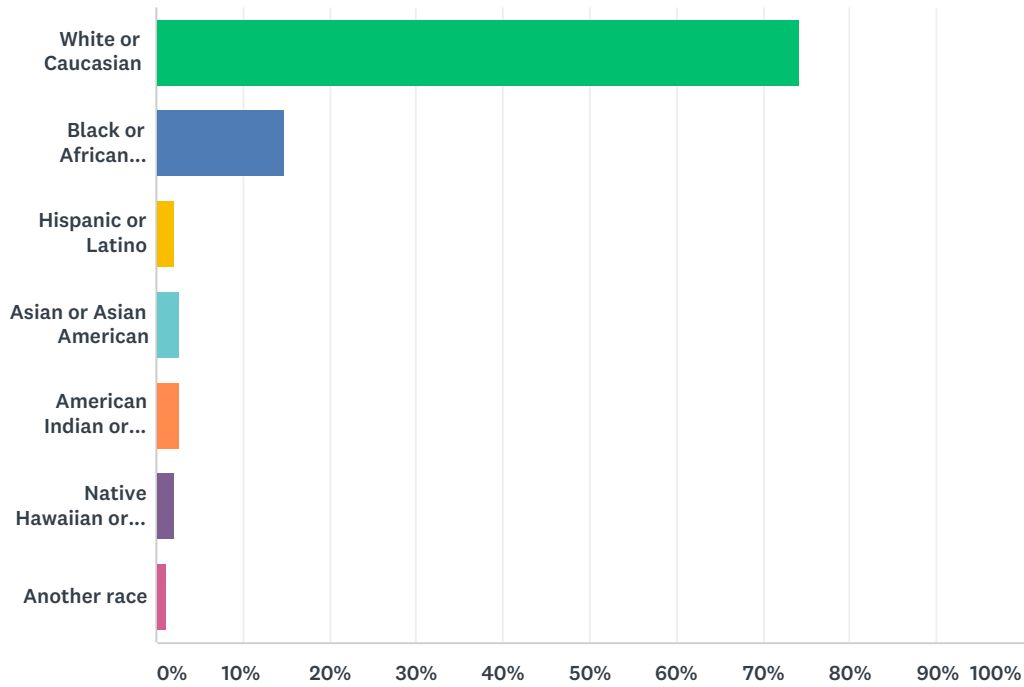


| ANSWER CHOICES | RESPONSES |
|-----------------------------|------------|
| Female | 56.76% 84 |
| Male | 43.24% 64 |
| Not listed (please specify) | 0.00% 0 |
| TOTAL | 148 |

| # | NOT LISTED (PLEASE SPECIFY) | DATE |
|---|-----------------------------|------|
| | There are no responses. | |

Q26 Which race/ethnicity best describes you? (Please choose only one.)

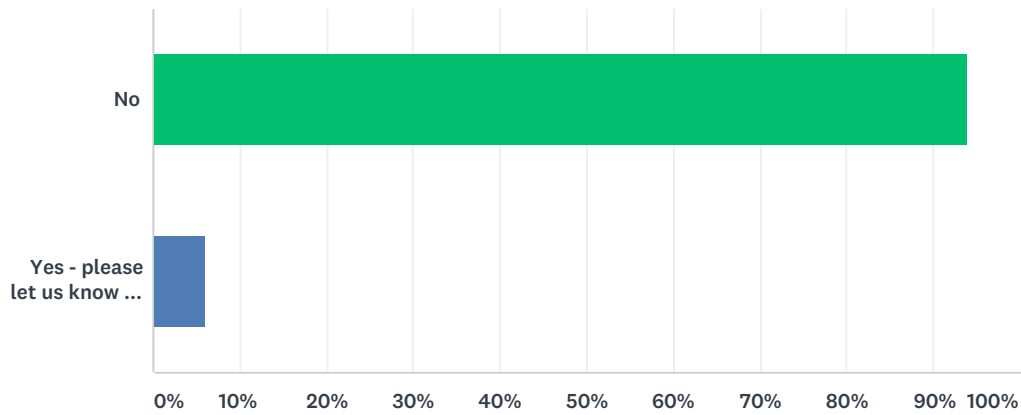
Answered: 148 Skipped: 1



| ANSWER CHOICES | RESPONSES | |
|-------------------------------------------|-----------|------------|
| White or Caucasian | 74.32% | 110 |
| Black or African American | 14.86% | 22 |
| Hispanic or Latino | 2.03% | 3 |
| Asian or Asian American | 2.70% | 4 |
| American Indian or Alaska Native | 2.70% | 4 |
| Native Hawaiian or other Pacific Islander | 2.03% | 3 |
| Another race | 1.35% | 2 |
| TOTAL | | 148 |

Q27 Would you like signs, schedules, or documents in another language other than English?

Answered: 83 Skipped: 66



| ANSWER CHOICES | RESPONSES | |
|--------------------------------------------------------------------------------------------------|-----------|-----------|
| No | 93.98% | 78 |
| Yes - please let us know in the comment box below what language you would like to see supported. | 6.02% | 5 |
| TOTAL | | 83 |

| # | YES - PLEASE LET US KNOW IN THE COMMENT BOX BELOW WHAT LANGUAGE YOU WOULD LIKE TO SEE SUPPORTED. | DATE |
|---|--------------------------------------------------------------------------------------------------|--------------------|
| 1 | English in large print | 10/2/2018 1:04 PM |
| 2 | Brail | 9/14/2018 2:58 PM |
| 3 | Spanish | 9/11/2018 4:46 PM |
| 4 | Doesnt make a differnce | 9/10/2018 7:49 AM |
| 5 | French, Swahili | 8/29/2018 11:37 AM |

Q28 Do you have any general comments, questions, or suggestions about transit?

Answered: 71 Skipped: 78

| # | RESPONSES | DATE |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1 | I like the #5 route, you changed to - awesome! A second Marion Route would help. ONe errand can take over 2 hours as it is! Also, the CR-IC prospect is great too! Kudos to Cody, Terr, and Wayne - all such great drivers and friendly, helpful, always a smile! Also folks inside at the ticket window are super! | 10/23/2018 11:45 AM |
| 2 | Would like to have the city bus to come to the trailways bus at the air port when a passenger needs o go into town and has luggage it seems to be a a struggle to me when I have 2 bags and have to walk them down to the end of the road to catch a bus. How about when someone needs to come into town the trailways staff would call for a pick up, huh? | 10/23/2018 11:26 AM |
| 3 | I live in Geneva Tower. We need a bus stop across the street. | 10/23/2018 10:37 AM |
| 4 | There should be a shelter at 7th Ave Marion Roundabout no where to sit for an hour waiting Otherwise I appreciate all you guys do for this City. Thanks, Great Job! | 10/3/2018 5:09 PM |
| 5 | Some stops rarely have people boarding, such as Prairie high school on rte 7 or the old HIBU stop on same route. Routes seem to duplicate at various locations such as the Wiley blvd Walmart, where three buses stop. Transit does a good job covering a said area. Drivers are friendly, never rude. I wonder why the route 5 has buses running every 15 minutes to lindale. Older buses are being used for other routes. older buses are more difficult for people using canes or wheelchairs to board. Buses are great for arriving on time and never breaking down. | 10/3/2018 5:05 PM |
| 6 | I appreciate the service. Thank you. Most of the drivers are very friendly. The buses are almost always devoid of trash. You folks do a great job keeping professional when people act like idiots. Again, thank you all! | 10/3/2018 4:59 PM |
| 7 | I have taken the city bus for over 25 years and I sometimes have to walk a little further than others to get to the nearest stops, but I know that over the years this has improved as the buses go a lot further and in more areas than they use to. Thank you all so very much for your service. | 10/3/2018 4:56 PM |
| 8 | Would love to work two jobs but transportation is a problem NTS is \$35 a week at 6 per ride (did it for the last 6 years) 3rd shift at General Mills (temp service). Put a bench at General Mills I would love later hours could vist and assist my mother more (83). P.S. Hilary and Elizabeth were very nice. Thank you. | 10/3/2018 4:52 PM |
| 9 | The drivers are amazing. | 10/3/2018 4:45 PM |
| 10 | While I can meet most of my work needs. I'm engaged in a lot of civic/volunteer roles that meet after hours and it costs more for me to attend these events bc of lack of transportation. Also, hard to pick up a second job bc of added costs fo transportation. Many shelter clients I work with have a hard time with finding a job bc of time taking kids to childcare then to work. | 10/3/2018 2:32 PM |
| 11 | Good for people who don't have cars to get to work and doctor appointments. | 10/3/2018 2:28 PM |
| 12 | It would be nice to be able to sit down as I have difficulty standing for any amount of time. | 10/3/2018 2:18 PM |
| 13 | Need more bus stops. Please put back the bus stops on 1st Ave down stop by rail road. | 10/3/2018 2:14 PM |
| 14 | The transportation provided is good but makes it a long outing when having to take the Marion bus. This adds 90 minutes extra travel time. It is smooth transferring buses at lindale and GTC but the time spent traveling from meadowview drive Marion to Lindale add a lot of time to my trip. | 10/3/2018 2:11 PM |
| 15 | I see lifts and nts a lot. but have no idea how it works or how to use it. So I generally stick with CR Transit to keep things simple | 10/3/2018 2:05 PM |
| 16 | Better shelter at bus stops. We get rained on snowed on. The shelters are too open. | 10/3/2018 2:00 PM |
| 17 | Don't raise the cost | 10/3/2018 1:53 PM |
| 18 | Extend bus hours please | 10/3/2018 1:35 PM |

| | | |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 19 | This is a wonderful bus line | 10/3/2018 1:23 PM |
| 20 | They should start early on Saturdays and more time at nites. Buses should also need to be a lot cleaner inside and out. | 10/3/2018 1:20 PM |
| 21 | NTS on Weekends Buses start and stop too early on Saturday | 10/3/2018 1:17 PM |
| 22 | Provide longer Saturday hours and Sunday service | 10/3/2018 1:11 PM |
| 23 | I like the drivers, they will help if you ask where something is at to get off on time. | 10/3/2018 1:03 PM |
| 24 | Need later hours for bussing | 10/3/2018 12:25 PM |
| 25 | Learn how to make it from IC | 10/3/2018 12:12 PM |
| 26 | IF the buses could run later at night | 10/3/2018 11:18 AM |
| 27 | Too many young people horse around; one person continues to talk out loud. He's way too loud; it irritates most of the riders. Even some of the drivers have had to talk to him but it doesn't stop him: his name is Issac. Non-elderly/disability people are sitting in areas up from and they don't move when I or others need to sit up front. Some of the young people act like there still in Junior high. I have to use a can to walk with have bad balance and these people don't care where they sit. On about a " wheelchair bu for than two wheel chair passengers. to give others more seats up front. The loud passenger usually rides Saturday buses 20 and 30. | 10/2/2018 3:27 PM |
| 28 | more peak runs | 10/2/2018 3:16 PM |
| 29 | Please run on Sundays | 10/2/2018 2:16 PM |
| 30 | Need the buses to run later its hard to get home if you work nights there is no guarantee you will have cab money | 10/2/2018 1:57 PM |
| 31 | Wish I could have cheap rides to events not just doctors. | 10/2/2018 1:44 PM |
| 32 | I am satisfied with the arrangement | 10/2/2018 1:40 PM |
| 33 | I like our transit system | 10/2/2018 1:23 PM |
| 34 | Most of the drivers are really kind and I always thank them for their service. | 10/2/2018 1:11 PM |
| 35 | I don't think you should make route four accessible to mercy hospital. Definitely later hours and Sunday hours would be great. Bus drivers need to be more professional and not past pictures and other propaganda to social media unless the on their own time not during business hours. They need to show more patience towards people getting on the bus. | 10/2/2018 1:06 PM |
| 36 | It would better if those of us who use walkers and or wheelchairs have more rights and you make sure we can get to the bus stops in winter and ice. Instead of out in the of middle of the street, in the winter. Make more of the bus stops to have shelters and bench. | 10/2/2018 11:45 AM |
| 37 | No | 9/27/2018 2:15 PM |
| 38 | Bring back route nine. Proper stop for Lindale buses (5,20,30) Easier to get disabled fare/half fare ID More stops/more buses more often Proper stop shelters/pads/benches/easier for disabled. | 9/14/2018 2:59 PM |
| 39 | Outside of what I said in this survey, no. Thank you. | 9/14/2018 11:59 AM |
| 40 | No | 9/14/2018 11:29 AM |
| 41 | Thank you for your service! | 9/14/2018 9:33 AM |
| 42 | Not having to wake up at 415 AM to be at work at 8 AM. Come down Northland Ave so that I'm at work on time and not after 8 AM. I wish Public Transportation were available to get me home at night and later on Saturday when we work mandatory evenings and Saturday until 6 PM. I don't get a chance to work overtime M-Sat but no transportation doesn't help. If I could get overtime and work, I'd be able to pay for a car! | 9/13/2018 5:46 PM |
| 43 | I live near Brackmen Ave in Marion Iowa. It is hard to get that one spot on time. If you can extend the street address wider and longer. | 9/13/2018 5:34 PM |
| 44 | The paper schedule is too general for most stops. Shelters, Sundays, later service in the evenings, buses with handicap access at back of the bus are more difficult and take longer, wanted or needed destinations are sometimes not compatible with routes available - more and various routes. | 9/13/2018 5:23 PM |

| | | |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 45 | End the bullying. I was riding the bus from Lindale and we were rear ended by a car. I was bullied by another passenger and another passenger stepped in or I may have had a seizure due to a brain injury. Take action vs Brian Tapken and Steve from Hawthorne Hills for the tripping | 9/13/2018 8:50 AM |
| 46 | Making nighttime and Sunday service would help people a lot that don't have a car to get where they need to go. | 9/12/2018 5:41 PM |
| 47 | Have had a few "disagreements" with drivers, which I usually report, ASAP. With there were still public phones at the transit depot. | 9/12/2018 5:35 PM |
| 48 | Have to ask where I need to go - writing is too small to read (doesn't carry glasses) Doesn't have phone or email, contact Liz at waypoint to get a hold of him. | 9/12/2018 5:28 PM |
| 49 | Night service Sunday service Frequent bus routes Shelters Lifts for disabled riders even on city bus line | 9/11/2018 5:58 PM |
| 50 | I'd love a Sunday AM bus for church attendance. I wish all of the passengers would wear their pants up above their underwear. | 9/11/2018 5:55 PM |
| 51 | On Saturday run one more hour in the morning and the afternoon. | 9/11/2018 5:39 PM |
| 52 | You are doing a great job. Wish the bus would run at night. | 9/11/2018 5:34 PM |
| 53 | I don't think on the lines I use there are enough stops, sometimes you have to hurry too much to get to the nearest stop. Plus with no shelters. Why if I choose to use mass transit do I have to get rained on or snowed on, its a big deal when you get old and these weather elements are a hardship. Very dissatisfied with this aspect of service. | 9/11/2018 5:24 PM |
| 54 | I really would like Sunday service so I can get to church. | 9/11/2018 4:56 PM |
| 55 | Excellent service except when running late | 9/10/2018 5:54 PM |
| 56 | Need a bus shelter across from the KFC on Center Point Rd and put trash cans in the shelters. | 9/10/2018 5:38 PM |
| 57 | Start at 3 Am and go till 11 or 12 at night Sunday Service - free | 9/10/2018 5:33 PM |
| 58 | Not really! | 9/10/2018 5:30 PM |
| 59 | Install heat lamps in the shelters for winter. | 9/10/2018 5:27 PM |
| 60 | I'm satisfied as is. | 9/10/2018 5:20 PM |
| 61 | To have wifi on the bus to help with students and getting \information while traveling. | 9/10/2018 5:05 PM |
| 62 | I would like bus service at night and on Sundays | 9/10/2018 4:52 PM |
| 63 | I would like to see the bus run longer and on Sundays. And they need more benches for the bus stops. The most important is the bus pass that you can be able to use without the date rubbing off or make buss like your bus id. | 9/10/2018 4:44 PM |
| 64 | Previously listed | 9/10/2018 7:50 AM |
| 65 | I would really like to see night service | 9/7/2018 5:56 PM |
| 66 | I enjoy the bus drivers they are great!!! | 8/30/2018 9:58 PM |
| 67 | Firstly, I would like to thank CR Transit that is helping me commute daily to my workplace. I enjoy and feel comfortable, convenient, and safe travelling in CR Transit buses. It helps immensely for people like me who do not know to drive and would otherwise have to depend on others. I would really appreciate if the late evening services are provided that can help me to do other necessary chores after the office hours, like buying the grocery. If this is made available then the concern with connectivity can also reduce because then we would know that 6.15 PM is not the last service and will have time to transfer to another bus through GTC center. | 8/30/2018 12:43 PM |
| 68 | Thank you so much for allowing transit riders to voice their opinions!! I would like to have periodic updates about how transit authorities feel about our comments and if/when changes can be expected. THANKS! Carol - clcortez@hotmail.com | 8/30/2018 3:13 AM |
| 69 | no. | 8/30/2018 12:12 AM |

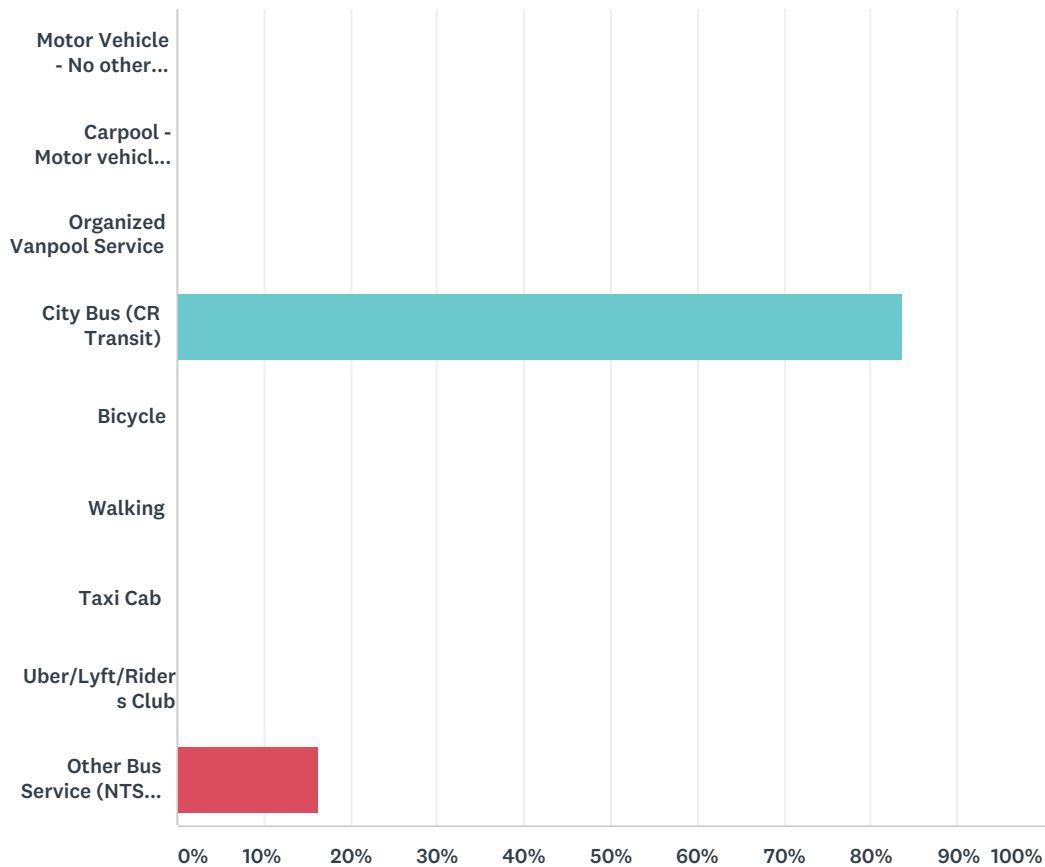
| | | |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 70 | The current CR Transit system works well for me. I'm able to get to work easily and use the bike rack daily so I can ride my bike home from work at night. I can get to most social events provided they occur within the hours that CR Transit operates. Extending the hours of operation would significantly increase my ability to socialize without having to burden friends with transportation needs. Also, installing sidewalks throughout the city would make it safer to walk to and from home to bus stops. I live on the SW side of Cedar Rapids and I must walk in the street to get to the bus stop. In the winter it is dangerous to do so. And for people with disabilities it's especially important to encourage them to get out and about and sidewalks make it easier for everyone to get out. | 8/29/2018 2:06 PM |
| 71 | Need a rider education class on how to ride the bus | 8/29/2018 11:38 AM |

Passenger Transportation User Survey Results

Choice Users

Q1 In a typical week, what is your primary mode of travel to work or school?

Answered: 37 Skipped: 0



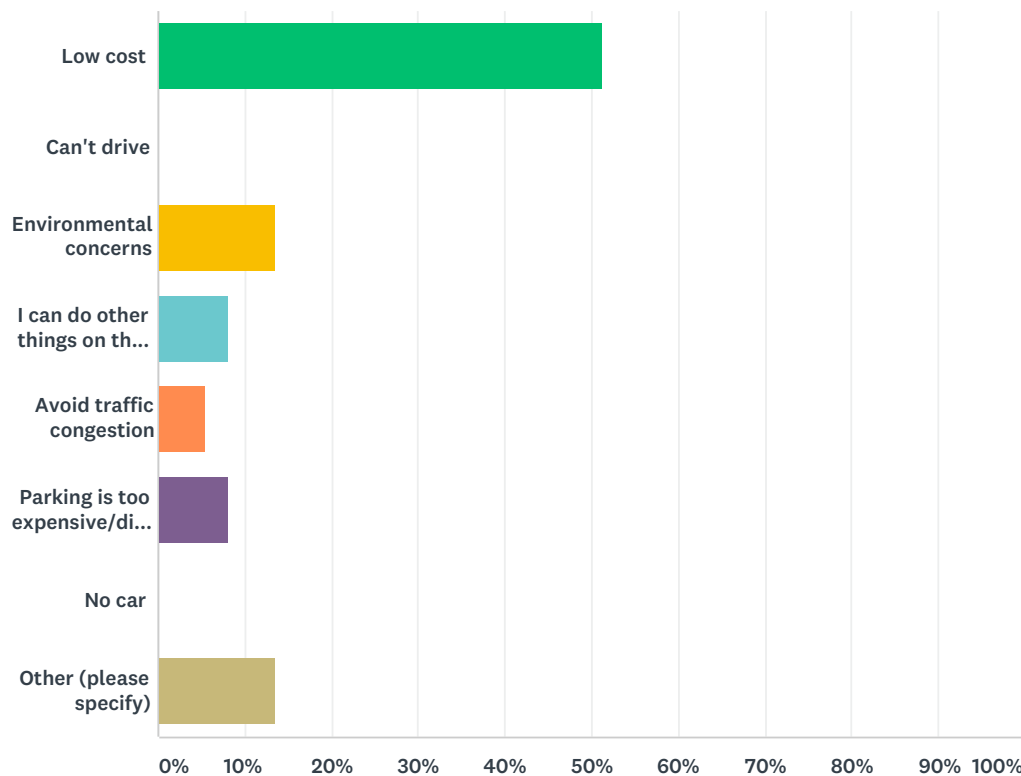
| ANSWER CHOICES | RESPONSES |
|-----------------------------------------------------|-----------|
| Motor Vehicle - No other passengers with you | 0.00% 0 |
| Carpool - Motor vehicle with at least 2 occupants | 0.00% 0 |
| Organized Vanpool Service | 0.00% 0 |
| City Bus (CR Transit) | 83.78% 31 |
| Bicycle | 0.00% 0 |
| Walking | 0.00% 0 |
| Taxi Cab | 0.00% 0 |
| Uber/Lyft/Riders Club | 0.00% 0 |
| Other Bus Service (NTS, LIFTS, etc. please specify) | 16.22% 6 |
| TOTAL | 37 |

| # | OTHER BUS SERVICE (NTS, LIFTS, ETC. PLEASE SPECIFY) | DATE |
|---|-----------------------------------------------------|--------------------|
| 1 | Two the Rescue | 10/3/2018 12:57 PM |

| | | |
|---|--------------------------------------------------------------------------------------------------|-------------------|
| 2 | NTS | 10/2/2018 3:11 PM |
| 3 | 15 percent of people are retired and excluded from your survey! So this for only working people? | 9/14/2018 7:23 PM |
| 4 | Friends | 9/14/2018 9:27 AM |
| 5 | N/a, stay-at-home mom | 9/13/2018 4:02 PM |
| 6 | I dont work | 8/31/2018 4:00 PM |

Q2 Why do you ride the bus? Please choose the single most important reason for you.

Answered: 37 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|------------------------------------------------------------|-----------|
| Low cost | 51.35% 19 |
| Can't drive | 0.00% 0 |
| Environmental concerns | 13.51% 5 |
| I can do other things on the bus (read, smart phone, etc.) | 8.11% 3 |
| Avoid traffic congestion | 5.41% 2 |
| Parking is too expensive/difficult | 8.11% 3 |
| No car | 0.00% 0 |
| Other (please specify) | 13.51% 5 |
| TOTAL | 37 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|---------------------------------------------|--------------------|
| 1 | Independence | 10/3/2018 12:59 PM |
| 2 | It's convenient | 9/15/2018 2:27 AM |
| 3 | I don't. It's not available to me | 9/14/2018 9:33 AM |
| 4 | I dont use the bus, but many others need it | 8/31/2018 4:03 PM |

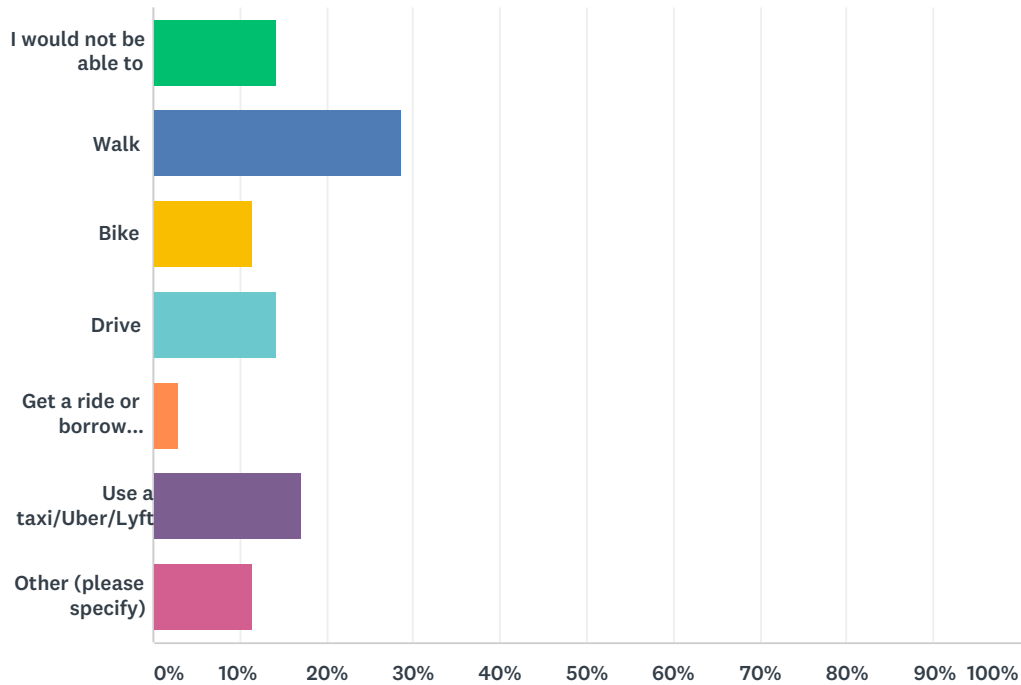
5

Preferred choice

8/30/2018 4:28 PM

Q3 If transit was not available how would you travel?

Answered: 35 Skipped: 2

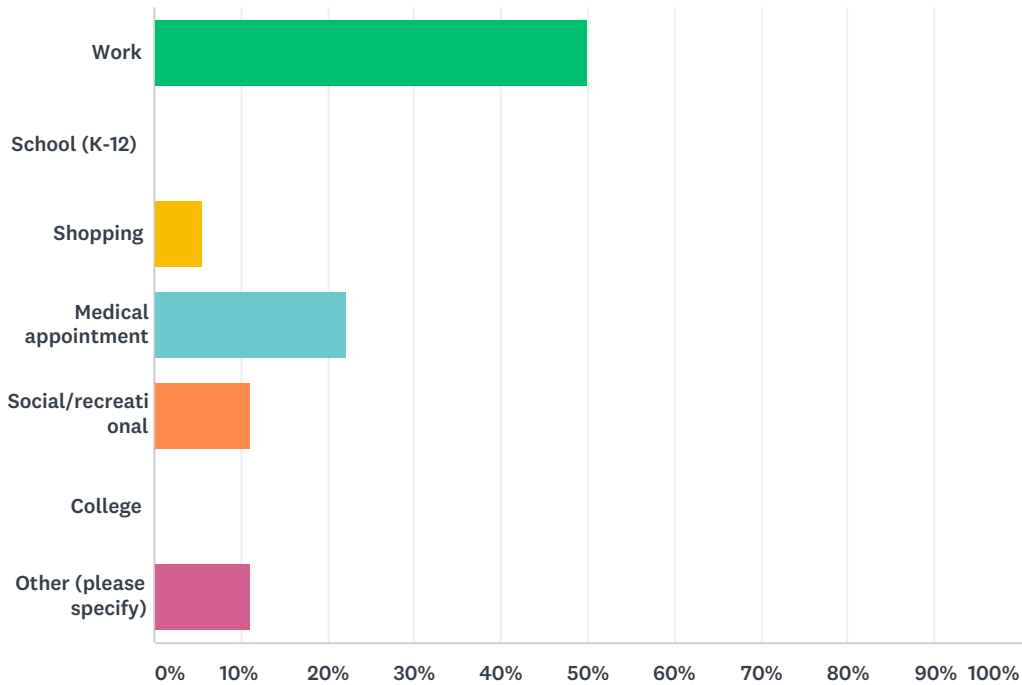


| ANSWER CHOICES | RESPONSES | |
|------------------------------------|-----------|-----------|
| I would not be able to | 14.29% | 5 |
| Walk | 28.57% | 10 |
| Bike | 11.43% | 4 |
| Drive | 14.29% | 5 |
| Get a ride or borrow someone's car | 2.86% | 1 |
| Use a taxi/Uber/Lyft | 17.14% | 6 |
| Other (please specify) | 11.43% | 4 |
| TOTAL | | 35 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|----------------------------------------------------------------------|--------------------|
| 1 | bike and carpool | 9/20/2018 10:58 AM |
| 2 | Friends | 9/14/2018 9:33 AM |
| 3 | bus | 9/11/2018 5:16 PM |
| 4 | I know many who depend on the bus, and some that can use later hours | 8/31/2018 4:03 PM |

Q4 What is the purpose of most of your transit trips?

Answered: 36 Skipped: 1

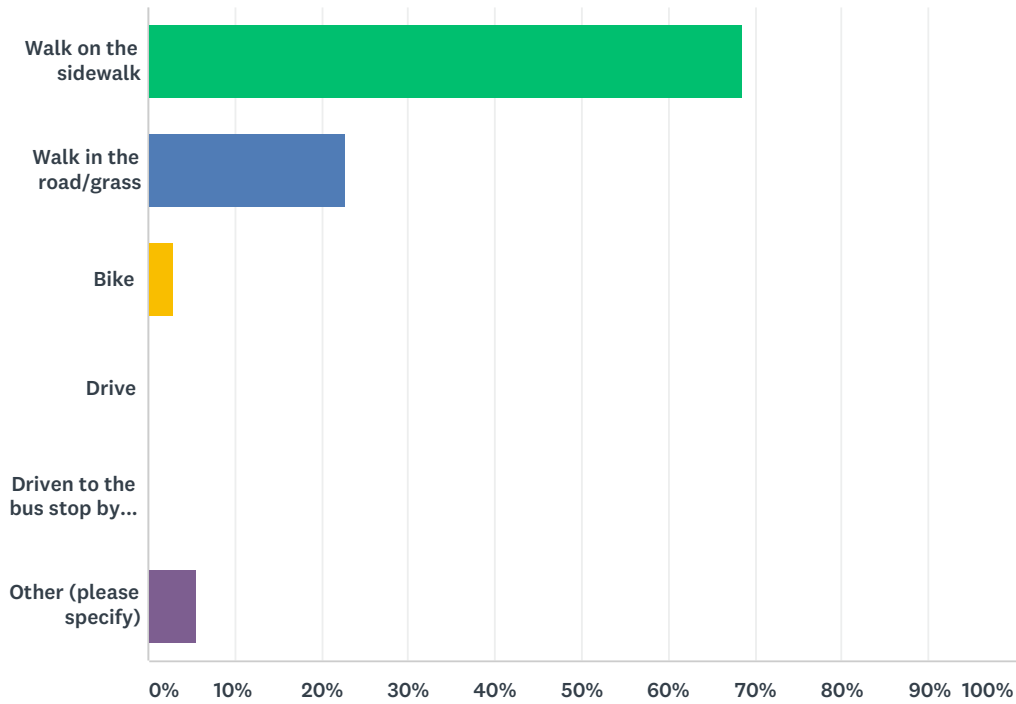


| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----------|
| Work | 50.00% | 18 |
| School (K-12) | 0.00% | 0 |
| Shopping | 5.56% | 2 |
| Medical appointment | 22.22% | 8 |
| Social/recreational | 11.11% | 4 |
| College | 0.00% | 0 |
| Other (please specify) | 11.11% | 4 |
| TOTAL | | 36 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-------------------------------------|--------------------|
| 1 | Job searching | 10/3/2018 2:37 PM |
| 2 | Everything | 10/3/2018 12:15 PM |
| 3 | I dont use it, but others I know do | 8/31/2018 4:03 PM |
| 4 | All transport | 8/29/2018 5:04 PM |

Q5 How to do you get to the bus stop?

Answered: 35 Skipped: 2

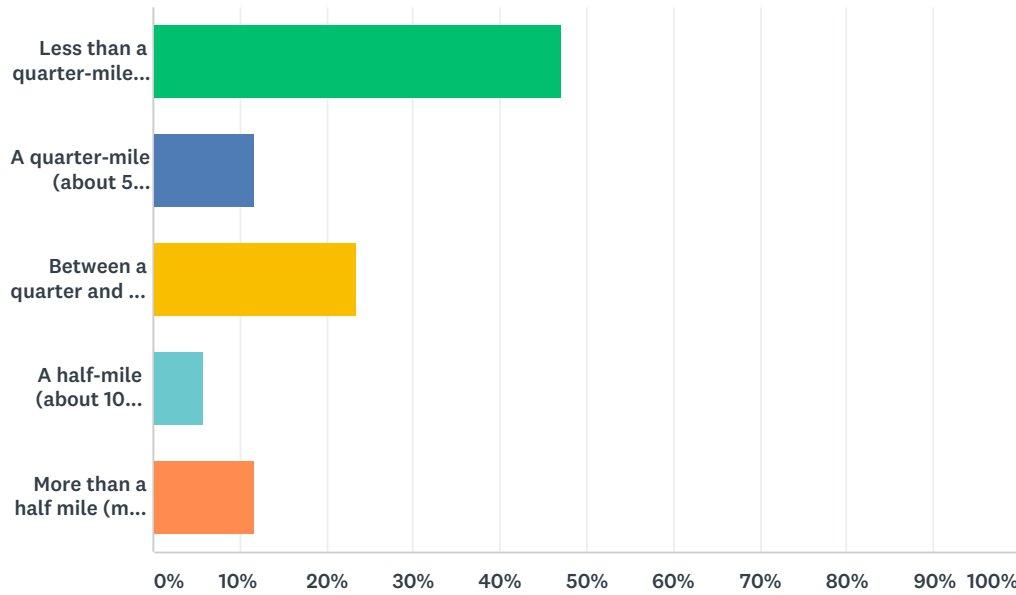


| ANSWER CHOICES | RESPONSES |
|----------------------------------------|-----------|
| Walk on the sidewalk | 68.57% 24 |
| Walk in the road/grass | 22.86% 8 |
| Bike | 2.86% 1 |
| Drive | 0.00% 0 |
| Driven to the bus stop by someone else | 0.00% 0 |
| Other (please specify) | 5.71% 2 |
| TOTAL | 35 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-----------------------------------------------------------------------------------------------------|-------------------|
| 1 | No Bus stop near enough | 9/14/2018 9:33 AM |
| 2 | I have never ridden a CR bus. Rode regularly in Ames, though, so all bus ride ?s answered for that. | 9/13/2018 4:07 PM |

Q6 About how far do you travel from your home to the bus stop?

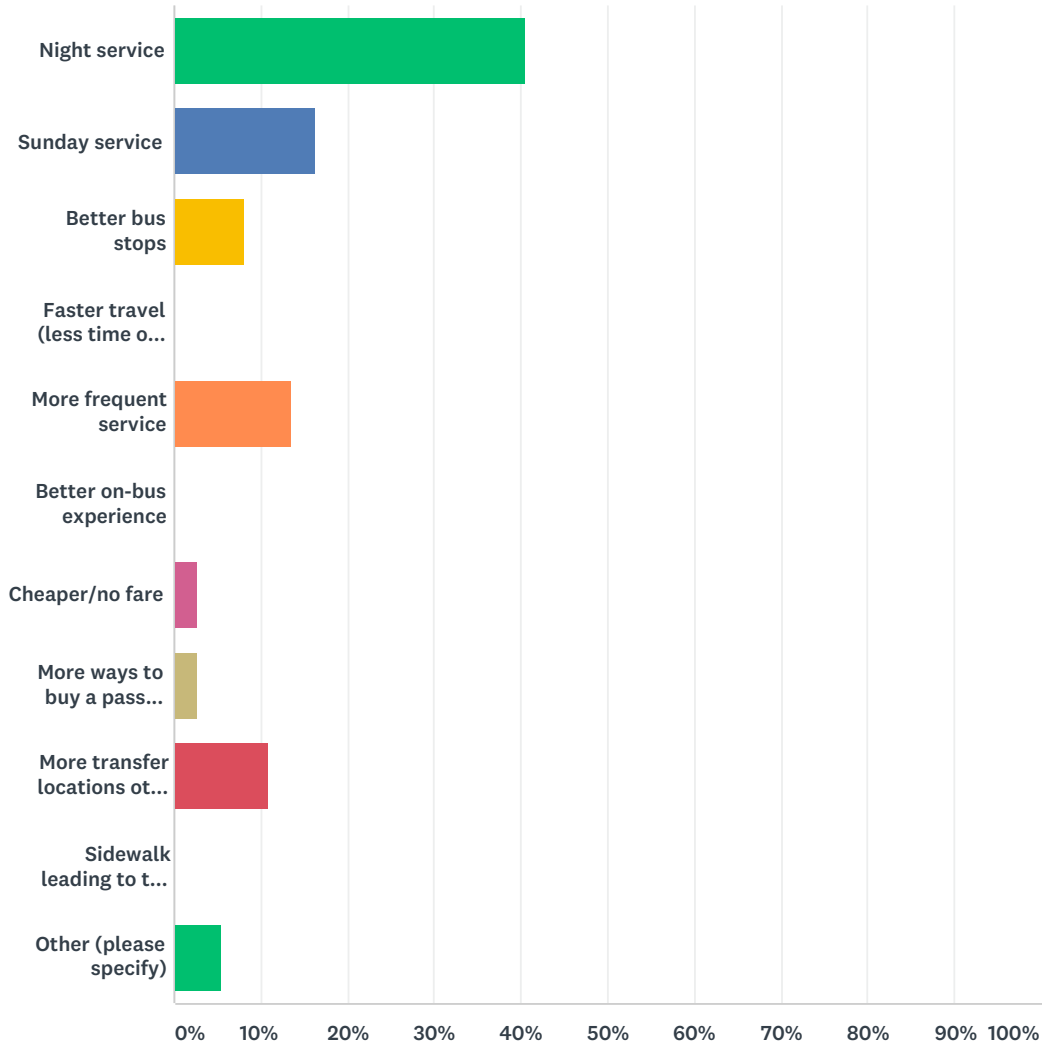
Answered: 34 Skipped: 3



| ANSWER CHOICES | RESPONSES | |
|------------------------------------------------------------|-----------|-----------|
| Less than a quarter-mile (less than 5 minutes walking) | 47.06% | 16 |
| A quarter-mile (about 5 minutes walking) | 11.76% | 4 |
| Between a quarter and a half-mile (6 to 9 minutes walking) | 23.53% | 8 |
| A half-mile (about 10 minutes walking) | 5.88% | 2 |
| More than a half mile (more than 10 minutes walking) | 11.76% | 4 |
| TOTAL | | 34 |

Q7 What one thing would make you want to use transit more?

Answered: 37 Skipped: 0



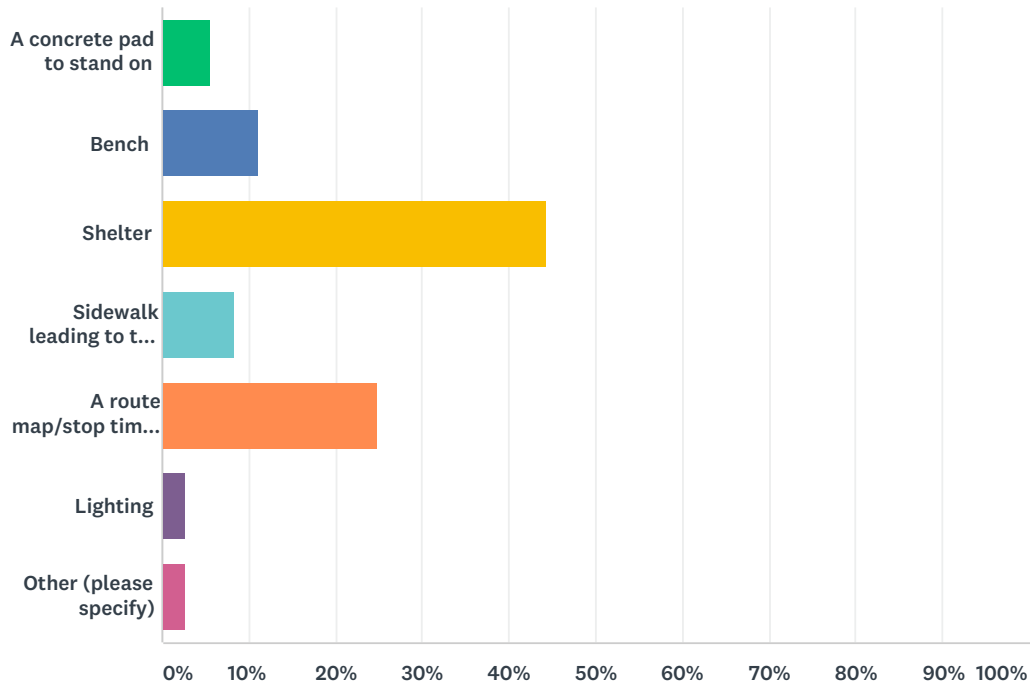
| ANSWER CHOICES | RESPONSES | |
|----------------------------------------------------------|-----------|----|
| Night service | 40.54% | 15 |
| Sunday service | 16.22% | 6 |
| Better bus stops | 8.11% | 3 |
| Faster travel (less time on the bus) | 0.00% | 0 |
| More frequent service | 13.51% | 5 |
| Better on-bus experience | 0.00% | 0 |
| Cheaper/no fare | 2.70% | 1 |
| More ways to buy a pass other than the bus station (GTC) | 2.70% | 1 |
| More transfer locations other than the bus station (GTC) | 10.81% | 4 |
| Sidewalk leading to the bus stop | 0.00% | 0 |

| | | |
|------------------------|-------|-----------|
| Other (please specify) | 5.41% | 2 |
| TOTAL | | 37 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|--------------------------|--------------------|
| 1 | Knowing the stops better | 10/3/2018 12:59 PM |
| 2 | Bus coming closer | 9/14/2018 9:33 AM |

Q8 What is the most important bus stop improvement we could make?

Answered: 36 Skipped: 1

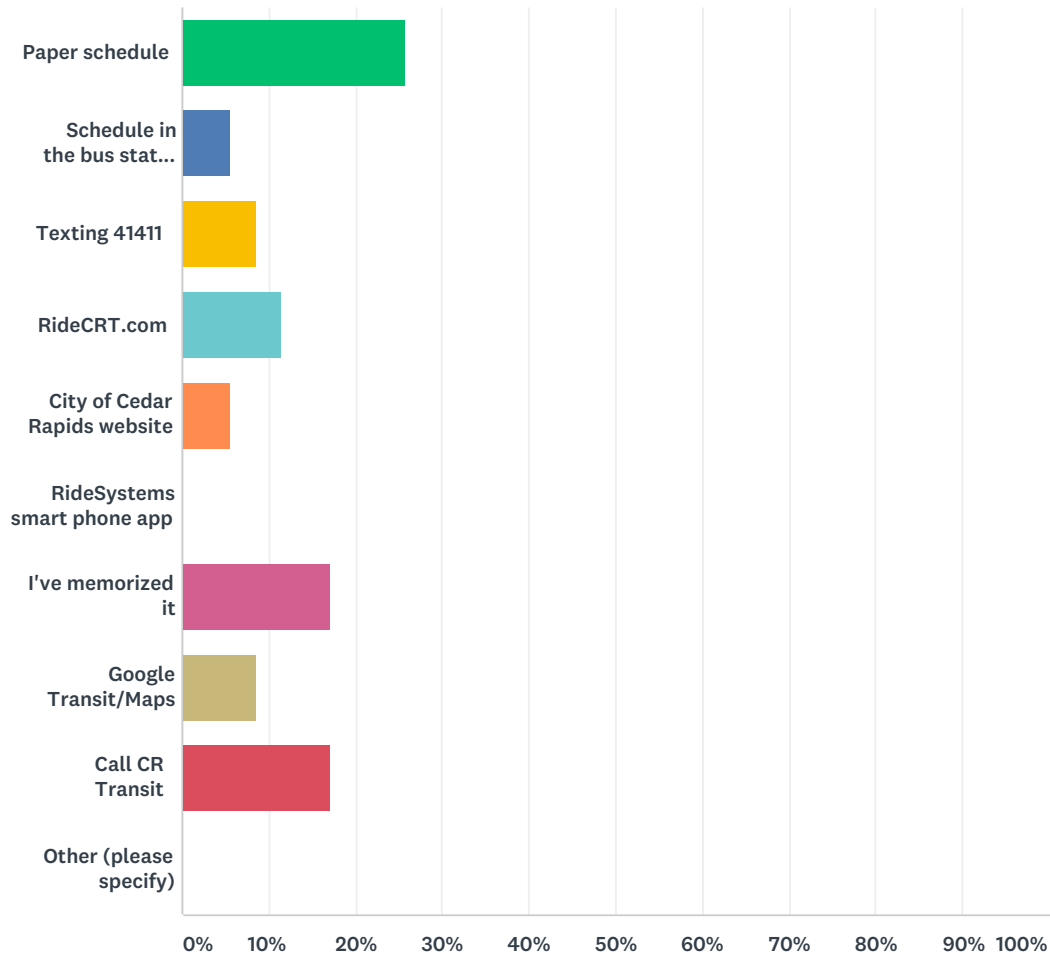


| ANSWER CHOICES | RESPONSES |
|-------------------------------------------|-----------|
| A concrete pad to stand on | 5.56% 2 |
| Bench | 11.11% 4 |
| Shelter | 44.44% 16 |
| Sidewalk leading to the bus stop | 8.33% 3 |
| A route map/stop times posted at the stop | 25.00% 9 |
| Lighting | 2.78% 1 |
| Other (please specify) | 2.78% 1 |
| TOTAL | 36 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|------------------------|-------------------|
| 1 | charging station | 10/3/2018 2:37 PM |

Q9 How do you usually find out when your bus is going to arrive?

Answered: 35 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|-----------------------------------|-----------|-----------|
| Paper schedule | 25.71% | 9 |
| Schedule in the bus station (GTC) | 5.71% | 2 |
| Texting 41411 | 8.57% | 3 |
| RideCRT.com | 11.43% | 4 |
| City of Cedar Rapids website | 5.71% | 2 |
| RideSystems smart phone app | 0.00% | 0 |
| I've memorized it | 17.14% | 6 |
| Google Transit/Maps | 8.57% | 3 |
| Call CR Transit | 17.14% | 6 |
| Other (please specify) | 0.00% | 0 |
| TOTAL | | 35 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-------------------------|------|
| | There are no responses. | |

Q10 Do you have any concerns, suggestions, or comments about CR Transit?

Answered: 11 Skipped: 26

| # | RESPONSES | DATE |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | you are doing great - just some services on Sunday and expand the routes, it would be great. | 10/1/2018 10:44 AM |
| 2 | just night runs | 9/20/2018 10:53 AM |
| 3 | Put the outbound routes on 11 and 12 back to the way they were. | 9/15/2018 8:34 AM |
| 4 | Let me transfer without paying a second fare (like Iowa City does). | 9/15/2018 2:27 AM |
| 5 | Extend service to city limits | 9/14/2018 9:33 AM |
| 6 | The spoke set-up is a joke. Considering riding CR bus for several jobs - 20 min commute becomes 1-1.5 hours plus a hike to and from stops and a change-over downtown. Ridiculous. | 9/13/2018 4:07 PM |
| 7 | The removal of the last peak services has made my time to get home increase. The way route 11 and 12 switched the outbound has made it so I have to catch route 7 inbound to catch route 11. The lack of services at night has caused me to be unable to participate in evening events unless I have to extra money for uber. | 9/8/2018 12:10 PM |
| 8 | So many people of low income depend on bus for work. Late hours would help them | 8/31/2018 4:03 PM |
| 9 | This last change sent more buses to Walmart, etc. and eliminated some stops. I don't think you took in consideration that these shoppers also need to return home and need to have a bus that can get them there and close. In other words, you take us to the doors of businesses but we still have our load (shopping, strollers) to haul home. And by spreading out stops has inconvenienced many elderly and handicapped people. I live in an unsafe neighborhood and ride the bus daily, by choice, but I don't feel safe when I have to walk more than five minutes in the dark to a bus stop. | 8/30/2018 4:28 PM |
| 10 | Build a train to Iowa city | 8/29/2018 5:04 PM |
| 11 | You guys do a great job, given the ridership limitations. The Route 3 drivers are also fantastic; they go out of their way to take care of people. I'm concerned there are so few riders; I don't know if it's primarily stigma or fear or ignorance that keeps people from trying it. I've not had any trouble with "riders of necessity;" interacting with them twice daily just reminds me to stay humble and that others have worse problems than me. :) ... I wonder if a publicity blitz of some kind would encourage "riders of choice" to give it a try out of environmental concerns; the numbers on that are pretty compelling. Biking, running and eating differently has become a lifestyle choice; public transit could & should be the same and prioritizing it would draw from the same values & personal disciplines. | 8/28/2018 9:34 PM |

Q11 Do you have any concerns, suggestions, or comments about Linn County LIFTS?

Answered: 2 Skipped: 35

| # | RESPONSES | DATE |
|---|------------------------------------------------------------------------------------|-------------------|
| 1 | It's a big help | 9/14/2018 9:33 AM |
| 2 | I have no experience with it. Grateful the service is there for those who need it. | 8/28/2018 9:34 PM |

Q12 Do you have any concerns, suggestions, or comments about Neighborhood Transportation Services (NTS)?

Answered: 3 Skipped: 34

| # | RESPONSES | DATE |
|---|-------------------------------|-------------------|
| 1 | Not familiar with it | 9/14/2018 9:33 AM |
| 2 | C | 8/31/2018 4:03 PM |
| 3 | I have no experience with it. | 8/28/2018 9:34 PM |

Q13 Why don't you regularly take transit? Please choose the single most important reason for you.

Answered: 0 Skipped: 37

 No matching responses.

| ANSWER CHOICES | RESPONSES | |
|-----------------------------------------------------------------------------------------------|-----------|----------|
| It takes too long to reach my destination | 0.00% | 0 |
| The bus doesn't come often enough | 0.00% | 0 |
| Too far from my home/destination | 0.00% | 0 |
| Lack of night service | 0.00% | 0 |
| I don't like the on-bus experience | 0.00% | 0 |
| I don't know how to use the bus (where the routes go, how to pay, how to get on or off, etc.) | 0.00% | 0 |
| I don't feel safe | 0.00% | 0 |
| Too expensive | 0.00% | 0 |
| Other (please specify) | 0.00% | 0 |
| TOTAL | | 0 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-------------------------|------|
| | There are no responses. | |

Q14 Do you have any concerns about the on-bus experience? Please choose the single most important reason for you.

Answered: 0 Skipped: 37

 No matching responses.

| ANSWER CHOICES | RESPONSES | |
|----------------------------------------|-----------|----------|
| Safety | 0.00% | 0 |
| Cleanliness | 0.00% | 0 |
| Not knowing how get off the bus | 0.00% | 0 |
| Getting lost | 0.00% | 0 |
| Not knowing how to get on the bus | 0.00% | 0 |
| Not knowing how to pay the fare | 0.00% | 0 |
| Poor customer service from bus drivers | 0.00% | 0 |
| Other passengers | 0.00% | 0 |
| No concerns | 0.00% | 0 |
| Other (please specify) | 0.00% | 0 |
| TOTAL | | 0 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-------------------------|------|
| | There are no responses. | |

Q15 If there was one thing that would get you to try riding the bus for your regular commute, what would it be?

Answered: 0 Skipped: 37

 No matching responses.

| ANSWER CHOICES | RESPONSES |
|--------------------------------------------------------------------------|-----------|
| Lower/no fare (current price is \$1.50 per ride and \$3.00 per day pass) | 0.00% 0 |
| Free introductory pass | 0.00% 0 |
| More frequent bus service | 0.00% 0 |
| Later nighttime service | 0.00% 0 |
| A free training class/video explaining how to ride the bus | 0.00% 0 |
| A better on-bus experience | 0.00% 0 |
| Shorter total trip time | 0.00% 0 |
| Ability to buy bus passes via mobile app | 0.00% 0 |
| Other (please specify) | 0.00% 0 |
| TOTAL | 0 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-------------------------|------|
| | There are no responses. | |

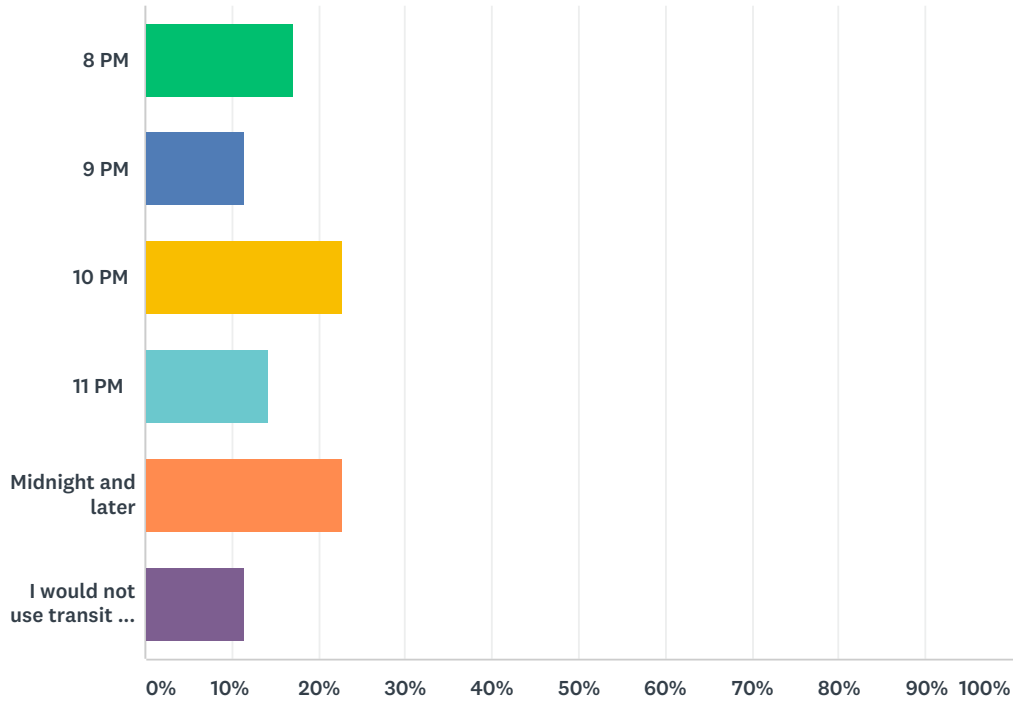
Q16 What are your thoughts about transit in general?

Answered: 0 Skipped: 37

| # | RESPONSES | DATE |
|---|-------------------------|------|
| | There are no responses. | |

Q17 How late would you actually use CR Transit (at least once per week) if night service was provided? This is not a guarantee of additional service.

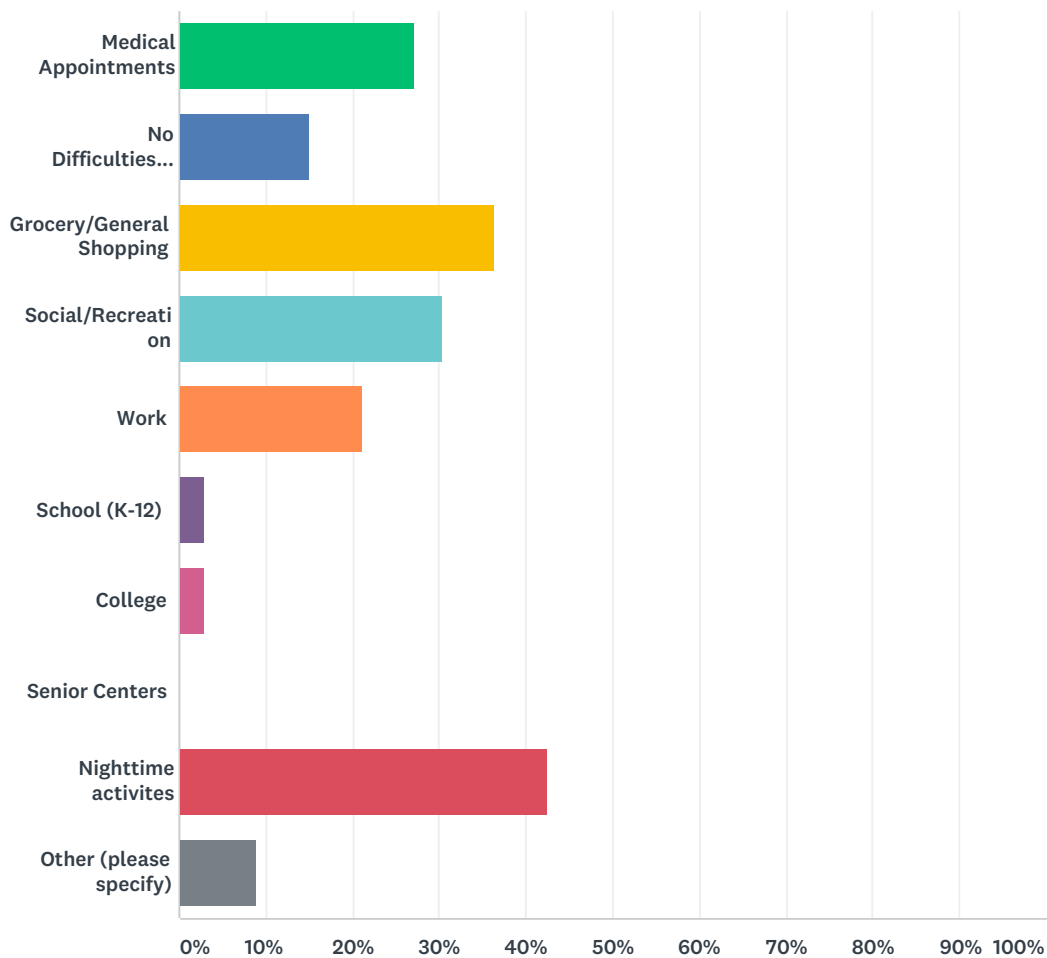
Answered: 35 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|---------------------------------------------------------|-----------|-----------|
| 8 PM | 17.14% | 6 |
| 9 PM | 11.43% | 4 |
| 10 PM | 22.86% | 8 |
| 11 PM | 14.29% | 5 |
| Midnight and later | 22.86% | 8 |
| I would not use transit at night at least once per week | 11.43% | 4 |
| TOTAL | | 35 |

Q18 Do you currently have transportation difficulties reaching any of the following destinations:

Answered: 33 Skipped: 4



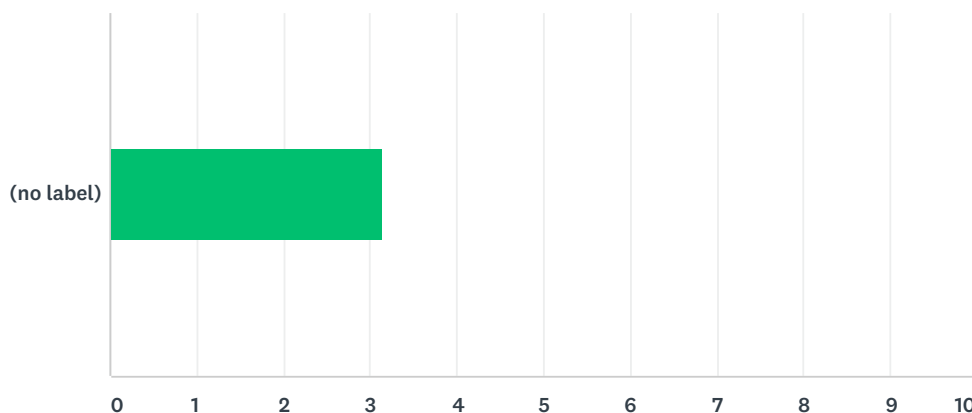
| ANSWER CHOICES | RESPONSES | |
|------------------------------------------|-----------|----|
| Medical Appointments | 27.27% | 9 |
| No Difficulties Reaching My Destinations | 15.15% | 5 |
| Grocery/General Shopping | 36.36% | 12 |
| Social/Recreation | 30.30% | 10 |
| Work | 21.21% | 7 |
| School (K-12) | 3.03% | 1 |
| College | 3.03% | 1 |
| Senior Centers | 0.00% | 0 |
| Nighttime activities | 42.42% | 14 |
| Other (please specify) | 9.09% | 3 |

Total Respondents: 33

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| 1 | it is very difficult to get to places even though they are very near since i need to go GTC to catch the connecting bus. What would have been 5 minutes journey takes more than one hour. | 10/1/2018 10:45 AM |
| 2 | I don't care to ride the bus for 40 minutes to get to an appointment or back to GTC from one. | 8/30/2018 4:32 PM |
| 3 | Our family has 1 car, so I have access to that on nights and weekends. The only difficulties I have are when all work cars are taken and I can't drive to a meeting when I want, or Sunday mornings when I must go to church meetings, return to pick of my family, and go back. If we had no car, we would have problems - especially if we didn't live within walking distance of an elementary and middle school, as CRCSD's planned consolidation will make it so more families must drive. Not a fan of closing neighborhood schools, though I understand the reasons. | 8/28/2018 9:38 PM |

Q19 Please rank on a scale of 1 to 5 how easy it is for you to travel locally.

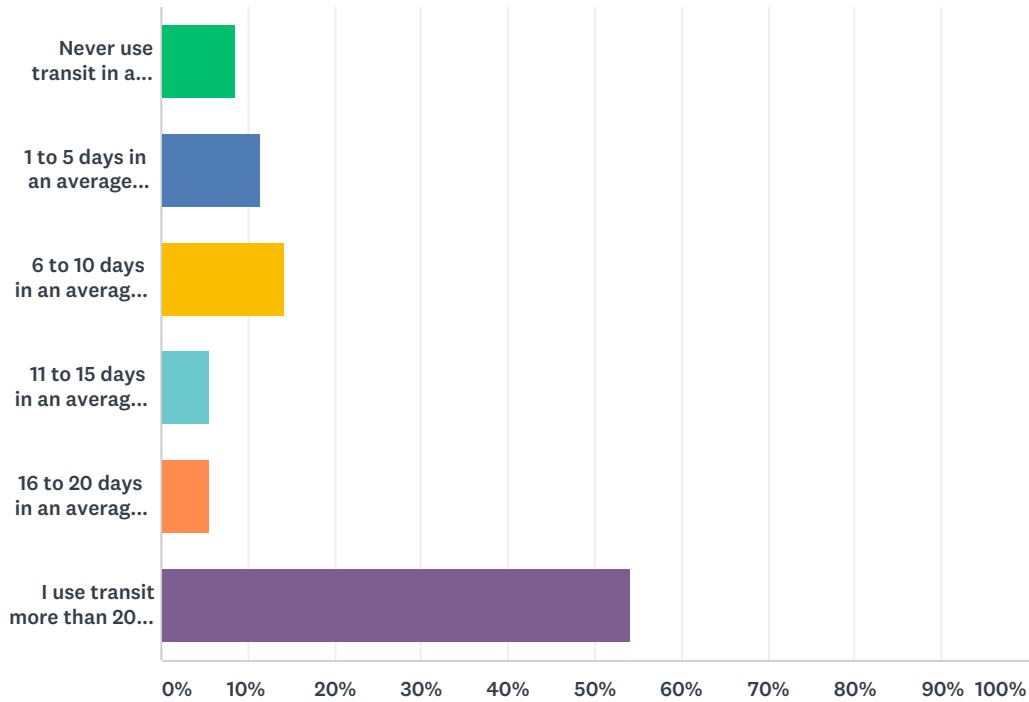
Answered: 35 Skipped: 2



| | 1 - VERY HARD | 2 | 3 | 4 | 5 - VERY EASY | TOTAL | WEIGHTED AVERAGE |
|------------|---------------|--------|--------|--------|---------------|-------|------------------|
| (no label) | 11.43% | 14.29% | 40.00% | 17.14% | 17.14% | 35 | 3.14 |
| | 4 | 5 | 14 | 6 | 6 | | |

Q20 How many days in an average month do you use any form of transit (CR Transit, NTS, LIFTS, Etc.)?

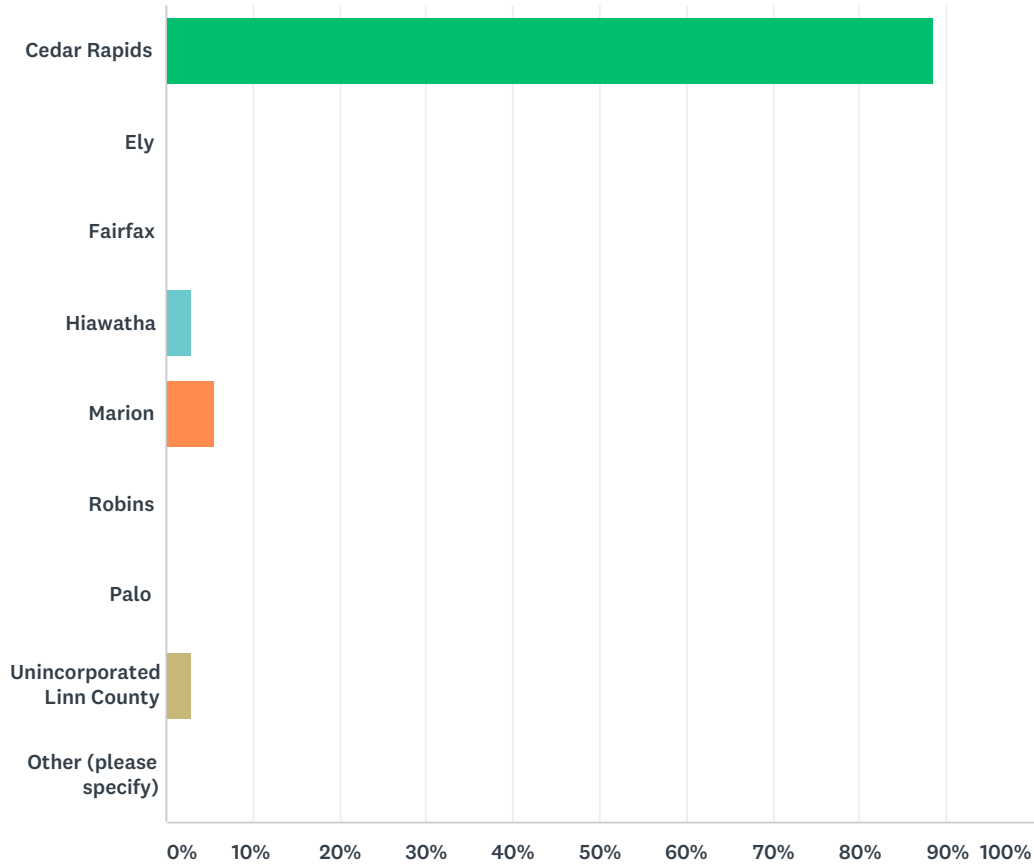
Answered: 35 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|-----------------------------------------------------|-----------|-----------|
| Never use transit in an average month | 8.57% | 3 |
| 1 to 5 days in an average month | 11.43% | 4 |
| 6 to 10 days in an average month | 14.29% | 5 |
| 11 to 15 days in an average month | 5.71% | 2 |
| 16 to 20 days in an average month | 5.71% | 2 |
| I use transit more than 20 days in an average month | 54.29% | 19 |
| TOTAL | | 35 |

Q21 In what city do you live?

Answered: 35 Skipped: 2

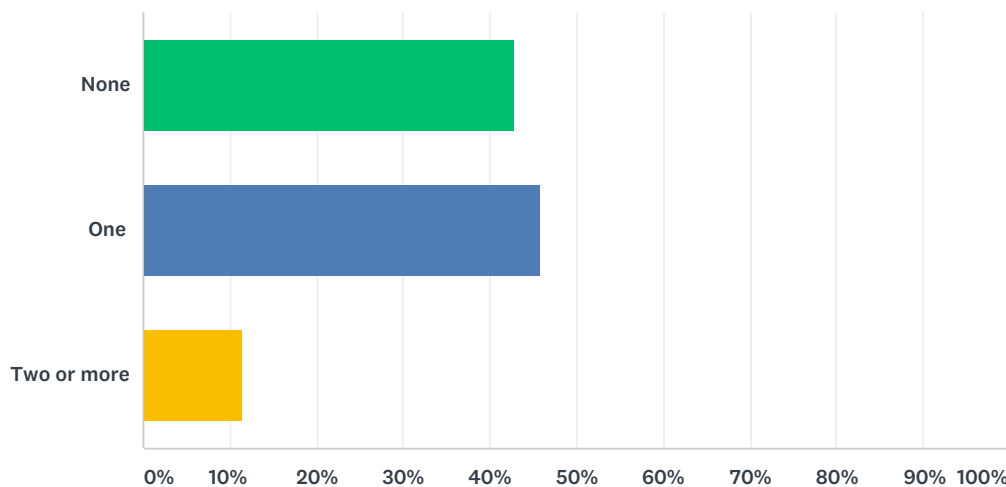


| ANSWER CHOICES | RESPONSES | |
|----------------------------|-----------|-----------|
| Cedar Rapids | 88.57% | 31 |
| Ely | 0.00% | 0 |
| Fairfax | 0.00% | 0 |
| Hiawatha | 2.86% | 1 |
| Marion | 5.71% | 2 |
| Robins | 0.00% | 0 |
| Palo | 0.00% | 0 |
| Unincorporated Linn County | 2.86% | 1 |
| Other (please specify) | 0.00% | 0 |
| TOTAL | | 35 |

| # | OTHER (PLEASE SPECIFY) | DATE |
|---|-------------------------|------|
| | There are no responses. | |

Q22 How many drivable automobiles are owned in your household?

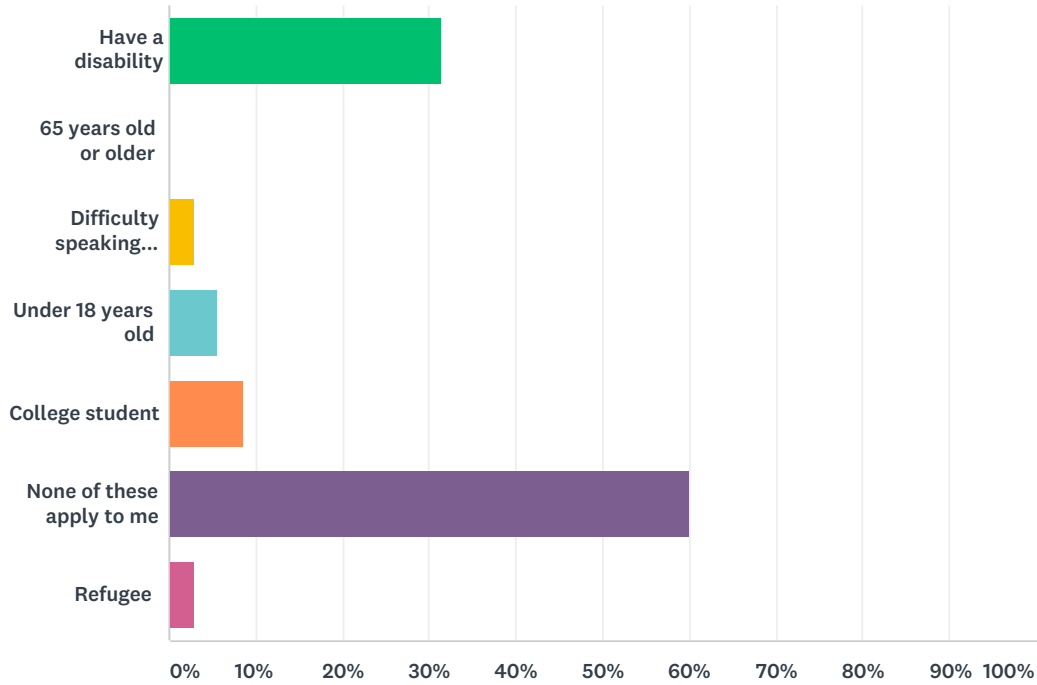
Answered: 35 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| None | 42.86% | 15 |
| One | 45.71% | 16 |
| Two or more | 11.43% | 4 |
| TOTAL | | 35 |

Q23 Please mark all that apply to you:

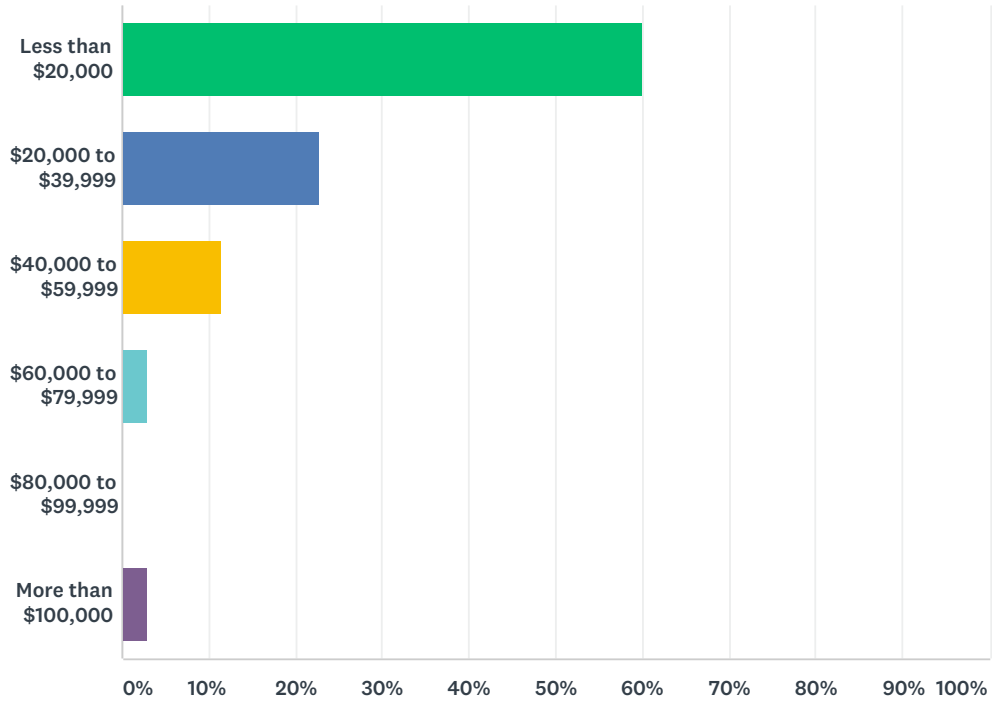
Answered: 35 Skipped: 2



| ANSWER CHOICES | RESPONSES |
|-----------------------------|-----------|
| Have a disability | 31.43% 11 |
| 65 years old or older | 0.00% 0 |
| Difficulty speaking English | 2.86% 1 |
| Under 18 years old | 5.71% 2 |
| College student | 8.57% 3 |
| None of these apply to me | 60.00% 21 |
| Refugee | 2.86% 1 |
| Total Respondents: 35 | |

Q24 Please specify your household income:

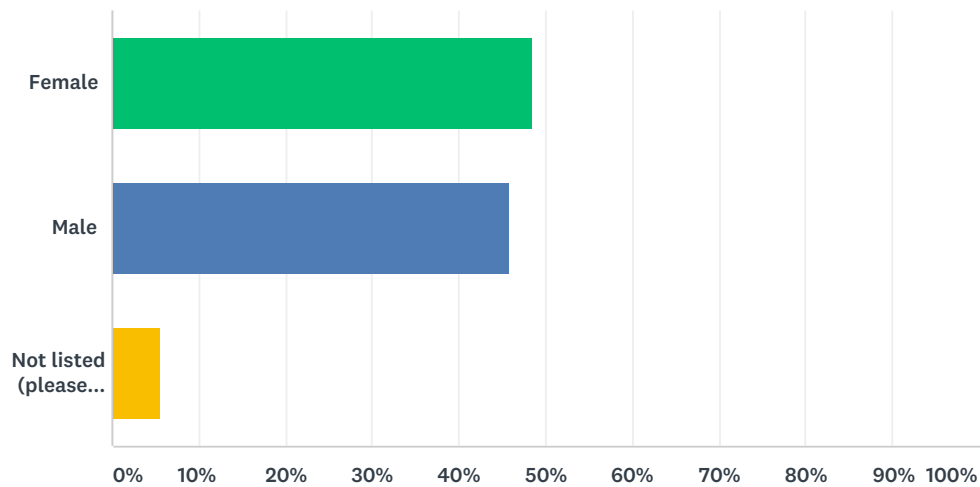
Answered: 35 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|----------------------|-----------|-----------|
| Less than \$20,000 | 60.00% | 21 |
| \$20,000 to \$39,999 | 22.86% | 8 |
| \$40,000 to \$59,999 | 11.43% | 4 |
| \$60,000 to \$79,999 | 2.86% | 1 |
| \$80,000 to \$99,999 | 0.00% | 0 |
| More than \$100,000 | 2.86% | 1 |
| TOTAL | | 35 |

Q25 With which gender do you most identify?

Answered: 35 Skipped: 2

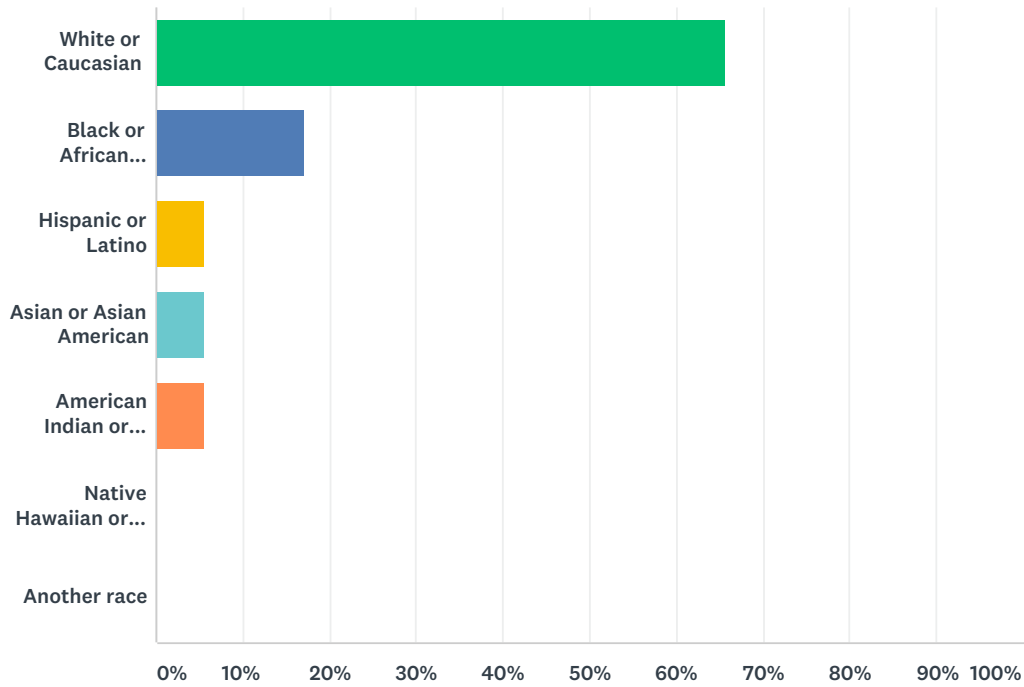


| ANSWER CHOICES | RESPONSES |
|-----------------------------|-----------|
| Female | 48.57% 17 |
| Male | 45.71% 16 |
| Not listed (please specify) | 5.71% 2 |
| TOTAL | 35 |

| # | NOT LISTED (PLEASE SPECIFY) | DATE |
|---|--------------------------------|--------------------|
| 1 | other | 10/3/2018 11:50 AM |
| 2 | Not important for this purpose | 9/13/2018 4:08 PM |

Q26 Which race/ethnicity best describes you? (Please choose only one.)

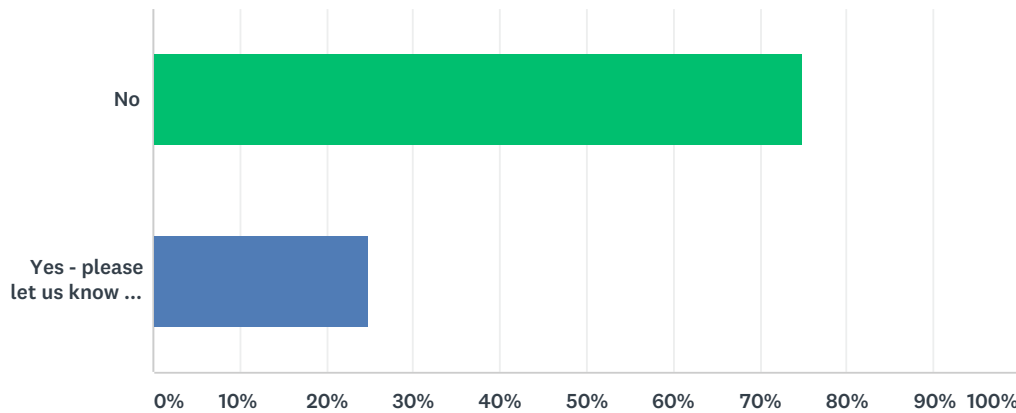
Answered: 35 Skipped: 2



| ANSWER CHOICES | RESPONSES | |
|-------------------------------------------|-----------|-----------|
| White or Caucasian | 65.71% | 23 |
| Black or African American | 17.14% | 6 |
| Hispanic or Latino | 5.71% | 2 |
| Asian or Asian American | 5.71% | 2 |
| American Indian or Alaska Native | 5.71% | 2 |
| Native Hawaiian or other Pacific Islander | 0.00% | 0 |
| Another race | 0.00% | 0 |
| TOTAL | | 35 |

Q27 Would you like signs, schedules, or documents in another language other than English?

Answered: 20 Skipped: 17



| ANSWER CHOICES | RESPONSES | |
|--------------------------------------------------------------------------------------------------|-----------|-----------|
| No | 75.00% | 15 |
| Yes - please let us know in the comment box below what language you would like to see supported. | 25.00% | 5 |
| TOTAL | | 20 |

| # | YES - PLEASE LET US KNOW IN THE COMMENT BOX BELOW WHAT LANGUAGE YOU WOULD LIKE TO SEE SUPPORTED. | DATE |
|---|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| 1 | As many as possible | 9/15/2018 2:30 AM |
| 2 | Spanish | 9/13/2018 4:08 PM |
| 3 | I do like the option of a LP schedule | 8/30/2018 4:34 PM |
| 4 | French | 8/29/2018 5:05 PM |
| 5 | Probably Spanish. Maybe French; I see a number of African immigrants using the bus system and many speak French as their 2nd language (English being 3rd or 4th). | 8/28/2018 9:40 PM |

Q28 Do you have any general comments, questions, or suggestions about transit?

Answered: 13 Skipped: 24

| # | RESPONSES | DATE |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| 1 | Have buses more often later at night and on Sundays. | 10/23/2018 11:36 AM |
| 2 | CR Transit later on evenings and on Sunday. NTS more available drivers in the mornings especially, Saturday and Sunday. Need more drivers 4 AM to 530 AM. | 10/23/2018 11:30 AM |
| 3 | I've lived in CR for two years and I enjoy riding bus don't have to worry about parking and gas, however, it's an inconvenience not to be able to be out on Saturdays after 5 due to buses not running and later weekly routes would be greatly appreciated. | 10/23/2018 10:01 AM |
| 4 | Possible idea for a call in line @ transit mobile app as a request for transit or small shuttle to pick up @ a specific bus stop location at night. That way buses can be tracked and sent only when needed after hours. | 10/3/2018 4:39 PM |
| 5 | provide route maps in the stops, this was done before but did not hold up to the weather | 10/2/2018 3:13 PM |
| 6 | just night runs | 10/2/2018 3:08 PM |
| 7 | have some intersection between routes to avoid going to GTC | 10/1/2018 10:47 AM |
| 8 | Bring the last peak bus route back to route 11. | 9/15/2018 8:36 AM |
| 9 | 1. Please update Google Transit for route detours and temporary stop closures. 2. Bus service is always on time and drivers are almost always friendly and helpful. Thanks! | 9/15/2018 2:34 AM |
| 10 | Better schedule. | 9/11/2018 6:02 PM |
| 11 | I love riding the bus. It is generally convenient for my everyday excursions. And we have amazing drivers. | 8/30/2018 4:35 PM |
| 12 | Train to Iowa city | 8/29/2018 5:06 PM |
| 13 | 1. Circulator loop connecting Kingston Village, Downtown, NewBo, Czech Village. Better if it's via charming trolleys, with lots of stops. This would make those areas one big walkable district, whereas right now they are fragmented and therefore un-walkable (see Jeff Speck's book). 2. Make bus-riding cool. Tout its environmental and urbanistic advantages. Connect it with attracting Millennial talent. Connect it with urban housing (Room with a Brew), NewBoCo, etc etc - everything essential to a car-optional urban lifestyle. Highlight other, less obvious benefits such as those I mention in my blog: https://w1tsend.wordpress.com 3. Promote the heck out of the express bus connecting urban Cedar Rapids and urban Iowa City. Kids in Iowa City will understand it; the younger grownups may jump onboard too. Do a "bus to work week". Offer free day passes to downtown employers. Do "this is how you ride a bus" training events. Team up with events and hipster-friendly organizations in the urban core to gain more visibility and to recruit those who would use public transit as a conscious lifestyle choice. That sort of person would also conspicuously promote it to others, eventually making it "cool," whereas right now I would say there is a stigma of poverty about it - as if only the poor or handicapped could or should ride. That narrative must change. | 8/28/2018 9:52 PM |

Passenger Transportation Provider Survey Results

#1

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Thursday, August 02, 2018 8:46:29 AM
Last Modified: Thursday, August 02, 2018 9:08:15 AM
Time Spent: 00:21:46
Email: tom.hardecopf@linncounty.org
IP Address: 207.191.197.65

Page 1: Survey Information

Q1 General information

Contact person: **Tom Hardecopf**
Agency/organization: **Linn County LIFTS**
Address: **625 31st Ave. SW**
City/Town: **Cedar Rapids**
ZIP: **52404**
Email address: **toml.hardecopf@linncounty.org**
Phone number: **319-892-5170**

Q2 What are the major functions/services of your organization? (check all that apply) **Public transit**

Q3 Which of the following best describes your situation with regard to transportation services? **We offer direct transportation services**

Q4 What cities/counties does your operation serve with transportation?

Linn County

Q5 What type of transportation services are offered by your agency? (check all that apply) **Disabled/ADA compliant,**
Other (please specify):
all per ada cannot exclude

Q6 What level of assistance is provided for riders? (check all that apply)

Door-to-door (drivers may assist riders to the entrance of origin/destination)
 ,
Drivers are permitted to assist with packages
Passengers are permitted to travel with a personal care escort

Q7 What are your organization's transportation eligibility requirements? (check all that apply)

None (general public)
Disabled/ADA,
 Other (please specify):
 public outside of CR metro area ADA eligible within CR metro

Q8 Does your agency (check all that apply)

have paid drivers?

Q9 Does your agency (check all that apply)

perform your own vehicle maintenance?

Q10 Does your agency (check all that apply)

Not applicable

Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

Federal regulations,
State regulations,
Not enough equipment/staff
Funding,
Reluctance of providers to coordinate

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

24 hour service

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

- Getting to/from work** ,
- Weekend/holiday travel,**
- Getting children to childcare, school, or school activities**
- ,
- Travel to surrounding communities** ,
- Evening service**

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

more baby boomers needing service

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

- Contracting to provide services** ,
- Joint driver training program** ,
- Sharing vehicles with other agencies** ,
- Participating in a roundtable of service providers** ,
- Contracting to purchase services**

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

12 medium duty ADA

13 light duty ADA

#2

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Thursday, August 02, 2018 9:13:58 AM
Last Modified: Thursday, August 02, 2018 9:28:57 AM
Time Spent: 00:14:58
Email: kelly.angell@cancer.org
IP Address: 173.26.93.252

Page 1: Survey Information

Q1 General information

| | |
|----------------------|--------------------------------|
| Contact person: | Kelly Angell |
| Agency/organization: | American Cancer Society |
| Address: | 4080 1st Ave NE #101 |
| City/Town: | Cedar Rapids, IA |
| ZIP: | 52402 |
| Email address: | kelly.angell@cancer.org |
| Phone number: | 1-800-227-2345 |

Q2 What are the major functions/services of your organization? (check all that apply)

Human services,

Other (please specify):

Information for cancer patients and caregivers to assist them throughout treatment. Free lodging and free transportation program available which covers all of Linn County.

Q3 Which of the following best describes your situation with regard to transportation services?

We offer direct transportation services ,

We contract with someone else who provides transportation service for us

,

Comments::

Through Road To Recovery, our volunteer driver program, we provide free curb to curb rides for patients of any age and their caregiver with a 3 business-day advanced notice. Only ambulatory patients.

Q4 What cities/counties does your operation serve with transportation?

This is a nationwide program, but this covers all of Linn County. We have volunteers across the state and our program dramatically depends on where volunteers are located and active. We have over 25 volunteers in Linn County providing this service on a daily basis.

Q5 What type of transportation services are offered by your agency? (check all that apply)

Medical/dental

Q6 What level of assistance is provided for riders? (check all that apply)

Curb-to-curb (drivers may assist riders in and out of vehicle)

,

Passengers are permitted to travel with a personal care escort

,

Comments::

We allow our volunteers to do door to door as many patients do need minor help opening a door or just guiding them to the medical facility, but our policy is that this is curb to curb, anything outside of that is on the volunteer.

Q7 What are your organization's transportation eligibility requirements? (check all that apply)

Medical,

Other (please specify):

Patients must be ambulatory and needing a ride to an cancer related medical appointment. Children are eligible, but a parent/guardian must accompany them and install/remove the state-mandated safety seat based on the child's age/height/size.

Q8 Does your agency (check all that apply)

have volunteer drivers?

Q9 Does your agency (check all that apply)

Not applicable

Q10 Does your agency (check all that apply)

Not applicable

Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

Liability issues ,

Funding,

Other (please specify):

Most of our volunteer drivers sign up with a special purpose, they want to give back to cancer patients - this is a purpose/cause for them so it is hard to ask the volunteer drivers to provide any other kind of transportation or get cross-trained to do other rides.

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

Rural to Urban - long distances. We have patients who live farther out that need to get in to the city, but our volunteer drivers can't/won't take long drives. Our patients needing rides are also have a hard time using transportation methods other than a on-demand, single use provider as their health is ever changing during treatment.

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

Going to doctor/dentist/medical appointments ,

Shopping/errands,

Attending training/education classes ,

Other (please specify):

Accessing the grocery store/pharmacy. Many do not feel well enough to get there on their own even if they have a car. Our volunteers sometimes go above and beyond to swing by the grocery store with a patient after an appointment, but it is not a routine trip or policy that they can.

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

Rides to cancer screening appointments and not just active cancer treatment appointments

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

Contracting to provide services ,

Participating in a roundtable of service providers

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

26 active volunteer drivers serving Linn County, 159 active volunteer drivers across the state of IA.

#3

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Thursday, August 02, 2018 9:56:33 AM
Last Modified: Thursday, August 02, 2018 10:14:43 AM
Time Spent: 00:18:09
Email: service@americanclasstaxi.com
IP Address: 66.87.142.34

Page 1: Survey Information

Q1 General information

Contact person: **Nazar Osman**
Agency/organization: **American Class Taxi**
Address: **3007 1st Ave SW**
City/Town: **Cedar Rapids**
ZIP: **52405**
Email address: **service@americanclasstaxi.com**
Phone number: **319-363-8294**

Q2 What are the major functions/services of your organization? (check all that apply)

Taxi service,
Disabled services,
 Other (please specify):
 Translation & Interpretation

Q3 Which of the following best describes your situation with regard to transportation services?

We offer direct transportation services

Q4 What cities/counties does your operation serve with transportation?

Linn, Johnson, Jones, Black Hawke

Q5 What type of transportation services are offered by your agency? (check all that apply)

Taxi services,
Disabled/ADA compliant

Q6 What level of assistance is provided for riders?
(check all that apply)

Curb-to-curb (drivers may assist riders in and out of vehicle)
,

Door-to-door (drivers may assist riders to the entrance of origin/destination)
,

Drivers are permitted to assist with packages ,

Passengers are permitted to travel with a personal care escort
,

Comments::
Extra fees for packages & wheelchair assistance.

Q7 What are your organization's transportation eligibility requirements? (check all that apply)

None (general public)

Q8 Does your agency (check all that apply)

have paid drivers?

Q9 Does your agency (check all that apply)

contract out for maintenance service?

Q10 Does your agency (check all that apply)

own your vehicles?

Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

Federal regulations,
State regulations,
Liability issues ,
Not enough equipment/staff ,
Funding,
Competition from other providers

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

Disabled/ ADA

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

- Getting to/from work
- Recreational activities and events
- Weekend/holiday travel,
- Accessing social service providers
- Going to doctor/dentist/medical appointments
- Visiting friends and family
- Shopping/errands,
- Attending training/education classes
- Getting children to childcare, school, or school activities
- Travel to surrounding communities
- Evening service

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

Fair market share

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

- Cooperatively purchasing vehicles
- Contracting to provide services
- Joint driver training program
- Participating in a roundtable of service providers
- Pooling financial resources
- Sharing routes with other agencies
- Contracting to purchase services

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

1 sedan

3 minivans

1 wheelchair accessible minivan

#4

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Thursday, August 02, 2018 10:55:15 AM
Last Modified: Thursday, August 02, 2018 11:30:19 AM
Time Spent: 00:35:04
Email: anamancs@gmail.com
IP Address: 199.188.65.88

Page 1: Survey Information

Q1 General information

Contact person: **Felix Anaman**
Agency/organization: **Anaman Concierge Services, LLC**
Address: **P.O.BOX 934**
City/Town: **Iowa City**
ZIP: **52244**
Email address: **anamancs@gmail.com**
Phone number: **(319) 471-2347**

Q2 What are the major functions/services of your organization? (check all that apply)

Other (please specify):
Limo/Black Car Services

Q3 Which of the following best describes your situation with regard to transportation services?

We offer direct transportation services ,

Comments::

Anaman Concierge Services, LLC (ACS) is a business that seeks to provide solutions to fulfill the needs of busy families, individuals and institutions, particularly in the areas of transportation. We are based in Iowa City, Iowa and also serve Coralville, North Liberty, Cedar Rapids and its surrounding areas. We provide high quality service that ensures satisfaction. Anaman Concierge Services offers Free Wi-Fi on the road. Non-Stop Airport Shuttle Service suitable for Business Travelers Single Travelers Groups Families Hotels. We provide high quality service which ensures satisfaction. Services are as follows: · Shuttle Services · Airport Pick Up/ Drop Off · Transportation for Weddings, Parties · General Chauffeur Services · Running Errands/Long Distance Travel · Personal Services · Corporate Services · Staff Transportation/Employee Van pool and many more.

Q4 What cities/counties does your operation serve with transportation?

We are based in Iowa City, Iowa and also serve Coralville, North Liberty, Cedar Rapids and its surrounding areas.

Q5 What type of transportation services are offered by your agency? (check all that apply)

Employment,

Other (please specify):

Limo/Black Car Services

Q6 What level of assistance is provided for riders? (check all that apply)

Curb-to-curb (drivers may assist riders in and out of vehicle) ,

Door-to-door (drivers may assist riders to the entrance of origin/destination) ,

Drivers are permitted to assist with packages ,

Passengers are permitted to travel with a personal care escort ,

Comments::

We personalize services to meet the needs of our clients.

Q7 What are your organization's transportation eligibility requirements? (check all that apply)

Respondent skipped this question

Q8 Does your agency (check all that apply)

have paid
drivers?

Q9 Does your agency (check all that apply)

contract out for maintenance
service?

Q10 Does your agency (check all that apply)

own your vehicles?

Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

Federal regulations,

State regulations,

Liability issues

Funding,

Reluctance of providers to
coordinate

Other (please
specify):

Anaman Concierge Services, LLC is barely a year and half and as a new business, insurance and DOT regulations are but a major bottle neck to pass by. It like working for the insurance companies.

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

Respondent skipped this question

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

Respondent skipped this question

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

Respondent skipped this question

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

- Contracting to provide services
- Joint driver training program
- Sharing vehicles with other agencies
- Participating in a roundtable of service providers
- Pooling financial resources
- Sharing routes with other agencies
- Contracting to purchase services

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

Sudans/Town Cars, SUVs and 15-passenger vans

#5

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Thursday, August 02, 2018 1:50:05 PM
Last Modified: Thursday, August 02, 2018 1:56:15 PM
Time Spent: 00:06:10
Email: brock.grenis@ecicog.org
IP Address: 199.188.66.73

Page 1: Survey Information

Q1 General information

Contact person: Brock Grenis
Agency/organization: Corridor Rides (ECICOG)
Address: 700 16th St NE Suite 301
City/Town: Cedar Rapids
ZIP: 52402
Email address: brock.grenis@ecicog.org
Phone number: 319 365 9941 ext. 137

Q2 What are the major functions/services of your organization? (check all that apply) **Public transit**

Q3 Which of the following best describes your situation with regard to transportation services? **We contract with someone else who provides transportation service for us**

Q4 What cities/counties does your operation serve with transportation?

Benton, Iowa, Johnson, Jones, Linn, and Washington Counties

Q5 What type of transportation services are offered by your agency? (check all that apply)

Elderly,
Disabled/ADA compliant,
Transit dependent,
Employment,
Shopping/recreation,
Medical/dental,
Education/training,
Childcare

Q6 What level of assistance is provided for riders?
(check all that apply)

- Curb-to-curb (drivers may assist riders in and out of vehicle)**
- ,
- Door-to-door (drivers may assist riders to the entrance of origin/destination)**
- ,
- Drivers are permitted to assist with packages**
- ,
- Passengers are permitted to travel with a personal care escort**

Q7 What are your organization's transportation eligibility requirements? (check all that apply)

- None (general public)**

Q8 Does your agency (check all that apply)

- have paid drivers?**

Q9 Does your agency (check all that apply)

- perform your own vehicle maintenance?,**
- contract out for maintenance service?**

Q10 Does your agency (check all that apply)

- lease your vehicles?,**
- own your vehicles?**

Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

- Federal regulations,**
- Liability issues**
- ,
- Not enough equipment/staff**
- ,
- Reluctance of providers to coordinate**

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

Employment Shuttles; individual same-day trips

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

- Getting to/from work** ,
- Weekend/holiday travel,**
- Getting children to childcare, school, or school activities**
- ,
- Travel to surrounding communities** ,
- Evening service**

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

Services that are similar and as convenient ridesharing networks (Uber, LYFT)

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

- Contracting to provide services** ,
- Joint driver training program** ,
- Contracting to purchase services**

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

12 Minivans ADA Accessible;
 54 light-duty buses ADA Accessible
 6 Medium Duty buses ADA Accessible
 9 vanpools

#6

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Thursday, August 02, 2018 2:01:49 PM
Last Modified: Thursday, August 02, 2018 2:57:49 PM
Time Spent: 00:56:00
Email: lglynn@abbehealth.org
IP Address: 97.64.177.2

Page 1: Survey Information

Q1 General information

Contact person: Lindsay Glynn
Agency/organization: Aging Services
Address: 317 7th Ave. SE
City/Town: Cedar Rapids, IA
ZIP: 52401
Email address: lglynn@abbehealth.org
Phone number: 319-398-3644

Q2 What are the major functions/services of your organization? (check all that apply)

Education,
Recreation/social,
Public transit,
Human services

Q3 Which of the following best describes your situation with regard to transportation services?

We offer direct transportation services

Q4 What cities/counties does your operation serve with transportation?

Cedar Rapids Metro Area
Iowa City Metro Area

Q5 What type of transportation services are offered by your agency? (check all that apply)

Elderly

Q6 What level of assistance is provided for riders? (check all that apply)

Door-to-door (drivers may assist riders to the entrance of origin/destination)

Q7 What are your organization's transportation eligibility requirements? (check all that apply)

Seniors only

Q8 Does your agency (check all that apply)

have volunteer drivers?

Q9 Does your agency (check all that apply)

Not applicable

Q10 Does your agency (check all that apply)

Not applicable

Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

Liability issues ,
Not enough equipment/staff ,
Funding

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

Rural transportation

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

Recreational activities and events ,
Weekend/holiday travel,
Visiting friends and family ,
Evening service

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

Additional volunteers particularly in rural areas.

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

Participating in a roundtable of service providers

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

None

#7

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Friday, August 03, 2018 3:57:06 PM
Last Modified: Friday, August 03, 2018 4:03:50 PM
Time Spent: 00:06:44
Email: martin@myridersclub.com
IP Address: 38.93.165.91

Page 1: Survey Information

Q1 General information

Contact person: **Martin Wissenberg**
Agency/organization: **Riders Club of America**
Address: **1700 B Ave NE #213**
City/Town: **Cedar Rapids, IA**
ZIP: **52402**
Email address: **martin@myridersclub.com**
Phone number: **3193651511**

Q2 What are the major functions/services of your organization? (check all that apply)

Other (please specify):
We manage transportation for seniors and those who no longer drive.

Q3 Which of the following best describes your situation with regard to transportation services?

We offer direct transportation services

Q4 What cities/counties does your operation serve with transportation?

Cedar Rapids, Marion, Hiawatha

Q5 What type of transportation services are offered by your agency? (check all that apply)

Elderly,
Other (please specify):
all destinations

Q6 What level of assistance is provided for riders? (check all that apply)

Door-to-door (drivers may assist riders to the entrance of origin/destination)

Drivers are permitted to assist with packages

Passengers are permitted to travel with a personal care escort

Comments::

We do not cross the threshold.

Q7 What are your organization's transportation eligibility requirements? (check all that apply)

Seniors only,

Other (please specify):

over 55, or medical condition which prevents driving

Q8 Does your agency (check all that apply)

have volunteer drivers?

Q9 Does your agency (check all that apply)

Not applicable

Q10 Does your agency (check all that apply)

Not applicable

Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

Not enough equipment/staff

Other (please specify):

More volunteers allow us to serve more people

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

With a paid driver we could serve more of the senior population

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

Other (please specify):

na

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

as the population continues to age, we anticipate greater need.

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

Participating in a roundtable of service providers

Other (please specify):

TAG?

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

na - volunteers use their own vehicle

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, August 08, 2018 12:51:52 PM
Last Modified: Wednesday, August 08, 2018 1:31:07 PM
Time Spent: 00:39:15
IP Address: 128.255.183.135

Page 1: Survey Information

Q1 General information

Contact person: Michelle Ribble
Agency/organization: University of Iowa
Address: 840 Evashevski Driver
City/Town: Iowa City
ZIP: 52242
Email address: michelle-ribble@uiowa.edu
Phone number: 319-384-4457

Q2 What are the major functions/services of your organization? (check all that apply) **Education**

Q3 Which of the following best describes your situation with regard to transportation services? **We offer direct transportation services**,
We purchase and distribute transit agency passes for our clients

Q4 What cities/counties does your operation serve with transportation?

Counties: Cedar, Henry, Iowa, Johnson, Keokuk, Linn, Louisa, Muscatine, Scott, and Washington

Q5 What type of transportation services are offered by your agency? (check all that apply) **Employment**

Q6 What level of assistance is provided for riders? (check all that apply) **No assistance provided**

Q7 What are your organization's transportation eligibility requirements? (check all that apply) Other (please specify):
 Must be University of Iowa employee

Q8 Does your agency (check all that apply)

have volunteer drivers?

Q9 Does your agency (check all that apply)

perform your own vehicle maintenance?

Q10 Does your agency (check all that apply)

own your vehicles?

Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

Liability issues ,
Funding

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

rail

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

Getting to/from work ,
Weekend/holiday travel

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

increased transportation to and from off campus buildings

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

Other (please specify):
Sharing of information and best practices

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

27 15-passenger vans, not ADA accessible

48 7-passenger vans, not ADA accessible

#9

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Wednesday, August 08, 2018 8:48:05 PM
Last Modified: Wednesday, August 08, 2018 9:15:41 PM
Time Spent: 00:27:36
Email: dispatch@express-limos.com
IP Address: 207.32.43.82

Page 1: Survey Information

Q1 General information

Contact person: **Mart Hutt**
 Agency/organization: **Express Limousine Service**
 Address: **840 Liberty Way**
 City/Town: **North Liberty , Iowa**
 ZIP: **52317**
 Email address: **dispatch@express-limos.com**
 Phone number: **319-626-5466**

Q2 What are the major functions/services of your organization? (check all that apply) **Public transit**

Q3 Which of the following best describes your situation with regard to transportation services? **We offer direct transportation services** ,
 Comments::
 Our service provides Exclusive door to door service -

Q4 What cities/counties does your operation serve with transportation?

Iowa City, Cedar Rapids + all of Iowa + surrounding 5 states

Q5 What type of transportation services are offered by your agency? (check all that apply) **Taxi services,**
Disabled/ADA compliant,
Shopping/recreation,
 Other (please specify):
 Limousine service

Q6 What level of assistance is provided for riders? (check all that apply)

- Curb-to-curb (drivers may assist riders in and out of vehicle)**
- ,
- Door-to-door (drivers may assist riders to the entrance of origin/destination)**
- ,
- Drivers are permitted to assist with packages**
- ,
- Passengers are permitted to travel with a personal care escort**

Q7 What are your organization's transportation eligibility requirements? (check all that apply)

- None (general public)**

Q8 Does your agency (check all that apply)

- have paid drivers?**

Q9 Does your agency (check all that apply)

- perform your own vehicle maintenance?**

Q10 Does your agency (check all that apply)

- own your vehicles?**

Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

- Federal regulations,**
- State regulations,**
- Liability issues**
- ,
- Funding**

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

Medical transfers

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

- Other (please specify):
- Last minute unscheduled service

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

Large group , wheelchair service, medical transfers

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

Contracting to provide services ,

Contracting to purchase services

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

5 Sedans, 2 Vans, 2 SUV's, 2 Limo Bus, 2 Shuttle buses, 1 Mini Coach (all are not ADA accessible) currently purchasing 1 mini van ADA

#10

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Thursday, August 09, 2018 11:33:54 AM
Last Modified: Thursday, August 09, 2018 11:39:59 AM
Time Spent: 00:06:05
Email: mbarnhart@horizonsfamily.org
IP Address: 97.64.200.108

Page 1: Survey Information

Q1 General information

Contact person: **Mike Barnhart**
Agency/organization: **Horizons, A Family Service Alliance**
Address: **819 5th St SE**
City/Town: **Cedar Rapids**
ZIP: **52401**
Email address: **mbarnhart@horizonsfamily.org**
Phone number: **3195214000**

Q2 What are the major functions/services of your organization? (check all that apply)

Education,
Job training/job placement ,
Counseling,
Public transit,
Human services,
Disabled services

Q3 Which of the following best describes your situation with regard to transportation services?

We offer direct transportation services

Q4 What cities/counties does your operation serve with transportation?

Marion, Cedar Rapids, Hiawatha

Q5 What type of transportation services are offered by your agency? (check all that apply)

Elderly,
Employment,
Medical/dental,
Education/training,
Childcare

Q6 What level of assistance is provided for riders? (check all that apply)

Curb-to-curb (drivers may assist riders in and out of vehicle)
,
Door-to-door (drivers may assist riders to the entrance of origin/destination)
,
Passengers are permitted to travel with a personal care escort

Q7 What are your organization's transportation eligibility requirements? (check all that apply)

None (general public) ,
Geographic service area

Q8 Does your agency (check all that apply)

have paid drivers?

Q9 Does your agency (check all that apply)

contract out for maintenance service?

Q10 Does your agency (check all that apply)

lease your vehicles?,
own your vehicles?

Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

Federal regulations,
State regulations,
Liability issues ,
Funding,
Reluctance of providers to coordinate

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

Rides wherever people need to go when they need to go.

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

- Recreational activities and events** ,
- Accessing social service providers** ,
- Visiting friends and family** ,
- Shopping/errands,**
- Getting children to childcare, school, or school activities**
- ,
- Travel to surrounding communities**

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

More NEMT

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

- Cooperatively purchasing vehicles** ,
- Contracting to provide services** ,
- Joint driver training program** ,
- Sharing vehicles with other agencies** ,
- Participating in a roundtable of service providers** ,
- Pooling financial resources** ,
- Sharing routes with other agencies** ,
- Contracting to purchase services**

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

2 light duty buses ADA

5 6-15 passenger vans not ADA accesible

#11

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Friday, August 10, 2018 2:43:25 PM
Last Modified: Friday, August 10, 2018 3:00:39 PM
Time Spent: 00:17:14
Email: ttriowa@ToTheRescue.net
IP Address: 173.16.47.61

Page 1: Survey Information

Q1 General information

Contact person: Robert Scott
Agency/organization: To The Rescue
Address: 3095 1st Ave Northeast
City/Town: Cedar Rapids
ZIP: 52402
Email address: rscott@totherescue.net
Phone number: 319-365-9000

Q2 What are the major functions/services of your organization? (check all that apply)

Public transit,
Medical services,
Human services,
Disabled services,
Assisted living/nursing home

Q3 Which of the following best describes your situation with regard to transportation services?

We offer direct transportation services

Q4 What cities/counties does your operation serve with transportation?

Linn County, Jones County, Benton County, Cedar County, Johnson County

Q5 What type of transportation services are offered by your agency? (check all that apply)

Elderly,
Disabled/ADA compliant,
Shopping/recreation,
Medical/dental,
Education/training

Q6 What level of assistance is provided for riders? (check all that apply)

- Curb-to-curb (drivers may assist riders in and out of vehicle)
- Door-to-door (drivers may assist riders to the entrance of origin/destination)
- Drivers are permitted to assist with packages
- Passengers are permitted to travel with a personal care escort

Q7 What are your organization's transportation eligibility requirements? (check all that apply)

- None (general public)
- Residents only,
- Seniors only,
- Children,
- Age specific,
- Geographic service area
- Church membership
- Veterans only,
- Disabled/ADA,
- Medicaid,
- Medical

Q8 Does your agency (check all that apply)

have paid drivers?

Q9 Does your agency (check all that apply)

contract out for maintenance service?

Q10 Does your agency (check all that apply)

own your vehicles?

Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

- Not enough equipment/staff
- Funding

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

Trips for School Activities, Trips for elderly, disabled, etc...(options are wide open)

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

- Getting to/from work**
 - Recreational activities and events**
 - Weekend/holiday travel,**
 - Accessing social service providers**
 - Going to doctor/dentist/medical appointments**
 - Visiting friends and family**
 - Shopping/errands,**
 - Attending training/education classes**
 - Getting children to childcare, school, or school activities**
 - Travel to surrounding communities**
 - Evening service**
-

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

We are planning on expanding our current services and hopefully start delivering packages, get involved with schools, etc.

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

- Contracting to provide services
- Joint driver training program
- Sharing vehicles with other agencies
- Participating in a roundtable of service providers
- Pooling financial resources
- Sharing routes with other agencies
- Contracting to purchase services

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

- 3 15- passenger
- 2 WCH Van
- 3 WCH light duty buses
- 6 Mini Vans

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, August 14, 2018 12:43:24 PM
Last Modified: Tuesday, August 14, 2018 12:58:16 PM
Time Spent: 00:14:51
IP Address: 97.64.200.109

Page 1: Survey Information

Q1 General information

| | |
|----------------------|-----------------------------------------------------|
| Contact person: | Kay Fisk |
| Agency/organization: | Neighborhood Transportation Service-Horizons |
| Address: | 819 5th Street SE |
| City/Town: | Cedar Rapids |
| ZIP: | 52314 |
| Email address: | kfisk@horizonsfamily.org |
| Phone number: | 319-361-8956 |

| | |
|----------------------------------------------------------------------------------------------|--------------------------|
| Q2 What are the major functions/services of your organization? (check all that apply) | Public transit, |
| | Medical services, |
| | Human services, |
| | Disabled services |

| | |
|--------------------------------------------------------------------------------------------------------|------------------------------------------------|
| Q3 Which of the following best describes your situation with regard to transportation services? | We offer direct transportation services |
|--------------------------------------------------------------------------------------------------------|------------------------------------------------|

| | |
|-------------------------------------------------------------------------------|-----------------------------------------|
| Q4 What cities/counties does your operation serve with transportation? | Respondent skipped this question |
|-------------------------------------------------------------------------------|-----------------------------------------|

| | |
|---------------------------------------------------------------------------------------------------|--------------------------------|
| Q5 What type of transportation services are offered by your agency? (check all that apply) | Elderly, |
| | Disabled/ADA compliant, |
| | Employment, |
| | Medical/dental, |
| | Education/training |

Q6 What level of assistance is provided for riders? (check all that apply)

Curb-to-curb (drivers may assist riders in and out of vehicle)
 ,
Passengers are permitted to travel with a personal care escort

Q7 What are your organization's transportation eligibility requirements? (check all that apply)

None (general public) ,
Geographic service area

Q8 Does your agency (check all that apply)

have paid drivers?

Q9 Does your agency (check all that apply)

perform your own vehicle maintenance?

Q10 Does your agency (check all that apply)

own your vehicles?

Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

Not enough equipment/staff ,
Funding

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

Respondent skipped this question

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

Getting to/from work ,
Weekend/holiday travel,
Accessing social service providers ,
Going to doctor/dentist/medical appointments ,
Attending training/education classes ,
Evening service

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

More older adults

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

Contracting to provide services ,

Joint driver training program ,

Sharing vehicles with other agencies ,

Participating in a roundtable of service providers

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

3 18 passenger buses ADA

5 15 passenger vans ADA

#13

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Friday, August 17, 2018 1:29:33 PM
Last Modified: Friday, August 17, 2018 1:30:04 PM
Time Spent: 00:00:31
Email: moble@marion-isd.org
IP Address: 72.255.73.242

Page 1: Survey Information

| | |
|----------------------------------------------------------------------------------------------------------------------------|----------------------------------|
| Q1 General information | Respondent skipped this question |
| Q2 What are the major functions/services of your organization? (check all that apply) | Respondent skipped this question |
| Q3 Which of the following best describes your situation with regard to transportation services? | Respondent skipped this question |
| Q4 What cities/counties does your operation serve with transportation? | Respondent skipped this question |
| Q5 What type of transportation services are offered by your agency? (check all that apply) | Respondent skipped this question |
| Q6 What level of assistance is provided for riders? (check all that apply) | Respondent skipped this question |
| Q7 What are your organization's transportation eligibility requirements? (check all that apply) | Respondent skipped this question |
| Q8 Does your agency (check all that apply) | Respondent skipped this question |
| Q9 Does your agency (check all that apply) | Respondent skipped this question |
| Q10 Does your agency (check all that apply) | Respondent skipped this question |
| Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply) | Respondent skipped this question |

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

Respondent skipped this question

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

Respondent skipped this question

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

Respondent skipped this question

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

Respondent skipped this question

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

Respondent skipped this question

#14

COMPLETE

Collector: Email Invitation 1 (Email)
Started: Monday, August 20, 2018 8:10:06 AM
Last Modified: Monday, August 20, 2018 8:21:06 AM
Time Spent: 00:10:59
Email: BradD@cedar-rapids.org
IP Address: 65.156.255.208

Page 1: Survey Information

Q1 General information

Contact person: **Brad DeBrower**
Agency/organization: **Cedar Rapids Transit**
Address: **427 8th St NW**
City/Town: **Cedar Rapids**
ZIP: **52405**
Email address: **b.debrower@cedar-rapids.org**
Phone number: **319-286-5560**

Q2 What are the major functions/services of your organization? (check all that apply) **Public transit**

Q3 Which of the following best describes your situation with regard to transportation services? **We offer direct transportation services**,
We contract with someone else who provides transportation service for us

Q4 What cities/counties does your operation serve with transportation?

Cedar Rapids, Hiawatha, Marion

Q5 What type of transportation services are offered by your agency? (check all that apply)

Elderly,
 Disabled/ADA compliant,
 Transit dependent,
 Employment,
 Shopping/recreation,
 Medical/dental,
 Education/training,
 Childcare

Q6 What level of assistance is provided for riders? (check all that apply)

Curb-to-curb (drivers may assist riders in and out of vehicle)
 ,
 Drivers are permitted to assist with packages
 Passengers are permitted to travel with a personal care escort

Q7 What are your organization's transportation eligibility requirements? (check all that apply)

None (general public)

Q8 Does your agency (check all that apply)

have paid drivers?

Q9 Does your agency (check all that apply)

perform your own vehicle maintenance?

Q10 Does your agency (check all that apply)

own your vehicles?

Q11 Based on your experience, what are the barriers to coordinating transportation services? (check all that apply)

Liability issues
 ,
 Not enough equipment/staff
 ,
 Funding

Q12 If funding was not an obstacle, what additional transportation services would your agency like to provide?

Expanded night service.

Q13 What are your organization's and/or clients' unmet transportation needs? (check all that apply)

**Weekend/holiday travel,
Evening
service**

Q14 What additional transportation needs do you anticipate for your agency or community in the next five years?

Respondent skipped this question

Q15 What areas of transportation service coordination would be of interest to your agency? (check all that apply)

Respondent skipped this question

Q16 Please list details of your fleet. Number/type of buses, and the ADA accessibility of each. Example: 2 heavy duty buses, ADA; 1 light-duty bus, ADA; 6 15-passenger vans, not ADA accessible

30 heavy duty fixed-route buses, ADA accessible
10 light & medium duty buses, ADA paratransit
3 light duty, ADA, demand-response night service

Transit Audit Worksheets

Transit Focus Group Worksheet

Bus Stop #1 Conditions, Stop Number: 10

Check if the following are present:

- Cement pad
- Shelter
 - Is there a street-facing bench inside shelter? **Circle:** Yes or No
 - Is protection from the elements sufficient? **Circle:** Yes or No
- Bench(es)
 - How many? _____
- High curb present where bus doors open
- Adequate street lighting
- Information about which route(s) service bus stop, route map, stop times, etc.
- Sidewalk
- Crosswalks to common destinations
 - Are curb cuts present? **Circle:** Yes or No
- Marked crosswalks to common destinations
- Push-button crosswalk signals/countdown timers
- Trash can

How safe do you feel at the bus stop?

Safe

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

Yes

Onboard Experience

How safe do you feel on the bus?

Safe

Is boarding the bus accessible for passengers with ADA needs? Someone with groceries? A suitcase?

Yes

How clean is the interior of the bus (windows, seats, floors, handrails, etc.)?

Could be better.

What information about the transit system is available on the bus? How easy is it to use/understand?

Is exiting the bus easy to understand (knowing where the bus is, requesting a stop, exiting the bus to the outside, etc.)?

To me, Yes

Transfer Between Buses

How do you characterize the walking experience between nearby destinations and bus stops?

More sidewalks

Bus Stop #2 Conditions, Stop Number: 10

Check if the following are present:

Cement pad

Shelter

Is there a street-facing bench inside shelter? **Circle:** Yes or No

Is protection from the elements sufficient? **Circle:** Yes or No

Bench(es)

How many? 0

High curb present where bus doors open

Adequate street lighting

Information about which route(s) service bus stop, route map, stop times, etc.

Sidewalk

Crosswalks to common destinations

Are curb cuts present? **Circle:** Yes or No

Marked crosswalks to common destinations

Push-button crosswalk signals/countdown timers

Trash can

How safe do you feel at the bus stop?

Safe

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

Not Sure

Transit Focus Group Worksheet

Bus Stop #1 Conditions, Stop Number: _____

Check if the following are present:

Cement pad

Shelter

Is there a street-facing bench inside shelter? Circle: Yes or No

Is protection from the elements sufficient? Circle: Yes or No

Bench(es)

How many? 0

High curb present where bus doors open

Adequate street lighting

Information about which route(s) service bus stop, route map, stop times, etc.

Sidewalk

Crosswalks to common destinations

Are curb cuts present? Circle: Yes or No

Marked crosswalks to common destinations

Push-button crosswalk signals/countdown timers

Trash can

How safe do you feel at the bus stop?

OK
Day time - Very safe

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

Yes, access to and from curb well maintained

Onboard Experience

How safe do you feel on the bus?

Very, Clean well kept. Air temp perfect. See climate

Is boarding the bus accessible for passengers with ADA needs? Someone with groceries? A suitcase?

Yes, Plenty of room w/isle and entrances

How clean is the interior of the bus (windows, seats, floors, handrails, etc.)?

Very well kept. All aspect note - well managed

What information about the transit system is available on the bus? How easy is it to use/understand?

Is exiting the bus easy to understand (knowing where the bus is, requesting a stop, exiting the bus to the outside, etc.)?

Transfer Between Buses

How do you characterize the walking experience between nearby destinations and bus stops?

Bus Stop #2 Conditions, Stop Number: _____

Check if the following are present:

Cement pad *NO*

Shelter *NO*

Is there a street-facing bench inside shelter? **Circle:** Yes or **No**

Is protection from the elements sufficient? **Circle:** Yes or **No**

Bench(es)

How many? *2*

High curb present where bus doors open

Adequate street lighting *very little*

Information about which route(s) service bus stop, route map, stop times, etc.

Sidewalk

Crosswalks to common destinations

Are curb cuts present? **Circle:** Yes or **No**

Marked crosswalks to common destinations

Push-button crosswalk signals/countdown timers

Trash can

How safe do you feel at the bus stop?

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

Transit Focus Group Worksheet

Bus Stop #1 Conditions, Stop Number: 10

Check if the following are present:

Cement pad

Shelter

Is there a street-facing bench inside shelter? **Circle:** Yes or No

Is protection from the elements sufficient? **Circle:** Yes or No

Bench(es)

How many? _____

High curb present where bus doors open

Adequate street lighting

Information about which route(s) service bus stop, route map, stop times, etc.

Sidewalk

Crosswalks to common destinations

Are curb cuts present? **Circle:** Yes or No

Marked crosswalks to common destinations

Push-button crosswalk signals/countdown timers

Trash can

How safe do you feel at the bus stop?

OK, but traffic can be intimidating.

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

Its a long walk but it is accessible.

Onboard Experience

How safe do you feel on the bus?

Very safe

Is boarding the bus accessible for passengers with ADA needs? Someone with groceries? A suitcase?

Yes, plenty of room for bags and moving around, & variety of seating orientation ~~for~~ for variety of needs

How clean is the interior of the bus (windows, seats, floors, handrails, etc.)?

Very clean and well kept. Comfortable

What information about the transit system is available on the bus? How easy is it to use/understand?

Just rules, not much usable information. Needs metro style route maps on the bus and at the bus stop

Is exiting the bus easy to understand (knowing where the bus is, requesting a stop, exiting the bus to the outside, etc.)?

Transfer Between Buses

How do you characterize the walking experience between nearby destinations and bus stops?

Hot, unpleasant, need better sidewalk/ped infrastructure

Bus Stop #2 Conditions, Stop Number: _____

Check if the following are present:

Cement pad

Shelter

Is there a street-facing bench inside shelter? **Circle:** Yes or No

Is protection from the elements sufficient? **Circle:** Yes or No

Bench(es)

How many? _____

High curb present where bus doors open

Adequate street lighting

Information about which route(s) service bus stop, route map, stop times, etc.

Sidewalk

Crosswalks to common destinations

Are curb cuts present? **Circle:** Yes or No

Marked crosswalks to common destinations

Push-button crosswalk signals/countdown timers

Trash can

How safe do you feel at the bus stop?

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

Transit Focus Group Worksheet

Bus Stop #1 Conditions, Stop Number: GTC

Check if the following are present:

Cement pad

Shelter

Is there a street-facing bench inside shelter? **Circle:** Yes or No

Is protection from the elements sufficient? **Circle:** Yes or No

Bench(es)

How many? _____

High curb present where bus doors open

Adequate street lighting

Information about which route(s) service bus stop, route map, stop times, etc.

Sidewalk

Crosswalks to common destinations

Are curb cuts present? **Circle:** Yes or No

Marked crosswalks to common destinations

Push-button crosswalk signals/countdown timers

Trash can

How safe do you feel at the bus stop?

Very

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

Yes

Onboard Experience

How safe do you feel on the bus?

Very

Is boarding the bus accessible for passengers with ADA needs? Someone with groceries? A suitcase?

Yes

Yes

Suitcase would be a pain

How clean is the interior of the bus (windows, seats, floors, handrails, etc.)?

Looks great - Very clean

What information about the transit system is available on the bus? How easy is it to use/understand?

Day pass, Route information, Schedules

Is exiting the bus easy to understand (knowing where the bus is, requesting a stop, exiting the bus to the outside, etc.)?

Yes

Transfer Between Buses

How do you characterize the walking experience between nearby destinations and bus stops?

Mixed - Some were great, some problematic

Bus Stop #2 Conditions, Stop Number: By Culvers

Check if the following are present:

- Cement pad
- Shelter

Is there a street-facing bench inside shelter? **Circle:** Yes or No

Is protection from the elements sufficient? **Circle:** Yes or No

- Bench(es)

How many? ____

- High curb present where bus doors open
- Adequate street lighting
- Information about which route(s) service bus stop, route map, stop times, etc.
- Sidewalk
- Crosswalks to common destinations

Are curb cuts present? **Circle:** Yes or No

- Marked crosswalks to common destinations
- Push-button crosswalk signals/countdown timers
- Trash can

How safe do you feel at the bus stop?

Very

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

No

Transit Focus Group Worksheet

Bus Stop #1 Conditions, Stop Number: 10

Check if the following are present:

Cement pad

Shelter

Is there a street-facing bench inside shelter? Circle: Yes or No

Is protection from the elements sufficient? Circle: Yes or No

Bench(es)

How many? _____

High curb present where bus doors open

Adequate street lighting

Information about which route(s) service bus stop, route map, stop times, etc.

Sidewalk

Crosswalks to common destinations

Are curb cuts present? Circle: Yes or No

Marked crosswalks to common destinations

Push-button crosswalk signals/countdown timers

Trash can

How safe do you feel at the bus stop?

Safe

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

Yes

Onboard Experience

How safe do you feel on the bus?

Safe

Is boarding the bus accessible for passengers with ADA needs? Someone with groceries? A suitcase?

Yes

How clean is the interior of the bus (windows, seats, floors, handrails, etc.)?

Clean

What information about the transit system is available on the bus? How easy is it to use/understand?

Route maps available

Info should be on bus where advertising is (isnt)

Is exiting the bus easy to understand (knowing where the bus is, requesting a stop, exiting the bus to the outside, etc.)?

Yes - however, speaker system was muffled

Getting off in grass would be hard in winter

Transfer Between Buses

How do you characterize the walking experience between nearby destinations and bus stops?

Comfortable

Bus Stop #2 Conditions, Stop Number: 12

Check if the following are present:

Cement pad

Shelter

Is there a street-facing bench inside shelter? **Circle:** Yes or **No**

Is protection from the elements sufficient? **Circle:** Yes or **No**

Bench(es)

How many? _____

High curb present where bus doors open

Adequate street lighting

Information about which route(s) service bus stop, route map, stop times, etc.

Sidewalk

Crosswalks to common destinations

Are curb cuts present? **Circle:** Yes or No

Marked crosswalks to common destinations

Push-button crosswalk signals/countdown timers

Trash can

How safe do you feel at the bus stop?

No shade, no shelter (wind), breathing in auto exhaust

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

2 out of 4

Transit Focus Group Worksheet

Bus Stop #1 Conditions, Stop Number: 1

Check if the following are present:

Cement pad

Shelter

Is there a street-facing bench inside shelter? Circle: Yes or No

Is protection from the elements sufficient? Circle: Yes or No

Bench(es)

How many? 4

High curb present where bus doors open

Adequate street lighting

Information about which route(s) service bus stop, route map, stop times, etc.

Sidewalk

Crosswalks to common destinations

Are curb cuts present? Circle: Yes or No

Marked crosswalks to common destinations

Push-button crosswalk signals/countdown timers

Trash can

How safe do you feel at the bus stop?

very safe

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

yes

Onboard Experience

How safe do you feel on the bus?

very

Is boarding the bus accessible for passengers with ADA needs? Someone with groceries? A suitcase?

yes

How clean is the interior of the bus (windows, seats, floors, handrails, etc.)?

at very

What information about the transit system is available on the bus? How easy is it to use/understand?

brochures - could use paper area to provide route info + possibly city info

Is exiting the bus easy to understand (knowing where the bus is, requesting a stop, exiting the bus to the outside, etc.)?

didn't know to exist front or side

Transfer Between Buses

How do you characterize the walking experience between nearby destinations and bus stops?

safe, but no ~~pad~~ ^{marked} cross-walk; no pad, no shelter

Bus Stop #2 Conditions, Stop Number: 2

Check if the following are present:

Cement pad

Shelter

Is there a street-facing bench inside shelter? **Circle:** Yes or No

Is protection from the elements sufficient? **Circle:** Yes or No

Bench(es)

How many? 0

High curb present where bus doors open - grass

Adequate street lighting

Information about which route(s) service bus stop, route map, stop times, etc.

Sidewalk

Crosswalks to common destinations

Are curb cuts present? **Circle:** Yes or No

Marked crosswalks to common destinations

Push-button crosswalk signals/countdown timers

Trash can

How safe do you feel at the bus stop?

safe

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

no

Transit Focus Group Worksheet

Bus Stop #1 Conditions, Stop Number: _____

Check if the following are present:

Cement pad

Shelter

Is there a street-facing bench inside shelter? **Circle:** Yes or No

Is protection from the elements sufficient? **Circle:** Yes or No

Bench(es)

How many? 2

High curb present where bus doors open

Adequate street lighting

Information about which route(s) service bus stop, route map, stop times, etc.

Sidewalk

Crosswalks to common destinations

Are curb cuts present? **Circle:** Yes or No

Marked crosswalks to common destinations

Push-button crosswalk signals/countdown timers

Trash can

How safe do you feel at the bus stop?

YES

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

YES

Onboard Experience

How safe do you feel on the bus?

YES, SEVERAL RIDERS ALREADY ON BUS

Is boarding the bus accessible for passengers with ADA needs? Someone with groceries? A suitcase?

YES

How clean is the interior of the bus (windows, seats, floors, handrails, etc.)?

LOOKS NICE, VERY CLEAN

What information about the transit system is available on the bus? How easy is it to use/understand?

YES BUT HARD TO READ

Is exiting the bus easy to understand (knowing where the bus is, requesting a stop, exiting the bus to the outside, etc.)?

YES, BUT ~~NO~~ BETTER MARKINGS

Transfer Between Buses

How do you characterize the walking experience between nearby destinations and bus stops?

Bus Stop #2 Conditions, Stop Number: _____

Check if the following are present:

Cement pad

Shelter

Is there a street-facing bench inside shelter? **Circle:** Yes or No

Is protection from the elements sufficient? **Circle:** Yes or No

Bench(es)

How many? _____

High curb present where bus doors open

Adequate street lighting

Information about which route(s) service bus stop, route map, stop times, etc.

Sidewalk

Crosswalks to common destinations

Are curb cuts present? **Circle:** Yes or No

Marked crosswalks to common destinations

Push-button crosswalk signals/countdown timers

Trash can

How safe do you feel at the bus stop?

YES

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

YES

Transit Focus Group Worksheet

Bus Stop #1 Conditions, Stop Number: _____

Check if the following are present:

- Cement pad
- Shelter

Is there a street-facing bench inside shelter? **Circle:** Yes or No

Is protection from the elements sufficient? **Circle:** Yes or No

- Bench(es)

How many? _____

- High curb present where bus doors open
- Adequate street lighting
- Information about which route(s) service bus stop, route map, stop times, etc.
- Sidewalk
- Crosswalks to common destinations
 - Are curb cuts present? **Circle:** Yes or No
- Marked crosswalks to common destinations
- Push-button crosswalk signals/countdown timers
- Trash can

+ lots of riders
+ can't tell decal
- no trash cans

How safe do you feel at the bus stop?

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

Onboard Experience

How safe do you feel on the bus?

Is boarding the bus accessible for passengers with ADA needs? Someone with groceries? A suitcase?

How clean is the interior of the bus (windows, seats, floors, handrails, etc.)?

What information about the transit system is available on the bus? How easy is it to use/understand?

Is exiting the bus easy to understand (knowing where the bus is, requesting a stop, exiting the bus to the outside, etc.)?

Transfer Between Buses

How do you characterize the walking experience between nearby destinations and bus stops?

Bus Stop #2 Conditions, Stop Number: _____

Check if the following are present:

- Cement pad
- Shelter
 - Is there a street-facing bench inside shelter? **Circle:** Yes or No
 - Is protection from the elements sufficient? **Circle:** Yes or No
- Bench(es)
 - How many? _____
- High curb present where bus doors open
- Adequate street lighting
- Information about which route(s) service bus stop, route map, stop times, etc.
- Sidewalk
- Crosswalks to common destinations
 - Are curb cuts present? **Circle:** Yes or No
- Marked crosswalks to common destinations
- Push-button crosswalk signals/countdown timers
- Trash can

How safe do you feel at the bus stop?

Is the bus stop accessible from common destinations nearby for passengers with ADA needs?

*Public Comment Forms
Second Open House*

November 17, 2018 - CR Transit GTC



COMMENT FORM

This form is provided to receive your comments regarding the Corridor MPO's Passenger Transportation Plan (PTP). Please use the space provided below, and if necessary, attach additional pages. Please either leave this form at the meeting or submit comments by emailing e.darnall@corridormpo.com with "PTP Open House Comment" in the subject line. We appreciate your interest and value your input!

NAME: Alfunzo Brown **Email:** _____

PHONE: 319-651-5882

Where do you live?
(Circle one)

Cedar Rapids
Linn County

Ely
Marion

Fairfax
Palo

Hiawatha
Robins

Please provide any comments you have about public transportation services in the metropolitan area:

Would love to see some night service please

Would you like to receive updates about the Corridor MPO? **YES** NO
(Circle one)



COMMENT FORM

This form is provided to receive your comments regarding the Corridor MPO's Passenger Transportation Plan (PTP). Please use the space provided below, and if necessary, attach additional pages. Please either leave this form at the meeting or submit comments by emailing e.darnall@corridormpo.com with "PTP Open House Comment" in the subject line. We appreciate your interest and value your input!

NAME: Rose Benjamin **Email:** ifgod1st@gmail.com

PHONE: 319-270-4416

Where do you live?
(Circle one)

Cedar Rapids

Ely

Fairfax

Hiawatha

Linn County

Marion

Palo

Robins

Please provide any comments you have about public transportation services in the metropolitan area:

The City of Cedar Rapids Transit employees & employers are very attentive & compassionate about the wants & needs of the people they work to support & have more than impressed me with showing they genuinely care & I will be continuing to take city bus transportation even if I get my license back. Thank-you for the upcoming improvements & anything I can do to assist on any level I would be happy to assist. (except financial kinda broke :(
Sincerely grateful for (CR) city transit

Rose Benjamin

319-270-4416

Would you like to receive updates about the Corridor MPO? YES NO
(Circle one)



COMMENT FORM

This form is provided to receive your comments regarding the Corridor MPO's Passenger Transportation Plan (PTP). Please use the space provided below, and if necessary, attach additional pages. Please either leave this form at the meeting or submit comments by emailing e.darnall@corridormpo.com with "PTP Open House Comment" in the subject line. We appreciate your interest and value your input!

NAME: Kristin T. **Email:** kjc9882@gmail.com

PHONE: 319-651-0703

Where do you live?

(Circle one)

Cedar Rapids

Ely

Fairfax

Hiawatha

Linn County

Marion

Palo

Robins

Please provide any comments you have about public transportation services in the metropolitan area:

Night service will be MOST HELPFUL!!

PLEASE IT WOULD HELP WITH JOBS & to access grocery stores & if needed hospital & dr. office check in
(Mercy urgent care)

Would you like to receive updates about the Corridor MPO?

(Circle one)

YES

NO

