

# CHAPTER 3: TRANSPORTATION PROVIDERS

## Public Transit Providers

### Clinton MTA:

#### Service Needs:

##### Increased Funding:

Additional funding will allow the MTA to increase services by expanding week day and Saturday hours of operation. Increase funding will allow expansion of services to and from surrounding communities. An increase in Saturday hours alone is estimated to cost \$20,000 annually. The increase service hours, will allow for passengers to travel to areas more efficiently because the buses will be operating longer in areas that do not have the same time schedule as the other routes.

##### Evening Service:

Increased Friday bus service until 10:00 P.M. is estimated to cost \$60,000 annually. Currently the hours of operation are from 6:00 A.M. to 6:00 P.M., Monday through Friday. If a person needs to travel after those hours it is extremely difficult for the person to get to and from their destination. Increased hours of operation on Fridays will allow for passengers to stay or go out later because they know they have reliable transportation service. The evening service would begin with Fridays and if the need is there for more operational hours the service could be expanded to other days.

##### Service to Camanche and Fulton:

Dependent on these communities sharing the operational costs of the transit system. A local match for capital replacement/expansion would be included. Providing service to these communities would allow access to those citizens that the MTA services throughout the area. Estimated operating cost is \$125,000 annually for each community. The estimate includes an 8 hour route that with half hour headways that would be coordinated with other Clinton MTA routes. The service would be available approximately 307 days a year.



## **Management Needs:**

### Administration and Maintenance Staff:

Increasing the staff in these areas would allow for the MTA to operate more efficiently. Projects would be completed at a faster pace. Required human resources related policies/practices would be completed and reviewed more frequently because some of the day to day operations could be delegated so other projects could be focused on sooner. Additional maintenance staff would enhance the fleet, by allowing for projects to be completed faster. Rebuilds and renovations of existing equipment could take place sooner and allow the program to be more efficient. Estimated cost for additional administration personnel is \$40,000 annually. Estimated cost for additional maintenance personnel is \$50,000 annually.

## **Fleet Needs:**

### Replacement of Larger Vehicles:

As the MTA receives funding for bus replacement the older large buses will be replaced with low floor and more efficient buses. Maintenance costs should go down along with some savings in fuel costs. Buses are included in the statewide replacement plan.

## **Facility Needs:**

### Replacement of the Shop and Maintenance Heaters:

All shop and maintenance heaters are original (1983). It would be very beneficial to replace these units with new energy efficient heaters. The employees increased comfort would also come from the replacement of the heaters. The heating costs for the facility could be reduced with the higher efficient heating system. The estimated cost for this project is \$20,000.

### Concrete Repair:

To keep the integrity of the concrete areas, the damaged areas need repair/replacement. Estimated cost for this project is \$20,000.

### Garage Door & Door Replacement:

All garage doors and openers are 24 years old. One of the major concerns with the current doors and openers, should there be a power failure none of the doors can be opened. There is no bypass to get the doors open in case of an emergency situation. Estimated replacement costs is \$30,000 for doors and openers.

## Goals & Objectives:

Goal 1: Expansion of service hours into evenings and weekends.

Objective: To increase accessibility and ridership for a more liveable community.

Goal 2: Expansion of service to Camanche and Fulton (with appropriate agreements).

Objective: To continue to promote, enhance the MTA's public transit system.

Goal 3: Maintain and improve MTA system facilities.

Objective: To enhance the work environment and safety of the employees and extending the fleet and facilities useful life.

Goal 4: Secure funding for capital projects and vehicle replacements.

Objective: To be able to continue existing services as well as expand services.

Goal 5: Use the most efficient technologies available for transit (MDT, AVL, GPS).

Objective: To make the MTA more efficient so efforts can be concentrated on new areas.

## River Bend Transit:

Please refer to the Bi-State Region Transit Development Plan for details pertaining to River Bend Transits needs.



## Keyline Transit:

### Service Needs:

Increase Service Hours: This will allow for greater accessibility and provide more flexibility in scheduling for consumers.

Equalize A.M. Pullout

Equalize P.M. Pullout

Reduce Headway Times: Current service requires one hour to complete a trip. Shorter headways will make riding Keyline Transit more convenient for riders by reducing wait times.

### Management Needs:

Mobility Management Position: This position would identify ways to forge partnerships with community players to coordinate multimodal transportation options around the needs of the customer.

Marketing: A strong marketing campaign will provide passengers with an enhanced understanding about “how to use” available public transit services, so they can make informed decisions about scheduling trips around the availability of the service. Want to develop a trust with the customer and build confidence in the reliability of service through quality.

Personnel Training



## **Fleet Needs:**

### GPS and Mobile Data Terminals:

ITS technology allows for the transit system to operate safely and efficiently by maximizing schedules, reducing deadhead miles and maintaining accurate real-time location and communication with all vehicles in service. The data necessary for record keeping, invoicing and reporting is also more accurate in a paperless environment.

### Electronic Farebox:

Allows for customers the ease and security of accessing the public transit system without the need for cash payment. Electronic fare payment systems also provide financial controls and accurate accounting of the fees collected.

Bus Replacement: The replacement of older less efficient buses with newer more efficient buses would allow for maintenance and fuel savings.

## **Facility Needs:**

### Rehab Existing In-ground Pits:

New safety lighting, stair and proper drainage is needed.

### Upgrade Existing Security System:

Expand camera layout and upgrade recording hardware. Keyline's facility is over 100 years old, the safety and security requirements have changed over the years. Structural upgrades, electrical system upgrades and safety equipment are needed.

### Downtown Intermodal Facility:

The facility would coordinate local and regional transportation by providing a centralized location for pick-up and drop-off of public and private bus service including fixed route service, demand response, interstate charters and taxi service. This facility could possibly house the potential Amtrak rail passenger rail depot for better coordination of transportation services.

## Region 8 Regional Transit Authority:

### Service Needs:

#### Expanded Regularly Scheduled Routes Between:

- Bellevue to Dubuque
- Cascade to Dubuque
- Colesburg to Manchester
- Delhi/Hopkinton to Manchester
- Dyersville In-Town
- Dyersville to Dubuque
- Dubuque to Iowa City
- Manchester to Dubuque
- Peosta to Dubuque



Please note that the routes listed above are not fixed routes, they are service areas that are covered on a scheduled basis.

Under the previous management of the RTA, routes and schedules were primarily developed around agency service requests that severely limited the capacity for any additional general public service requests. General public service requests were filled with volunteer drivers, using personal automobiles that were not ADA accessible. By developing regular routes, the service capacity for the general public will increase, and for those passengers with disabilities, they will have greater independence for scheduling appointments on ADA accessible buses.

#### Increased Service Hours:

- Saturday and Sunday service
- Evening service

While the RTA provides significant service during first shift schedules Monday through Friday, there is little or no ADA accessible transportation available for second and third shift workers. There is also little or no service available on weekends. Many jobs for low-income individuals are second shift and/or on weekends, so expansion of service in these areas would benefit a transit dependent part of the population.

### Increased Capacity on Existing Routes

Currently routes are operating at or near capacity, making additional service requests difficult to schedule. Increasing capacity will afford more service and improve the quality of the service to current riders.

### Shorter Ride Times on Existing Routes:

Limited capacity results in inconvenient headways and departure and arrival times. By creating shorter headways

### Uniform Fare Structure:

The current fare structures are difficult to understand due to the diverse and complex funding streams subsidizing the public transit system. A uniform fare structure will make access to the transit service easier for the consumers to understand and for the dispatchers/schedulers to provide information to passengers.

### More Affordable Fares on Shorter Distance Routes:

Most passengers are living on limited incomes and very dependent on public transportation for their mobility to jobs, essential services, livelihood and basic needs. Affordable fares and shorter routes and trip times will make the service more available to fixed-income passengers.

### Easily Accessible Schedules, Route and Fare Information:

A strong marketing campaign will provide passengers access to the public transit service options so they can make informed decisions about scheduling appointments around the availability of the service.

## **Management Needs:**

### Driver Training:

Emphasis on safety, transporting passengers requiring mobility aids and transporting passengers with mental illness.

### Creating Transit Operator Jobs:

Provide livable wages and benefits to attract and retain a professional driving staff.

### Transit Mobility Coordinator:

This position will identify ways to forge partnerships with community players to coordinate multimodal transportation options around the needs of the consumer.

## **Fleet Needs:**

### **GPS and Mobile Data Terminals:**

Will maximize schedules, reduce deadhead miles and maintain accurate real time vehicle locations.

### **Electronic Farebox:**

Allows customers the ease and security of accessing the public transit system without the need for cash payment. Electronic fare payment systems also provide financial controls and accurate accounting of fees collected.

### **Preventative Maintenance Program:**

With Iowa's aging fleet of buses operating more than twice their useful life, it is essential for the transit system to maintain a preventive maintenance program to extend the life of the equipment, maintain safe and reliable equipment and contain maintenance costs.

### **More Timely Bus Replacement:**

Will reduce maintenance and overhead costs while ensuring safe, reliable vehicles and economical and efficient operation.

### **Fleet Expansion:**

Due to a lack of federal funding, the only opportunity to expand is to purchase used buses from other transit operators and retain vehicle schedule for disposition upon their replacement.

## **Facility Needs:**

### **Maintenance and Storage Facility in Dubuque:**

Since a majority of the RTA's vehicles are operating twice beyond their useful life standards (100,000 miles and 48 months in service) and Iowa has a climate of four seasons, covered storage is essential to extend the body and chassis conditions of the fleet. Covered storage also reduces the need for extended warm up cycles in the winter which reduces fuel consumption and emissions. It also allows service workers and drivers a better opportunity to inspect and identify vehicle defects. With a modern maintenance and storage facility, the transit system can have better control of the scheduled maintenance and have the ability to purchase an inventory of vehicle parts at a more competitive pricing. This project is currently in the construction phase.

### **Storage Facility in Manchester:**

A storage facility in Manchester would provide all the benefits of a storage facility in Dubuque; however it would be for the Delaware County drivers and that fleet of buses.