

Service Need	Agency(s)	Project	Status
Residence in the rural areas of Delaware County in need of transportation to wellness appointments	RTA, Delaware County Connections	FTA Rides to Wellness grant expanding the service area and hours within Delaware County. The project was to be sustained by volunteer drivers. PROJECT COMPLETED	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.
Improve attendance and action from the TAG. More accountability and influence as a group	RTA, TAG	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. PROJECT COMPLETED	Status as of March 2020. Determined new TAG structure, roles and responsibilities by County, and timing and process for the meetings. Implementation; ongoing
Identify every potential community in the region that may need transportation, but is not utilizing RTA (growth potential) e.g. Amish	RTA	Conduct a Transit Self-Assessment; data collection for a demographic analysis and transit demand estimation PROJECT NOT COMPLETED	Status as of March 2020. Compiled list of all senior living/assisted living/nursing homes in the region. Implementation; ongoing
Seniors needing rides with little or no money and not a member with NEIAAA	RTA, NEIAAA	NEIAAA partnering with RTA to complete NAPIS intake form to allow for immediate ride accommodations. Bill NEIAAA for the rides within 30 days. PROJECT NOT COMPLETED	Status as of March 2020. Process outlined and awaiting approval from NEIAAA to move forward.

<p>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.</p>	<p>Delaware, Dubuque, and Jackson County Board of Supervisors, NEIAAA</p>	<p>Service Improvement Plan: all three counties agreed to subsidize the cost of rides, reducing the cost to the individual riders making public transit more accesible. PROJECT COMPLETED</p>	<p>Reduced general public rates in all three counties, and children age 15 and under ride for free. Once funding is depleted, County Boards will re-evaluate future funding.</p>
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<p>Consumers can be anxious on the bus and sometimes act out. Provide activities to keep them occupied and entertained.</p>	<p>RTA, ARC, Hills & Dales, Iowa Voc Rehab Services</p>	<p>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</p>	<p>Pending identification of consumers interested in being a Bus Buddy, and identifying funding to sustain paying them. IVRS can pay some individuals who qualify for the short-term.</p>
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<p>Low income residents in Maquoketa receive vouchers for Farmer's Market, but no transportation (RTA after hours)</p>	<p>Maquoketa Farmers Market, Maquoketa Community Services</p>	<p>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</p>	<p>Implemented FY19; continue annually as grant is awarded.</p>
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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 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

Family Dollar in Maquoketa, Iowa Works in Davenport, Riverbend Transit, MTA in Clinton

Partner with Family Dollar and transit providers in Davenport area and Clinton to obtain Iowa Economic Development grant to aid in bringing employees to Maquoketa's Family Dollar **PROJECT NOT COMPLETED**

RTA will provide Family Dollar with employee and potential employee surveys to determine interest/need at request of IEDA.

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