Service Need
Residence in the rural areas of Delaware County in need of transportation to wellness appointments

Agency(s)
RTA, Delaware County Connections

Project
FTA Rides to Wellness grant expanding the service area and hours within Delaware County. The project was to be sustained by volunteer drivers.

Status
Grant awarded and implementation began FY17 with purchase of minivan using FTA grant funding. As of FY20 RTA had four volunteer drivers supporting the program with intentions of adding more. Implementation; ongoing, now through Technical TAG.

PROJECT COMPLETED

Improve attendance and RTA, TAG action from the TAG. More accountability and influence as a group

Form a TAG Technical Group to identify gaps in transportation within each County, devising strategies to address the gaps, and obtaining funds to support creative transportation solutions.

Status as of March 2020. Determined new TAG structure, roles and responsibilities by County, and timing and process for the meetings. Implementation; ongoing

PROJECT COMPLETED

Identify every potential community in the region that may need transportation, but is not utilizing RTA (growth potential) e.g. Amish

Conduct a Transit Self-Assessment; data collection for a demographic analysis and transit demand estimation

Status as of March 2020. Compiled list of all senior living/assisted living/nursing homes in the region. Implementation; ongoing

PROJECT NOT COMPLETED

Seniors needing rides with little or no money and not a member with NEIAAA

NEIAAA partnering with RTA to complete NAPIS intake form to allow for immediate ride accommodations. Bill NEIAAA for the rides within 30 days.

Status as of March 2020. Process outlined and awaiting approval from NEIAAA to move forward.

PROJECT NOT COMPLETED
| RTA general public rates too expensive, particularly for working parents needing help with transportation for children, and for senior citizens. Delaware County volunteer drivers also having concerns about the cost to their passengers. | Delaware, Dubuque, and Jackson County Board of Supervisors, NEIAAA | Service Improvement Plan: all three counties agreed to subsidize the cost of rides, reducing the cost to the individual riders making public transit more accessible. **PROJECT COMPLETED** |
| Consumers can be anxious on the bus and sometimes act out. Provide activities to keep them occupied and entertained. | RTA, ARC, Hills & Dales, Iowa Voc Rehab Services | Bus Buddies. Either hire high-functioning consumers to conduct activities on the bus, or find volunteers; retired teachers (who can also develop a program/activities for consumers to follow) **PROJECT NOT COMPLETED** |
| Low income residents in Maquoketa receive vouchers for Farmer's Market, but no transportation (RTA after hours) | Maquoketa Farmers Market, Maquoketa Community Services | Maquoketa Farmers Market Transportation for Low-Income Residents funded by a grant from Maquoketa Community Foundation & Community Foundation of Jackson County; deviated fixed route targeting low-income housing units (open to general public) **PROJECT COMPLETED** |
| | | Implemented FY19; continue annually as grant is awarded. |
Possible need to get low-income Dubuque County residents to Dubuque Farmers Market

Work with Dubuque Main Street to determine the need for transportation for residents in the rural Dubuque areas and Asbury/West end to the downtown Dubuque Farmers Market on Saturday mornings. Also for Dubuque Winter Farmers' Market. PROJECT NOT COMPLETED

Status as of March 2020. August - October 2019 Dubuque Main Street surveyed everyone who came to their booth for Food Bucks as part of their regular list of questions. Asking if the individual would use transportation if available. Concluded that most are from the downtown area and walk. Next step is to survey rural Dubuque, west end/Asbury area as it doesn't seem they are attending Farmers Market.

Improve RTA's reliability RTA, TAG of service and wait times

Develop an App, a Portal and re-designed Website to improve coordination and reduce wait time, show (potentially improve) availability, and provide better communication PROJECT NOT COMPLETED

August 2020 Awarded FTA "Accelerating Innovative Mobility Challenge Grant" (AIM) to fund the project. Waiting on decision for DRA grant award to supplement the project costs.

Recruit employees from other areas to come to Maquoketa to help fill open positions

Partner with Family Dollar, Iowa Works in Davenport, Riverbend Transit, MTA in Clinton

RTA will provide Family Dollar with employee and potential employee surveys to determine interest/need at request of IEDA.
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| Free rides for low-income individuals with no other funding                 | United Way, Operation New View, Visiting Nurses Assoc., Delaware County Community Services, Chamber of Commerce and RMC | Rides for Wellness Ride Vouchers - grant from United Way under Health Pillar **PROJECT COMPLETED**  
Implemented; FY17, FY18-19 (two year cycle), FY 20-21 (two year cycle) |
| Good will gesture by RTA to community partners                              | ARC, Hills & Dales, Goodwill, Imagine the Possibilities                          | RTA Christmas Bus Decorating. Consumers and staff come to RTA garage at noon to decorate their bus with home-made or purchased decorations. In the evening gather again to ride the bus to dinner, then to Reflections in the Park, with a "winner" announced at dinner **PROJECT COMPLETED**  
Implemented; December 2017. Yearly event. |
| Seniors in Dyersville and Farley area needing transportation, and employers need help recruiting and retaining employees | Dyersville Area Community Foundation                                               | Considering using Small City Grant funds and local matches for five cities to purchase a van for volunteers to drive/share **PROJECT NOT COMPLETED**  
Status as of March 2020. In September 2019, RTA and DACF conducted two surveys; an employment transportation needs survey and a survey targeted at seniors. DACF and RTA did not receive enough completed surveys to implement the project. DACF put the project on hold and will revisit in 2020. |
Transportation for Major League Baseball game at Field of Dreams, Dyersville

Dyersville Area Chamber of Commerce (DACC), Major League Baseball

Potentially provide transportation into Dyersville from surrounding area, and/or a shuttle service from pop-up parking areas, hotels, etc. In addition to Game Day, plan to have other activities throughout the week. PROJECT NOT COMPLETED

Implementation; 2020 cancelled, potential for 2021. Service pending decision by MLB on which providers to utilize and for what type of service.