

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

November 8, 2018

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
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EXECUTIVE SUMMARY

PURPOSE OF THE PLAN

The purpose of the *Sioux Falls MPO Area Coordinated Public Transit – Human Services Transportation Plan* is to: 1) identify the unmet transportation needs for seniors and individuals with disabilities; and 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.

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; the Urbanized Development Commission's (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 Strategies

A primary task in the development of the *Sioux Falls Coordinated Public Transit-Human Services Transportation Plan* was the identification of strategies 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 strategies included:

- ✓ Work to implement the strategies of the Sioux Falls Transit Development Plan that includes improvements and expansion of the fixed-route system.
- ✓ Develop travel training sessions as a major marketing effort that engages the community and help train new and potential riders.
- ✓ Help create State Regional Transit Systems to help provide options to outlying MPO communities to access transit services within the region.

- ✓ Reimagine a community-wide volunteer driver program that agencies can access as a volunteer driver resource.
- ✓ Keep paratransit services parallel to all fixed-route service levels and within $\frac{3}{4}$ mile of all fixed-route bus services.
- ✓ Develop an agency rate structure based on the full-cost allocation models to help off-set agency day trip costs on paratransit.
- ✓ Educate state and local policy-makers about the specific benefits of human service transportation and public transit and how both play different roles in providing transportation to different rider needs.
- ✓ Start a statewide Human Services Transportation Coordination process. The goals of a statewide coordination process would provide the benefits for all involved in the process.

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 8, 2018. The South Dakota Department of Transportation subsequently approved the Plan on November 15, 2019. 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 to the region's residents.

With so many entities involved in transportation services, 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.

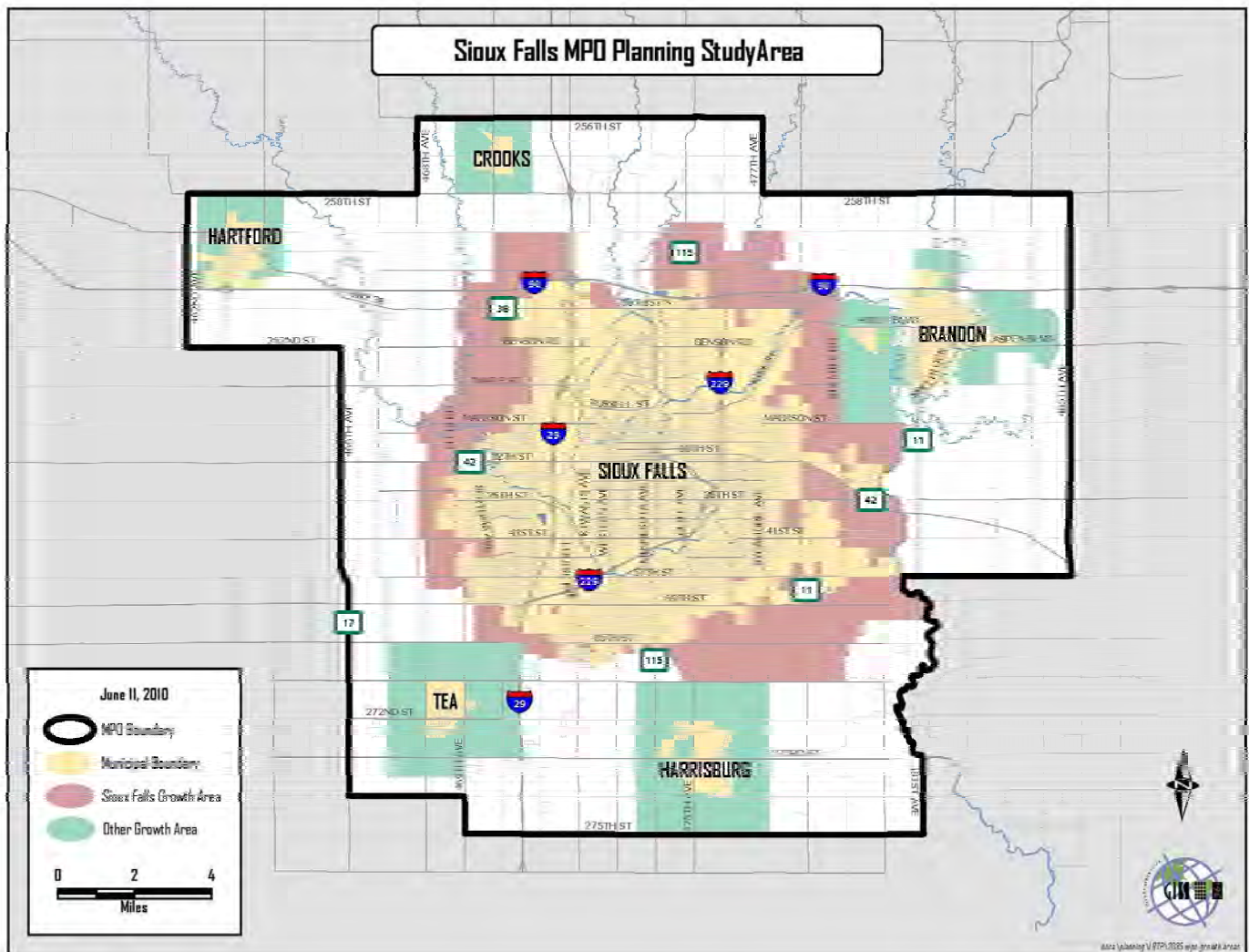
In 2013, the Sioux Falls Area Coordinated Public Transit – Human Services Transportation Plan (Coordinated Plan) was updated with the following recommended priorities:

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

This 2018 update to the Coordinated Plan was undertaken to refine the 2013 priorities based upon the results of provider and user surveys completed and analyzed in 2018, the stakeholder and provider meeting held in July 2018, and the public open house held in October of 2018.

REGIONAL PROFILE

This Sioux Falls Metropolitan Planning Organization (MPO) planning area includes approximately 321 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.



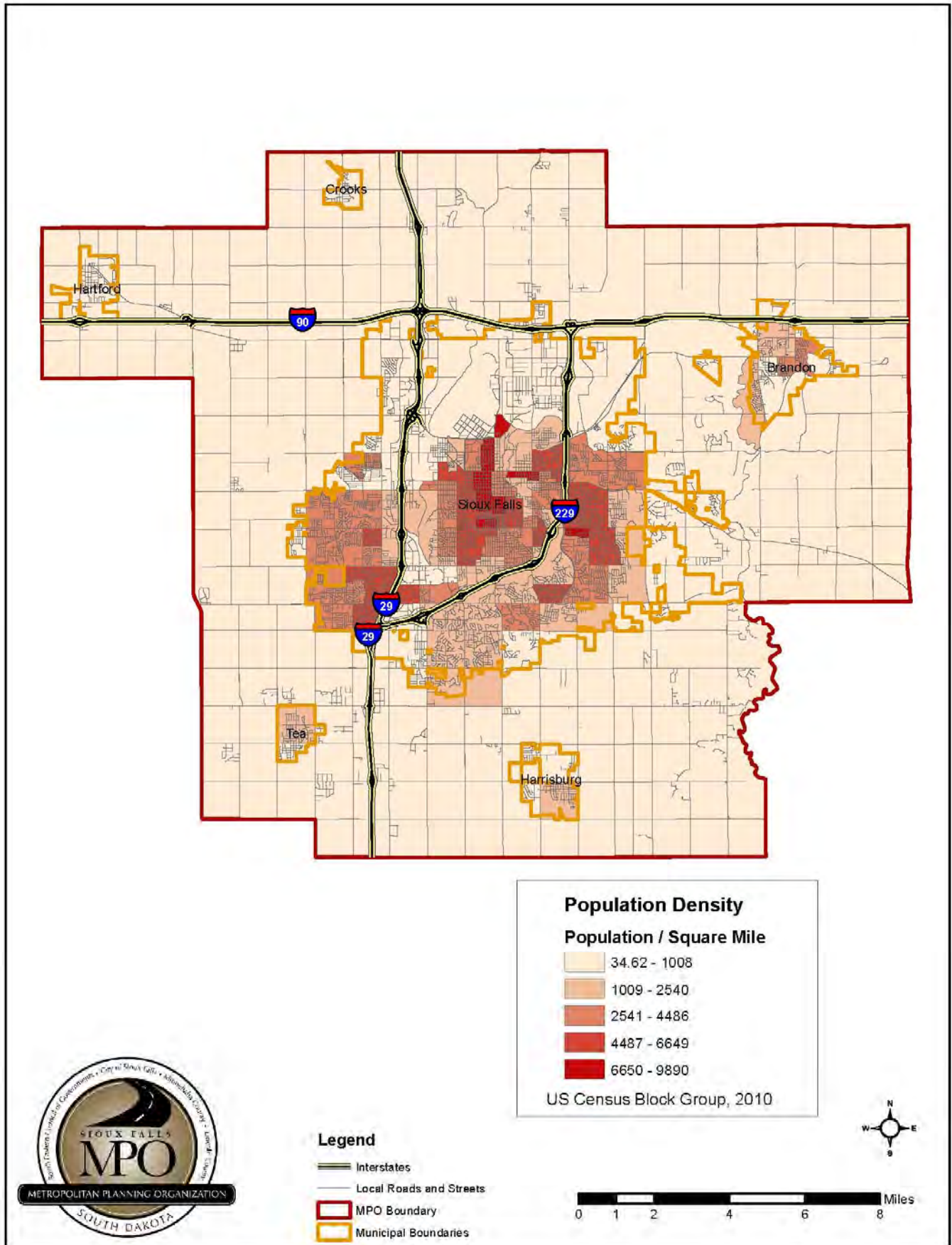
Regional Population Characteristics

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 estimated population of the City of Sioux Falls is 153,888 (2017 end of year) which is an increase of 19% over the 2010 population of 123,975. Other communities in the region have experienced strong population growth as well. Most notably, the City of Harrisburg has seen a 55% increase in population since 2010, and the City of Tea has seen a 36% increase in the same timeframe. The figure below details the population increases for all the communities in the MPO planning area.

MPO Community	2000 Census Population	2010 Census Population	2017 Population (Est.)	Population Increase Since 2010
Brandon	5,693	8,785	10,026	+14.0%
Crooks	859	1,269	1,325	+4.4%
Harrisburg	958	4,089	6,363	+55.6%
Hartford	1,844	2,534	3,341	+31.8%
Sioux Falls	123,975	153,888	183,200	+19.0%
Tea	1,742	3,806	5,208	+36.8%

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. (From 2010 Census)



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 2016 American Community Survey from the U.S. Census, the population of persons age 65 varies for each community in the MPO region. Sioux Falls has 11.9% of the total population at age 65 or older. Brandon has just about 10% of its population at age 65 or older. The remainder of the MPO planning area is quite a bit below the statewide average of 15.2% and the nationwide average of 14.5%. The other MPO community range from 6.7% to as low as 1.9% of the total population at 65 years of age or older. The proportion of persons age 65 and older indicates the region has a relatively younger population because of the significant number of people that are relocating to the Sioux Falls MPO area for employment opportunities.

Around the country 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 MPO 65 and over population has remained stable at 10% to 11% of the total population. Sioux Falls continues to be a destination for people to locate after they retire with two major hospitals and many other clinics and health care options in the community. In regard to senior living opportunities, Sioux Falls has many nursing homes, assisted living and independent living apartments available plus many other housing options including townhomes and twin homes that appeal older and retired populations. The table below shows the percent of population age 65 or older for the Sioux Falls MPO planning area communities.

Percent of Population Age 65 and over – Sioux Falls MPO Area

Brandon	9.9%
Crooks	7.0%
Harrisburg	2.7%
Hartford	6.7%
Sioux Falls	11.9%
Tea	1.9%
South Dakota	15.2%
United States	14.5%

Individuals with Disabilities:

The U.S. Census details that disability is broadly defined as the consequence of an impairment that may be physical, cognitive, mental, sensory, emotional, developmental, or some combination of these. Disabilities is an umbrella term, covering impairments, activity limitations, and participation restrictions. Impairments may include physical, sensory, and cognitive or developmental disabilities. Mental disorders (also known as psychiatric or psychosocial disability) and various types of chronic disease may also qualify as disabilities. A disability may occur during a person's lifetime or may be present from birth.

Based on the U.S. Census Bureau's American Community Survey for 2016, the Sioux Falls MPO area has a lower percentage of persons with disabilities compared to the nationwide average of 12.8% and South Dakota statewide average of 12%. There are approximately 18,870 individuals with disabilities in Sioux Falls or 10.3% of the total population. The remainder of the MPO planning area has a lower percentage of persons with disabilities.

Percent of Persons with Disabilities in Sioux Falls MPO Communities

Brandon	8.9%
Crooks	6.1%
Harrisburg	3.9%
Hartford	8.3%
Sioux Falls	10.3%
Tea	3.5%
South Dakota	12.0%
United States	12.8%

FEDERAL POLICY ON TRANSPORTATION COORDINATION

A 2003 report issued by the U.S. General Accounting Office (GAO)¹ 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.

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.

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

Executive Order 13330—Human Service Transportation Coordination

February 24, 2004

A broad range of Federal program funding allows for the purchase or provision of transportation services and resources for persons who are transportation-disadvantaged. Yet, in too many communities, these services and resources are fragmented, unused, or altogether unavailable.

Federally assisted community transportation services should be seamless, comprehensive, and accessible to those who rely on them for their lives and livelihoods. For persons with mobility limitations related to advanced age, persons with disabilities, and persons struggling for self-sufficiency, transportation within and between our communities should be as available and affordable as possible.

The development, implementation, and maintenance of responsive, comprehensive, coordinated community transportation systems is essential for persons with disabilities, persons with low incomes, and older adults who rely on such transportation to fully participate in their communities.

As a result of Executive Order 13330, the Federal Interagency Coordinating Council on Access and Mobility (CCAM) launched United We Ride (UWR). United We Ride is an initiative that includes 11 federal departments working together to simplify access, reduce duplication, and enhance cost efficiencies in community human service transportation.

In its *Report to the President* (CCAM, 2005a), the CCAM outlines accomplishments over the preceding year, collective actions of the council, and each CCAM member's action plan to enhance human service transportation for older adults, individuals with disabilities of all ages, and people with lower incomes. The report also outlines *five key recommendations* that are targeted to enhance community initiatives in order to build coordinated services at the state and local levels. Those five key recommendations, excerpted from the report, are:

- *Recommendation 1 – Coordinated Transportation Planning:* In order to effectively promote the development and delivery of coordinated transportation services, the CCAM recommends that the Administration seek mechanisms (statutory, regulatory, or administrative) to require participation in a community transportation planning process for human service transportation programs. By promoting shared responsibility for transportation services, joint planning promises increased cost-effectiveness and increased access for consumers by eliminating duplicative efforts and wasted resources.
- *Recommendation 2 – Vehicle Sharing:* In order to reduce duplicate transportation services as well as idle time for drivers and vehicles, the CCAM recommends that vehicles used in human service transportation be made available to other federally funded programs.
- *Recommendation 3 – Cost Allocation:* In order to ensure that adequate resources are available for transportation services for persons with disabilities, older adults and individuals with lower incomes, and to encourage the shared use of vehicles and existing public transportation services, the CCAM recommends where statutorily permitted that

standard cost allocation principles for transportation be developed and endorsed by federal human service and transportation agencies.

- *Recommendation 4 – Reporting and Evaluation:* The Council recommends the development of a method to permit cross agency analysis of the effectiveness, efficiency, and progress of States, communities, and tribes toward improved coordination of transportation programs.
- *Recommendation 5 – Consolidated Access Transportation Demonstration Program:* CCAM recommended the development of a single transportation system (not necessarily a single provider) financed through a consolidated federally funded stream would meet the total needs of transportation-disadvantaged populations.

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.

Over the course of the next decade, many communities and states adopted interagency coordination committees and coordination plans. Much of the emphasis was placed on vehicle sharing (Recommendation 2). Sioux Falls also tried vehicle sharing concepts and pilot projects. In all cases, vehicle sharing was not found to be feasible or practical. Recommendation 1 has been implemented in some respects in that coordinated plans have been required for local and regional transportation agencies, but there has been very little in regard to “shared responsibility for transportation services”.

Recommendation 4 (Reporting and Evaluation) has only been done at a very basic level with continued data available on local and regional transit ridership, but with very spotty reporting by human service agencies. Recommendation 5 (Transportation Demonstration) has only recently been tried by bringing in a new non-profit transportation provider to Sioux Falls to target agency day trips with LifeScape and DakotAbilities. This demonstration project was successful and has been expanded over the last 4 years. Recommendation 3 (Cost Allocation) has not been considered in South Dakota. Other states are implementing cost allocation models to ensure there are adequate dollars for transportation. In many cases, local and regional transportation providers are asked to provide rides at very low or non-existent cost allocation levels. This plan needs to begin to address cost allocation to find ways to share the cost of human service and public transit in Sioux Falls MPO area and South Dakota.

History of Coordinated Human Service Transportation Efforts in Sioux Falls

Below is a summary of human services transportation coordination activities that have occurred over the past 20 years in Sioux Falls.

- In late 1997, the Cities and State began a Transportation Coordination Group to develop ways to eliminate duplication of transportation services and increase human services transportation efficiencies among government and non-profits.
- In April 2000, SDDOT starts making FTA 5310 Grant awards and says the City has a coordinated system.

- October 5, 2000, during a Transportation Coordination Group meeting Ron Wheeler, Secretary of SDDOT, says that SDDOT will no longer fund programs that do not cooperate and coordinate.
- August 2001, a coordinated transportation service began with a State grant. Sioux Vocational Services managed the project, and School Bus Inc. was the operator. Costs were too high, revenue stream too low, and usage never materialized. The coordinated service ended.
- In 2002, the Transportation Coordination Group ends meetings after finding very little interest in coordination and few tangible results.
- In 2006 and 2007, the City of Sioux Falls forms an Accessible Transportation for All task force. Recommendations include the following:
 - The group believes that service levels between paratransit and fixed route should be fair and equitable with the same service hours.
 - The group recognizes that, to improve service and to efficiently and effectively manage the paratransit service, money needs to be spent on expanding the fixed route bus service.
- In 2008, the Sioux Falls MPO, as required by SDDOT, adopts the first Coordinated Public Transit Human Services Transportation Plan. This coordinated plan again leads to few tangible results with very little interest in continuing the process.
- In November 2013, the Sioux Falls MPO adopts an update to the Coordinated Public Transit Human Services Transportation Plan. The plan in part calls for the implementation of coordinated paratransit services in the City of Sioux Falls.
- In 2014, the City Council Transit Task Force issues a report to make transit sustainable which includes a goal to “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)”.
- In 2014, the Sioux Falls MPO creates the Transportation Coordination Committee (TCC) to implement the Human Services Coordination Plan strategies and recommend projects for the FTA 5310 grant program.
- In 2016, a coordinated human services pilot project begins, with Community Coordinated Transportation Services (CCTS) providing agency day trips for LifeScape and DakotAbilities to help reduce the cost of paratransit services. The project successfully saved \$150,000 to the SAM Paratransit budget.
- In 2018, CCTS is projected to save 27,000 rides from Paratransit and save the transit budget about \$150,000. The savings would be much greater, but the City of Sioux Falls provides \$350,000 in funding to DakotAbilities and LifeScape to off-set the CCTS costs. Very little funding can be provided by the agencies for transportation costs.

MPO area – the state of transit

Within the Sioux Falls MPO area two rural providers are available. Brandon Transit and ICAP (Inter-Lakes Community Action Partnership) Transit provide services to the cities of Brandon and Hartford, respectively. Also, private providers are available to provide Medicaid NEMT services especially from area nursing homes or assisted living facilities. Otherwise, transportation services are very limited within the Sioux Falls MPO area outside of Sioux Falls. This is in part because all the communities have a young median age and low percentage of people with disabilities. However, as the communities grow, provisions should be made to begin to develop a regional transit system that can feed into the Sioux Falls transportation system.

South Dakota Rural Transit Effectiveness Study Findings

Outside of Sioux Falls, the outlying communities and county area within the MPO are under a rural area designation for transit. The needs for rural transit are similar to urban transit, but only a patchwork of transit providers is available. Therefore, this plan cites the “South Dakota Rural Effectiveness Study” in the details of how rural transit has changed in South Dakota over the past decade. This includes problems and recommendations for solutions. These recommendations should be implemented through a statewide coordinated process.

Below are excerpts from the Rural Transit Effectiveness Study.

The primary focus of this study is on the effectiveness of rural transit services in a variety of communities in our state.

A critical part of effectiveness is looking at how provision of rural transit services has evolved in South Dakota in response to the needs of those who rely upon these services to fully participate within their communities and maintain their independence.

Problems

- *The use of contracts between transit systems and other community agencies/organizations has seemed to plateau in many communities.*
- *In some communities, agencies/organizations (i.e. nursing homes, assisted living) are purchasing their own vehicles and supporting those they serve directly rather than using public transit.*
- *Emphasis on coordination at all levels – state and local – seems to have waned.*
- *Planning for rural transit services and the needs of non-drivers is not on the table at the local and state levels when leaders talk about “infrastructure” rather roads, bridges and other type of infrastructure are the focus.*
- *Older American Act funds going to transit systems have remained relatively stable for many years; Department of Social Services (DSS) determines how much of the total Older American Act funds gets allocated to transit services.*
- *The State of South Dakota has not made a major new investment of State dollars in transit service for many years.*

Recommendations

- *South Dakota needs to establish a coordinating council to bring together representatives of state agencies with a stake in coordinated human services transportation, as well as, representatives of councils of governments, transportation providers, non-profit organizations to serve as a focal point for advocating for better transportation through coordination. Examples of responsibilities for this council could be conducting needs assessments, determining how gaps should be filled and creating inventories of services.*
- *Federal and State leaders must develop and implement ways to incentivize coordination in ways that “it pays” to coordinate beyond current approaches.*
- *Advocacy efforts must occur at the state level for needed dedicated investment in transit services that will demonstrate the State’s commitment to all citizens having access to affordable and safe travel options, thus supporting them in accessing the goods and services available within their communities.*
- *Based on the growing older population of our State, DSS must be challenged to put more Older American Act dollars towards providing greater access to transit services for our aging citizens.*

Condition of Urban Transit and Human Service Coordination

Over the past 6 years, decreased funding and increased service demands have created challenges that must be addressed to ensure that Sioux Area Metro maintains a sustainable system. Below are the major Sioux Area Metro challenges that must be addressed with the Transit Development Plan.

- Federal capital funding has been reduced making it difficult to fund current and future capital and operational needs. Since the FTA 5309 transit earmarks program was replaced by the FTA 5339 capital program, the City funds capital with 20% federal funding. Under the old FTA 5309 program, the City funded capital with 80% federal funding.
- Human services agency trips significantly increase the paratransit operating budget and make it difficult to develop a sustainable long-term transit budget. Human services agency trips add approximately \$1.1 million to the overall transit budget each year.
- With 3,000 to 4,000 additional people locating in Sioux Falls each year, the demand for additional transit services is increasing. The transit system is essentially the same system that Sioux Falls has had for the past 25 years, and in large part, most of the routes can be found as far back as the 1940s.

The lack of human services transit coordination in Sioux Falls has become very apparent over that past twenty years. Transit agencies are required by SDDOT to have Public Transportation Human Services Coordination Plans, but there has been very little engagement, let alone

coordination during that time. Most impacts from lack of coordination is experienced within the Paratransit system. 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 either some or all of the time. If a person is found eligible for a Paratransit trip, the urban transit system must provide services within one-hour of the person's requested trip time.

Paratransit service ridership in Sioux Falls was extremely high 4 years ago when compared to other urban Paratransit systems. In fact, both Rapid City and Sioux Falls consistently had two of the three highest paratransit riderships when comparing 20 urban transit systems (see Sioux Falls Transit Development Plan). Paratransit was established as a parallel method for individuals to use when they cannot always use fixed-route services. Paratransit is expensive and an inefficient method to provide human and social service group trips. This has left Sioux Falls (Sioux Area Metro) to make a choice between the following:

- Providing human and social service rides at artificially low or non-existent allocated rates which stretches other budgetary resources and limits ability to provide public transit rides.
- Begin to find ways to reduce agencies rides through a variety of methods including reduction of subscription rides, reduction of paratransit services areas, cost-allocation models, constriction of fixed-route services, and separate transit coordinated services.

The City of Sioux Falls and Sioux Area Metro chose the latter option and have been working with Community Support Providers and River City Transit (operating at Community Coordinated Transportation Services) to reduce agency ridership. Over the past 4 years, paratransit ridership has gone from 140,000 rides per year to 100,000 rides per year. However, the rides on CCTS are being paid mainly by the City of Sioux Falls taxpayer. Approximately, 64% of the CCTS rides are paid by the City of Sioux Falls. The remaining portion is paid by a FTA 5310 grant for operational costs, a rider fare of \$2.50, and a small contribution from the agency.

Transit is now viewed as a public service that someone else pays the costs. This misperception is making it very difficult for transit to maintain financial sustainability throughout South Dakota. For example, it has forced the City of Sioux Falls to completely re-examine how to sustain Sioux Area Metro when the Paratransit system has 47,000+ human service agency trips each year that only receives \$2.50 per trip in fares and the remaining is subsidized by the City. The City of Sioux Falls will spend \$1.1 million on the transportation for the SD State Human Service Department's rehabilitation and pre-vocational programs that are operated by DakotAbilities, LifeScape, and Southeastern Behavioral Health in which the agency is paying for services through the Medicaid Choices Waiver program.

To create a more equitable cost share for agency rides, paratransit agency rates should be considered. An agency rate is allowed by ADA regulations for agency group trips. Currently, paratransit struggles to maximize services with limited financial resources. Without an equitable agency fare, federal and state public transit monies are spread out more thinly across transit

systems. Therefore, transit agencies may be forced to cut budgets that could then lead to service cuts for all riders if local taxes are not able to cover the additional share.

Agency fares would be a compromise (to be negotiated with the local human service agencies and approved by FTA) so that public transit systems can recover some costs while human service organizations can utilize public transit for a lower cost than would be paid to private providers.

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 developed separately and then incorporated into the long-range transportation plan. The current long-range transportation plan was adopted in November 2015. The 2018 update to the coordinated plan is being developed separately and will be incorporated into the MPO's 2020 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.

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 has 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, included in Appendix B, summarizes the information collected through the user surveys. The analysis provides a breakdown of each question that includes demographic information and the identification of the transportation needs for the user group. 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 identifying possible duplications and gaps in transportation services. 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 and ICAP 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 8:00 a.m. – 3:30 p.m. 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.

ICAP Transit provides demand response transit service within Hartford and to Sioux Falls. The system operates Monday, Wednesday, and Thursday 8 a.m. to 12:30 p.m. within Hartford and Tuesdays from 8 a.m. to 1:30 p.m. for rides to Sioux Falls. Rides within Hartford are \$2 and round-trip rides to Sioux Falls are \$8.

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 12 regular routes each of which provide trip connections to downtown Sioux Falls or to the Southwest Transfer Facility, employment centers, and to numerous neighborhoods and the Sioux Falls School District high schools. Service is available on most routes from 5:45 a.m. to 7:00 p.m. Monday - Friday, and from 7:45 a.m. to 7:00 p.m. on Saturday. Service is available weekday evenings until approximately 9:00 p.m. on five routes.

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).

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.

The Pass-It-On Program

Sioux Area Metro provides 40,000 one-ride passes to the Minnehaha County Human Services Department as the Pass-it-on Program. The Pass-it-on program 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 is distributed to several human and social service agencies in Sioux Falls

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.

Disabled American Veteran's (DAV)

DAV provides rides to the VA for veterans in 3 vehicles. Funding for the program is provided through a veterans' grant program and private funding. Volunteers do all the driving for the program.

Project C.A.R.

Project C.A.R. 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 C.A.R. on a trip-by-trip basis. The volunteer drivers provide transportation using Project C.A.R.'s fleet of vehicles. Project C.A.R. is funded through revenue from sponsors, contracts, and fundraisers.

Project C.A.R. provides site-to-site transportation to individuals with associated sponsoring agencies and churches going to specific sponsor activities. Requests for transportation must be scheduled by staff of the sponsoring agencies or churches. No individual requests are accepted.

Community Support Providers

There are four community support providers providing transportation services in the MPO region to their clients including DakotAbilities, LifeScape, Southeastern Behavioral, and Volunteers of America (VOA). Each agency provides different levels of transportation depending on transportation assistance needs. DakotAbilities and LifeScape frequently utilize Paratransit for agency day trips and Southeastern Behavioral occasionally utilizes Paratransit. VOA typically only transports their clients with their transportation system.

Nursing Homes and Assisted Living Facilities and Residential Facilities

There are several elderly housing facilities that provide limited transportation services to their clients including the following:

- Touchmark at All Saints
- Southridge Healthcare Center
- Trail Ridge Senior Living
- Sunnycrest Village
- Good Samaritan – 3 facilities
- Avera Prince of Peace
- Southridge Healthcare
- Covington Care
- Bethany Lutheran - Brandon
- Touchmark at All Saints
- Cayman Court Assisted Living
- StoneyBrook Suites

Transportation of their clients may also include private providers and paratransit.

Private Companies

There are also several private transportation providers in the MPO region that provide services to individuals with disabilities and seniors. The private providers include several taxi/wheelchair transport companies with varying rates and hours of service without an advanced reservation requirement. Private transportation providers include: Metro Cab, SiouxLand Paratransit, Sioux Falls Wheelchair Transit Plus Inc., Sioux Empire Wheelchair Transit, and Med-Star Transit.

Other Transportation Providers

Other organizations in Sioux Falls that provide some transportation services for seniors or people with disabilities includes EmBe, Children's Inn and Glory House.

Continuum of Transportation Providers

The Sioux Falls MPO area has a continuum of transportation providers in the area. The providers can be categorized by different levels of supervision and by different levels of flexibility in travel destinations. Private providers such as taxis and Lyft provide great flexibility in destinations and no supervision. However, most of the target population for the Coordinated Plan cannot afford those services unless Medicaid or another subsidy is included. Sioux Area Metro fixed-route services provide very little supervision of a rider's needs but allow for riders to choose many different route destinations at a moment's notice, but the service area within the city is limited. On the other end of the spectrum, human service transportation requires significant levels of supervision to maintain the health and safety of the person. Paratransit requires more independence to ride except when it is an agency trip which has caused confusion and difficulty in providing appropriate levels of supervision and cost reimbursement.

Human Services-Public Transit Continuum of Transportation Providers								
Private	Non-Profit Community Providers	Fixed-Route Bus Services	Volunteer	Paratransit ADA Services	Agency Rides	Non-Profit Providers	Human Services Transportation Community Support Providers	Nursing Homes Assisted Living
Metro Cab	Harford Transit	Sioux Area Metro	Project CAR	Sioux Area Metro		CCTS	Lifescape	Good Samaritan
Siouxland Paratran	Brandon Transit		Workers on Wheels				Dakotabilities	Southridge Health Center
Med-Star			DAV				VOA	Avera Prince of Peace
Sioux Falls Wheelchair							SEBH	Covington Care
Sioux Falls Empire Wheelchair								Bethany Lutheran - Brandon
								Sunnycrest Village
								Trail Ridge
								Touchmark at All Saints
								Cayman Court Assisted
Most Flexibility				Least Flexibility				
Least Supervision				Most Supervision				

SUMMARY OF NEEDS AND GAPS

During the provider and stakeholder meeting held on July 17, 2018, a brief overview was given on the FTA 5310 program, coordinated planning, and results from the 2018 provider and user survey, and available transportation services. Discussion began with the identification of transportation needs for senior and individuals with disabilities. The attendees identified the following transportation needs and gaps for individuals with disabilities and seniors:

1. Legislators need to be involved.
2. How can private wheelchair and taxi companies help provide services outside the paratransit service area?
3. Clients that want to continue living with their families have difficulty in finding transportation because they live outside the paratransit service area.
4. Lyft is not an option for low income and comfort for people is less.
5. How about a first-mile/last-mile solution for areas outside the paratransit service area?
6. There is a need for disability awareness for fixed-route drivers.
7. How do we gain more volunteer drivers for volunteer driver services like Project C.A.R. and Workers on Wheels?
8. How can a disability sticker be acquired for an assisted living van that transport residents?
9. We need to develop specific stories about how people are affected by gaps in transportation.
10. Hospitals seem somewhat more willing to participate in transportation than they did 5 years ago. They should be included in the discussion.
11. Referrals for transportation happen very haphazardly and by each agency. Would be good for all transportation agencies to have knowledge about HelpLine and make sure their information is up-to-date.
12. A short shuttle to the SW Transfer Station or other bus stops would be great first-mile/last-mile option.
13. First-mile/last-mile works okay for health rides and some entertainment rides, but it is hard to rely on the service for work trips when there is a waiting list for rides.
14. Department of Labor needs to be involved in this process with their needs for work trips.
15. CCTS started doing some Avera trips, but they were too infrequent to make it work at this time.
16. Overall, there was a lot of frustration with SAM limiting services and with agencies providing very limited funding for their trips. It makes any coordination very difficult and at times adversarial.

The needs and gaps identified at the stakeholder meeting were helpful in providing additional guidance to issues and strategies.

PUBLIC PARTICIPATION AND OUTREACH

During the development of the 2018 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.”²

The public participation plan approved by the Sioux Falls MPO on March 8, 2018, had five primary components, which are listed below:

- Provider and User Surveys;
- Provider Stakeholder Meeting;
- Public Open House (held on October 10, 2018)
- UDC Transportation Coordination Committee Meetings; and
- Sioux Falls MPO Website.

COMPONENTS OF THE PUBLIC PARTICIPATION PLAN

Provider and User Surveys

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 user survey questions focused primarily on the transportation services used, how transportation services are accessed, and the user’s unmet transportation service needs, and a summary of the user survey results is provided below.

User Survey Results³

- Most survey respondents ride the bus (25%), walk (22%), or drive a vehicle (16%).
- Most survey respondents travel for employment (21%), grocery shopping (17%), Medical appointments (16%), and general shopping (12%)
- Most survey respondents use public transportation more than a few times per week (35%) with the next highest response that they never use public transportation (27%).
- Most of the general comments requested additional services.

The full user survey responses are provided in Appendix B.

² Chapter 53 of Title 49, United States Code, as Amended by MAP-21, Section 5310.

³ Due to the limited amount of user surveys completed, results are suggestive rather than representative of the target populations of interest.

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.

Provider Survey Results

Twenty provider surveys were completed by various private, non-profit and public transportation providers. The biggest takeaway from the survey inventory is that many agencies have transportation vehicles, but very few rides are provided by those vehicles. Instead the agencies rely on other services such as SAM paratransit or Medicaid NEMT reimbursed services through private wheelchair transportation services. The most cited obstacle from the survey was the high cost of transportation services and/or the lack of available funding.

The provider survey served as the biggest input for the transportation provider inventory. Beyond the 20 survey respondents, other transportation providers have been added with as much information included as possible to be able to help provide an overall picture of the transportation coordination network in the Sioux Falls MPO area. The transportation provider inventory is in Appendix C.

Through direct returns and targeted follow-up calls, the project team collected partial and complete information from 20 providers and 154 users. Copies of the provider and user surveys are included in Appendix B.

Provider Stakeholder Meeting

A stakeholder meeting was 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 meeting was held on July 17, 2018, at AARP. Information on the 2018 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.

Separate meetings were held with individual and small group stakeholders to continue discussions and to help with strategy development. With the input obtained at provider 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) meetings in July and August 2018.

Coordination Plan Open House

A draft of the plan was provided for public review and comments were solicited during an open house at the Downtown Public Library on October 10, 2018. Also, plan comments were taken by e-mail and phone. During this time, one written comment and a few verbal comments were received and are noted below. The comments were addressed in the final coordination plan with current Coordinated Plan or land use strategies, but limited resources make it difficult to find implementation methods. Other comments will be noted for future Coordination Plan updates.

The following is a summary of the input obtained at the open house or through written comments:

- There are not enough senior housing options in Sioux Falls where transit is available.
- I could not find the user survey on the SAM website.
- Project CAR needs to become more inclusive of trips provided. Some trips are provided only to certain churches.
- How about providing free fixed-route transit passes for paratransit eligible people?
- Look at providing new types of transit services such as car share and voucher services.
- Consider transit-oriented development to increase demand for transit services.

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 August 29, 2018, and on October 24, 2018, 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/2018-coordinated-public-transit-human-services-transportation-plan/>. Emails requesting review of the draft and comments, including a link to the website, were also sent out to the providers and stakeholders.

STRATEGIES, ACTIVITIES, AND PROJECTS

OVERVIEW

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

1. Coordination of Fixed-Route Services
2. Coordination of MPO Area Providers
3. Coordination of Private Transportation
4. Coordination of Volunteer Transportation
5. Coordination of Human Service Transportation
6. Coordination of Paratransit Transportation
7. Coordination of all Transportation Providers

ISSUES

The following issues have been compiled through public input sessions including stakeholder groups and interviews and provider and user surveys. The issues are then used to help determine goals and strategies.

Fixed-Route bus services issues

- Limited service area within the city of Sioux Falls limit the number of destinations that residents can reach.
- Limited service hours create problems for riders to rely on the service for many of their trips.
- Reduced federal funding for capital has made it difficult to budget for the future and create a sustainable system.
- Public transit has a very limited ability to raise funds through fares.
- Fixed-route service has struggled to have people understand how to use the system.
- Fixed-route service is viewed as scary and dangerous.

Fixed-Route coordination issues

- Sioux Area Metro needs to better coordinate with human service agencies to find ways to integrate people with developmental disabilities onto the fixed-route system.
- The State of South Dakota and Human Service agencies need to find ways to break down barriers to riding the fixed-route bus service including fear and anxiety.
- Public policy makers at the city and state need more information about who is using public transportation.

MPO Community Transportation Providers service issues

- Very limited service in areas outside of Sioux Falls.

MPO Transportation Providers coordination issues.

- Very limited ability to coordinate services with Sioux Area Metro and access Sioux Falls.

Private Transportation Providers service issues

- Limited ability to provide rides at an affordable rate.
- Only NEMT Medicaid is available as a subsidy to provide rides to seniors and persons with disabilities.

Private Transportation providers coordination issues

- Private transportation has never been involved in transportation coordination.
- Private transportation may have limited ability to comply with FTA requirements if used for a project.

Volunteer Transportation service issues

- Limited volunteers stop Project C.A.R. and Workers on Wheels from expanding services.

Volunteer Transportation coordination issues

- The community does not take ownership of the volunteer driver shortage.
- Drive to Help created awareness of the need for volunteer drivers but did not significantly increase the number of volunteer drivers.

Paratransit service issues

- It is important to understand that under the ADA, paratransit functions as a “safety net” for people whose disabilities prevent them from using the regular fixed route transit system. It is not intended to be a comprehensive system of transportation that meets all the needs of persons with disabilities. By statute, complementary paratransit must be provided at a level of service that is comparable to that provided by the fixed-route system.
- Paratransit is not efficient for human service trips because it may not be able to meet the required pick-up and drop-off times for program service hours and staff supervision.
- Paratransit funding should first and foremost be used for public transportation rides. FTA requirements provide that only after needs of public transit riders are met, can federal transit funds then be used to meet the transportation needs of other federal programs (e.g. Medicaid supported agency programs), provided that this use does not interfere with the public transit system. There cannot be a reduction in the service quality or availability of public transit as a result of transporting human service clients.
- Paratransit is not intended to be a supervised ride service. Paratransit will not drop-off riders that require supervision unless an adult is present. However, some riders require supervision and the driver does not have any information as to what the riders’ medical needs are.
- Too many times paratransit is operating as a “natural support” for agency transportation and to a lesser degree nursing home transportation.
- Paratransit is not necessarily a method of community integration. Many paratransit trips are still set-up by a human service agency and are developed as group trips. In those cases, paratransit agency trips become a human service trip without adequate supervision.

Paratransit coordination issues

- Paratransit and human service agencies do not coordinate on level of supervision required of some agency trips.

Human Service Transportation Service issues

- Limited ability to train and fund drivers.
- Limited ability to transport non-ambulatory (wheelchair) riders because of expense of the vehicle and the difficulty in funding a trained driver with a CDL.
- Limited state and federal operational funding to transport clients.

Human Service Transportation Coordination Issues

- With a need to create more independent employment and transportation options for people with developmental disabilities, fixed-route services should be looked at first as a travel option. Paratransit should not be used as an agency support, but rather as an individual trip option when fixed-route will not work.
- There is very limited ability to develop community integration with human service transportation trips. A coordinated transportation provider such as CCTS would have that ability if coordination with the agencies allowed for integrated shared rides with other agency or nursing home or medical riders.
- A coordinated transportation system has not been developed to its potential in Sioux Falls. There is a potential to develop a fully coordinated system in which the many human service agencies (nursing homes, developmental disabilities, etc.) purchase service to safely transport its clients with appropriate supervision.

GOALS AND STRATEGIES

Listed on the next several pages are the identified strategies for implementation based on resources, time, type of service and feasibility for implementing specific strategies and/or activities identified.

Coordination of Fixed-Route Services

Overall Goal: 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.

Strategies:

- ✓ Work to implement the strategies of the Sioux Falls Transit Development Plan that includes improvements and expansion of the fixed-route system.
- ✓ Develop travel training sessions as a major marketing effort that engages the community and help train new and potential riders.
- ✓ Reimagine the buddy system program for new and potential fixed-route riders by working with human service agencies to offer family training events and rider incentives to try a buddy system or other intensive travel training program.

- ✓ 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.
- ✓ Update technology on the fixed-route system including Real-time GPS, automatic counters and mobile ticketing systems to encourage more people to ride.
- ✓ Work with the developers to encourage development of affordable housing where existing transit service is available.
- ✓ Explore deviated fixed route options to see if efficiencies on some or all SAM routes can occur without significantly reducing levels of service.
- ✓ Develop information to share with federal, state, and local public policy makers about the benefits provided by public transit.

Responsible Agency: Sioux Area Metro

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

Coordination of MPO Area Providers

Overall Goal: 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. This priority is considered a mid-term to long-term priority as it would require a considerable amount of resources that are not adequately available for all communities within the MPO area at this point. However, as resources become available, the following should be considered:

Strategies:

- ✓ Vanpool service and/or other non-profit provider, such as Brandon and ICAP Transit, to connect 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 at predetermined and coordinated locations that work most appropriately for each transit agency.
- ✓ Help create State Regional Transit Systems to provide options to outlying MPO communities to access transit services within the region.

Responsible Agency: UDC Transportation Coordination Committee and SECOG, MPO City Governments, and non-profit transportation providers.

Type of Service to Improve: Non-Profit Transportation providers

Coordination of Private Transportation

Overall Goal: Leverage Private Transportation services to assist when public and non-profit services are unavailable.

Strategies:

- ✓ The City of Sioux Falls and private transportation providers should explore voucher service options when additional services are required beyond the Sioux Area Metro service area.
- ✓ The TCC and private providers should explore grant and community giving options for voucher services in a partnership with private transportation providers.

Responsible Agency: UDC Transportation Coordination Committee

Type of Service to Improve: Private Transportation Providers

Coordination of Volunteer Transportation

Overall Goal: Find methods to expand volunteer transportation services as an affordable and flexible transportation option.

Strategies:

- ✓ Reimagine a community-wide volunteer driver program that agencies can access as a volunteer driver resource.
- ✓ Encourage agencies to enter into contracts with Project C.A.R. to provide medical and work trips rather than beginning new transportation services.
- ✓ Assist volunteer transportation providers in updating schedule and dispatch software.

Responsible Agency: UDC Transportation Coordination Committee

Type of Service to Improve: Volunteer Transportation (i.e. Project CAR and Workers on Wheels)

Coordination of Human Service Transportation

Overall Goal: Find transportation strategies to balance the needs of seniors and people with disabilities that includes safe and improved independence through a sustainable transportation system.

Strategies:

- ✓ Continue and expand a coordinated non-profit transportation system to help provide a safe, efficient, professional and specialized transportation option for human service agencies for non-ambulatory and ambulatory trips.
- ✓ Work with the State of South Dakota Human Services Department and local human service agencies to develop other transportation options for seniors and people with disabilities.
- ✓ Develop full-cost allocation models to help determine the cost of transportation for human service transportation whether through Paratransit, human service agencies or private providers.
- ✓ Assist human service providers to provide the safest and most cost-effective transportation option possible based on the needs of the agency.
- ✓ Assist human service providers to secure funding when the agency is required to utilize their own transportation services.

- ✓ Coordinate with human service agencies with options to integrate their clients into the community with the most appropriate transportation option possible.

Responsible Agency: TCC - Transportation Coordination Committee and SECOG

Type of Services to Improve: Human Service Transportation and Non-profit community transportation.

Coordination of Paratransit Transportation

Overall Goal: paratransit functions as a “safety net” for people whose disabilities prevent them from using the regular fixed route transit system. Complementary paratransit must be provided at a level of service that is comparable to that provided by the fixed-route system.

Strategies:

- ✓ Keep paratransit services parallel to all fixed-route service levels and within $\frac{3}{4}$ mile of all fixed-route bus services.
- ✓ Continue to identify opportunities to move agency day trips to CCTS.
- ✓ Work with human service agencies and SD Human Services to adequately assess the supervision needs of riders to ensure that the riders’ medical needs are addressed. This could include strategies where persons with high levels of supervision needs find transportation options with appropriate supervision.
- ✓ Continue and expand where possible a partnership with Active Generations and the City of Sioux Falls to have some clients typically on paratransit to use Project C.A.R. instead.
- ✓ Investigate through private or non-profit providers the development of a voucher program for trips outside the operating times and $\frac{3}{4}$ mile area of paratransit.
- ✓ Improve the technology of paratransit for scheduling and payment systems.
- ✓ Develop an incentive program where paratransit riders can gain free rides on fixed-route services when trying fixed-route travel training.
- ✓ Partner with Community Campus, DakotAbilities, and LifeScape to do family transportation days to allow families to learn about all transportation including fixed-route, paratransit and community transportation options.
- ✓ Assess people’s travel training potential through Paratransit assessments and provide this information to agencies and State Human Services.
- ✓ Develop groups for human services trips where they park & ride for paratransit or fixed-route pick-up.

Responsible Agency: Sioux Area Metro and City of Sioux Falls

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

Coordination of all Transportation Providers

Overall Goal: Foster a more efficient, effective, and seamless Sioux Falls MPO transportation system by focusing on the following coordination strategies.

Strategies:

- ✓ Change the Sioux Falls transit system to become more financially sustainable in the long-term by implementing one or more of the following options:
 - Develop a city paratransit agency rate structure based on the full-cost allocation models to help off-set agency day trip costs on paratransit.
 - Cut fixed-route services to reduce costs which would also result in reduced paratransit services.
 - Develop different transit cost delivery systems that are more cost effective.
 - Increase local and state funding to the transit system.
 - Develop transit solutions that are financed and provided through community-based non-profit agencies.
- ✓ Educate state and local policy-makers about the specific benefits of human service transportation and public transit and how both play different roles in providing transportation to different rider needs.
- ✓ 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 complement the priorities of this plan, in a coordinated manner, to fulfill the needs stated in this plan.
- ✓ Start a statewide Human Services Transportation Coordination process. The goals of a statewide coordination process would provide the following benefits for all involved in the process.
 - A level of awareness of transit service-levels and cost changes that are projected allowing state agencies to plan services and inform clients.
 - Opportunities for transit coordination projects that if funded cooperatively could maintain and even expand ridership levels for an entire community and/or region of the State.
 - Prioritizing state and federal transit dollars to assist with coordinated transit projects that provide coordinated services.
- ✓ 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.

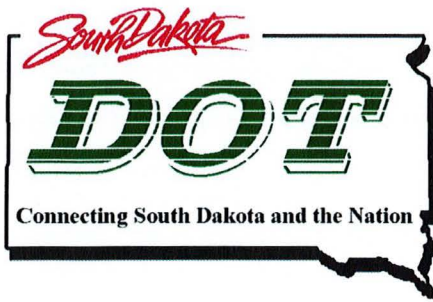
Responsible Agency: TCC - Transportation Coordination Committee and SECOG

Type of Services to Improve: Sioux Falls and MPO Public Transit agencies Human Service Transportation and Non-profit community transportation, and private and volunteer transportation providers.

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. 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 Secretariat
Office of Air, Rail & Transit
700 East Broadway Avenue
Pierre, South Dakota 57501-2586
OFFICE: 605/773-3574
FAX: 605/773-2804

RECEIVED

NOV 18 2019

November 15, 2019

TO: Jim Feeney

FROM: Office of Air, Rail and Transit
Jack Dokken, Lisa Donner, Doug Gorham and Sallie Doty

RE: Coordination Plan 2019

This letter is to inform you that your Coordinated Public Transit-Human Services Transportation Plan (Coordination Plan) meets the requirements set forth by the FTA under 49 CFR 1.91 and the South Dakota Department of Transportation. The Coordination Plan is to be a working document that must be updated yearly based on your agencies new goals and objectives.

Thank you,

Sallie S. Doty
Transportation Specialist I
SD DOT Office of Air, Rail and Transit
700 E. Broadway Ave
Pierre, SD 57501

PROVIDER AND USER SURVEYS



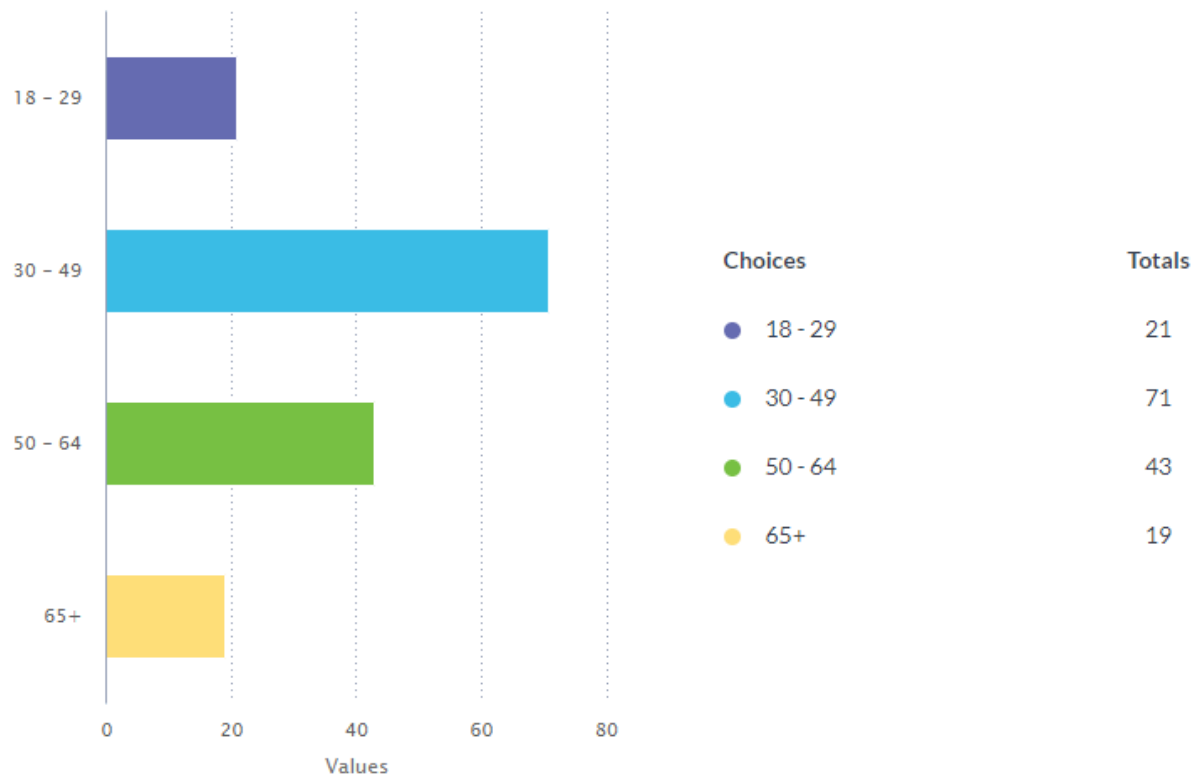
2018 SFMPO COORDINATED PLAN

USER SURVEY RESULTS

Q1

What age group are you in?

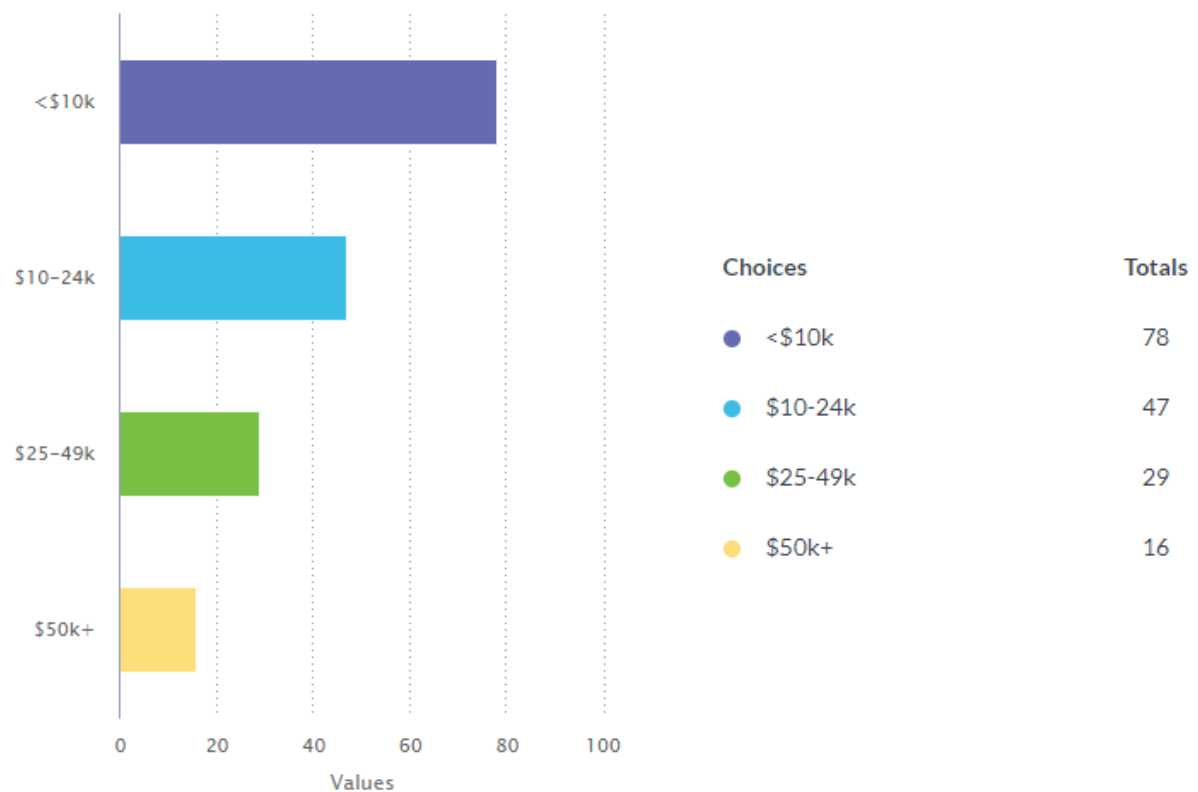
Multiple Choice



Q2

What is you estimated annual income?

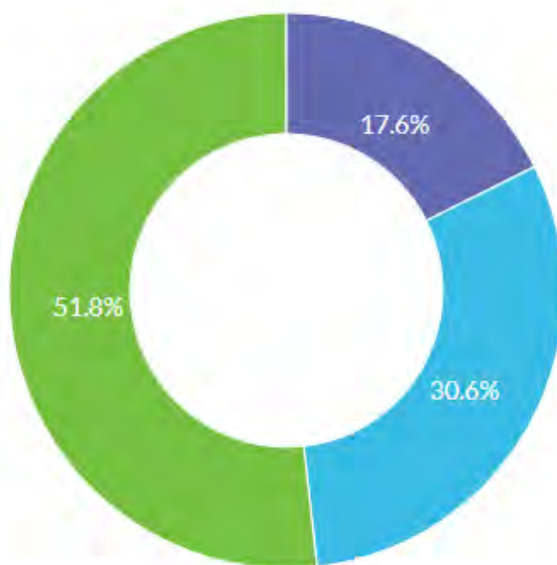
Multiple Choice



Q3

Please select the following which best describes you:

Multiple Choice



Choices

Totals

● I have a valid drivers license and no car

30

● I have a valid drivers license and a car

52

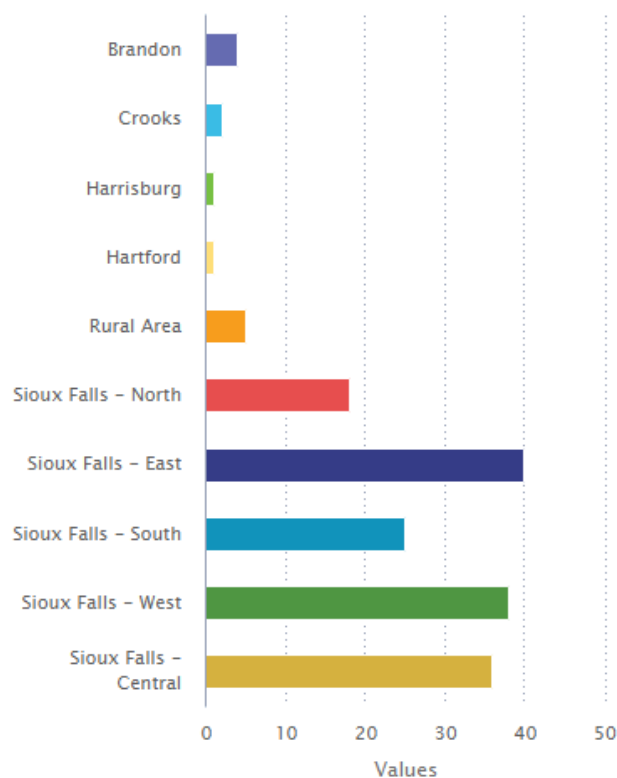
● I have neither

88

Q4

What area do you live in?

Multiple Choice



Choices

Totals

● Brandon

4

● Crooks

2

● Harrisburg

1

● Hartford

1

● Rural Area

5

● Sioux Falls - North

18

● Sioux Falls - East

40

● Sioux Falls - South

25

● Sioux Falls - West

38

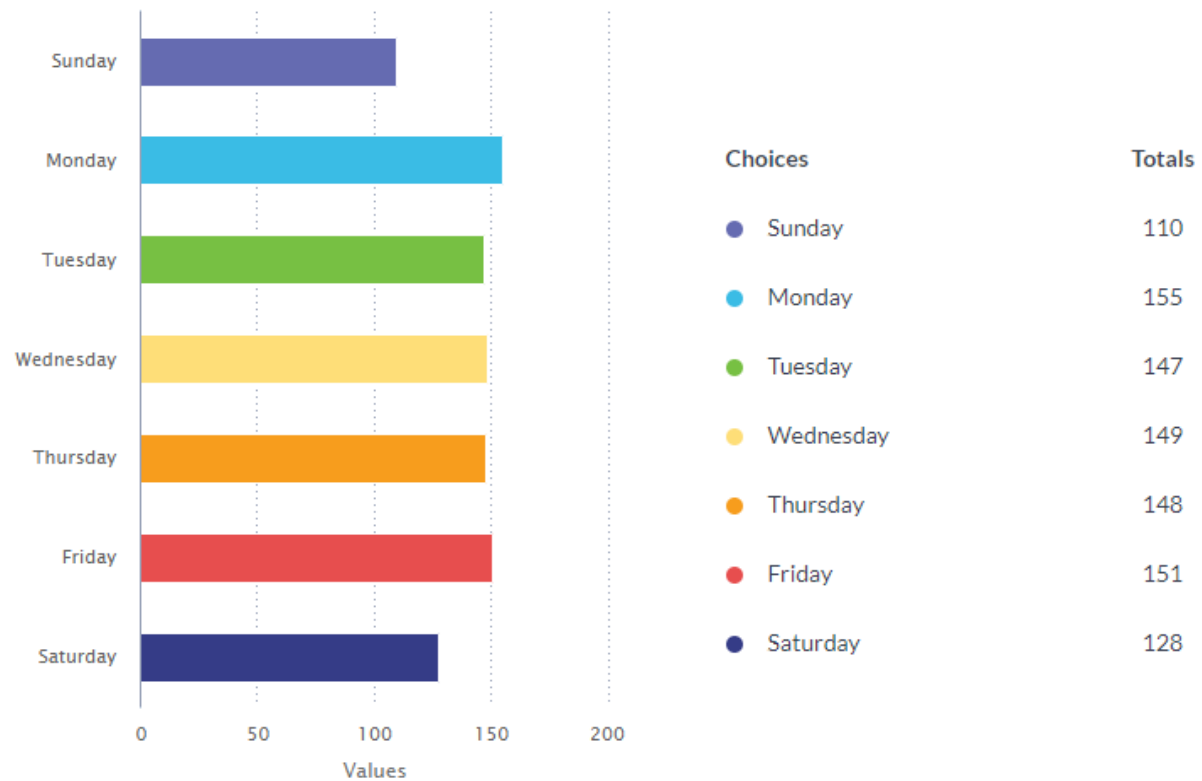
● Sioux Falls - Central

36

Q5

What days of the week do you typically need transportation?

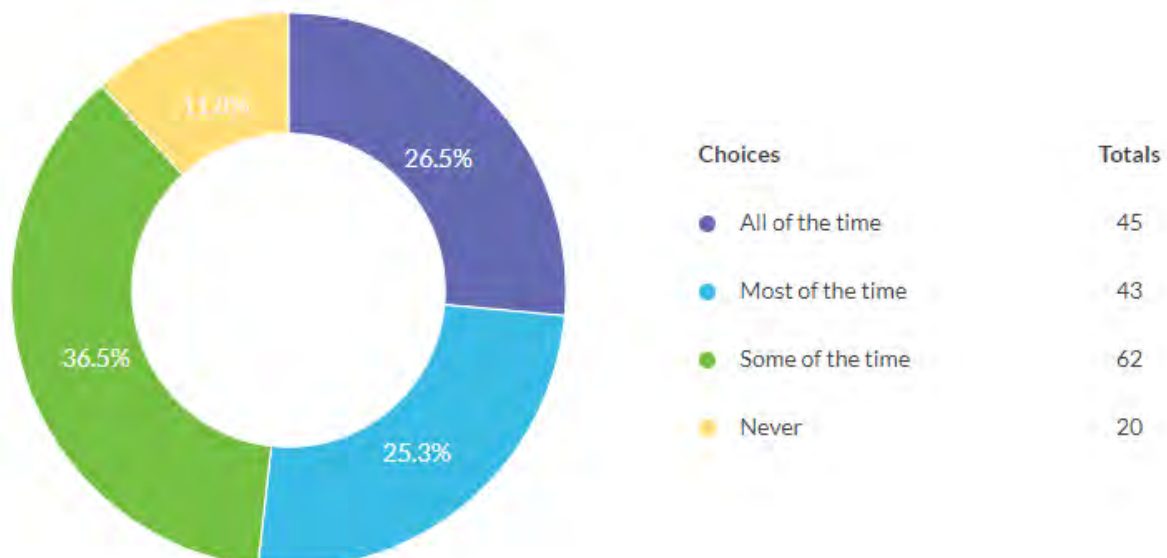
Multiple Choice



Q6

How often are you able to utilize transportation services that fit your travel needs?

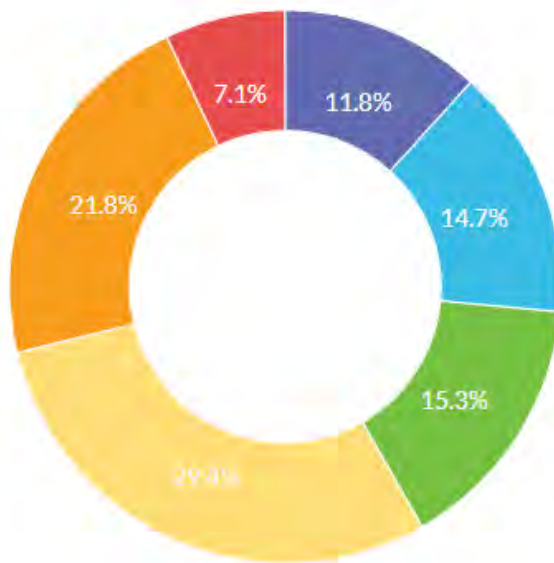
Multiple Choice



Q7

Overall, how would you rate the transportation services within the MPO area?

Rating

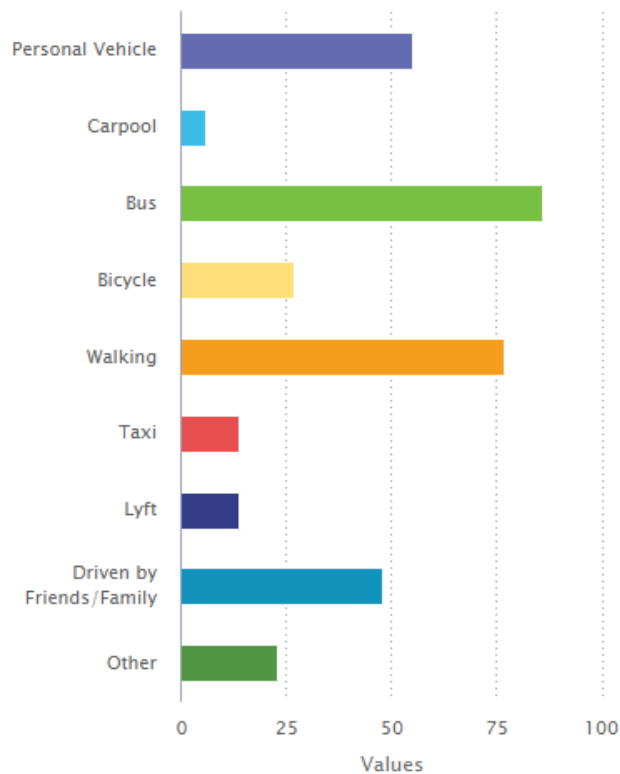


Choices	Totals	Ratings
1 - Very Unsatisfied	20	20
2 - Unsatisfied	25	50
3 - Somewhat Unsatisfied	26	78
4 - Somewhat Satisfied	50	200
5 - Satisfied	37	185
6 - Very Satisfied	12	72

Q8

What is/are your primary modes of transportation?

Multiple Choice

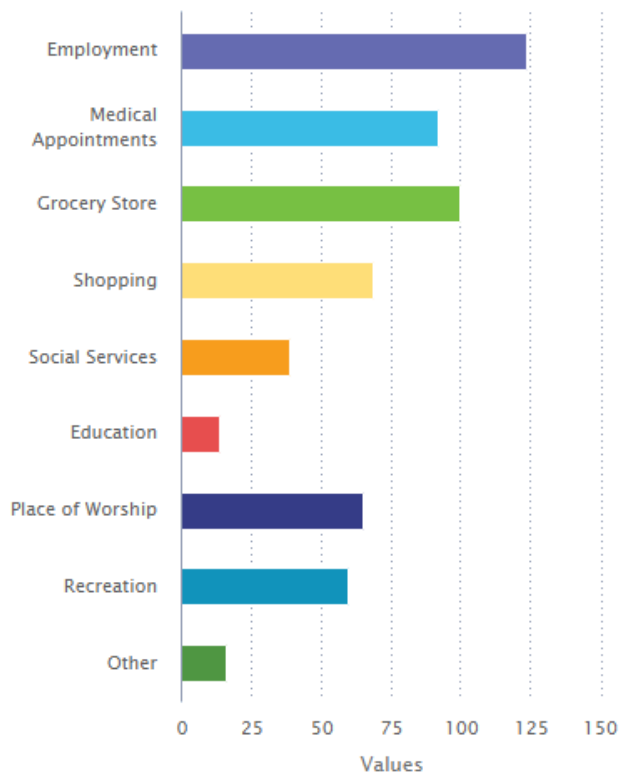


Choices	Totals
Personal Vehicle	55
Carpool	6
Bus	86
Bicycle	27
Walking	77
Taxi	14
Lyft	14
Driven by Friends/Family	48
Other	23

Q9

Most common travel destinations:

Multiple Choice



Choices

- Employment
- Medical Appointments
- Grocery Store
- Shopping
- Social Services
- Education
- Place of Worship
- Recreation
- Other

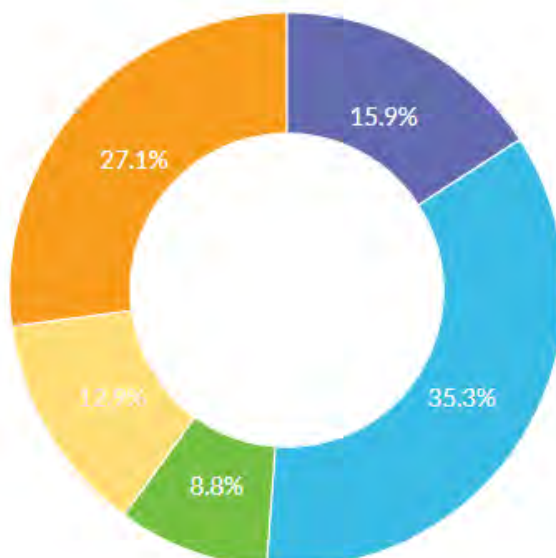
Totals

124
92
100
69
39
14
65
60
16

Q10

About how often do you use public transportation? (Sioux Area Metro, Brandon Transit Bus, Hartford Area Transit)

Multiple Choice



Choices

- A few times/week
- More than a few times/week
- A few times/month
- A few times/year
- Never

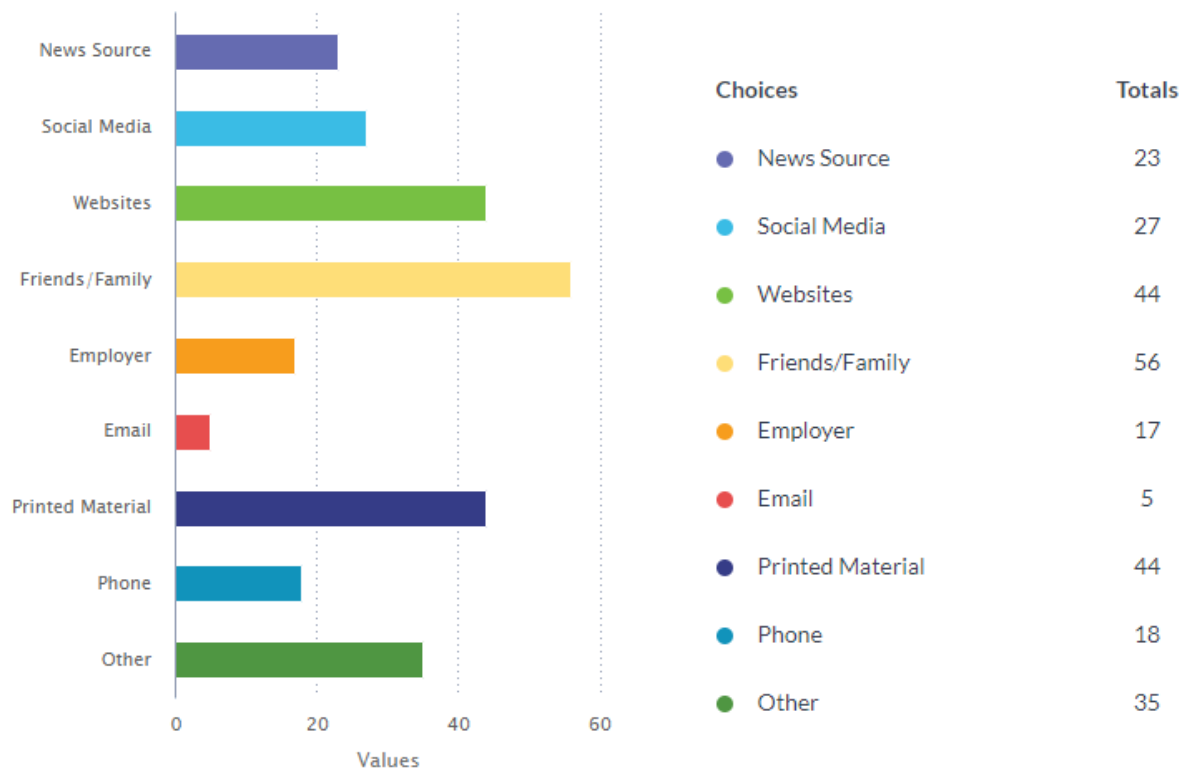
Totals

27
60
15
22
46

Q11

Where do you get your information about public transportation?

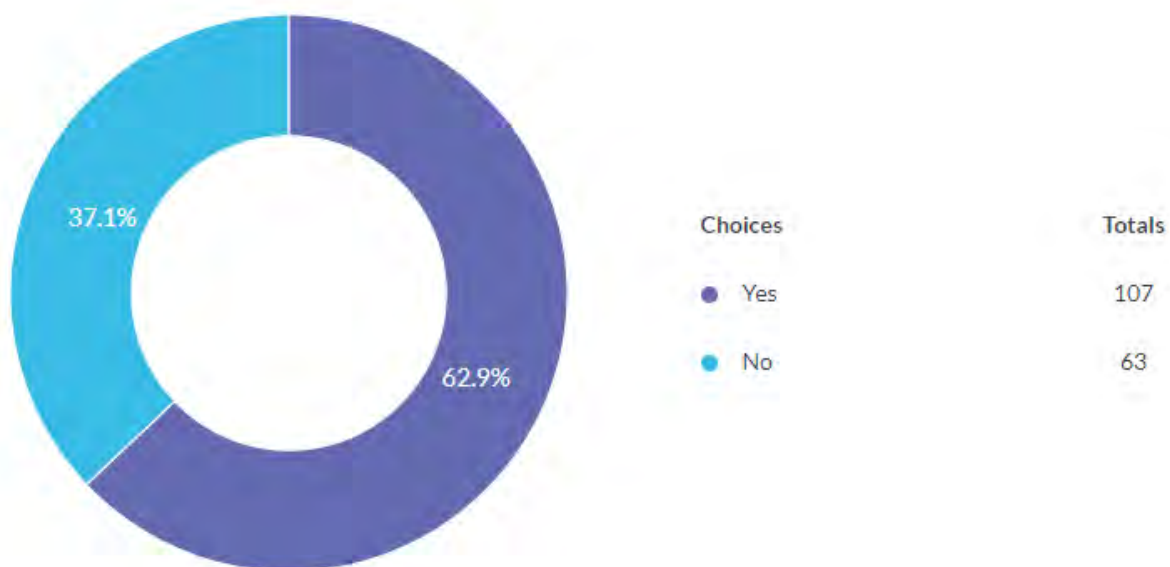
Multiple Choice



Q12

Is information on public transit easy to access and understand?

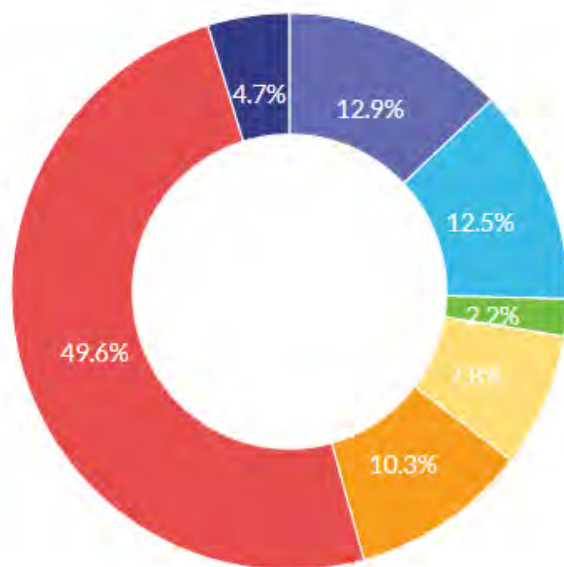
Multiple Choice



Q13

Do you require any of the following accessibility accommodations?

Multiple Choice



Choices

Totals

Help getting in/out of vehicle

30

Loading/unloading items

29

Space for a fold up wheelchair

5

Wheelchair ramp or lift

18

Door-to-door escort

24

None

115

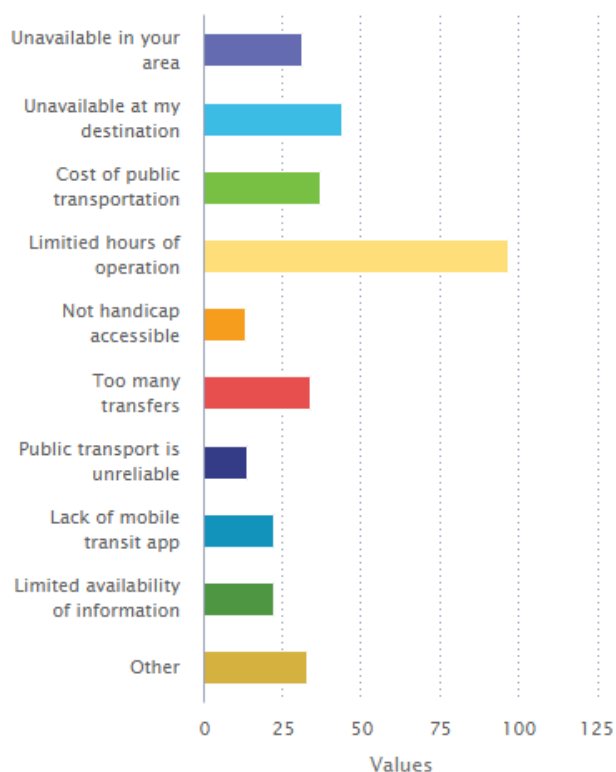
Other

11

Q14

Are any of the following choices keeping you from using public transportation? (You may select multiple choices)

Multiple Choice



Choices

Totals

Unavailable in your area

31

Unavailable at my destination

44

Cost of public transportation

37

Limited hours of operation

97

Not handicap accessible

13

Too many transfers

34

Public transport is unreliable

14

Lack of mobile transit app

22

Limited availability of information

22

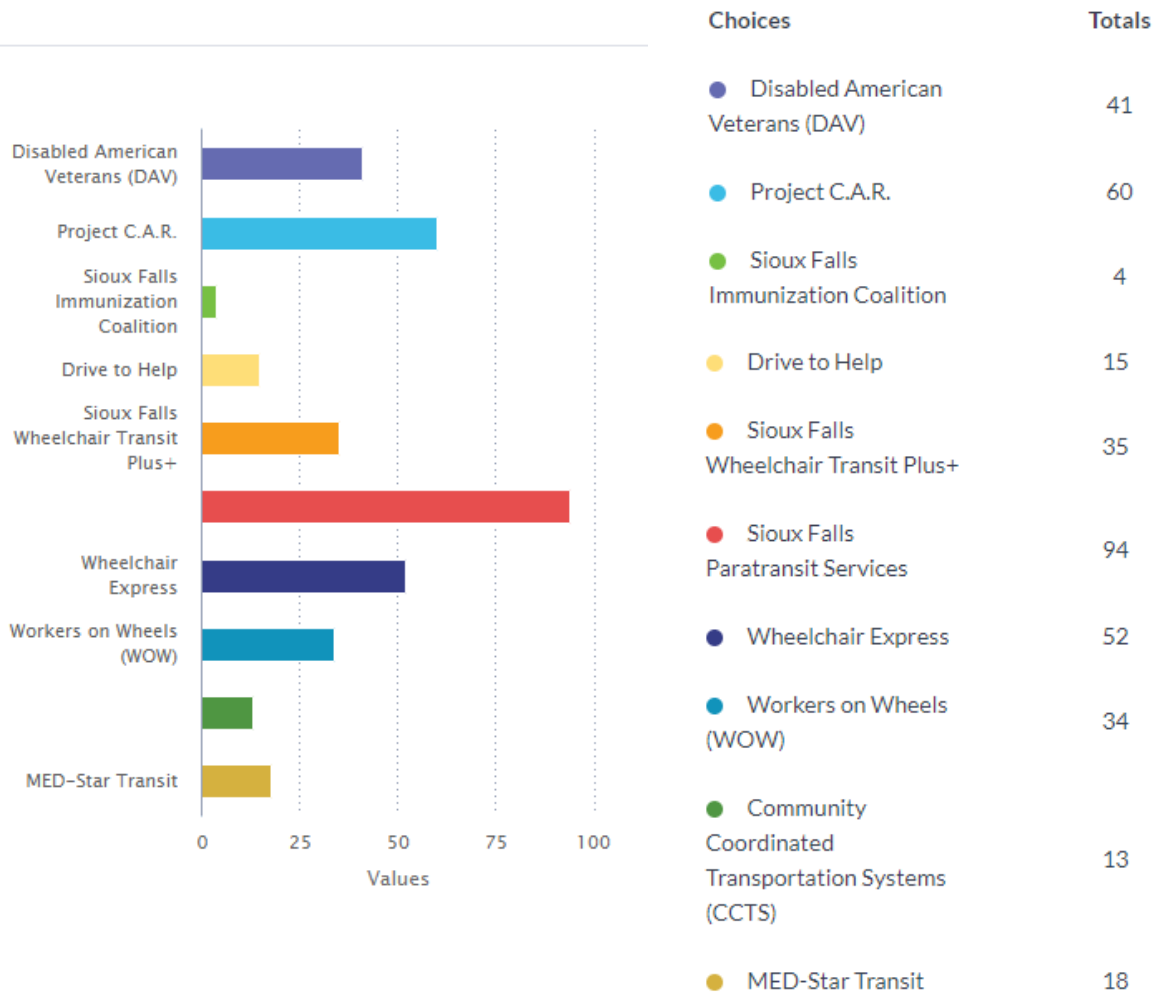
Other

33

Q15

Are you familiar with any of the following transportation services?

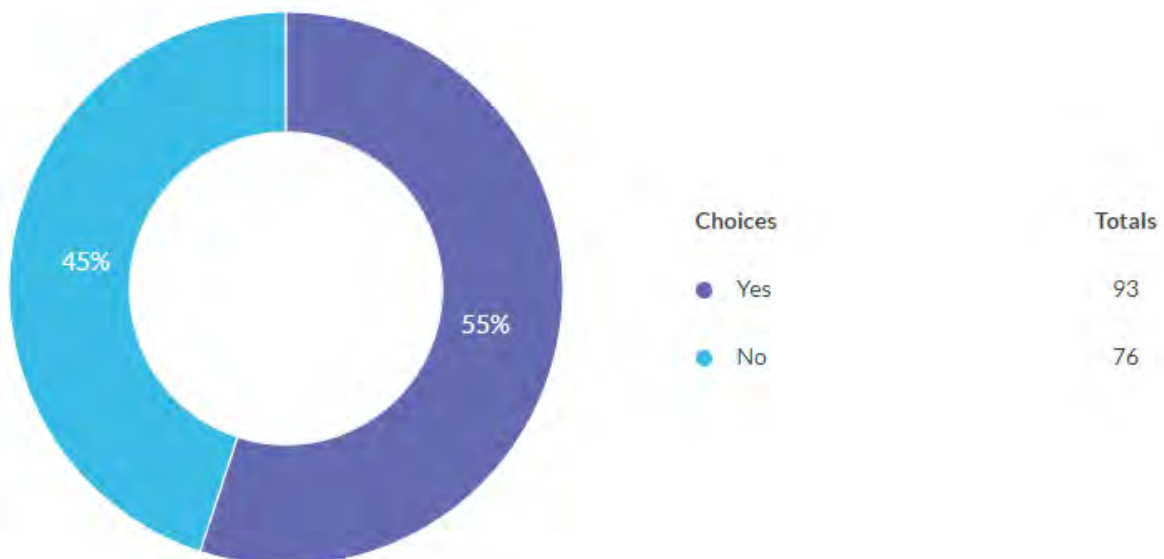
Multiple Choice



Q16

Would you use transportation services between the city of Sioux Falls and the other MPO communities? (Brandon, Crooks, Harrisburg, Hartford, Tea)

Multiple Choice



Summary of question 17:

Are there any comments or suggestions you have on possible improvements to the MPO area transportation services?

- 24/7 Service (add-on Weekend buses)
- Extended Routes in and out of Sioux Falls
- Run more buses to cut down on wait time
- Reduce the cost of passes and make it easier to transfer
- Make information more accessible at bus stops
- Don't make cuts to Paratransit
- Make the bus more accessible
- More bus stop covers

- Extend services to tea, brandon I like the bus stop that's 1/2 block from where I live
- As the city grows, need to cover more areas. Need more shelters.
- More stop covers for bad weather
- Would be nice to run on Sundays!
- You guys do a good job. Thanks for driving me to and from work :) Have a good day :)
- Would be nice to have buses run on Sundays like they do on Saturdays
- We need services on 69th, 85th, and 57th street across the city East side and also on West side. I want to move to a safer area but can't. Sad. Please consider my situation and many others.
- Very satisfied already
- The bus system needs to be more convenient and user friendly. I use my car now because it's much faster and it's not easy for me to look up where the bus stop is, when the bus is going to be there, and which routes to take.
- PR campaigns need to address that using Public Transportation is the FUN thing to do; the Right thing to do; the TRENDY thing to do and so on. If more buses were in existence, I think more people would ride them.
- There are not very many Taxi Companies operating versus one year ago and Lyft is not always willing to take us a short distance. Can we bring back more of the traditional Taxi cab companies in the future a lot of us dependent on them.
- Routes on Sundays
- Hours on Sundays, but overall very good for me.
- It would take 15 minutes to get to work (DSS), but over an hour to get home. This is the main reason I don't use public transit. Instead, I made sure to purchase a fuel-efficient vehicle. I'd like to see more buses driving shorter back/forth routes.
- more routes are needed. there are huge areas of the city the bus doesn't go. get a clue!
- Access to areas on the South and SE end of town. There are no services that go to the Louise and 69th for the Avera Heart Hospital and behavioral health. Also areas around Walmart at 85th and Minnesota.
- In order for expanded services, either services to Paratransit need to be modified for a period of time, so fixed route can expand to areas not even being covered (south of Lincoln High School for example). Then Paratransit can be expanded to ADA.
- Routes running at least twice an hour. Service on Sundays. Service to Avera Behavioral Health. Use of transfers again.
- Extend services to tea, brandon

- Offer night/overnight transportation and Sundays. Offer routes to other small towns.
- People cannot rely in this current system. If you miss it you have to wait almost 1hour for the next. Needs to be at least every 20 minutes or less to be considered a reliable service. Larger Assisted living of needs to provide their ride services.
- Cost is important. Having options
- Reduce single pass costs, analyze the regional trends. quick searches show Omaha charges less then sioux falls for single passes. Minneapolis charges reduced rates downtown, allowing for increased foot traffic during prime hours when parking is poor
- We need a stronger public transit system that provides easy directions, increased frequency of routes, travel to more locations, faster travel with fewer wait times and SIDEWALKS for people to walk in between public transit stops. More bike friendly
- Please, start running on Sundays, the buses!
- Show routes (SAM) and when/where they change for construction. Show routes online or app for phone.
- It is too far to walk to the bus station to or from 6th st./Phillips Ave. There needs to be more downtown route service and transfer papers from one bus to another to get to a destination. Too expensive for bus fare.
- For people who don't have wheelchairs can make doctor appointment do to the fact, some appointment, when your done with your appointment you can't use a taxi or public transportation so you can't get home.
- It is hard to go to a bus shelter and figure out what time the bus will be there.
- 24 hours every day of the week. Extend destination area. For example, many people go to the Grand Falls casino and Avera Psychiatry.
- 24 hours every day of the week
- Having transportation to and from behavioral health. At least limited Sunday service. A few more shelters instead of just benches or signs and make them easy to see and identify. I like the fact that buses run often and are usually on time.
- The bus stops are not cleared in the winter time. The curbs are too tall. There should be shelters at all bus stops.
- Should keep it open all night like the big cities do. Need to keep snow paths cleared of snow before someone gets hurt. From bus stop sign to where entering the bus. Snow piles way too big to be jumping from there to bus.
- More hours and Saturday. North #8 bus
- Friendly bus drivers

TRANSPORTATION SERVICE PROVIDER INVENTORY

Survey Inventory

Agency	Type	Employees	Employee Type	Provider?	Service Area	# rides each year	Cost per ride	Days of operation	Hours of operation	Sources of Funding	# of ADA vehicles	# of non-ADA vehicles	Beneficiaries	Do you coordinate?	Which agency coordinate?	coord. w/ agencies?	schedule or data collection?
Sioux Area Metro	Public	16+	Full/Part	Yes	Sioux Falls	800k Fixed 100k Para	\$5.91 fixed \$37.78 para	Mon-Sat	5:15 - 10 pm weekdays 7:45 am - 7 pm Sat	FTA 5307 City funds FTA 5339	52		0 All of Above	Yes	CCTS	Yes	Yes
Dakotabilities	Non-Profit	16+	Full/Part	Yes	Sioux Falls	135	NA	All days	7:30 am to 10 pm	Medicaid HCBS Waiver	17		3 Dev. Disabilities Medical Issues	Yes	Paratransit CCTS	Yes	No
Lifescape	Non-Profit	16+	Full/Part	Yes	Sioux Falls	45,299 (17) 39,613 (18)	NA	NA	NA	Medicaid HCBS Waiver	15	NA	Dev. Disabilities	Yes	Paratransit CCTS	Yes	No
Touchmark at All Saints	Non-Profit	16+	Full/Part Volunteers	Yes	Minnehaha Lincoln	200	\$50	Mon-Fri	8 am - 5 pm	Private	2		1 Mobility Medical Issues Seniors	Yes	Wheelchair Express	Yes	No
Sioux Falls Wheelchair Transit Plus Inc.	Private	11-15	Full/Part	Yes	Minnehaha Lincoln	10,000	varies	All days	4 am to 9 pm	Private Medicaid	10		0 All of Above	No	NA	Yes	No
Community Coordinated Transportation Systems	Non-Profit	16+	Full/Part	Yes	Sioux Falls	27,000	\$19	Mon-Fri	6 am to 6 pm	FTA 5310 Medicaid City funds	6		0 All of Above	Yes	Dakotabilities Lifescape	Yes	Yes
Metro Cab LLC	Private	11-15	Full/Part Seasonal	Yes	Minnehaha Lincoln	1,000	varies	All days	24 hours per day	Private Medicaid Donations	1		8 Medical Issues Seniors	Yes	Sanford/Avera HIS	Yes	Yes
Sioux Empire Wheelchair Transit	Private	1-5	Full	Yes	Minnehaha Lincoln	4,000	varies	All days	6 am to 8 pm	Private Medicaid	1		0 All of Above	Yes	Siouxland Paratransit	No	No
Project CAR	Non-Profit	1-5	Full/Part Volunteers	Yes	Sioux Falls	500	\$8.60	Sun-Fri	8 am to 4 pm	Private Donations	0		6 Dev. Disabilities Mobility Issues Medical Issues Low Income	Yes	Charis Ministry Churches, Lifescape Senior Companions RSVP, Day Break	Yes	No
Brandon and Hartford Public Transit Systems	Public	6-10	Full/Part	Yes	Brandon Hartford	270	\$9.78	Mon-Fri	7:30 am to 4 pm	FTA 5311 FTA 5310 City Match	4		0 All of Above	No	NA	Yes	No
Siouxland Paratransit Service	Private	1-5	Full-Time	Yes	Minnehaha Lincoln	2,000	\$15.00	Mon-Sat	6 am to 6 pm	Private Medicaid	1		1 Mobility Issues Medical Issues Seniors	Yes	Sioux Empire Wheelchari Transit	Yes	No
Southridge Healthcare Center	Private	16+	Full/Part Volunteers	Yes	Sioux Falls	100	\$100	Mon-Fri	9 am to 7 pm	Private	1		0 Dev. Disabilities Mobility Issues Medical Issues	Yes	Wheelchair Express Paratransit	Yes	No
Workers on Wheels (Active Generations)	Non-Profit	16+	Full/Part Volunteers	Yes	Minnehaha Lincoln	1,000	NA	Mon-Fri	7:30 am to 8 pm	Private United Way	0	volunteer vehicles	All of Above	Yes	Project CAR Paratransit	Yes	Yes
Glory House	Non-Profit	16+	Full/Part	Yes	Minnehaha Lincoln	100	\$12-\$14	Sun-Fri	24 hours per day	Agency Funds	0		4 All of Above	Yes	Sioux Area Metro LSS	Yes	No
Trail Ridge Senior Living	Non-Profit	16+	Full/Part Volunteers Seasonal	Yes	Lincoln Minnehaha	200	\$30	Mon-Fri	8:30 am to 4 pm	Private	1		2 Medical Issues Seniors	No	NA	No	No

Survey Inventory

Agency	Type	Employees	Employee Type	Provider?	Service Area	# rides each year	Cost per ride	Days of operation	Hours of operation	Sources of Funding	# of ADA vehicles	# of non-ADA vehicles	Beneficiaries	Do you coordinate?	Which agency coordinate?	coord. w/ agencies?	schedule or data collection?
Children's Inn	Non-Profit	16+	Full/Part Volunteers	Yes	Minnehaha Lincoln	962	NA	All days	24 hours per day	Private	0		4 Dev. Disabilities Medical Issues	Yes	Sioux Area Metro Yellow Cab	Yes	No
Independent Living Choices	Non-Profit	16+	Full/Part	No	Minnehaha Lincoln	25	NA	Mon-Fri	8 am to 4:30 pm	Private	0		2 Students Visual Disabilities	No		No	No
Southeastern Behavioral Healthcare	Non-Profit	16+	Full/Part Volunteers	Yes	Minnehaha Lincoln	1500	\$20-\$30	All days	24 hours per day	Private	5		10 All of Above	Yes	Project CAR, SAM Wheelchair Express	No	Yes
Center of Hope	Non-Profit	6-10	Full/Part Volunteers	No	Sioux Falls	270	\$35	Wed,Fri	11 am - 5 pm	Private	0		1 Low Income	Yes	Feeding SD	No	Yes
Med-Star Transit	Private	16+	Full/Part	Yes	Minnehaha Lincoln	7300	\$40 one-way \$70 roundtrip \$58 hospital	All days	24 hours per day	Private Medicaid	6		2 All of Above	Yes	Avera, Sanford, VA	Yes	Yes
Disabled American Veterans (DAV)	Non-Profit	NA	Volunteer	Yes	Sioux Falls					Grant Private Funds	0		3				
Other Transportation Providers that Did not complete the survey (best possible information provided)													1				
Sunnycrest Village	Private		Full/Part	Yes	Sioux Falls	have shuttle bus that is used for scheduled outings											
Volunteers of America	Non-Profit		Full/Part	Yes	Sioux Falls	3,218	NA	All Days		Grant, Private F	2		2 All Above	NA	NA	NA	NA
Embe	Non-Profit			Yes	Sioux Falls	51.764	\$0.47	Mon-Fri	6 am to 6 pm	Private, United '	0		6 children 2 to 12	Yes	RSVP	No	NA
Good Samaritan - 3 facilities	Non-Profit					No information provided at this time											
Avera Prince of Peace	Non-Profit					Have their own transportation system											
Southridge Healthcare						Have Van for group activities											
Covington Care						Have Van for group activities											
Bethany Lutheran - Brandon						Have 2 vans for appointments											
Touchmark at All Saints						Have 2 vans and 1 bus (14 seats) with wheelchair lift (no CDL)											
Cayman Court Assisted Living						Have 2 vans for appointments											
StoneyBrook Suites						Employees drive their own car for appointments on Tues/Thurs											

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Introduction

The Sioux Falls MPO Area Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) was adopted on November 8, 2018, 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; and 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.

Based on input from providers and stakeholders, the following strategies for seniors and individuals with disabilities were identified:

- ✓ Work to implement the strategies of the Sioux Falls Transit Development Plan that includes improvements and expansion of the fixed-route system.
- ✓ Develop travel training sessions as a major marketing effort that engages the community and help train new and potential riders.
- ✓ Help create State Regional Transit Systems to help provide options to outlying MPO communities to access transit services within the region.
- ✓ Reimagine a community-wide volunteer driver program that agencies can access as a volunteer driver resource.
- ✓ Keep paratransit services parallel to all fixed-route service levels and within $\frac{3}{4}$ mile of all fixed-route bus services.
- ✓ Develop an agency rate structure based on the full-cost allocation models to help off-set agency day trip costs on paratransit.
- ✓ Educate state and local policymakers about the specific benefits of human service transportation and public transit and how both play different roles in providing transportation to different rider needs.

2019 FTA Section 5310 Funding Recommendations

The Transportation Coordination Committee (TCC) met on February 28th and developed funding recommendations. The Citizens Advisory Committee and Technical Advisory Committee meeting on March 6th and March 7th, respectively, recommended approval of the TCC funding recommendations. The Urbanized Development Commission met on March 7th and approved the TCC Section 5310 funding recommendations outlined below.

1. The MPO recommends funding the LifeScape request at \$34,000 in 5310 funds with a 20% local match requirement for capital funds. “LifeScape’s mission is to empower children and adults with disabilities to lead fulfilling lives.” This funding will assist LifeScape with the purchase of an ADA wheelchair-accessible minivan with a manual folding rear entry ramp.

How this project advances the Coordination of Human Service Transportation’s goal:

Strategies:

- ✓ Continue and expand a coordinated non-profit transportation system to help provide a safe, efficient, professional and specialized transportation option for human service agencies for non-ambulatory and ambulatory trips.
- ✓ Assist human service providers to provide the safest and most cost-effective transportation option possible based on the needs of the agency.
- ✓ Assist human service providers to secure funding when the agency is required to utilize their own transportation services.
- ✓ Coordinate with human service agencies with options to integrate their clients into the community with the most appropriate transportation option possible.

In addition, LifeScape has been actively involved in the coordinated planning process through its participation on the Transportation Coordination Committee, Public Transit Advisory Board, and Sioux Falls City Council Transit Task Force. It has also been a partner in the CCTS project.

2. The MPO recommends funding the Community Coordinated Transportation Systems (CCTS) request at \$130,817 in 5310 funds with a 20% local match requirement for capital funds to provide contracted services and \$87,000 in 5310 funds with a 20% local match requirement for capital funds to purchase an 18-passenger bus with 6 wheelchair positions. The contracted services are provided to DakotAbilities and LifeScape for day program commute trips, and the bus purchase will increase service flexibility to DakotAbilities and LifeScape.

“River Cities Public Transit (dba CCTS in Sioux Falls) is committed to providing safe, reliable and courteous public transportation to the members of the communities it serves by promoting quality of life, livability, self-sufficiency and freedom through mobility.” It is projected that CCTS will provide approximately 45,000 contracted service trips in 2020.

How this project advances the Coordination of Human Service Transportation’s and Coordination of Paratransit Transportation’s goals:

Strategies:

- ✓ Continue and expand a coordinated non-profit transportation system to help provide a safe, efficient, professional and specialized transportation option for human service agencies for non-ambulatory and ambulatory trips.
- ✓ Assist human service providers to provide the safest and most cost-effective transportation option possible based on the needs of the agency.
- ✓ Continue to identify opportunities to move agency day trips to CCTS.

3. The MPO recommends no funding for the Glory House. The Glory House requested \$16,200 in 5310 funds for operating and \$20,000 in 5310 funds for capital funds. The Glory House is a halfway house providing substance abuse treatment, mental health counseling, and case management for clients of the justice system. Its primary mission is “Helping People Claim their Lives with Christian Compassion, Resources and Support.” The no funding recommendation was based on higher priority needs competing for the limited Section 5310 funding and the Glory House’s clients’ ability to utilize Sioux Area Metro’s fixed-route service for a significant portion of their transportation needs. Sioux Area Metro will work with the Glory House to see if Sioux Area Metro fix-route services can provide for the needed transportation services or if other transportation alternatives can be pursued. The Sioux Falls MPO and the Transportation Coordination Committee will work with the Glory House to ensure that its clients’ needs that fall within the scope of the Coordinated Plan are identified, quantified, and considered for funding in future Section 5310 funding rounds.

2019 Activities to Implement Coordinated Plan Strategies

Sioux Falls Area Metro Passenger Survey

The City of Sioux Falls initiated this survey during the fall of 2018. The primary objective for conducting the Sioux Falls Area Metro Passenger Survey was to gather accurate travel data from transit riders to assist in planning transportation improvements in the Sioux Falls metropolitan area. The on-board survey was administered to a random sample of 347 riders on the public transit system in Sioux Falls.

Respondents were asked to provide an overall rating of the services provided by the public transit system in Sioux Falls, based on the sum of “excellent” and “good” responses, the top rated services were: how safe I feel on-board the bus (94%), cleanliness of buses (92%), and courtesy of the drivers (87%). The services that were of most importance to respondents, based on the sum of their top three choices, were: Availability of weekend service (38%), availability of evening service (24%), and on-time reliability of buses (21%).

The top services/amenities indicated by respondents, based on “very likely” and “likely” responses, in which if provided they would use the bus more frequently, were: passenger alerts for when there are disruptions to service or delays that would be sent to a mobile device (75%) and real-time information about location of buses that can be accessed on a mobile device (75%). Sixty-three percent (63%) of respondents indicated they do have a smart phone.

Long-Range Transportation Plan Market Research Study – Underserved Populations Survey

As an initial step in development the Sioux Falls MPO’s 2045 Long-Range Transportation Plan (LRTP), ETC Institute was retained to prepare a LRTP Market Research Study. As part of the study, ETC conducted a survey of traditionally underserved populations during the summer of 2019. The survey was administered to a random sample of 222 persons who use public transportation services in the Sioux Falls area. The survey was designed to ensure that the needs

of low-income persons were adequately represented in the survey. Twenty-four percent (24%) indicated that their annual household income was less than \$20,000.

Major Findings of the Traditionally Underserved Populations Survey

- **Overall Satisfaction with the Region's Transportation System Has Decreased Since 2014.** In 2005, 74% of the respondents surveyed rated the region's transportation system as "excellent" or "good"; this number declined in 2010 to 71%, then to 61% in 2014, and then decreased to 27% in 2019.
- **Transportation Services Respondents Were Most Satisfied With.** The aspects of the region's transportation system that respondents were most satisfied with, based upon a combined percentage of respondents who were "very" or "somewhat satisfied," were:
 - Maintenance of interstates and highways around Sioux Falls (73%)
 - Adequacy of signage along streets and highways (64%)
 - Availability of safe biking facilities (56%)
 - Ease of travel between Sioux Falls and other communities in the area (52%)
- **Transportation Services That Were Most Important.** The aspects of the region's transportation system that respondents felt were most important were: 1) the maintenance of streets in Sioux Falls, 2) the ease of travel from one side of Sioux Falls to the other and 3) the availability of public transportation in Sioux Falls.
- **Top Priorities for Transportation Improvements in the Sioux Falls Metropolitan Area.** Based upon a combined percentage of respondents who rated these items as "very high" or "high" priorities, the items that respondents felt should be the top priorities for improvement over the next 20 years were:
 - Improving transportation for seniors/person with disabilities (77%)
 - Improving east-west roads in Sioux Falls (71%)
 - Setting aside land for traffic corridors/roads (68%)
- **Transportation Improvements Respondents Were Most Willing to Fund With Their Tax Dollars.** The four transportation improvements that respondents were most willing to fund with their tax dollars were:
 - Improving East-West roads in the City of Sioux Falls
 - Improving public transportation inside the City of Sioux falls
 - Improving North-South roads in the City of Sioux Falls
 - Improving the timing of traffic lights
- **Public Transportation.** Forty-five percent (45%) of respondents indicated that they had used public transportation inside the City of Sioux Falls. The situations under which respondents were most likely to use public transportation, based upon a combined percentage of "very likely" and "likely" responses, were: if they could get real time information about the location of buses (61%) and if their employer provided incentives to use public transit (55%).

- **Sources of Information.** The top two ways that respondents felt it would be best to keep them informed about transportation improvements were: 1) social networks and 2) television news.

Transit Core Team process and anticipated transit pilot project

To address unmet needs of the Sioux Area Metro (SAM) transit system, Mayor Paul TenHaken created the Transit Core Team, a group of 14 City of Sioux Falls employees from across nine divisions. Together they are using human-centered design to find innovative transit solutions by working closely with the public and community. Their goal: Increase the economic benefit of public transit for residents and the City.

In an effort to approach public transportation from a new perspective, the Transit Core Team utilizes human-centered design. Human-centered design is exactly like it sounds – thinking about people first. Through the human-centered design process, the Transit Core Team has worked closely alongside the residents most closely impacted by the transit system, including bus riders, employers, and nonprofits.

After generating more than 50 ideas on how to improve public transit, the Transit Core Team identified the idea they believe could make the biggest economic impact for riders and for the city: shift fixed route service to a pooled on-demand service using our existing bus fleet. A pilot of this bus service will begin in 2020 by trying the service on Saturdays. Results of the pilot will determine if and when the service is expanded to other times and areas of the SAM system.

Coordinated Public Transit-Human Services Transportation Plan Updates for Brandon and Harford/ICAP

Inter-Lakes Community Action Partnership, Inc. (ICAP) is a multi-program Community Action Agency, serving low-income and elderly persons in a 14-county area in east-central South Dakota. The ICAP public transportation program operates Hartford Public Transit and provides administrative and management services to Brandon Public Transit. In 2019, ICAP contracted for updates of the Coordinated Public Transit-Human Services Transportation Plans for these transit systems. The updated Coordinated Plans were submitted to the South Dakota Department of Transportation in September 2019.

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Based on input from providers and stakeholders, the following strategies for seniors and individuals with disabilities were identified:

- ✓ Work to implement the strategies of the Sioux Falls Transit Development Plan that includes improvements and expansion of the fixed-route system.
- ✓ Develop travel training sessions as a major marketing effort that engages the community and help train new and potential riders.
- ✓ Help create State Regional Transit Systems to help provide options to outlying MPO communities to access transit services within the region.
- ✓ Reimagine a community-wide volunteer driver program that agencies can access as a volunteer driver resource.
- ✓ Keep paratransit services parallel to all fixed-route service levels and within $\frac{3}{4}$ mile of all fixed-route bus services.
- ✓ Develop an agency rate structure based on the full-cost allocation models to help off-set agency day trip costs on paratransit.
- ✓ Educate state and local policymakers about the specific benefits of human service transportation and public transit and how both play different roles in providing transportation to different rider needs.

2020 FTA Section 5310 Funding Recommendations

The Transportation Coordination Committee (TCC) met on March 4th and developed funding recommendations. The Citizens Advisory Committee and Technical Advisory Committee meeting on March 11th and March 12th, respectively, recommended approval of the TCC funding recommendations. The Urbanized Development Commission met on March 12th and approved the TCC Section 5310 funding recommendations outlined below.

1. The MPO recommends funding the Avera McKennan Hospital & University Health Center request at \$20,000 in 5310 funds with a 50% local match for operating funds. Avera's voucher system will assist a high-risk portion of persons with disabilities with current medical needs and financial subsidization needs to cover private transit providers such as Wheelchair Express. Avera's Strategy & Social Innovation department has nonfederal funds budgeted for transit-related projects.

Avera will assist paratransit qualified persons with medical appointments at facilities outside of the paratransit service area but within the Sioux Falls urbanized area. For any patients in need of temporary wheelchair transportation, an assessment would be completed by the patient's case manager and physical therapy/occupational therapy staff to ensure they qualify cognitively/physically and financially for the subsidized transportation.

How this project advances the Coordination of Human Service Transportation's goal:

Strategies:

- ✓ The City of Sioux Falls and private transportation providers should explore voucher service options when additional services are required beyond the Sioux Area Metro service area.

Contingency:

- ✓ If awarded 5310 funds for this project, Avera must submit a copy of all reports required by the State to SECOG.
- ✓ Avera's active participation in the coordinated efforts complementing the strategies identified and advancing the goals stated in the Coordinated Plan is strongly encouraged. Future funding may be contingent upon the agency's ongoing participation.

2. The MPO recommends funding the Community Coordinated Transportation Systems (CCTS) request at \$90,500 in 5310 funds with a 20% local match requirement for contracted service/capital funds and at \$87,000 in 5310 funds with a 20% local match requirement for capital funds. "River Cities Public Transit (dba CCTS in Sioux Falls) is committed to providing safe, reliable and courteous public transportation to the members of the communities it serves by promoting quality of life, livability, self-sufficiency and freedom through mobility." The contracted services funding will assist CCTS in providing services to DakotAbilities, LifeScape, and Pathways To Life for day program commute trips. The capital funding will enable CCTS to purchase an 18-passenger bus with 6 wheelchair positions to increase service flexibility and reliability for DakotAbilities, LifeScape, and Pathways To Life. It is projected that CCTS will provide up to 55,000 contracted service trips in 2021.

How this project advances the Coordination of Human Service Transportation's and Coordination of Paratransit Transportation's goals:

Strategies:

- ✓ Continue and expand a coordinated non-profit transportation system to help provide a safe, efficient, professional and specialized transportation option for human service agencies for non-ambulatory and ambulatory trips.
- ✓ Assist human service providers to provide the safest and most cost-effective transportation option possible based on the needs of the agency.
- ✓ Continue to identify opportunities to move agency day trips to CCTS.

Contingency:

- ✓ If awarded 5310 funds for this project, CCTS must submit a copy of all reports required by the State to SECOG.
 - ✓ A vehicle purchased with these funds must be utilized to provide transportation services for persons with disabilities in the Sioux Falls urbanized area.
 - ✓ Efforts to foster a more efficient non-profit community transportation system are a top priority in the Sioux Falls MPO's Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). As a major non-profit transportation provider in the Sioux Falls community, the agency's active participation in the coordinated efforts complementing the strategies identified and advancing the goals stated in the Coordinated Plan is strongly encouraged. Future funding may be contingent upon the agency's ongoing participation.
3. The MPO recommends no funding for the Glory House. The Glory House requested \$16,200 in 5310 funds for operating costs. The Glory House is a halfway house providing substance abuse treatment, mental health counseling, and case management for clients of the justice system. Its primary mission is "Helping People Claim their Lives with Christian Compassion, Resources and Support." The no funding recommendation was based on higher priority needs competing for the limited Section 5310 funding and the Glory House's clients' ability to utilize Sioux Area Metro's fixed-route service for a significant portion of their transportation needs. Sioux Area Metro will work with the Glory House to see if Sioux Area Metro fix-route services can provide for the needed transportation services or if other transportation alternatives can be pursued. The Sioux Falls MPO and the Transportation Coordination Committee will work with the Glory House to ensure that its clients' needs that fall within the scope of the Coordinated Plan are identified, quantified, and considered for funding in future Section 5310 funding rounds.
4. The MPO recommends funding the LifeScape request at \$58,550 in 5310 funds with a 20% local match requirement for capital funds. "LifeScape's mission is to empower children and adults with disabilities to lead fulfilling lives." This funding will assist LifeScape with the purchase of a 12-passenger bus with 5 wheelchair positions.

How this project advances the Coordination of Human Service Transportation's goal:

Strategies:

- ✓ Continue and expand a coordinated non-profit transportation system to help provide a safe, efficient, professional and specialized transportation option for human service agencies for non-ambulatory and ambulatory trips.
- ✓ Assist human service providers to provide the safest and most cost-effective transportation option possible based on the needs of the agency.
- ✓ Assist human service providers to secure funding when the agency is required to utilize their own transportation services.
- ✓ Coordinate with human service agencies with options to integrate their clients into the community with the most appropriate transportation option possible.

In addition, LifeScape has been actively involved in the coordinated planning process through its participation on the Transportation Coordination Committee, Public Transit Advisory Board, and Sioux Falls City Council Transit Task Force and with its participation in Coordinated Plan stakeholder meetings. It has also been a partner in the CCTS project.

Contingencies:

- ✓ If awarded 5310 funds for this project, LifeScape must submit a copy of all reports required by the State to SECOG.
 - ✓ A vehicle purchased with these funds must be utilized to provide transportation services for persons with disabilities in the Sioux Falls urbanized area.
 - ✓ Efforts to foster a more efficient non-profit community transportation system are a top priority in the Sioux Falls MPO's Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). As a major non-profit in the Sioux Falls community that provides transportation to its clients, the agency's active participation in the coordinated efforts complementing the strategies identified and advancing the goals stated in the Coordinated Plan is strongly encouraged. Future funding may be contingent upon the agency's ongoing participation.
5. The MPO recommends no funding for Teachwell Solutions. Teachwell Solutions requested \$20,000 in 5310 funds for capital funds for the purchase of a used 12-passenger van. Teachwell Solutions is the name adopted by the East Dakota Educational Cooperative. The cooperative is a school district cooperative organized under SDCL 13-5-32.1 and therefore, a public entity. The South Dakota Management Plan requires that to be eligible for Section 5310 funding public entities must be approved by SDDOT to coordinate transportation services for seniors and individuals with disabilities or provide a certification to the Governor that no nonprofit organizations are readily available to provide transportation services for seniors and individuals with disabilities.

The no funding recommendation was based on the eligibility of the organization to receive 5310 funds, the ability to follow federal procurement requirements, and the higher priority needs competing for the limited Section 5310 funding. The Sioux Falls MPO has requested

that SDDOT provide information about the processes by which the SDDOT approval is requested or the certification to Governor is made. The MPO will inform Teachwell Solutions about the eligibility question so they can make an informed decision about applying in the future.

2020 Activities to Implement Coordinated Plan Strategies

Transit Core Team process and anticipated transit pilot project

To address unmet needs of the Sioux Area Metro (SAM) transit system, Mayor Paul TenHaken created the Transit Core Team, a group of 14 City of Sioux Falls employees from across nine divisions. Together they are using human-centered design to find innovative transit solutions by working closely with the public and community. Their goal: Increase the economic benefit of public transit for residents and the City.

In an effort to approach public transportation from a new perspective, the Transit Core Team utilizes human-centered design. Human-centered design is exactly like it sounds – thinking about people first. Through the human-centered design process, the Transit Core Team has worked closely alongside the residents most closely impacted by the transit system, including bus riders, employers, and nonprofits.

After generating more than 50 ideas on how to improve public transit, the Transit Core Team identified the idea they believe could make the biggest economic impact for riders and for the city: shift fixed route service to a pooled on-demand service using our existing bus fleet. A pilot of this bus service will begin in the Fall of 2020 by trying the service on Saturdays. Results of the pilot will determine if and when the service is expanded to other times and areas of the SAM system. It is hoped that this on-demand system will provide another option for elderly and people of disabilities.

The final recommendations of the Core Team included other initiatives that will be able to help create innovations and efficiencies in the transit system. Those recommendations include:

- Real-Time GPS Tracking (2020 / 2021)
- Wifi on Buses and at the Transit Depot
- Mobile ticketing
- Enhance data collection and analysis of the transit system
- Autonomous vehicle pilot project
- Public/private partnerships, including Guaranteed Ride Home program
- Incentive programs to recruit new riders
- Consolidate all non-public transportation services into one non-profit organization
- Eliminate fares by increasing sponsorships and advertising
- Electric Buses

The full Transit Core Team report (**Building Innovation Capacity: Impacts of an Innovation Team Approach**) is available for review at <https://www.siouxfalls.org/mayor/boards-commissions/public-transit-advisory-bd>

COVID-19 Mitigation Activities

Of course, throughout much of 2020, public transit and human services coordination activities were focused on the mitigation of the spread of COVID-19. Public transit has enforced the following social distancing guidelines on SAM fixed-route and paratransit buses during the COVID-19 Pandemic.

- Riders should maintain as much distance as possible between other riders and the driver.
- All drivers are wearing masks while driving, and we strongly encourage riders to do the same. Masks are available on all buses and will be provided to all passengers.
- If you are feeling ill, please do not ride the bus and stay at home.

Sioux Area Metro continues to enhance cleaning methods to help prevent the spread of COVID-19:

- Expanded routine cleaning of commonly/frequently touched surfaces such as handrails, handles, seats, operating controls, and knobs.
- Each bus is equipped with a commercial disinfectant deodorant that sanitizes fabric and leather and kills several pandemic viruses. Drivers use the disinfectant as needed.
- SAM employees have been advised to wash their hands as frequently as possible.
- Thoroughly cleaning of buses when they return to the garage as often as possible with current available staff.

Human service agencies closed many of their programs during the spring of 2020. Some agencies opened programs back up during the summer and fall of 2020. Human services transportation was significantly down due to this situation but was important to reduce the spread of COVID-19 and maintain the health of clients.

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

2021 ANNUAL PROGRESS REPORT

Introduction

The Sioux Falls MPO Area Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) was adopted on November 8, 2018, 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; and 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.

Based on input from providers and stakeholders, the following strategies for seniors and individuals with disabilities were identified:

- ✓ Work to implement the strategies of the Sioux Falls Transit Development Plan that includes improvements and expansion of the fixed-route system.
- ✓ Develop travel training sessions as a major marketing effort that engages the community and help train new and potential riders.
- ✓ Help create State Regional Transit Systems to help provide options to outlying MPO communities to access transit services within the region.
- ✓ Reimagine a community-wide volunteer driver program that agencies can access as a volunteer driver resource.
- ✓ Keep paratransit services parallel to all fixed-route service levels and within $\frac{3}{4}$ mile of all fixed-route bus services.
- ✓ Develop an agency rate structure based on the full-cost allocation models to help off-set agency day trip costs on paratransit.
- ✓ Educate state and local policymakers about the specific benefits of human service transportation and public transit and how both play different roles in providing transportation to different rider needs.

2021 FTA Section 5310 Program Funding Recommendations

The Transportation Coordination Committee (TCC) met on February 18th and developed funding recommendations. The Citizens Advisory Committee and Technical Advisory Committee meeting on March 10th and March 11th, respectively, recommended approval of the TCC funding recommendations. The Urbanized Development Commission met on March 11th and approved the TCC Section 5310 funding recommendations outlined below.

1. The MPO recommends funding the Avera McKennan Hospital & University Health Center request at \$20,000 in 5310 funds with a 50% local match for operating funds. Avera's voucher system will assist a high-risk portion of persons with disabilities with current medical needs and financial subsidization needs to cover private transit providers such as Wheelchair Express. Avera's Strategy & Social Innovation department has nonfederal funds budgeted for transit-related projects.

Avera will assist paratransit qualified persons with medical appointments at facilities outside of the paratransit service area but within the Sioux Falls urbanized area. For any patients in need of temporary wheelchair transportation, an assessment would be completed by the patient's case manager and physical therapy/occupational therapy staff to ensure they qualify cognitively/physically and financially for the subsidized transportation.

How this project advances the Coordination of Human Service Transportation's goal:

Strategies:

- ✓ The City of Sioux Falls and private transportation providers should explore voucher service options when additional services are required beyond the Sioux Area Metro service area.

Contingency:

- ✓ If awarded 5310 funds for this project, Avera must submit a copy of all reports required by the State to SECOG.
- ✓ Origin of rides restricted to the Sioux Falls Urbanized Area.
- ✓ Avera's active participation in the coordinated efforts complementing the strategies identified and advancing the goals stated in the Coordinated Plan is strongly encouraged. Future funding may be contingent upon the agency's ongoing participation.

2. The MPO recommends funding the Community Coordinated Transportation Systems (CCTS) request at \$116,088 in 5310 funds with a 20% local match requirement for contracted service/capital funds and at \$125,600 in 5310 funds with a 20% local match requirement for capital funds. "River Cities Public Transit (dba CCTS in Sioux Falls) is committed to providing safe, reliable and courteous public transportation to the members of the communities it serves by promoting quality of life, livability, self-sufficiency and freedom through mobility." The contracted services funding will assist CCTS in providing services to DakotAbilities, LifeScape, and Pathways To Life for day program commute trips. The capital funding will enable CCTS to purchase an 18-passenger bus with 6 wheelchair positions and a 4&1 ADA van to increase service flexibility and reliability for DakotAbilities, LifeScape, and Pathways To Life. It is projected that CCTS will provide up to 55,000 contracted service trips in 2022.

How this project advances the Coordination of Human Service Transportation's and Coordination of Paratransit Transportation's goals:

Strategies:

- ✓ Continue and expand a coordinated non-profit transportation system to help provide a safe, efficient, professional and specialized transportation option for human service agencies for non-ambulatory and ambulatory trips.
- ✓ Assist human service providers to provide the safest and most cost-effective transportation option possible based on the needs of the agency.
- ✓ Continue to identify opportunities to move agency day trips to CCTS.

Contingency:

- ✓ If awarded 5310 funds for this project, CCTS must submit a copy of all reports required by the State to SECOG.
- ✓ A vehicle purchased with these funds must be utilized to provide transportation services for persons with disabilities in the Sioux Falls urbanized area.
- ✓ Efforts to foster a more efficient non-profit community transportation system are a top priority in the Sioux Falls MPO's Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). As a major non-profit transportation provider in the Sioux Falls community, the agency's active participation in the coordinated efforts complementing the strategies identified and advancing the goals stated in the Coordinated Plan is strongly encouraged. Future funding may be contingent upon the agency's ongoing participation.

Development of CRRSAA/ARP Funding Recommendations

The South Dakota Department of Transportation (SDDOT) received urban funding apportionments under the Coronavirus Response and Relief Supplement Apportionment Act (CRRSAA) and American Rescue Plan Act of 2021 (ARP). SDDOT allocated these funds based on the same percentage used in the Section 5310 formula apportionments. The Sioux Falls MPO was allocated \$44,941 under CRRSAA, and these funds never lapse. The MPO was allocated \$44,942 under ARP, and any unobligated ARP funds lapse after September 30, 2024. The ARP and CRRSAA funds are 100% federal funding requiring no local match.

SDDOT directed the MPO to conduct the same application process for these funds as conducted for the Section 5310 funds. The priority for the CRRSAA/ARP funds is payroll and operating expenses. Contracted services that are for operating are eligible. The only eligible capital expense is personal protection equipment (PPE).

The Transportation Coordination Committee (TCC) met on July 29th and developed funding recommendations. The TCC recommended funding the Community Coordinated Transportation Systems (CCTS) at \$75,000 and LifeScape at \$14,883.

At the Citizens Advisory Committee meeting on August 11th, MPO staff presented the CRRSAA/ ARP funding recommendations developed by the TCC. In addition, staff presented SECOG recommendations funding CCTS at \$44,942 and LifeScape at \$44,941. The SECOG funding recommendations were provided because of concerns that the TCC placed too much emphasis on language in the LifeScape application that was removed and comments from outside parties regarding personal perspectives on LifeScape's operations rather than the content of the funding application. Chuck Parsons made a motion to recommend approval of the CRRSAA/ARP funding recommendations developed by SECOG and was seconded by Dave Jackson. A voice vote was called, and the motion carried unanimously.

At the Technical Advisory Committee meeting on August 12th, MPO staff presented the CRRSAA/ARP funding recommendations developed by the TCC and the recommendations developed by SECOG and recommended for approval by the CAC. Shannon Schultz made a motion to recommend the CRRSAA/ARP be pro-rated based on requested amounts. The motion did not receive a second. Jim Feeney made a motion to recommend approval of the CRRSAA/ARP funding recommendations developed by SECOG and was seconded by Sam Trebilcock. A roll call vote was taken, and the motion passed on a vote of nine (9) ayes and three (3) nays with Jack Dokken, Travis Dressen, and Sarah Gilkerson voting nay. Ron Baumgart abstained from the discussion and vote.

The Urbanized Development Commission met on August 12th, MPO staff presented the CRRSAA/ARP funding recommendations developed by the TCC and the CRRSAA/ARP funding recommendations developed by SECOG and recommended for approval by the CAC and TAC. Sarah Gilkerson made a motion to recommend the CRRSAA/ARP funding be pro-rated based on requested amounts -- CCTS 59% and LifeScape 41% -- and was seconded by Michael McMahon. A roll call vote was taken, and the motion failed on a vote of two (2) ayes and seven (7) nays with Terry Fluit, Toby Brown, Kevin Smith, Jeff Barth, Shannon Schultz, Jim David, and Greg Neitzert voting nay. Jeff Barth made a motion to recommend approval of the CRRSAA/ARP funding recommendations developed by SECOG – CCTS 50% and LifeScape 50% – and was seconded by Kevin Smith. A roll call vote was taken, and the motion passed on a vote of seven (7) ayes and two (2) nays with Michael McMahon and Sarah Gilkerson voting nay.

CRRSAA/ARP Funding Recommendations

1. The MPO recommends funding the Community Coordinated Transportation Systems (CCTS) request at \$44,942 in American Rescue Plan Act of 2021 (ARP) funds for contracted service. "River Cities Public Transit (dba CCTS in Sioux Falls) is committed to providing safe, reliable and courteous public transportation to the members of the communities it serves by promoting quality of life, livability, self-sufficiency and freedom through mobility." The contracted services funding will assist CCTS in providing services to DakotAbilities, LifeScape, and Pathways To Life for day program commute trips. It is projected that CCTS will provide up to 55,000 contracted service trips in 2022.

How this project advances the Coordination of Human Service Transportation's and Coordination of Paratransit Transportation's goals:

Strategies:

- ✓ Continue and expand a coordinated non-profit transportation system to help provide a safe, efficient, professional and specialized transportation option for human service agencies for non-ambulatory and ambulatory trips.
- ✓ Assist human service providers to provide the safest and most cost-effective transportation option possible based on the needs of the agency.
- ✓ Continue to identify opportunities to move agency day trips to CCTS.

Contingency:

- ✓ If awarded ARP funds for this project, CCTS must submit a copy of all reports required by the State to SECOG.
- ✓ Efforts to foster a more efficient non-profit community transportation system are a top priority in the Sioux Falls MPO's Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). As a major non-profit transportation provider in the Sioux Falls community, the agency's active participation in the coordinated efforts complementing the strategies identified and advancing the goals stated in the Coordinated Plan is strongly encouraged. Future funding may be contingent upon the agency's ongoing participation.

2. The MPO recommends funding the LifeScape request at \$44,941 in Coronavirus Response and Relief Supplement Apportionment Act (CRRSAA) for operating expenses. "LifeScape's mission is to empower children and adults with disabilities to lead fulfilling lives." This funding will assist LifeScape with payroll costs for the full-time employee providing general maintenance and repairs to its fleet of 147 vehicles. LifeScape continues to challenge itself to use our transportation resources in an efficient and fiscally responsible way. To optimize transportation options and quality of services, LifeScape staff work together to coordinate across the agency to provide people rides to and from work and other appointments. The goal is to provide adequate, appropriate, and safe transportation services for the people it supports at times that match their employment and community needs. People receiving services who are not eligible for Paratransit services or when rides are needed after the hours that Paratransit, River Cities, and Sioux Area Metro run, rely on LifeScape vehicles to provide rides to work locations outside of LifeScape, recreational events, church, medical appointments, grocery shopping, and other events.

How this project advances the Coordination of Human Service Transportation's goal:

Strategies:

- ✓ Continue and expand a coordinated non-profit transportation system to help provide a safe, efficient, professional, and specialized transportation option for human service agencies for non-ambulatory and ambulatory trips.
- ✓ Assist human service providers to provide the safest and most cost-effective transportation option possible based on the needs of the agency.
- ✓ Assist human service providers to secure funding when the agency is required to utilize their own transportation services.
- ✓ Coordinate with human service agencies with options to integrate their clients into the community with the most appropriate transportation option possible.

2020-2021 Activities to Implement Coordinated Plan Strategies

SAM On Demand Pilot Project

To address unmet needs of the Sioux Area Metro (SAM) transit system, Mayor Paul TenHaken created the Transit Core Team, a group of 14 City of Sioux Falls employees from across nine divisions. Together they are using human-centered design to find innovative transit solutions by working closely with the public and community. Their goal: Increase the economic benefit of public transit for residents and the City.

The Core Team chose an on-demand transit pilot as the highest priority project to improve public transit in Sioux Falls. Sioux Area Metro and the City chose Pantonium to be the software platform for the on-demand system.

SAM On Demand is the Saturday bus service for Sioux Area Metro. Riders can book rides at the times and stops that are most convenient, rather than waiting for the bus on its own schedule. The service launched in December 2020 as a pilot program and has been expanded to serve all bus stops within Sioux Falls and a Crosstown East and West fixed routes added to meet rider demand of traveling between Sioux Falls' major shopping and working areas. Booking a ride with SAM On Demand can be done through a riders app, SAM website, or by calling SAM staff. The bus service is available at any bus stop.

COVID-19 Mitigation Activities

Of course, throughout much of 2020-2021, public transit and human services coordination activities were focused on the mitigation of the spread of COVID-19. Through much of 2020 Public transit enforced the following social distancing guidelines on SAM fixed-route and paratransit buses during the COVID-19 Pandemic.

- Riders should maintain as much distance as possible between other riders and the driver.
- All drivers and riders are required to wear masks on SAM buses. Masks are available on all buses and will be provided to all passengers.
- If you are feeling ill, please do not ride the bus and stay at home.

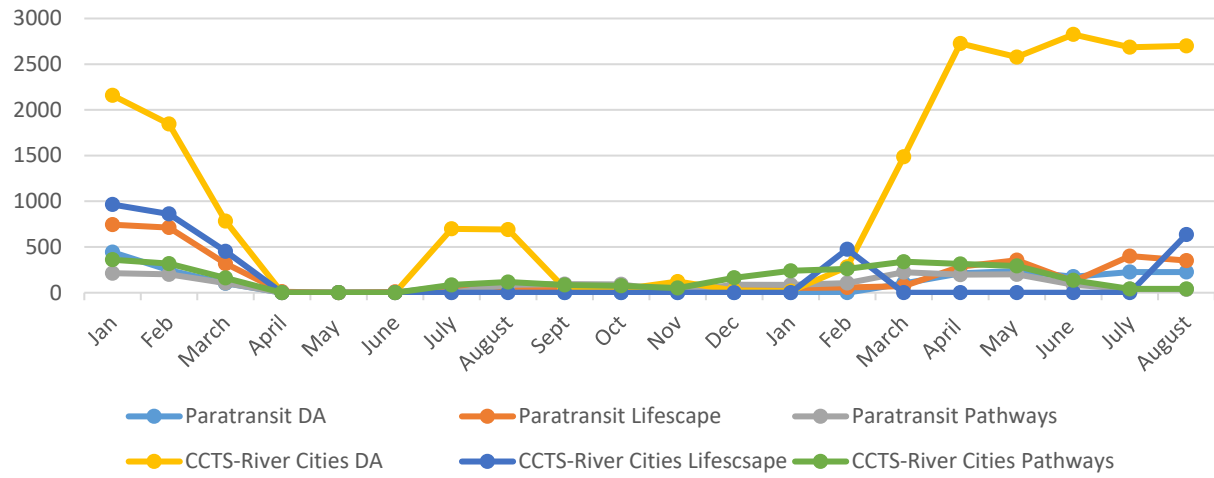
Throughout 2020-2021, Sioux Area Metro provided an enhanced cleaning method to help prevent the spread of COVID-19:

- Expanded routine cleaning of commonly/frequently touched surfaces such as handrails, handles, seats, operating controls, and knobs.
- Each bus is equipped with a commercial disinfectant deodorant that sanitizes fabric and leather and kills several pandemic viruses. Drivers use the disinfectant as needed.
- SAM employees have been advised to wash their hands as frequently as possible.
- Thoroughly cleaning of buses when they return to the garage as often as possible with current available staff.

Human service agencies closed many of their programs during the spring of 2020. Some agencies opened programs back up during the summer and fall of 2020. As the below table and graph show, coordinated human services transportation was significantly down due to this situation but was important to reduce the spread of COVID-19 and maintain the health of clients.

2020-2021 Coordinated Human Service Rides						
COVID Effect						
	Paratransit			CCTS-River Cities		
	DA	Lifescapes	Pathways	DA	Lifescapes	Pathways
Jan	442	744	212	2158	964	361
Feb	245	712	200	1846	861	317
March	102	317	104	783	452	160
April	0	10	0	0	0	0
May	0	0	0	0	0	0
June	0	8	0	0	0	0
July	72	18	0	698	0	84
August	59	64	84	690	0	116
Sept	0	58	93	48	0	83
Oct	0	51	90	36	0	75
Nov	0	52	8	121	0	50
Dec	0	48	86	24	0	162
Jan	0	52	84	16	0	238
Feb	0	56	104	281	475	260
March	101	71	224	1487	0	338
April	211	285	196	2726	0	314
May	237	355	200	2578	0	292
June	174	124	86	2826	0	134
July	225	399	37	2685	0	40
August	225	350	35	2700	636	40

January 2020 to August 2021 Coordinated Human Service Rides



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Introduction

The Sioux Falls MPO Area Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) was adopted on November 8, 2018, 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; and 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.

Based on input from providers and stakeholders, the following strategies for seniors and individuals with disabilities were identified:

- ✓ Work to implement the strategies of the Sioux Falls Transit Development Plan that includes improvements and expansion of the fixed-route system.
- ✓ Develop travel training sessions as a major marketing effort that engages the community and help train new and potential riders.
- ✓ Help create State Regional Transit Systems to help provide options to outlying MPO communities to access transit services within the region.
- ✓ Reimagine a community-wide volunteer driver program that agencies can access as a volunteer driver resource.
- ✓ Keep paratransit services parallel to all fixed-route service levels and within ¾ mile of all fixed-route bus services.
- ✓ Develop an agency rate structure based on the full-cost allocation models to help off-set agency day trip costs on paratransit.
- ✓ Educate state and local policymakers about the specific benefits of human service transportation and public transit and how both play different roles in providing transportation to different rider needs.

2022 FTA Section 5310 Program Funding Recommendations

The Transportation Coordination Committee (TCC) met on February 15th and developed funding recommendations. The Citizens Advisory Committee and Technical Advisory Committee meeting on March 9th and March 10th, respectively, recommended approval of the TCC funding recommendations. The Urbanized Development Commission met on March 10th and approved the TCC Section 5310 funding recommendations outlined below.

1. The MPO recommends funding the LifeScape request at \$57,303 in 5310 funds with at least a 20% local match requirement for capital funds. “Lifescape’s mission is to empower children and adults with disabilities to lead fulfilling lives.” This funding will assist LifeScape with the purchase of a minibus with four (4) wheelchair positions.

How this project advances the Coordination of Human Service Transportation’s goal:

Strategies:

- ✓ Continue and expand a coordinated non-profit transportation system to help provide a safe, efficient, professional and specialized transportation option for human service agencies for non-ambulatory and ambulatory trips.
- ✓ Assist human service providers to provide the safest and most cost-effective transportation option possible based on the needs of the agency.
- ✓ Assist human service providers to secure funding when the agency is required to utilize their own transportation services.
- ✓ Coordinate with human service agencies with options to integrate their clients into the community with the most appropriate transportation option possible.
- ✓ In addition, LifeScape has been actively involved in the coordinated planning process through its participation on the Transportation Coordination Committee, Public Transit Advisory Board, and Sioux Falls City Council Transit Task Force. It has also been a partner in the CCTS project.

Contingencies:

- ✓ A vehicle purchased with these funds must be utilized to provide transportation services for seniors and persons with disabilities in the Sioux Falls urbanized area.
- ✓ Efforts to foster a more efficient non-profit community transportation system are a top priority in the Sioux Falls MPO’s Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). As a major non-profit in the Sioux Falls community that provides transportation to its clients, the agency’s active participation in the coordinated efforts complementing the strategies identified and advancing the goals stated in the Coordinated Plan is strongly encouraged. Future funding may be contingent upon the agency’s ongoing participation.

2. The MPO recommends funding the Community Coordinated Transportation Systems (CCTS) request at \$148,184 in 5310 funds with at least a 20% local match requirement for capital funds. “River Cities Public Transit (dba CCTS in Sioux Falls) is committed to providing safe, reliable and courteous public transportation to the members of the communities it serves by promoting quality of life, livability, self-sufficiency and freedom through mobility.” The capital funding will enable CCTS to purchase one 4 ambulatory and/or 7 non-ambulatory person capacity Diamond medium bus and one 12 ambulatory & 2 non-ambulatory person capacity Ford Transit used for Medicaid, disabled and seniors. These

vehicles will increase service flexibility and reliability for Dakota Abilities, LifeScape, and Pathways To Life and Medicaid riders. It is projected that CCTS will provide up to 66,000 contracted service trips in 2022.

How this project advances the Coordination of Human Service Transportation's and Coordination of Paratransit Transportation's goals:

Strategies:

- ✓ Continue and expand a coordinated non-profit transportation system to help provide a safe, efficient, professional and specialized transportation option for human service agencies for non-ambulatory and ambulatory trips.
- ✓ Assist human service providers to provide the safest and most cost-effective transportation option possible based on the needs of the agency.
- ✓ Continue to identify opportunities to move agency day trips to CCTS.

Contingency:

- ✓ Vehicles purchased with these funds must be utilized to provide transportation services for seniors and persons with disabilities in the Sioux Falls urbanized area.
- ✓ Efforts to foster a more efficient non-profit community transportation system are a top priority in the Sioux Falls MPO's Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). As a major non-profit transportation provider in the Sioux Falls community, the agency's active participation in the coordinated efforts complementing the strategies identified and advancing the goals stated in the Coordinated Plan is strongly encouraged. Future funding may be contingent upon the agency's ongoing participation.

3. The MPO recommends funding the Glory House request at \$31,288 in 5310 funds with at least a 20% local match requirement for capital funds. The Glory House is a halfway house providing substance abuse treatment, mental health counseling, and case management for clients of the justice system. Its primary mission is "Helping People Claim their Lives with Christian Compassion, Resources and Support." The capital funding will enable Glory House to purchase a light duty 9-passenger van to transport its clients. Many of the trips this vehicle will provide will make take place in the first two weeks of a client's stay at Glory House helping them to meet legal responsibilities such as mandated reporting and court appointments, and obtaining medical care and identification documents such as a driver's license or tribal ID. After this initial period the clients become responsible for their own transportation, whether by bicycle, public transportation or on foot.

How this project advances the Coordination of Human Service Transportation's and Coordination of Paratransit Transportation's goals:

Strategies:

- ✓ Continue and expand a coordinated non-profit transportation system to help provide a safe, efficient, professional and specialized transportation option for human service agencies for non-ambulatory and ambulatory trips.
- ✓ Assist human service providers to provide the safest and most cost-effective transportation option possible based on the needs of the agency.

Contingency:

- ✓ The vehicle purchased with these funds must be utilized to provide transportation services for seniors and persons with disabilities in the Sioux Falls urbanized area.
- ✓ Efforts to foster a more efficient non-profit community transportation system are a top priority in the Sioux Falls MPO's Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). As a non-profit transportation provider in the Sioux Falls community, the agency's active participation in the coordinated efforts complementing the strategies identified and advancing the goals stated in the Coordinated Plan is strongly encouraged. Future funding may be contingent upon the agency's ongoing participation.

4. The MPO recommends funding the Project Car request at \$30,725 in 5310 funds with at least a 20% local match requirement for capital funds. Project Car provide rides to seniors, persons with financial or vehicular limitations, and persons with developmental disabilities. These rides are provided at no cost to the rider, subsidized by organizational and individual donors. The rides are given to employment through LifeScape and DakotAbilities, church services to member churches, adult day care through Day Break Adult Day Services, healthcare training for high school students through Avera Academy, and to various kinds of health appointments. Health rides comprise 50% of Project Car's 8,100+ annual rides. The capital funding will enable Project Car to purchase a light duty 9-passenger van, sedan, or crossover vehicle to transport its clients.

How this project advances the Coordination of Human Service Transportation's and Coordination of Paratransit Transportation's goals:

Strategies:

- ✓ Continue and expand a coordinated non-profit transportation system to help provide a safe, efficient, professional and specialized transportation option for human service agencies for non-ambulatory and ambulatory trips.
- ✓ Assist human service providers to provide the safest and most cost-effective transportation option possible based on the needs of the agency.

Contingency:

- ✓ The vehicle purchased with these funds must be utilized to provide transportation services for seniors and persons with disabilities in the Sioux Falls urbanized area.
- ✓ Efforts to foster a more efficient non-profit community transportation system are a top priority in the Sioux Falls MPO's Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan). As a non-profit transportation provider in the Sioux Falls community, the agency's active participation in the coordinated efforts complementing the strategies identified and advancing the goals stated in the Coordinated Plan is strongly encouraged. Future funding may be contingent upon the agency's ongoing participation.

2021-2022 Activities to Implement Coordinated Plan Strategies

Agency Rides

As the below graph shows, City of Sioux Falls supported agency rides have increased significantly since 2017. The one exception was during 2020 and 2021 when human service agencies closed many of their programs due to COVID. The City supported agency rides are being provided by CCTS – River Cities Transit. This has created efficiencies and cost savings compared to SAM Paratransit. However, it is projected that there will be 43,000 rides by the end of 2022 another significant increase in city supported agency rides. This shows the need for additional coordination and discussions concerning appropriate cost allocations for these rides.



Sioux Falls Transit Development Plan

The City of Sioux Falls has been working to remake the Sioux Falls transit system. Ridership has been dropping and the transit service has remained stagnant for generations. An update of the Transit Development Plan has been on-going over the past year. This includes public involvement and surveys to better understand the future needs of the transit system. The plan will include significant changes to the transit system including a focus on providing fewer, but more frequent fixed-route services along with expanding transit services through an on-demand service model. This hybrid model will allow the transit system to provide reliable services to existing customers and to provide the flexibility to reach new customers in an efficient manner.