

**ADDENDUM
TO THE
SIOUX FALLS MPO AREA COORDINATED PUBLIC TRANSIT-HUMAN SERVICES
TRANSPORTATION PLAN**

2017 ANNUAL PROGRESS REPORT

Introduction

The Sioux Falls MPO Area Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) was adopted on November 14, 2013, and is required to be updated every five years. The purpose of the Coordinated Plan is to: 1) identify the unmet transportation needs for individuals with disabilities and seniors; 2) develop strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and 3) develop priorities for implementation based on resources (from multiple sources), time, and feasibility for implementing specific strategies and/or activities identified. Based on public participation and outreach, existing transportation services, and identified needs and gaps, the following priorities are recommended in the Coordinated Plan:

1. **Travel Training** – Increased utilization and improved perception of the public transit fixed route system through the utilization of the existing SAM travel training materials and involvement of human service agencies:
 - Hold agency travel training sessions to train clients, trainers, and/or family members
 - Utilize existing fixed route riders, or peers, to train new and potential riders
 - Implement a buddy system for new and potential riders who are mobility impaired and would otherwise use the paratransit system, or other similar services

2. **Coordination of Non-Profit Community Transportation** – Foster a more efficient non-profit community transportation system by focusing on the following priorities:
 - Ensure FTA Program 5310 funds are used for projects that compliment the priorities of this plan, in a coordinated manner, to fulfill the needs stated in this plan.
 - Seek out non-federal funding sources such as the medical community, employers, colleges, and non-profit community organizations such as United Way to provide assistance to the consolidated non-profit transportation provider.
 - Develop a community-wide volunteer driver program that agencies can access as a volunteer driver resource.
 - Encourage agencies to enter into contracts with Project CAR to provide medical and work trips rather than beginning new transportation services.

3. **Coordination of Paratransit Public Transportation:**

- Provide a full-spectrum of transportation services within ¾ mile of all fixed-route bus services.
- Provide assistance to human service agencies, such as DakotAbilities and Achieve, to help them gain capacity to transport their clients with their own vehicles to free up capacity on the paratransit system especially for persons requiring wheelchair paratransit services.
- Develop tripper bus routes for ambulatory persons for work trips to free up capacity on the paratransit system.
- Consolidate paratransit trips from human service agencies through the coordination of clients' appointment scheduling.
- Investigate a limited program through separate private or non-profit providers such as taxi services and Project Car to develop efficiencies and flexibility to paratransit scheduling for ambulatory trips (no wheelchair required).
- Work with the medical community and developers to encourage development of medical facilities and elderly housing where existing transit service is available.

4. **Maintenance and expansion of the fixed-route transportation system as an affordable and efficient system:**

- Continue agency programs to offer free and/or reduced cost bus passes (Pass-It-On Programs) for low-income clients to access the fixed route system, and look for opportunities for community contributions to help augment the program.
- Cultivate community partnerships to expand funding.

5. **Expansion of a coordinated community transportation system throughout the MPO planning area to provide a connection between the smaller communities to employment and services within the City of Sioux Falls** – While the previous four

priorities are more immediate and short-term priorities, this priority is considered a long-term priority as it would require a considerable amount of resources that are not adequately available at this point. However, as resources become available, the following should be considered:

- Vanpool service and/or other non-profit provider, such as Brandon Transit, to connect the ambulatory and non-ambulatory residents of the smaller MPO communities to fixed route and paratransit service in Sioux Falls. The connections could potentially be made between Tea and the existing Southwest Transit Center, Harrisburg and a future Southeast Transit Center, Brandon and a future Northeast Transit Center, and Hartford and Crooks and a future Northwest Transit Center.

Goals Completed in 2017

A significant amount of time has been dedicated to planning and coordination meetings since the Coordinated Plan was adopted in late 2013. These meetings have included participation by

agencies representing seniors, persons with disabilities, low-income, the medical community, business, government, transit, and others, including AARP, DakotAbilities, LifeScape, Project CAR, and many others. Many of the people involved participated in more than one committee or sub-group. And many are continuing to work together with the ultimate goal of meeting the transportation needs in the MPO planning area.

The Sioux Falls MPO Urbanized Development Commission's (UDC) special committee, the Transportation Coordination Committee (TCC), has been meeting on a regular basis to work toward accomplishing the identified goals.

Coordinated Plan Goals Addressed:

Travel Training

Coordination of Non-Profit Community Transportation

Primary Accomplishments:

- In 2014, the TCC assumed the role of soliciting applications for the FTA Section 5310 funds allocated for the Sioux Falls urbanized area and recommending projects for funding to the State. This has enabled the Committee to have a greater influence in ensuring that the funds are used for projects that compliment the priorities of this plan, in a coordinated manner, to fulfill the needs stated in this plan. In 2017, the TCC recommended funding for LifeScape to assist with the purchase of one vehicle and to River Cities Public Transit dba Coordinated Community Transportation System to assist with the purchase of a vehicle and to assist with funding continued operations in Sioux Falls.
- The directory of specialized transportation services that was developed in 2014 for the MPO planning area continues to be available on the Sioux Falls MPO's website at <http://siouxfallsmo.org/resources/community-transportation-directory/>. It is also posted on Minnehaha County's website.
- The volunteer driver recruitment and training program developed in 2014, Drive To Help, continued operations in 2017. SECOG continues to oversee the program, including recruiting and screening potential volunteer drivers. The volunteer drivers are then transitioned to Project CAR and Active Generations' Workers On Wheels, which are existing volunteer driver programs, to increase the number of rides provided. SECOG staff also assist with managing the travel training program and buddy system to assist people in riding the Sioux Area Metro fixed route system. SECOG contributed partial funding for Drive To Help. The remainder of the funding for the third year of operations was provided by City of Sioux Falls and Sioux Falls Area Community Foundation. At the time this report was written, 27 new volunteers have been added to the volunteer driver pool through Drive To Help. In addition, at least five travel training sessions have been coordinated by SECOG staff in 2017 with approximately 65 people participating.

Additional information on Drive To Help, including a testimonial video, can be viewed at <http://siouxfallsmmpo.org/resources/help/> and <https://www.facebook.com/DriveToHelpVolunteer/>.

Since the development of the Sioux Falls City Council's Transit Task Force Report in 2014, which supports the goals identified in the Coordinated Plan, the Sioux Area Metro (SAM) Ridership Committee has been working to develop methods to encourage ridership on the fixed route system through various travel training methods. In addition, work has continued with various non-profits in the community to increase efficiencies in paratransit public transportation.

Coordinated Plan Goals Addressed:

Travel Training

Coordination of Paratransit Public Transportation

Primary Accomplishments:

- The City of Sioux Falls executed an agreement with LifeScape to assist in funding an additional driver to enable LifeScape to provide transportation for more of its own clients on its own vehicles. As a result, LifeScape is able to transport an additional 17 clients.
- The City of Sioux Falls executed an agreement with Active Generations to assist its Daybreak clients in utilizing Project CAR's transportation services instead of Paratransit.
- The City of Sioux Falls is working on an agreement with Southeastern Behavioral Health to assist its clients in utilizing Project CAR's transportation services instead of Paratransit.
- LifeScape and Dakotabilities continues to monitor its transportation needs and makes adjustments in staffing and trip times to increase efficiencies.
- After a successful pilot project, the City of Sioux Falls continues to partner with Augustana University to provide free fixed-route rides to its faculty and students at a reduced rate paid by Augustana University.

Coordinated Plan Goals Addressed:

Coordination of Non-Profit Community Transportation

Expansion of a coordinated community transportation system throughout the MPO planning area to provide a connection between the smaller communities to employment and services within the City of Sioux Falls

Primary Accomplishments:

- *Non-Profit Coordination Committee:* River Cities Public Transit dba Coordinated Community Transportation System (CCTS), began a full year project in 2016 to provide work trips for DakotAbilities and LifeScape clients. One vehicle was committed by LifeScape for this project. FTA Section 5310 funds were awarded to assist with funding one vehicle and operating costs for the 2016 project and in 2017 for a second vehicle and operating costs. The City of Sioux Falls has also been participating in the project to help keep the client portion of the fare minimal. In addition to financial support, the City has contributed low-rent office and bus storage space for the project. In 2017, CCTS is projected to provide approximately 20,000 agency rides. Operations are expected to continue in 2018 with the number of rides provided increasing to 27,000 agency rides.
- *Hartford Transit Committee:* Hartford Area Transit continued operations in 2017. It provides service within the City and also provides service to Sioux Falls for medical appointments, etc. This project was funded with a combination of locally raised and FTA funds. Additional information on Hartford Area Transit can be found at <http://www.hartfordsd.us/>.

Unsuccessful Goals in 2017

As the Coordinated Plan is a five-year plan, many of the goals and priorities identified in the plan are long-term goals that require significant planning and coordination with several agencies across the community. Therefore, none of the goals identified in the Coordinated Plan are considered unsuccessful.

New Goals for 2018

As the Coordinated Plan is a five-year plan, many of the goals and priorities identified in the plan are long-term goals that require significant planning and coordination with several agencies across the community. Therefore, no new goals or priorities have been identified for 2017. However, it is necessary to begin to implement cost allocation models that effectively promote the development and delivery of coordinated transportation services for human service transportation programs by promoting shared responsibility and funding for transportation services, increased cost-effectiveness, and increased access for consumers by eliminating duplicative efforts and wasted resources.

2018 Goal Timeframes

Some of the activities that have been worked on over the last year and are planned to be implemented in 2017:

- The Rapid City MPO, Sioux Falls MPO, and South Dakota Department of Transportation (SDDOT) coordinated in 2016 to develop an application schedule for the FTA Section

5310 funds. The next competitive application process is scheduled to begin in January 2018.

- Funding to continue operations for Drive To Help in 2018 will be sought in late 2017 and early 2018.
- The continuation and expansion of the Coordinated Community Transportation Systems project for agency work trips.
- Continued work with the SD Department of Human Services and SD Department of Transportation on the resurrection of a statewide transportation coordination committee.
- Additional travel training program updates, including continued work on the implementation of the buddy system, for Sioux Area Metro fixed route system is planned for 2018.
- Additional activities consistent with the Coordinated Plan may also be worked on in 2018 as the TCC and others continue to meet.

Sioux Falls MPO Planning Area Changes

There have been no changes to the Sioux Falls MPO's planning area.

Other Significant Changes to Sioux Falls MPO

There have been no other significant changes to the Sioux Falls MPO.

Other Agency Coordination Changes

Great strides have been made in coordination amongst agencies over the past year. Listed below are some of the highlights of that coordination:

- DakotAbilities, LifeScape, Coordinated Community Transportation Systems, and the City of Sioux Falls are continuing to work together to provide more cost effective and sustainable service for agency trips.
- The City of Sioux Falls and LifeScape are continuing to work together to reduce LifeScape's reliance on the City's paratransit service by adjusting staffing, work times, and its routes to provide additional service to its own clients with its own vehicles.
- SECOG is operating Drive To Help, with the assistance of Project CAR, Active Generations Workers On Wheels, and Sioux Area Metro. Drive To Help is a volunteer driver recruitment and training program to increase the number of rides provided by Project CAR and Workers On Wheels.
- The City of Sioux Falls is working with Project CAR and Active Generations to increase the number of ambulatory paratransit rides provided by Project CAR for Active Generations' Day Break Adult Day Services.
- Project CAR has provided an increased number of rides for health appointments, especially for those located outside of the Sioux Area Metro service area.