PASSENGER TRANSPORTATION PLAN 2026

Prepared by:

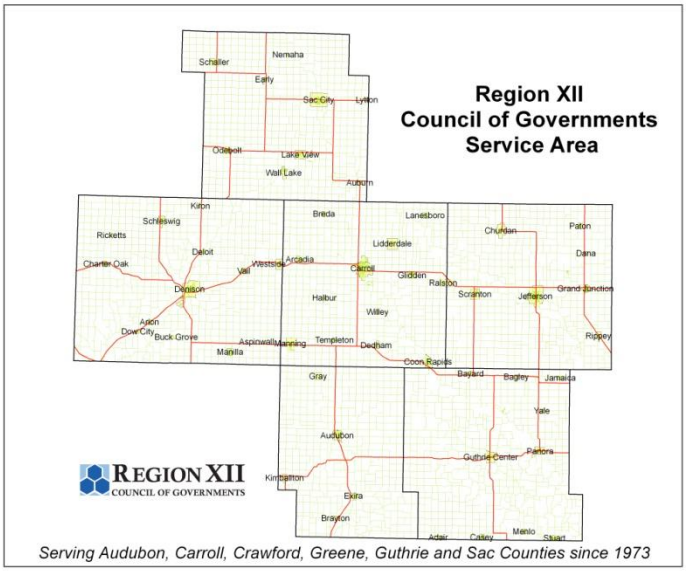
Region XII Council of Governments

Adopted:

DRAFT

Chapter I: Passenger Transportation Plan Update Process

Region XII Council of Governments (Region XII COG) is the transportation planning authority for Audubon, Carroll, Crawford, Greene, Guthrie and Sac Counties in west central Iowa as designated by the Boards of Supervisors in each county. Region XII COG was formed in 1973 by its member counties through the joint exercise of powers provision in Chapter 28E of the Code of Iowa. Aside from transportation planning, Region XII provides technical and professional support services to the governments in the region, and administers numerous workforce programs, the Western Iowa Transit, various housing initiatives, the Housing Trust Fund through Council of Governments Housing, Inc., the Iowa Waste Exchange and the Region XII Development Corporation business loan funds.



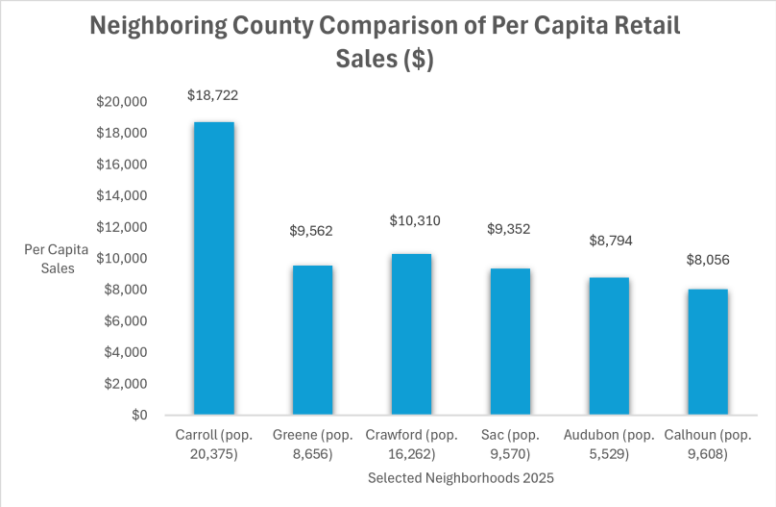
The Passenger Transportation Planning (PTP) process is designed to promote passenger transportation planning and coordination amongst health and human service agencies, transportation providers and the transportation planning agency in the region to further the development of the public transportation systems. While the Region XII PTP covers a five (5) year period, the annual updates provide a yearly review and justification for passenger transportation projects to be included in the regional Transportation Improvement Program (TIP). The PTP and the annual PTP updates are a required element for the Region XII RPA's annual Transportation Planning Work Program (TPWP).

This document is the FY 2026 PTP Update. This update will review public input into the passenger transportation planning process, coordination efforts, review projects and their status, and recommend new projects for implementation.

Coordination of transit service has always been a high priority for Region XII as the operator of WIT and as the regional planning agency. Passenger transportation coordination efforts have been successful, and further efforts can and should be pursued. The revival of the Region XII Transit Advisory Committee, now known as the Region XII Transit Advisory Group, will continue to formulate and promote transit coordination efforts. The Region XII Transit Advisory Group is comprised of representatives from Elderbridge Agency on Aging, R.S.V.P., New Hope, Partnership 4 Families (Empowerment Agency serving Audubon, Carroll, Greene and Guthrie Counties), and Region XII COG staff. Membership of the Region XII Transit Advisory Group is open and new members and transportation interest participation is welcomed.

Chapter II: Passenger Service Area Description

The Region XII service area covers approximately 3,456 square miles and includes Audubon, Carroll, Crawford, Greene, Guthrie, and Sac Counties in Iowa. The 2024 American Community Survey Estimates reported the region's total population as 71,535 residents. The region contains 57 municipalities, with 25% of the area's total population residing within two small urban cities. (For transportation planning purposes, an urban area is one with a population exceeding 5,000 people). The urban cities are Carroll in Carroll County and Denison in Crawford County. The region's small urban cities and rural towns primarily serve as agricultural service centers and retail trade centers, but related small scale manufacturing activity is also found in many of these centers. Carroll serves as the US Economic Development Administration's designated economic development center and has a large retail trade, with nearly double that of all other counties within the region, as illustrated in chart from the Iowa State University Community Indicators Program. While still maintaining a primary reliance on agriculture, the region's economy is diversified, featuring such industries as Pella Corporation, Turbine Fuel Technologies, Core Mark Inc., American Home Shield, Amanco, Scranton Manufacturing, AAI, Conner Athletic, Evapco, and Agri-Drain. Smithfield Foods manages agricultural and manufacturing operations and is the region's largest employer.



Section A: Population – Past Trends and Future Projections

The population of an area probably includes the most important assets a region can have. Within a population are the community leaders, labor force, taxpayers, and buyers of goods and services. This section will address several characteristics of Region XII's population including past, present, and future trends of the region.

Total Population

This section will give the current population figures of the region. The most likely reason for the slight decrease is the fact that the population is aging, and younger citizens are moving to larger metropolitan areas. All six counties lost a significant number of residents from their unincorporated areas. This is due to the lack of young farm families because today's families are not as large as they were in the first half of the twentieth century and most farm children have gone off to college and end up working in non-agricultural field combined with the fact that farms are also getting larger.

Audubon County

Audubon County continued its population decline in 2024. The 2024 ACS Estimates recorded a continued decline, dropping from 6,119 in 2010, 5,637 in 2018, to 5,599 in 2024. Audubon and Kimballton were the two cities that gained in population. The county seat of Audubon increased from 1,989 to 2,130. According to the 2024 ACS Estimates, Audubon County has the highest median age of the counties in the region with a median age of 47 years.

Carroll County

The 2024 ACS Estimates indicated a 0.8% decrease in population since the last census in 2020, with the total population decreasing to 20,594. Eight of the thirteen cities experienced increases in population. The City of Carroll, which grew from 2000 and 2010, had a slight population decrease while, Glidden, Manning, Dedham, Halbur, Lanesboro, Lidderdale, Willey and Coon Rapids all featured some gain. Carroll decreased by 113. The reasons for these increases are most likely the result of Carroll's strong, diverse economy. Communities in the surrounding area have many residents who commute to the Pella Corporation or Core-Mark Inc. facilities, the largest employers.

Crawford County

With a decrease of 248 individuals between 2020 and 2024, the population of Crawford County decreased to 16,277. Eight Crawford County cities posted population increases between 2020 and 2024, ranging from an increase of 1 in Schleswig to 131 in Vail. Much of this growth can be attributed to the growth and expansion of the meat producing industries, such as Tyson Foods, Farmland, and Premium Protein Products.

Greene County

Unlike Crawford County, Greene County reversed its population growth of the 1990s and declined between 2000 and 2010. From 2010 to 2018 the population continued to decline in Greene County dropping from 9,448 to 9,003, or a rate of 4.71%. In 2024, that number has fallen to an estimated 8,688 according to the 2024 ACS Estimates. However, three cities, Churdan, Paton, and Scranton all saw an increase in population from 2020 to 2024. The largest city in the county, Jefferson, which serves as the county seat decreased by 0.7%.

Guthrie County

Guthrie County also lost residents between 2000 and 2010 after gains in the 1990s, dropping from 11,353 to 10,954, or a rate of 3.5%. From 2010 to 2018, Guthrie County continued to decrease at a rate of 2.6%. in 2024, the population stands at 10,688 according to the 2024 ACS Estimates. From 2020 to 2024 there were five cities that saw an increase in population, Adair, Guthrie Center, Menlo, Panora, and Yale.

Sac County

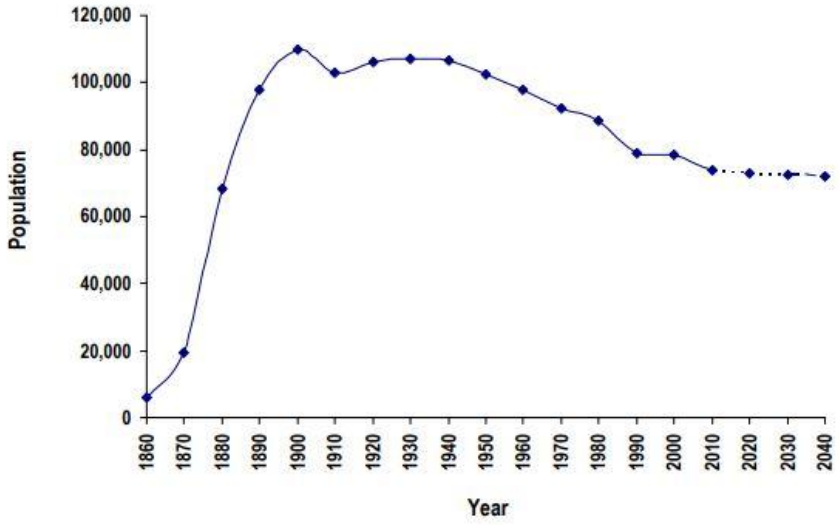
Sac County, like Audubon, continued a decades-long decline in population, with a decrease of 10.2% between 2000 and 2010—a comparable rate to the 12.7% decrease in the 1980s. That said, between 2010 and 2018, Sac County reported a decrease of 4.7% in population. From 2020 to 2024 the population has decreased even further at a 1.3% declination rate. From 2020 to 2024, only three cities showed an increase in population from 2020 to 2024. The remaining cities' population all slightly declined.

Population Projections

The region as a whole is experiencing a declining population. The region's population has experienced a slow, but steady decline in population since 1930. From 1980 to 1990, Region XII experienced its greatest population decline in its history (11.1%). Figure 2.2 illustrates the total population of the six Region XII counties from 1860 to the 2040 projections.

Predicting future populations is a very difficult task due to the nature of the multiple and often unpredictable variables that impact population. There are various methods and formulas used to predict populations. Since there are many variables associated with population growth and decline, projections should not be totally relied upon but rather used as a guide for future trends. Woods and Poole annually produces population projection in five-year increments through the year 2030 for all of Iowa's counties. These projections are based on current birth rates and death rates as well as the current level of in and out migration. The following section will discuss the future population trends of the region.

Figure 2.2: Region XII Population, 1860-2040



Source: U.S. Census Bureau & Woods and Poole, Inc.

Previous paragraphs indicated that the population has been declining. Many want to know if this will continue into the future. Figures from Woods and Poole suggest that this is the case. Woods and Poole project a slowing population decline, stability near 72,000 people in the region by 2040.

Section B: Age Distribution

An additional factor for the population decline is the increasing number of elderly citizens. The number of citizens over the age of 65 has been increasing while the number of citizens has been declining. The following table compares the percentage of residents in the various age groups from 2010, 2018 to 2024. Two of the age brackets experienced general decreases in all six counties: 35-44- and 75–84-year-olds.

When comparing the age groups to the state and national percentages, Region XII's population has significantly higher percentages in the age groups over the age of 65. This is reinforced when comparing median ages of the six counties to the state and national figures. The counties' medians are anywhere from two to seven years older than the national median.

Population by Age Group as a Percent of Total Population (2010/2018/2024)

Age Group	Audubon	Carroll	Crawford	Greene	Guthrie	Sac
0-4	5.5/5.2/6.0	7.0/6.6/5.9	7.4/6.6/6.3	5.6/5.6/4.7	5.6/5.3/4.8	5.8/5.7/5.6
5-9	5.1/5.3/4.4	6.5/7.3/6.4	7.1/7.1/8.6	6.3/6.9/5.7	6.5/6.3/6.1	6.1/6.1/5.4
10-14	6.6/5.4/7.3	6.6/6.4/7.2	7.3/7.0/5.7	6.8/6.4/7.3	7.3/6.8/5.9	6.6/6.4/6.5
15-19	6.9/5.6/5.1	6.7/6.1/6.8	7.8/7.3/7.0	6.5/5.7/6.1	6.5/6.5/6.3	5.9/6.0/5.8
20-24	3.4/5.1/4.6	4.5/5.7/5.5	5.6/6.8/7.1	4.1/5.6/5.3	3.1/4.7/4.5	3.6/4.8/5.3
25-34	8.9/8.9/9.9	10.8/10.5/11.3	10.9/12.5/11.4	9.7/9.7/10.3	9.7/8.9/9.5	9.3/9.3/9.8
35-44	10.7/10.0/11.2	11.3/10.7/11.1	11.3/10.5/10.8	10.2/10.5/11.4	11.6/10.8/11.4	10.7/9.8/10.5
45-54	16.5/13.1/10.6	15.7/12.6/10.6	14.4/12.0/12.3	15.9/12.7/10.6	15.8/13.5/12.0	15.8/12.7/12.2
55-64	13.3/17.0/15.6	10.3/14.6/14.0	11.9/13.3/12.8	14.1/15.4/14.1	14.0/15.4/15.2	14.1/16.2/14.8
65-74	10.6/11.5/13.8	8.1/9.2/11.8	7.9/8.7/10.1	9.4/10.9/13.1	10.0/11.6/14.2	9.3/10.8/13.8
75-84	8.0/8.1/8.4	6.9/6.1/5.8	5.4/5.8/5.6	7.3/6.6/7.9	6.8/7.3/7.8	8.1/8.2/6.0
85+	4.6/4.8/3.3	3.6/4.1/3.6	3.0/2.3/2.3	4.2/4.0/3.3	3.1/2.9/2.2	4.7/3.8/4.4

Source: U.S. Census and 2024 ACS

Five out of the six counties have median ages greater than the state's (39.0) in 2018. The only county below the state median is Crawford County with 37.9. The other counties' median ages were Carroll (41.1), Greene (44.6), Guthrie (46.7), Sac (46.2), and Audubon (47.0). All six counties, as well as the state, have experienced increases in their median ages since 1980.

To address the aging population, there are several possible explanations. First, birth rates are down compared to the 1940s and 1950s. The "baby boomers" of the 1940s and 1950s are now reaching their seventies and eighties. Also, life spans are increasing due to modern medicines and life lengthening treatments. The 30–49-year-old age group can be considered somewhat transient age, frequently moving to find better jobs in other areas of the state or county. However, while this group was the largest out-migration group it was also the largest in-migration group as well. Also, when the farm economy was struggling, many communities tried to produce jobs that were not solely reliant on the agricultural economy. It is believed that this age group, along with former farmers, filled these jobs. Increases in the median age continue to raise the demand and the number of services that are needed for the growing number of senior citizens in the region.

Audubon, Sac, and Greene Counties are near the top of the list of counties with high percentages of residents over the age of 65. Table indicates Region XII and its counties all have significantly higher percentages of residents over the age of 65 than the state as a whole. This will likely be a cause for concern in the future as these residents will likely need additional healthcare services, housing, and transportation.

Percentage of Population over age 65, 2024			
County	**Female**	**Male**	**Total**
Audubon	27.30%	23.40%	25.50%
Carroll	23.60%	18.80%	21.20%
Crawford	19.20%	16.70%	18.00%
Greene	26.80%	21.90%	24.40%
Guthrie	26.10%	22.20%	24.20%
Sac	26.30%	22.30%	24.30%
Region XII	24.90%	20.90%	22.90%
Iowa	20.40%	17.40%	18.90%

Source: 2024 ACS

The increasing number of citizens over the age of 65 is not isolated to Region XII COG but is occurring throughout Iowa. According to *Iowa Counties: Selected Population Trends, Vital Statistics, and Socioeconomic Data*, the percent of the residents aged 65 and older is expected to increase through 2027. The median age is also expected to steadily rise through the same time frame.

As the table below shows, the percentage of those people with a disability from age 5 through 17 in the Region XII area is higher than the percentage for the entire State. The percentage of people from ages 18 to 64 with a disability in the Region XII area and the entire State of Iowa is also higher. The 2024 statewide employment rate for disabled individuals above 16 years old is 53.8% and a similar rate can be assumed to be applicable in this region; it is likely that many of these persons are utilizing public transit or a taxicab to get to and from employment.

Disability Status by Age, 2024						
	Population 5 to 17 Years			Population 18 to 64 Years		
	Total	With a disability		Total	With a disability	
		Number	Percent		Number	Percent
Audubon	874	42	4.81%	2,939	308	10.48
Carroll	3,786	113	2.98%	11,175	1,521	13.61%
Crawford	3,116	414	13.29%	9,149	1,306	14.27%
Greene	1,478	110	7.44%	4,652	522	11.87%
Guthrie	1,752	144	8.22%	5,803	577	9.94%
Sac	1,564	84	5.37%	5,215	486	9.32%
Region XII	12,570	907	7.22%	38,933	4,720	12.12%
Iowa	540,031	34,534	6.39%	1,883,435	203,839	10.82%

Source: 2024 ACS

The percentage of people over 65 years of age that have a disability is 29.91% region wide. This percentage is just slightly higher than the statewide number of 29.42%. Given the increasing population of elderly people in the region combined with the number of people over 65 years of age, the need for specialized, individuals with disabilities accessible transportation services continue to grow.

Disability Status by Age, 2024			
	Population 65 years and over		
	Total	With a disability	
		Number	Percent
Audubon	1,334	414	31.03%
Carroll	4,069	976	23.99%
Crawford	2,811	1,044	37.14%
Greene	2,054	752	36.61%
Guthrie	2,504	581	23.20%
Sac	2,216	716	32.31%
Region XII	14,988	4,483	29.91%
Iowa	586,410	172,550	29.42%

Source: 2024 ACS

Section C: Income and Employment

The following information is from the 2026 Western Iowa Advantage Laborshed Analysis completed by the Iowa Workforce Development. The purpose of this Laborshed analysis is to measure the availability and characteristics of workers within the region by developing and conducting a survey based on geographic principles. The fundamental goal of any Laborshed analysis is to estimate the potential availability of workers and determine how well the surrounding geographic areas are able to provide a stable supply of workers to the central Laborshed node. Factors are explored at both the micro (individual) level and at the macro (zip code or Laborshed) level. The estimated total potential labor force is developed using a logistic regression with polytomous response model based on the above covariates drawn from survey data that estimates the theoretical probability of people accepting or changing employment. The top employers in the region are as follows:

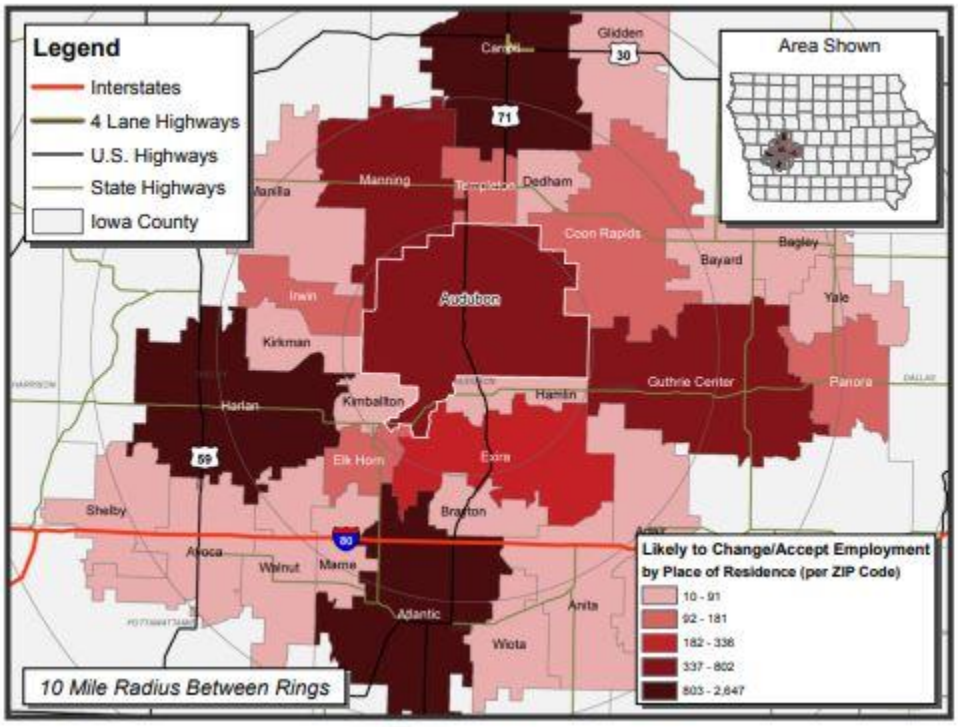
- Smithfield Foods, Denison: 1000-4999
- Core Mark Inc., Carroll: 500-999
- St Anthony Hospital, Carroll: 500-999
- Pella Manufacturing Plant, Carroll: 500-999
- New Hope, Carroll: 250-499
- EVAPCO, Lake View: 100-249
- Scranton Manufacturing Co. Inc., Scranton: 100-249
- Collins Areospace, Carroll: 100-249
- AAI/Spaulding, Jefferson: 100-249
- Monogram Foods, Denison: 100-249
- Puck Custom Enterprises, Audubon: 100-249

Audubon County

Survey respondents from the Audubon County Laborshed area were asked to identify the industry they are currently working in. Healthcare & Social Services employ 22.3% of the workforce in the county. Professional and Scientific are the lowest employment category in the county, employing 4.7% of the workforce. The current median wage of those who are employed is $15.00 per hour and the median salary is $58,229 per year.

Commuting data collected by the Laborshed survey assists developers and employers in understanding how employed residents can/could commute within/out of the area. Overall, individuals commute an average of 13 miles one way for employment opportunities. Those who live

in Zone 1 are commuting an average of 11 miles one-way for work, while residents in Zone 2 are commuting an average of 10 miles and Zones 3 residents are commuting an average of 17 miles one-way for employment. Keep in mind that for those residing in Zones 2 and 3, commuting distances of less than 20 miles one-way may or may not get them in the node community (Audubon).

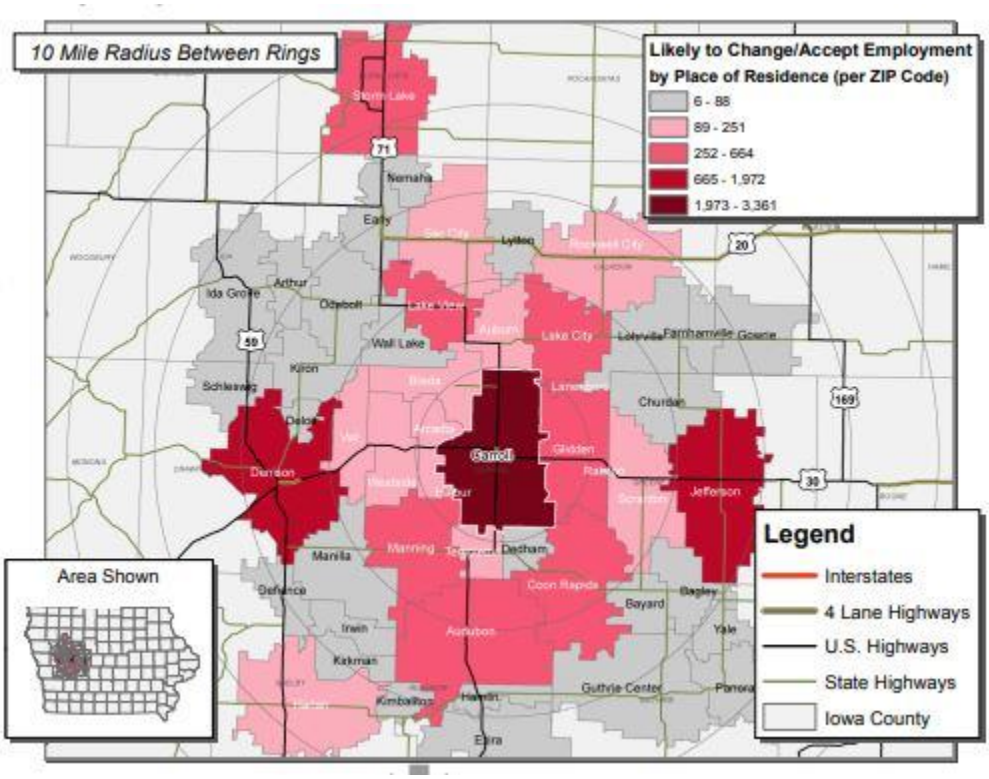


Map above represents commuting patterns into Audubon County with the concentration per ZIP code represented in the legend. Those who are willing to change employment in the Audubon County Laborshed are willing to commute an average of 27 miles one way for employment opportunities.

Carroll County

The largest concentration of the workforce is employed within Healthcare & Social Services, employing 22.7% of the workforce. The lowest employment category was Wholesale Trade, which only employed 4.5% of the population. The current median wage of those who are employed is $15.00 per hour and the median salary is $72,930 per year.

Overall, individuals commute an average of 8 miles one way for employment opportunities. Those who live in Zone 1 are commuting an average of 5 miles one-way for work, while residents in Zone 2 are commuting an average of 10 miles and Zone 3 residents are commuting an average of 10 miles one-way for employment. Keep in mind that for those residing in Zones 2 and 3 commuting distances of less than 20 miles one-way may or may not get them into the node community (Carroll).

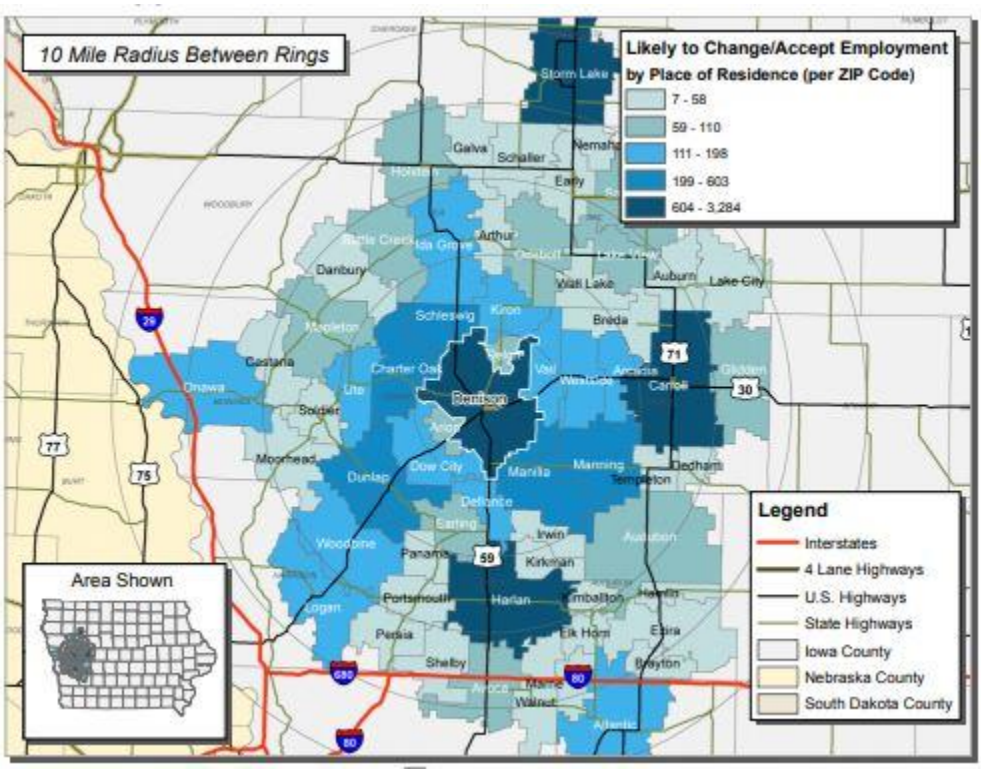


The map above represents commuting patterns into Carroll County with the concentration per ZIP code represented in the legend. Those who are willing to change employment in Carroll County Laborshed are willing to commute an average of 22 miles one-way for employment opportunities.

Crawford County

In Crawford County, the largest concentration of the workforce is employed within Manufacturing (25%). The Professional Services category represents the smallest sector of workers who are currently employed (4.6%). The current median wage of those who are employed is $15.13 per hour and the median salary is $67,027 per year.

Overall, individuals commute an average of 10 miles one way for employment opportunities. Those who live in Zone 1 are commuting an average of 10 miles one-way for work, while residents in Zone 2 are commuting an average of 9 miles and Zone 3 residents are commuting an average of 15 miles one-way for employment. Keep in mind that for those residing in Zones 2 and 3 commuting distances of less than 20 miles one-way may or may not get them into the node community (Denison).

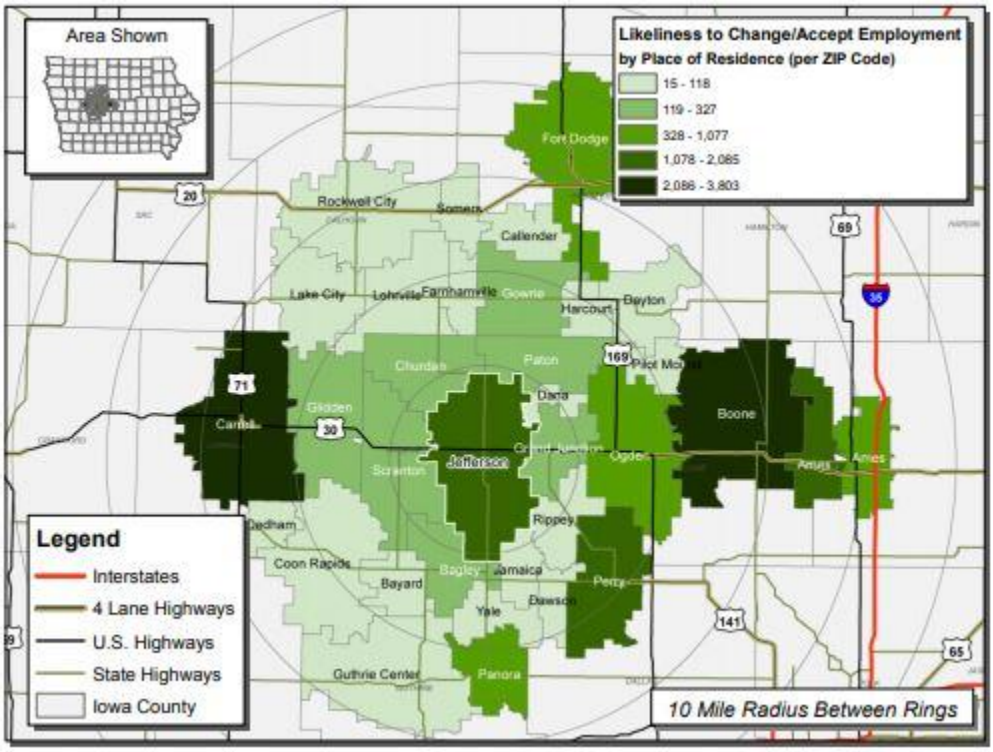


Map above represents commuting patterns into Crawford County with the concentration per ZIP code represented in the legend. Those who are willing to change employment in the Crawford County Labor shed area are willing to commute an average of 22 miles one-way for employment opportunities.

Greene County

The largest concentration of the workforce in Greene County are employed within Education, Healthcare & Social Services (24.8%). The Transportation and Warehousing and Utilities industry represent the smallest sector of workers who are currently employed (4.2%). The current median wage of those who are employed is $15.28 per hour and the median salary is $63,409 per year.

Overall, individuals are commuting an average of 23 miles one way for employment opportunities. Those who live in Zone 1 are commuting an average of 12 miles one-way for work, while residents in Zone 2 are commuting an average of 17 miles and Zone 3 residents are commuting an average of 11 miles one-way for employment. Keep in mind that for those residing in Zones 2 and 3 commuting distances of less than 20 miles one-way may or may not get them into the node community (Jefferson).

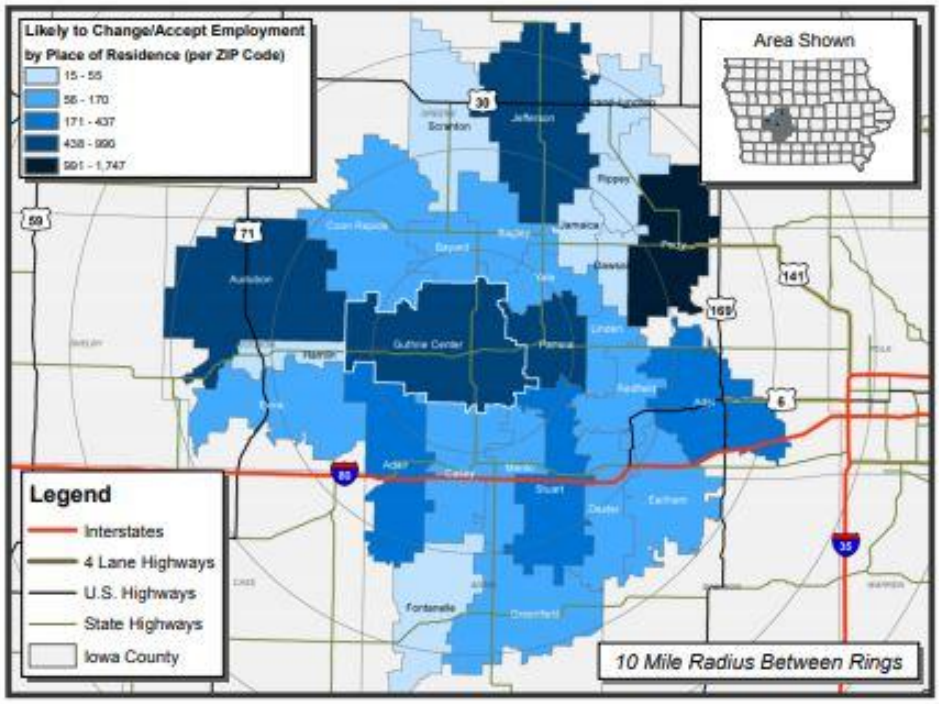


Map above represents commuting patterns into Greene County with the concentration per ZIP code represented in the legend. Those who are willing to change employment in the Greene County Laborshed area are willing to commute an average of 22 miles one-way for employment opportunities.

Guthrie County

In Guthrie County, the largest concentration of the workforce is employed within the Education, Healthcare & Social Services industry (21.3%). The Public Administration industry is the smallest sector of workers who are currently employed (4%). The current median wage of those who are employed is $17.00 per hour and the median salary is $55,000 per year.

Overall, individuals are commuting an average of 27.1 miles one way for employment opportunities. The out commute for Guthrie Center is estimated at 31.7 percent, approximately 354 people that live in Guthrie Center work in other communities. Most of those who are out commuting are working in Panora, Audubon, Des Moines, Dexter, or West Des Moines.

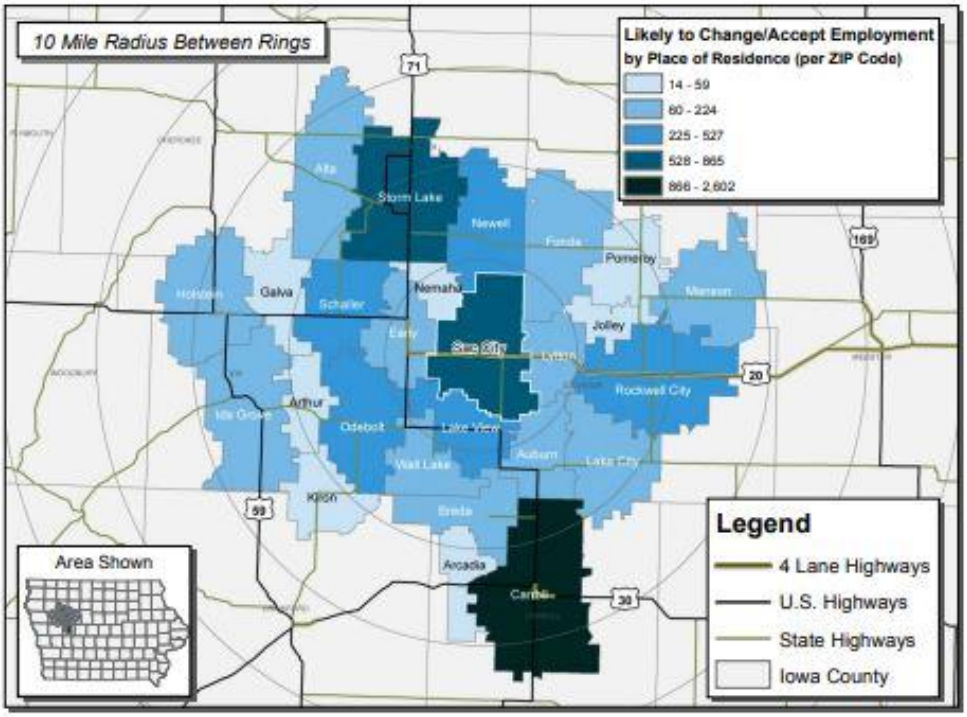


Map above represents commuting patterns into Greene County with the concentration per ZIP code represented in the legend. Those who are willing to change employment in the Guthrie County Laborshed area are willing to commute an average of 27 miles one-way for employments opportunities.

Sac County

The Education, Healthcare & Social Services industry employed the largest concentration of the workforce in Sac County (22.5%). The Public Administration industry represented the smallest sector of workers who were employed (3.6%). The current median wage of those who are employed is $15.00 per hour and the median salary is $73,838 per year.

Overall, individuals commute an average of 9 miles one way for employment opportunities. Those who live in Zone 1 are commuting an average of 8 miles one-way for work, while residents in Zone 2 are commuting an average of 10 miles and Zone 3 residents are commuting an average of 9 miles one-way for employment. Keep in mind that for those residing in Zones 2 and 3 commuting distances of less than 20 miles one-way may or may not get them into the node community (Sac City).



Map above represents commuting patterns into Sac County with the concentration per SIP code represented in the legend. Those who are willing to change employment in the Sac County Laborshed area are willing to commute an average of 22 miles one-way for employment opportunities.

Limited English Proficient Population

The total population of the 6-county Region XII COG service area is 72,167 according to the 2020 Census Estimates. The most current information regarding languages spoken at home and language proficiency is available from the 2024 ACS Estimates. The table below illustrates the percentage of the population by county that speak only English

English-Only Language, above 5 Years Old, Population Estimate					
	Population Estimate	**Population Speaking Only English**	**Percent of Population Speaking Only English**	**Speak English Very Well**	**Speak English Less Than Very Well**
Audubon County	5,263	5,126	97.4%	105	32
Carroll County	19,369	18,983	98.0%	233	153
Crawford County	15,250	11,132	73.0%	1,716	2,402
Greene County	8,277	8,097	97.8%	123	57
Guthrie County	10,171	9,951	97.8%	149	71
Sac County	9,148	8,819	97.4%	212	117
Region XII COG	67,478	62,108	93.6%	2,538	2,832

Source: 2024 ACS

The ACS estimates the regional population to be 67,478 residents of which 93.6% of these residents speak only English. While the percent of English-only residents is high regionally, there are concentrations of populations that are of limited English proficiency, predominately in Crawford County where 73.0% of residents speak only English.

Of the estimated 15,996 residents in Crawford County, 4,118 (25.7%) residents speak Spanish or Spanish Creole, the overwhelming majority of those who speak a language other than English. The American Community Survey then goes on to estimate that 58.3% of Spanish speaker speak English less than “very well.”

Summary

Overall, the population of the region is decreasing; although some areas are seeing population growth. The median age is increasing and each county has a higher median age than the median for the State of Iowa. This increase in the median age and the increasing number of people aged 65 and older will continue to increase the demand for specialized, accessible transportation. The workforce of the region continues to evolve with workers willing to travel greater distances to find employment opportunities. This shift to longer commutes, combined with the fluctuation of travel costs, will maintain the demand for commuter shuttles and van pools.

Chapter III: Existing Passenger Transportation Operations

The Region XII COG service area has several passenger transportation operations in existence, including Western Iowa Transit as the designated public transit agency, Windstar Lines, All American Cab, Carroll Cab Company, Catch a Cab, Emerald Cab, Max Cab, Manning Community Service, New Hope, Thomas Rest Haven and area community school districts. The following will provide a description of the services provided by each entity, their location, eligibility for services and other operational information.

Section A: Western Iowa Transit

Western Iowa Transit (WIT) is a service of Region XII Council of Governments. WIT offers public transportation services to senior citizens, people with disabilities, and the general public throughout the region. WIT is funded in part by the Iowa Department of Transportation, and the Federal Transit Administration (FTA), Elderbridge Area Agency on Aging, local governments, contracts, fares, and donations.

The mission of Western Iowa Transit is to provide safe, dependable, and efficient public transit services for all citizens within its service area in a manner that will help them maintain and improve their quality of life.

Location of Services

In 1994, the COG constructed its central office and transit facility. Originally, this 11,000 square foot facility consisted of approximately 6,900 square feet for a shop, wash bay, and vehicle storage and 4,600 square feet for administrative offices. In 2000, a 1,800 square foot addition was constructed for local assistance staff, administrative staff, and storage. Since then, there have been two more expansions.



In 1999, Region XII COG constructed a 5,600 square foot satellite facility for WIT in Denison in Crawford County. This facility is used for vehicle storage and contains a small office and storage area. Thirteen units are housed and dispatched from this facility.

In 2003, Region XII COG completed a 5,600 square foot satellite facility for WIT in Jefferson in Greene County. Similar to the Crawford County facility, this building is used primarily for vehicle storage. The building also has an office and storage area. Ten units are housed and dispatched from this facility.

Fleet Availability

WIT operates 62 vehicles for public transit service and 1 vehicle for maintenance and service. The table illustrates the vehicle type by county.

	Total Vehicles	Minibus	Passenger Van	Mini Van	Sedan	ADA Conversion Van	Service Vehicle
Audubon County	**2**	1	0	1	0	0	0
Carroll County	**28**	10	3	9	0	5	1
Crawford Count	**9**	6	1	2	0	0	0
Greene County	**5**	2	0	2	0	1	0
Guthrie County	**7**	3	0	1	0	3	0
Sac County	**8**	2	1	2	1	2	0

Source: 2024 ACS

Of the WIT fleet, all mini-buses are ADA accessible, none of the passenger vans are ADA accessible, all of the ADA conversion vans are accessible, and 11 of the 17 mini-vans are ADA accessible. To operate this fleet, WIT is staffed by 1 full-time transit director, 1 full-time transit assistant, 1 full-time service manager, 25 full-time drivers and 11 part-time drivers.

Types of Existing Services

The public transit service offered through WIT is a “demand-response” service, meaning rides must be scheduled by contacting the driver 24 hours in advance of the needed ride. Rides can be scheduled by contacting the offices at Carroll, Denison, or Jefferson through the local drivers directly or at most congregate meal sites. WIT offers door-to-door transportation services with flexible schedules to meet the needs of riders.

WIT is especially suitable for the transportation of the disadvantaged, such as people with disabilities and senior citizens. Service is provided for: grocery needs, personal care needs, medical and dental needs, Head Start, preschools, day care centers, work commutes, community events and more. WIT also works with nursing homes, care centers, local rehabilitation agencies, and group homes. The service is intended to complement other transportation services in the community.

Fare Structures

As of FY 2026, in-town service is $8.00 for a one-way ride. This would mean a round-trip cost of $16.00 for regular service and $8.00 for each additional stop. Out of Town Service and other service quoted on a per mile basis quoted on $2.00. Special Trips/Group Outings Trips are based on a “time and mileage” cost. It is more efficient to transport 3 or 4 people at a time.

The services offered by WIT are designed to be flexible in order to meet as many transit needs as possible.

Clients

Service is available for use by all citizens within the local communities and the surrounding areas. WIT is currently providing direct service to the following agencies or operating under an indirect service agreement.

Facilities Serving Clients with Disabilities

- New Hope
- Wesco Industries
- Imagine the Possibilities

Care Centers and Nursing Homes

- Thomas Rest Haven
- Accura of Carroll
- Regency Park Carroll
- St Anthony Nursing Home
- Rolling Meadows
- Denison Care Center
- Regency Park Jefferson
- Country View Estates
- The Gardens
- Odebolt Specialty Care
- Panora Specialty Care
- Twilight Acres
- Eventide Lutheran Home

Senior Contracts

- Elderbridge Agency on Aging
- Carroll Hy-Vee Route
- Tillers Cab
- Independent Taxi

Agencies Serving Children

- New Opportunities Headstart programs in Carroll
- Audubon & Sac City
- West Central Community Action Denison Headstart
- Job Corps

Schools

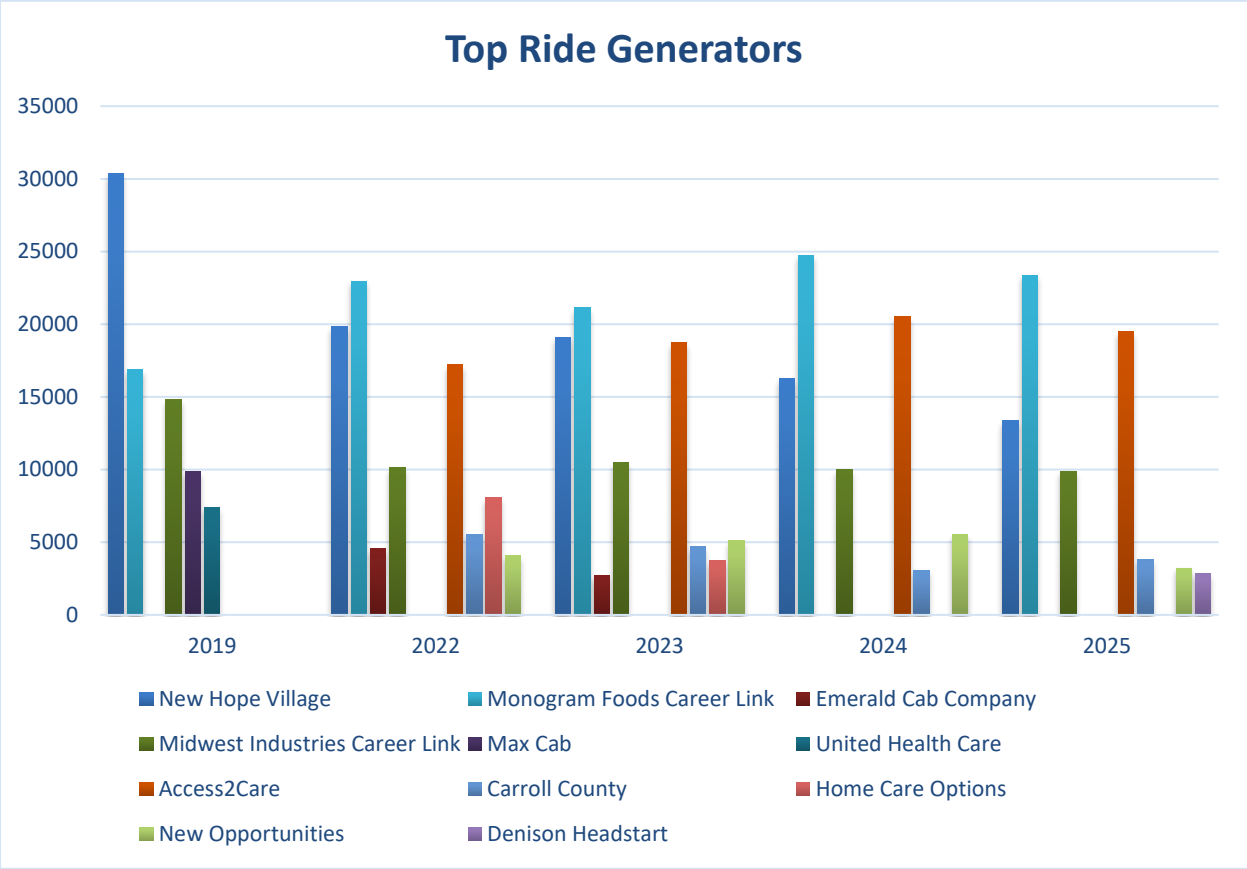
- Greene County School
- Carroll Community School
- Ar-We-Va School
- IKM Manning School

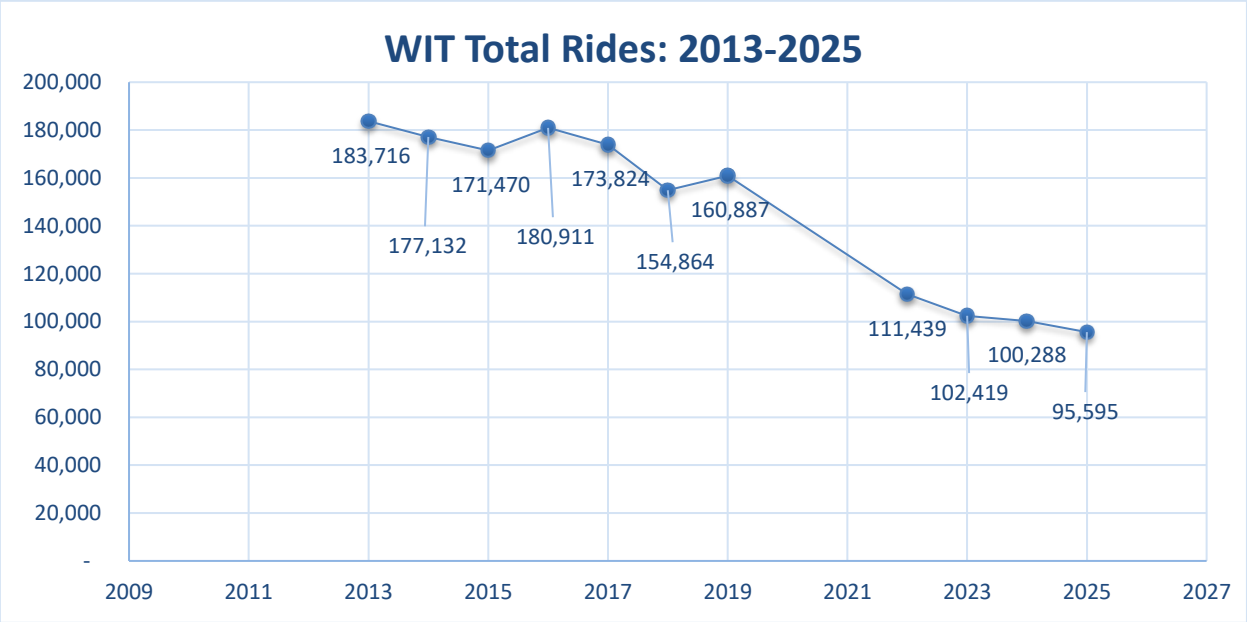
Employment

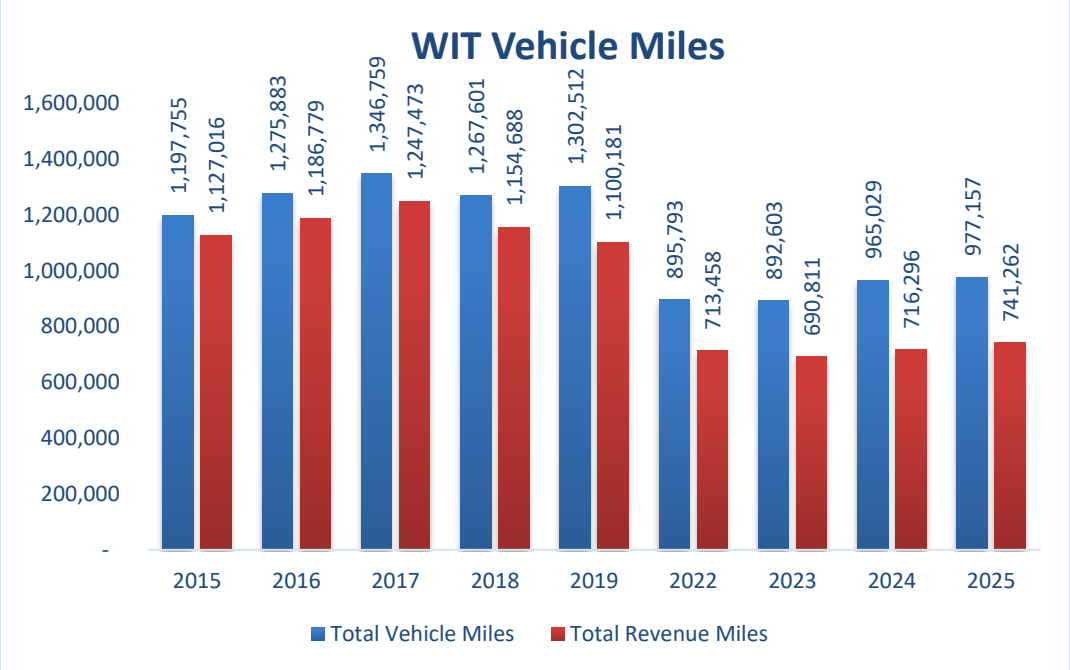
- Game One
- Monogram Foods
- Midwest Industries
- Iowa Prison Industries

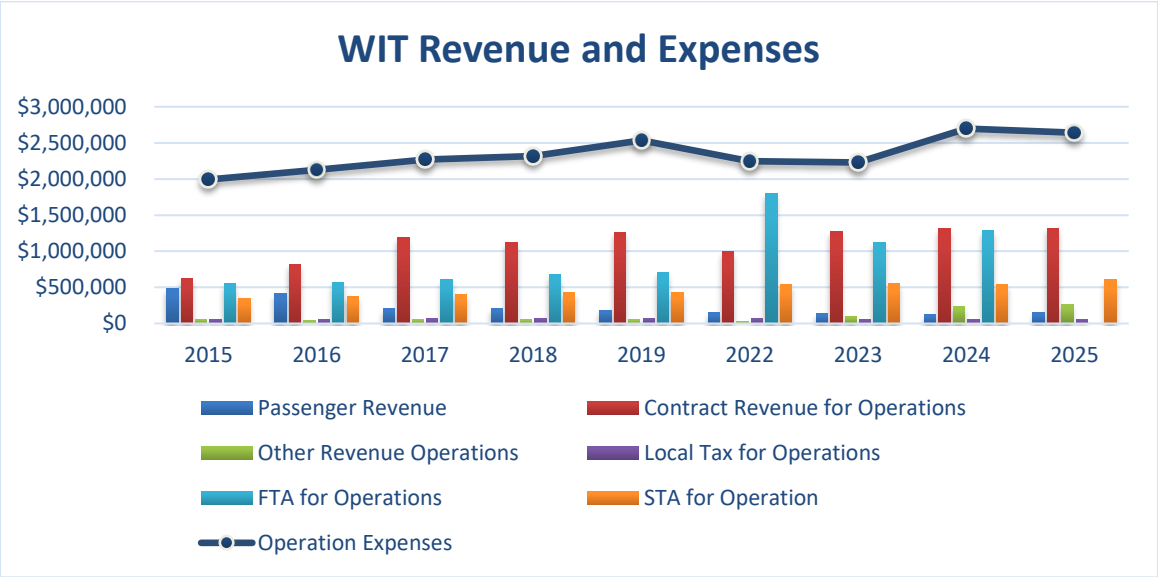
Churches

- Abundant Life Ministries, Jefferson
- Carroll First United Methodist Church, Carroll




WIT Total Rides: 2013-2025
200,000
180,000
160,000
140,000
120,000
100,000
80,000
60,000
40,000
20,000
-
2009
2011
2013
2015
2017
2019
2021
2023
2025
2027
183,716
177,132
171,470
180,911
173,824
154,864
160,887
111,439
102,419
100,288
95,595


WIT Vehicle Miles
1,600,000
1,400,000
1,200,000
1,000,000
800,000
600,000
400,000
200,000
-
1,197,755
1,127,016
1,275,883
1,186,779
1,346,759
1,247,473
1,267,601
1,154,688
1,302,512
1,100,181
895,793
713,458
892,603
690,811
965,029
716,296
977,157
741,262
2015
2016
2017
2018
2019
2022
2023
2024
2025
Total Vehicle Miles
Total Revenue Miles



OPERATIONAL COSTS

Changes in Services

Challenges for passenger transportation vary greatly in scope and complexity. WIT has shifted vehicles around the region to ensure that the most efficient vehicles are used on every trip possible. Increases in operation efficiencies enable WIT to maintain affordable rates for clients.

WIT has also established services with Greene County School, Carroll Community School, Ar-We-Va School, and IKM Manning School. WIT provides daily transportation to preschool children to the Headstart programs in Carroll, Audubon, Sac City and Denison. This venture builds upon the long-standing relationship between WIT and the Denison Community School District in which WIT has provided transportation for special needs students for several years.

WIT has provided Medicaid transportation under the administration of MTM. MTM is a new Medicaid brokerage transportation system which schedules rides for those on Medicaid. Transitioning into the MTM process originally caused a slight decrease in ridership, but currently Medicaid ridership has returned to previous levels. The MTM system has been positive for WIT as the MTM process has shifted the responsibility of client eligibility verification from WIT staff to TMT. This has eliminated unpaid Medicaid claims for WIT transportation. MTM has also streamlined the billing and collection for Medicaid transportation services resulting in an increase in WIT staff efficiency.

Education, outreach, and public awareness of issues are ongoing, but continue to be improved upon by the Region XII Transit Advisory Group and their continued efforts for increased coordination and conversations about transit. Funding for transit operations through State Transit Assistance and Federal Transit Assistance continues to be a high priority for overall public transit operations. Operational assistance through the New Freedoms and Job Access Reverse Commute Program also continues to assist with targeted clientele groups that are faced with transportation barriers.

Public Transit service has seen several changes since Western Iowa Transit System was formed in 1977. Originally started as a "handi-bus" for the elderly and disabled; WIT has grown into a key transportation element for schools, daycares, Headstart, sheltered workshops as well as the general public.

The effort to communicate and market the availability of public transit and passenger transportation is ongoing. Region XII COG was awarded IDOT Special Project grant funding to evaluate the value of the WIT brand and logo. This project is completed as BlueSpace, Creative, the COG's consultant has recommended several brand changes and Region XII has opted to shorten the old Western Iowa Transit System name to Western Iowa Transit. A new logo has also been developed and has been applied to 44 WIT vehicles and was launched in the winter of 2014.

Passenger Transportation Coordination Efforts

Passenger Transportation Coordination and planning is not new to Region XII COG or to WIT. Since its inception until 2005, the WIT Transit Advisory Committee met quarterly to discuss transit issues on a regional basis and the need for additional services in the local areas. The WIT Transit Advisory Committee oversaw the development of the Transit Development Planning process as required by IDOT until the elimination of this requirement in late 1993. WIT continued this planning process even though it was not required to help provide better and more forward-thinking delivering service.

On June 1, 2006, over 300 individuals representing numerous transit users, human service agencies and transportation providers met to discuss issues relating to transportation services in the region. This Mobility Action Workshop identified gaps in service, funding issues and other barriers facing the regional transit infrastructure. Potential solutions were also identified to address these barriers. This workshop served a kick-off meeting for the development of the Region XII Coordinated Transit Development Plan and the regional Transit Development Plan. This meeting was co-hosted by the Iowa Department of Transportation and the Iowa Transportation Coordination Council as part of the national United We Ride Campaign.

As part of the Mobility Action Workshop, a new WIT Region XII Transit Advisory Group (Region XII T.A.G) was formed to discuss transit coordination and need for services. This group is made up of transit providers and users from across the region. The TRXII Committee, now known as T.A.G. is charged with the oversight of the Region XII Coordinated Passenger Transportation Plan as well as ways to increase coordination and improve service.

Joint Use of Facilities

The Region XII COG facility is a joint use facility. Region XII operates WIT but also a local assistance department and workforce development department jointly out of their facility in Carroll. As stated previously, this facility was constructed in 1994 after Region XII COG spent several years growing in and out of rented office spaces; with departments being housed in various locations either jointly or separately.

Section B: School Districts

Location of Services

There are 27 school districts that serve the Region XII COG area; although a number of these districts do not have facilities within the 6-county area. Map illustrates the public-school districts in the region.

Types of Existing Services

School districts provide student transportation to and from school, for activities and special outings. Iowa school districts are allowed to make vehicles available for community transportation although it is believed that none are doing so currently.

Clients

School bus transportation is established to serve school students and school staff.

Trips, Mileage, and Rides

Table illustrates the number of students enrolled in each district, the number of route miles and the average number of students transported. Parochial school totals are included in their district of residence.

School District Enrollment, Miles, and Rides (2024-2025)

District Name	Enrollment (cert less share time)	Route Miles	Non-Route Miles	Ave # Students Transported
Adair-Casey Comm School District	294.1	105,349	16,104	183.53
Ar-We-Va Comm School District	281.7	55,847	6,053	170.99
Atlantic Comm School District	1,452.3	64,652	70,116	255.00
Audubon Comm School District	494.5	70,396	10,759	231.99
Boyer Valley Comm School District	387.2	52,775	13,830	142.36
CAM Comm School District	419.4	80,313	12,387	204.01
Carroll Comm School District	1,526.7	252,556	60,824	1,523.41
Charter Oak-Ute Comm School District	288.4	57,933	2,156	155.00
Coon Rapids-Bayard Comm School District	440.4	44,015	14,001	142.58
Denison Comm School District	1,977.0	126,061	59,748	1,704.97
East Sac County Comm School District	807.0	110,211	23,306	512.98
Exira-Elk Horn-Kimballton Comm School Distri	423.5	90,661	7,944	194.97
Galva-Holstein Comm School District	470.4	112,571	16,779	546.96
Glidden-Ralston Comm School District	313.3	30,978	10,480	119.00
Grinnell-Newburg Comm School District	1,502.2	108,278	56,297	900.03
Guthrie Center Comm School District	388.2	57,950	8,000	171.00
IKM-Manning Comm School District	674.7	119,693	20,868	527.93
Newell-Fonda Comm School District	451.9	61,707	15,475	172.01
Odebolt Arthur Battle Creek Ida Grove Comm	907.0	141,516	25,187	436.00
Panorama Comm School District	643.5	80,009	22,997	305.95
Paton-Churdan Comm School District	188.0	64,904	10,632	166.99
Perry Comm School District	1,802.2	87,080	37,131	621.47
Schaller-Crestland Comm School District	351.0	94,910	8,602	256.00
Schleswig Comm School District	231.1	42,837	2,698	74.97
South Central Calhoun Comm School District	888.3	209,329	26,546	551.00
Storm Lake Comm School District	2,660.1	132,890	49,674	790.00
West Central Valley Comm School District	954.6	140,917	41,901	502.97
Totals	21,218.7	2,596,338	650,495	11,564.07

Source: Iowa Department of Education

Storm Lake Community Schools has the highest enrollment, with 2,660 students, followed closely by Denison and Perry. Paton-Churdan has the smallest enrollment with 188 students followed by Schleswig Schools. Carroll Community School District has the largest number of route miles with 252,556 miles; this can be attributed to the size of the district and the high number of in-town bus routes operated by the district. IKM-Manning is also large in area. The Glidden-Ralston Schools had the smallest number of route miles with 30,978 miles. Denison schools transport the most students on average with 1,704, while Schleswig transports 74 students on average.

Operational Costs

Table compares the cost of transportation for each school district in the region. The Carroll Community School District has the largest net operation cost for transportation, spending nearly $910,074. The Paton-Churdan Community School District had the lowest net operational costs, spending just under $164,480 and had an average cost per mile at $2.54 which is below the total average.

School District Transportation Costs

District Name	Net Operating Cost (ATR)	Ave # Students Transported	Ave Cost Per Pupil Transported	Ave Cost Per Pupil Enrolled	Ave Cost Per Mile (Route)	Approx. Dist. Sq. Miles
Adair-Casey Comm School District	$274,121.46	183.53	$1,493.61	$932.07	$2.60	159
Ar-We-Va Comm School District	$218,186.01	170.99	$1,276.02	$774.53	$3.91	164
Atlantic Comm School District	$339,089.16	255.00	$1,329.76	$233.48	$5.25	206
Audubon Comm School District	$311,747.40	231.99	$1,343.80	$630.43	$4.43	237
Boyer Valley Comm School District	$221,700.91	142.36	$1,557.33	$572.57	$4.20	180
CAM Comm School District	$290,820.51	204.01	$1,425.52	$693.42	$3.62	280
Carroll Comm School District	$910,074.63	1,523.41	$597.39	$596.11	$3.60	269
Charter Oak-Ute Comm School District	$324,880.67	155.00	$2,096.00	$1,126.49	$5.61	152
Coon Rapids-Bayard Comm School District	$222,122.17	142.58	$1,557.88	$504.36	$5.05	183
Denison Comm School District	$859,254.34	1,704.97	$503.97	$434.63	$6.82	172
East Sac County Comm School District	$381,371.52	512.98	$743.44	$472.58	$3.46	283
Exira-Elk Horn-Kimballton Comm School Distr	$354,649.86	194.97	$1,819.00	$837.43	$3.91	249
Galva-Holstein Comm School District	$333,494.15	546.96	$609.72	$708.96	$2.96	171
Glidden-Ralston Comm School District	$170,178.08	119.00	$1,430.07	$543.18	$5.50	115
Grinnell-Newburg Comm School District	$658,931.50	900.03	$732.12	$438.64	$6.08	219
Guthrie Center Comm School District	$208,292.78	171.00	$1,218.09	$536.56	$3.59	190
IKM-Manning Comm School District	$640,742.50	527.93	$1,213.69	$949.67	$5.35	322
Newell-Fonda Comm School District	$323,191.23	172.01	$1,878.91	$715.18	$5.24	186
Odebolt Arthur Battle Creek Ida Grove Comm	$522,952.05	436.00	$1,199.43	$576.57	$3.70	357
Panorama Comm School District	$450,132.37	305.95	$1,471.26	$699.51	$5.63	197
Paton-Churdan Comm School District	$164,480.11	166.99	$984.97	$874.89	$2.54	125
Perry Comm School District	$801,541.68	621.47	$1,289.75	$444.76	$9.21	123
Schaller-Crestland Comm School District	$289,245.82	256.00	$1,129.87	$824.06	$3.05	165
Schleswig Comm School District	$284,270.78	74.97	$3,791.79	$1,230.08	$6.64	123
South Central Calhoun Comm School District	$598,197.71	551.00	$1,085.66	$673.42	$2.86	432
Storm Lake Comm School District	$822,737.46	790.00	$1,041.44	$309.29	$6.19	85
West Central Valley Comm School District	$519,180.86	502.97	$1,032.23	$543.87	$3.69	229
Totals	$11,495,587.72	11,564.07	$994.08	$541.77	$4.43	5,573

Source: Iowa Department of Education

Passenger Transportation Coordination Efforts

As stated previously, Region XII COG contracts with the Adair-Casey/Guthrie Center School District, Denison Community Schools, Greene County School District, East Sac Community Schools, Carroll Community Schools, Coon Rapids-Bayard Schools, Glidden Schools, and AR-WE-VA schools to provide additional or specialized transportation services for students with disabilities.

Section C: Elderly Care Facilities

Location of Services

There are several elderly care facilities located in the region, including:

- Accura of Carroll
- Addington Place, Carroll
- Country View Estates, Panora
- Denison Care Center
- Eventide Lutheran Home, Denison
- Odebolt Specialty Care
- Panora Specialty Care
- Regency Park Carroll
- Regency Park Jefferson
- Rolling Meadows, Carroll
- St Anthony Nursing Home, Carroll
- The Gardens, Jefferson
- Thomas Rest Haven, Coon Rapids
- Twilight Acres, Wall Lake

Fleet Availability

These facilities have their own vehicles, and Western Iowa Transportation operates them; Eventide Lutheran Home (Eventide) operates an ADA accessible bus with two wheelchair positions driven by 2 part-time drivers. Thomas Rest Haven operates a 2005 Ford ADA accessible bus with two wheelchair positions with seating for 12. Thomas Rest Haven uses 2 part-time drivers to provide service. Both St. Anthony and Panora Specialty Care has one ADA accessible van.

Types of Existing Services

Thomas Rest Haven utilizes their vehicle for group activity transportation only. Eventide utilizes their vehicle for activities and individual appointments.

Fare Structures

Eventide does not charge for rides during business hours Monday through Friday. After hours service is provided at a rate of $20 minimum plus $0.20 per mile and $20 per hour. Thomas Rest Haven does not have an established fare structure.

Clients

Bus usage is restricted to residents of each respective facility.

Trips, Mileage, and Rides

Thomas Rest Have reports that their bus is utilized approximately 2 hours per week and is driven 6,000 miles per year. Panora Specialty Care reports one van that is ADA accessible is available to all facility residents free of charge and accumulates approximately 20,000 miles a year.

Passenger Transportation Coordination Efforts

Region XII COG contracts with the following elderly care facilities to provide individual transportation for appointments as well as for group outings and events: Accura Health Center (Carroll), Regency Park Nursing and Rehab Center of Carroll, Regency Park Nursing and Rehab Center of Jefferson, St. Anthony's Nursing Home (Carroll). WIT also provides services to clients at other elder care facilities on an as needed basis.

Section D: Facilities Serving People with Disabilities

Several facilities serve people with disabilities in the Region XII COG area including Country View Estates (Panora), New Hope (Carroll), Howard Center (Sac City), and Wesco Industries (Denison). Region XII COG contracts with each of these agencies to provide transportation for their clients, although New Hope also provides transportation using their own vehicles and drivers and 47 vehicles (7 ADA accessible).

Location of Services

New Hope F(NH) is a not-for-profit 501(c)(3) community-based organization in Carroll, Iowa, which began offering services to adults with disabilities in 1977. NH provides residential services at their main campus in Carroll as well as individual or small group sites in Carroll, Manning, and Glidden. There are also several individual or small group sites rented directly by the individual or residing with the family.

NH also provides occupational services and operates thrift stores in Carroll, Manning and Coon Rapids. Carroll Enterprise Systems provides a wide variety of different types of work, including direct and bulk mailing, packaging and assembly, car wash detailing, can crushing, shredding confidential documents, and cleaning video cassette boxes.

Fleet Availability

New Hope owns and operates 35 vehicles.

Types of Existing Services

NH provides transportation for clients to and from residential and works sites as well as transportation for activities, shopping, and medical appointments.

Trips, Mileage, and Rides

NH provides approximately 20,000 rides per year.

Passenger Transportation Coordination Efforts

While NH owns and operates 35 vehicles of their own; Region XII COG supplies NH with 1 ADA accessible bus, operated by a NH driver, to provide transportation for NH clients. This contractual agreement has been in place since 1980. This agreement allows NH to have access to the WIT fleet. NH employs their own drivers, pays for vehicle maintenance and fuel and provides the local match for newly purchased vehicles while WIT counts rides and revenue miles for inclusion into STA and FTA funding formulas.

Section E: Veteran's Affairs Transportation

Location of Services

Veteran's Affairs (VA) offices are in each county and can assist veterans, their widows, widowers, wives and minor children with filling out forms to enroll in VA Healthcare system as well as VA pensions, home loan assistance, education, and burial benefits. The Carroll and Crawford County Veteran's Affairs offices offer transportation or transportation assistance.

Fleet Availability

Carroll County operates a standard minivan to provide transportation for veterans. This van is owned by the Disabled American Veterans organization. Crawford County leases a standard minivan through the U.S. General Services Administration and the Omaha Veteran's Administration office. Carroll County VA utilizes 6 volunteer drivers to provide service. Crawford County VA utilizes 24 volunteer drivers to provide service.

Types of Existing Services

Carroll County VA has provided transportation since August 2001 to qualified veterans in Carroll, Crawford, Greene, Guthrie and Sac Counties as well as to veterans in other neighboring counties. The Carroll VA van typically provides service to Des Moines and Iowa City. Region XII provides rides for Green County trips. Crawford County VA does not have a transportation program but if a veteran does not have family for transportation, there are volunteers available for driving free of charge. Sac County provides rides to veterans, service animals, and their spouses if they provide a doctor's note is available at no cost to the veteran.

Clients

The veteran must have been discharged from active military service under other than dishonorable conditions to receive service. Active service means full-time service as a member of the Army, Navy, Air Force, Marines, Coast Guard, or as a commissioned officer of the Public Health Service, the Environmental Services Administration or the National Oceanic and Atmospheric Administration. Certain VA benefits and medical care require wartime service.

Trips, Mileage, and Rides

The Carroll County VA transportation service provides an average of 220 rides per year. Volunteer drivers provide an average of 1,000 hours of service annually. In 2013, the Crawford County VA provided 650 rides; normally 700 rides are given on an annual basis. Sac County Veterans Affairs gives around 25-30 rides annually, accumulating about 3,500 miles.

Section F: Charter Bus Service

Location of Services

Windstar Lines began in 1995 and is headquartered in Carroll, Iowa with terminals in Des Moines, Council Bluffs, Cedar Rapids and Dubuque.

Fleet Availability

Windstar Lines operates 63 motorcoach (56 pax), 20 low floor transit (39 pax), 4 minibus (24 pax) and can provide ADA charter service. Windstar Lines is staffed with 100 employees.

Types of Existing Services

Windstar Lines provides charter service through the State of Iowa and to all 49 contiguous states and Canada. Windstar Lines provides convention shuttling for groups in Des Moines, Iowa City, Cedar Rapids, Iowa and Omaha, Nebraska. Windstar Lines also provides NASCAR tours, fishing tours, casino tours, motorcoach tours, air tours, and cruise tours. In addition, Windstar provides charter transportation services for NCAA and professional sports, church, school, campus shuttles, employee shuttles, and convention and event transportation services.

Fare Structures

Windstar Lines' fares are based on a per-mile, per-hour, or per-day rate.

Clients

Windstar customers included tour companies, high schools, colleges, universities, senior citizen groups, government agencies, bank travel clubs, military, community organizations, politicians, and sports teams.

Trips, Mileage, and Rides

Windstar traveled 3.3 million revenue miles last fiscal year (2025)

Section F: Taxi-cab Companies

Location of Services

Three private taxi-cab companies currently provide passenger transportation in the Region XII COG area: Tillers Cab (Carroll), Independent Taxi (Carroll) and Diamond Cab (Denison).

Fleet Availability

Each taxi-cab company operates a single non-ADA unit to provide service.

Types of Existing Services

Each taxicab provides passenger transportation during various hours throughout the day and week.

Fare Structures

Cab companies operating in Carroll charge $6 per one way ride. In Denison, Diamond Cab charges $5 per one way ride.

Trips, Mileage, and Rides

Figure illustrates the number of elderly rides, revenue miles and vehicle miles that each company provided during fiscal year 2015-2019. On average the regional cab companies travel nearly 28,000 revenue miles a year providing over 25,000 elderly and disabled rides per year.

Elderly rides provided by the cab companies in Carroll and Denison have remained constant for the 5-year period.

Passenger Transportation Coordination Efforts

Region XII COG works with local cab companies to provide discounted ride tickets for elderly and disabled riders in the City of Carroll and Denison. This enables WIT to offer additional rides at a reduced cost and gives passengers more freedom of choice and flexibility in times for service. This agreement allows both WIT and the private cabs to provide more service efficiently.

Chapter IV: Passenger Transportation Needs, Goals, and Objectives Accomplishments

Section A: Review of Previous Efforts

WIT has accomplished several missions in providing public transit service.

Operations

As stated previously, with assistance of FTA 5311 funding, State Transit Assistance funding, local government funding, contract revenue fares, WIT provided over 160,000 rides and traveled over 1,300,000 miles.

In cooperation with Jobs Corps of Denison, Partnerships 4 Families, and Howard Center, Inc.; WIT has provided additional transportation while filling gaps in transportation for specific user groups to access and maintain jobs.

Denison Job Corps provides vocational and educational training for 300 students in a residential campus setting. Vocational training is provided to students in the following areas: Carpentry, Brick Masonry, Business Clerical, Culinary Arts, Building and Apartment Maintenance, Painting, Welding, Health Occupations and Unarmed Securing Positions. The gap in transportation expense was a major barrier in preventing Job Corps student from having these working educational experiences. The transportation program has and hopefully continues to eliminate this barrier for students needing employment opportunities, as well as employers needing employees.

Vehicle Replacement

In FY 2026, Region XII replaced 6 vehicles through the 5339 Capital Transit Fund.

Driver Training

The agencies driver training program is on-going and has been expanded in scope during recent years. Each new driver that is hired receives an extensive driver training course. This course included one-on-one instruction by the operations manager or lead driver in the county as well as training by the service manager on the characteristics of the vehicle that the driver will be using. Large group driver training meetings are held at least twice per year to continually improve the skill levels of the drivers.

Section B: Needs Assessment

As part of the PTP annual review, in January the Region XII T.A.G. reviews the identified needs for passenger transportation service as follows. The Region XII T.A.G. also Region XII request for operational assistance and special project funding and the WIT capital improvement program. In April, the Region XII T.A.G. reviews the final PTP update and makes its recommendation to the Region XII Policy Council for approval of the document.

Unmet Passenger Transportation Needs	
Category: After Hours Services	
Challenges	**Solutions**

1. Drivers often don't want evening hours
2. Inflexibility of schedules
3. Demand vs. supply
4. Resources (drivers, vehicles, are they available?)
5. Cost to provide ride
6. Lack of knowledge / need to share information (No Clearing House)
7. Insurance/Liability issues
8. Agency policies
9. State / Federal regulations
10. Supporting documentation to justify need
11. Coordination of medical appointments
12. Variables out of our control
13. Lack of transit shelters
14. Individualized needs
15. Lack of funding
	• Widen Job Search
	  ○ Students
	  ○ Incentives – shift differential pay
	  ○ Donate funds/rides to transit providers
	  ○ Use partner agency drivers
	  ○ Partner w/ agencies who own vehicles
	• Create Partnerships with employers & community agencies – explore tax advantages for employers
	• Public education & coordination of ride needs
	  ○ Community
	  ○ Transit Providers
	  ○ Businesses
	• Identify / List available drivers & vehicles – Diversify fleet to meet rider needs
	• Collaborate with other agencies who have the vehicles you need
	  ○ Ask for businesses for funds or "in Kind"
	• Publicize
	  ○ PSA's
	  ○ AD's meetings
	  ○ Religious Orgs.
	  ○ Meal Sites

	○ Flyers on buses ○ 211 ○ Family caregiver ○ Libraries ○ Word of mouth ○ Share information among agencies ○ Can someone take the lead in pulling all resources together?? • Public Transit already has coverage ○ Volunteers – good Samaritan laws ○ Legislation changes needed? ○ Changes to insurance policy / laws • Creatively looking @ funding streams • Surveys ○ Incentives ○ Language barriers ○ Multiple formats ○ Short • Collaborate with medical providers ○ Demonstrate benefits ○ Get testimonials to share w/ potential funders • "We" need to be flexible in our planning ○ Education & outreach to public/consumers ○ Customer may need to use alternate transport • Encourage indoor "waiting areas"; Discuss creative options for businesses & employers

	• Be flexible but recognize that you might not be able to meet their needs. Involve individuals in problem solving. • Advocacy; Fund Raise; Grants; Taxes
Category: Affordability and Funding	
Challenges	**Solutions**
• Lack of Funding • Competition for dollars • Costs of doing Business • Cost to Consumers • Unfunded Mandates • Regulations/Reporting tied to funds • More Time required for Senior Rides	• Networking • Volunteers • Private and Corporate Funding • New dollars and Areas for dollars • Coordination of Trips • Company Sponsored Routes/Trips (i.e. Carroll Hy-Vee Route) • Maintenance
Category: Availability of Services	
Challenges	**Solutions**
1. Distance is a problem 2. Few users per trip 3. Cost 4. Timing / Timely 5. Users per area 6. Volunteers 7. Insurance 8. Background of drivers	• Combining trips • ITS • Website • E-mail • Promoting good design • Drivers Ed support • Private business support • Part-time drivers

9. Physical abilities 10. Salaries 11. Coordination 12. Licensing 13. Putting $$ into programs or marketing 14. Targeting marketing 15. Understanding available services 16. Language barriers 17. Social skills 18. Connections 19. Paperwork – regulations 20. Specialized equipment 21. Available drivers 22. Cost	• Collaboration • Human service coalition • Central point for information sharing • Brochures +/- • Making sure getting the right information • Driver training / sensitivity • Partner with private entities
Category: Drivers	
Challenges	**Solutions**
• Education of Whom You Are Driving • Qualified • Insurable • Honest • Dependable • Confidential	• Education and Training ➢ Vehicle ➢ Equipment ➢ Driving ➢ People Skills - Sensitivity • Physical – Wellness Program and Info • Policies

• Patience yet Firmness • Capable, Safe Driver • Physical Conditions (i.e. lifts, tie-downs) • License Requirements • Hours • Pay • Expectations • Training	• Money • Supervision • Recruitment
Category: Equipment Needs	
Challenges	**Solutions**
• Funding • Size • Reliable • Technology • Comfort/Climate/Space • Child Restraint Seating	• Additional Funding • ADA Revisions and Coordination • Corporate and Private Funding • Regulations • Different Size Vehicles
Category: Information and Communication	
Challenges	**Solutions**
• Proper Information to Targeted Population • Proper Outlet of Information • Public Perception of the Bus • Potential Passengers and Use and Availability and	• Bus – Good Advertisement • Networking • Community Education • Flyers and Brochures • Bigger Phone Number on the Bus

Community Coordination • Networking Ride Information • Flexibility	• Change Colors for Different Service
Category: Volunteers	
Challenges	**Solutions**
• Availability • Qualified and Capable • Insurable • Honest • Dependable • Confidential	• Policies • Screening • Education • Training • Willingness to Take a Chance

Passenger transportation provider surveys were distributed to agencies through the region that provide passenger transportation services; including: WIT (as the regional public transit agency), taxi-cab companies, care centers and nursing homes, facilities serving persons with disabilities, and county veteran's affairs offices.

Section C: Existing Service Needs

Existing service needs for passenger transportation in the region are diverse in nature and challenging to address.

Affordability/Funding

The most common need for existing service is affordability and funding. Transportation is expensive. Why is this service so expensive, whether being provided by the public or private sector? In recent years, fuel costs have risen dramatically. Insurance costs continue to rise, which further increase costs. Vehicle repair, maintenance and replacement cost need to be factored in the cost equation as each vehicle in an agency's fleet needs to be maintained and eventually replaced.

Conversely, funding for all types of transportation is tight. Increases in FTA and STA funding have helped offset some of the increases in transit costs but not fully. High costs and limited funds wind up affecting the most important piece of the passenger transportation system more, the passenger.

Drivers

Drivers are the crucial element in the transit industry. Given the low unemployment rates in the region, the pool of potential candidates is limited. All transit drivers are entrusted with a vehicle and passengers. Safe driving, congeniality, physical work transporting wheelchair bound riders, and timeliness are common expectations of transit drivers. These high expectations combined with licensing requirements, various hours and training requirements make it difficult to find quality drivers.

Equipment Needs

Quality buses are always in short supply, whether for direct or in-direct service provided through the leasing of vehicles. The average ADA accessible bus costs approximately $180,000 to $190,000 depending upon size and equipment. WIT typically runs its vehicles for 10 years and/or 200,000 miles of more. Depending upon available funding, WIT purchases an average of 6 new units per year. These units are placed throughout the region depending upon vehicle and service needs.

Information/Communication

Marketing and dissemination of information regarding public transit service is important to educate the public about the availability of service. A common issue is that public transit is often perceived to be for the old and the individuals with disabilities only. This has become less problematic with the increase in child and student transportation being provided, but the perception still exists. The key is getting the proper information that promotes WIT as a public transit provider for the region into the hands of the people that can and will utilize the service.

Volunteers

Like paid drivers, volunteers are hard to find. Training requirements and a high level of responsibility make it even harder to find volunteers for transit or for related activities such as meals on wheels. The Carroll and Crawford County Veteran's Affairs offices have been successful at utilizing volunteers to drive their county VA vans, although they too struggle to find volunteers to cover all necessary trips.

Section D: Expanded Service Needs

Expansion of services concentrated on two areas: after-hour service and availability of service.

After-Hours Service

Expanded hours of service are deemed a need. Evening and weekend service is provided on an as needed or as available service by WIT. The taxi companies typically operate until 5:00 PM during the week and run limited daytime hours on Saturday and Sunday. For WIT, and most likely the private taxicabs, after-hours and evening service is complicated due to the small number of rides that can be provided with the high cost of having a vehicle and driver available.

Availability of Services

Public transit is available to everyone, and WIT has made efforts to promote this service, although increasing the visibility and marketing of the system is important. The taxi-cab companies in the region are also low profile and need to increase their advertising to promote their business; neither of the cab companies in Carroll are listed in the telephone book.

Quality of Life Activities and Needs

Recreational, shopping, and social trips are important parts of everyone's life and even more so for those residing in care centers or other facilities. WIT provides such trips on a weekly basis for the St. Anthony's Nursing Home on a contract basis. The Thomas Rest Haven in Coon Rapids purchased an ADA accessible van just for this type of service, while continuing to contract with WIT for medical transportation for residents.

Scheduling

WIT is a demand response system that typically needs 24-hour notice to accommodate appointments. This advance notice is necessary to meet the needs of daily routes/rides and occasional requests for service. Immediate service can be provided by the taxi-cab subsidies provided for elderly and individuals with disabilities taxi ticket program.

Connection to Intercity Bus Network

Burlington Trailways, Greyhound Lines, and Jefferson Lines run scheduled bus service throughout the State, although none through the Region XII area. Other public transit agencies across the state have partnered with these inter-city bus services to provide connector service; increasing ridership for both entities. All three lines have a depot in Des Moines, while Burlington Trailways and Jefferson Lines have terminals in Ames; both are within proximity to the existing Region XII service area and WIT.

Section E: Fleet Needs

The lack of capital replacements funds forces WIT to use existing equipment for a long term. Typically, WIT uses vehicles for at least 10 years and/or 200,000 miles. These units are designed to have a useful life of 4 years and/or 100,000 miles. WIT maintains the longer useful life of their vehicles to provide service. WIT plans to replace approximately 6 to 10 vehicles per year depending upon the availability of federal grant funds and local matching funds.

Section F: Coordination

Coordination of transit service has always been a high priority for WIT. WIT has been involved with several transit coordination efforts: Denison Schools, Denison Job Corps, Howard Center, Partnership 4 Families, New Hope, South Central Calhoun Schools, and taxi-cab companies. These coordination efforts have been successful, further efforts can and should be pursued. The revival of the Region XII Transit Advisory Committee, now known as the Region XII T.A.G, is comprised of

representative from Elderbridge Agency on Aging, R.S.V.P., New Hope, Partnership 4 Families (Empowerment Agency serving Audubon, Carroll, Greene, and Guthrie Counties), and Region XII COG staff. Membership of Region XII T.A.G is open and new members and transportation interest participation is welcomed.

Section G. 2024 WITS Survey Results

The 2020 WITS Survey consisted of 12 questions with the purpose of gaining insight into the transit passenger's thoughts on the services provided. There was a total of 182 respondents to the survey. The first question asked which county the passenger resided in. The chart below (Figure 1) shows the distribution of passengers from each county. The chart below shows the distribution of passengers from each county. Carroll County has the highest number of users.

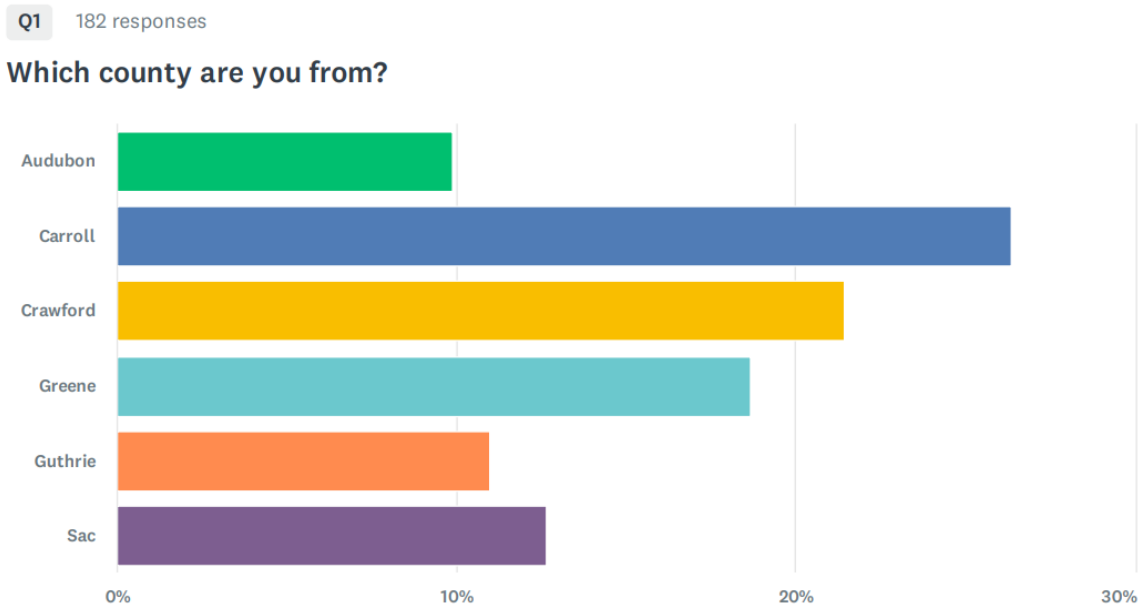


FIGURE 1: COUNTIES

The chart on the following page (Figure 2) shows the purpose of transit use. Approximately 47% of passengers utilized the transit service for medical purposes and appointments. Out of that 47% of passengers none used the service daily but there was a distribution between weekly, 2-4 per week, and monthly use. Those that use the transit service for employment purposes generally use it on a daily basis.

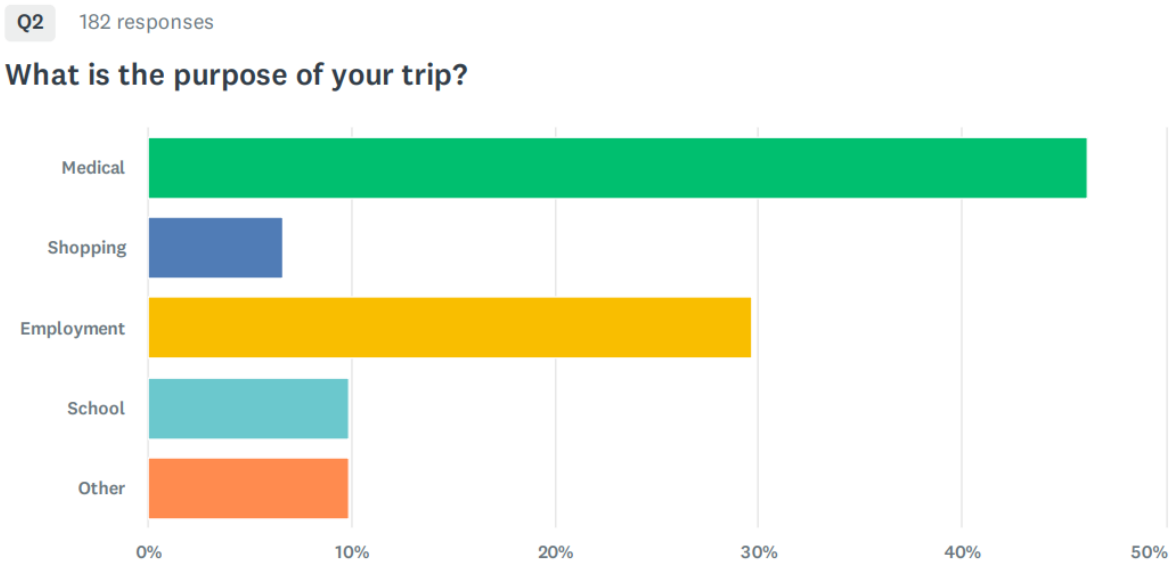


FIGURE 2: TRIP PURPOSE

In terms of affordability, all but 14 respondents believed the transit service to be affordable. Many of those who utilized it for medical purposes had the trips covered through health insurance. 148 out of the 182 respondents also believe the vans/buses to be in excellent condition. There was also one response that a transit driver was not courteous or friendly, had a poor appearance, and did not provide a safe ride for the passenger. Lastly, only one passenger responded that they were not picked up at the scheduled time.

The last two questions focused on what the transit service is doing well and what they could improve upon. There were numerous comments saying that the service was doing “everything” well. Other comments stated that “they are always friendly and courteous” and “safety, attentive, and friendly”. There were few comments regarding things that could be improved upon. Some of those things included having the buses in better condition, lowering costs for out-of-town trips, and not overloading the vans with bodies and wheelchairs. Overall, there was a very positive response rate to the questions regarding the transit service. Charts for survey questions 3-10 can be found in Appendix A.

Chapter V: Financial Resources

Financial resources for the delivery of public transit services come from a variety of federal, state, and local sources.

Statewide Planning Program (Section 5304) – These funds are intended to support transit planning in addition to what is conducted by the individual MPOs. This program supports transit activities in rural areas and communities with less than 50,000 populations.

Non-urbanized Area Formula Program (Section 5311) – This federal program supports transit activities in rural areas and communities with less than 50,000 populations. These funds are allocated to Iowa based on the number of people living outside urbanized areas compared to other states.

Transit Capital Program (Section 5339) – This federal program supports transit activities in rural areas and communities with capital bus replacement needs through the Iowa Para-Transit Management System.

INDIVIDUALS WITH DISABILITIES Iowa Clean Air Attainment Program (ICAAP) – This program is one of the five core funding programs of the Federal Highway Administration (FHWA) that can be flexed between highway, transit or bicycle/pedestrian uses. Because Iowa does not have any area in violation of transportation-related federal clean air standards, the state receives a minimum allocation of CMAQ funding that can be used anywhere in the state for any purpose for which STP funds can be used on the same 80% federal, 20% non-federal basis.

Surface Transportation Block Grant (STBG) – This is another of FHWA's core programs. These funds come to the state based on a number of factors including vehicle miles of travel, highway lane miles and the number and size of bridges. The funds can be used for roadway, transit capital projects, pedestrian/bikeway projects, or intermodal planning projects on an 80% federal, 20% local basis.

The State of Iowa currently offers 6 programs providing financial assistance to public transit systems.

State Transit Assistance (STA) – All public transit systems are eligible for funding under the STA program. Since 1984, STA funding has been derived from a dedicated portion (currently 1/20th) of the first four cents of the state "use tax" imposed on the sale of motor vehicles and accessory equipment. STA funds are provided to support public transit services and may be used for either operating or capital projects

STA Special Projects – Up to $300,000 of the total STA funds are set aside to fund special projects. These can include grants to individual systems to support transit services which are developed in conjunction with human service agencies, or statewide projects to improve public transit.

Coordination Special Projects – These projects are intended to assist with start-up of new services that have been identified as needs by health, employment or human service agencies participating in the Passenger Transportation Planning process.

Public Transit Infrastructure Grants – The Iowa Legislature established a new program to fund some of the vertical infrastructure needs of Iowa's transit systems in 2006.

Local Funding – The majority of transit funding comes from local sources, particularly for operating. Local funding typically includes passenger revenue/fees, contract revenue and local taxes.

General Fund Tax Levy – Typically, local government support for transit services is derived from general fund revenues.

Municipal Transit Levy – Although Municipal Transit Levy is not utilized by anyone in the region, Iowa law authorizes municipalities to levy up to 95 cents per $1,000 assessed valuation to support the cost of a public transit system. Of the 55 cities in Region XII COG service area, only the City of Denison has implemented a municipal transit levy to support public transit services. In fiscal year 2020, the City of Denison generated around $15,000 to assist with public transit services. As municipal budgets become more fiscally challenging, the municipal transit levy is a tool that is available to assist local governments with funding public transit while utilizing more of their municipal general fund dollars for city specific projects and operations.

Chapter VI: Goals and Implementation

Goal: Increase Awareness of Public Transit

Action: Continue to promote and market the public transit system.

Marketing WIT has been an ongoing effort. Marketing efforts have included: brochures, Region XII COG newsletter articles, community visits, community service meeting presentations, newspaper ads, yellow page listings and the internet. Arguably, some of these efforts have proven more fruitful than others. But the need for continued marketing and promotion of the system continues.

Partners and Resources: Region XII COG staff (newsletter and website), Region XII T.A.G., IDOT, IPTA, RSVP, local media, community service organizations, health and human services organizations and providers.

Recommendations: Continue to work with the Region XII T.A.G. members to promote and market public transit services through brochures, site visits to chamber groups, community groups and senior centers.

Update: Ongoing. The effort to communicate and market the availability of public transit and passenger transportation is ongoing. Region XII COG was awarded IDOT Special Project grant funding to evaluate the value of the WIT brand and logo. This project is nearly complete as BlueSpace Creative, the COG's consultant, has recommended several brand changes and Region XII has opted to shorten the old Western Iowa Transit System name to Western Iowa Transit. A new logo was also developed in the Summer of 2013.

Action: Communication

Western Iowa Transit staff need to communicate the availability of the public transit service to the public who need it. Generally, these people are the elderly and those with special needs, but others can utilize and benefit from the system. These groups or organizations may include care centers, schools, congregate meal sites, major employers or major retailers. While the message may be clear, the message needs to be delivered to the proper potential user groups.

Partners: Region XII COG staff, Region XII T.A.G., local media, community service organizations, health and human services organizations and providers.

Recommendations: Work with the Region XII T.A.G. members and WIT staff to develop printed material and low proficient English brochures to promote the use of public transit to all citizens.

Update: Ongoing. The effort to communicate the availability of public transit and passenger transportation is ongoing. This effort is being improved through the PTP process and the Region XII T.A.G discussions.

Region XII, in cooperation with the New Iowans Center, has made available WIT and Job Jet brochures in Spanish to provide information to non-English speaking persons regarding public transit services. WIT staff has also explored the use of "The Big Word" telephone interpreter service which is currently utilized by IDOT.

Goal: Affordable Passenger Transit Service and Funding

Action: Educate Financial Partners about the Need for Adequate Funding for Passenger Transit Service

Funding is critical for adequate delivery of passenger transportation services; whether this service is provided by public transit or through another provider. Education of legislators regarding the importance of passenger transportation is the key.

Partners and Resources: IDOT, IPTA, Federal and State Legislators, County and City Governments, Elderbridge Agency on Aging and United Way.

Recommendations: Work with federal and state legislative groups to promote the awareness of funding for public transit.

Update: Ongoing. Efforts to increase the awareness of passenger transportation funding and service continue and this effort is being made through the PTP process and the Region XII T.A.G discussions.

Action: Increase Efficiency

Increased efficiency may not save money, but it may allow for better delivery of service. Combining trips both internally and working to develop a system that will allow for the combination of trips externally will improve efficiency and coordination.

Partners and Resources: Region XII COG staff, IDOT, Region XII T.A.G., and passenger transportation providers.

Recommendations: Coordinate trips and rides internally and with outside organizations where possible.

Update: Ongoing. Efforts to increase efficiency and coordination of passenger transportation continue. Communication among transportation providers will continue to improve this effort.

MTM Management Group (MTM) started operations in Iowa in 2010 to provide Medicaid transportation brokerage services in Iowa. MTM's focus is to match each eligible rider with timely and cost-efficient transportation. WIT continues to work with MTM to provide Medicaid transportation services for residents of the region.

Goal: Retain and Recruit Quality Drivers

Action: Retain Quality Drivers

Safe, honest, dependable and insurable drivers are at times difficult to find and retain. Financial incentives, benefits and flexibility are all pieces of compensation packages that will assist in the recruitment and retention of drivers. Driver training programs and education are ongoing and should be combined with other agencies when at all possible. These efforts will provide for better and more efficient training.

Partners and Resources: Region XII COG, IDOT, School Districts, and transportation providers.

Recommendations: Continue to hire and retain quality drivers.

Update: Ongoing. While the labor market has relaxed the need for quality drivers that are committed to providing safe and quality transportation service is a high priority.

Action: Develop a Volunteer Driver Program

Training, licensing, time requirements, insurance, liability and a high level of responsibility make it difficult to find volunteers for transit. The Carroll and Crawford County Veteran's Affairs offices have been successful at utilizing volunteers. These drivers, and others, should try to be incorporated into the WIT driver pool.

Update: No action. The availability and requirements for volunteer drivers makes it difficult for WIT to utilize volunteers. The need to coordinate with Veteran's Affair transportation effort seems to be an option; although cooperation seems difficult.

Goal: Provide Additional After-Hours Service

Action: Evaluate the Need for Expanded Taxi-cab hours

Action: Evaluate the Need for Expand Public Transit after Hours Service

Expanded hours of service are deemed a need although some user surveys do not indicate that this need is high. Evening and weekend service is provided on any as needed or as available service by WIT. The taxi companies typically operate until 5:00 PM during the week and run limited daytime hours on Saturday and Sunday. For WIT, and most likely the private taxicabs, after hours and evening service is complicated due to the small number of rides that can be provided combined with the high cost of having a vehicle and driver available.

Partners and Resources: Region XII COG, IDOT, School Districts, and transportation providers.

Recommendations: Pursue additional hours of service and quality of life trips in communities throughout the region. Apply for National Senior Community Transportation Funding for new service.

Update: After Hours Cab began operations in Carroll and the surrounding area in 2010. The After Hours Cab, now doing business as Anytime Cab operates 24 hours, seven days a week. Support for the Anytime Cab continues to increase as this becomes a popular transportation alternative during the evening and nighttime hours. While the demand for cab services in the evening has flourished, demand does not appear to be high enough to support after-hour service for public transit at this time.

Goal: Increase Availability of Services

Action: Develop Connection to Intercity Bus Network

Burlington Trailways, Greyhound Lines and Jefferson Lines run scheduled bus service throughout the State, although none through the Region XII area. Other public transit agencies across the state have partnered with these inter-city bus services to provide connector service; increasing ridership for both entities. All three lines have a depot in Des Moines, while Burlington Trailways and Jefferson Lines have terminals in Ames; both are within close proximity to the existing Region XII service area and WIT.

Partners and Resources: Region XII COG and intercity bus companies.

Recommendations: Develop a relationship between charter buses, intercity buses and public transit to develop a regional connection to the intercity bus network.

Update: No action. Availability of funding and the need hamper the implementation of this service.

Action: Explore Quality of Life Shopping Route in Various Communities

Recreational, shopping and social trips are important parts of everyone life and even more so for those residing in elderly care centers or other facilities. WIT currently runs a Hy-Vee route in Carroll on a weekly basis and provides rides from various senior housing and apartment complexes to Hy-Vee for shopping and pharmacy needs. Hy-Vee subsidizes the route to encourage shopping at their store which retained customers after their store relocation some years ago. This route or service could be duplicated in other communities such as Jefferson or Sac City where there are senior housing and apartment complexes that are some distance from the local grocery store in each community.

Partners and Resources: Region XII COG, senior housing complexes, National Center on Senior Transportation, and local retailers.

Recommendations: Pursue additional hours of service and quality of life trips in communities throughout the region. Apply for National Senior Community Transportation Funding.

Update: No action. The lack of available funding combined with the lack of support from local businesses and potential riders have kept this service from being implemented.

Action: Partnership 4 Families Transportation Program

The Partnerships 4 Families program in the region provides transportation for children. This program addresses the challenge that exists when parents need transportation for their children to get to and from early learning centers, daycares, and activities while they are at work. Some have found it so difficult to shuttle their children back and forth, they have opted out of work or shortened their working day to accommodate their family's transportation needs. In the past, WIT utilized JARC funds to support this service to shuttle the children of working parents to and from activities and daycare using the Job Access connection that by providing these rides parents can opt to work or work full days while not having to transport their families to and from various activities. The JARC program was also eliminated in MAP-21 leaving a funding gap for this program.

Partners and Resources: Region XII COG, Partnership 4 Families Empowerment, daycares, and local businesses.

Recommendations: Continue the Partnership 4 Families daycare and young child transportation program for children in the region. If this program is to be continued, local fares would be utilized along with funding from the Partnership 4 Families Empowerment program.

Update: Service reduced. This service worked well to provide opportunities for children to attend early learning centers while allowing parents to stay at work but was discontinued due to the lack of funding. Due to a lack of interest in this program, this transit service has been greatly reduced, allowing it to be considered if demand is present.

Goal: Provide Quality Public Transit Operation through Region XII COG/WIT

Action: WIT mission is to provide safe, dependable, and efficient public transit services for all citizens within its service area in a manner that will help them maintain and improve their quality of life.

Partners and Resources: Region XII COG, FTA, IDOT/FTA, local funds, private funds and contract revenue.

Estimated Cost: $2,500,000

Service	Fund Type	2026 Project Cost	2026 Federal Fund Amount	2027 Project Cost	2027 Federal Fund Amount	2028 Project Cost	2028 Federal Fund Amount
Operations/ Maintenance/ Admin	5311	2,645,000	775,000	2,695,000	785,000	2,700,00	790,000
Operations/ Maintenance/ Admin	STA		610,000		610,000		610,000
Operations/ Maintenance/ Admin	Local						
Operations/ Maintenance/ Admin	Contract						
Operations/ Maintenance/ Admin	Elderbridge						
Operations/ Maintenance/	Fares/ Donations						

Admin							
Operations/ Maintenance/ Admin	United Way						
Partnership 4 Families	Continuation						

Update: Continued service. WIT continues to provide approximately 205,000 rides annually. The Region XII T.A.G. recommends applying for STA, FTA and other financial assistance for operations.

Goal: Upgrade and Maintain Region XII COG/WIT Fleet

Action: WIT plans to replace approximately 2 to 5 vehicles per year. Depending upon the availability of federal grant funds and local matching funds, 1 to 3 vehicles are normally replaced per year.

Update: WIT has replaced several vehicles through the State of Good Repair Grant Program and through Surface Transportation Program. It is critical for WIT to maintain a fleet of vehicles in good operating condition. The Region XII T.A.G. recommends applying for vehicle replacements as outlined in the 2025-2028 TIP.

Goal: Service and Maintain the WIT Fleet

Action: Building and Preventive Capital Equipment

Building and Preventive Capital Equipment needs continue to exist whether these be major shop equipment such as a tire machine, transmission flusher or welder or radio equipment; these purchases assist WIT maintain their existing fleet and the existing facility.

Partners and Resources: Region XII COG and FTA

Estimated Cost: $55,000 ($47,719 FTA)

Update: Ongoing. WIT continues to maintain their maintenance and satellite facilities to provide efficient service.

Goal: Increase Passenger Transportation Coordination

Action: Coordination of transit service has always been a high priority for WIT. WIT has been involved with several transit coordination efforts with: Denison Schools, Denison Job Corps, Howard Center/JARC program, Partnership 4 Families New Hope, Southern Cal Schools and taxi-cab companies. These coordination efforts have been successful, further efforts can and should be pursued. The revival of the Region XII Transit Advisory Committee, now known as the Region XII Transit Advisory Group, will formulate and promote transit coordination efforts.

Partners and Resources: Region XII COG and Region XII Transit Advisory Group

Estimated Cost: $30,000 ($20,000 FTA 5311, $4,000 IDOT SPR Funds and $6,000 local match)

Action: Full utilization of vehicles would increase efficiency in passenger transportation. Capital vehicle purchases are extremely expensive, and these units need to be utilized as much as possible. Buses and vans at elderly care facilities, workshops, or Veteran's Affair's vans that provide less than a few rides per week or travel less than a few thousand miles a month or year seem inefficient. Coordination or management of these units by WIT would increase the utilization of these vehicles, provide increased transportation coordination and likely reduce costs.

Partners and Resources: WIT, Elderly Care facilities, and Veteran's Affairs Departments

Update: Ongoing. Efforts to increase efficiency and coordination of passenger transportation continue. Communication among transportation providers will continue to improve this effort.

WIT Short Term Capital Improvement Plan

Project ID	Inventory Vehicle Unit Number	Funding Programs	Years	Funding Total	DOT Funding	FA Funding	FTA Funding	FHWA Funding	Local Funding	Special Funding	Description
12169		STBG	2027	$250,000		$200,000		$200,000	$50,000		One medium duty standard bus
6388	1103	5339	2029	$167,557		$134,045	$134,045		$33,512		Light Duty Bus (176" wb)
6389	1104	5339	2028	$167,557		$134,045	$134,045		$33,512		Light Duty Bus (176" wb)
5887	1401	5339	2028	$102,425		$81,940	$81,940		$20,485		Conversion Van
10756	1402	5339	2029	$102,425		$81,940	$81,940		$20,485		1402
10755	1504	5339	2029	$102,425		$81,940	$81,940		$20,485		1504
11541	1505	5339	2030	$102,425		$81,940	$81,940		$20,485		1505
6394	1506	5339	2030	$167,557		$134,045	$134,045		$33,512		Light Duty Bus (176" wb)
6392	1508	5339	2028	$102,425		$81,940	$81,940		$20,485		Conversion Van
10009	1509	5339	2028	$102,425		$81,940	$81,940		$20,485		1509
6393	1601	5339	2030	$102,425		$81,940	$81,940		$20,485		Conversion Van
10013	1604	5339	2029	$102,425		$81,940	$81,940		$20,485		1604
10011	1605	5339	2030	$102,425		$81,940	$81,940		$20,485		1605
11910	1704	5339	2029	$102,900		$87,465	$87,465		$15,435		1704
5367	JJ04	5339	2028	$102,425		$81,940	$81,940		$20,485		Conversion Van

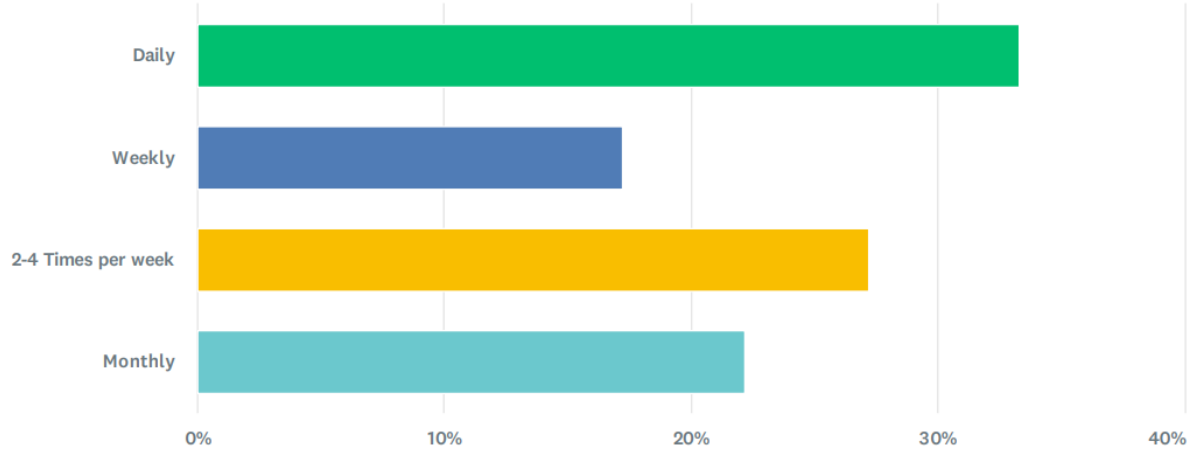
Chapter VII: Transit Roundtable XII Recommendations

The Region XII Transit Advisory Group and the Region XII Technical Advisory Committee have both reviewed the Passenger Transportation Plan Update and both groups recommend the projects and services proposed in the Region XII Passenger Transportation Plan are still relevant and do not need to be modified. This recommendation to approve the Region XII Passenger Transportation Plan Update was ratified by the Region XII Policy Council in April.

Appendix A: Survey Charts

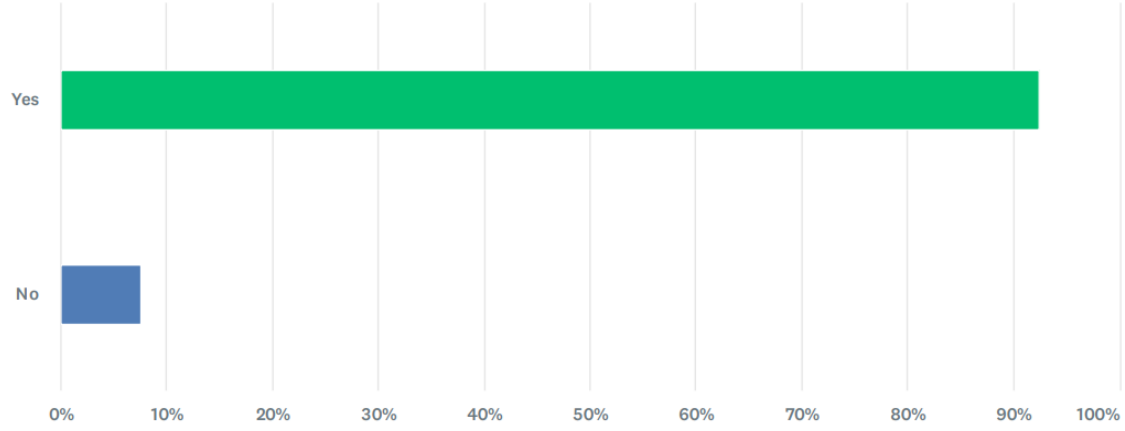
Q3 180 responses

How often do you use Western Iowa Transit System?



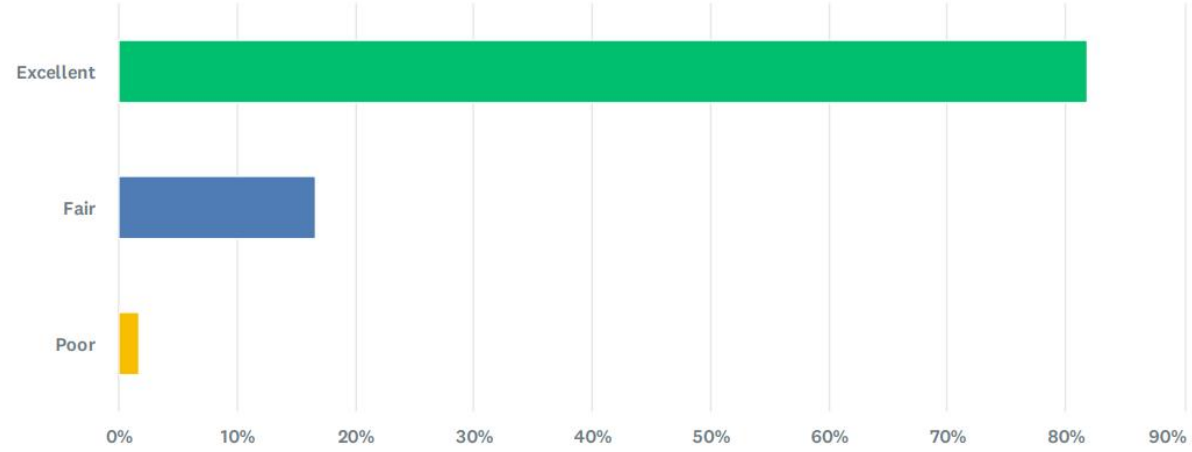
Q4 159 responses

Was the cost of your trip affordable?



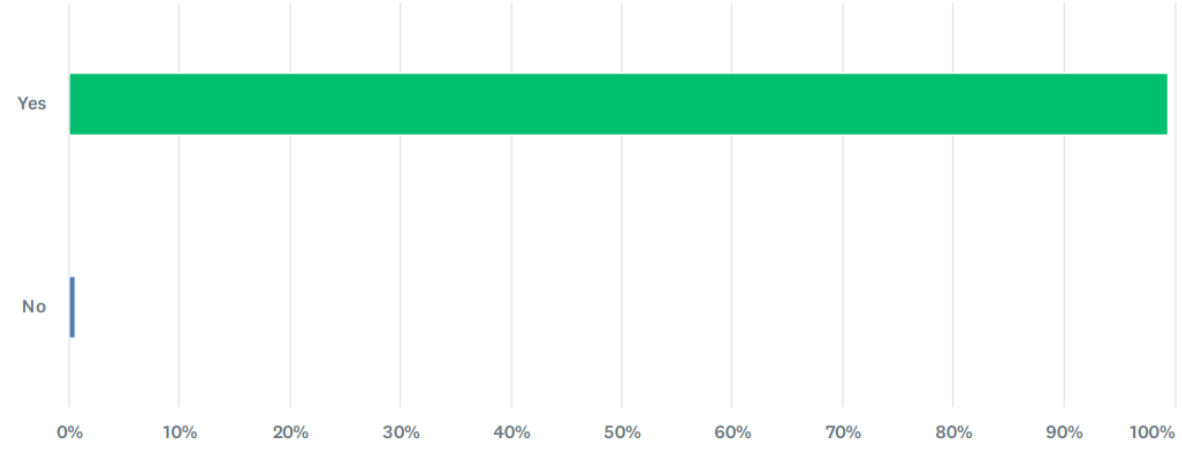
Q5 181 responses

What was the condition of the vehicle in which you rode?



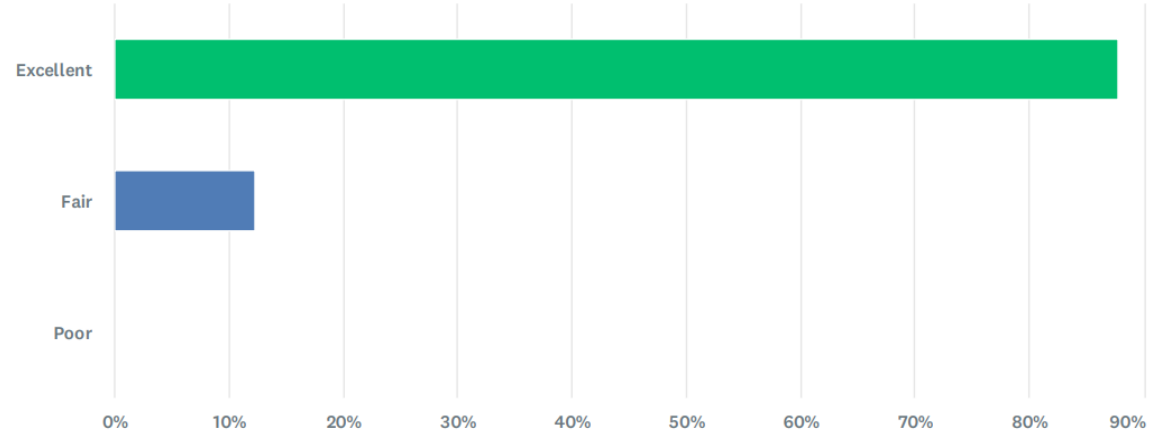
Q6 181 responses

Was your driver courteous and friendly?



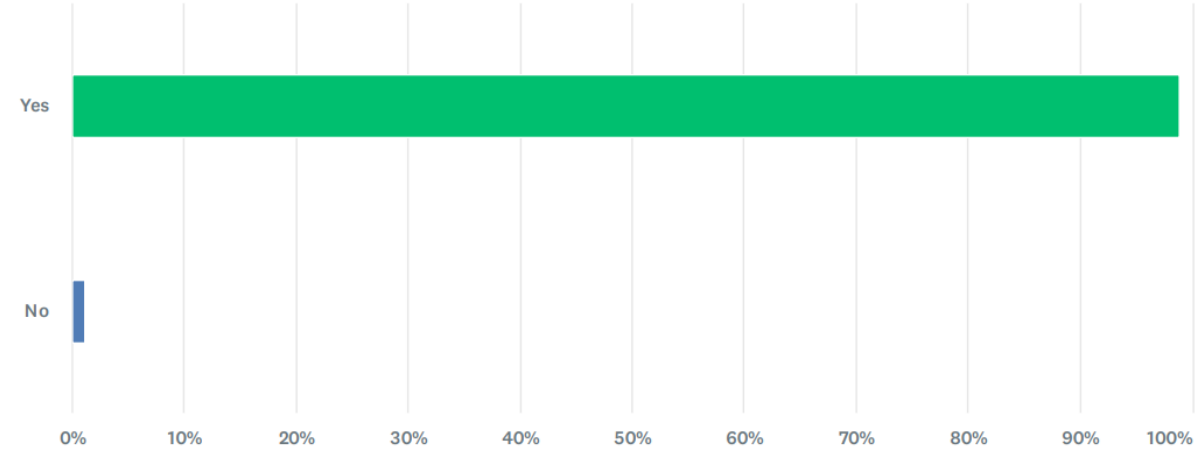
Q7 180 responses

How would you rate the appearance of your driver?



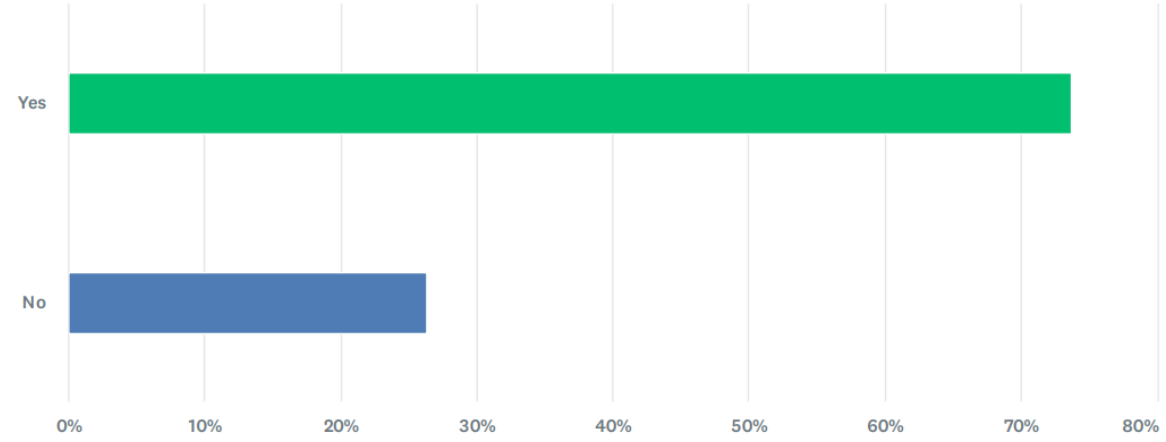
Q8 180 responses

Do you feel your driver provided you a safe ride?



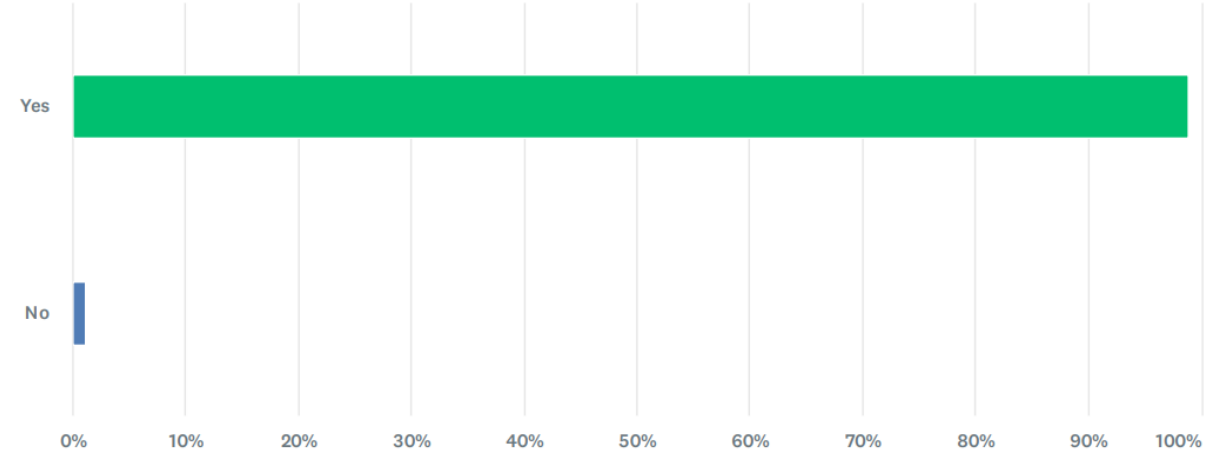
Q9 171 responses

Where you offered assistance getting on and off of the transit vehicle?



Q10 178 responses

Were you picked up at the scheduled time?



Appendix B: SWOT Analysis (Next page)

STRENGTHS – Strengths are existing characteristics and services that Wester Iowa Transit is providing for its passengers.

- Timeliness
- Appearance of drivers
- Drivers are courteous and friendly
- Health Insurance covers cost for medical trips
- Affordability of in-town trips
- Help assist people on and off the vans/buses

WEAKNESSES – Weaknesses are existing characteristics and services that Western Iowa Transit struggles with.

- Some bus/van conditions
- Cost of out-of-town trips
- Crowded buses/vans with people and wheelchairs
- After hours services
- Users per area

OPPORTUNITIES – Unlike strengths and weaknesses, opportunities are more forward-looking and focus on the possible solutions to meet goals.

- Increased transportation services on weekends
- Partner with private entities
- Increase publicity of services
- Promote volunteering
- Driver sensitivity/training

THREATS – Like opportunities, threats look at the future challenges Western Iowa Transit could face.

- Cost of gas and upkeep of the buses and vans can prevent lowering ride prices
- Lack of funding
- Demand vs. supply
- COVID-19 decreased the number of passengers per vehicle and trips made