

SIoux FALLS MPO AREA COORDINATED PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN



November 14, 2013

Acknowledgments:

This document was prepared by:
The South Eastern Council of Governments,
the Cities of Brandon, Crooks, Harrisburg, Hartford, Sioux Falls and Tea,
Lincoln and Minnehaha Counties,
and the
South Dakota Department of Transportation

In cooperation with:
The Federal Highway Administration
and the Federal Transit Administration of the
United States Department of Transportation

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"The preparation of this report has been financed in part through grant[s] from the Federal Highway Administration and Federal Transit Administration, U.S. Department of Transportation, under the State Planning and Research Program, Section 505 [or Metropolitan Planning Program, Section 104(f)] of Title 23, U.S. Code. The contents of this report do not necessarily reflect the official views or policy of the U.S. Department of Transportation."

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EXECUTIVE SUMMARY

PURPOSE OF THE PLAN

In purpose of the *Sioux Falls MPO Area Coordinated Public Transit – Human Services Transportation 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.

This plan corresponds with current federal transportation policy which requires that a locally-developed, coordinated public transit/human services planning process be undertaken as a condition of receiving funding from the Federal Transit Administration (FTA) program directed at meeting the needs of the plan's target populations: Seniors and Individuals with Disabilities.

COMPONENTS OF THE COORDINATED PLAN

Public Participation and Outreach

A variety of tools were utilized to build awareness and solicit input from the public and transportation stakeholders throughout the planning process. Public participation efforts included a providers and user survey; provider and stakeholder meetings, including the Public Transit Advisory Board (PTAB) and the Sioux Falls City Council Transit Task Force; UDC Transportation Coordination Committee Meetings; and utilization of the Sioux Falls MPO website.

Summary of Transportation Services

One of the first steps in this planning process was to collect information on existing transportation services from agencies and organizations that serve the plan's target populations, either through direct transportation services or through the provision of other services. The purpose was to gain a better understanding of the mobility services available to the target populations as well as their unmet transportation needs.

Summary of Needs and Gaps

A primary task in the development of the *Sioux Falls Coordinated Public Transit-Human Services Transportation Plan* was the identification of unmet transportation needs for seniors and individuals with disabilities. Needs were primarily identified based on information provided by the providers and stakeholders through various means including surveys and meetings. The identified needs included:

- Additional transportation services outside of the core of the City due to increased development on the outskirts of the City
- Transportation services between smaller MPO communities to employment and services within the City
- Evening and weekend transportation services for employees
- Greater efficiency in existing services due to reduced federal funding and increasing demand on paratransit

- Travel training due to perceptions about using public transit
- Additional funding to keep the transit system affordable

Strategies, Activities, and Projects

The final step in the planning process was to prioritize identified strategies, activities, and projects based on resources, time, and feasibility for implementation. The recommended priorities are:

1. Travel Training
2. Coordination of Non-Profit Community Transportation
3. Coordination of Paratransit Public Transportation
4. Maintenance and expansion of the fixed-route transportation system as an affordable and efficient system
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

PLAN APPROVAL

The update to the Sioux Falls MPO Area Coordinated Public Transit – Human Services Transportation Plan was approved by the Urbanized Development Commission of the Sioux Falls MPO on November 14, 2013. The South Dakota Department of Transportation subsequently approved the Plan on _____, 2013. The approval letter can be found in Appendix A.

PURPOSE AND BACKGROUND OF THE COORDINATED PLAN

BACKGROUND

There are numerous different entities in the Sioux Falls metropolitan area, including public agencies, human service agencies, residential facilities, and private companies, involved with planning, funding, and providing transportation services. These services provide necessary mobility and access to employment, education, medical services, recreation/social engagements, and retail services, etc. to the region's residents.

With so many entities involved with transportation, often serving a specific rider population and purpose, it is common for there to be a duplication of services, underutilization of capital, or inefficient use of resources. Frequently the result is that there are areas and populations of a community that are underserved by transportation.

In 2008, the Sioux Falls Area Coordinated Public Transit – Human Services Transportation Plan (Coordinated Plan) was undertaken to:

- Gain a better understanding of the current transportation services that are available in the Sioux Falls region;
- Identify the unmet transportation needs of older adults, persons with disabilities, and persons/families with low-incomes;
- Identify opportunities for improving the efficiency and effectiveness of transportation services through coordination;
- Develop strategies for implementing new programs and services to address the unmet needs; and
- Prioritize transportation services for funding and implementation.

The following mission statement and goals were developed to guide the development of the 2008 Coordinated Plan.

Mission: To meet the needs of the transportation-disadvantaged in Sioux Falls.

Goals:

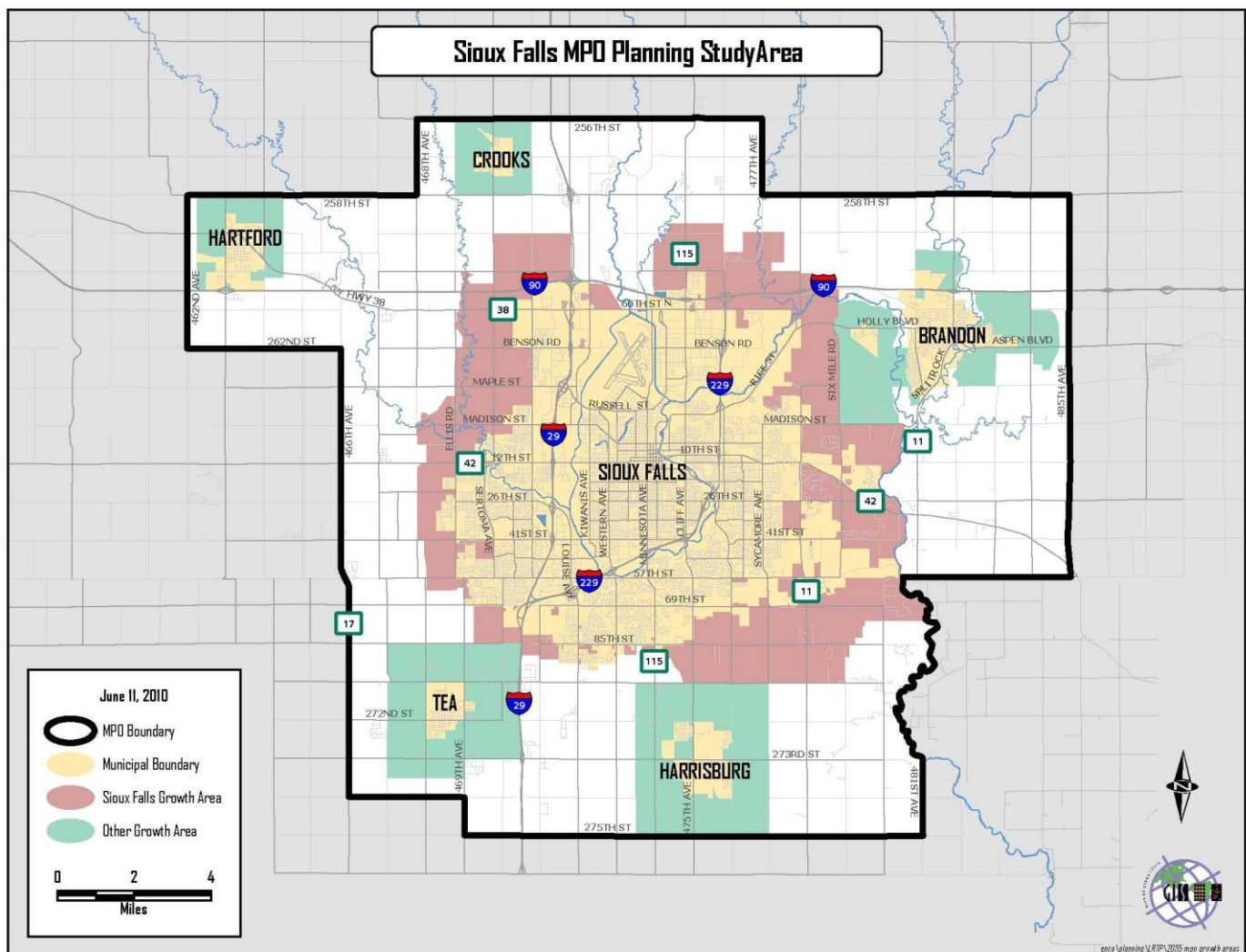
- Improve the availability, safety, accessibility, ease of use, quality, and affordability of transportation services.
- Increase the cost-effectiveness of transportation services.
- Maximize the resources available for community transportation through coordination in planning, service delivery, and reporting.
- Conduct a comprehensive public involvement effort that solicits the input of:
 - Public, non-profit, and private transportation providers
 - Human service agencies
 - Other stakeholders representing the transportation-disadvantaged

- General public.
- Ensure eligibility for funding through Section 5310, Job Access and Reverse Commute, and New Freedom programs

The 2013 update to the Coordinated Plan was undertaken to refine the aforementioned goals based upon the results of provider and user surveys completed in 2010 and analyzed in 2011, and the stakeholder meeting held in August 2013.

REGIONAL PROFILE

This Sioux Falls Metropolitan Planning Organization (MPO) planning area includes approximately 702 square miles in Southeastern South Dakota, including the Cities of Brandon, Crooks, Harrisburg, Hartford, Sioux Falls, and Tea, as well as portions of Lincoln and Minnehaha Counties.



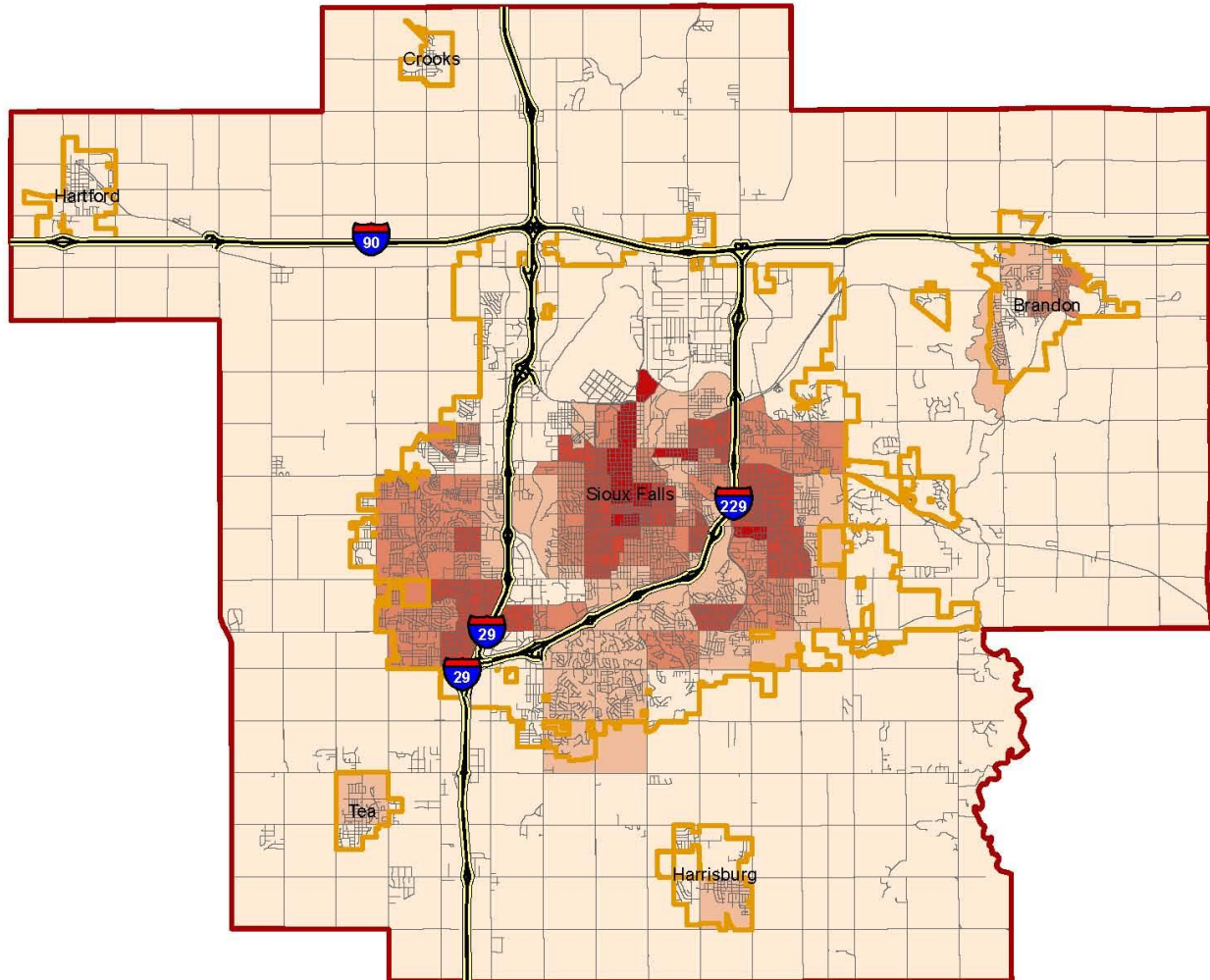
Regional Population Characteristics

One of the greatest determinants of transportation need is total population and population concentration or density. According to the 2010 Census, the total population of the Sioux Falls MPO region is 188,696. The population in the MPO region represents 23% of the total population of the State of South Dakota.

The population of the City of Sioux Falls is 153,888 which represents 82% of the MPO area's population and is an increase of 24% over the 2000 population of 123,975. Other communities in the region have experienced strong population increase as well. Most notably, the City of Harrisburg has seen a 323% increase in population over the past decade and the City of Tea has seen a 118% increase in the same timeframe. The figure below details the population increases for all of the communities in the MPO planning area.

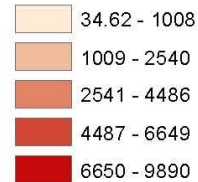
MPO Community	2000 Census Population	2010 Census Population	Population Increase
Brandon	5,693	8,785	54%
Crooks	859	1,269	48%
Harrisburg	958	4,089	327%
Hartford	1,844	2,534	37%
Sioux Falls	123,975	153,888	24%
Tea	1,742	3,806	118%

With the exceptions of Brandon, Harrisburg, Sioux Falls, and Tea, the population density is less than 1,009 persons per square mile in the region. The highest density areas (>6,650 persons per square mile) are in the central and east-central portions of the City of Sioux Falls. The map on the following page shows the population density for the Sioux Falls MPO region.



Population Density

Population / Square Mile



US Census Block Group, 2010



Legend

- Interstates
- Local Roads and Streets
- MPO Boundary
- Municipal Boundaries



TARGET POPULATION CHARACTERISTICS

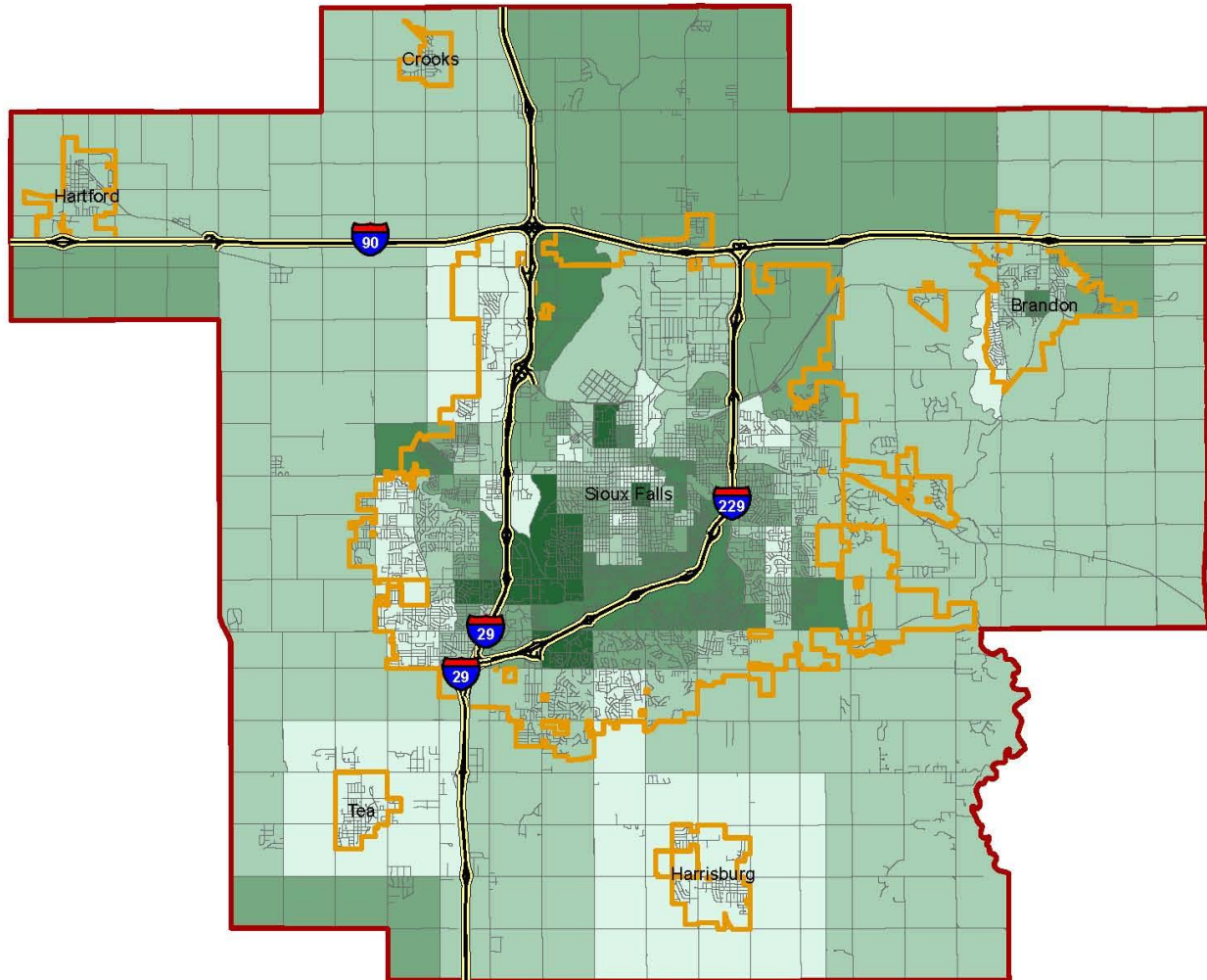
The coordinated plan specifically addresses the transportation needs of seniors and individuals with disabilities.

Seniors:

Includes all persons 65 years of age and older.

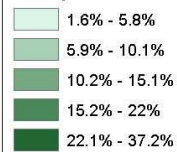
Based on the 2010 Census, the population of persons age 65 and over in the MPO region is approximately 22,875 persons, or 10.7% of the total population. The highest proportions of persons age 65 and older are in the central and southwestern portions of Sioux Falls having up to 37.2% of the population being age 65 or older. A portion of central Brandon has 15.2 – 22% of its population at age 65 or older. The remainder of the MPO planning area is near or below the statewide average of 14.2% and the nationwide average of 13%. The proportion of persons age 65 and older indicates the region has a relatively younger population than is found either statewide or nationally.

According to the 2035 Long-Range Transportation Plan, census figures have shown that the elderly population is growing faster than the general population nationally. However, for the past 30 years, the Sioux Falls MSA 65 and over population has remained stable at 10% to 11% of the total population. The 2035 Long-Range Transportation Plan indicates that this is mainly due to the strong influx of young families to the Sioux Falls area over the past 20 years. The map on the following page shows the percent of population age 65 or older for the Sioux Falls MPO planning area.



Percent of Population Age 65 or Older

% Population



US Census Block Group, 2010



Legend

- Interstates
- Local Roads and Streets
- MPO Boundary
- Municipal Boundaries



Individuals with Disabilities:

Includes individuals who have a physical or mental impairment that substantially limits one or more major life activities of such an individual, a record of such an impairment, or being regarded as having such an impairment as defined in the Americans with Disabilities Act of 1990 (42 U.S.C. 12102).

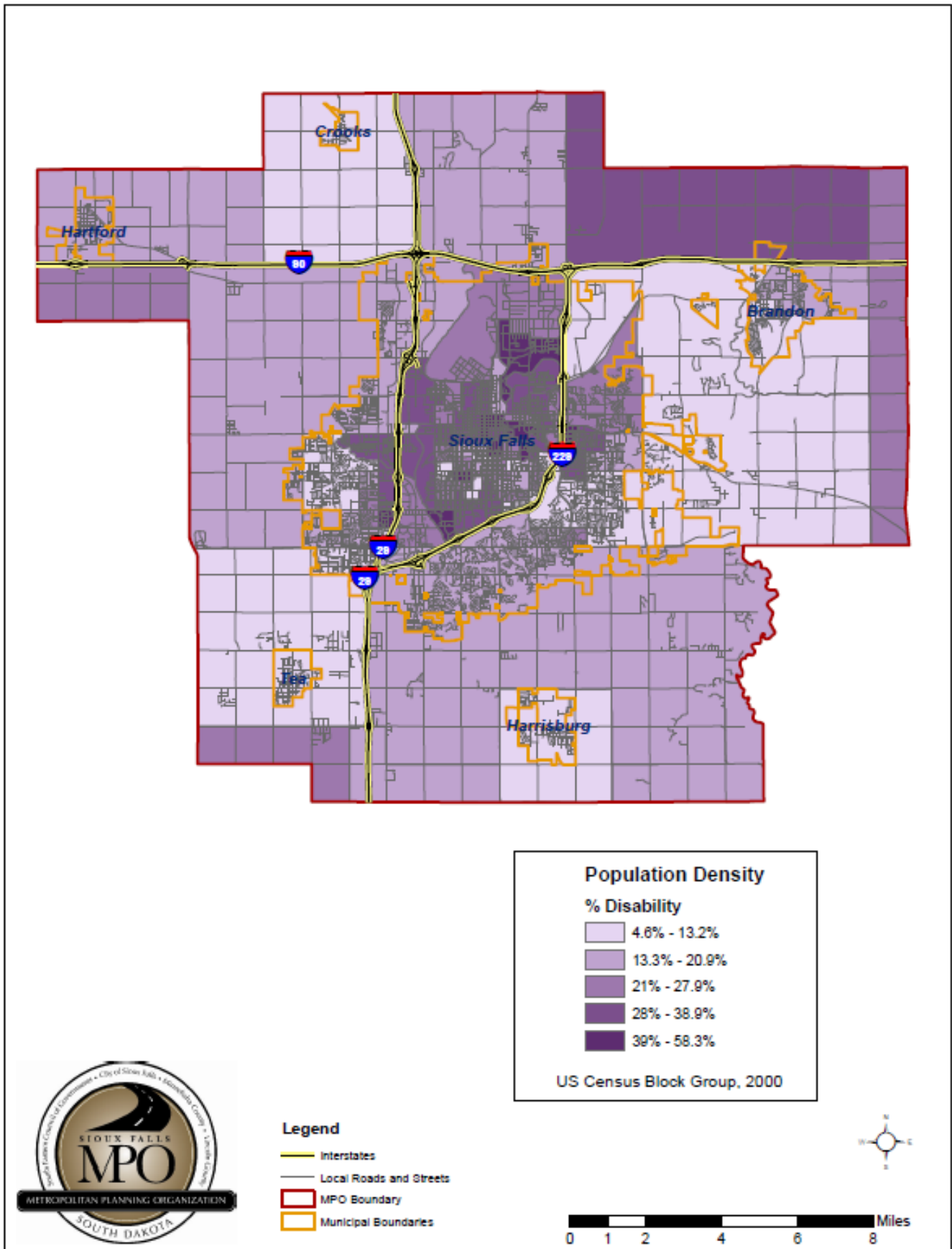
For the 2000 Census¹, individuals were classified as having a disability if any of the following three conditions were true:

1. They were age five years old and over and had a response of “yes” to a sensory, physical, mental, or self-care disability;
2. They were 16 years old and over and had a response of “yes” to a going outside the home disability; or
3. They were 16 years old and over and had a response “yes” to an employment disability.

Based on the 2000 Census, there are approximately 35,327 individuals with disabilities in the MPO planning area, or 18.7% of the total population. The highest proportions of individuals with disabilities are in central Sioux Falls having up to 58.3% of the population identified as individuals with disabilities. Some of the areas with the highest proportion of individuals with disabilities also have a high proportion of seniors, which may indicate areas of seniors with mobility issues.

The remainder of the MPO planning area is near or below the statewide average of 17% and the nationwide average of 19.3%. There are higher proportions shown in the following map on the outskirts of the MPO planning area, however, because the data is based on 2000 Census Block Groups, it is likely that those percentages are mostly due to populations living outside the MPO planning area.

¹ Disability status data is from the 2000 U.S. Census, as updated data is not yet available. American Community Survey 5-year estimates, including disability status data, are planned to be released in 2013, but is not yet available.



FEDERAL POLICY ON TRANSPORTATION COORDINATION

A 2003 report issued by the U.S. General Accounting Office (GAO)² found that there are more than 60 different federal programs, across nearly a dozen federal departments that fund transportation services for transportation-disadvantaged persons. There is often little or no coordination of services among those that operate the federal programs within the same community. The report cited three primary reasons why agencies fail to coordinate:

- Concern about adverse effects on existing clients;
- Differences in eligibility requirements, programmatic requirements, and safety standards can limit agencies' ability to coordinate services; and
- Lack of leadership and commitment to coordinate, at the federal, state, and local levels.

Following the release of the GAO report, President Bush issued Executive Order 13330 in February 2004. The Executive Order established the Interagency Coordinating Council on Access and Mobility (CCAM) consisting of the secretaries of Transportation, Health and Human Services, Education, Labor, Veterans Affairs, Agriculture, Housing and Urban Development, and the Interior and the Attorney General and the Commissioner of Social Security.

CCAM was charged with taking action to reduce duplication among federally-assisted grantees, increase the efficiency of service delivery, and expand the services available to transportation-disadvantaged populations. In one of CCAM's first reports to the President, it asked for mechanisms (statutory, regulatory, or administrative) to require participation in community transportation planning efforts. The first such mechanism was included in the previous transportation law, known as the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU).

Enacted in 2005, SAFETEA-LU created a requirement that a locally-developed, coordinated public transit/human services planning process be undertaken as a condition of receiving funding for three Federal Transit Administration (FTA) programs directed at meeting the needs of older individuals, persons with disabilities, and low-income persons:

- 1) Section 5310 Transportation for Elderly Persons and Persons with Disabilities
- 2) Section 5316 Job Access and Reverse Commute (JARC)
- 3) Section 5317 New Freedom Program

Moving Ahead for Progress in the 21st Century (MAP-21) is the most recently enacted transportation law, signed into law on July 6, 2012. MAP-21 continues the requirement for coordinated planning created in SAFETEA-LU, but only as a condition of receiving funding for a new Section 5310 Program called the Enhanced Mobility for Seniors and Individuals with Disabilities Program. The new Section 5310 Program blended the previous Section 5310 Transportation for Elderly Persons and Persons with Disabilities and Section 5317 New Freedom Program.

² US General Accounting Office, *Transportation Disadvantaged Populations: Some Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist*, 2003, 1-5.

COORDINATION EFFORTS IN THE SIOUX FALLS METROPOLITAN PLANNING AREA

For some time, transportation stakeholders in the Sioux Falls MPO region have recognized the benefits of transportation coordination. Within the past 10 to 15 years, several agencies met on a regular basis to develop and implement strategies for making their transportation services more efficient. As a part of the local group's efforts, a few participants developed a cooperative vehicle maintenance partnership and new services were created to provide evening and weekend services. In 2002, approximately eight agencies were involved in an assessment of transportation service consolidation options. For a variety of reasons, including lack of leadership and funding, the coordination group discontinued their efforts a couple of years ago.

The 2008 Plan was the first step in a process intended to evolve in the years to come. The Plan encouraged continued efforts to involve the full range of stakeholders in endeavors to identify unmet transportation needs, develop strategies for addressing the unmet needs, and coordinate and maximize the transportation resources that are available in the region. These continued efforts have resulted in several successful coordination developments in the region including agencies such as EmBe, Project Car, South Dakota Achieve, and Sunnycrest Retirement Village among others.

RELATIONSHIP TO THE METROPOLITAN AND STATEWIDE PLANNING PROCESSES

The development and content of coordinated plans are intended to be specific to the transportation needs and issues of an urbanized area or defined region and are to be undertaken to guide the development of projects that address the identified transportation gaps and issues. A coordinated plan is a required element of the Sioux Falls MPO's long-range transportation plan. Coordinated plans may be developed as a part of the long-range transportation planning process or separately and then incorporated into the long-range transportation plan. The current long-range transportation plan was adopted in November 2010, prior to the completion of the 2011 analysis of the 2010 provider and user survey. The update to the coordinated plan was developed separately and will be incorporated into the MPO's long-range transportation plan through adoption by the MPO's Urbanized Development Commission.

Projects identified through the coordinated planning process and selected for funding through a Federal Transit Administration program must be incorporated into the MPO's Transportation Improvement Plan (TIP) and the Statewide Transportation Improvement Plan (STIP). If the competitive selection process utilized to select projects for funding does not coincide with the development of the TIP/STIP, the TIP/STIP amendment processes will be used to include the competitively selected projects into the TIP/STIP before FTA award.

Because the Sioux Falls MPO area is in attainment for air quality, the coordinated transportation plan shall be updated at least every five years.³ The MPO has the option of scheduling the update of the coordinated plan to coordinate with the metropolitan and statewide planning processes to ensure that selected projects receive funds in a timely manner.

³ FTA Circular 9070.1F, page V-9

PUBLIC PARTICIPATION AND OUTREACH

During the development of the update to the Coordinated Plan, a public participation process was undertaken to build awareness and solicit input from the public and transportation stakeholders. The public participation process was governed by two sets of guidelines. First, the planning process followed the public participation guidelines as outlined in the Public Participation Plan for the Sioux Falls MPO. In addition, the planning process conformed to FTA regulations. MAP-21 requires that the plans be “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human service providers and other members of the public.”⁴

The public participation plan approved by the Sioux Falls MPO on August 11, 2011, had four primary components, which are described herein:

- Provider and User Surveys;
- Provider and Stakeholder Meetings;
- UDC Transportation Coordination Committee Meetings; and
- Sioux Falls MPO Website.

COMPONENTS OF THE PUBLIC PARTICIPATION PLAN

Provider and User Surveys

In order to gain updated information on the mobility services available to the target populations, as well as their unmet transportation needs, surveys were conducted of service agencies, private companies, and transportation users across the region.

The provider survey requested information regarding each agency’s operating characteristics, types of services provided, approximate annual transportation budget, local coordination efforts, and unmet transportation needs among other items. The user survey questions focused primarily on the transportation services used, how transportation services are accessed, and the user’s unmet transportation service needs.

Through direct returns and targeted follow-up calls, the project team collected partial and complete information from 38 providers and 68 users. Copies of the provider and user surveys are included in Appendix B. The survey analysis is posted on the MPO’s website at: <http://siouxfallsmmpo.org/resources/publications/>.

Provider and Stakeholder Meeting

Two meetings were conducted during the planning process to obtain information and input from existing transportation providers and stakeholder agencies (those that serve one or more of the target populations and/or indirectly support transportation services). The first was held on June 23-24, 2010, at AARP. Information on the 2008 Coordinated Plan and mobility management was presented, a facilitated discussion on coordination was held, and provider surveys were completed during the meeting at which a mix of both providers and stakeholders attended.

⁴ Chapter 53 of Title 49, United States Code, as Amended by MAP-21, Section 5310.

A second meeting was held on August 29, 2013, at the South Eastern Council of Governments. Discussion was held on topics including transportation needs for individuals with disabilities and seniors; potential strategies, activities, and projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery; and priorities for implementation based on resources (from multiple sources), time, and feasibility for implementing specific strategies and/or activities identified.

With the input obtained at provider and stakeholder meetings, a prioritized list of potential strategies, activities, and projects was drafted. This list was presented to additional providers and stakeholders for input at the Public Transit Advisory Board (PTAB) meeting on October 28, 2013, and to the Sioux Falls City Council Transit Task Force on October 6, 2013.

UDC Transportation Coordination Committee

Two meetings were held with the UDC Transportation Coordination Committee to review the survey results and gather input on the draft update to the Coordinated Plan from the committee's members, which include transportation providers and stakeholders, on January 11, 2012, and on October 30, 2013, at the South Eastern Council of Governments.

Sioux Falls MPO Website

A draft of the update to the Coordinated Plan was made available for comment via the Sioux Falls MPO website at <http://siouxfallsmpo.org/resources/publications/>. Emails requesting review of the draft and comments, including a link to the website, were also sent out to the providers and stakeholders.

SUMMARY OF TRANSPORTATION SERVICES

The seniors and individuals with disabilities populations in the Sioux Falls area are served by a variety of transportation entities, each often with its own service area, target population, and unique and widely variable operating parameters. In the region, transportation service providers to seniors and individuals with disabilities include public transit, volunteer driver programs, human service agencies and residential facilities, and private companies.

As described in the Public Participation and Outreach section of this document, one of the first steps in this planning process was a survey of agencies and organizations that serve the plan's target populations, either through direct transportation services or through the provision of other services.

The Transportation Coordination Survey Analysis, posted on the MPO's website at: <http://siouxfallsmo.org/resources/publications/>, summarizes the information collected through the provider and user surveys. The analysis provides a general overview of the transportation services that are provided in the region and the needs of transportation users. Due to the limited number of user surveys that were collected, the analysis was largely based on the surveys completed by the providers.

TRANSPORTATION PROVIDERS INVENTORY

The purpose of a transportation provider inventory is to assist in coordination efforts by allowing possible duplications and gaps in transportation services to more easily be seen. Appendix C includes an inventory of available services in the area, including information on the characteristics of the existing public transit, human service agency, and residential facility transportation services provided by the completed provider surveys. The following is a description of some of the services listed in the inventory.

Public Transit

Brandon City Transit

Brandon City Transit provides demand-response transit service within the City of Brandon. Also, Brandon City Transit specifically provides rides for residents of Bethany Meadows Assisted Living and Helping Hands Assisted Living; both facilities are located in Brandon.

All Brandon City Transit trips must be scheduled 24 hours in advance and requests are made by telephone. The current fare is \$1.50 per one-way trip. The system operates Monday through Friday from 8:00am – 3:15pm. Brandon City Transit's fleet includes two wheelchair accessible buses and a van. The service provides an average of 54 one-way trips each day.

Sioux Area Metro (SAM)

Fixed Route Service

Sioux Area Metro's fixed route service is provided Monday through Saturday. The fixed route buses are accessible to people with disabilities. Each bus is equipped with a wheelchair lift or ramp along with two wheelchair securement locations. Sioux Area Metro provides free individualized travel training to assist new passengers in learning how to ride these buses.

Sioux Area Metro operates 11 regular routes, an express route that serves Southeast Technical Institute and the University Center, and four school tripper routes each of which provide one morning and one afternoon trip connection downtown Sioux Falls or southwest Sioux Falls to numerous neighborhoods and the Sioux Falls School District high schools.

SAM also provides a free downtown trolley service that operates primarily along Main and Phillips Avenues. The trolley operates Monday through Saturday from mid-April through mid-October and on Saturdays only from mid-October through the end of December. Additional information on Sioux Area Metro's fixed routes service, as well as SAM's other services and programs, can be found at <http://www.siouxfalls.org/sam>.

Paratransit Service

Those not able to access a bus stop on the fixed-route system due to a functional disability may be eligible for paratransit service. Sioux Area Metro Paratransit is a curb-to-curb shared ride transportation service for persons who are, due to their functional limitation(s), unable to use accessible fixed route bus service. Passengers must be certified eligible per guidelines established in the Americans with Disabilities Act (ADA).

Evening Bus Service

Sioux Area Metro offers a Demand Response Evening Bus Service Monday through Friday with services starting at 8 p.m. and ending with the last pick-up at 10 p.m. The evening bus service is provided using a paratransit bus so it is available for both general riders and persons with disabilities. There are currently plans to provide evening bus service by expanding the hours of service of several fixed routes, along with the required complimentary paratransit service, rather than provide evening service on paratransit buses only.

Bike and Bus Program

Sioux Area Metro also offers the Bike and Bus Program, allowing riders to bike to any bus stop and then put their bike on the bus to take with them to any other stop. The rider can then complete the remainder of their trip on their bike.

- Bike racks are mounted on the front of the bus.
- Each and every fixed route bus is installed with a rack.
- The instructions are simple and printed right on the rack.
- The rack holds up to two bicycles.
- The rack allows for most bicycle wheel and frame sizes.
- The bike does not touch the other bike, the bus or other vehicles.
- There is no charge for your bicycle.

The Pass-It-On Program

The Pass-it-on Program is a program that provides free courtesy bus passes to individuals that are experiencing economic difficulties and cannot afford to pay for a bus pass themselves. The intent of the program is to assist individuals in becoming self-sufficient and thus no longer needing assistance from social service agencies. The bus pass can be used for several purposes that may help improve a person's economic situation, such as:

- Job search
- Housing search

- Job training
- Medical appointments
- Employment (until 1st full paycheck)
- Attend an Alcoholics Anonymous (AA) or Narcotics Anonymous (NA) meeting
- Grocery shopping
- Locating childcare
- Initial transportation to the job site
- Education purposes
- Visits to case managers, representative payees, counselors, therapists, and social service agencies

A list of the participating agencies can be found on the City of Sioux Falls' website at: <http://www.siouxfalls.org/sam/pass-it-on>. Each agency has attended a training course on the appropriate use of the passes. Non-participating agencies can refer their consumers to a participating agency.

The program is administered by Minnehaha County. Each participating agency pays \$100 per year to participate in the program (this fee covers the cost of printing of the passes). A maximum of 40,000 one-trip passes are distributed to the agencies each year. Approximately 3,000 one-way trips are taken each month.

Volunteer Driver Programs

Active Generations/Workers on Wheels

Active Generations is a non-profit agency that provides a wide range of services for seniors including transportation. Active Generations' Workers on Wheels program is a program in which volunteer drivers provide transportation for eligible seniors to medical appointments and grocery shopping. Eligibility requirements include that the client must be at least 60 years old, unable to pay for professional services, and have no family available to assist. The volunteer drivers use their own vehicles to provide this service. Workers on Wheels is supported by the Sioux Empire United Way.

Project CAR

Project CAR is a non-profit transportation agency that provides transportation services primarily for seniors to health appointments, church services, and volunteer assignments using volunteer drivers. Transportation services are provided to participants of sponsoring agencies, such as the Senior Companion Program, and other agencies that contract with Project CAR on a trip-by-trip basis. The volunteer drivers provide transportation using Project CAR's fleet of vehicles. Project CAR is funded through revenue from sponsors, contracts, and fundraisers.

Human Service Agencies and Residential Facilities

There are several human service agencies that provide transportation services in the MPO region to their clients such as DakotAbilities, EmBe, South Dakota Achieve, and Trail Ridge Retirement Community. Fees charged, clients served, and service times vary between each of these organizations.

Private Companies

There are also several private transportation providers in the MPO region. The private providers

include several taxi companies with varying rates and hours of service; School Bus, Inc., which provides charter transportation services and contracts with the Sioux Falls School District to provide school bus transportation, along with other; and Sioux Falls Wheelchair and Wheelchair Express, which provide transportation services for both ambulatory and non-ambulatory individuals 24 hours a day, seven days per week, without an advanced reservation requirement.

SUMMARY OF NEEDS AND GAPS

During the provider and stakeholder meeting held on August 29, 2013, a brief overview was given of changes to the FTA 5310 program, coordinated planning, results from the 2010 provider and user survey, and available transportation services, discussion began with the identification of transportation needs for individuals with disabilities and seniors. The attendees identified the following transportation needs and gaps for individuals with disabilities and seniors:

- Due to increased development, including medical facilities and elderly housing, on the outskirts of the City of Sioux Falls, there is a need for additional transportation services outside of the core of the City.
- Because most of the employment opportunities and services of the MPO planning area are located in the City Sioux Falls, there is also a need to expand the transportation services available to people living in the smaller MPO communities to employment and services within the City.
- Due to evening and weekend work schedules, there is a need for additional transportation services during the evenings and weekends.
- With reduced federal funding for transit capital projects and an increasing demand for paratransit services, there is a need for greater efficiency in existing transportation services.
- There are perceptions about the public transit system that prevent people from utilizing the fixed route service, such as it being difficult to access and use.
- There is a need for additional funding, due to both the affordability of using transportation services to the riders and the affordability of providing transportation services to the community.

The needs and gaps identified at the provider and stakeholder meeting were generally consistent with previous information that has been collected and is included below.

OTHER RELEVANT INFORMATION

Sioux Falls Metropolitan Planning Organization 2035 Long-Range Transportation Plan

As part of the development of the 2035 Long-Range Transportation Plan for the Sioux Falls Metropolitan Planning Organization, the MPO completed a market research study in 2010 to help ascertain the needs and desires of residents in the Sioux Falls region with regards to the public transportation system. The market research study included a resident survey, an employer survey, and an underrepresented survey (transit riders). The following are some of the results from the market research effort.

Resident Survey

According to the resident survey, 20 percent of respondents had used public transportation in Sioux Falls. A third of respondents indicated that they would consider using transit if their employer provided incentives for doing so and one-quarter would also consider using transit if they were better informed about the system. However, only 30 percent would use transit if it stopped within three to four blocks of their home and only 19 percent would consider using a park and ride service for transit. On the contrary, 57 percent would use transit if it arrived every fifteen minutes.

Employer Survey

According to the employer survey, there is support for some increase in public transportation in the Sioux Falls area. 44 percent of employers would support an increase of funding to improve and extend the current bus system. However, employers are only minimally supportive of incentives for employees to use the transit system. Only 25 percent of employers indicated they are willing to provide incentives to encourage their employees to carpool or take transit to work.

Underrepresented Survey (Transit Riders)

Current users were satisfied overall with the safety, convenience, and on-time performance of the system. However, the users indicated that they were dissatisfied with the amount of evening and weekend hours. Nearly half of the survey respondents indicated that they use the bus because they have no other means of transportation and 56 percent of residents do not have any vehicles in their home. Nearly one-third of the respondents were 25 years old and younger while only 5 percent were 65 and older.

The results of the underrepresented survey showed that transit riders predominately ride the bus because it is either their only transportation alternative or to save money. However, almost 50 percent of all bus trips are used to get to and from work. Also, transit users seem to make residential location decisions based upon their proximity to bus routes. 66 percent of transit users live within two blocks of a bus route and only 12 percent live five blocks or more from a bus stop.

- 46% of transit users ride the bus because it is their only transportation alternative (24% to save money).
- 54% of transit users said that it takes them 30 minutes or less to get to their most frequent destination.
- 39% of transit users live one block or less from a bus stop (27% live two blocks).

The survey also asked transit riders to rate public transportation service in Sioux Falls. Overall, ratings were high, especially for attractiveness and safety. The services that rated lowest were weekend and evening service. Likely, the transit riders who rated this as low did so because they would like to see the bus operate for additional hours during the evenings and weekend.

- 89% of transit users rated public transportation attractiveness and safety as good or excellent.
- 76% of transit users rated transfer connections as good or excellent.
- 74% of transit users rated on time performance as good or excellent.
- 51% of transit users rated evening service as good or excellent (29% rated it as poor).

Provider and User Surveys

As previously discussed in the Public Participation and Outreach section of this document, provider and user surveys were conducted in order to gain a better understanding of the mobility services available to the study's target populations as well as their unmet transportation needs.

The following is a summary of the unmet transportation needs identified through the survey process.

Provider Survey Results

- Lack of funding.
- Limited resources.
- The rising cost of transportation in fuel, wages, and benefits.
- Lack of organization.

User Survey Results⁵

- Need for transportation to medical appointments, unspecified appointments, and work.
- Lack of transit during evening and weekend hours.

Provider and Stakeholder Meetings

As also previously discussed in the Public Participation and Outreach section of this document, a public meeting was held on June 23-24, 2010, at AARP. The following is a summary of the input obtained at the meeting through facilitated discussion:

- Older vehicles need replacement
- Bus passes needed to assist the target populations in reaching employment, etc.
- Interest travel training program
- Need for drivers
- Need for expanded transportation services for employment from 7:30 am to 3:30 pm

⁵ Due to the limited amount of users surveys completed, results are suggestive rather than representative of the target populations of interest.

STRATEGIES, ACTIVITIES, AND PROJECTS

OVERVIEW

Based on the needs and gaps identified in the previous section, strategies, activities, and projects were identified and then prioritized for implementation based on resources (from multiple sources), time, and feasibility for implementing specific strategies and/or activities identified. The priorities, described further in this section, included the following:

1. Travel Training
2. Coordination of Non-Profit Community Transportation
3. Coordination of Paratransit Public Transportation
4. Maintenance and expansion of the fixed-route transportation system as an affordable and efficient system
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

STRATEGIES, ACTIVITIES, AND PROJECTS

Strategies, activities, and projects to address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery:

- a. Efficiency of existing transportation services is needed to meet the needs of more people, in more areas of the community, at more times. The City of Sioux Falls is currently conducting a fare and operations analysis for the public transit system, SAM, to determine where efficiencies to the system can be made, where service expansions can be made without increasing the budget, if fares should be increased and by how much, and how to maintain the existing fixed route service and required complimentary paratransit service with decreased federal funding and increased demand for paratransit service. Human service agencies also need to create more efficiency in the transportation services that they provide.
 - One strategy to move to a more coordinated system would be to consolidate scheduling, dispatching, vehicles, and drivers into a single system with one agency, or a consortium of agencies, taking the lead.
 - Another strategy to create more efficiency through coordination is to involve the medical community. Many trips are generated by medical appointments and there are an increasing amount of medical facilities being built where transit service is limited or does not exist. Involving the medical community in the coordination process will allow them to become informed on the limitations of the existing transportation services and will provide opportunity for collaboration and possible solutions.
 - Agency involvement with the scheduling of transportation services for their clients is another crucial step toward creating efficiency. Agencies should work with their clients to consolidate trips where possible.
- b. Additional information sharing and new rider training is also needed to dispel some of the misperceptions of using the SAM fixed route system and to increase the ease of use and

comfort of new and potential riders. SAM offers travel training through instructional videos and other related information posted on its website. SAM also offers classroom training to anyone interested in learning how to ride the bus. SAM could expand upon its travel training program. Additional participation by human service agencies is needed as well.

- Information on SAM's travel training could be promoted more to the human service agencies so that it is utilized more frequently. This training could also be augmented with the use of peer travel training.
 - Agency personnel could be trained as well, so that they can train their clients. This strategy is commonly referred to as "Train the Trainer."
 - Agencies and others should encourage their clients, friends, and family to use the fixed route system, when possible, as it increases the rider's independence without the need to pre-schedule a ride. The fixed route system is also more affordable to the rider than paratransit, taxi services, and other similar systems.
 - Implementing a buddy system is another potential strategy to increase the comfort of new and potential riders, especially of those who are mobility impaired and would only require some assistance to be able use the fixed route service instead of paratransit service.
- c. Affordability of the transportation system to the community and to riders is another important need. Creating more efficiency in the system, through strategies such as the coordination strategies discussed previously, will allow for increased transportation services without the need for additional funding. And as also discussed previously, the use of the fixed route system, instead of paratransit, taxis, and other similar services, will increase the affordability to riders.
- An additional strategy to increase affordability of the system is through increased funding. Alternative funding sources, in addition to federal funding, should be sought from sources such as the medical community, employers, colleges, and non-profit community organizations such as United Way. Additional funding sources may be utilized to help implement any of the previously listed strategies, as well as maintain the existing transportation system.
 - Agencies could also implement programs to offer free and/or reduced cost bus passes for their low-income clients to access the fixed route system, similar to the Sioux Falls School District's program.

PRIORITIZED STRATEGIES

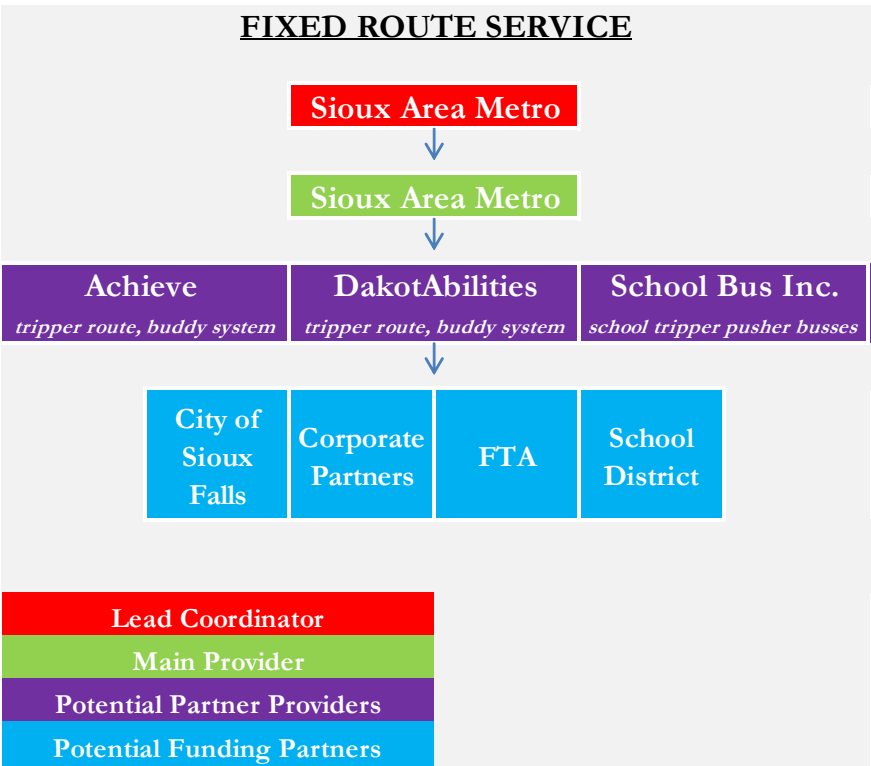
Listed on the next several pages are the identified priorities for implementation based on resources (from multiple sources), time, type of service and feasibility for implementing specific strategies and/or activities identified. Also included are the identified responsible agencies and services to be targeted, and a process flow chart, for each priority.

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

Responsible Agency: Sioux Area Metro (SAM)

Type of Services Targeted: ADA Ambulatory Services and SAM Fixed-Route Services

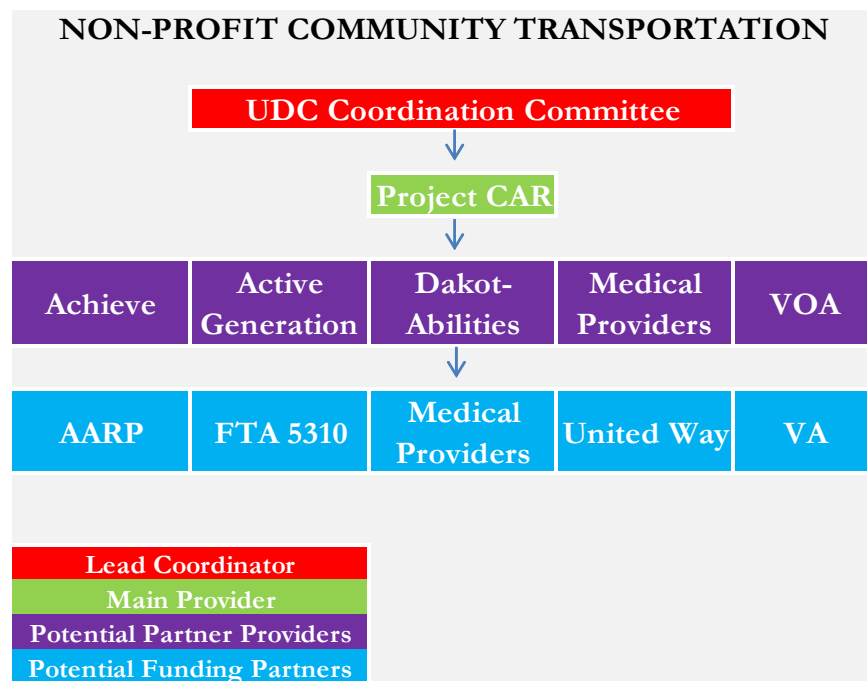


2. **Coordination of Non-Profit Community Transportation** – Foster a more efficient non-profit community transportation system by focusing on the following priorities:

- 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.

Responsible Agency: UDC Transportation Coordination Committee and SECOG

Type of Services to Improve: Non-profit community transportation for ambulatory trips

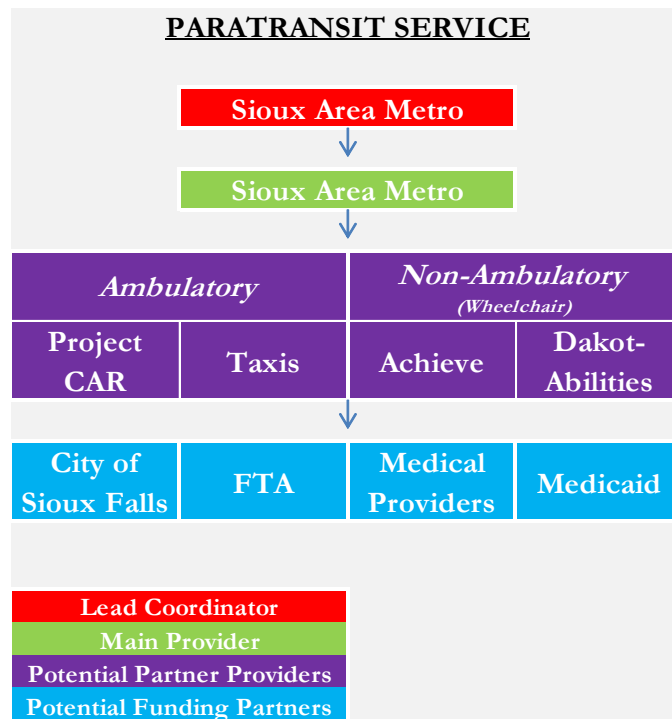


3. Coordination of Paratransit Public Transportation:

- 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.

Responsible Agency: Sioux Area Metro and City of Sioux Falls

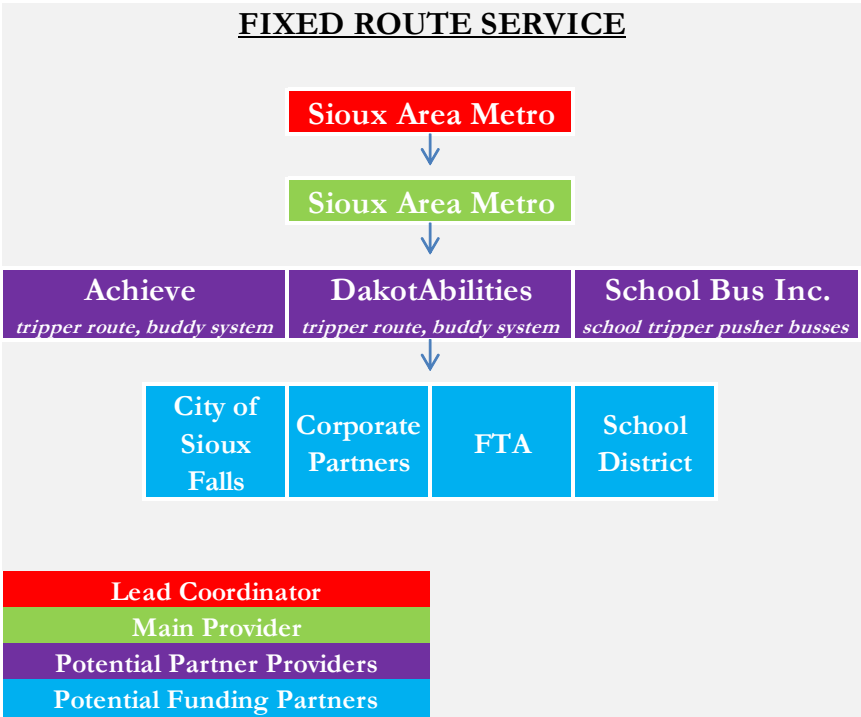
Type of Service Targeted: ADA ambulatory and non-ambulatory services



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.

Responsible Agency: Sioux Area Metro
Type of Service to Improve: Sioux Area Metro Fixed-Route Bus Service



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.

Responsible Agency: UDC Transportation Coordination Committee and SECOG, Sioux Area Metro, MPO City Governments, and other non-profit transportation providers
Type of Services to Improve: Non-profit community transportation for ambulatory trips, ADA Ambulatory and Non-Ambulatory Services, and SAM Fixed-Route Services

CONCLUSION

The fundamental purpose of a locally developed public transit - human service transportation coordination plan is to identify transportation needs within a community and connect them with strategies. The previous section identifies the strategies, responsible agencies, and types of service to improve, along with process flow charts for each priority, that will work to address the identified needs. Transportation providers and stakeholders in the Sioux Falls MPO region should refer to these strategies during the consideration of transportation service projects and the application of funding to support those projects.

SDDOT APPROVAL LETTER



Department of Transportation
Division of Finance & Management
Office of Air, Rail & Transit
700 East Broadway Avenue
Pierre, South Dakota 57501-2586

RECEIVED

NOV 19 2013

November 14, 2013

South Eastern Council of Governments
Attn: Amber Gibson
500 N Western Ave. Suite 100
Sioux Falls, SD 57104

Dear Amber:

This letter is to inform you that our office has received and reviewed the final draft of the Coordination Community Plan you have submitted to our office.

Upon review of this plan, I feel it meets the requirements set forth by the FTA for a public transit/human services transportation plan. These requirements are as follows:


- An assessment of available services that identifies current transportation providers (public, private and non-profit)
- An assessment of transportation needs of individuals to be served with funding sought, that is, persons with disabilities, older adults and people with low incomes
- Strategies, activities, and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery
- Priorities for implementation based on resources (from multiple program sources), time and feasibility for implementing specific strategies and/or activities identified

It was our office's goal for agencies to view this document as a 'living' document, and it may change regularly – we expect that as resources become available or unavailable, priorities and strategies may change.

You are encouraged to regularly review this plan and make modifications as necessary. You may submit revisions to this plan at any time. Please keep in mind that this office may require an update at some point in the future.

Thank you for your time commitment to this project.

Sincerely,


Sallie Collins and Lisa Donner
Transportation Specialist

PROVIDER AND USER SURVEYS

Sioux Falls Metropolitan Area Transportation Provider Inventory

Name of Organization/Service Provider: _____

Primary Contact Person: _____
(Name/Title)

Type of Organization/Provider: _____
(Non-Profit, Public, Private for Profit, Government Agency, etc.)

Phone Number: _____

E-mail Address: _____

Please answer all questions that apply to your organization.

General Background and Service Questions

1. Describe your organization's general operations and the population you serve:
(e.g. counseling services for low income adults, medical services for veterans, etc.)

2. Does your organization provide transportation to your clients on a regular basis as either an:
- _____ Operator (your organization owns and operates the vehicles)
- _____ Scheduler/coordinator (your organization assists your clients in scheduling or obtaining transportation)
- _____ Purchaser of service (e.g. your organization purchases transportation services from another provider, provides free transit passes, etc.)

If you schedule/coordinate or purchase services, who from? _____

3. What types of transportation services does your organization provide or utilize? Please use an "O" for operator, "S" for scheduler/coordinator or "P" for purchaser. Check all that apply.

_____ On demand/demand responsive _____ Fixed route/fixed schedule
_____ Deviated (flexible) fixed route _____ Subscription (reg. scheduled trip) _____
_____ User-side subsidy (cost partially subsidized by transit provider)
_____ Other (specify) _____

4. For which types of clientele do you provide, coordinate or purchase transportation services? Please be specific. (e.g. physically disabled, elderly, developmentally disabled, low income) _____

5. What percentage of the clientele using the transportation services you provide, coordinate or purchase is: ____ Ambulatory ____ Non-ambulatory

6. Please indicate the purpose of the trips typically provided for your clients, either by your organization or for your organization. Mark all that apply. Use "B" if the transportation is provided directly by your agency and "F" if provided for your organization through other services or agreements. If the transportation is provided by others, please indicate by whom in the blank following the trip type. Trips to:

- ____ Programs at your organization (e.g. training, education, recreation)_____
- ____ Program at another organization (e.g. assistance programs, educational programs)_____
- ____ Congregate Meals_____
- ____ Medical Appointment_____
- ____ Social Services_____
- ____ Employment_____
- ____ Shopping/Personal Business_____
- ____ Field Trip / Recreation_____
- ____ Other (specify)_____

7. What are the top four destinations for which you provide transportation or to which your clientele travels? Please provide a starting and ending point with name and complete address of location.

*e.g. client's Home (varies) to McGreevy Clinic Avera, 69th Street/Western Avenue, Sioux Falls
Veterans Administration Hospital, 2501 W 22nd St, Sioux Falls to VFW, 3601 S Minnesota Ave.*

- a. _____
- b. _____
- c. _____
- d. _____

8. Which transportation services, needed by your clients, are not currently being provided in the metropolitan area? _____

In your opinion, what are the barriers keeping those transportation services from being provided?

Budget and Manpower Questions

9. Please complete the table below for when and how often transportation services are provided by your organization.

<u>Day of Week</u>	<u>Times of Service</u>	<u>Avg. # of Service Hours</u>
<i>Ex. Monday – Friday</i>	<i>6 a.m. – 8 p.m.</i>	<i>28 hrs. (2 vehicles x 14 hours)</i>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>
<hr/>	<hr/>	<hr/>

10. What is your peak transportation service day(s)?

(This may be a specific day(s) of week or day(s) of month.)

11. What are your peak hours of providing or utilizing transportation services and what are the peak hours that your clients need transportation services?

Peak hours of providing or utilizing services

 Peak hours of client need

12. If you operate transportation services, please answer the following about the characteristics of the services you operate.

<hr/> Total # of vehicles	<hr/> Number of Daily One-Way Trips
<hr/> Total # of Wheelchair accessible vehicles	<hr/> Total # of Eligible Clients
<hr/> # Full-time Drivers	<hr/> # of Waiting List Clients
<hr/> # Part-time Drivers	<hr/> # of Daily Trip Denials
<hr/> # Volunteer Drivers	<hr/> # Schedulers/Dispatchers

13. If you have vehicles for providing transportation services, are there days or times your vehicles are idle?

 If so, when?

14. Is the daily transportation schedule prepared by your staff?

 If so, what is that staff person's title?

 Does that person(s) have other job duties?

If so, approximately what percent of that person's staff time is spent only on scheduling?

15. If you schedule transportation services, do you use a scheduling software?

If so, what brand?

16. Do you charge your clients for the transportation services you provide or arrange? _____

If so, at what rate? _____

Do the riders pay for the service? _____ Does the amount they pay cover your cost? _____

17. What is your organization's annual client transportation budget? _____

What percentage of your total budget is dedicated to client transportation? (optional) _____

18. How were transportation services provided by your organization funded in the past fiscal year?

	Funding Source	Funding Amount Received for Transportation Services
Federal/State: <i>Specify Program</i>		\$
		\$
		\$
	Federal/State Total:	\$
Local/Private: <i>Specify Program</i>		\$
		\$
		\$
	Local/Private Total:	\$
TOTAL TRANSPORTATION FUNDING SOURCES		\$

19. Do you currently rely on volunteers to provide transportation services? _____ If so, how many? _____

Coordination Questions

20. Do you currently coordinate transportation functions with other organizations? If so, who and in what operational areas?

Insert name of other organization beside each applicable operational area.

Grant Administration _____

Operations/vehicle sharing _____

Maintenance _____

Scheduling, dispatch, vehicle tracking _____

Purchasing Vehicles _____

Purchasing Fuel _____

Training _____

Marketing/Public Information _____

Other (please specify) _____

21. If you currently do not provide transportation for your clientele, provide the top three reasons why you do not:

1. _____
2. _____
3. _____

22. If you do currently coordinate or share transportation services with another organization, provide the top three reasons or factors that make the relationship successful:

1. _____
2. _____
3. _____

23. If you do not currently coordinate or share transportation services with another organization, provide the top three reasons why you do not:

1. _____
2. _____
3. _____

24. If all barriers were removed and coordinated services were available, would you use them? _____ If so, why or why not?

25. If all barriers were removed and services were coordinated, which of the following would be of the greatest benefit to your organization and clientele? Rank the services or benefits below with 1 being the most beneficial and 11 being the least beneficial. In addition, please circle the items/services that your organization would be interested in providing.

- _____ One Call Scheduling, Reservations and Dispatching
- _____ One Call Help Line (e.g. clients can call to find out what transportation opportunities are available, eligibility requirements, etc.)
- _____ Shared vehicles (e.g. Organization A uses vehicles during the week, Organization B uses them on Sunday)
- _____ Shared drivers
- _____ Joint purchasing of vehicles, fuel, etc.
- _____ Joint training for drivers
- _____ Joint training of staff
- _____ Joint training of clientele
- _____ Trip Sharing (e.g. Organization A repeatedly makes a trip from point X to point Y and agrees to transport Organization Bs clients that also are going from point X to point Y)
- _____ Joint procurement of services (e.g. insurance, maintenance, substance abuse testing)

_____ Eliminated need for your organization to provide drivers and deal with the associated issues

26. What are the perceived or real barriers that may keep your organization or clients from using a coordinated transportation system?

27. If you provide transportation services, please provide an Inventory of your organization's vehicles.
(Additional Pages may be necessary)

Year	Body/Type	Estimated Mileage	Seat Qty.	ADA Accessible	Number of Wheelchair Spaces	Funding Program	Status
<i>Ex. 2001</i>	<i>Small Light Duty Van</i>	<i>39,000 mi.</i>	<i>15</i>	<i>Yes</i>	<i>1</i>	<i>SEC 5307</i>	<i>Leased</i>

Please return completed inventory to: Nancy Surprenant
South Eastern Council of Governments/Sioux Falls MPO
500 N. Western Avenue, Suite 100
Sioux Falls, SD 57104
nancy@secog.org phone: 605.367.5390 fax: 605.367.5394

Sioux Falls Metropolitan Area Transportation User Survey

1. What part of the Sioux Falls area do you travel from or what is the name of the house or residence where you live? (Example: Northeast Sioux Falls, Glory House, The Inn on Westport, Sunnycrest Retirement Village) _____
2. Who helps you set up a ride? Check all that apply:

_____ You	_____ Family Member	_____ Other _____
_____ Caretaker	_____ Friend	
_____ Home Coordinator, Activities Director	_____ Employer	
3. How do you usually get around? Check all that apply.

_____ Bus/Transit Fixed Route	_____ Bus/Transit Deviated (flexible) fixed route
_____ ParaTransit	_____ Church Sponsored Vehicle (Church name _____)
_____ Taxi	_____ Family or Friends
_____ Walk	_____ Bike
_____ Housing Sponsored Vehicle (e.g. Inn at Westport Van. Please name _____)	
_____ Employment Sponsored Vehicle (e.g. John Morrell, SD Achieve. Please name _____)	
_____ Other Non-Profit or Facility Sponsored Vehicle (e.g. YMCA. Please name _____)	
_____ Other _____	
4. Is there anything that keeps you from using certain types of transportation such as a physical disability, your age, developmental disability, your income?

5. Can you move around on your own or do you need to use a walking aid like a cane, walker or wheelchair? _____
6. When you use transportation, what is the reason for your trip? Please mark all the reasons that apply and write which type of transportation you take for each trip type in the blank following each one (e.g. Bus, ParaTransit, Church Van). Trips to:

_____ Programs at or sponsored by an organization (e.g. training, education, recreation)	_____
_____ Program at another organization (e.g. assistance programs, educational programs)	_____
_____ Congregate Meals	_____
_____ Medical Appointment	_____
_____ Social Services	_____
_____ Employment	_____
_____ Shopping/Personal Business	_____
_____ Field Trip / Recreation	_____
_____ Other (specify)	_____
7. Is there a place you would like to go in the area that you cannot reach with the transportation services available to you? If so, where? _____

8. Is there a time of day that you cannot get to where you need to go because there are no transportation services available? If so, when? _____

9. Describe the four trips you take the most. Please write where you begin the trip and then where you end the trip. For example: *Your Home (varies) to McGreevy Clinic Avera, Church, Sioux Falls Veterans Administration Hospital, Place of Employment.*

e. _____

f. _____

g. _____

h. _____

10. In a typical day, when do you need transportation the most? Please be specific (e.g. Monday – Friday, 6 a.m. – 8 a.m. and 4 p.m. – 6 p.m. to get to and from work, Sunday 8 a.m. - 10 a.m. to get to Church)

11. If you use transportation services, please answer the following about the trips you take.

_____ Number of trips per day on a weekday _____ Number of trips per day on a weekend

_____ Number of wheelchair accessible vehicles used per day

12. Do you currently ride the bus or use other transportation services (other than family or friends) _____
Please give some reasons why or why not?

13. Which of the following services would be of the greatest benefit to you when using transportation services? Rank the services or benefits below with 1 being the most beneficial and 11 being the least beneficial.

_____ One Call Scheduling and Reservations

_____ One Call Help Line (e.g. clients can call to find out what transportation opportunities are available, eligibility requirements, etc.)

_____ Expanded Service Times. Specify. _____

_____ Expanded Service Areas. Specify. _____

_____ Increased frequency of stops. (e.g. pick up every ½ hour, 15 minutes) Specify. _____

_____ Training on how to use or schedule transportation services. _____

_____ Destination/Day specific routes (e.g. every Monday pick up at 10 a.m. to go to Hy-Vee)
_____ Elimination of need to rely on family or friends

14. Do you have a valid driver's license? _____ Do you currently drive? _____ Do you own a car? _____

15. Name: _____ E-mail or Contact Information Optional): _____

Please return completed inventory to: Nancy Surprenant, South Eastern Council of Governments/Sioux Falls MPO, 500 N. Western Avenue, Suite 100, Sioux Falls, SD 57104, nancy@secog.org, phone: 605.367.5390, fax: 605.367.5394

TRANSPORTATION SERVICE PROVIDER INVENTORY

Transportation Services Inventory

Agency		Eligibility Restrictions	Days & Hours of Operation		Scheduling	Fee	Vehicles			Vehicle Idle Times	Drivers		Funding Sources
Public Transit													
Name:	Brandon City Transit	NA	Weekdays:	8:30am-3:15pm	Call 8am-5pm, 24 hours in advance	\$1.50, 60 & older free	#	Type (bus, van)	Wheelchair Accessible?	Weekdays after 3:15pm, Saturdays, and Sundays	#	Type (FT, PT, Volunteer)	City of Brandon, FTA, SDDOT, passenger fares
Address:	304 Main Ave, Brandon, SD 57005		Saturdays:	NA			2	buses	Yes				
Website:	brandon.govoffice.com		Sundays:	NA			1	van					
Phone:	605-582-3553		Holidays:	NA									
Email:													
Contact Person:													
Name:	SAM (Fixed Route)	NA	Weekdays:	See route schedules	Fixed Route	Varies, see website	#	Type (bus, van)	Wheelchair Accessible?	Weekday Evenings, Sundays	#	Type (FT, PT, Volunteer)	City of Sioux Falls, FTA, SDDOT, passenger fares
Address:	500 E 6th St, SFSD 57103		Saturdays:	See route schedules			28	30 ft buses	Yes				
Website:	siouxareametro.org		Sundays:	NA			2	31 ft trolley	Yes				
Phone:	605-367-7151		Holidays:	NA									
Email:	emeyerson@siouxfalls.org												
Contact Person:	Eric Meyerson												
Name:	SAM (Paratransit)	Mobility Impaired (See Paratransit Rider's Guide for additional information)	Weekdays:	Varies, call for info	Call or schedule online by 5pm the day prior to the ride, up to 10 days in advance	\$2/one-way ride	#	Type (bus, van)	Wheelchair Accessible?	Saturdays and Sundays	#	Type (FT, PT, Volunteer)	City of Sioux Falls, FTA, SDDOT, passenger fares
Address:	500 E 6th St, SFSD 57103		Saturdays:	Varies, call for info			23	small buses, vans	Yes				
Website:	siouxareametro.org		Sundays:	NA					Yes				
Phone:	605-367-7613		Holidays:	NA									
Email:	emeyerson@siouxfalls.org												
Contact Person:	Eric Meyerson												
Non-Profit Transportation Providers													
Name:	Active Generations (Workers on Wheels)	Elderly and low income; for medical appointments and grocery shopping	Weekdays:	8am-5pm	Call 7-10 days in advance; evenings and weekends rides for grocery shopping as arranged with driver	NA	#	Type (bus, van)	Wheelchair Accessible?	NA	#	Type (FT, PT, Volunteer)	United Way
Address:	2300 W 46th St, SFSD 57105		Saturdays:				0						
Website:	www.actgen.org		Sundays:										
Phone:	605-336-6722		Holidays:										
Email:	wow@activegen.org												
Contact Person:	LaRae Clausen												
Name:	Children's Inn	Victims of domestic & family violence, abuse & neglect.	Weekdays:	All Day		NA	#	Type (bus, van)	Wheelchair Accessible?	When no scheduled trip	#	Type (FT, PT, Volunteer)	Federal Money
Address:	409 N Western Ave, SFSD 57104		Saturdays:	All Day			4	5-7 passenger	No				
Website:	www.chssd.org/childrensinn		Sundays:	All Day									
Phone:	605-338-0116		Holidays:	NA									
Email:	tara.camp@chssd.org												
Contact Person:	Tara Camp												
Name:	DakotAbilities	Physically & developmentally disabled, medically involved people	Weekdays:	9am-2pm, 3pm-4pm, 6:30pm-10pm		NA	#	Type (bus, van)	Wheelchair Accessible?	9:30am-2pm	#	Type (FT, PT, Volunteer)	
Address:	3600 S Duluth Ave, SFSD 57105		Saturdays:	6:30pm-10pm			12	2-4 passenger	Yes				
Website:	www.dakotabilities.com		Sundays:	6:30pm-10pm									
Phone:	605-334-4220		Holidays:	NA									
Email:	rbohm@midconetwork.com												
Contact Person:	Bob Bohm												

Agency		Eligibility Restrictions	Days & Hours of Operation		Scheduling	Fee	Vehicles			Vehicle Idle Times	Drivers		Funding Sources
Name:	Disabled American Veterans (DAV)	Veterans	Weekdays:	8am-4:30pm		NA	#	Type (bus, van)	Wheelchair Accessible?		#	Type (FT, PT, Volunteer)	
Address:	1519 W 51st St, SFSD 57105		Saturdays:	NA				Vans	No				
Website:	www.davmembersportal.org/sd		Sundays:	NA									
Phone:	605-332-6866		Holidays:	NA									
Email:													
Contact Person:													
Name:	East Dakota Educational Cooperative / Transition Advantage	Physically & developmentally disabled, low income	Weekdays:	8:30am-3pm		NA	#	Type (bus, van)	Wheelchair Accessible?		#	Type (FT, PT, Volunteer)	
Address:	715 E 14th St, SFSD 57104		Saturdays:	NA			1	17 passenger van	No				
Website:	www.edec.org		Sundays:	NA									
Phone:	605-367-7680 Ext. 102		Holidays:	NA									
Email:	ldoyen@edec.org												
Contact Person:	Lisa Doyen												
Name:	Falls Community Health	Homeless & low income with medical needs	Weekdays:	8am-5pm		NA	#	Type (bus, van)	Wheelchair Accessible?	Evenings & Weekends	#	Type (FT, PT, Volunteer)	City Government
Address:	521 N Main Ave, SFSD 57104		Saturdays:	NA			2	5 passenger vans	No				
Website:	www.siouxfalls.org/FCH.aspx		Sundays:	NA									
Phone:	605-367-8793		Holidays:	NA									
Email:	NA												
Contact Person:	Judy Kendall												
Name:	First Presbyterian Church	NA	Weekdays:	NA		\$2/trip (if able to pay)	#	Type (bus, van)	Wheelchair Accessible?	Weekdays, Saturdays.	#	Type (FT, PT, Volunteer)	
Address:	2300 S West Ave, SFSD 57105		Saturdays:	NA			1		No		12	Volunteer	
Website:	www.fpcsiouxfalls.org		Sundays:	9:30am-12:30pm									
Phone:	605-336-2886		Holidays:	NA									
Email:	katkem@alliancecom.net												
Contact Person:	Kathy Kemp												
Name:	Glory House	Mental health, chemically dependent, offenders	Weekdays:	6am-5pm		NA	#	Type (bus, van)	Wheelchair Accessible?		#	Type (FT, PT, Volunteer)	
Address:	4000 S West Ave, SFSD 57109		Saturdays:	6am-5pm			3		No		1	FT	
Website:	www.glory-house.org		Sundays:	6am-5pm									
Phone:	605-988-9113		Holidays:	NA									
Email:	ndvorak@glory-house.org												
Contact Person:	Nicole Dvorak												
Name:	The Inn on Westport	Elderly	Weekdays:	8am-5pm		\$10, unless scheduled a day in advance	#	Type (bus, van)	Wheelchair Accessible?	Evenings & Weekends	#	Type (FT, PT, Volunteer)	
Address:	4000 S Westport Ave, SFSD 57106		Saturdays:	NA			1	4 passenger van	Yes		1	FT	
Website:	www.innonwestport.com		Sundays:	NA			1	14 passenger bus	Yes		1	PT	
Phone:	605-362-1210		Holidays:	NA									
Email:	edykstra@thegoodmangroup.com												
Contact Person:	Cherilyn Dykstra												

Agency		Eligibility Restrictions	Days & Hours of Operation		Scheduling	Fee	Vehicles			Vehicle Idle Times	Drivers		Funding Sources
Name:	Presentation Sisters' Latino Ministry	Low income Latino women & children	Weekdays:	As Needed	Emergency/urgent only	NA	#	Type (bus, van)	Wheelchair Accessible?	9pm-7:30am	#	Type (FT, PT, Volunteer)	
Address:	617 E 7th St, SFSD		Saturdays:	NA			1				1	FT	
Website:	http://presentationsisters.org/ministry/caminando-juntos.php		Sundays:	NA									
Phone:	605-274-3735		Holidays:	NA									
Email:	preshipmin@sio.midco.net												
Contact Person:	Sr. Sheila Schnell												
Name:	Project CAR	Elderly and limited mobility, most are low income	Weekdays:	8am-4pm		Fee charged to sponsor on contract basis	#	Type (bus, van)	Wheelchair Accessible?	Evenings, Saturdays, Sunday afternoons	#	Type (FT, PT, Volunteer)	Senior Companion Program
Address:	327 S Dakota Ave, SFSD, 5104		Saturdays:	NA			1	vans	No		50	Volunteer	RSVP
Website:	NA		Sundays:	8am-12pm			4	sedan	No				Churches
Phone:	605-332-2777		Holidays:	NA									Contracts
Email:	NA												Fundraisers
Contact Person:	Kate Heligas												
Name:	SD Achieve	Physically & developmentally disabled, low income	Weekdays:	7:30am-9:30pm		Included in daily rate	#	Type (bus, van)	Wheelchair Accessible?	Some on weekends	#	Type (FT, PT, Volunteer)	
Address:	4100 S Western Ave, SFSD 57105		Saturdays:	7:30am-9:30pm			78	various 2-16 passenger vehicles	No		1	Volunteer	
Website:	www.achievesd.org		Sundays:	7:30am-9:30pm			18	various 2-16 passenger vehicles	Yes				
Phone:	605-336-7100		Holidays:	NA									
Email:	jean.crowe@achievesd.org												
Contact Person:	Jean Crowe												
Name:	SD Rehabilitation Center for the Blind	Blind & low vision	Weekdays:	8am-10pm	SAM, paratranist, taxi, paid drivers		#	Type (bus, van)	Wheelchair Accessible?	State owned/leased vehicles which are not eligible for use by non-served clients	#	Type (FT, PT, Volunteer)	SD Dept. of Human Services
Address:	2900 W 11th St, Suite 101, SFSD 57104		Saturdays:	NA			3		No				
Website:	dhs.sd.gov/sbvi/sdrc.aspx		Sundays:	NA									
Phone:	605-367-5260		Holidays:	NA									
Email:	ardell.fiedler@state.sd.us												
Contact Person:	Ardell Fiedler												
Name:	Sioux Falls Immunization Council	Parents & children to/from immunization appointments	Weekdays:	Varies, call for info		NA	#	Type (bus, van)	Wheelchair Accessible?		#	Type (FT, PT, Volunteer)	
Address:			Saturdays:	Varies, call for info				Taxi cab	No				
Website:			Sundays:	Varies, call for info									
Phone:	211		Holidays:	Varies, call for info									
Email:													
Contact Person:													

Agency		Eligibility Restrictions	Days & Hours of Operation		Scheduling	Fee	Vehicles			Vehicle Idle Times	Drivers		Funding Sources
Name:	St Francis House	Homeless adults & children including mentally & physically disabled and low income	Weekdays:	4am-10pm		NA	#	Type (bus, van)	Wheelchair Accessible?	10pm-5am	#	Type (FT, PT, Volunteer)	Donations
Address:	1301 E Austin St, SFSD 57103		Saturdays:	4am-10pm			1	2 passenger truck	No		3	Volunteer	
Website:	www.stfrancishouse.com		Sundays:	4am-10pm			1	6 passenger van	No				
Phone:	605-334-3879		Holidays:	NA									
Email:	director@stfrancishouse.com												
Contact Person:	Julie Becker												
Name:	Sunnycrest Village	Elderly	Weekdays:	T, Th: 8:30am-10am		NA	#	Type (bus, van)	Wheelchair Accessible?	When no scheduled trip	#	Type (FT, PT, Volunteer)	
Address:	3900 S Terry Ave, SFSD 57106			W: 1pm-3pm			1	14 passenger	No		3	PT	
Website:	www.sunnycrestvillage.com		Saturdays:	NA									
Phone:	605-361-1422		Sundays:	10:15am-12pm									
Email:	Katie.sunnycrest@midconetwork.net		Holidays:	NA									
Contact Person:	Katie Warrington												
Name:	Trail Ridge Retirement Community	Elderly, physically disabled	Weekdays:	8:30am-4:30pm		\$5 for out of driving area, otherwise NA	#	Type (bus, van)	Wheelchair Accessible?	Evenings & Weekends	#	Type (FT, PT, Volunteer)	
Address:	3408 W Ralph Rogers Rd, Ste 100, SFSD 57108		Saturdays:	NA			1	12 passenger bus	Yes		2	PT	
Website:	www.trailridgesf.com/		Sundays:	NA			1	7 passenger van	No				
Phone:	605-339-4847		Holidays:	NA									
Email:	asvennes@abhomes.org												
Contact Person:	Allen Svennes												
Name:	VA Medical Center	Veterans	Weekdays:	8am-3pm	Call	NA	#	Type (bus, van)	Wheelchair Accessible?	When not being used for a veteran	#	Type (FT, PT, Volunteer)	Federal
Address:	2501 W 22nd St, SFSD 57105		Saturdays:	NA			2		Yes		260	Volunteer	
Website:	www.sioxusfalls.va.gov		Sundays:	NA			19		No				
Phone:	605-336-3230		Holidays:	NA									
Email:	NA												
Contact Person:	Brenda Stevens												
Name:	Volunteers of America Dakotas	Developmentally disabled, children, adolescents residing in treatment centers	Weekdays:	7am-11pm	Schedule a day in advance	NA	#	Type (bus, van)	Wheelchair Accessible?	9:30-11:30am, 1:30-3pm, 10pm-7am	#	Type (FT, PT, Volunteer)	
Address:	PO Box 89306, SFSD 57109		Saturdays:	7am-11pm									
Website:	www.voa-dakotas.org		Sundays:	7am-11pm									
Phone:	605-444-6320		Holidays:	NA									
Email:	j.hart@voa-dakotas.org												
Contact Person:	John Hart												
Name:	YWCA	Children, women, minorities	Weekdays:	7:30am-8:30am, 10:00am-2:00pm, 2:30pm-3:30pm		NA	#	Type (bus, van)	Wheelchair Accessible?	5pm-6am, Weekends	#	Type (FT, PT, Volunteer)	SD Dept. of Transportation
Address:	300 W 11th St, SFSD 57104		Saturdays:	NA			3	15 passenger buses	No		6	PT	United Way
Website:	www.ywca-sf.org		Sundays:	NA									Gen. Contributions
Phone:	605-362-9438		Holidays:	NA									Program Fees
Email:	kjohnson@ywca-sf.org												Fundraising
Contact Person:	Karla Johnson												

[illegible]

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

2014 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 2014

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, Helpline, LifeScape, Project CAR, United Way, 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:

2. Coordination of Non-Profit Community Transportation

Primary Accomplishments:

- 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 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.
- A directory of specialized transportation services was developed for the MPO planning area. The Sioux Falls Area Community Foundation awarded a grant to SECOG to print 1,500 copies of the directory. Over half of the printed copies of the directory have been distributed to agencies and public locations across the community at this time. The directory is also posted on the Sioux Falls MPO's website at <http://siouxfallsmmpo.org/resources/community-transportation-directory/>, and the link to the online directory has been emailed out to numerous agencies and other interested parties.
- A plan for a volunteer driver recruitment and training program has been developed. A part time position will be created at SECOG to oversee the program, including recruiting and screening potential volunteer drivers, and scheduling for orientation and training with Sioux Area Metro. The screened and trained volunteer drivers will then work with existing volunteer driver programs, including Project CAR and Active Generations' Workers On Wheels, to increase the number of rides provided. This position may also manage a buddy system to assist people in riding the Sioux Area Metro fixed route system. SECOG has committed partial funding for this position. The remainder of the funding will be sought out from other sources.

The Sioux Falls City Council formed a Transit Task Force that met monthly through July of 2014, which supported the goals identified in the Coordinated Plan by working toward improving services provided by Sioux Area Metro and improving coordination with other

agencies. Several sub-groups of the Transit Task Force also met throughout that period to work on the individual identified goals.

Coordinated Plan Goals Addressed:

1. Travel Training
3. Coordination of Paratransit Public Transportation
4. Maintenance and expansion of the fixed-route transportation system as an affordable and efficient system

Primary Accomplishments:

- Several recommendations were developed as a result of the Transit Task Force and its sub-groups. The recommendations were included in the Transit Task Force Report, included as an attachment to this progress report, which was adopted by Sioux Falls City Council in July.

AARP South Dakota facilitated two committees to improve non-profit community transportation and rural transportation for seniors, the Non-Profit Coordination Committee and the Hartford Transit Committee. AARP kicked off the committees by hosting a two-day workshop in December 2013 during which Carolyn Jeske from the Community Transportation Association (CTAA) facilitated a two-day action planning session.

Coordinated Plan Goals Addressed:

2. Coordination of Non-Profit Community Transportation
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

Primary Accomplishments:

- *Non-Profit Coordination Committee:* A plan was developed to bring in a non-profit provider of paratransit services for the area outside of the $\frac{3}{4}$ mile service area required to be serviced by Sioux Area Metro, the City of Sioux Falls' transit system. This provider, River Cities Public Transit, would begin a pilot project by providing work trips for DakotAbilities and LifeScape clients. One vehicle has been committed by LifeScape for this project and an application for Section 5310 funds has been submitted for a second vehicle and operating costs. It is anticipated that the City of Sioux Falls, DakotAbilities, and LifeScape would each participate in the costs to keep the client portion of the fare minimal. This service is planned to begin in early 2015.
- *Hartford Transit Committee:* A plan was developed to work with an existing non-profit provider, Inter-Lakes Community Action Partnership, to begin a small transit service in Hartford that would provide service within the City and also provide service to Sioux

Falls for medical appointments, etc. Local funds were raised and/or committed and an application for FTA Section 5310 funds was submitted. Other funding options are being explored as well. The service is planned to begin late 2014 or early 2015. A video with additional information about the project is posted at:

<http://www.youtube.com/watch?v=ww4d8Nej1gI&feature=youtu.be>.

Unsuccessful Goals in 2014

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. Also, much of 2014 was spent on planning and laying the groundwork for achieving many of the goals identified in the Coordinated Plan. Therefore, it is too early in the process to consider any of the goals identified in the Coordinated Plan as unsuccessful.

New Goals for 2015

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. Also, much of 2014 was spent on planning and laying the groundwork for achieving many of the goals identified in the Coordinated Plan. Therefore, no new goals or priorities have been identified for 2015.

2015 Goal Timeframes

Some of the activities that have been worked on over the last year, are planned be implemented beginning in 2015:

- The 2015 round of FTA Section 5310 funding applications should take place in early 2015, pending federal authorization.
- The volunteer driver recruitment and training program is planned to begin in early 2015.
- The pilot project for DakotAbilities and LifeScape work trips is planned to begin in early 2015.
- A buddy system for Sioux Area Metro fixed route system is planned to begin in early to mid 2015.
- The City of Sioux Falls is anticipated to formalize an agreement for Project CAR to begin providing specified paratransit trips in 2015.
- Updates to the fixed route travel training program are anticipated to be implemented in 2015.
- Additional activities consistent with the Coordinated Plan may also be worked on in 2015 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, River Cities Public Transit, and the City of Sioux Falls are working together to provide service outside the City's required $\frac{3}{4}$ mile paratransit service area for agency work trips.
- The City of Hartford is working with a Inter-Lakes Community Action Partnership to begin a transit service within Hartford and to Sioux Falls.
- LifeScape has reduced its 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.
- Project CAR, Active Generations Workers On Wheels, Sioux Area Metro, and SECOG are working together to begin 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 to increase the number of ambulatory paratransit rides provided by Project CAR.

(ATTACHMENT)

2014 Transit Task Force Report

From October 2013 to June 2014 a group of 20 to 25 citizens convened to discuss ways to create a more sustainable transit system. The following goals and recommendations are a result of their work through the Transit Task Force monthly meetings and countless numbers of subcommittee meetings. In addition, the task force recommended a financial strategy to provide the Public Transit Advisory Board (PTAB) and City Council with a guide for future budgets and transit operations.

Task Force Membership

Rex Roling
Greg Jamison
Kenny Anderson, Jr.
Todd Vik
Mark Lee
Lynne Hunter
Lyla Pedersen
Betty Oldenkamp
Chris Schiltz
Sarah Jennings
Bob Bohm
Vicki Kerkvliet
Phyllis Arends

Koni Sims
Orlen Tschetter
Kate Heligas
Lon Clemenson
Jean Crowe
Myron Moore
Molly Keegan
Staff
Jim David
David Bixler
Amber Gibson
Sam Trebilcock

What was the task of the Transit Task Force?

- Recommend a long-term sustainable strategy for Sioux Area Metro and community-based transit to the City Council.
- Further develop work actions based upon Coordinated Transit Plan
- Develop a Fare and Operations Analysis through the year 2026

What are the Transit Task Force Goals (*measurable*)

Goal #1: Reduce the cost of paratransit over the next five years from 48% of the total budget to 25% of the total budget (\$1.8 million reduction in today's dollars)

Goal #2: Increase the fixed-route services by \$1.6 million (in today's dollars) to provide reliable transit services for a majority of Sioux Falls residents.

Goal #3: Foster a community-based collaboration for funding an annual operating budget of \$500,000 per year for a coordinated non-profit transportation effort to support agency work trips, medical trips, and event trips as a high priority of unmet needs of Sioux Falls.

Goal #4: Develop a multi-faceted transit travel training program that helps instruct at least 1,000 people each year on how to ride the bus.

Goal #5: Provide a long-term financial status report to the Public Transit Advisory Board and to the City Council each year as part of the budget process.

Recommendations and Work Actions to Reach Goals

Objective #1: Increase Fixed-Route Service and Utilize Fixed-Route busses to Reduce Paratransit Trips

Recommendation 1A: Actively encourage people with disabilities to ride the fixed-route transit system to allow for a more independent lifestyle.

Recommendation 1B: Update and invest additional resources into the Transit Travel Training program to increase fixed-route ridership and decrease paratransit.

1. Work Action: Buddy System - long-term program

Benefit: Goal is to allow 10 people to gain access to fixed-route system

\$24.23 per ride paratransit x 267 weekdays x 10 riders = \$64,694 per year cost

Cost: \$3.36 per ride fixed-route x 267 weekdays x 10 riders = \$8,971 per year cost

Impact: \$55,723 yearly savings to paratransit budget.

Who: Coordinated by a Volunteer coordinator position at SECOG

2. Work Action: Buddy System – short-term program

Benefit: For people with some cognitive impairment, but with a few days of assistance from a buddy can negotiate the transit system.

Who: Coordinated by Volunteer coordinator position at SECOG

3. Work Action: Develop a tripper bus route for ambulatory persons for work trips.

Benefit: 35 riders off paratransit = \$226,429 per year savings (35 x 267 weekdays x \$24.23 ride cost)

Cost: 35 riders on a dedicated fixed-route service = \$80,000 per year (267 weekdays x 4 hours x \$75) \$33,333 capital cost per year (\$400,000/12 year life)

Impact: \$113,096 per year savings

Challenge: For this to work, at least 4,700 rides per year must be reduced from paratransit because of the tripper route's cost.

4. Work Action: Train the Trainer and Peer Training

Benefit: 50 more riders in first year

Benefit: 25 less paratransit riders in first year

Cost: minimal costs - update travel training video, work with partner agencies

Impact: \$161,735 per year savings minus the cost of the travel training program

Who: Sioux Area Metro with participating agencies and groups.

5. Work Action: Update Train the Rider Program

Benefit: Update the current video and training program

Cost : Minimal

Impact: Better understanding of the system for new riders

Who: Sioux Area Metro and CityLink

6. Work Action: Real-Time Fixed-Route App

Benefit: This is likely a long-term goal

Short Term Work Action: Google Transit

Cost: Cost of providing route information in text format and keeping it updated

Impact: Positive Marketing

7. Work Action: Community Partnerships for additional Fixed-Route Services

Benefit: Additional funds for transit and tax benefits for businesses and employees

What are our options for partnerships? Unlimited Access or Reduced Monthly Passes

8. Work Action: Increase Fixed-Route Services to the following areas of Sioux Falls

a. Sycamore and 57th Street (2015)

b. 57th and Minnesota

c. 26th and Tea-Ellis

d. Better core services (more timely on routes #7 and Route #4) and cross-town routes

The fixed-route system is the backbone of the transit system in Sioux Falls. Over the past 15 years, the fixed-route system has doubled ridership from 500,000 to over 1 million rides per year. However, this task force has recognized that the fixed-route system still has the capacity to be used more frequently especially by people that are in need. Organizations throughout

Sioux Falls have targeted transportation as a very high need for their constituencies and/or clients. The fixed-route system is the answer for most people's transportation needs. To accomplish improved utilization of the buses, more knowledge of how the fixed-route system works is needed and also the expansion and an improved fixed-route system. Therefore, the Task Force focused on travel training initiatives including a new buddy system to provide different levels of support for learning how to ride the bus. All of the above work actions have the possibility of reducing paratransit with a very limited cost outlay.

Objective #2: Increase Non-Profit Coordination

Recommendation 2A: Encourage services and projects that implement goals of the Coordinated Plan thru the MPO Transportation Coordinating Committee

1. Work Action: 5310 Grant Process

Benefit: Available grant dollars for capital for non-profits and cities

Benefit: Available grant dollars for non-profit vehicles travel training and transit buddies

Cost: 80% dollars available – local match provided by applicant

Process: the Sioux Falls MPO Transportation Coordinating Committee will accept and recommend applications.

2. Work Action: Directory of Available Services

Benefit: Awareness for the public

Cost: Information collection and design should be minimal

Cost: Printing Costs will be a cost depending on number – put on website to save costs

Impact: Increased awareness of all transportation options

3. Work Action: Community Volunteer Driver Recruitment and Training Program

Benefit: Pool of volunteers for Project CAR, Workers on Wheels and RSVP.

Cost: Time and money for marketing campaign

Impact: Assistance for reduced paratransit demand

Method: Hire a part-time volunteer transportation coordinator through SECOG to coordinate this program

4. Work Action: Develop a comprehensive non-profit transportation system that provides for a coordinated system that efficiently and effectively provides

transportation services. This coordinated system should provide for a means to best harness community-based giving.

Benefit: System coordinated by Transportation Coordinating committee could develop multiple funding sources including federal, state, city, and community donations that could develop a very effective transportation delivery system

Issue: Developing an organizational structure to deliver the most effective and efficient system.

Impact: This system could provide more services to citizens in need and significantly reduce paratransit costs.

To coordinate more effectively, the MPO Transportation Coordinating Committee will work to distribute FTA 5310 funding that will help secure vehicles and create programs that will improve transportation coordination in Sioux Falls. The 5310 program will help fund many of the other work actions that are listed in this report and has the real possibility of helping start a non-profit transportation program that will provide agency work trips, medical trips, and event trips. All 5310 funding applications will need to show that it meets the goals of the MPO Coordination Plan.

The MPO Transportation Coordinating Committee will also continue to work on improving the volunteer driver pool to allow for a better volunteer driver program especially for Project CAR and Workers on Wheels. Also, the committee is committed to providing comprehensive information of the transportation providers available in the Sioux Falls area to help citizens better access transportation services appropriate for their needs.

One of the more important discoveries of the Task Force was the importance of community resources stepping up to provide assistance to improve the capacity of the non-profit transportation. When comparing Sioux Falls to other communities, non-profit transportation services for targeted citizens is very limited. Therefore, a non-profit transportation provider that specializes in transportation services must to be a priority for Sioux Falls and needs to be a priority for community donations and giving.

Objective #3: Reduce Reliance on Paratransit

Recommendation 3A: Focus efforts to reduce paratransit agency work trips. (Sioux Area Metro and Dakotabilities/Lifescape)

- 1. Work Action: Agencies contract with a non-profit transportation provider to provide agency work trips. Sioux Area Metro and the City will develop phasing plan and work with the agencies to help reduce the work trips over a 5 year period.**

Benefit: This would allow agencies to more efficiently provide their transportation needs for client services.

Benefit: This would allow the city to significantly reduce the cost of the paratransit system

Cost: City may still need to support start-up and some continuing contributions

Cost: Agency costs may be significant

Impact: 1,469 rides per week x 52 weeks per year x \$24.23 = \$1,850,881 per year savings.

2. Work Action: Institute an agency rate or charge Medicaid for the trip for medical trips from any skilled nursing facility that involves any Medicaid payments.

Benefit: Cost savings to paratransit

\$24.23 per ride paratransit x 2000 rides per year = \$48,557 per year cost

Issue #1: How many of the 2000 rides per year is Medicaid involved?

Issue #2: Some Medicaid trips are already charged by Sioux Area Metro

Impact: Somewhat minor impact to overall system – so a lower priority

Over 50% of all Sioux Falls paratransit trips are Dakotabilities or Lifescape clients.

Approximately 75,000 trips per year are agency work trips. This costs Sioux Area Metro about \$1.8 million per year. This task force has recognized the importance of showing a significant reduction in the percentage of the budget that is devoted to paratransit expenses. In order to do that, a significant change must take place in the methods of transporting or in linking people with disabilities to their vocational rehabilitation programs (work trips). Unfortunately, now the system is not coordinated which has created inefficiencies. However, progress is already being made in ways to better provide and coordinate these essential transportation services.

Over the course of a 5-year period, Lifescape and Dakotabilities should work towards a goal of providing most of the works trips within their own transportation system or thru the Sioux Area Metro fixed-route system. This change will result in savings that will have the greatest savings to the paratransit system thereby allowing for increases to the fixed-route budget and services into the future.

In order to ensure these savings are realized, a 5-year process should be monitored with the following benchmarks and work actions.

1. Lifescape changes reduce 24 people from Paratransit. Provide driver assistance funding to Lifescape through a small city agreement (Summer 2014)
2. End new people applying for paratransit outside the ¾ mile area (Fall 2014)

3. Begin a pilot project with a Non-Profit Transportation Services Provider and Dakotabilities/Lifescape to serve homes outside the ¾ mile area (Fall 2014)
4. End outside the ¾ mile area services (Spring 2015)
5. Extend fixed-route service to 57th and Sycamore (extends ¾ mile area for that area only) (Spring 2015)
6. Non-Profit Transportation + fixed-route provides 30% of all agency work trips (Spring 2016)
7. Non-Profit Transportation + fixed-route provides 50% of all agency work trips (Spring 2017)
8. Non-Profit Transportation + fixed-route provide 75% of all agency work trips (Spring 2018)
9. Non-Profit Transportation + fixed-route provides 90% of all agency work trips (Spring 2019)
10. Establish an Agency Rate to ensure agency work trips do not migrate back to Sioux Area Metro paratransit (Fall 2019)*

**If Benchmarks are not being reached over time, City Council may decide to establish the agency rate sooner.*

What is an agency rate? An agency rate is allowed by Transit providers to negotiate a higher fare for "agency trips," while ADA's requirement of comparable paratransit goes to individuals, not organizations (see CFR 49 CFR 37.131). "Agency trips" are trips provided by Sioux Area Metro that are paid or mandated by another government program. For example, Dakotabilities and Lifescape must provide transportation to and from supervised work sites as a service required by South Dakota Vocational Rehabilitation statutes (SDCL 28-9) and Federal Law (34 CFR Chapter III Subpart B). State Human Services Waiver money is paid to the agencies to provide these transportation services required by state and federal law. Agency rates apply only to agency trips, not to trips provided on behalf of and paid for by an individual client (i.e. shopping and entertainment trips). In Fargo, North Dakota the city's agency rate is the full cost of the paratransit trip provided by their transit agency.

Recommendation 3B: Contract with non-profit agencies to provide rides (Sioux Area Metro and Project CAR, Workers on Wheels, etc)

1. Work Action: 211 helpline to provide as eligibility clearance center.

Benefit: We could contract with 211 Helpline to increase to a common transportation eligibility clearance center for any non-profit.

Cost: A ¾ of a full-time position would be needed to handle the additional work load.
Impact: Reduced confusion of public and increased utilization of non-profit programs.

2. Work Action: Provide assistance to human service agencies to allow them to gain capacity to transport their own clients with their own vehicles.

Benefit: City could provide funds to pay for drivers with agency vehicles

Benefit: SAM could provide driver training

Disadvantage: Staff driving vehicles are not hired as drivers

Disadvantage: Agencies are not in the transportation business

Impact: Reduction would be based upon the number of rides taken off paratransit

3. Work Action: Investigate a limited program for some ambulatory paratransit riders to have the option to ride Project CAR.

Benefit: 10 rides per day could be saved from paratransit =

\$24.23 per ride X 10 = \$230 per weekday x 267 weekdays = \$64,694 Paratransit cost –

Cost: \$4.50 X 10 = \$45.00 per weekday X 267 weekdays = \$12,015 Project Car Cost

Impact: \$49,395 savings per year

4. Work Action: Consolidate paratransit trips from human service agencies (nursing homes, independent living facilities) through the coordination of clients appointment scheduling.

Benefit: Goal is to allow 10 people to gain access to fixed-route system

\$24.23 per ride paratransit x 267 weekdays x 10 riders = \$64,694 per year cost

Cost: \$3.36 per ride fixed-route x 267 weekdays x 10 riders = \$8,971 per year cost

Impact: \$55,723 yearly savings

Paratransit is not a service that is designed to provide all the transportation needs for people of Sioux Falls. Therefore, the Transit Task Force looked at options to help improve other transportation services for people that are unable to ride the fixed-route system. These services included Project CAR and Workers on Wheels. Also, 211 HelpLine is an important partner to help people find the appropriate transportation service.

Recommendation 3C: Develop a paratransit system that parallels the Sioux Area Metro fixed-route system to ensure transportation services are equally provided to all citizens.

1. Work Action: Align paratransit services to match the same service area as the fixed-route system.

Benefit: City would save \$585,000 per year in operating costs

Benefit: City would save 4 paratransit vehicles to be replaced

Benefit: City would save 2 added vehicles every 5 years

Cost: How would people in this area receive transportation?

Option to providing service in this area: Project CAR, non-profit provider, private providers, Workers on Wheels.

2. Work Action: Work with the medical community and developers to inform and advise where transit service is available. OR pay a non-profit transportation provider to provide the service.

Benefit: Shorter trips for paratransit

Benefit: Paying providers is similar to #4 and #6 above

Cost: Medical and Developers are only looking to find where the demand is and if growth continues they will follow that growth

Cost: Would private contributions to transportation be feasible?

For transportation services to be available for more Sioux Falls residents, paratransit must parallel the fixed route system. Otherwise, paratransit is the only option to residents in certain areas of the system which creates higher usage and higher ride per trips costs. Also, areas of the city that are not covered by Sioux Area Metro transit services must be informed that services are not available. This information could then allow organizations and businesses to tap into a private or non-profit transportation option as called for in other work actions of this report.

Objective #4: Taxis and Private Assistance

Recommendation 4A: Develop a corporate funded project for event transportation to provide rides home for people with disabilities or for people with disabilities that are not within the paratransit service area.

1. Work Action: Accessible Taxis

Benefit: Disabled persons can access destinations throughout the area

Cost: Taxi cab companies would have a hard time affording this

Cost: Wheelchair Express provides this service now.

2. Work Action: Investigate a limited program for event rides for people with disabilities.

Benefit: Would ensure that persons with disabilities are able to attend events to their conclusion.

Cost: unknown at this time

Consideration: Would corporations or community partners be willing to help fund?

Impact: Unknown at this time

Private transportation providers have been used in other communities to provide some paratransit rides. The Transit Task Force sat down with some private taxi and transportation providers to see if there was any interest in Sioux Falls. In general, the options seemed limited for two reasons. First, private providers would need to meet FTA standards which seemed to reduce interest. Second, the cost savings may be limited unless it is targeted to a limited number of hours. However, there does seem to be some possibilities to investigate further utilizing private providers for event trips that paratransit is unable to provide because the events end after transit service hours.

Objective #5: Affordability

Recommendation 5A: Maintain and, in the long-term, expand the Pass-it-on Program as the best method to provide assistance to people who are trying to “get back on their feet”.

Work Action: Pass-it-on Program

Benefit: Provides approximately 40,000 free passes to various social service agencies for clients transportation.

Cost: Estimated \$2,610 paid for by Minnehaha County and benefitting agencies

Impact: This program may need to be expanded as the community population grows. The impact of the program is minimal until the transit system has capacity issues.

The Pass-it-on Program is a program that provides free courtesy bus passes to individuals that are experiencing economic difficulties and cannot afford to pay for a bus pass themselves. The bus pass can be used for several purposes that may help improve a person’s economic situation.

The City provides 40,000 bus passes per year and the County Homeless Coordinator administers the agency agreements, distributes the passes to the participating agencies at the Homeless Advisory Board meetings, and fulfills reporting requirements.

The basic premise of the Pass-it-on Program is, if a person is helped with the issues they are dealing with, such as the loss of a job, difficulty finding a job, finding child care so they can go to a job, dealing with substance abuse, etc., they can eventually become economically self-sufficient and no-longer need assistance from various social service agencies.

Objective #6: School Services

Recommendation 6A: Emphasize providing adequate fixed-route services to public high schools that do not require dedicated busses.

Work Action: School Services.

Benefit: over 55,000 students rode SAM busses in 2012

Cost: We had 6 busses in the fleet that were used for school service in 2012 that would cost \$2.1 million dollars to replace

Changes in 2013: 2 SAM busses were replaced by School Bus Inc. busses in the Fall of 2013.

Impact: \$1.5 million savings in 2015 or 2016 (4 busses) \$150,000 operational savings

Impact: Reduced ridership and valuable public service including good travel training program for youth

Solution 1: End tripper service in May 2015 or May 2016 to reduce the exposure of the bus replacement costs for dedicated busses.

Solution 2: Enhance and coordinate existing fixed-routes (routes #5, #7, #11) that service the public high schools.

Sioux Area Metro has serviced the three public high schools with four special tripper routes for the past 20 years. This service provides a great service and contributes significantly to the ridership of SAM, but because the busses are utilized only two hours per weekday and only during the school years, the capital holding costs are very high. Because funds are not available to replace these busses, the recommendation is instead to improve service to the three high schools with the existing fixed-route services.

Objective #7: Fares

Recommendation 7A: Maintain Fares that are very affordable for riders while still providing a consistent level of revenue.

Work Action: Sioux Area Metro Fare Increase.

Issue: Fares have not changed since 1995

Method: Increase fares over the course of 5-10 year period

Method: Increase to \$1.50 for 1-ride pass and \$30 for a monthly pass. Increase the monthly pass an additional amount over 8 year period

Option: Add a fee for long-paratransit rides (transfer fee)

Impact: \$150,000 to \$250,000 additional funds for services

Impact: Temporary ridership reduction.

Transit Fares should provide for a reasonable revenue source for Sioux Area Metro's fixed route bus service and Paratransit bus service.

HISTORY OF SAM FARE INCREASES

Sioux Area Metro has not raised fares in the past seventeen years. Below is the most recent fare increase history.

Year of Increase	Fare
1986	60 cents
1993	75 cents
1996	\$ 1.00

ANALYSIS OF EFFECT OF INFLATION ON CURRENT TRANSIT FARES

Inflation has affected the buying power of the fixed-route transit fares over the last 19 years. By factoring inflation, today's fare would need to be \$1.49 for a single ride and \$36.58 for a monthly pass to have the same buying power that it did in 1996.

SURVEY OF COMPARABLE TRANSIT SERVICE FARES

A survey of comparable transit services is included here to determine how Sioux Falls compares to other cities with a comparable population within the Midwest. Because SAM fares have not increased since 1996, most other comparable transit systems have higher fare structures. There are only three transit services that have comparable monthly fares including Billings Montana (\$22), Pocatello Idaho (\$25), and Ft. Collins Colorado (\$25). The median fare of all 20 surveyed communities was \$38 with nine of those communities above \$40. Sioux Falls was also at the low end of the single-rider fee with only five communities at or below \$1.00. The median fare for all twenty communities was \$1.25.

Fare Comparison, Upper Midwest						
City	Population	Single Ride	Monthly			
Billings	104,170	\$ 1.25	\$ 22.00		Single Rider Fare	
Pocatello, ID	62,498	\$ 0.90	\$ 25.00		Low	\$ 0.90
Sioux Falls	153,888	\$ 1.00	\$ 25.00		Median	\$ 1.25
Ft Collins	143,986	\$ 1.25	\$ 25.00		High	\$ 2.00
Bismark	74,991	\$ 1.25	\$ 30.00		# at \$1.10 or below	5
Rapid City	66,780	\$ 1.50	\$ 30.00		# at \$1.25	7
Pueblo	105,595	\$ 1.10	\$ 32.50		# \$1.50 or above	8
Green Bay	187,316	\$ 1.50	\$ 35.00			
Boise	205,671	\$ 1.00	\$ 36.00		Monthly Rider Fare	
Cedar Rapids	155,334	\$ 1.25	\$ 36.00		Low	\$22
Fargo	105,549	\$ 1.25	\$ 40.00		Median	\$38
Rochester, MN	91,271	\$ 2.00	\$ 42.00		High	\$56
St. Cloud	91,305	\$ 1.10	\$ 45.00		# at \$25 or below	4
Springfield	159,498	\$ 1.25	\$ 45.00		# at \$30-\$40	7
Lincoln	258,379	\$ 1.75	\$ 45.00		# above \$40	9
Des Moines	203,433	\$ 1.75	\$ 48.00			
Sioux City	106,119	\$ 1.80	\$ 48.00			
Omaha	408,958	\$ 1.25	\$ 50.00			
Topeka	127,473	\$ 2.00	\$ 50.00			
Appleton WI	187,683	\$ 1.80	\$ 56.00			

Based upon the above data and the discussion of the task force, the proposed fares in the below chart are recommended to be phased into the Sioux Area Metro fare system beginning January 1, 2015.

Sioux Area Metro
Proposed Transit Fares

FIXED ROUTE SERVICE		PARATRANSIT SERVICE	
Adults and students current	\$1.00	Paratransit eligible Riders current	\$2.00
Adult and students proposed	\$1.50	Paratransit eligible Riders proposed	\$3.00
10-ride pass current	\$8.50		
10-ride pass proposed	\$10.50		
10 yrs. or under current	\$0.50		
10 yrs. or under proposed	\$0.75		
5 yrs. or under current	Free		
5 yrs. or under proposed	Free		
Monthly pass current	\$25		
Monthly pass proposed**	\$30.00		
Weekly pass current	\$10		
Weekly pass proposed**	\$12.50		
Daily pass current	\$3		
Daily pass proposed**	\$3		

Monthly – Year 2 to \$32.50; Year 4 to \$35.00; Year 6 to \$37.50; Year 8 to \$40.

Weekly – Year 2 to \$13.50; Year 4 to \$14.50; Year 6 to \$15.50; Year 8 to \$16.50; No other pass is scheduled to increase in Years 2, 4, 6 and 8.

Financial Impact of Recommendations

In the beginning of the Transit Task Force, the long-term viability of the system was in question. For the following three major reasons:

- Federal funding is being reduced;
- Paratransit demand is increasing faster than revenues can sustain; and
- Demand for additional fixed route service.

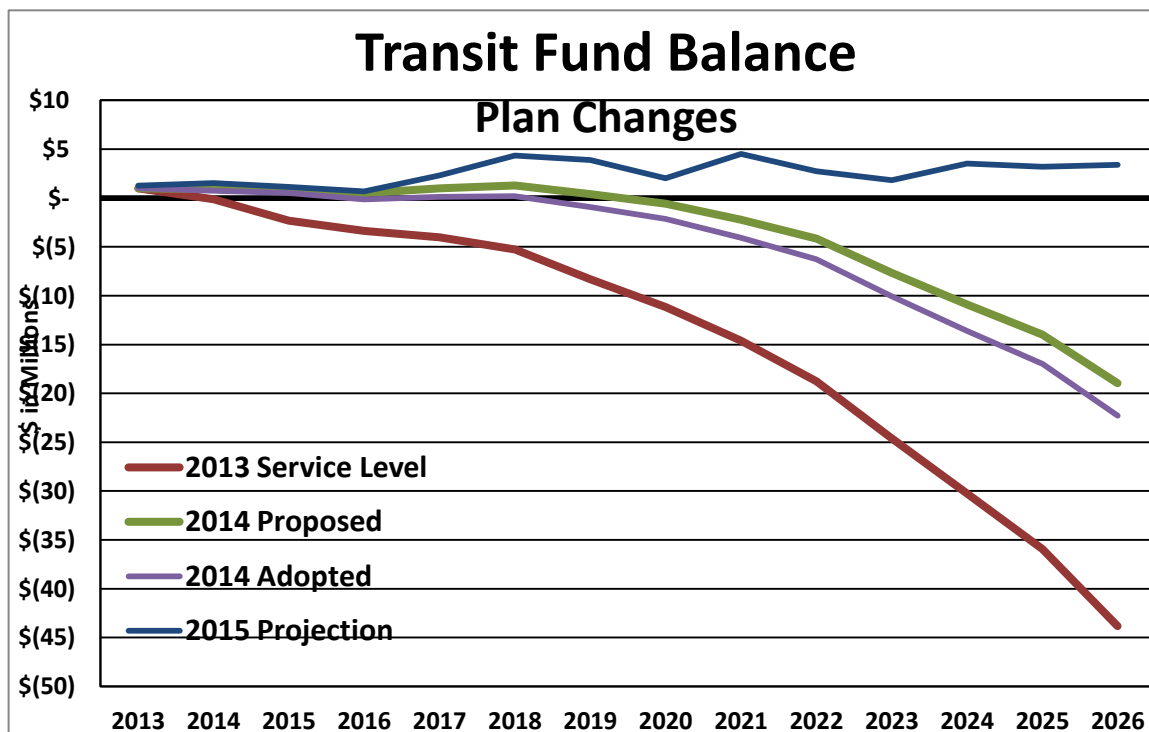
- 17 fixed-route busses that must be replaced beginning in 2019.

The greatest financial impacts of all the Transit Task Force recommendations are illustrated below. The work actions that create the greatest impact include the following in order of greatest impact:

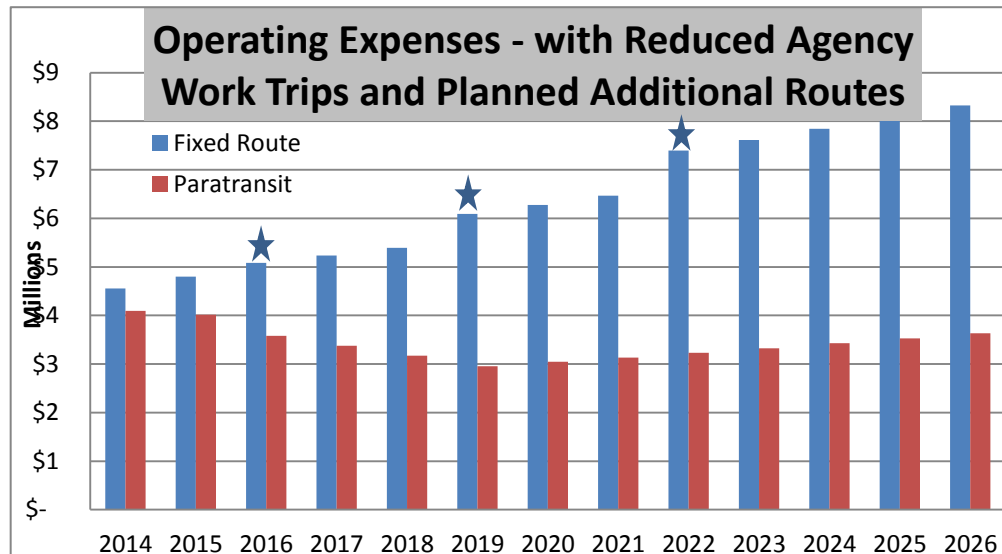
1. Agency work trip reductions - \$1.6 million impact per year (90% reduction of work trips)
2. City capital contributions increases - \$750,000 impact per year
3. Increased General Fund contribution to 4% increase per year
4. Align paratransit service area with ADA required $\frac{3}{4}$ mile from fixed-route services. - \$240,000 per year impact
5. Discontinuing school tripper services
6. Fare increases would generate an estimated \$230,000 in 2017 if fares are increased in 2015. Further increases in the monthly pass may generate an extra \$50,000 per year.
7. Project CAR agreement

With the financial savings that were found, the long-term financial projections were able to add \$1.6 million in fixed-route improvements over the same time period. With any additional savings that are realized, the additional savings could also go to enhancing the fixed-route system.

With the changes the projected transit fund balance is able to maintain a healthy fund level.

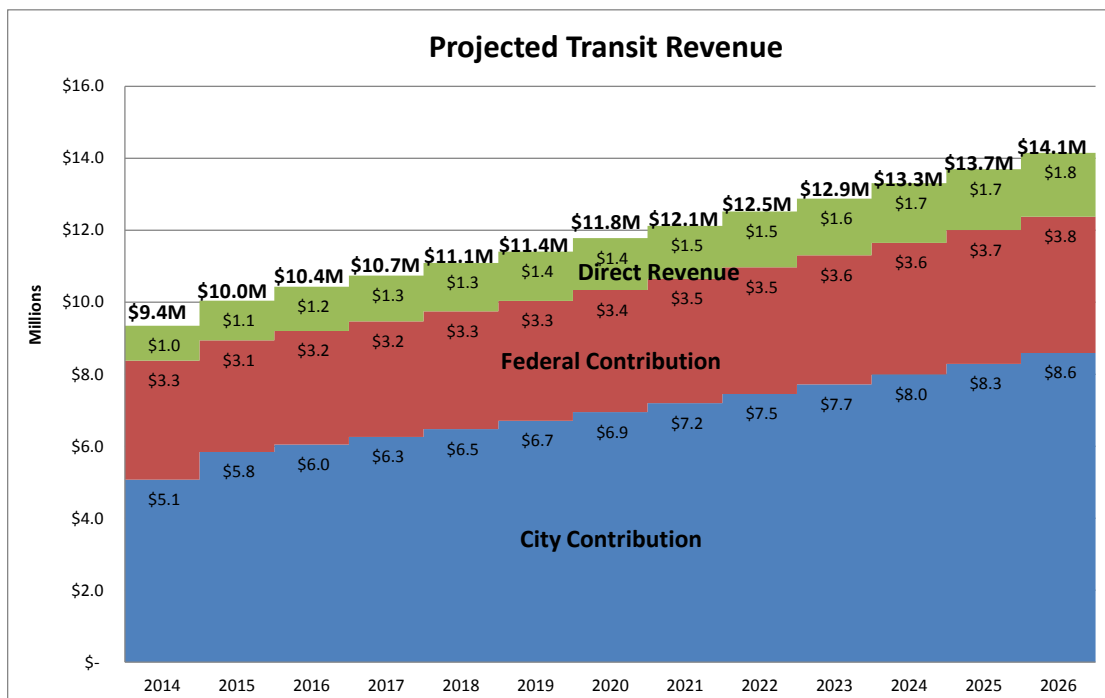


With the projected work trip reductions, the fixed-route budget is 70% of the total and paratransit is at 30% of the total. This would come close to reaching the goal of paratransit becoming 25% of the total transit budget. This information is shown in a full table in Appendix A.

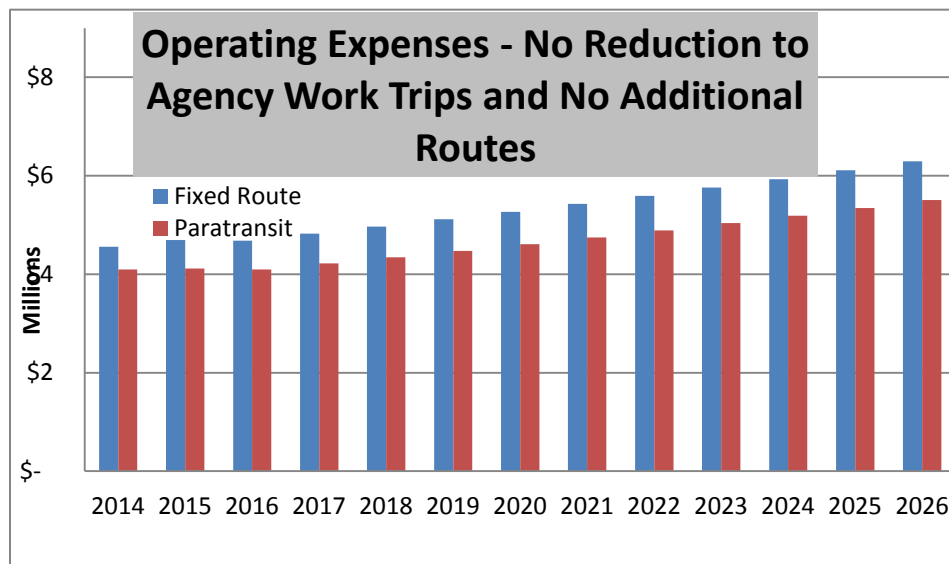


★ Years that fixed-route expansions or enhancements are planned

The below graph illustrates the level of revenue funding received by Sioux Area Metro over the projection period. By the end this period, the city's contribution to transit increases by \$3.5 million per year while federal contributions and fares are estimated to increase by only \$1.3 million per year.



If work trips are not reduced and no other method is found to reduce paratransit costs, the below projection would be applicable. For this projection to work, no increase in fixed-route services will be financially feasible throughout the projection period. This information is shown in a full table in Appendix A.



Other estimate assumptions for plan period

- a. federal operating contribution 2% increase per year
- b. charges for service growth at 2% per year
- c. Operating expenditure growth 3% per year
- d. Ridership numbers were assumed to increase slightly for fare increases
- e. Cost per trip estimates were maintained at the same level except for inflation

Next Steps – Implementation

The following steps need to be made to successfully implement the Transit Task Force Plan.

City Steps

- Add 750,000 per year in Capital Appropriation - Beginning in the 2015 City Budget
- Operating Budget Increases 4 percent per year - Beginning in the 2015 City Budget
- Increase Fares – Fall 2014 PTAB recommendation/ Fall 2014 City Council approval
- Reduce Nursing Home Medical Trips
 - Agency Rate - PTAB Recommendation/ City Council approval
- Reduce Dakotabilities and Lifescape Work Trips
 - Provide financial start-up costs for non-profit transportation provider – Beginning in 2015 City Budget
 - Agency Rates – 2019 PTAB Recommendation/ City Council approval (earlier if no progress made)
- Align paratransit service area with fixed route services. – PTAB recommendation/ Fall 2014 City Council approval
 - Determine a phasing plan
 - Grandfather existing riders for a period to provide sufficient time and notice
 - Determine where new fixed-route services may provide future ADA paratransit services
 - Find other service providers for people outside the ¾ mile area
 - End all services outside the ¾ mile area
- Contract with non-profit agencies to reduce paratransit rides
 - Project CAR contract – City council approval and city budget
 - SECOG contract – buddy system and volunteer driver program (cost share)
- Increase Fixed-Route services
- End School Tripper Services – 2016 City Budget – PTAB recommendation/ Fall 2014 City Council approval
- Increase Fixed-Route Services – City Budget
- Expand and Update Travel Training Program – Sioux Area Metro

Non-Profit and Community Coordination Steps

- Utilize the 5310 Grant Program (through MPO Transportation Coordinating Committee)
- Directory of Available Transportation Services (through MPO Transportation Coordinating Committee)
- Community Volunteer Driver Program (through MPO Transportation Coordinating Committee)
- Buddy System Program (through MPO Transportation Coordinating Committee)
- Comprehensive Non-Profit Transportation System
- 211 Helpline as eligibility clearance center
- Agency travel training of Fixed-Route services
- Expand Project CAR and Workers on Wheels programs
- Corporate funded event transportation for people with disabilities

Appendix A – Full Paratransit and Fixed-Route Budget Breakdown

Operating Expenses with Reduced Agency Work Trips and Planned Additional Routes													
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Operating FR	\$ 4,558,765	\$ 4,798,528	\$ 5,081,534	\$ 5,233,980	\$ 5,390,999	\$ 6,093,479	\$ 6,276,284	\$ 6,464,572	\$ 7,394,959	\$ 7,616,808	\$ 7,845,312	\$ 8,080,672	\$ 8,323,092
Capital FR	\$ 104,558	\$ 1,565,633	\$ 1,378,633	\$ 134,768	\$ 65,520	\$ 2,154,434	\$ 3,366,692	\$ 26,250	\$ 3,639,272	\$ 1,905,022	\$ 26,250	\$ 2,058,329	\$ 1,435,158
	\$ 4,663,323	\$ 6,364,160	\$ 6,460,167	\$ 5,368,747	\$ 5,456,519	\$ 8,247,913	\$ 9,642,976	\$ 6,490,822	\$ 11,034,231	\$ 9,521,830	\$ 7,871,562	\$ 10,139,001	\$ 9,758,250
Fixed-Route	51%	60%	59%	59%	60%	70%	71%	67%	77%	69%	68%	72%	70%
Operating Para	\$ 4,097,454	\$ 4,014,378	\$ 3,578,609	\$ 3,376,967	\$ 3,169,276	\$ 2,955,355	\$ 3,044,015	\$ 3,135,336	\$ 3,229,396	\$ 3,326,278	\$ 3,426,066	\$ 3,528,848	\$ 3,634,713
Capital Para	\$ 308,600	\$ 174,468	\$ 849,100	\$ 362,653	\$ 434,805	\$ 662,784	\$ 971,474	\$ 23,750	\$ 23,750	\$ 937,516	\$ 340,522	\$ 353,193	\$ 537,681
	\$ 4,406,054	\$ 4,188,845	\$ 4,427,709	\$ 3,739,621	\$ 3,604,081	\$ 3,618,139	\$ 4,015,489	\$ 3,159,086	\$ 3,253,146	\$ 4,263,794	\$ 3,766,588	\$ 3,882,041	\$ 4,172,395
Paratransit	49%	40%	41%	41%	40%	30%	29%	33%	23%	31%	32%	28%	30%
Total	\$ 9,069,377	\$ 10,553,006	\$ 10,887,876	\$ 9,108,368	\$ 9,060,600	\$ 11,866,052	\$ 13,658,465	\$ 9,649,908	\$ 14,287,377	\$ 13,785,623	\$ 11,638,150	\$ 14,021,042	\$ 13,930,645
Operating Expenses without Reduced Agency Work Trips and No Planned Additional Routes													
	2014	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026
Operating FR	\$ 4,558,765	\$ 4,695,528	\$ 4,681,894	\$ 4,822,351	\$ 4,967,021	\$ 5,116,032	\$ 5,269,513	\$ 5,427,598	\$ 5,590,426	\$ 5,758,139	\$ 5,930,883	\$ 6,108,809	\$ 6,292,074
Capital FR	\$ 104,558	\$ 1,565,633	\$ 1,378,633	\$ 134,768	\$ 65,520	\$ 2,154,434	\$ 3,366,692	\$ 26,250	\$ 3,639,272	\$ 1,905,022	\$ 26,250	\$ 2,058,329	\$ 1,435,158
	\$ 4,663,323	\$ 6,261,160	\$ 6,060,527	\$ 4,957,118	\$ 5,032,541	\$ 7,270,466	\$ 8,636,205	\$ 5,453,848	\$ 9,229,698	\$ 7,663,160	\$ 5,957,133	\$ 8,167,139	\$ 7,727,232
Fixed-Route	51%	59%	55%	52%	51%	59%	61%	53%	65%	56%	52%	59%	56%
Operating Para	\$ 4,097,454	\$ 4,117,378	\$ 4,096,699	\$ 4,219,600	\$ 4,346,188	\$ 4,476,574	\$ 4,610,871	\$ 4,749,197	\$ 4,891,673	\$ 5,038,423	\$ 5,189,576	\$ 5,345,263	\$ 5,505,621
Capital Para	\$ 308,600	\$ 174,468	\$ 849,100	\$ 362,653	\$ 434,805	\$ 662,784	\$ 971,474	\$ 23,750	\$ 23,750	\$ 937,516	\$ 340,522	\$ 353,193	\$ 537,681
	\$ 4,406,054	\$ 4,291,845	\$ 4,945,799	\$ 4,582,253	\$ 4,780,993	\$ 5,139,358	\$ 5,582,345	\$ 4,772,947	\$ 4,915,423	\$ 5,975,939	\$ 5,530,098	\$ 5,698,456	\$ 6,043,302
Paratransit	49%	41%	45%	48%	49%	41%	39%	47%	35%	44%	48%	41%	44%
Total	\$ 9,069,377	\$ 10,553,006	\$ 11,006,326	\$ 9,539,371	\$ 9,813,534	\$ 12,409,824	\$ 14,218,550	\$ 10,226,795	\$ 14,145,121	\$ 13,639,100	\$ 11,487,231	\$ 13,865,595	\$ 13,770,534

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

2015 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 2015

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, Helpline, LifeScape, Project CAR, United Way, 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:

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.
- 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://siouxfallsmopo.org/resources/community-transportation-directory/>. It has also been posted on the HelpLine Center's website and Minnehaha County's website. A limited number of printed copies are still available and continue to be distributed by request.
- The volunteer driver recruitment and training program developed in 2014, Drive To Help, began operations in 2015. A new position was created at SECOG to oversee the program, including recruiting and screening potential volunteer drivers, and scheduling for orientation and training with Sioux Area Metro. The screened and trained volunteer drivers then work with Project CAR and Active Generations' Workers On Wheels, which are existing volunteer driver programs, to increase the number of rides provided. The Drive To Help staff will also manage a travel training program and buddy system to assist people in riding the Sioux Area Metro fixed route system. SECOG contributed partial funding for for Drive To Help. The remainder of the funding for the first year of operation was provided by Avera, City of Sioux Falls, Sanford, and United Way. At the time this report was written, 10 new volunteers have been added to the volunteer driver pool through Drive To Help.

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 developed and is meeting regularly 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 (SAM) Ridership Committee is currently in the process of updating its travel training video and developing additional travel training outreach activities.
- 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.
- LifeScape staff has completed travel training and are working to educate its clients to ride the fixed-route transit system.
- LifeScape 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 has partnered with Augustana University to provide free fixed-route rides to its faculty and students at a reduced rate paid by Augustana University.

AARP South Dakota facilitated two committees to improve non-profit community transportation and rural transportation for seniors, the Non-Profit Coordination Committee and the Hartford Transit Committee. AARP kicked off the committees by hosting a two-day workshop in December 2013 during which Carolyn Jeske from the Community Transportation Association (CTAA) facilitated a two-day action planning session.

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:* Work has continued on implementation of the plan to bring in a non-profit provider of paratransit services for the area outside of the ¾ mile service area required to be serviced by Sioux Area Metro, the City of Sioux Falls' transit system. River Cities Public Transit dba Coordinated Community Transportation System, will begin a pilot project by providing work trips for DakotAbilities and LifeScape clients. One vehicle has been committed by LifeScape for this project and an application for Section 5310 funds has been submitted for a second vehicle and operating costs. The City of Sioux Falls has also committed to participate in the project to help keep the client portion of the fare minimal. The pilot project was originally planned to begin in 2015, but has been delayed pending FTA approval of the Section 5310 funds.
- *Hartford Transit Committee:* Hartford Area Transit began operations in 2015. 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 2015

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. Also, much of 2014 and 2015 were spent on planning and laying the groundwork for achieving many of the goals identified in the Coordinated Plan. Although timelines for some activities have been extended due to unforeseen circumstances, progress is being made. Therefore, none of the goals identified in the Coordinated Plan are considered unsuccessful.

New Goals for 2016

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. Also, much of 2014 and 2015 were spent on planning and laying the groundwork for achieving many of the goals identified in the Coordinated Plan and timelines for some activities have been extended. Therefore, no new goals or priorities have been identified for 2016.

2016 Goal Timeframes

Some of the activities that have been worked on over the last year and are planned to be implemented in 2016:

- The full allocation of the FY 2015 FTA Section 5310 funds is expected to be authorized in late 2015. Therefore, the next competitive application process is anticipated for early 2016, pending federal authorization.

- Funding to continue operations for Drive To Help in 2016 will be sought in late 2015 and early 2016.
- The Coordinated Community Transportation Systems pilot project for DakotAbilities and LifeScape work trips has been delayed and is now planned to begin in Spring 2016.
- Additional travel training program updates, including the implementation of a buddy system, for Sioux Area Metro fixed route system is planned to begin in late 2015 to early 2016.
- The City of Sioux Falls is anticipated to formalize an agreement for Project CAR to begin providing specified paratransit trips in 2015.
- Additional activities consistent with the Coordinated Plan may also be worked on in 2015 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, River Cities Public Transit, and the City of Sioux Falls are continuing to work together to provide service outside the City's required $\frac{3}{4}$ mile paratransit service area for agency work 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.

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

2016 ANNUAL PROGRESS REPORT

Introduction

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 - 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 2016

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, Helpline, LifeScape, Project CAR, United Way, 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 2016, the TCC recommended funding for LifeScape to assist with the purchase of two vehicles 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://siouxfallsmmpo.org/resources/community-transportation-directory/>. It is also posted on the HelpLine Center's website and Minnehaha County's website. A limited number of printed copies are still available and continue to be distributed by request.
- The volunteer driver recruitment and training program developed in 2014, Drive To Help, continued operations in 2016. 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 second year of operation was provided by City of Sioux Falls, Sanford, and Sioux Falls Area Community Foundation. At the time this report was written, 24 new volunteers have been added to the volunteer driver pool through Drive To Help. In addition, at least four

travel training sessions have been coordinated by SECOG staff in 2016 with approximately 40 people participating. Additional information on Drive To Help, including a testimonial video, can be viewed at <http://siouxfallsmpo.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 Are 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:* Work has continued on implementation of the plan to bring in a non-profit transportation provider for the area outside of the ¾ mile service area and for human service agency trips required to be serviced by Sioux Area Metro, the City of Sioux Falls' transit system. River Cities Public Transit dba Coordinated Community Transportation System, began a pilot project by providing work trips for DakotAbilities and LifeScape clients. One vehicle has been committed by LifeScape for this project, Section 5310 funds were awarded to assist with funding one vehicle and operating costs for the 2016 six-month pilot project, and an application for Section 5310 funds has been submitted for a second vehicle and 2017 operating costs. The City of Sioux Falls has also committed to participate 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.
- *Hartford Transit Committee:* Hartford Area Transit continued operations in 2016. 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 2016

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 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, 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.

2017 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 2017.

- Funding to continue operations for Drive To Help in 2017 will be sought in late 2016 and early 2017.
- The continuation and expansion of the Coordinated Community Transportation Systems project for agency work trips. Work with the SD Department of Human Services on a Memorandum of Understanding to detail a new policy for sharing the cost of coordinated human service agency trips.
- 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 2017.
- Additional activities consistent with the Coordinated Plan may also be worked on in 2017 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 service outside the City's required ¾ mile paratransit service area for agency work 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.

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 - 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://siouxfallsmmpo.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, LifeScope, 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 LifeScope are continuing to work together to reduce LifeScope'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.

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

2018 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 a progress report is required to be prepared annually. The purpose of the Coordinated Plan is to: 1) identify the unmet transportation needs for seniors and individuals with disabilities; 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. 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:
2. **Coordination of Non-Profit Community Transportation** – Foster a more efficient non-profit community transportation system by focusing on the following priorities:
3. **Coordination of Paratransit Public Transportation**
4. **Maintenance and expansion of the fixed-route transportation system as an affordable and efficient system**
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 available at this point.

Goals Completed in 2018

A significant amount of time has been dedicated to planning and coordination meetings since the 2013 Coordinated Plan was adopted. These meetings have included participation by agencies representing seniors, persons with disabilities, low-income, the medical community, business,

government, transit, and many others, including AARP, DakotAbilities, LifeScape, and Project CAR. 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), meets on a regular basis to work toward accomplishing the identified goals.

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 TCC to have a greater influence in ensuring that the funds are used for projects that complement the priorities of this plan, in a coordinated manner, to fulfill the needs stated in this plan. In 2018, the TCC and UDC recommended funding for LifeScape to purchase two ADA minivans, funding for Southeastern Behavioral Healthcare to purchase one replacement ADA van, and operating funds to River Cities Public Transit dba Coordinated Community Transportation System to provide approximately 27,000 day program commute trips for DakotAbilities and LifeScape.
- The directory of specialized transportation services that was updated in the past year for the MPO planning area continues to be available on the Sioux Falls MPO's website at <http://siouxfallsmpo.org/resources/directory/>. It is also posted on Minnehaha County's website.
- The Drive To Help volunteer driver recruitment and training program developed in 2014 is in the process of a structural change to more efficiently and effectively recruit and train volunteer drivers and to begin a buddy system. SECOG will continue to be involved with the program and coordinate with human service agencies, Sioux Area Metro, and the City of Sioux Falls. The program will focus on recruiting volunteers as drivers from agencies that will most directly benefit from Project CAR or Workers on Wheels services. In addition, the buddy system program will work to match volunteer buddies through the agency that would benefit the most from the intensive travel training that a buddy system will provide.
- Sioux Area Metro provided the following travel training sessions in the past year
 - General Sessions: One session with eight people from the same group. General Training is available at 1:00 p.m. the last Wednesday of each month
 - Paratransit Staff travel training: Three people have been trained so far in 2018 in a one on one situation including accompanying the passenger on the buses that are required to get from destination to destination and back again
 - Special Request. Two sessions: one session at Meadows on Sycamore (retirement center) and one session at Independent Living Choices located at 49th and Oxbow. There were approximately 20 -25 people at each session.

- Since the development of the Sioux Falls City Council's Transit Task Force Report in 2014, the Public Transit Advisory Board (PTAB) 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.
- The City of Sioux Falls continues an agreement with Active Generations to assist its Daybreak clients in utilizing Project CAR's transportation services instead of Paratransit.
- LifeScape and DakotAbilities continues to coordinate with Sioux Area Metro paratransit to monitor their transportation needs and make 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.
- *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, in 2017 for a second vehicle and operating costs, and in 2018 for 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 reduced-rent office and bus storage space for the project. In 2018, CCTS is projected to provide approximately 20,000 agency rides. Operations are expected to continue in 2019 with the number of rides provided increasing to 27,000 agency rides.
- *Hartford Transit Committee:* Hartford Area Transit continued operations in 2018. 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 <https://www.hartfordsd.us/hartfordtransit>.
- Continued work with the SD Department of Human Services and SD Department of Transportation on the resurrection of a statewide transportation coordination committee.
- 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 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.

Unsuccessful Goals in 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, none of the goals identified in the Coordinated Plan are considered unsuccessful.

New Goals for 2019

An updated 2018 Human Services-Public Transit Coordination Plan with current goals is being developed.

2019 Goal Timeframes An update of the Human Service Public Transit Coordination Plan will be adopted in the Fall of 2018. This updated plan will include new goals and strategies. The 2019 Progress Report will highlight:

- The next competitive Section 5310 application process scheduled to begin in January.
- Accomplishments and progress in completing the stated goals.