



May 28th, 2026

Region 16 FY2026 Passenger Transportation Plan



Prepared by:
Southeast Iowa Regional
Planning Commission

RESOLUTION #203-2026

INTRODUCED BY: SEIRPC

INTENT: A RESOLUTION ADOPTING THE FY2026 PASSENGER TRANSPORTATION PLAN (PTP) AND AUTHORIZING SUBMISSION TO IOWA DEPARTMENT OF TRANSPORTATION (DOT), FEDERAL HIGHWAY ADMINISTRATION (FHWA), AND FEDERAL TRANSIT ADMINISTRATION (FTA)

WHEREAS, the Passenger Transportation Plan is a regional passenger transportation plan that facilitates transportation coordination and efficient use of public transportation funding; and

WHEREAS, the Passenger Transportation Plan is a required plan by the Iowa Department of Transportation Office of Public Transit to maintain eligibility for public transit funding and to justify applications for public transit funding; and

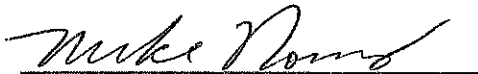
WHEREAS, the planning process of the Passenger Transportation Plan included a wide array of regional representatives, including representatives of human service agencies, public transportation officials, elected officials, members of the general public, and non-profit representatives; and

WHEREAS, the Passenger Transportation Plan is an ongoing plan to be updated regularly by Southeast Iowa Regional Planning Commission staff; and

BE IT RESOLVED, The Southeast Iowa Regional Planning Commission Board of Directors adopts the Region 16 Passenger Transportation Plan update on this 28th Day of May 2026 and authorizes staff to submit to Iowa DOT, FHWA, and FTA.

A handwritten signature in cursive script, appearing to read "Michael Ash", written over a horizontal line.

Dr. Michael Ash, Chairman

A handwritten signature in cursive script, appearing to read "Mike Norris", written over a horizontal line.

Mike Norris, SEIRPC Executive Director

Acknowledgements

In addition to the many community members who provided invaluable knowledge to assist us in the development of this plan, we would like to thank the following individuals for their added input:

Transportation Advisory Committee and Passenger Transportation Coordination Workshop participants

Linda Harwood, *Services Director, Milestones AAA*

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Robin Peiper, *Assistant Transit Director, SEIRPC*

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SEIRPC Board

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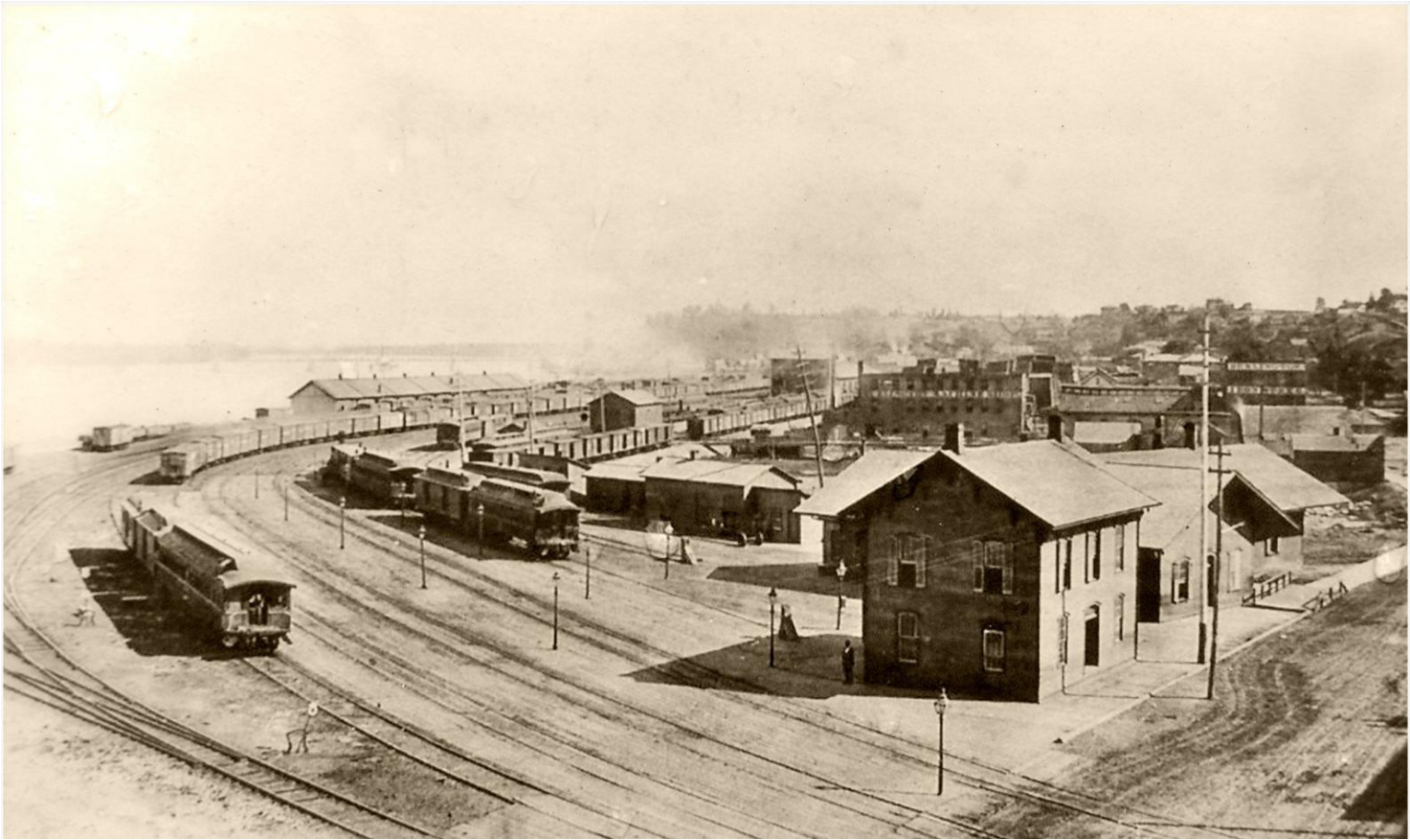
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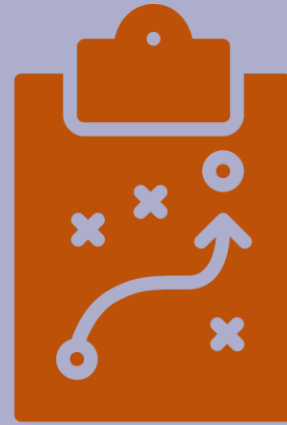
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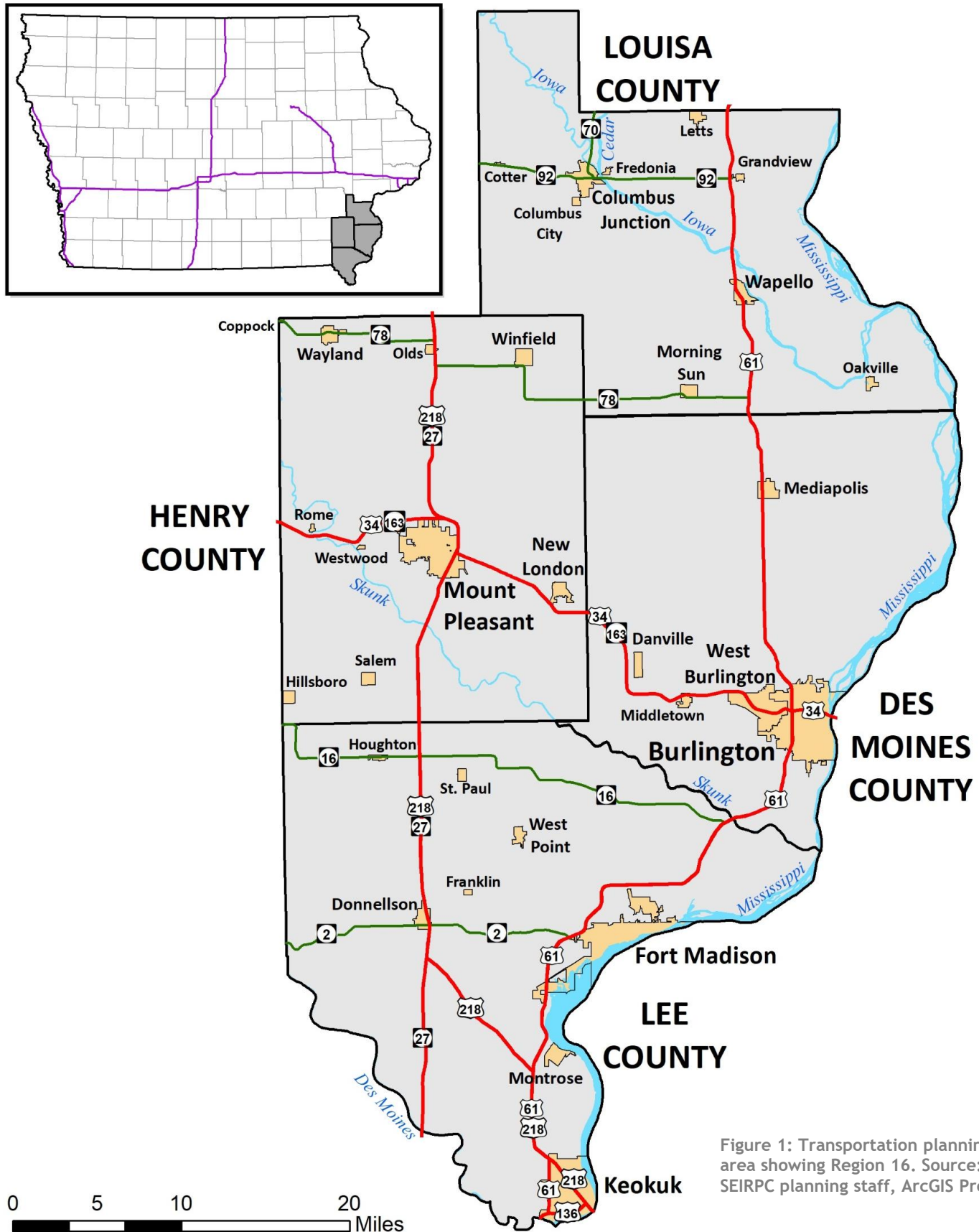


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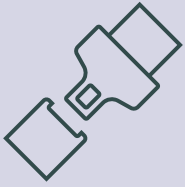
1 Introduction and Plan Development



Region 16 Transportation Planning Area



What is the purpose of this plan?



Improve transportation services to lowans



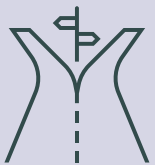
Increase passenger transportation coordination



Create awareness of unmet needs



Develop new working partnerships



Assist decision-makers, advocates, and consumers in understanding the range of transportation options available



Develop justification for future passenger transportation investments



Save dollars and eliminate overlapping of services

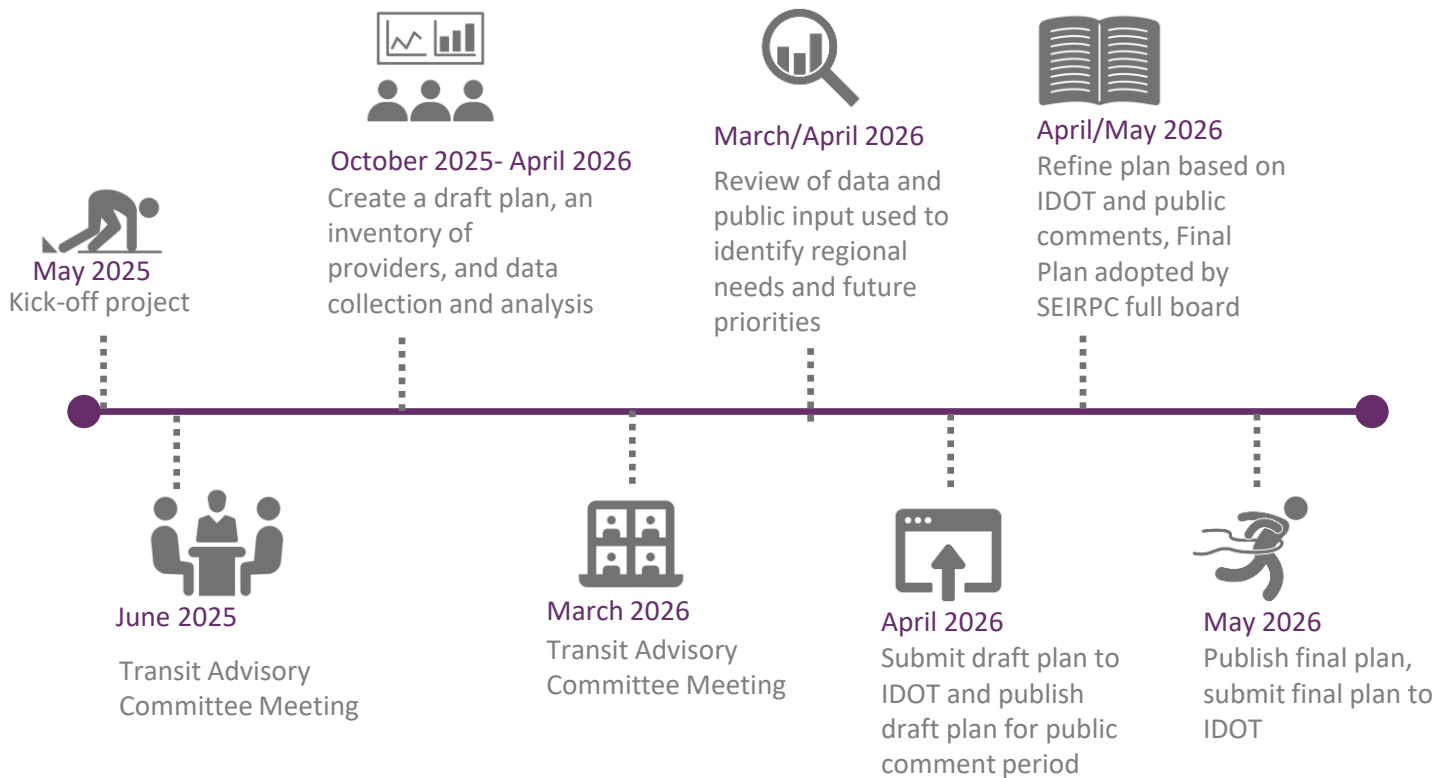
What is the Passenger Transportation Plan (PTP)?

Southeast Iowa's transportation planning body, the Southeast Iowa Regional Planning Commission (SEIRPC), is responsible for the creation of the Region 16 Passenger Transportation Plan (PTP), which is updated every five years. Created by the Iowa Department of Transportation's (IDOT) Public Transit Bureau, the PTP is intended to coordinate and promote joint transportation planning programs that help further develop both local and regional public transportation systems. The purpose of the Region 16 PTP is to strengthen collaboration between human service agencies and public transportation providers to support effective and efficient passenger transportation services throughout Southeast Iowa, with goals to:

1. Improve transportation services to lowans
2. Increase passenger transportation coordination
3. Create awareness of unmet needs
4. Develop new working partnerships
5. Assist decision-makers, advocates, and consumers in understanding the range of transportation options available
6. Develop justification for future passenger transportation investments
7. Save dollars and eliminate overlapping of services.

Plan Development Schedule

The development of the Passenger Transportation Plan FY21 was a 12-month process, which began in the spring of 2025 and concluded in the spring of 2026. Key project milestones have been identified in the timeline below.



Public Engagement Process

The Passenger Transportation Plan was developed through a comprehensive data collection process and public involvement process. A variety of techniques were used to gather input from regional transportation providers and other stakeholders. Major engagement techniques included regional surveys, interviews with transit providers, and Transit Advisory Committee meetings. See Appendix D for public notices.

Upon completion of the draft plan, it was made available for public comments. Specifically, the document was sent to Iowa DOT, the Transit Advisory Committee members, and SEIRPC Board Members for review. The final step of the process was the approval and adoption of the plan by the SEIRPC Full Board.



Regional Transportation Provider Survey and Interviews



To understand the perspective of regional transportation providers, a survey was developed through SurveyMonkey. The purpose of the transportation providers' survey was to identify all agencies that provide transportation service in the Southeast Iowa region, their current vehicle fleet and facility inventory, identify fleet and facility needs, identify service needs, and gather input on regional coordination priorities.

To complete the survey and get the most valuable information, SEIRPC staff held one-on-one interviews with transportation providers to go through the survey. This allows for the ability to ensure the information being requested is filled out in full and accurately.

A total of 16 interviews were completed for this survey. See Appendix A and B for survey results and a detailed inventory of regional transportation providers.



Transit Advisory Committee (TRAC)

SEIRPC held four Transit Advisory Committee (TRAC) meetings to provide input and review the development of PTP.

- The first meeting was held on May 20, 2025
- The second meeting was held on June 30, 2025
- The third meeting was held on March 4, 2026
- The fourth meeting was held on May 20, 2026

All TRAC members (listed in the Acknowledgements) were invited to the meetings, which were held via Zoom.

The following page provides more details on the purpose and makeup of the Transit Advisory Committee. Appendix C includes meeting agendas, presentations, and meeting notes from the three TRAC meetings in which the PTP was discussed.

What is THE TRAC?

WHAT IS TRAC'S ROLE IN THE PTP?

The TRAC played a vital role in the development of the Region 16 Passenger Transportation Plan (PTP). They provided input and review for its development and implementation. The PTP provides information on transportation services and needs, gathers input and ideas from regional transportation partners on regional passenger transportation needs, identifies regional passenger transportation priorities, and provides justification for any state or federal transit funding in Southeast Iowa. The PTP is required to be prepared by SEIRPC for Region 16 with regular, scheduled input from stakeholders forming the TRAC.

The TRAC monitors the progress of the PTP throughout the year, offers general guidance, and recommends the final version of the PTP to the SEIRPC Board of Directors for approval. The main tasks performed by the Transit Advisory Committee are to identify passenger transportation needs, identify projects to address these needs, prioritize projects, and work to implement priority projects/improve coordination amongst different agencies.

WHO ARE TRAC MEMBERS?

The Transit Advisory Committee (TRAC) is made up of representatives of the following agencies. Input from other stakeholder groups is encouraged and are invited to TRAC meetings as opportunities are presented.

- Burlington Urban Service
- United Way of Southeast Iowa
- Community Action of Southeast Iowa
- Des Moines County Supervisor
- Des Moines County Community Services
- Fort Madison United Way
- Milestones Area Agency on Aging
- Low Rent Housing Agency of Burlington
- Henry County Supervisor
- Henry County Community Services
- Hope Haven by Imagine the Possibilities
- Louisa County Supervisor
- Louisa County Community Services
- Lee County Supervisor
- Lee County Community Services
- Keokuk City Manager
- Fort Madison City Manager
- Fort Madison Housing Authority
- Great River Medical Center
- Southeast Iowa Regional Housing Authority
- SEIBUS
- Iowa Workforce Development
- Iowa DOT District 5
- Iowa DOT Transit Planning
- SEIRPC Planning and Transit Staff

Transit Advisory Committee Meeting Monday, June 30, 2025 - 2:00 PM

Microsoft Teams call

[Join the meeting now](#)

Meeting ID: 210 860 804 197 6

Passcode: vs6kw2Zc



1. Welcome and Introductions

2. Passenger Transportation Plan (PTP)

Points to accomplish: Provide an overview of PTP and the upcoming process to update the document.

3. Roundtable Discussion

Point to Accomplish: - Updates from BUS, SEIBUS, or other agencies
- Any other topics of interest that our TRAC members would like to discuss
- Discuss next meeting date

4. Adjournment

2.1 Transportation Provider Inventory



Southeast Iowa Transportation Providers

To build a better transit system...

We must first understand the current transit system and its functioning. Southeast Iowa is served by several transportation providers, ranging from public transit providers, intercity transit providers, private/non-profit transportation providers to rail and air passenger transportation services. This section will provide an overview of the agencies that provide transportation service and a description of the services that they provide to the residents of Southeast Iowa.

What services are available?



Private Intercity/Charter Services



For-Profit Door-to-Door Transportation/Taxi Services



Private/Non-Profit Providers



Public Transit Providers (Fixed Route & Demand Response)



Commercial Airline Service



Passenger Rail Service

Where do Southeast Iowans work?

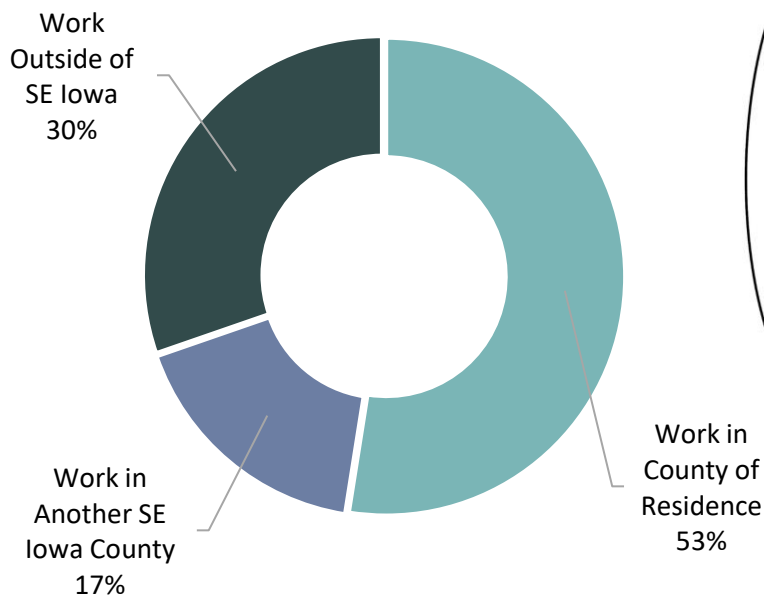


Figure 2 shows a majority of Southeast Iowa's working residents are employed in their county of residence, while 14% work in one of the region's other three counties. Source: US Census Bureau, Longitudinal Employer Household Dynamics (2024)

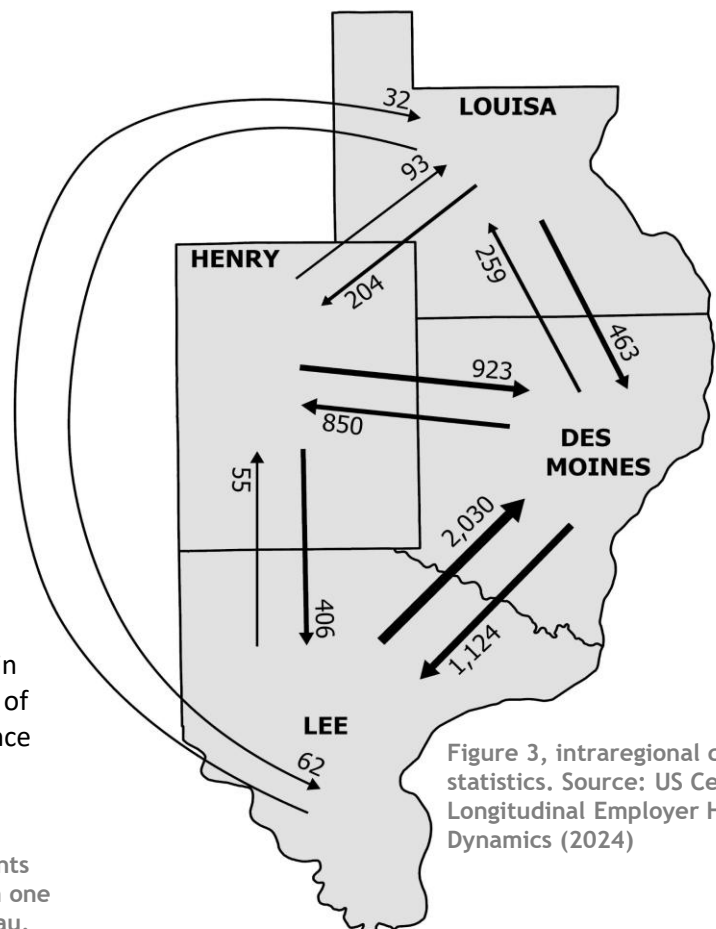
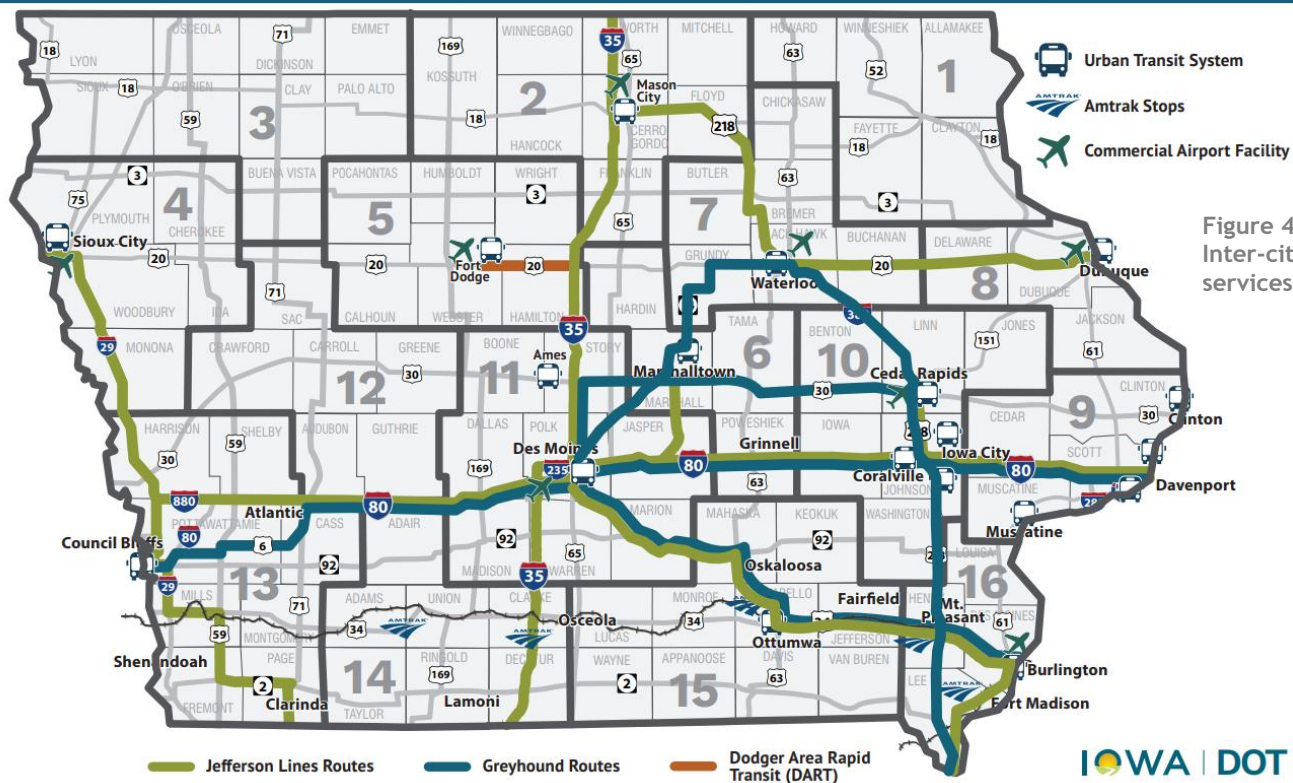


Figure 3, intraregional commuting statistics. Source: US Census Bureau, Longitudinal Employer Household Dynamics (2024)

Transportation Provider Inventory

IOWA PASSENGER TRANSPORTATION SERVICES



Private Intercity/Charter Services

In a significant change for Southeast Iowa, Burlington Trailways has discontinued its operations, and Jefferson Lines now serves as the region's primary provider of intercity and charter bus services. It is important to note, however, that Jefferson Lines is not establishing a permanent operating base or depot in Southeast Iowa. Jefferson Lines provides service on a contractual or route-based basis as part of its larger multi-state network. The company specializes in scheduled intercity service across a 17-state region and facilitates long-distance travel through coordinated connections with other national carriers, rather than through locally based operations. As required of all over-the-road bus operators, Jefferson Lines operates a fully ADA-compliant fleet; since 2012, federal regulations have required that all over-the-road buses include wheelchair lifts and securement areas for mobility devices.

Below is updated information about the services now provided by Jefferson Lines.

Scheduled Intercity Service

Jefferson Lines operates scheduled intercity bus service for the general public along fixed routes with limited stops, primarily linking major urban centers. The service spans Iowa and extends into neighboring states, including Minnesota, Missouri, Illinois, Nebraska, and South Dakota, while also providing connections to other national intercity bus operators. In Southeast Iowa, Jefferson Lines offers boarding locations in multiple communities, including West Burlington (906 Broadway Street), Fort Madison (5002 Avenue O), Keokuk (3530 Main Street), and Mount Pleasant (2005 East Washington Street).

Chartered Bus Service and Escorted Tours

Jefferson Lines also offers charter bus services for groups requiring transportation. These services are provided on an as-needed basis and do not involve permanent local facilities. Charter transportation may support special events, organizational travel, sporting events, regional tours, and other short-term or irregular travel needs.

Transportation Services



Figure 5 Dan Ross, one of the registered drivers in the area to provide Lyft rides in Henry County and Southeast Iowa. Source: Southeast Iowa Union, January 30, 2020

Within the Region 16 Planning Area, multiple public, private, and nonprofit transportation providers operate throughout the region. To support effective coordination and maximize mobility options, SEIRPC continuously identifies, inventories, and updates information on emerging and existing transportation providers. Planning staff began with the provider list included in the FY20 Passenger Transportation Plan and expanded it through updated research, direct outreach to local organizations, and input from the Transportation Advisory Committee (TRAC).

These providers were then asked to complete a brief survey, which shed light on the transportation service issues that have been observed directly by those working in the field. In turn helping inform the priorities and strategies section of this plan.

For- Profit Door-to-Door Transportation Services

- United American Cab Company
 - a taxi/limo service based in Keokuk that provides services regionally and in some parts of Illinois.
- Port Louisa Transport Inc
 - based in Louisa County, serving eastern Iowa with non-emergency rides.
- Yellow Cab Company
 - a private taxi company based in Burlington.
- Rideshares
 - Service such as Uber and Lyft are becoming more common throughout Southeast Iowa since 2017. However, these services are not as available as they are in larger urban centers.

DIRECT SERVICES

- Advanced Home Health Care
- Bickford Senior Living
- West Point Care Center
- RidgeView Assisted Living
- Oakview Ridge Assisted Living
- Home Caring Services
- Addington Place Assisted Living
- Insight Partnership Group
- River Hills Village
- The Kensington
- Great Beginnings
- Play Time Day Care & Pre School
- Low Rent Housing Agency of Burlington
- Washington County Ambulance

PRIVATE SERVICES

- United American Cab Company
- Port Louisa Transport Inc
- Yellow Cab Company
- Lyft
- Uber

VOLUNTEER SERVICES

- Des Moines County RSVP/Elder Services, Inc.
- Henry County RSVP/The Fellowship Cup
- American Cancer Society

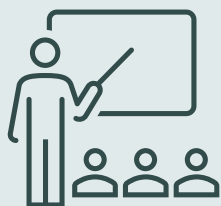
INDIRECT OR SUBCONTRACTED SERVICES

- Des Moines County Mental Health and Disability Services
- Henry County CPC
- Lee County Community Services
- City of Fort Madison
- City of Keokuk
- Milestones Area Agency on Aging
- Great River Health Systems
- Optima LifeServices
- Henry County Health Center
- Louisa County Public Health

Transportation Provider Inventory

Regional Public Schools

ANNUAL TRANSPORTATION DATA



Larger, more urban school districts, such as Burlington, Fort Madison, Keokuk, and Mount Pleasant, typically have higher student enrollment than rural districts. To meet the transportation needs of their larger student populations, these districts operate more vehicles, which contributes to higher total route and non-route mileage, as well as increased operating costs.

In contrast, rural districts cover larger geographic areas but serve fewer students. As a result, they operate fewer vehicles and transport fewer students overall. However, because their routes often span long distances between sparsely located residences, rural districts may accumulate significant mileage per vehicle. Districts such as Central Lee, Columbus, Louisa-Muscatine, Mediapolis, and Waco (Wayland) own fewer vehicles but often travel longer distances through rural areas, compared to urban districts whose routes are concentrated within city limits.

School	Enrollment (cert less share time)	Route	Non- Route	Net Operating	Ave. Cost Per Mile (\$)	Approx. District Sq. Miles
Des Moines County						
Burlington	3,793	212,041	135,210	\$1,026,899.67	4.84	70
West Burlington Ind	384	2,761	16,287	\$15,112.48	5.47	2
Mediapolis	886	125,049	28,871	\$526,547.02	4.50	220
Danville	442	50,154	15,583	\$267,730.82	5.34	71
Henry County						
Waco	460	32,546	10,361	\$200,577.71	6.16	128
Winfield-Mt Union	317	27,376	11,027	\$118,485.82	4.33	93
New London	533	44,191	4,102	\$168,437.74	3.81	67
Mount Pleasant	1,733	169,302	52,318	\$730,676.82	4.32	303
Lee County						
Fort Madison	2,061	170,604	52,478	\$903,434.04	5.30	240
Central Lee	812	170,389	28,868	\$630,053.43	3.70	190
Keokuk	1,824	65,866	57,044	\$361,902.40	5.49	47
Louisa County						
Columbus	757	46,876	15,591	\$259,254.54	5.53	142
Louisa-Muscatine	676	94,820	23,259	\$468,308.85	4.94	110
Wapello	507	46,306	21,415	\$227,609.94	4.92	122
Morning Sun	199	16,227	0	\$57,286.45	3.53	50

Source: Iowa Department of Education

Transportation Provider Inventory

Regional Public Schools

TRANSPORTATION INVENTORY

Region 16 school districts own and maintain a fleet of vehicles to transport students to and from school and district-sponsored events. The fleet includes passenger cars, vans, and 84-seat buses. The table below categorizes these assets into two groups: 'Buses' and 'Type III Vehicles.' Type III Vehicles include any student transport vehicles that are not buses and do not have traffic control devices such as flashing lights or stop arms.

School	Buses	Type III Vehicles	Location
Des Moines County			
Burlington Notre Dame	3	2	Notre Dame School
West Burlington Independent School	5	5	408 W. Van Weiss West Burlington
Mediapolis CS	17	10	430 S Blaine St - Mediapolis
Burlington CS	34	19	3100 Johanson Dr - Burlington
Danville CS	9	7	Danville
Lee County			
Fort Madison CS	24	16	1903 19th Ave M Hwy 2-6TH Light FT Madison
Central Lee	22	10	Bus Lot - Central Lee HS
Keokuk CS	13	14	Bus Garage
Holy Trinity HS	2	0	1903 Ave M FT Madison
Henry County			
Waco CS	8	9	706 N Pearl St - Wayland
Winfield-Mt Union CS	4	5	208 S Olive St - Winfield
New London CS	5	5	New London
CASEIA Headstart	1	0	Ball field - Mount Pleasant
Mount Pleasant CS	25	10	Ball field - Mount Pleasant
Louisa County			
Columbus CS	12	6	1004 Colton St COLUMBUS JCT Hwy 61 South Of Grandview High School
Louisa Muscatine CS	9	14	
Wapello CS	5	9	933 Pleasant St - Wapello
Morning Sun CS	2	3	311 Division St - Morning Sun

Source: Iowa Department of Education

Transportation Provider Inventory

Passenger Rail Service



Currently there are two Amtrak routes that serve Region 16 including the California Zephyr and the Southwest Chief. The California Zephyr has stations in Burlington and Mount Pleasant, while the Southwest Chief has a station in Fort Madison. The Zephyr travels from Chicago to San Francisco, with connections to Omaha, Denver, and Salt Lake City. The Chief travels from Chicago to Los Angeles, passing through Kansas City and Albuquerque.

Currently, transit service to and from these stations is very limited. The only location with regular service to an Amtrak Station is in Burlington. Burlington Urban Service (BUS) currently has their main transfer point at the Amtrak Depot. Other transportation service to Amtrak Stations are provided on a demand response basis.



Figure 6: Mount Pleasant's Amtrak Station, a stop on the California Zephyr Route.



Figure 7: Fort Madison's Amtrak Station, a stop on the Southwest Chief Route.

Amtrak Ridership by Station

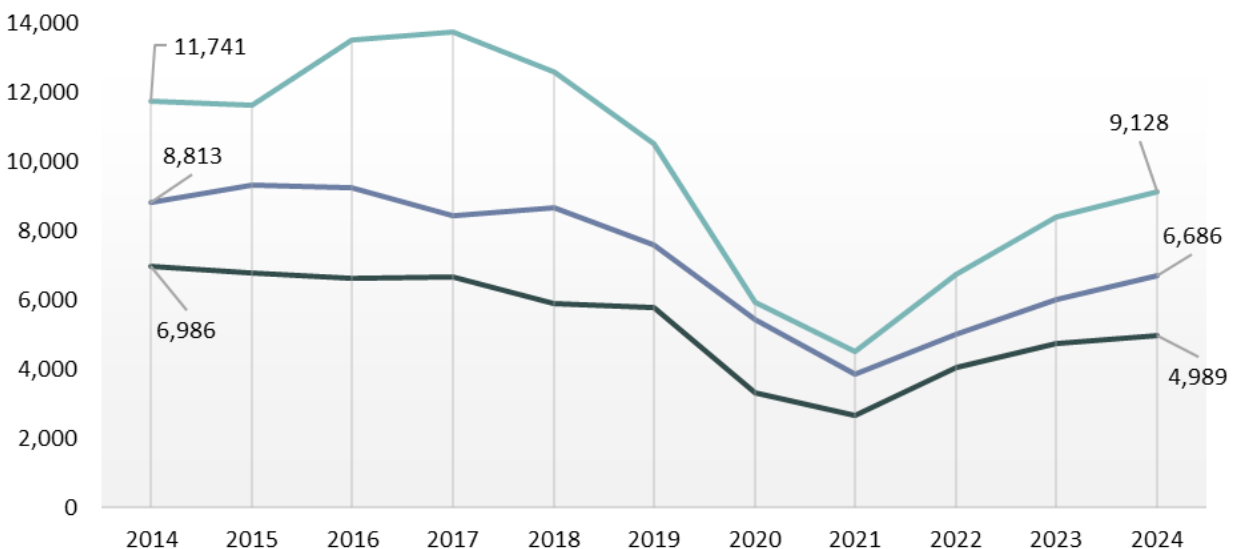


Figure 8: Amtrak Ridership by Station. Source: Bureau of Transportation Statistics - Amtrak Ridership

— Burlington — Mount Pleasant — Fort Madison

Transportation Provider Inventory

Commercial Airline Service



Burlington is home to the Southeast Iowa Regional Airport (BRL), the region's only commercial service airport. The facility is owned and operated by the Southeast Iowa Regional Airport Authority (SIRAA), an independent entity supported by a coalition of local governments, including the City of Burlington, City of West Burlington, and Des Moines County.

The airport recently completed a major runway upgrade and now offers daily flights to Chicago O'Hare International Airport through Contour Airlines. Commercial service operations are funded through the federal Essential Air Service (EAS) program, which ensures air connectivity for smaller communities with limited passenger volumes.

After experiencing a prolonged decline in usage between 2006 and 2011, the airport rebounded to a peak in 2019. Like many airports nationwide, BRL saw a sharp decline during the COVID-19 pandemic in 2020. However, recent infrastructure improvements and the addition of Contour Airlines signal a positive outlook for future growth and regional connectivity.

Southeast Iowa Regional Airport Annual Enplanements

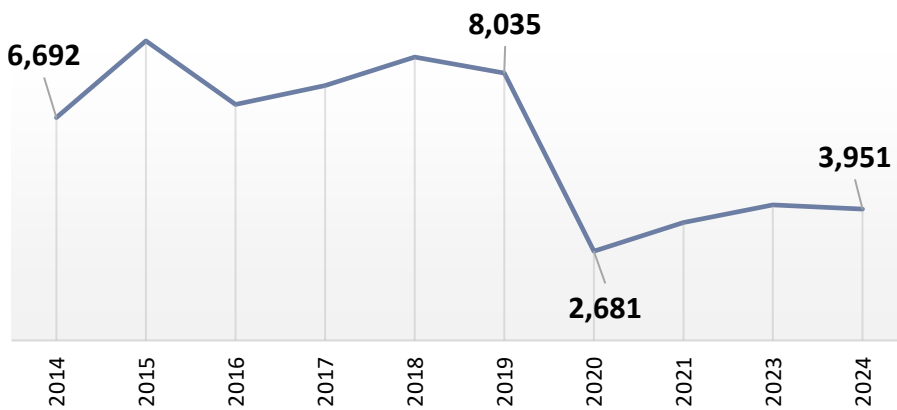


Figure 9 Southeast Iowa Regional Airport - annual enplanements. Source: Federal Aviation Administration

Figure 10 (below) map of airports in Southeast Iowa

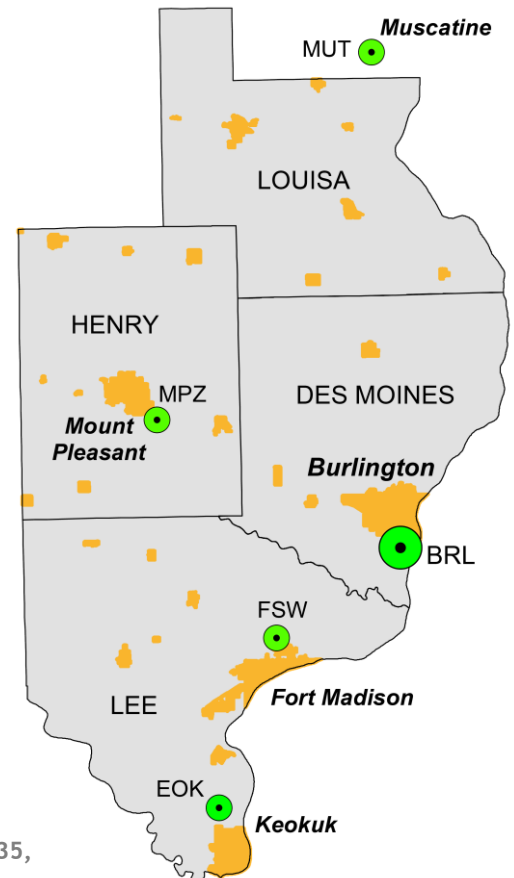


Figure 11 (left) Photo of an Embraer ERJ-135, regional jet owned by Contour Airlines.



Transportation Provider Inventory

Public Transit Providers



Southeast Iowa Bus & Burlington Urban Service

Region 16 has two public transit providers in SEIBUS and BUS. SEIBUS (Southeast Iowa Bus) is the regional transit provider for southeastern Iowa, providing service for Des Moines, Henry, Lee, and Louisa Counties, Monday through Friday. SEIBUS is managed and operated out of West Burlington at the SEIRPC offices.

BUS (Burlington Urban Service) on the other hand serves Burlington and West Burlington, offering deviated fixed routes, demand response, and paratransit. While both are based out of the greater Burlington area, SEIBUS does not operate within the BUS service area unless a previous agreement has been reached between the two.

The regular hours of service from SEIBUS vary among communities. Fort Madison and Keokuk services run from 11:00am to 3:00pm on Mondays, Wednesdays, and Fridays. Mount Pleasant service runs from 9:00am to 3:00pm Monday to Friday. On Mondays, Wednesdays, and Fridays, SEIBUS also operates a route from Mediapolis to Burlington at 9:30am and from Burlington to Mediapolis at 1:00pm. Columbus Junction, Grandview, Wapello, and Morning Sun riders are directed to call SEIBUS to check bus availability.

City	Day	Start Time	End Time
Fort Madison	Monday	11:00 AM	3:00 PM
	Wednesday	11:00 AM	3:00 PM
	Friday	11:00 AM	3:00 PM
Keokuk	Monday	11:00 AM	3:00 PM
	Wednesday	11:00 AM	3:00 PM
	Friday	11:00 AM	3:00 PM
Mount Pleasant	Monday to Friday	9:00 AM	3:00 PM
City (to and from Burlington)	Day	Start Time	End Time
Mediapolis	Monday	9:30 AM	1:00 PM
	Wednesday	9:30 AM	1:00 PM
	Friday	9:30 AM	1:00 PM
		(Departure from home)	(Arrival back home)
Columbus Junction, Grandview, Wapello, Morning Sun	Passengers can call SEIBUS for bus availability		

Transportation Provider Inventory

Southeast Iowa Bus (SEIBUS)



Some of the general services that SEIBUS provides are a medical shuttle to Iowa City area hospitals. These medical shuttles travel to the University Hospitals and Clinics, the Veterans Hospital, and those at the Iowa River Landing on Tuesdays, Wednesdays, and Thursdays, excluding Holidays. Typically, the pick ups for these medical shuttles are at the passenger's home, but alternate locations can be arranged.

SEIBUS also offers trips to the Cedar Rapids Airport as well, arriving at approximately 9:30am, and departing from the airport at 1:30pm on Tuesdays and Thursdays; and 12:30pm on Wednesdays.

SEIBUS also works with other private transportation providers to offer transportation services to the public. These private providers include Imagine the Possibilities and Milestones AAA, and others that focus on elder care or assisted living. Below is a list of community and private partnerships maintained by SEIBUS.

- City of Fort Madison
- City of Keokuk
- Henry County
- Des Moines County
- Louisa County
- Midwest Old Threshers Reunion
- Imagine The Possibilities
- Southeast Iowa Regional Medical Center
- Milestones AAA
- New Choices, Incorporated

County/City	Pick Up From Your Home On Tuesday & Thursday	Arrive In Iowa City	Leave Iowa City On Tuesday & Thursday	Arrival Back Home On Tuesday & Thursday (Approximate Time)
Keokuk	5:30 - 6:00 AM	Drop off in Iowa City at 9:00 AM (approximate time)	Depart VA hospital promptly at 2:30 PM	5:15 PM
Fort Madison	6:15 - 6:30 AM			4:30 PM
Henry County	7:00 - 7:30 AM			3:45 PM
Des Moines County	6:00 - 6:30 AM		Depart UI hospital promptly at 2:45 PM	4:30 PM
Louisa County	7:00 - 7:15 AM			3:45 PM

SEIBUS – Past Trends

This page provides an overview of the past trends of SEIBUS and studies the change in ridership, vehicles miles traveled and hours of operation in the past 6 years.

Key Service Measures

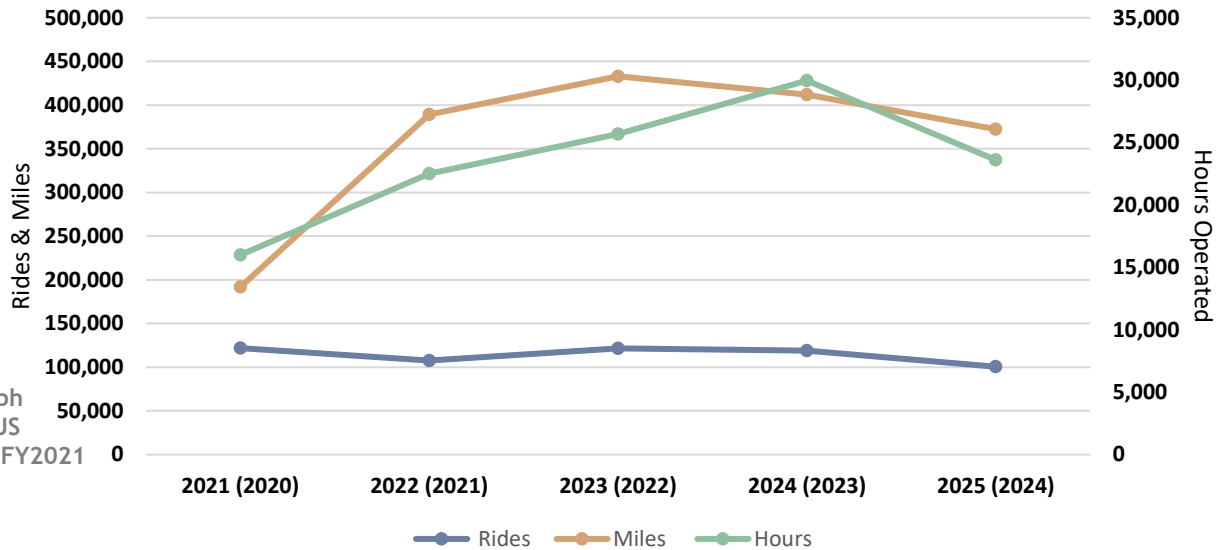


Figure 12: Graph depicting SEIBUS statistics from FY2021 to FY2025.

Generally, ridership over the 2020 - 2024 period was consistent, while miles and hours increased alongside each other and began tapering off after FY2023. From FY2021 to FY2025, rides saw a decline of 17% (121,846 to 100,559), while miles and hours both saw a substantial increase of 94% and 48%, respectively. The decline in ridership can be attributed to the limited travel needs of riders, while the increase in hours and miles can be attributed to more frequent long-distance trips being completed.

Ridership FY21 to FY25

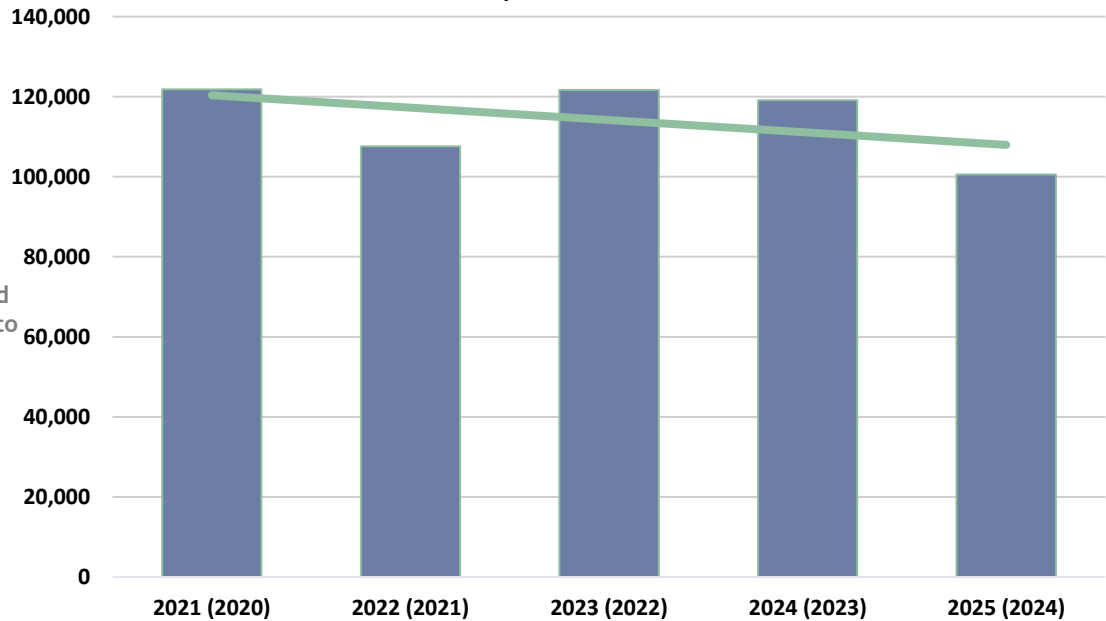
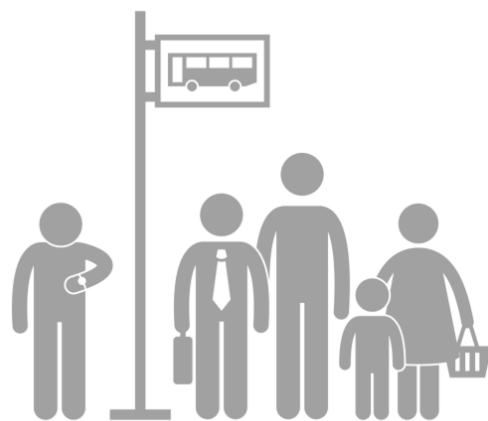


Figure 12: Graph depicting SEIBUS ridership values and trend from FY2021 to FY2025.

Transportation Provider Inventory

SEIBUS - Today

FY 2025 BY THE NUMBERS



System Ridership

- Total Rides – 100,559



Annual Hours of
Operation
23,616



Employees
21 total employees



Fleet
35 Buses
(all ADA compliant)



Bus Service
Operation
Days
Monday through
Friday



Annual Miles
Traveled
372,468

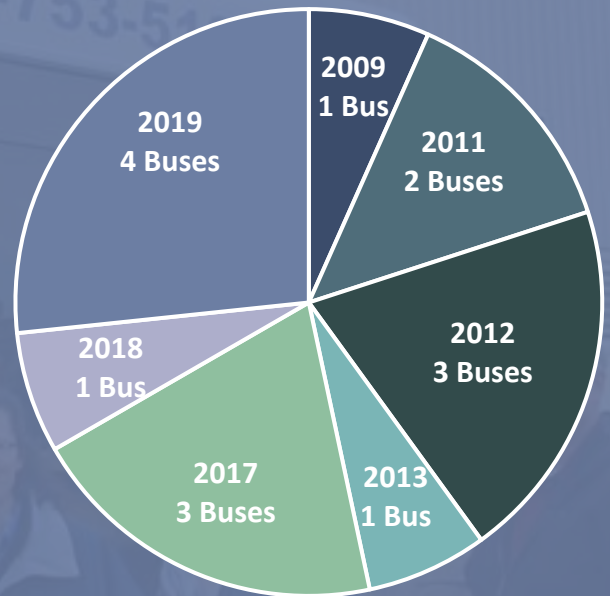


Transportation Provider Inventory

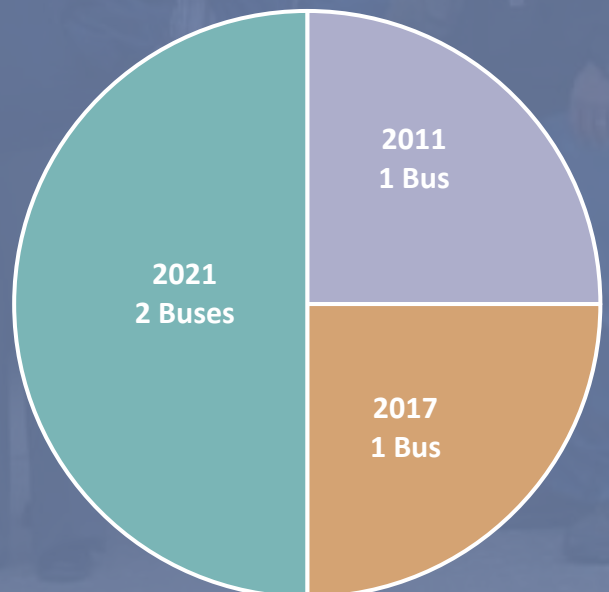
Southeast Iowa Bus (SEIBUS) – Fleet Characteristics

As of 2026, the SEIBUS fleet consists of 15 light-duty buses (13 ADA-compliant), 4 medium-duty buses (3 ADA-compliant), 13 light-duty vans (5 ADA-compliant), 2 minivans (1 ADA-compliant), and 2 heavy-duty school buses that are not ADA-compliant. The fleet has an average age of 11.5 years. SEIBUS most recently expanded its fleet with two light-duty vans purchased in 2022 and an additional light-duty van acquired in 2024.

Light Duty Buses



Medium Duty Buses



Transportation Provider Inventory

Burlington Urban Service (BUS)

Burlington Urban Service (BUS) is the transit provider for the Burlington urban area, which includes the cities of Burlington and West Burlington. It is operated by the City of Burlington Public Works Department. Services are available to the public 6 days a week during the morning and afternoon, with Saturday rides required to be scheduled in advance. Fares are calculated on a per-ride basis or with monthly, 6-month, and annual passes.

BUS provides several different services based on deviated fixed routes, demand response and paratransit. BUS has a series of ten fixed routes, operating at certain times of day, along with two shuttles and a para transit vehicle, for on-demand response. Although BUS has fixed routes, they can be modified as needed to pick up passengers. The deviated fixed routes radiate outward from the main transfer hub at the Amtrak depot. Major destinations include medical facilities, schools, major employers, and shopping areas.

BUS and SEIBUS have an operating relationship that is governed by the BUS service area. SEIBUS does not provide service that originates in the BUS area unless a previous agreement has been reached allowing SEIBUS to provide service.

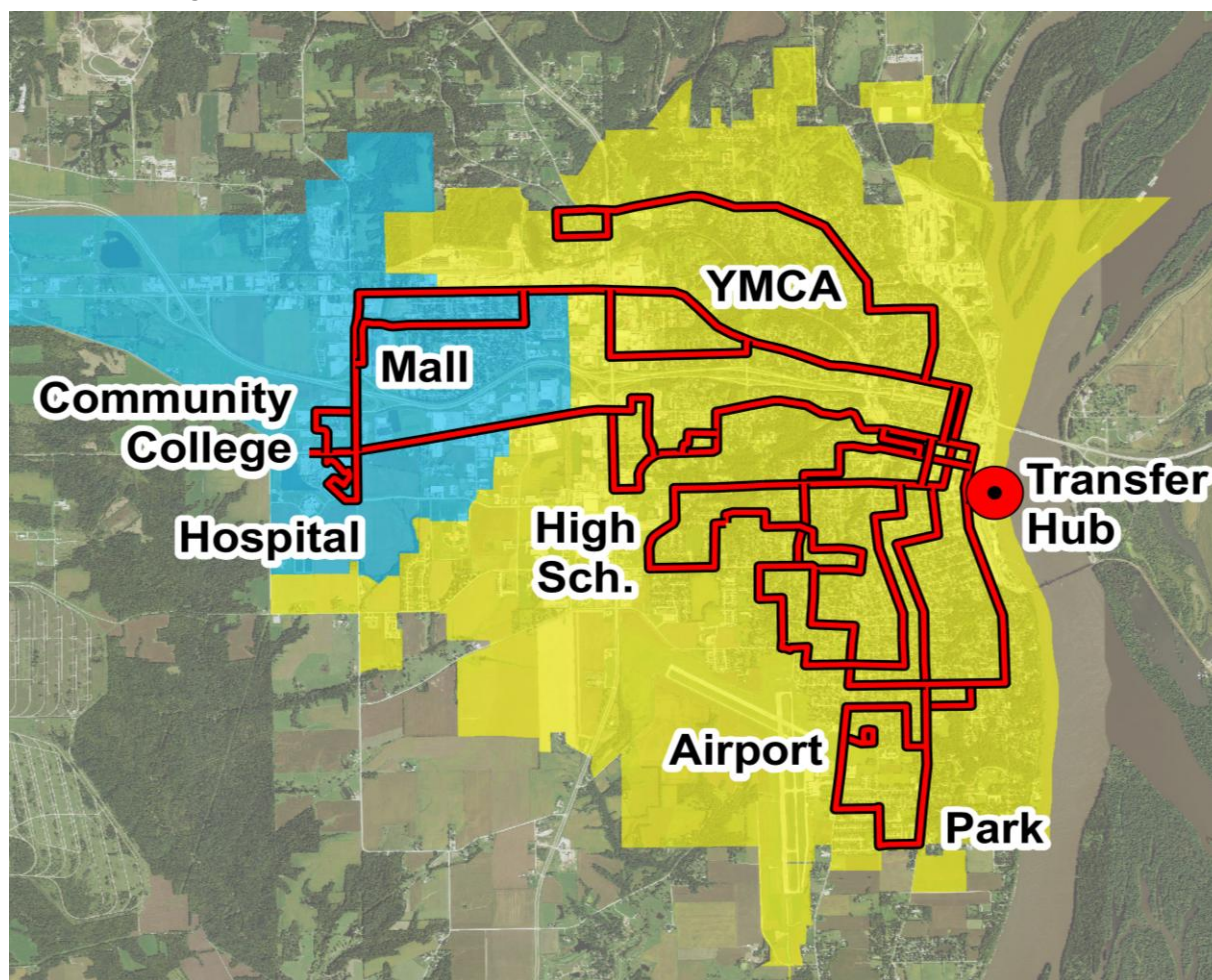


Figure 13 Map showing Burlington Urban Service fixed routes and transfer hub

Transportation Provider Inventory

Burlington Urban Service (BUS)

Hours of operation start at 6:40 AM and run until 9:00 AM Monday through Friday for most deviated fixed route-based services. Demand response buses provide service from 9:00 AM to 5:40 PM, with para transit service available from 6:30 AM to 5:40 PM. Saturday service is provided via one bus on a fixed route from 8:10 AM to 3:00 PM.

Route	Route Type	Start Time	End Time
Crapo Park	Deviated Fixed Route	6:45 am	9:00 am
South hill	Deviated Fixed Route	6:45 am	9:00 am
Sunnyside	Deviated Fixed Route	6:43 am	9:00 am
West Avenue	Demand Response	6:50 am	6:40 am
Flint Hills	Deviated Fixed Route	6:35 am	3:10 pm
Westland Mall	Demand Response	4:30 am	6:00 am
Shuttle 1	Demand Response	9:00 am	5:40 pm
Shuttle 2	Demand Response	9:00 am	5:40 pm
Para Transit	Demand Response	6:30 am	5:40 pm
Saturday Service (must be scheduled during weekdays)	Deviated Fixed Route	8:00 am	3:00 pm

School children that do not qualify for busing in the Burlington Community School District tend to be heavy users of BUS. The school district does not provide busing service to students located within 3 miles of the high school, 2 miles of the junior high schools, or 1 mile of the elementary schools. BUS does not, however, offer any exclusive service for student transportation.



Transportation Provider Inventory

Burlington Urban Service (BUS)



Outside of the regular fixed, deviated, demand-response, and paratransit routes offered by BUS they also have offered a successful Kids Ride Free program for the past several years. This program allowed children and teens 17 and younger to safely and easily get out of their homes and into the community by waiving the standard \$1.25 fare for children.

Throughout the City flyers had been distributed with information about the program. Without being bound to certain locations or neighborhoods, children and teens were able travel freely and safely throughout the community.

BUS provided a total of **7,233** free rides to kids during summer 2024 and **8,447** free rides to kids during summer 2025

Let Burlington Urban Service take
you where you need to go.



Kids Ride Free Summer 2026



June 4th—August 22nd

Transportation Provider Inventory

Burlington Urban Service (BUS) – Past Trends

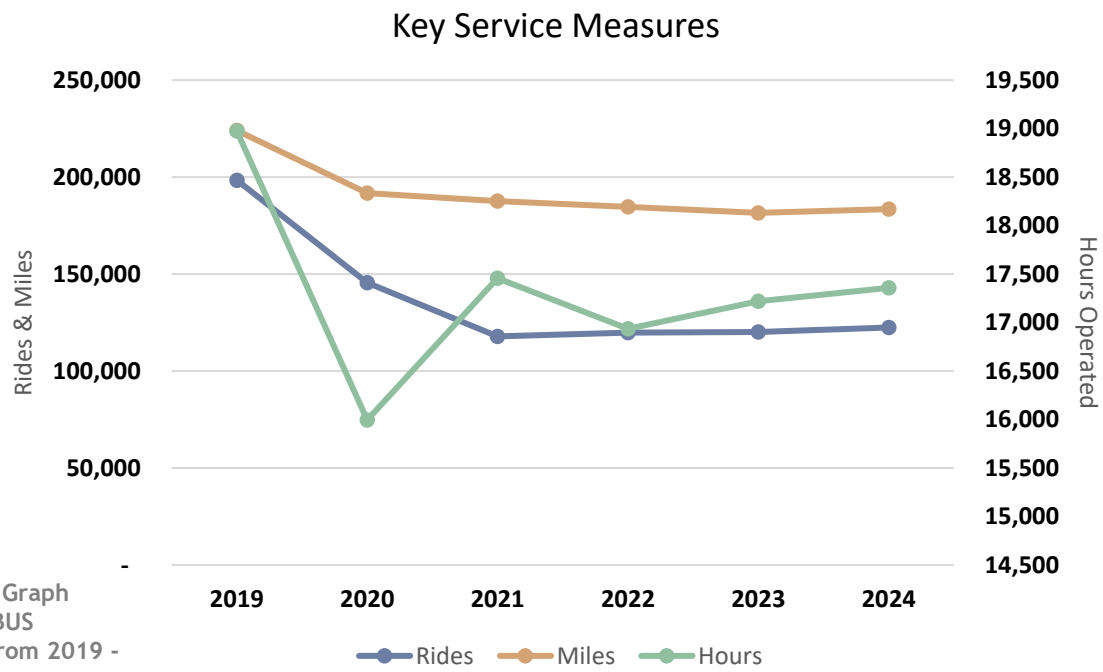


Figure 13: Graph depicting BUS statistics from 2019 - 2024.

From 2020 to 2024, BUS ridership gradually declined before leveling off. Ridership did not experience a significant pandemic-related drop outside of reduced service hours. Vehicle miles traveled also decreased slightly over this period, but began to rise again in 2024.

Overall, during this four-year span, BUS ridership fell by 38%, miles driven decreased by 18%, and hours of operation declined by only 8%. The sharpest ridership decrease occurred between 2020 and 2021, when ridership dropped by 19%. In comparison, miles driven decreased by 2% and hours of operation increased by 9% during that same period.

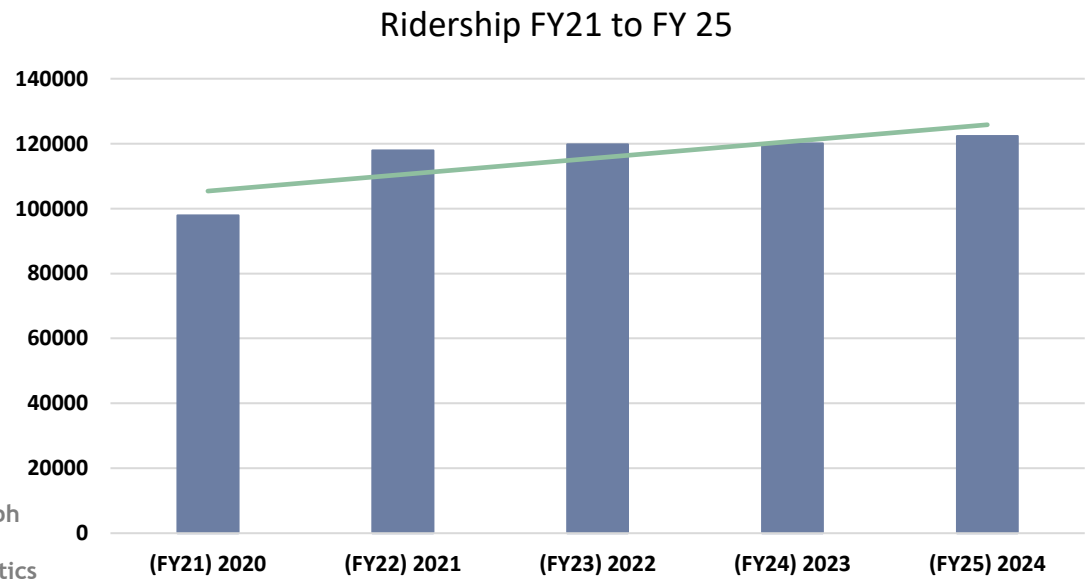
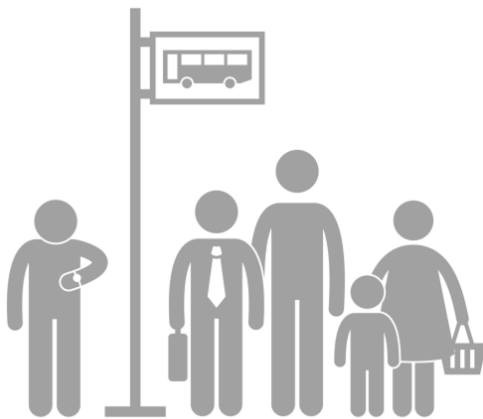


Figure 14: Graph depicting BUS ridership statistics from 2019 - 2024.

Transportation Provider Inventory

Burlington Urban Service (BUS) - Today

FY 2025 BY THE NUMBERS



System Ridership

- Total Rides – 122,382
- Elderly Rides – 18,008
- Disabled Rides – 3,954



Annual Hours
of Operation
17,356



Employees
14 total employees



Fleet
14 Buses
(all ADA compliant)



BUS Routes
10 Deviated Fixed
Routes



BUS Mileage
Annual Miles Traveled –
183,441



Bus Service
Operation Days
Monday through Friday
(Saturday service to be
scheduled during
weekdays)

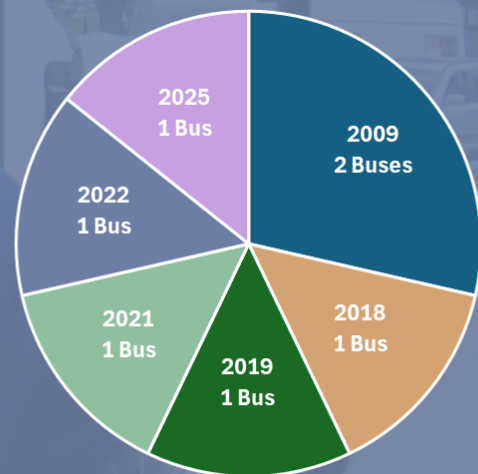


Transportation Provider Inventory

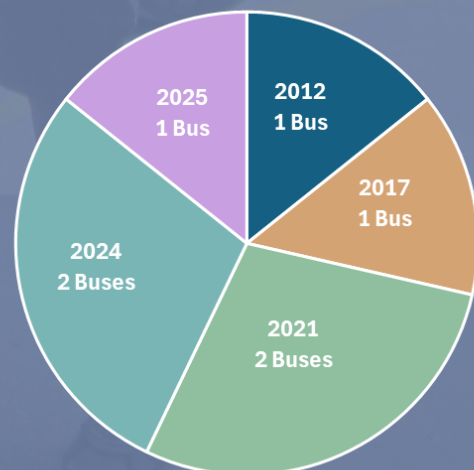
Burlington Urban Service (BUS) – Fleet Characteristics

As of 2026, the BUS fleet includes 14 fully ADA-compliant buses.

The fleet is evenly divided between 7 light-duty buses and 7 medium-duty buses. Of the light-duty vehicles, five were purchased after 2018 and two date to 2009. The medium-duty fleet includes five vehicles acquired since 2021 and two that were manufactured in 2017 or earlier.



Medium duty



Light duty

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2.2 Regional Profile: Southeast Iowa



Regional Profile – Southeast Iowa

Demographic Characteristics

Region 16 is a largely rural area with a few small urban areas mixed in, that is home to a population that tends to heavily rely on private automobiles for transportation. *82% of residents 16 and older in the region commute alone utilizing their own vehicles.* Although, many residents tend to rely on the few public transit services available to reach medical services, utilize social services, take part in the workforce, and just to meet other basic needs as well.

The elderly, those with disabilities, and those with lower incomes tend to rely most heavily on public transit services. This section presents a socioeconomic profile of the region, offering context for the passenger transportation plan and identifying the specific transportation needs of each county.

POPULATION DENSITY

Visualizing the population density of the region provides a more intuitive understanding of the size and scope that is necessary to offer adequate service. The four largest cities in Region 16, Burlington, Fort Madison, Keokuk, and Mount Pleasant, are also the largest hubs of activity. The map to the right displays the population density of Region 16, which is comprised of Des Moines, Henry, Lee, and Louisa Counties.

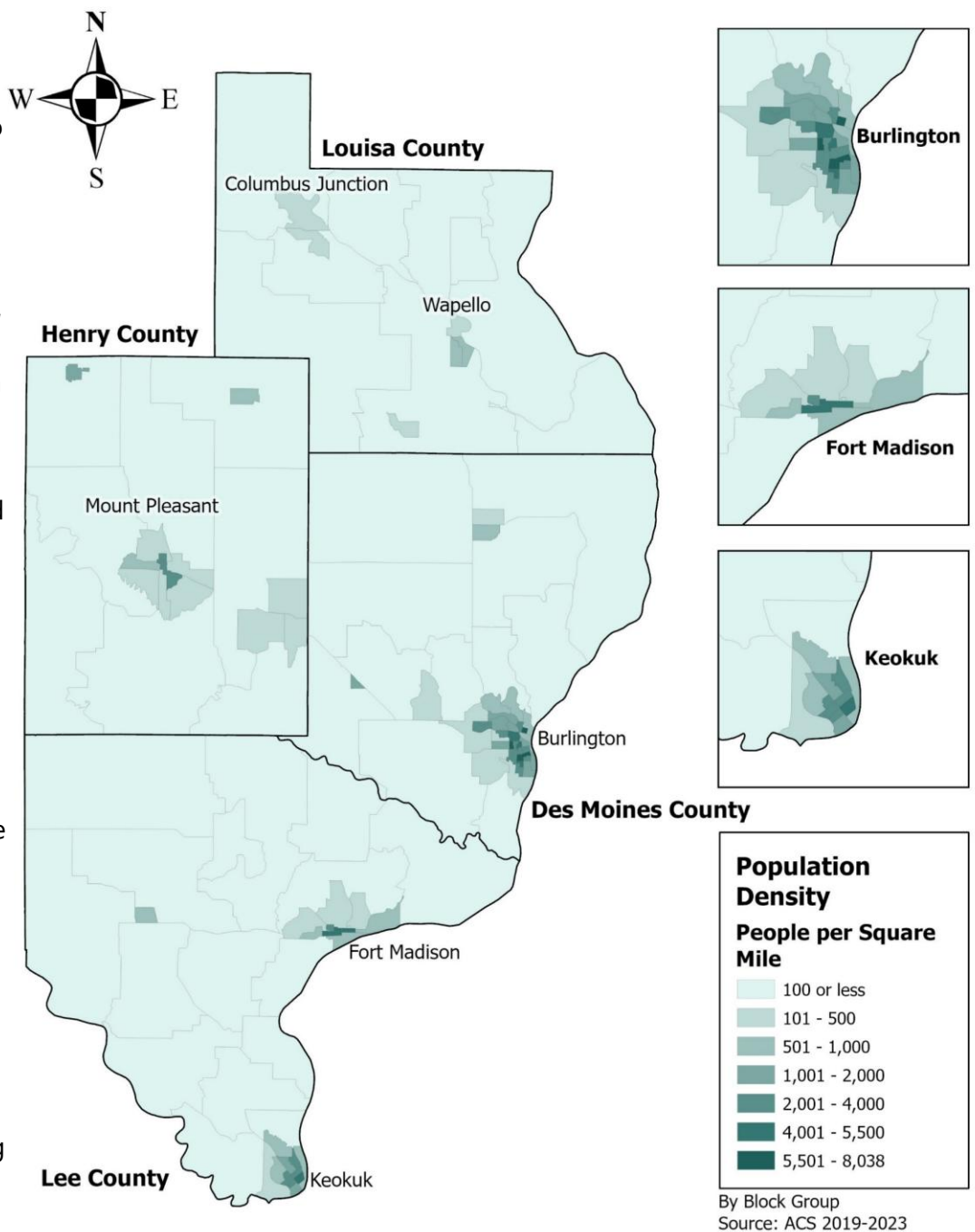


Figure 15 Region 16 map showing population density by Block Group

Regional Profile – Southeast Iowa

Population that relies on public transit has grown since 2014...



Population aged 65+ **:+24%**



Population below poverty level: **+13.5% of households**

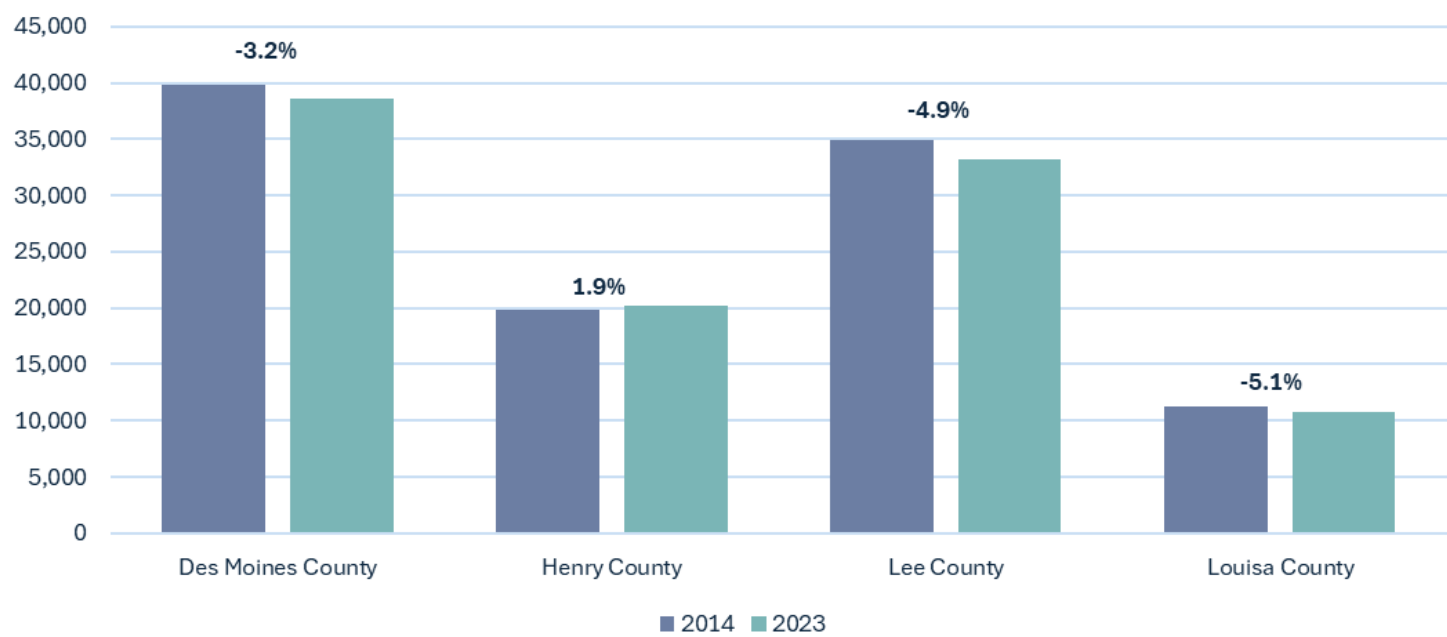


Population with disability **:+10%**



Households with no cars:
Des Moines County: **+7%**
Henry County: **+7%**

County Population Change
2014 - 2023



POPULATION CHANGE

Over the past decade, the region-wide population has declined by 3.3%. Henry County was the only county to experience growth, with an increase of just under 2%. In contrast, Des Moines, Lee, and Louisa counties saw an average population decline of 4.4%. Yet, despite the overall population decrease in Southeastern Iowa, the number of individuals who rely on public transit services has continued to grow.

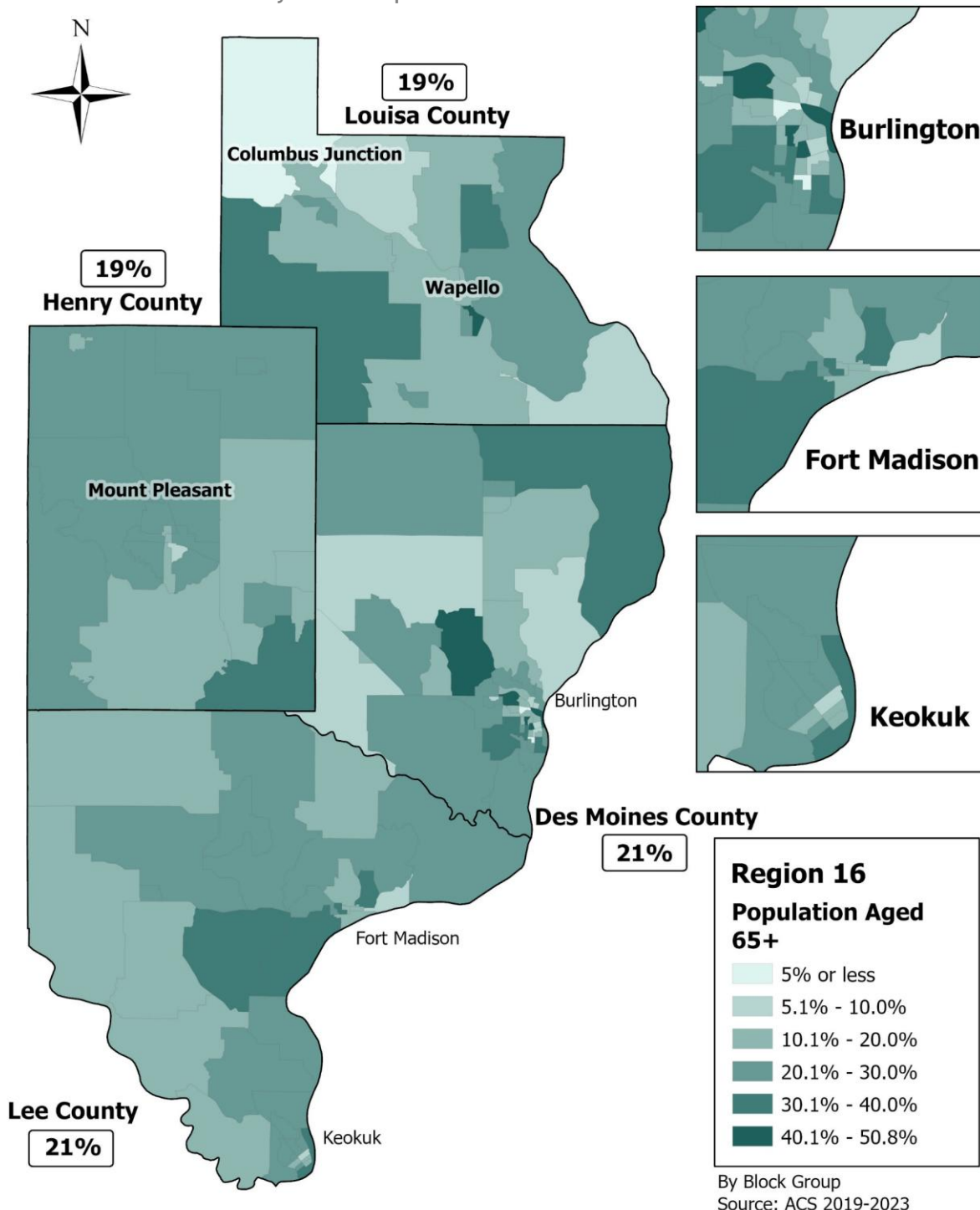
The chart below illustrates changes from 2014 to 2023 in key population groups that tend to rely more heavily on public transit, including older adults, individuals living below the poverty level, and those without access to a personal vehicle. Over this period, the region has seen substantial growth in its elderly population, along with a noticeable increase in households experiencing poverty. Additionally, the number of residents without access to a vehicle has grown modestly.

Regional Profile – Southeast Iowa

POPULATION AGED OVER 65

The map below shows how residents aged 65 and older are distributed across Region 16. Over the past decade, this population has grown significantly and is evenly dispersed throughout the region. As mobility and driving ability often decline with age, access to public transit becomes increasingly vital for older adults. Public transportation provides a reliable and accessible means for reaching healthcare facilities both within and beyond the region's four counties.

Figure 16 Region 16 map showing population aged 65 and over by Block Group

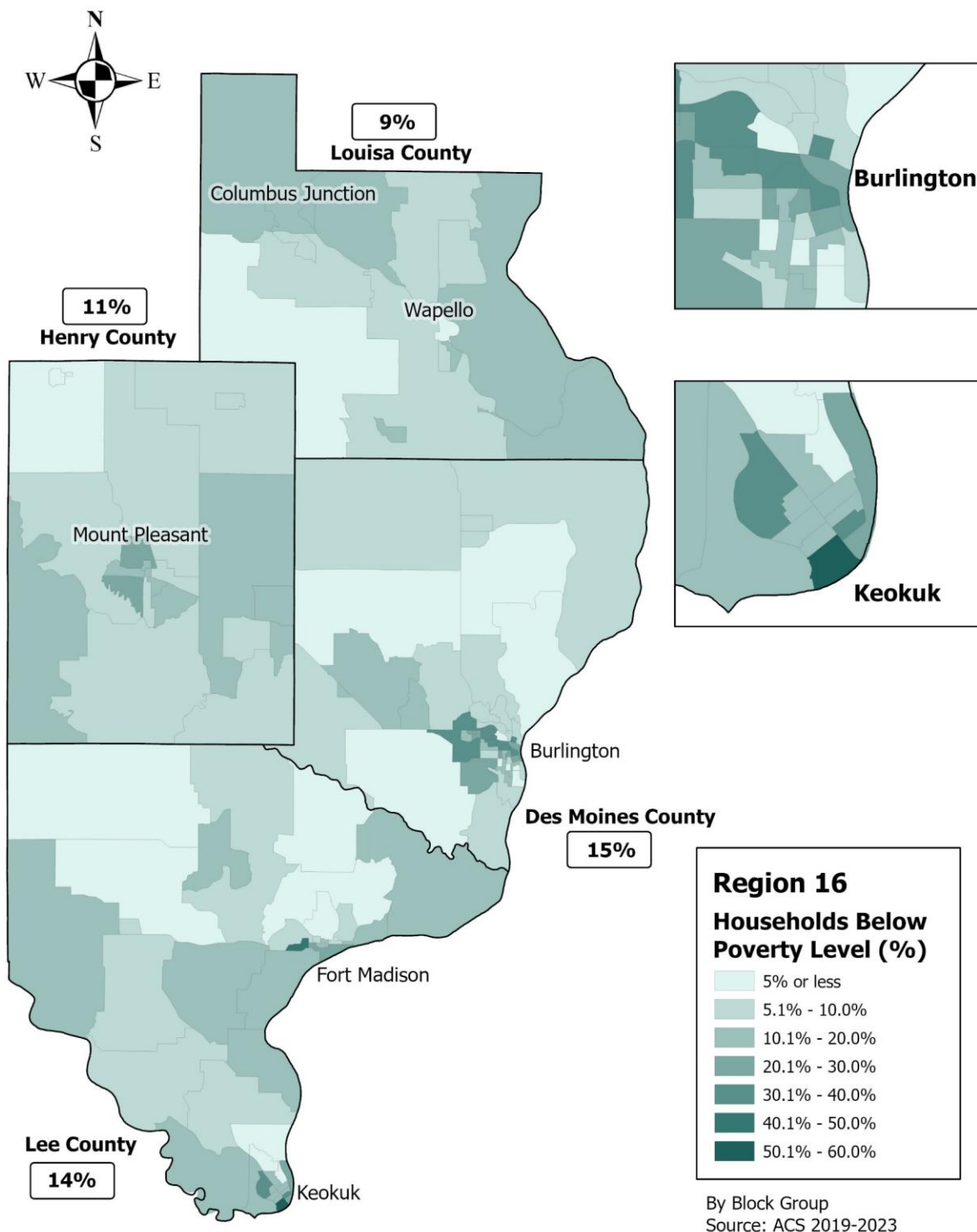


Regional Profile – Southeast Iowa

HOUSEHOLDS WITH INCOME BELOW POVERTY LEVEL

The map below highlights areas within Region 16 where households below the poverty level are most concentrated. More urbanized communities tend to have higher shares of poverty, with the greatest concentrations found in Burlington, Keokuk, and Fort Madison.

Figure 17 Region 16 map showing percentage of household below poverty level by Block Group



Regional Profile – Southeast Iowa

HOUSEHOLDS WITHOUT VEHICLE

The map below illustrates the distribution of households without access to a private vehicle. Similar to the household poverty map, these households concentrate in the region’s more urbanized areas. This pattern indicates that block groups with lower income levels generally experience reduced access to private vehicles. The spatial distribution closely aligns with areas below the poverty threshold, with additional but less pronounced concentrations in both Mount Pleasant and Wapello (See figure 9 below).

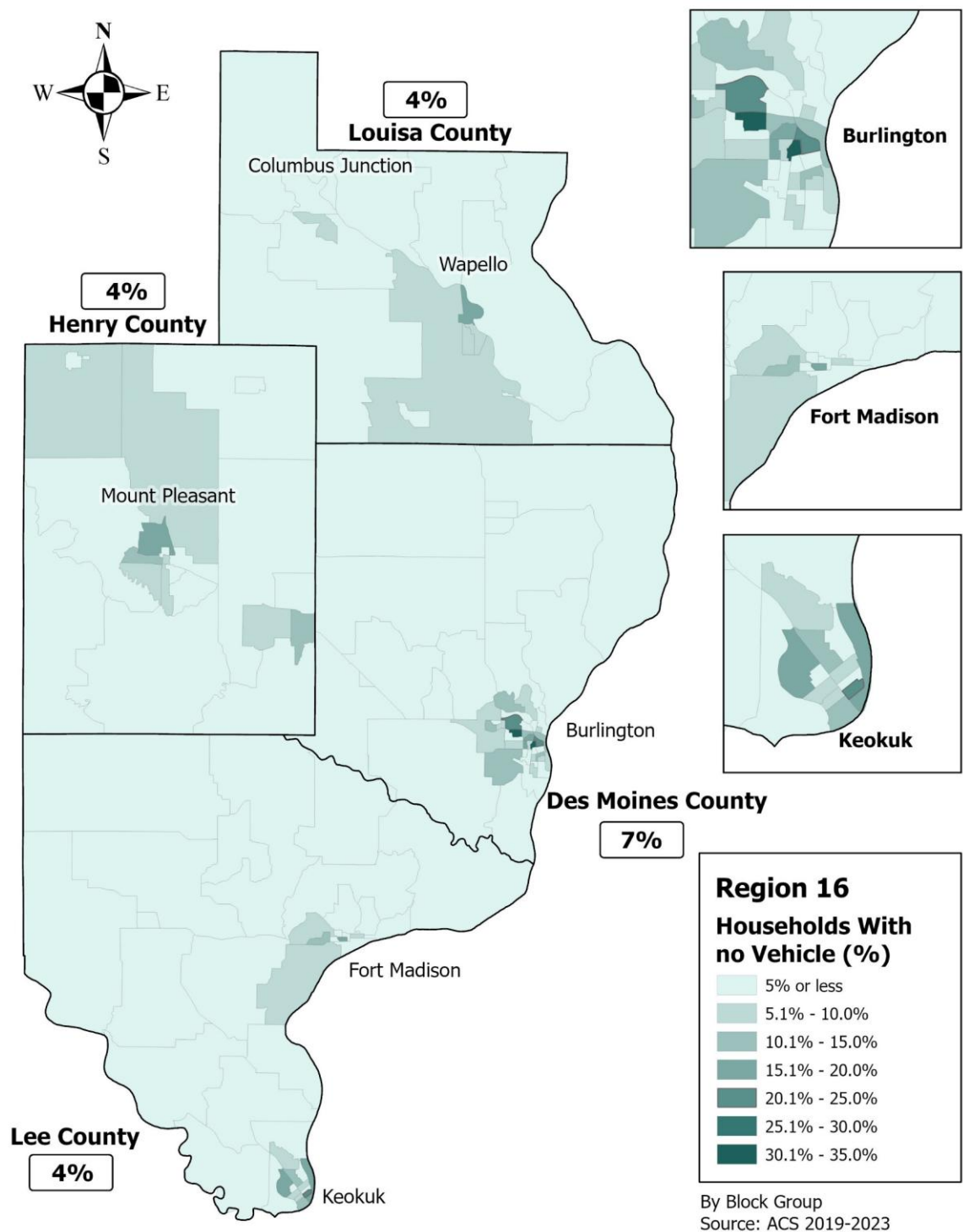


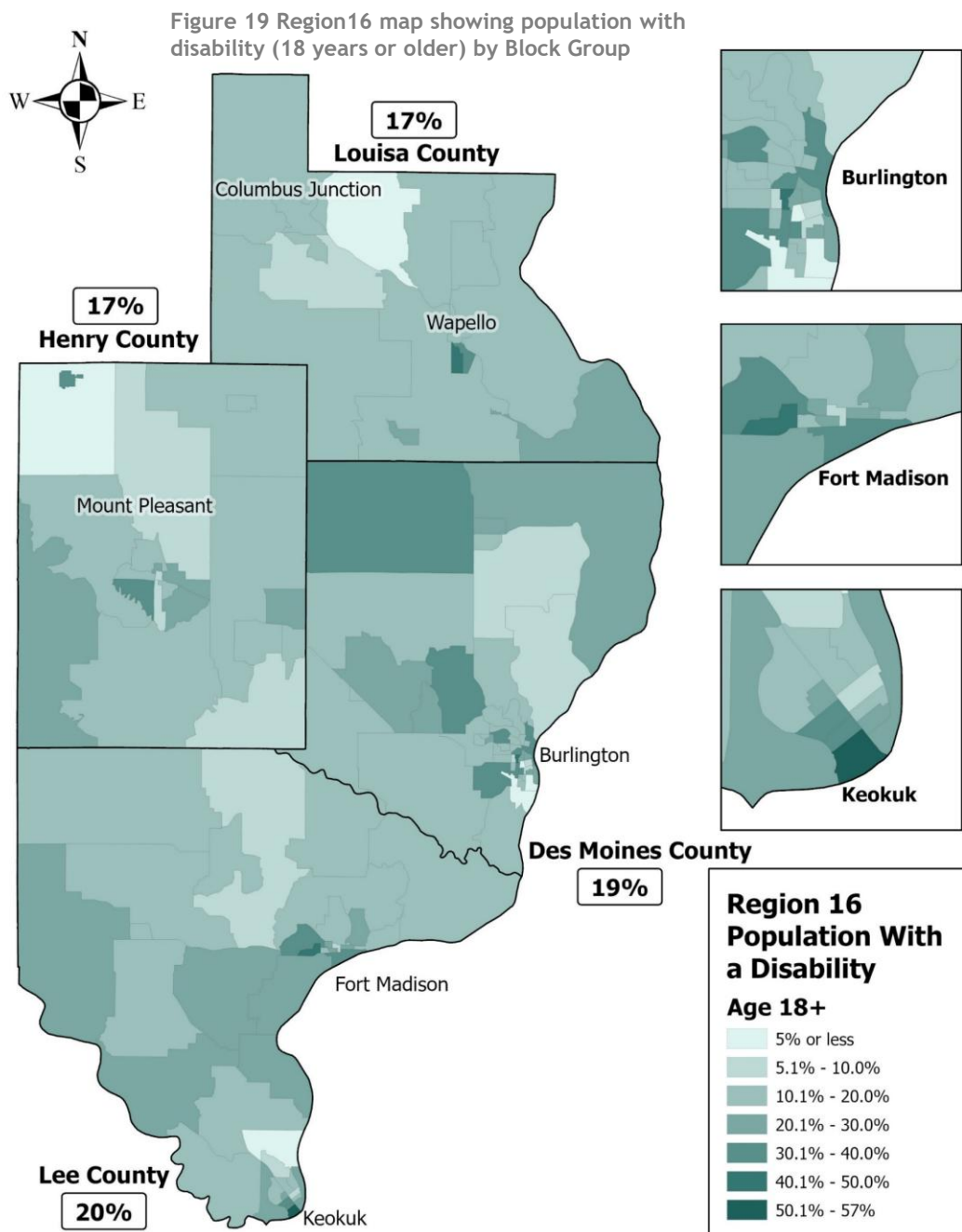
Figure 18
Region 16
map showing
percentage
of household
with no
vehicle by
Block Group

Regional Profile – Southeast Iowa

POPULATION WITH A DISABILITY

The accompanying map illustrates where adults with disabilities reside across the region. These individuals are relatively evenly distributed throughout all four counties. However, the population is lowest in the sparsely populated areas of northwest Henry County and north-central Louisa County. This spatial pattern closely mirrors the distribution of residents aged 65 and older, highlighting the strong correlation between aging and the prevalence of disability.

Effective coordination among public, private, and non-profit transportation providers plays a vital role in supporting adults with disabilities and older residents. Non-profit and private organizations enhance regional mobility by expanding transportation options for these populations. Services that offer origin-to-destination trips or ADA-accessible vehicles improve access to healthcare and other essential services, ultimately contributing to a higher quality of life for all residents.



Regional Profile – Southeast Iowa

RACE AND ETHNICITY

Recent population trends reveal notable shifts across racial and ethnic groups in the region. The total population declined by 4%, driven primarily by decreases among White and African American residents. In contrast, the Hispanic population grew by 7%, and the Asian population saw a modest increase of 1%. The most significant growth occurred among individuals identifying as multiracial or belonging to other racial groups, which increased by 109%. These changes highlight evolving demographic dynamics that may influence future planning priorities, particularly in areas related to equity, service delivery, and community engagement.

Columbus Junction remains Region 16's most diverse community, with large Hispanic and Southeast Asian populations. This contributes to Louisa County being the most demographically varied in the region. Burlington, Mount Pleasant, and Fort Madison have also seen steady growth in Hispanic and Asian populations.

As overall population declines, minority communities increasingly support the region's workforce and economy. Some residents have limited English proficiency, emphasizing the need for inclusive workforce strategies and accessible services.

2014 - 2023 % Change in Population by Race in Region 16

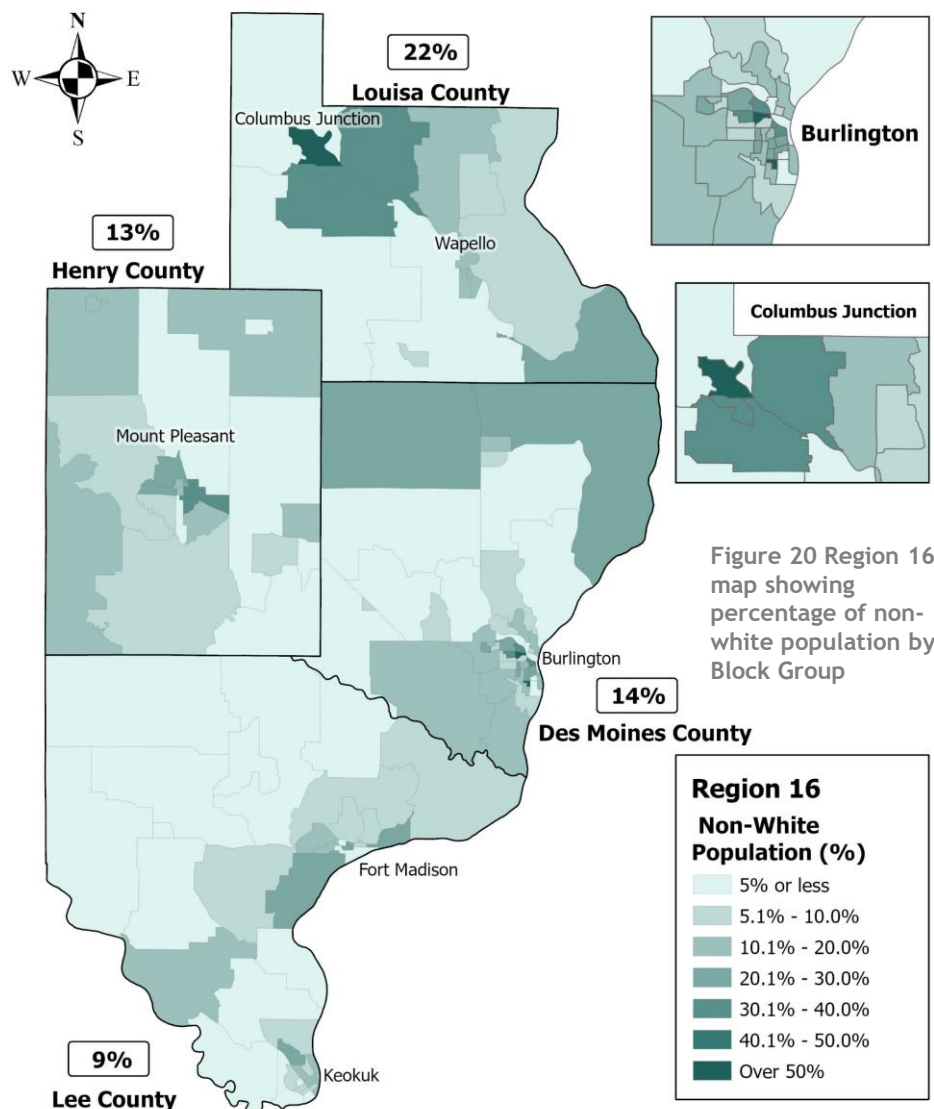
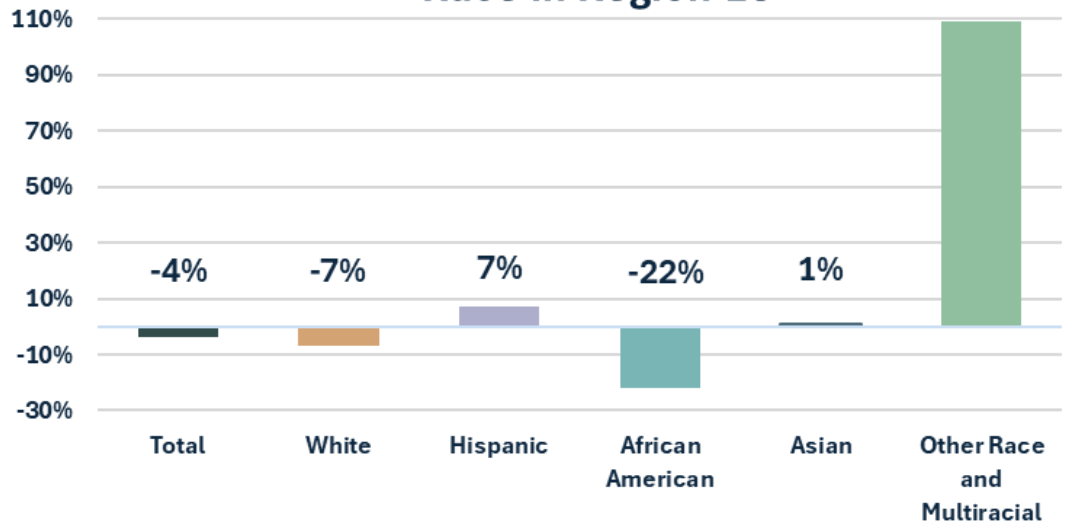


Figure 20 Region 16 map showing percentage of non-white population by Block Group

Regional Profile – Southeast Iowa

LIMITED ENGLISH PROFICIENCY (LEP)

Regionally, English proficiency is not a concern, except for a few specific areas in Columbus Junction, Burlington, and Mount Pleasant.

While Southeast Iowa is becoming more diverse, the region is not seeing overall growth in its Limited English Proficiency (LEP) population. Des Moines County is the exception, with a 109% increase, while all other counties have experienced declines.

The map to the right highlights the cultural diversity of Columbus Junction and north-central Louisa County. It also shows a notable concentration of residents with limited English proficiency (LEP). Louisa County has welcomed a significant number of immigrants from Latin America, many drawn by employment opportunities at the Tyson Foods plant. In addition, a large community of Burmese refugees has settled in the area.

Some members of immigrant families in Louisa County face challenges due to limited English-speaking abilities. To meet their cultural needs, these families sometimes travel outside the county and region to shop. Staff at Lutheran Services in Iowa report that many individuals in this demographic depend on their local networks of friends, family, and human service agencies to access necessities.

Rural communities often face serious challenges and missed opportunities when they lack sufficient bilingual resources. LEP individuals require focused attention in transportation planning to ensure they have meaningful access to public passenger transportation services.

County	2014 (Individuals that speak English less than 'very well')	2023 (Individuals that speak English less than 'very well')	% change
Des Moines	215	493	129.3%
Henry	507	402	-20.7%
Lee	212	40	-81.1%
Louisa	944	713	-24.5%
Region Total	1,878	1,648	-12.2%

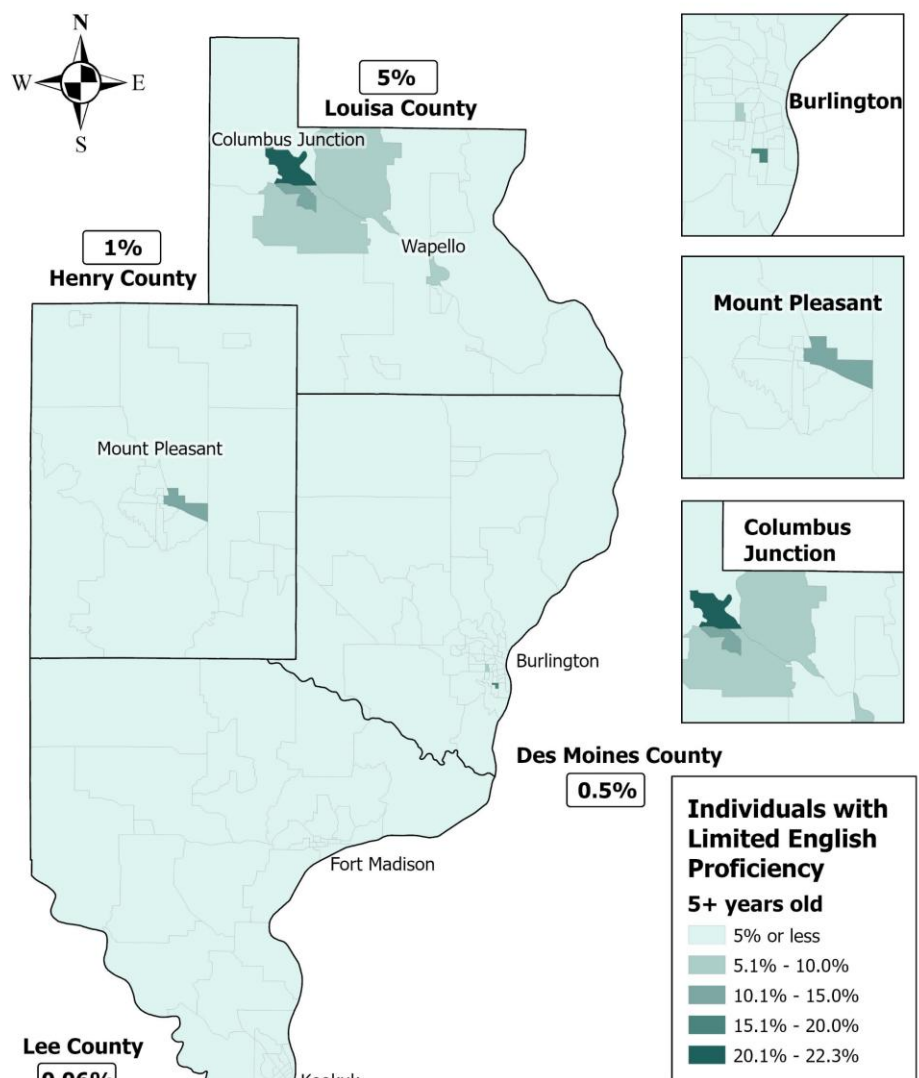


Figure 21: Region16 map showing population with limited English proficiency by Block Group

Regional Profile – Southeast Iowa

The tables below identify the number of individuals in Region 16 who speak languages other than English and assess their English proficiency. They present raw counts and show how these populations have changed over the past decade. Additionally, the graph below depicts English proficiency by language spoken in 2023 and the percent change since 2014.

A significant portion of non-English-speaking residents primarily speak Spanish, a trend that has remained consistent over the past decade. In contrast, individuals who speak languages outside of the major reported groups represent the smallest population, totaling just 147 speakers. However, this group experienced the largest percent increase since 2014, growing by 47%. Speakers of Asian and Pacific Island languages followed with a 24% increase, while Spanish speakers grew by 13%. Notably, speakers of other Indo-European languages declined by 55%, making it the only group to experience an overall decrease.

2014	Spanish	Other Indo-European	Asian and Pacific Island	Other Language
Very Well	1,415	691	243	52
Less than Very Well	1,293	171	356	48
Total	2,708	862	599	100

Figure 13 Region16 non-English speaking population and English proficiency by language spoken-2012

2023	Spanish	Other Indo-European	Asian and Pacific Island	Other Language
Very Well	1,981	296	292	118
Less than Very Well	1,080	90	449	29
Total	3,061	386	741	147

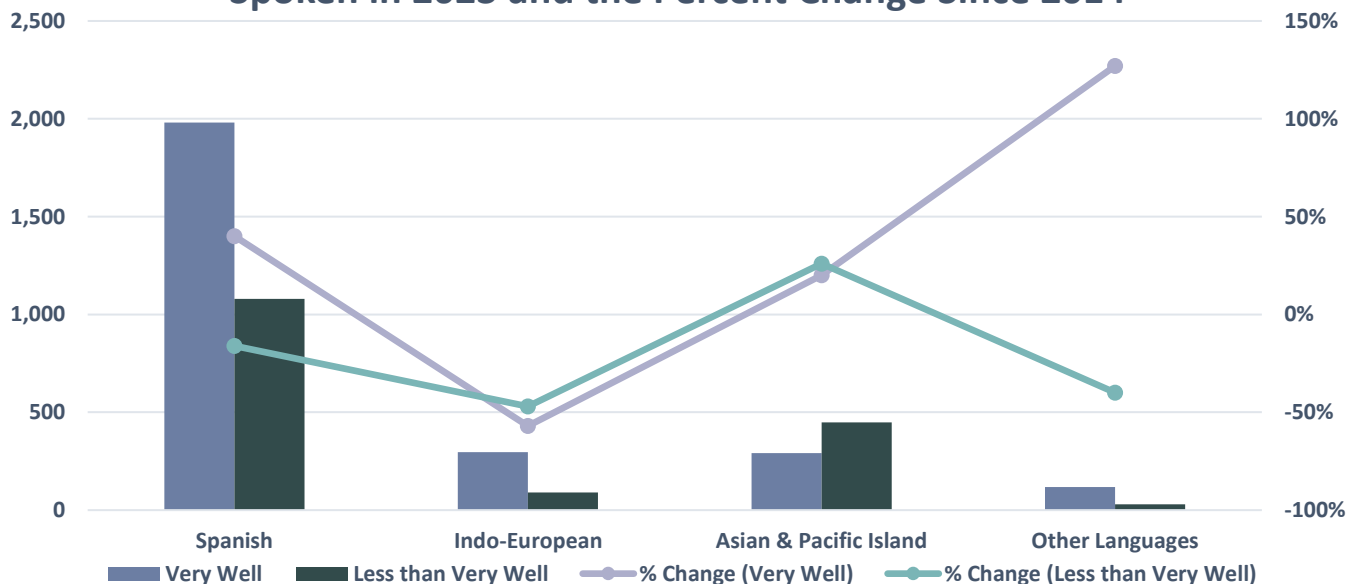
Figure 14 Region16 non-English speaking population and English proficiency by language spoken-2018

2014-2023 (% change)	Spanish	Other Indo-European	Asian and Pacific Island	Other Language
Very Well	40%	-57%	20%	127%
Less than Very Well	-16%	-47%	26%	-40%
Total	13%	-55%	24%	47%

Figure 15 Region16 the percent change from 2012 to 2018 by language spoken and English proficiency

Figure 22: Region16 English proficiency by language spoken in 2018 and % change since 2012.

Region 16 English Proficiency by Language Spoken in 2023 and the Percent Change Since 2014



Regional Profile – Southeast Iowa

ACTIVITY CENTERS - MAJOR EMPLOYERS

The map on the right shows major employers in southeast Iowa, categorized based on types of industries. Dotted circles indicate the concentration of the industry with numbers of existing employers in the area.

Across the region, manufacturing companies are commonly seen. Hospitals are seen in major cities like Mt. Pleasant, Burlington, Fort Madison, and Keokuk except Columbus Junction. Depending on employee's place of residence and the ability to transport themselves to workplaces, establishing a transportation coordination can be very important.

In Lee County, some employers identified that employees lacking a reliable means of transportation to and from work is a very noticeable issue. This affects more than 10 employers (Lee County Employer Transportation Survey, 2016). The employees reside primarily in the larger communities such as City of Burlington, City of Keokuk, and City of Fort Madison. These employers were interested in coordination with SEIBUS to provide expanded services and vanpool arrangement.

One employer from Lee County shared that many employees do not have a valid driver's license and have to carpool to work. In cases when the driver of a carpool is absent, a whole group of employees have to miss work.

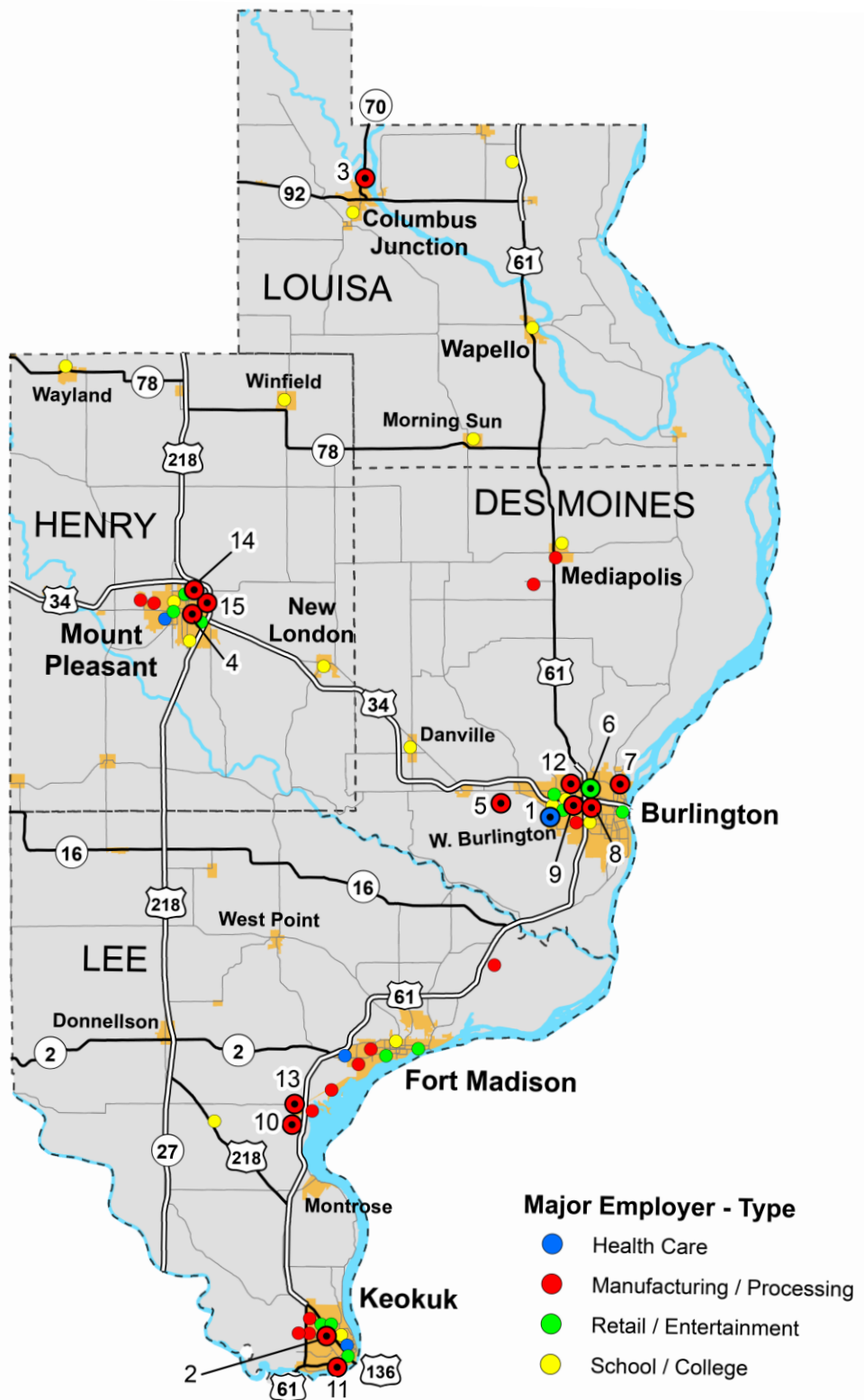


Figure 23: Map showing major employers - Region 16. Source: Iowa Workforce Development, Employer database

Regional Profile – Southeast Iowa

ACTIVITY CENTERS – HEALTHCARE FACILITIES AND GROCERIES

Identifying where the medical facilities and grocery stores are located in the region is important to ensure that residents have access to healthy and fresh produce. Access to essentials such as groceries, pharmacies or getting to medical appointments require transportation, which might not be available for everyone at all times.

The map on the right clearly shows that larger cities in the region such as Mt. Pleasant, Burlington, Fort Madison, and Keokuk have goods and services such as hospitals and supermarkets. Smaller rural communities do not have large hospitals or even small clinic in their community.

Moreover, smaller communities like Wapello, New London, Donnellson and Montrose only have limited goods and services options with mostly dollar stores or convenience stores available for groceries. In some case, these residents have to travel outside of their cities to fulfill their needs. Therefore, having access to reliable transportation means are the key to ensure citizens' health and welfare.

Health and Grocery Access

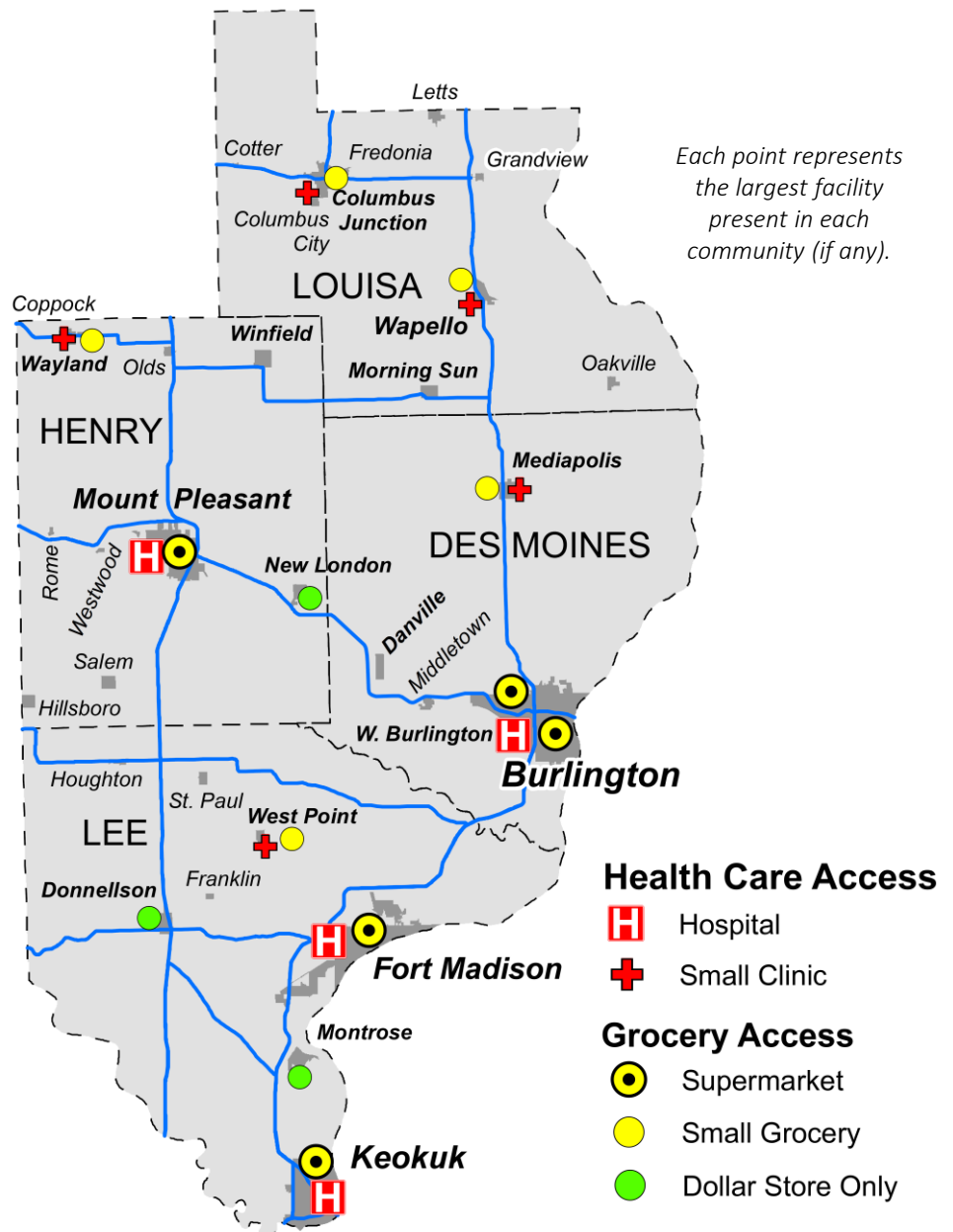
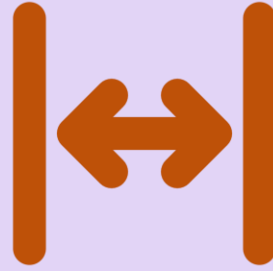


Figure 24: Map showing healthcare and grocery access - Region 16. Source: Google Maps. Map created by SEIRPC planning staff.

3 Regional Unmet Needs



Regional Unmet Needs

Assessment of service, fleet, and facility needs

Through public input (transportation provider surveys, transportation provider interviews and Transit Advisory Committee meetings) and researched data (regional profile, transportation inventory), the planning staff identified several unmet provider needs that need to be addressed. These are categorized into service needs, fleet needs, and facility needs.

These unmet needs will be used to determine regional priorities and strategies for passenger transportation services in Southeast Iowa.



SERVICE NEEDS

- 1) Extended hours of operation
- 2) Extended days of service
- 3) Employment Transportation
- 4) Overcoming barriers to accessing services (Easier scheduling, Layovers, Lengthy ride on buses)
- 5) Expanded medical transportation services including appointment coordination with hospitals (UIHC/VA)
- 6) Central dispatch and transportation information center with non-English language (Burmese, Spanish, Vietnamese, French)

Transit and transportation providers that responded to the survey were asked to identify unmet needs in the region. Transportation providers have similar needs and provided consensus on region's priorities including extended hours and days of service, job access reverse commute, and expanded medical service. 80% of transportation providers see employment transportation/extended hours of operation as the greatest service need in southeast Iowa. Many transportation providers also identified other unmet needs such as barriers to accessing services, scheduling issues, layovers, lengthy ride on buses.

What do you see as the greatest needs of public transportation riders/ providers in southeast Iowa?



Transit Provider Priorities:

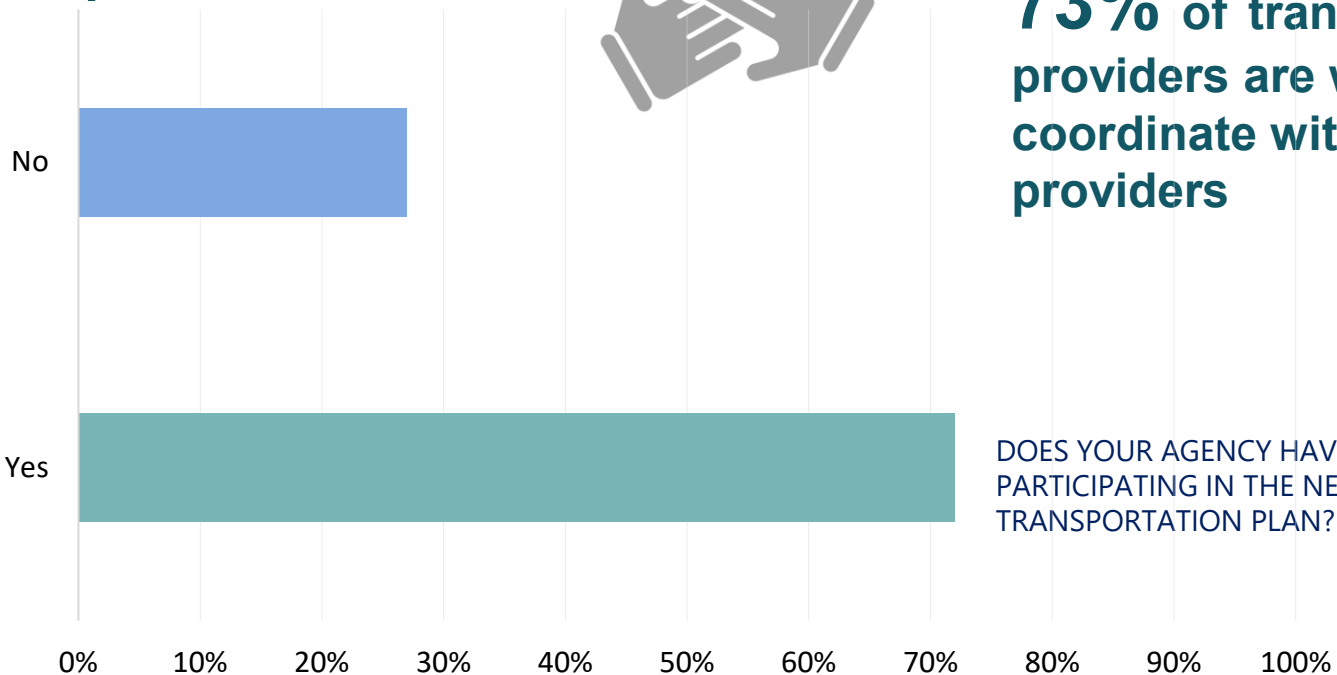
- 1) Extended hours of operation
- 2) Expanded medical service, Scheduling issues, Layover etc.
- 3) Extended days of service, Job access reverse commute (Providing trips for employees to get to work), Expanded medical services, Obtaining new and replacing services

Regional Unmet Needs

Comments heard from transportation providers



More planning, please?



73% of transportation providers are willing to coordinate with other providers

DOES YOUR AGENCY HAVE INTEREST IN PARTICIPATING IN THE NEXT PASSENGER TRANSPORTATION PLAN?

73% of the transit providers (survey respondents) said that they are interested helping create the next Passenger Transportation Plan. The coordination effort among the regional providers might be the key to regional improvements on passenger transportation services.

Recent Developments

This section covers recent changes since the FY2020 PTP. This includes updated planning documents, facility and fleet improvements, staffing changes, and changes to Medicaid. All of which impact both statewide transit operations, and those here in Southeast Iowa.

In summary, Southeast Iowa public transit providers have had success in the past 5 years with receiving grant funding to implement transportation services, upgrade fleet vehicles, conduct surveys and technical studies.

IOWA | DOT
PUBLIC TRANSIT
LONG RANGE PLAN



Iowa Public Transit Long Range Plan Draft 2025

The Iowa Department of Transportation has published a draft of their 2025 Public Transit Long-Range Plan. This plan provides an overview of the past and current trends, statistics, needs, and gaps that exist within Iowa's public transit infrastructure network, while offering some potential solutions and ways to alleviate these current issues.

One key goal of this plan is to 'establish partnerships with other public and private entities, so that a more diverse array of resources can be leveraged across a much wider area.' A few of the strategies to achieve this goal include:

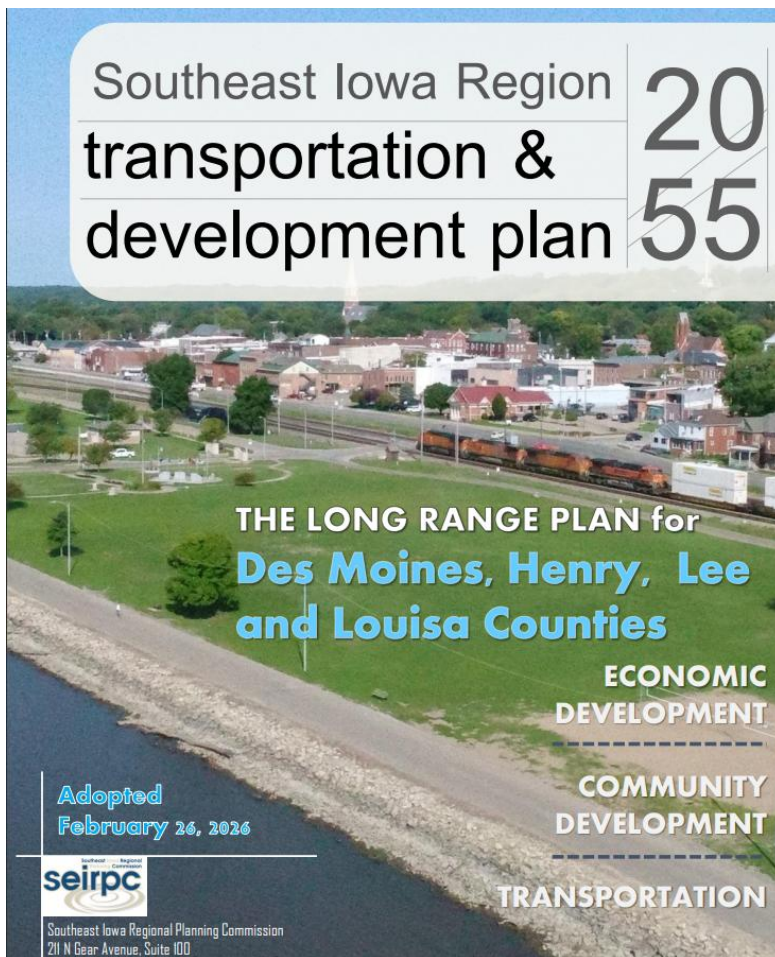
- Improve bus transfers between regions and counties to support longer and more efficient trips across the state.
- Work with businesses to create transportation options for their employees by offering subsidies, bus passes, or incentives such as tax breaks.
- Improve sidewalks and connecting infrastructure by working with state agencies, local government, and private organizations to improve access to bus stops and transit services.

A common theme amongst these goals, and others, is the need for different agencies, businesses, and organizations to work together to strengthen the transit network statewide, and here in Southeast Iowa.

Burlington Urban Service (BUS) Studies

The Southeast Iowa Regional Planning Commission (SEIRPC) has worked with the City of Burlington in past years to prepare the City's annual transit report. SEIRPC and BUS have also recently discussed an updated service study to reassess the Burlington Urban System (BUS) and identify potential cost-saving strategies for the City's transit budget. This study is anticipated to begin in late 2026 or 2027. Its findings will guide recommendations for improvements to BUS operating routes, transfer locations, service adjustments, and data collection practices.

Recent Developments



Southeast Iowa Region Transportation & Development Plan

In 2026, the Southeast Iowa Regional Transportation and Development Plan 2055 (Long-Range Transportation Plan) was completed and formally adopted. This long-range plan establishes a comprehensive framework to guide Southeast Iowa's growth and investment in community development, economic development, and multimodal transportation over the coming decades. The plan identifies the availability of local transit service, such as SEIBUS and Burlington Urban Service (BUS), as a key regional strength that supports mobility, accessibility, and quality of life. Among its primary strategies, the plan emphasizes the need to "maintain, improve, and expand the regional transportation system for the efficient movement of people, goods, and services," reinforcing the region's commitment to a safe, reliable, and well-connected transportation network.

Staff Update

Since the launch of SEIBUS, they have always had a transit manager. SEIBUS saw the retirement of Roger Keller in 2024 and added his replacement Pat Inrachavongsa later that year. Additional dispatching staff due to Medicaid changes in 2018 has been maintained due to increased compliance requirements. SEIBUS transitioned out a maintenance manager positions, but added an assistant transit director position, hiring Robin Pieper in May of 2025.

For several years, the City of Burlington had their public works director serve as BUS transit manager. Not having a full-time dedicated transit manager on board, BUS was unable to conduct many of the much-needed tasks such as re-evaluating routes, recording data more efficiently, advertising different route information better etc. In the Fall of 2020, the City of Burlington created a new position for a transit manager. However, due to budget cuts, this position was again cut in 2025, and the public works director continues to server as the BUS transit manager.



Recent Developments

SEIBUS Public Transit Infrastructure Grant

SEIBUS was awarded \$400,000 by the Iowa Transportation Commission through the Public Infrastructure Improvement Grant (PTIG) program in August 2020 to construct a new vehicle storage facility adjacent to the SEIRPC/SEIBUS offices in West Burlington. This investment significantly strengthened SEIBUS's operational capacity by providing secure, enclosed storage for the fleet. By protecting vehicles from weather-related exposure such as extreme temperatures, precipitation, and sun damage, the facility has helped reduce wear and tear, minimize maintenance issues, and extend the overall service life of transit vehicles. The improved storage conditions have also allowed staff to perform inspections and light maintenance more efficiently, reducing downtime and improving service reliability.



Figure 25: View of the outside of the SEIBUS vehicle storage facility, built with the help of PTIG funding.

Building on this success, SEIBUS received an additional \$480,000 in 2022 to renovate an existing vehicle storage facility in Mount Pleasant. These renovations included the installation of a new roof and siding, upgraded insulation, improved heating systems, and the addition of a modern security system. Together, these improvements transformed the Mount Pleasant facility into a safer, more functional, and climate-controlled environment that better supports year-round transit operations and protects public investment in rolling stock.

The combined impact of these two infrastructure projects has already delivered measurable benefits to the SEIBUS fleet. Enhanced vehicle protection and improved facility conditions have helped reduce maintenance and repair costs, increased operational efficiency, and contributed to a more reliable transit system overall. Ultimately, these investments support a better rider experience by ensuring vehicles remain in good condition, operate more consistently, and provide safe, dependable transportation to the communities SEIBUS serves.



Figure 26: Inside view of the Mount Pleasant SEIBUS vehicle storage facility, housing multiple buses and vans.

Recent Developments

SEIBUS and Contractual Service Changes

A notable recent change in the landscape of assisted living and transportation services in Southeast Iowa is the acquisition of Hope Haven by Imagine the Possibilities, Inc. This organization provides a comprehensive range of supports for individuals with disabilities, including employment services, skill development, residential care, and assistance with daily living needs. The integration of Hope Haven into Imagine the Possibilities is expected to enhance service coordination and expand resources available to residents throughout the region.

HOPE HAVEN

A DIVISION OF  imagine the
POSSIBILITIES INC



This transition has also resulted in a significant shift in transportation operations. Historically, Hope Haven contracted with SEIBUS to provide transportation for clients, providing a stable revenue source for SEIBUS. Following the acquisition, Imagine the Possibilities elected to procure and operate its own transportation fleet, allowing them to operate fully in house. With this internal capacity now in place, the organization no longer requires contracted service from SEIBUS. While Imagine the Possibilities fleet will be able to more adequately serve their clients and allow SEIBUS to have a greater degree of flexibility in their operations and service, the loss of revenue will need to be addressed in the future (anticipated loss of ~\$50,000 in state and federal subsidies). This change represents the need for both an operational realignment, but an opportunity to reassess regional mobility needs for individuals with disabilities, particularly regarding service coverage, fleet coordination, and long-term transportation planning.

Recent Developments

Iowa HHS Adopts District Mapping

On July 1, 2025, the Iowa Department of Health and Human Services (HHS) implemented a new statewide district mapping initiative designed to support the Behavioral Health and Disabilities Services system and to promote more equitable access to mental health and substance use services across Iowa. The map below illustrates the newly established HHS districts.



Disability Access Points

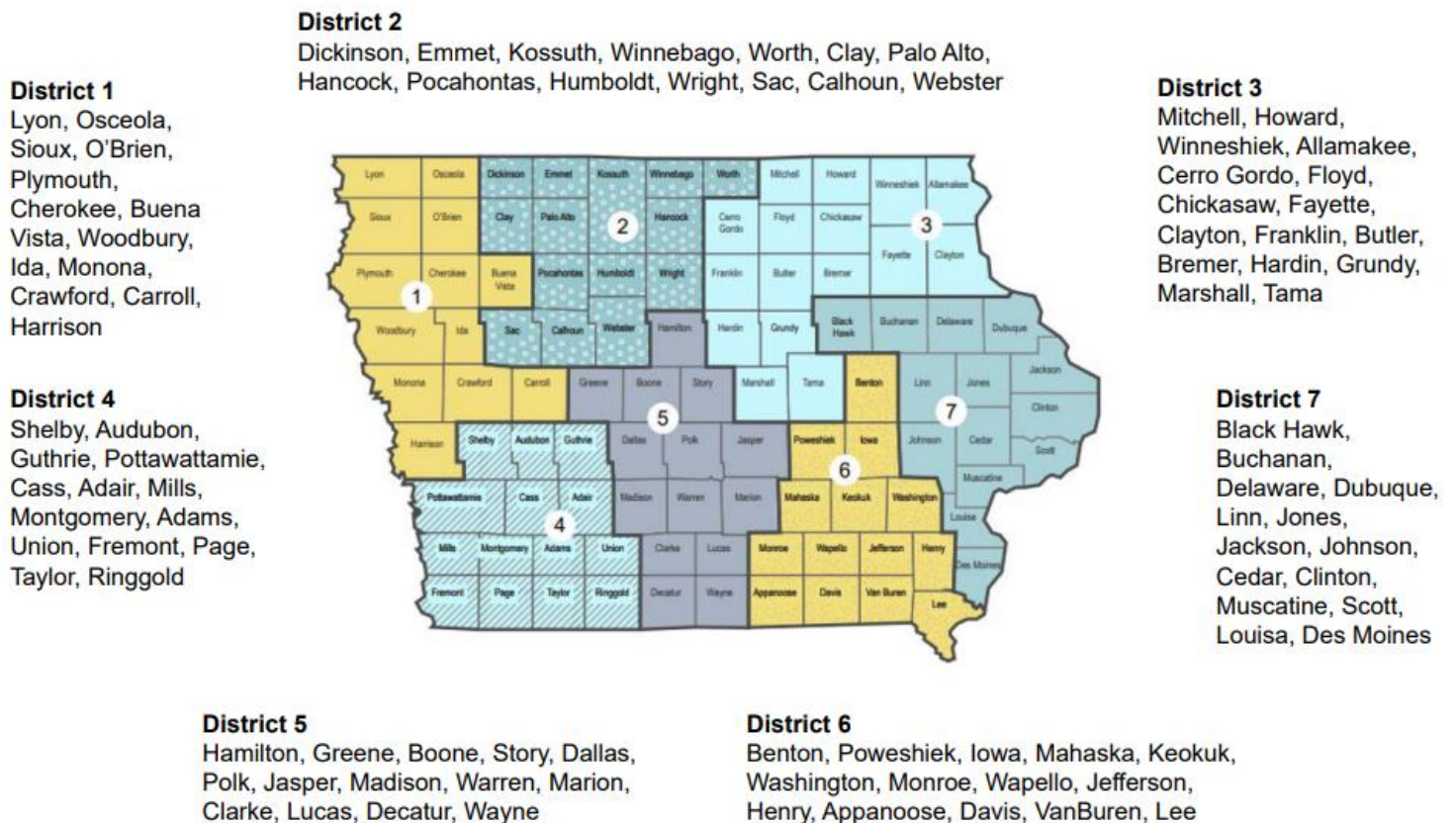


Figure 27: Iowa HHS map of the newly created service districts.

While this transition is expected to improve service availability and coordination at the state level, it introduces a minor logistical challenge for the Southeast Iowa region. Under the new structure, the region is divided between District 6 (Henry and Lee Counties) and District 7 (Des Moines and Louisa Counties). This division has the potential to create communication and coordination barriers among neighboring agencies, increase confusion for residents seeking information about service jurisdictions or points of contact, and affect long-standing inter-county relationships that previously operated within shared service boundaries.

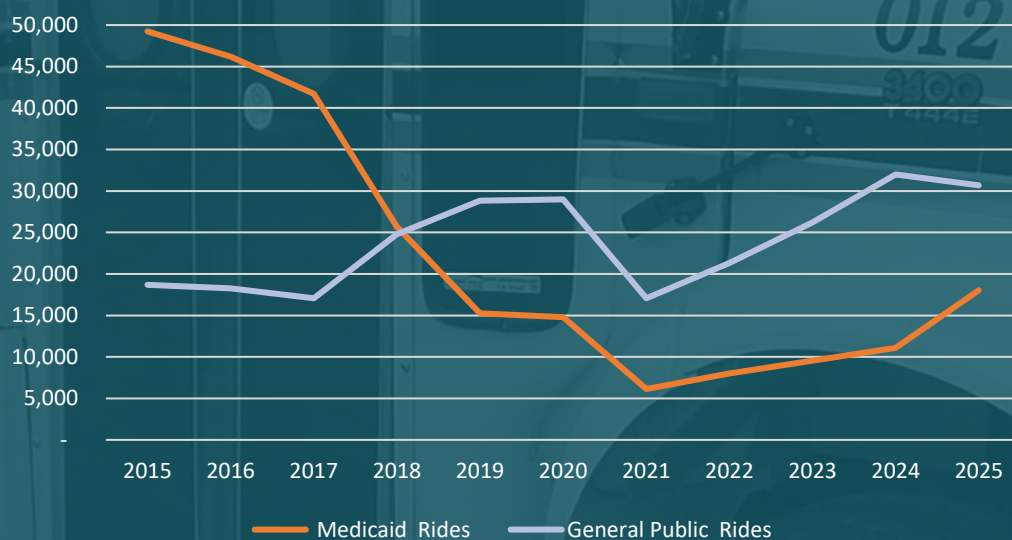
Recent Developments

Southeast Iowa Bus (SEIBUS) – Medicaid Impact

Since 2015, Iowa Medicaid has changed substantially in its operation, such as privatization, policy change, and reimbursement process. These changes impacted transportation services and Medicaid riders. After Iowa Medicaid was privatized, managed care organizations (MCOs) run Medicaid brokerage. This changed the standardized reimbursement set by the State of Iowa to inconsistent reimbursement policies set individually by MCOs. SEIBUS needed to add an additional staff member to deal with the adjustment. SEIBUS continued to navigate through Medicaid reimbursement changes made by the Iowa Private Managed Care reimbursement process for Medicaid rides provided by SEIBUS. These changes resulted in 31,202 fewer Medicaid rides in FY2025 compared to those in FY2015. While the Medicaid ridership has decreased, there has been a need for additional staff to deal with the increased oversight of Medicaid rides. It is not economically feasible to increase management costs when the overall number of Medicaid recipients is decreasing.

SEIBUS has made up for these lost rides by increasing general public rides over the same period of time. SEIBUS made robust efforts to capture Medicaid rides again, with all the recent changes. SEIBUS's web-based system has helped keep track of all Medicaid claims and has reduced chaos by a third.

SEIBUS Medicaid and General Public rides 2015 - 2020



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4 Priorities and Strategies



Priorities, Goals & Strategies

This section outlines the priorities and strategies identified to strengthen and enhance existing passenger transportation services in Southeast Iowa. These priorities were developed through a comprehensive review of the FY21 Passenger Transportation Plan (PTP), the 2026 Transportation Provider Surveys, input from the Transportation Advisory Committee (TRAC), and an analysis of regional data trends.

Regional partners and the TRAC reviewed these priorities to establish a shared, regionwide understanding of how best to address the current and future needs of passenger transportation services. A draft of this plan was also circulated among regional partners to support a holistic understanding of the existing passenger transportation network and to ensure alignment across jurisdictions and providers.

The following pages present a series of tables summarizing the priorities and strategies originally recommended in the FY20 PTP, along with their current implementation status. Each strategy has been grouped into one of the following categories:

- Ongoing – Strategies that require continued implementation or have been partially achieved. These efforts focus on increasing public awareness and marketing of transportation services, improving service efficiency, and identifying opportunities for system expansion.
- Pending – Strategies that have not seen measurable progress since the FY20 PTP and are carried forward for implementation as part of the FY26 PTP.



Priorities, Goals & Strategies

Priority 1: Increase the public awareness and marketing of transportation services in Southeast Iowa.

Goal 1: Create a comprehensive inventory of regional transportation services.	
Strategies	Status
Compile all existing service information on regional transportation provider services from SEIBUS, BUS, Burlington Trailways, non-profits, health agencies, and human service agencies.	Pending
Conduct surveys and interviews to identify detailed information on services offered by different providers.	Ongoing

Priorities, Goals & Strategies

Priority 1: Increase the public awareness and marketing of transportation services in Southeast Iowa.

Goal 2: To develop public relations and marketing strategy for existing transportation services in Southeast Iowa.

Strategies	Status
Create a regional transit marketing committee to research existing regional transit marketing models.	Ongoing
Evaluate all existing public relations and marketing methods used by transportation providers.	
Evaluate need for special marketing materials to groups such as low income, LEP, students, etc.	
Identify funding source and hire a consultant to develop a public relations and marketing plan.	Pending

Priority 2: Improve the efficiency and effectiveness of existing transportation services including the promotion of sustainable practices

Goal 1: To enhance regional fleets through expansion and replacement of vehicles.	
Strategies	Status
Continue to seek funding for replacement of vehicles including STP funding, AMOCO Loans, and participating in PTMS through Iowa DOT.	Ongoing
Identify opportunities to fund vehicle expansion including STP funding or local partnerships.	
Look for opportunities to incorporate sustainable practices into fleet upgrades such as flex fuel, alternative fuel, electric, or adding bike racks.	

Priorities, Goals & Strategies

Priority 2: Improve the efficiency and effectiveness of existing transportation services including the promotion of sustainable practices

Goal 2: Enhance or build new facilities for storage, maintenance, transit stops & transfers.

Strategies	Status
Continue to seek funding for replacement of vehicles including STP funding, AMOCO Loans, and participating in PTMS through Iowa DOT.	Ongoing
Identify opportunities to fund vehicle expansion including STP funding or local partnerships.	
Look for opportunities to incorporate sustainable practices into fleet upgrades such as flex fuel, alternative fuel, electric, or adding bike racks.	

Priority 2: Improve the efficiency and effectiveness of existing transportation services including the promotion of sustainable practices (Continued)

Goal 3: Modernize data collection, analysis, and service delivery through new technology and software.

Strategies	Status
Evaluate existing data collection, technology, and software utilized for transportation services.	
Research existing best practices utilized by similar transit systems.	Ongoing
Create and implement a plan for changes in data collection, technology, and software.	

Priorities, Goals & Strategies

Priority 3: Identify new services such as expanded days of service, expanded hours of service, assisted transportation, medical transportation, employee transportation, volunteer transportation, and public.

Goal 1: Identify the actual “need” for assisted transportation and medical service.	
Strategies	Status
Conduct user surveys to gauge and understand rider needs.	Ongoing
Create data collection methods for transit agencies, human service agencies, etc. to document the need for assisted or medical transportation trips.	

Priorities, Goals & Strategies

Priority 3: Identify new services such as expanded days of service, expanded hours of service, assisted transportation, medical transportation, employee transportation, volunteer transportation, and public.

Goal 2: Evaluate and propose coordination opportunities between human service providers, public transit agencies, non-profits, and other transportation providers.	
Strategies	Status
Analyze all existing transportation services for potential overlap and coordination opportunities.	Ongoing
Collect and compile data, times, and destinations of riders to determine future coordination opportunities.	
Review past surveys and conduct new surveys to identify possible coordination opportunities.	
Organize meetings between regional agencies to discuss specific transportation coordination opportunities.	

Priority 3: Identify new services such as expanded days of service, expanded hours of service, assisted transportation, medical transportation, employee transportation, volunteer transportation, and public. (Continued)

Goal 3: Identify opportunities for additional employee transportation services.	
Strategies	Status
Meet with the largest area employers to determine which companies have an interests in employee transportation programs.	Ongoing
Develop specific services for companies that have identified the need and funding for employee transportation.	Pending

Priority 3: Identify new services such as expanded days of service, expanded hours of service, assisted transportation, medical transportation, employee transportation, volunteer transportation, and public. (Continued)

Goal 4: Identify the need for expanding hours and days of service for passenger transportation.	
Strategies	Status
Gather information on existing services including time, ridership, operation costs, hours of operation, etc.	Ongoing
Create rider surveys for area transit agencies and human service agencies to document the needs of riders during hours and days that are not currently offered.	
Use collected information to determine the financial feasibility of expanding service.	Pending
Identify potential funding sources for the expansion of service days and hours.	
Evaluate opportunities for pilot transportation programs that expand hours and days of service.	Pending

Priorities, Goals & Strategies

Priority 3: Identify new services such as expanded days of service, expanded hours of service, assisted transportation, medical transportation, employee transportation, volunteer transportation, and public. (Continued)

Goal 5: Research existing regional volunteer transportation models to determine the feasibility of and framework for volunteer transportation services in Southeast Iowa.

Strategies

Status

Research, study, and prepare a report on existing volunteer transportation services around the region

Create a plan to determine the participation needed from each organization and any potential funding needed for creating and operating a volunteer transportation service

Pending

Priority 4: Identify Medicaid changes and its impact.

Goal 1: Adapt to Medicaid changes to ensure steady transportation services.	
Strategies	Status
Stay updated and analyze any Medicaid changes to ensure that services to Medicaid recipients remains available.	Ongoing

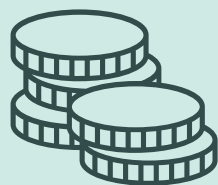
Priority 5: Analyze and being aware of transportation needs of diverse population.

Goal 1: Making transportation services more accessible to the LEP population.	
Strategies	Status
Promote and advertise transportation schedules and updates into a variety of other languages besides English.	Pending

Goal 2: Improving transportation services for riders with mental and physical disabilities.	
Strategies	Status
Evaluate opportunities through all services on ways to provide door to door services for riders with disabilities.	Pending

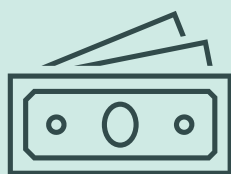
5 Funding Opportunities





Municipal Transit Levy

Human service agencies, local communities, and private businesses often subsidize certain rides offered through public transit services. These subsidies, classified as contract revenues, can be applied toward the required local match for federal funding projects. BUS and SEIBUS utilize these contracts to provide targeted services throughout the region, improving access to transportation.



GENERAL FUND LEVY

The cost of supporting transit services is an eligible use of general fund revenues for all Iowa governments and is the primary source of funding to support transit for counties who don't have the option of a transit levy, as well as for cities that choose not to use the transit levy.



CONTRACT REVENUE

Businesses, communities, and human service agencies often subsidize certain public transit rides. These subsidies, classified as contract revenues, can count toward the local match for federal projects. BUS and SEIBUS use contracts to deliver specific regional services.

PASSENGER REVENUE

Passenger revenue comes from fares paid by users of transportation services. This is one of the most common sources of local financial support.

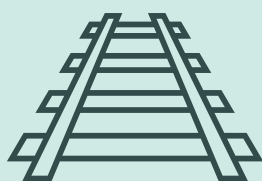


ADVERTISING REVENUES

Sale of on-board advertising or advertising space in brochures, etc., can provide some additional revenues to the transit program.

STATE TRANSIT ASSISTANCE (STA)

STA funds are distributed to individual transit systems based on a formula using performance statistics from the most recent available year. STA funds can be used by the public transit system for operating, capital or planning expenses related to the provision of open-to-the-public passenger transportation. Both SEIBUS and BUS utilize this funding to annually replace their older buses and upgrade their fleet.



STATE TRANSIT ASSISTANCE (STA) SPECIAL PROJECTS

Iowa DOT provides a \$300,000 set-aside of STA funding each year for special projects to improve transit in the state of Iowa. Individual special projects for the purpose of supporting start-up of new coordination activities. The special projects will be to help transit systems respond to needs identified by human service agencies, with preference given to projects involving match coming from the human services side. Projects must involve open-to-the-public services. Projects would allow start-up funding until the services are reflected in the STA formula

PUBLIC TRANSIT INFRASTRUCTURE GRANTS

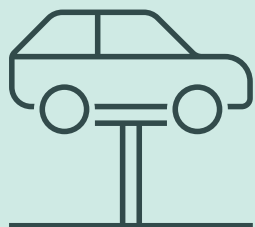
In 2006, the Iowa Legislature created a program to fund vertical infrastructure for transit systems, including construction, reconstruction, or remodeling with a vertical component. Projects are evaluated on transit benefits and timely completion. The program covers up to 80% of transit-related facility costs, including federal funds, and no single system can receive more than 40% of available funds annually.



MEDICAID

SEIBUS gets reimbursed for its contracted rides with human services organizations. Due to the substantial changes with Medicaid policies and reimbursement process, SEIBUS experienced dramatic decrease in rides by Medicaid riders in 2020. SEIBUS continued to navigate through Medicaid reimbursement changes made by the Iowa Private Manage Care reimbursement process. However, it anticipates being partially funded by Medicaid through the continuous services contracted with human services organizations in the region.

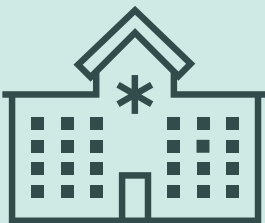
VOLKSWAGEN SETTLEMENT ENVIRONMENTAL
MITIGATION TRUST FUNDING PROGRAMS



This Trust funding program was created from Volkswagen’s settlement after the EPA alleged violations of the federal Clean Air Act. Iowa received about \$21 million in environmental mitigation funds for projects that reduce nitrogen oxide (NOx) emissions. The 2021 application closed on March 5, with the next round yet to be announced. In 2020, SEIBUS used this funding to help purchase two clean diesel buses, replacing older, high-mileage buses that were far less fuel-efficient.

MTM NON-EMERGENCY MEDICAL
TRANSPORTATION

Medical Transportation Management (MTM) provides transportation coordination for individuals covered by Medicaid insurance for non-emergency medical transportation rides in Iowa. SEIBUS contracts with MTM to provide rides to those who are covered by Medicaid.



CAPITAL MATCH REVOLVING LOAN (AMOCO LOAN)



The Capital Match Revolving Loan Fund was established by the Iowa Legislature using funds from Iowa’s share of the federal petroleum overcharge settlement with AMOCO. Managed under an agreement between the Iowa DOT and DNR, the program offers interest-free loans to public transit systems to cover local match requirements for federally funded capital projects. Loans can temporarily fund the entire local match for equipment projects or up to 50% of the non-federal match for facility projects, with repayment scheduled as local funds become available.

FORMULA GRANTS FOR OTHER THAN URBANIZED AREAS
(SECTION 5311)



This program provides federal funding for transit in rural areas and urban areas under 50,000 population. Funds can be used for operating, capital, planning, and job access/reverse commute assistance. Section 5311 allocations use prior-year performance: 75% goes to regional systems and 25% to small urban systems. Regional allocations are based on 40% ridership and 60% revenue miles; small urban allocations split 50% ridership and 50% revenue miles.

STATEWIDE AND
NONMETROPOLITAN
TRANSPORTATION
PLANNING (SECTION 5304)

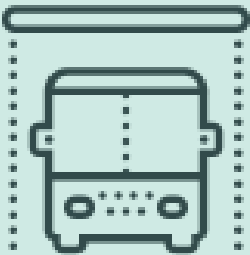
Section 5311 provides federal funds for rural and small urban transit, covering operating, capital, planning, and job access. Allocations use prior-year performance: 75% to regional systems, 25% to small urban, based on ridership and revenue miles.

INTERCITY BUS
PROGRAM (SECTION
5311(F))

This program intends to support for the existing intercity bus routes to increase the connectivity of Iowa to the rest of the country, especially connecting smaller communities not served by existing routes and stops along those routes. It also helps providers to improve equipment and facilities, including adding accessibility features required by Americans with Disabilities Act of 1990 (ADA).

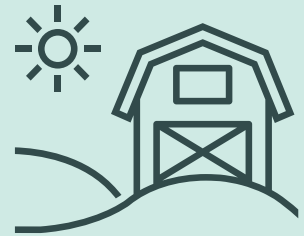
BUS AND BUS FACILITIES FORMULA GRANTS (SECTION 5339)

Section 5339, authorized under MAP-21, provides capital funding for bus and facility projects. Iowa receives about \$1.25 million annually for small urban and regional transit systems, allocated through vehicle rankings in the Public Transit Management System. BUS and SEIBUS rely on these funds to replace aging vehicles. In FY2020, SEIBUS combined Section 5339 and Volkswagen Settlement funds to purchase two buses and support construction of a bus storage facility planned for FY2021.



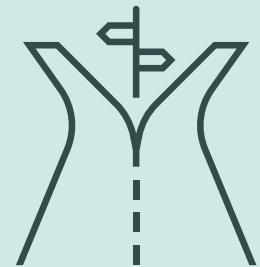
RURAL TRANSIT ASSISTANCE PROGRAM (RTAP) (SECTION 5311(B)(3))

This federal program funds training, technical assistance, and support services for transit operators in non-urbanized areas (populations under 50,000). By law, the state is the direct recipient; in Iowa, the DOT's Office of Public Transit administers these funds. Iowa's RTAP funds primarily provide training fellowships, covering about 80% of costs for regional transit systems and planners to attend Iowa DOT seminars or other transit-related courses and conferences. Transit systems may also be reimbursed for in-house training.



SURFACE TRANSPORTATION BLOCK GRANT (STBG) PROGRAM

The Surface Transportation Block Grant (STBG) program, formerly STP, provides MAP-21 funds for roadway or transit capital projects on an 80% federal/20% local match basis. In Iowa, local governments allocate a portion through metropolitan or regional planning agencies. In Region 16, SEIRPC administers STBG funds via a competitive process. Since adopting this in 2005, two transit vehicles have been purchased, and SEIBUS received \$126,400 in FY2023 to buy two light-duty buses.

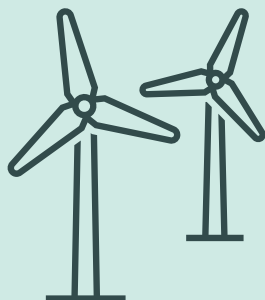


COMMUNITY DEVELOPMENT BLOCK GRANT (CDBG) CAREER LINK PROGRAM –EMPLOYMENT TRANSPORTATION

The Iowa Economic Development Authority (IEDA) offers grants to support employment-related transportation services in all incorporated cities and counties, excluding HUD entitlement areas. The program funds transportation for individuals traveling to jobs or adult students attending education or training, helping remove employment barriers. Applicants can receive up to \$150,000 per project with a dollar-for-dollar local cash match. In January 2021, SEIRPC assisted Burlington in applying for Hope Haven Development Center under this program.



IOWA'S CLEAN AIR ATTAINMENT PROGRAM (ICAAP)



This program provides funding that can be used for any purpose for which Surface Transportation Block Grant program (STBG) can be used and on the same 80 percent federal and 20 percent nonfederal basis. The applications are selected based on their anticipated air quality or congestion relief benefits

CONGESTION MITIGATION & AIR QUALITY IMPROVEMENT (CMAQ) PROGRAM



This program provides funding for projects that need vehicle replacement. Urban and regional transit systems as designated by local officials under Chapter 324A of the Code of Iowa are eligible to apply for this funding. Transit systems may be organized as public bodies or as private, not-for-profit corporations. SEIBUS utilized this funding to purchase one of four new replacement buses in FY2019. This funding was also awarded to BUS to purchase two light-duty buses in FY2020

DIESEL EMISSION REDUCTION ACT (DERA) GRANT PROGRAM



This grant program is administered by Iowa DOT. IDOT receives funding from Environmental Protection Agency (EPA) to achieve significant reductions in diesel emissions. A broad range of diesel emission reduction solutions are eligible for DERA grant funding. In fiscal 2020, funding was available for profit, nonprofit, and public entities that own or operate diesel fleets and equipment in any of the 99 counties in the state of Iowa. Application details for FY2021 are to be determined.

CTAA - COMMUNITY DEVELOPMENT TRANSPORTATION LENDING SERVICES



CDTLS provides capital and expertise to help borrowers create sustainable, profitable transportation businesses. The program promotes cost-effective movement of people and freight using environmentally sound technology. CDTLS makes this possible by being a source of capital and expertise in transportation.

EASTER SEALS PROJECT ACTION - ACCESSIBLE TRANSPORTATION TECHNICAL SUPPORT PROJECT



The ATTS technical assistance project specifically supports community's unique goals. Efforts that may be well-served by participation in ATTS could include but are not limited to:

- Forming a local coalition to improve accessible transportation
- Transforming high-level planning efforts into actionable steps
- Improving accessibility in communities to be consistent with the Americans with Disabilities Act
- Exploring ways to meet accessibility needs above and beyond the ADA
- Maximizing the effectiveness of existing transportation resources
- Increasing ridership through marketing and outreach

AREA AGENCY ON AGING

Area Agencies on Aging (AAAs), created under the Older Americans Act, serve Iowans aged 60+. Iowa has six AAAs covering all counties. Milestones AAA in Southeast Iowa provides services such as congregate meals and funds SEIBUS to offer rides for residents 60 and older.

UNITED WAY

United Way agencies across Iowa fund community programs, including transportation assistance. Four agencies in Southeast Iowa: Big River, Burlington & West Burlington, Fort Madison, and Mount Pleasant offer potential transportation funding for the region.

Appendix A

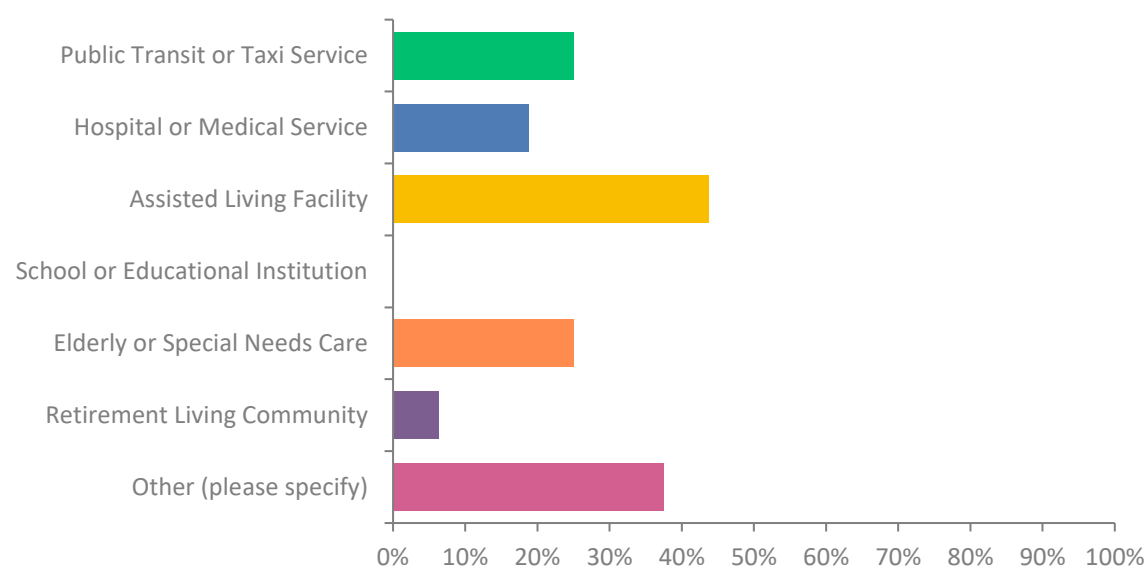
Transportation Provider Survey Results

FY2026 Passenger Transportation Plan - Transportation Service Provider

Tuesday, May 19, 2026

Q4: What type of organization is this?

Answered: 16 Skipped: 0



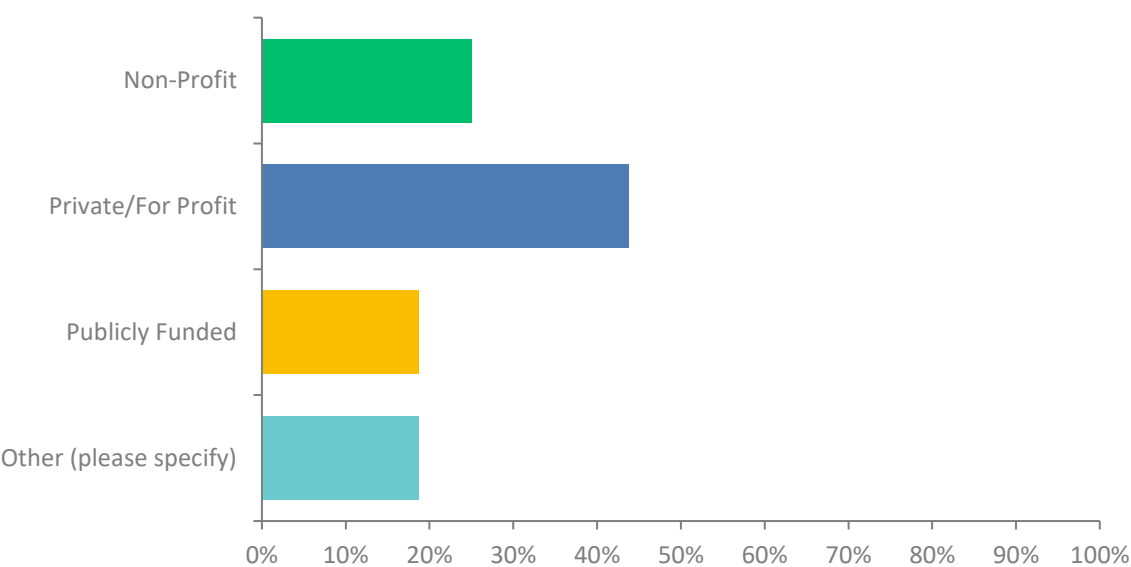
Q4: What type of organization is this?

Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Public Transit or Taxi Service	25.00%	4
Hospital or Medical Service	18.75%	3
Assisted Living Facility	43.75%	7
School or Educational Institution	0.00%	0
Elderly or Special Needs Care	25.00%	4
Retirement Living Community	6.25%	1
Other (please specify)	37.50%	6
TOTAL		25

Q5: Is this agency?

Answered: 16 Skipped: 0



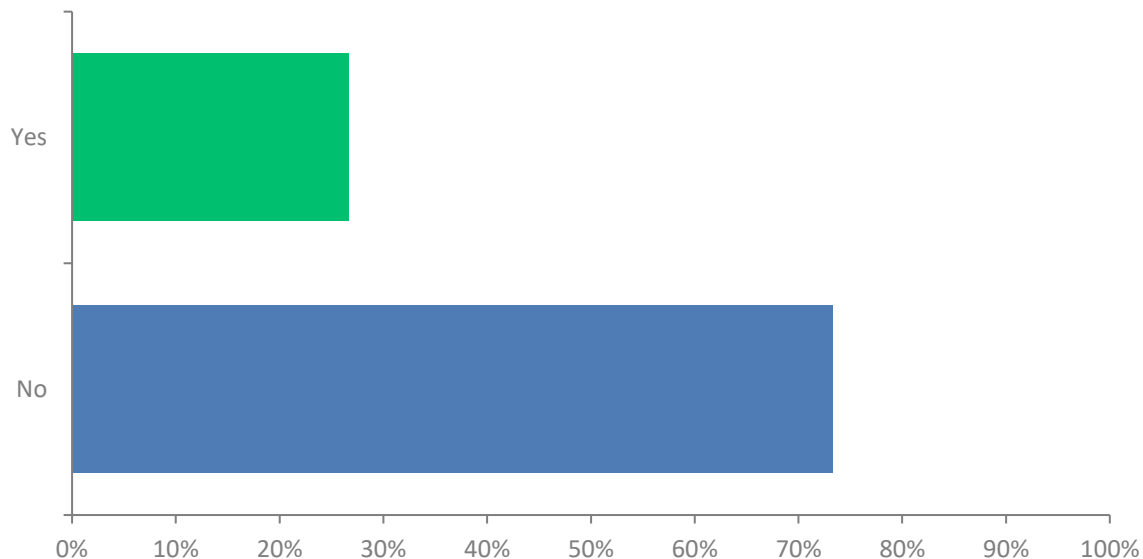
Q5: Is this agency?

Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Non-Profit	25.00%	4
Private/For Profit	43.75%	7
Publicly Funded	18.75%	3
Other (please specify)	18.75%	3
TOTAL		17

Q6: Does your agency receive/use funding to provide passenger transportation service?

Answered: 15 Skipped: 1



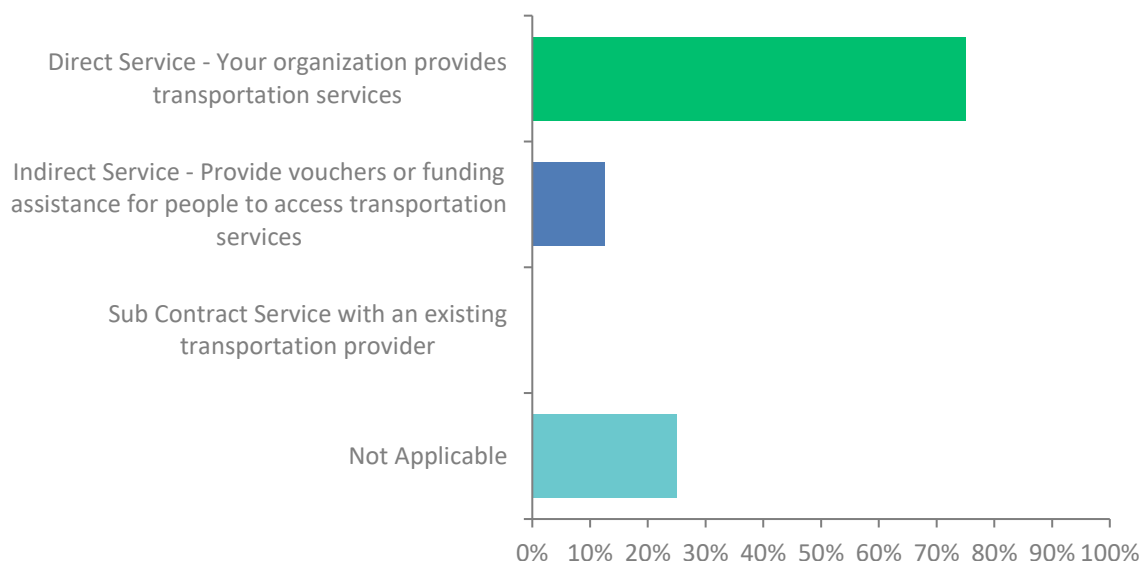
Q6: Does your agency receive/use funding to provide passenger transportation service?

Answered: 15 Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes	26.67%	4
No	73.33%	11
TOTAL		15

Q7: If you provide service, what type of service do you provide?

Answered: 16 Skipped: 0



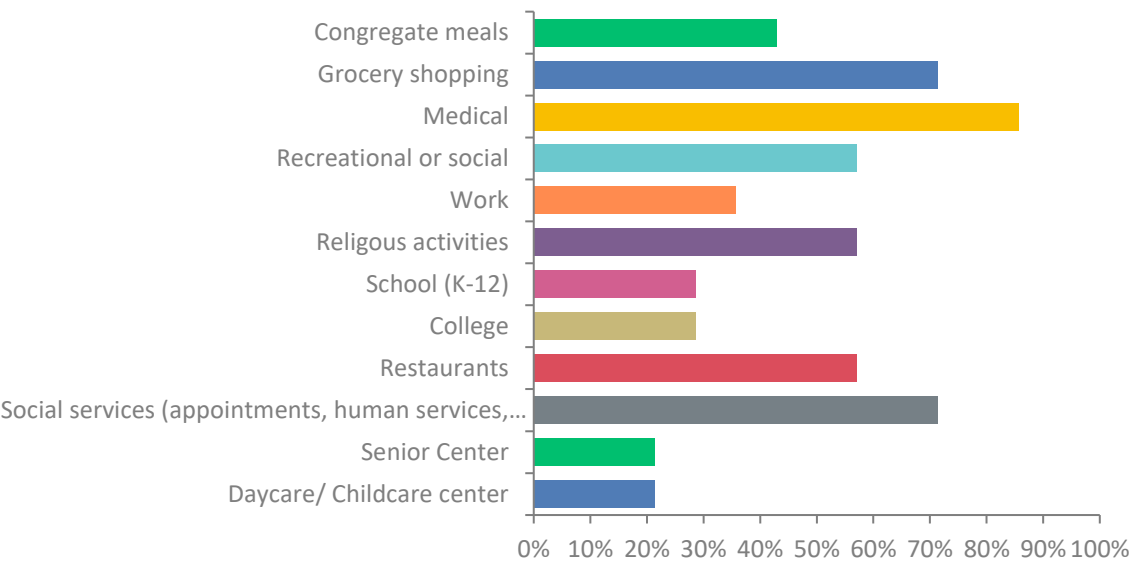
Q7: If you provide service, what type of service do you provide?

Answered: 16 Skipped: 0

ANSWER CHOICES	RESPONSES	
Direct Service - Your organization provides transportation services	75.00%	12
Indirect Service - Provide vouchers or funding assistance for people to access transportation services	12.50%	2
Sub Contract Service with an existing transportation provider	0.00%	0
Not Applicable	25.00%	4
TOTAL		18

Q10: What types of trips does your agency provide? (Click all that apply)

Answered: 14 Skipped: 2



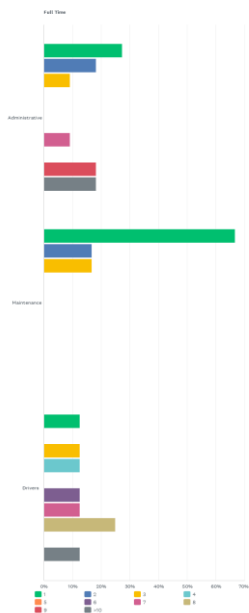
Q10: What types of trips does your agency provide? (Click all that apply)

Answered: 14 Skipped: 2

ANSWER CHOICES	RESPONSES	
Congregate meals	42.86%	6
Grocery shopping	71.43%	10
Medical	85.71%	12
Recreational or social	57.14%	8
Work	35.71%	5
Religious activities	57.14%	8
School (K-12)	28.57%	4
College	28.57%	4
Restaurants	57.14%	8
Social services (appointments, human services, general assistance etc.)	71.43%	10
Senior Center	21.43%	3
Daycare/ Childcare center	21.43%	3
TOTAL		81

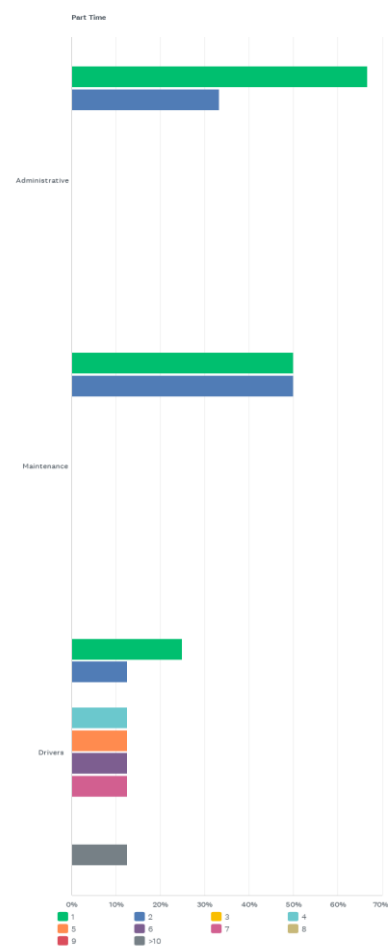
Q11: Number of employees involved in passenger transportation:

Answered: 13 Skipped: 3



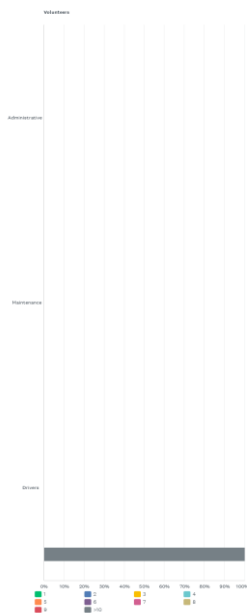
Q11: Number of employees involved in passenger transportation:

Answered: 13 Skipped: 3



Q11: Number of employees involved in passenger transportation:

Answered: 13 Skipped: 3



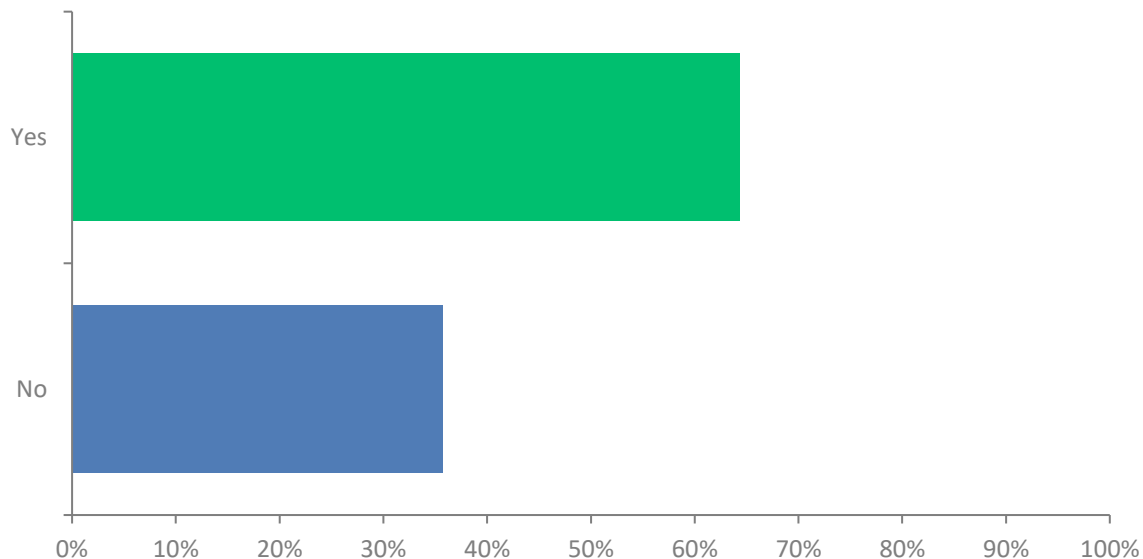
Q11: Number of employees involved in passenger transportation:

Answered: 13 Skipped: 3

Full Time											
	1	2	3	4	5	6	7	8	9	>10	TOTAL
Administrative	27.27% 3	18.18% 2	9.09% 1	0.00% 0	0.00% 0	0.00% 0	9.09% 1	0.00% 0	18.18% 2	18.18% 2	11
Maintenance	66.67% 4	16.67% 1	16.67% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	6
Drivers	12.50% 1	0.00% 0	12.50% 1	12.50% 1	0.00% 0	12.50% 1	12.50% 1	25.00% 2	0.00% 0	12.50% 1	8
Part Time											
	1	2	3	4	5	6	7	8	9	>10	TOTAL
Administrative	66.67% 2	33.33% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	3
Maintenance	50.00% 1	50.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2
Drivers	25.00% 2	12.50% 1	0.00% 0	12.50% 1	12.50% 1	12.50% 1	12.50% 1	0.00% 0	0.00% 0	12.50% 1	8
Volunteers											
	1	2	3	4	5	6	7	8	9	>10	TOTAL
Administrative	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Maintenance	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0
Drivers	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	1

Q12: Does your agency keep statistics on ridership or number of trips provided?

Answered: 14 Skipped: 2



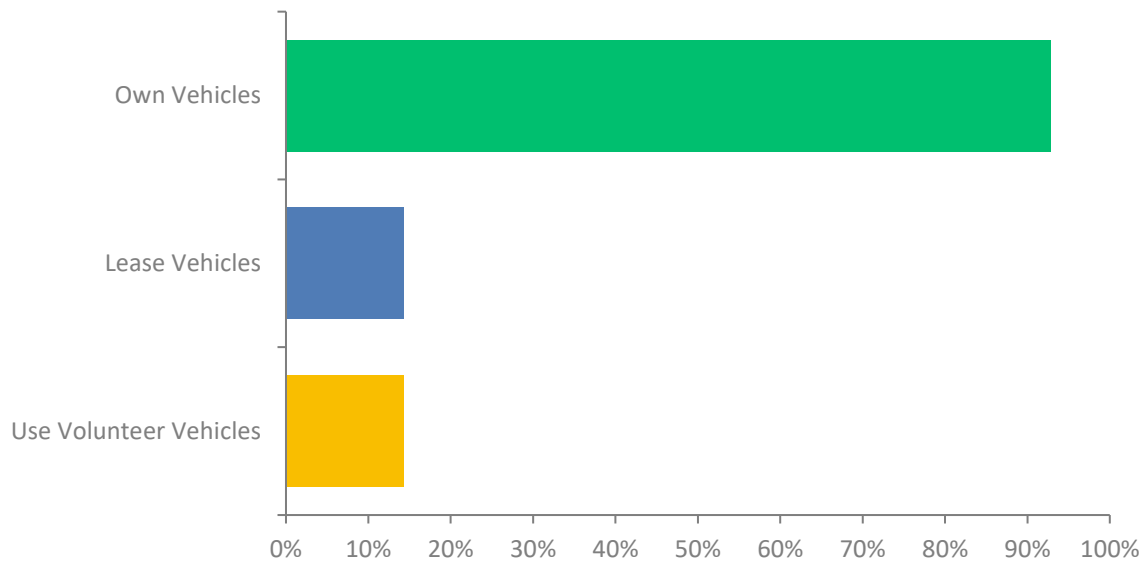
Q12: Does your agency keep statistics on ridership or number of trips provided?

Answered: 14 Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	64.29%	9
No	35.71%	5
TOTAL		14

Q13: Does your agency

Answered: 14 Skipped: 2



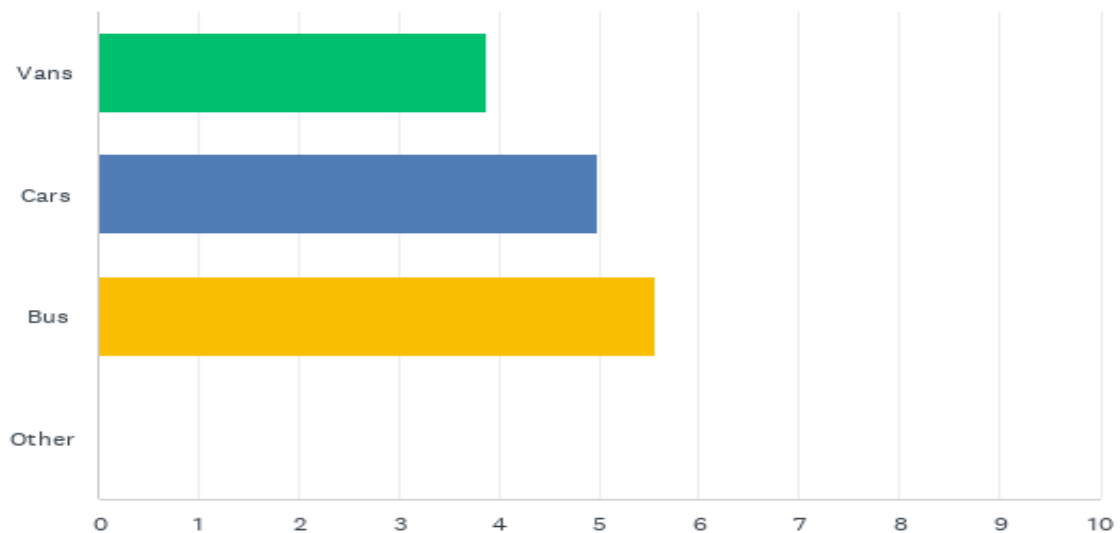
Q13: Does your agency

Answered: 14 Skipped: 2

ANSWER CHOICES	RESPONSES	
Own Vehicles	92.86%	13
Lease Vehicles	14.29%	2
Use Volunteer Vehicles	14.29%	2
TOTAL		17

Q14: What kind of vehicles do you have and how many of each?

Answered: 13 Skipped: 3



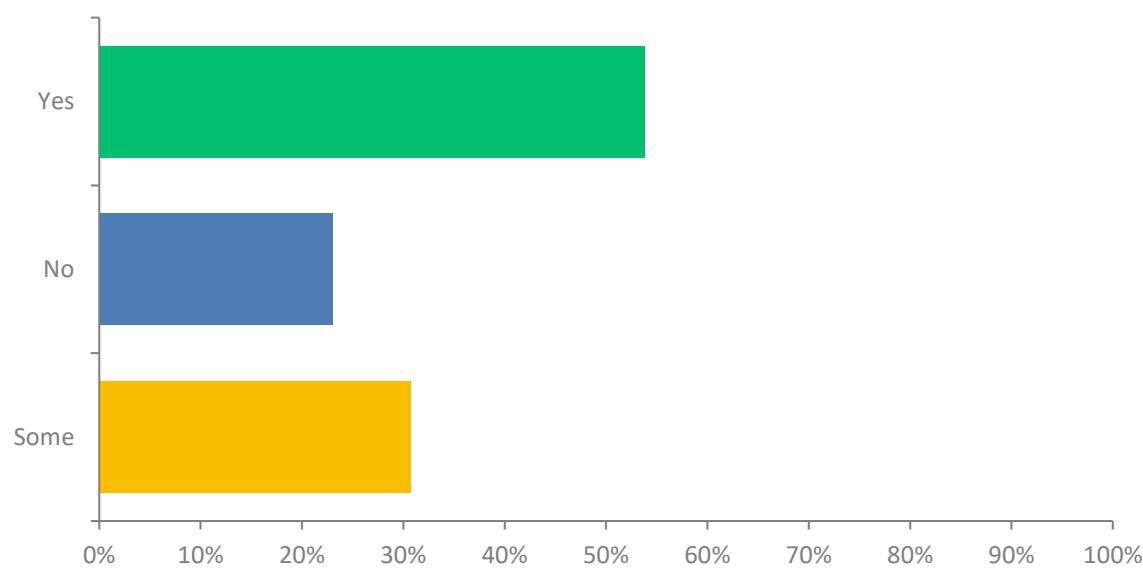
Q14: What kind of vehicles do you have and how many of each?

Answered: 13 Skipped: 3

ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
Vans	4	35	9
Cars	5	25	5
Bus	6	39	7
Other	0	0	0
Total Respondents: 13			

Q15: Are your vehicles ADA Accessible?

Answered: 13 Skipped: 3



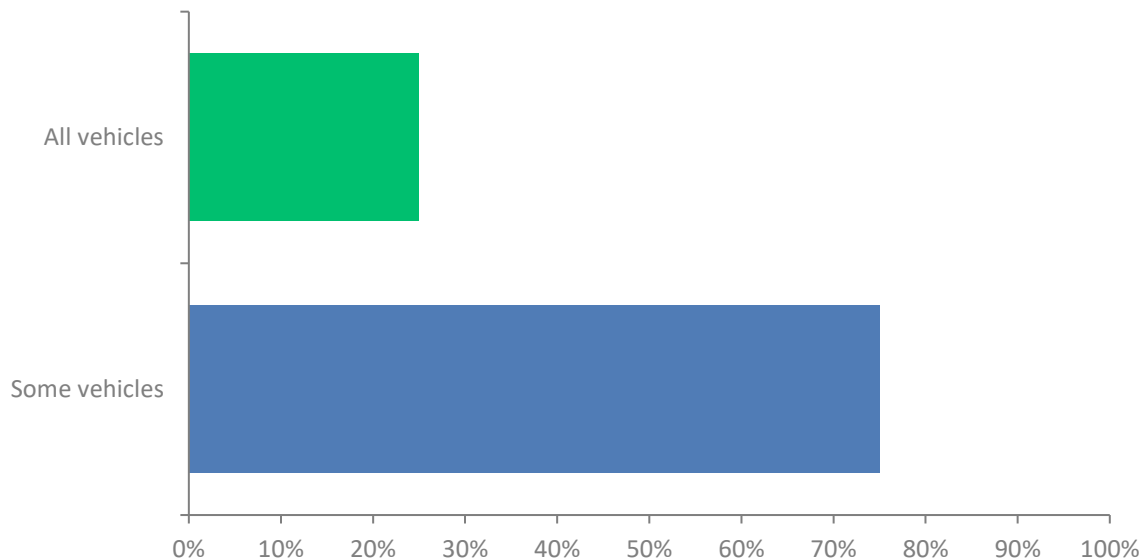
Q15: Are your vehicles ADA Accessible?

Answered: 13 Skipped: 3

ANSWER CHOICES	RESPONSES	
Yes	53.85%	7
No	23.08%	3
Some	30.77%	4
TOTAL		14

Q17: Does your agency have a facility for storing vehicles for:

Answered: 8 Skipped: 8



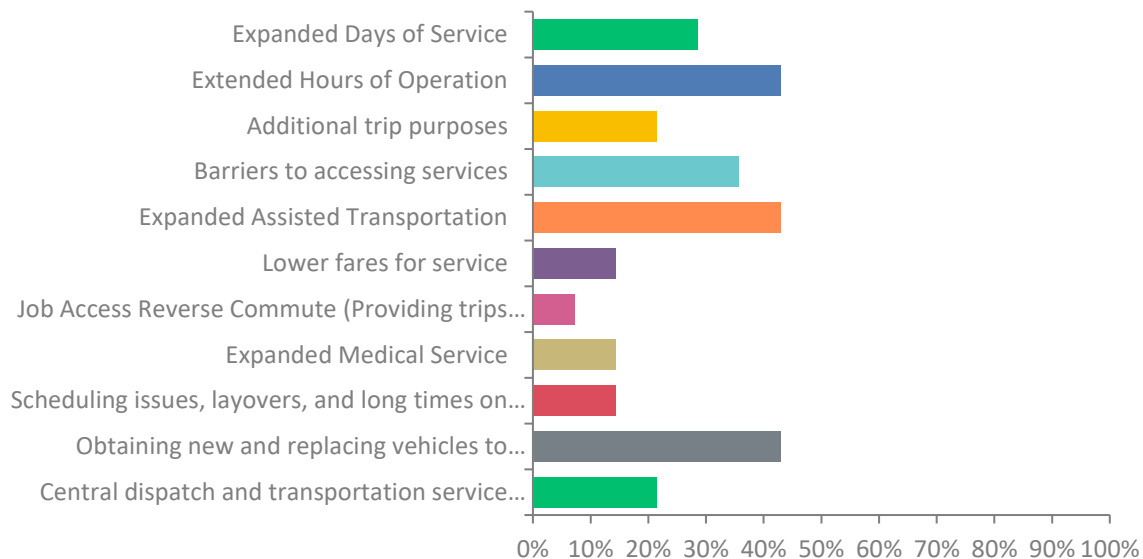
Q17: Does your agency have a facility for storing vehicles for:

Answered: 8 Skipped: 8

ANSWER CHOICES	RESPONSES	
All vehicles	25.00%	2
Some vehicles	75.00%	6
TOTAL		8

Q19: What do you see as the greatest service needs in southeast Iowa?

Answered: 14 Skipped: 2



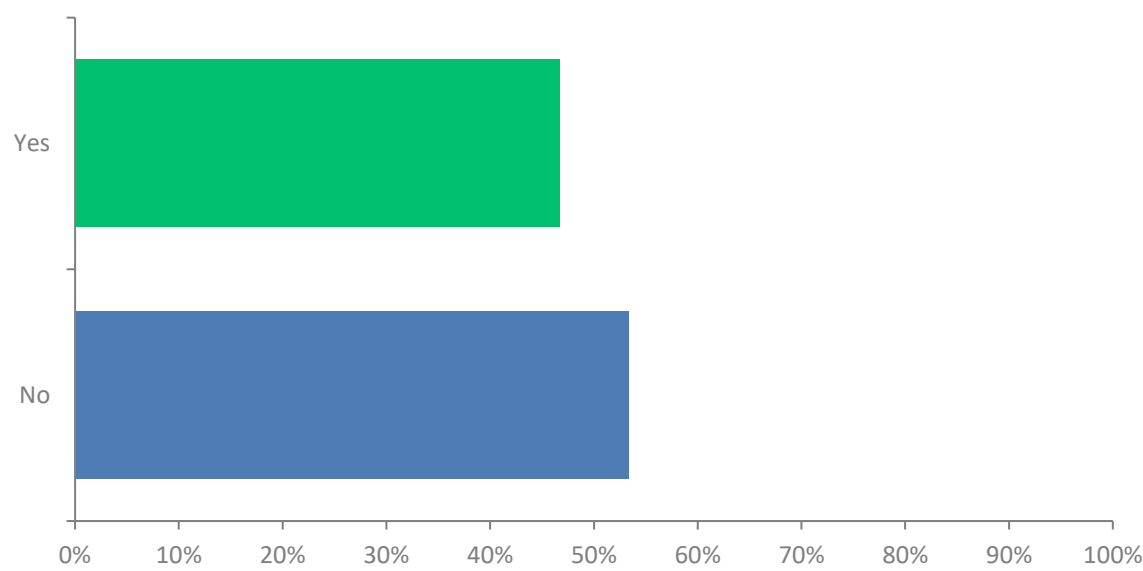
Q19: What do you see as the greatest service needs in southeast Iowa?

Answered: 14 Skipped: 2

ANSWER CHOICES	RESPONSES	
Expanded Days of Service	28.57%	4
Extended Hours of Operation	42.86%	6
Additional trip purposes	21.43%	3
Barriers to accessing services	35.71%	5
Expanded Assisted Transportation	42.86%	6
Lower fares for service	14.29%	2
Job Access Reverse Commute (Providing trips for employees to get to work)	7.14%	1
Expanded Medical Service	14.29%	2
Scheduling issues, layovers, and long times on bus	14.29%	2
Obtaining new and replacing vehicles to provide efficient service	42.86%	6
Central dispatch and transportation service information center	21.43%	3
TOTAL		40

Q21: Does your agency have interest in coordination opportunities with other public or private transportation providers?

Answered: 15 Skipped: 1



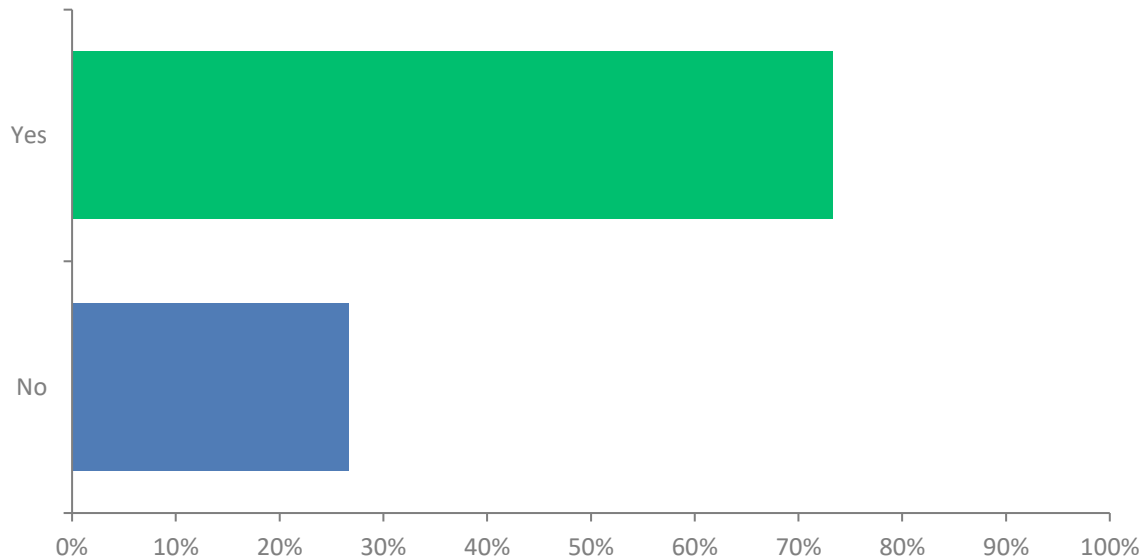
Q21: Does your agency have interest in coordination opportunities with other public or private transportation providers?

Answered: 15 Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes	46.67%	7
No	53.33%	8
TOTAL		15

Q22: Would you be interested in participating in the FY2021 Passenger Transportation Plan creation?

Answered: 15 Skipped: 1



Q22: Would you be interested in participating in the FY2021 Passenger Transportation Plan creation?

Answered: 15 Skipped: 1

ANSWER CHOICES	RESPONSES	
Yes	73.33%	11
No	26.67%	4
TOTAL		15

Appendix B

Transportation Inventory

Name of Organization	Type of Organization	Service Area	Types of service	Types of Trips	Who is eligible for service?	Does your agency own vehicles?	Vehicle ownership?	Vehicles ADA Accessible?
Addington Place	Assisted Living Facility	Burlington and West Burlington	Direct Service	Transport residents to medical appointments, religious services, social services, and recreational or social trips	Available only to residents of Addington Place	Yes	One van, and one 16-passenger bus	Yes
Advanced Home Healthcare	Elderly or Special Needs Care	Des Moines, Henry, Lee, Louisa, and Van Buren Counties	Not Applicable	Grocery shopping or essential errands when needed.	The elderly	No	Not Applicable	Not Applicable
A2Z Taxi	Public transit or taxi service	Burlington and West Burlington	Direct Service	Medical, work, social, groceries, school, religious activities	General Public	Yes	Three vans	No
Bickford Senior Living	Assisted Living Facility	Burlington and West Burlington	Direct Service	Congregate meals, groceries, medical appointments, social services, religious services, social and recreational trips	Available only to Bickford residents	Yes	One bus	Yes
Burlington Urban Service (BUS)	Public transit or taxi service	Burlington and West Burlington	Direct Service	Grocery shopping, medical, recreational and social, work, religious services, school and college, restaurants, social services, senior centers, and day care	General public	Yes	Two vans and 12 buses	Yes
City of Fort Madison	City government	The City of Fort Madison	Not applicable	Not applicable				

Name of Organization	Type of Organization	Service Area	Types of service	Types of Trips	Who is eligible for service?	Does your agency own vehicles?	Vehicle ownership?	Vehicles ADA Accessible?
The Fellowship Cup	Non-profit	Henry County but on a case-by-case basis can extend beyond the county	Direct service	Medical	Elderly or disabled	Yes	One car, and eleven volunteer vehicles	no
Great River Health Systems	Hospital/ Medical service	Des Moines, Henry, and Lee Counties	Direct Service	Post hospitalization and appointments to our facilities	Patients of Southeast Iowa Medical Center and the Henry County Health Center	Yes	Two vans, two cars	Yes
Hope Haven (Imagine the Possibilities)	Elderly or Special Needs Care	Southeast Iowa	Direct service	Meals, groceries, medical appointments, recreational or social trips, work, religious services, and social services.	Elderly and disabled	Yes	Six vans	Some
The Kensington	Assisted living facility	Fort Madison and Burlington	Direct service	Groceries, medical, recreational or social, religious services, social services,	Residents of The Kensington	Yes	Two cars, one bus	Some
Port Louisa Transport	Public transit or Taxi service	Southeaster n Iowa, and sometimes into Illinois, central Iowa, or into Minnesota	Direct service	Groceries, medical, work, school, college, social services	General public	Yes	Four vans, ten cars	No
Ridgeview Assisted Living	Assisted living facility	Burlington and West Burlington	Direct service	Congregate meals, grocery shopping, medical, restaurants	Ridgeview residents	Yes	One van	No

Name of Organization	Type of Organization	Service Area	Types of service	Types of Trips	Who is eligible for service?	Does your agency own vehicles?	Vehicle ownership?	Vehicles ADA Accessible?
River Hills Village	Assisted living facility	Carthage, Kahoka, Farmington, Donnellson, West Point. Southeast Iowa, West-Central Illinois, Northeast Missouri.	Elderly	Grocery shopping, medical appointments, congregate meals, religious services, social services, and recreational or social trips	River Hills residents	Yes	Two vans, two buses	Yes
SEIBUS	Public transit or taxi service	Des Moines, Henry, Lee, Louisa counties	Direct Service	Grocery shopping, medical appointments, recreational or social, work, religious services, school, college, social services, senior centers, daycare and childcare	General public	Yes	14 vans and 21 buses	Yes
West Point Care Center	Assisted living facility	Fort Madison, Burlington, and Mount Pleasant	Direct Service	Medical appointments	Facility residents	Yes	One bus	Yes

Appendix C

Transit Advisory Committee Meeting Agendas, Presentations, and Notes

Transit Advisory Committee Meeting

Tuesday, May 20, 2025 - 11:00 AM



Microsoft Teams call

[Join the meeting now](#)

Meeting ID: 261 900 342 608 8

Passcode: Mg2Nn9ig

1. Welcome and Introductions

2. SEIBUS updates

- Point to Accomplish: - Updates on SEIBUS ridership and statistics.
- Staffing Updates
- Any other topics of interest that our TRAC members would like to discuss or ask SEIBUS.

3. Passenger Transportation Plan (PTP)

Points to accomplish: Provide an overview of PTP and the upcoming process to update the document.

4. Roundtable Discussion

- Point to Accomplish: - Updates from BUS or other agencies
- Discuss any legislation updates that may impact regional transportation
- Any other topics of interest that our TRAC members would like to discuss
- Discuss next meeting date

5. Adjournment

What is Passenger Transportation Plan (PTP)?

- Requirement by the Iowa Department of Transportation
- To be updated every 5 years – last updated in 2021
- Designed to promote coordinated transportation planning programs and further local and regional transportation systems
- Outcomes are to improve service, increase coordination, build awareness of needs, develop new partnerships, justify future investments, and save money and/or eliminate duplication of services.



March 25th, 2021

Region 16 FY2021 Passenger Transportation Plan



Prepared by:
Southeast Iowa Regional
Planning Commission

Plan Elements

1. Introduction
2. Area Profile - Socioeconomic Trends in SE Iowa
3. Inventory of existing services
4. Discussion of coordination issues
5. Priorities and strategies for the next 5 years
6. Funding opportunities

Public Input

Transit Advisory Committee

- Generally, serve as guiding committee on plan development
- Any additional human service agencies/organizations, private transportation providers to include?
- Helping identify
 - passenger transportation needs,
 - projects to address these needs,
 - prioritize projects, and
 - work to implement priority projects/improve coordination amongst different agencies.

Interviews with transit providers

- SEIBUS transit director and staff
- BUS transit manager and staff
- Provide insight into the existing transportation system, what improvements should be considered etc.

Other Input

- Surveys and interviews
- Transportation Providers
- Riders
- Non-provider agencies
- Employers
- Provide insight into the existing transportation system, what improvements should be considered etc.

General Timeline

June 2025

Start the planning process

Summer 2025

Area Profile - Socioeconomic Trends in SE Iowa

Inventory of existing services

Summer/Fall 2025

Public Input

Discussion of coordination issues

Fall/Winter 2025

Identify priorities and strategies for the next 5 years

Develop list of funding opportunities

February 2026

Submit draft to IDOT

Public comment period

Transit Advisory Committee Meeting Notes

Tuesday, May 20, 2025

Location:

Teams call

Participants:

Zach James, SEIRPC

Pat Inrachavognsa, SEIBUS

Robin Pieper, SEIBUS

Nick MacGregor, City of Burlington/Burlington Urban Service

Lisa Harwood, Milestones Area Agency on Aging

Chris Kukla, Iowa Department of Transportation

Laura Liegois, City of Fort Madison

Michael Dear, Fort Madison Housing Authority

Nicole Fritz, Burlington Trailways

Cyndi Mears, Louisa County Mental Health and Disability Services

Steve Detrick, Henry County Board of Supervisors

Sarah Terwilliger, United Way of Southeast Iowa/RSVP

CALL TO ORDER

- The meeting was called to order by Zach James at 11:03 AM.

WELCOME AND INTRODUCTIONS

- Since this was the first meeting in nearly a year and there were several new members, Zach James provided a quick overview of the meeting, the purpose of the TRAC, and then went around the virtual room to have each person introduce themselves, where they work, and generally what they do.

SEIBUS UPDATES

- Pat Inrachavognsa, SEIBUS director, started by giving some updates on SEIBUS. He outlined specific items he wanted to give updates on, including a proposed bus fare increase, recent consolidated transit application, work to try to establish van pools, and then would give an update on some statistics.
- Regarding the bus fare increase, Pat provided some background on the history of fare changes (last one was in 2006), reasoning for the need for an increase (inflation, fuel price increases, staff costs, Medicaid changes, costs compared to other services, etc.), and the proposed increase from \$2.50 to \$3. If approved by the SEIRPC board, it would go into effect on July 1, 2025.
- Pat then provided an overview of the FY2026 Consolidated Application that was submitted to Iowa DOT. This application is a request for federal transit service subsidies

and for funding to replace capital equipment, specifically bus replacements. He highlighted that the application this year included a request for two light-duty bus replacements #111 and #112.

- Next, Pat provided an update on van pools. He mentioned that this is a service that other transit agencies across the state provide successfully. He stated that it is similar to a carpool in that you have a driver who picks up other people as needed. However, the difference is it is typically on a larger scale, utilizing fuel and vehicles from a transit service.
- He noted that he has met with a variety of contacts in the region and is looking to try to get one started sometime this year.
- There was some discussion on electric vehicles, which also came up later in the meeting during general discussion (see notes there).
- While not in the presentation, Pat provided a staffing update, mentioning the current number of regular and sub drivers. He also noted Debbie Blackledge's upgrade as a scheduler and Robin Pieper to Assistant Transit Director.
- Pat then introduced Robin to provide updates on SEIBUS statistics. He started with statistics on dispatch and service calls, highlighting the high volume of calls and the growing number of Medicaid special rides.
- She finished by giving a historical look at SEIBUS rides over the past 10 years. Specifically highlighting the major dip in ridership during COVID-19 and how rides have increased back up, but not completely to pre-COVID levels.

PASSENGER TRANSPORTATION PLAN UPDATES

- Zach James gave a short presentation to give an overview of the Passenger Transportation Plan. He started by explaining its purpose and the process of updating it every five years as part of Iowa DOT planning requirements.
- He further stated that the plan aims to improve service, increase coordination, and identify future services and funding opportunities.
- He further outlined the steps involved in updating the plan, including a profile of socioeconomic trends, an inventory of existing services, and the identification of priority strategies and funding opportunities.
- The overview concluded with the next steps for updating the plan and the potential for new partnerships and initiatives to address transportation needs in the region.
- He stated that he would consider another meeting in June as a “kickoff” for the process of updating the PTP document.

DISCUSSION

- Michael Dear asked a question during the SEIBUS update regarding electric vehicles, which was discussed again during the general discussion time. He was wondering if that had been considered as a way to possibly reduce the cost of services.

- Zach and Robin mentioned past efforts to explore electric vehicles through SEIBUS, as a possible grant being offered by Iowa DOT, along with other transit agencies. At the time, it was decided not to pursue this due to the challenges associated with their high upfront costs of charging equipment, only having a couple of electric vehicles in the fleet, and suitability for using this for the longer routes SEIBUS provides.
- Nick MacGregor mentioned that Burlington Urban Service has looked into electric transit vans/buses but found the capital costs prohibitive.
- Zach asked Sarah Terwilliger to provide an update on RSVP, since this was a new service now being provided through RSVP. She stated that it is a service where 55+ individuals provide rides, typically for medical trips. The drivers get reimbursed \$.45 per mile. Around 20 to 30 rides are provided per week.
- Zach James concluded that we would look at a meeting date in June or July, where the focus would be on the PTP update.

ADJOURNMENT

- The meeting was officially adjourned at 11:44 AM.

Transit Advisory Committee Meeting

Monday, June 30, 2025 - 2:00 PM



Microsoft Teams call

[Join the meeting now](#)

Meeting ID: 210 860 804 197 6

Passcode: vs6kw2Zc

1. Welcome and Introductions

2. Passenger Transportation Plan (PTP)

Points to accomplish: Provide an overview of PTP and the upcoming process to update the document.

3. Roundtable Discussion

- Point to Accomplish:
- Updates from BUS, SEIBUS, or other agencies
 - Any other topics of interest that our TRAC members would like to discuss
 - Discuss next meeting date

4. Adjournment

What is Passenger Transportation Plan (PTP)?

- Requirement by the Iowa Department of Transportation
- To be updated every 5 years – last updated in 2021
- Designed to promote coordinated transportation planning programs and further local and regional transportation systems
- Outcomes are to improve service, increase coordination, build awareness of needs, develop new partnerships, justify future investments, and save money and/or eliminate duplication of services.



March 25th, 2021

Region 16 FY2021 Passenger Transportation Plan



Prepared by:
Southeast Iowa Regional
Planning Commission

Plan Elements

1. Introduction

2. Area Profile - Socioeconomic Trends in SE Iowa

3. Inventory of existing services

4. Discussion of coordination issues

5. Priorities and strategies for the next 5 years

6. Funding opportunities

Area Profile

Discuss the demographic (socio/economic) characteristics within your area, and specifically how these characteristics directly impact your passenger transportation needs assessment.

Describe the layout of the study area, including activity centers such as employers, banks, health care facilities, groceries, etc., and the population's access to services and how this impacts transportation needs.

Area Profile

- All shown geographically by Census Block Group
 - Population Density
 - Population Change
 - Population 65+
 - Households with income below the poverty level
 - Households without a vehicle
 - Population with a disability
 - Race and ethnicity of the population
 - Limited English Proficiency (LEP)
- Map of major employers and health/grocery areas

Inventory of Existing Services

Include a discussion of the existing passenger transportation operations (human service providers, private providers, school districts, and public transit systems) within the planning area.

- Private Intercity/Charter Services
 - Burlington Trailways
- Public Transit Providers
 - SEIBUS
 - Burlington Urban Service (BUS)
- Regional Public/Private Schools
 - Include SCC?
- For-profit Door-to-Door Transportation Services
 - United American Cab
 - Port Louisa Transport, Inc.
 - Yellow Cab Company
 - Rideshare Services – Uber/Lyft??

Inventory of Existing Services

- Other Private/Non-Profit Transportation Providers
 - Direct Service
 - Sunnybrook Assisted Living
 - Hope Haven
 - Insight Partnership Group
 - River Hills Village
 - Advanced Home Health Care
 - Bickford Senior Living
 - West Point Care Center
 - RidgeView Assisted Living
 - Oakview Ridge Assisted Living
 - Home Caring Services
 - The Kensington
 - Great Beginnings
 - Play Time Day Care & Pre School
 - Low Rent Housing Agency of Burlington
 - Washington County Ambulance

Inventory of Existing Services

Other Private/Non-Profit Transportation Providers

- Volunteer Services
 - Des Moines County RSVP/Elder Services, Inc.
 - Henry County RSVP/The Fellowship Cup
 - American Cancer Society
- Indirect or Subcontracted Services
 - Des Moines County Mental Health and Disability Services
 - Henry County CPC
 - Lee County Community Services
 - City of Fort Madison
 - City of Keokuk
 - IMPROPCO
 - Milestones Area Agency on Aging
 - Great River Health Systems
 - Optimae LifeServices
 - Henry County Health Center
 - Louisa County Public Health

Public Input

Transit Advisory Committee

- Generally, serve as guiding committee on plan development
- Any additional human service agencies/organizations, private transportation providers to include?
- Helping identify
 - passenger transportation needs,
 - projects to address these needs,
 - prioritize projects, and
 - work to implement priority projects/improve coordination amongst different agencies.

Interviews with transit providers

- SEIBUS transit director and staff
- BUS transit manager and staff
- Provide insight into the existing transportation system, what improvements should be considered etc.

Other Input

- Surveys and interviews
- Transportation Providers
- Riders
- Non-provider agencies
- Employers
- Provide insight into the existing transportation system, what improvements should be considered etc.

Public Input

Interview with transportation providers with specific questions about service, fleet, needs, and ideas for improvements.

Other organizations, employers, and entities to hold interviews with?

Next Steps

Summer 2025

Area Profile - Socioeconomic Trends in SE Iowa

Inventory of existing services

Plan for and start public input

Summer/Fall 2025

Next TRAC Meeting – Review area profile, inventory of services, public input, start discussion of coordination issues

Continue public input

Fall/Winter 2025

TRAC Meeting – Finalize discussion of coordination issues and identify priorities/strategies for the next 5 years

Develop a list of funding opportunities

January/February 2026

TRAC Meeting – Final plan review and recommendation to SEIRPC board

Submit draft to IDOT

Public comment period

Transit Advisory Committee Meeting Notes

Monday, June 30, 2025

Location:

Teams call

Participants:

Zach James, SEIRPC

Pat Inrachavognsa, SEIBUS

Robin Pieper, SEIBUS

Nick MacGregor, City of Burlington/Burlington Urban Service

Sarah Terwilliger, United Way of Southeast Iowa/RSVP

Laura Liegois, City of Fort Madison

Megan Brinks, United Way of Southeast Iowa/RSVP

Lisa Harwood, Milestones Area Agency on Aging

Michael Dear, Fort Madison Housing Authority

CALL TO ORDER

- The meeting was called to order by Zach James at 2:04 PM.

WELCOME AND INTRODUCTIONS

- Zach James provided a quick overview of the meeting and then went around the virtual room to have each person introduce themselves, where they work, and what they do.

PASSENGER TRANSPORTATION PLAN UPDATES

- Zach James provided an overview of the Passenger Transportation Plan and what is to be included in the document.
- James continued with specifics on the guidance from Iowa DOT on the demographic data that should be included in the plan, covering specifics on the Census Data that was included in the previous plan.
- Megan Brinks commented that we may want to include data on the ALICE population (asset-limited, income-constrained, but employed). Megan can pull county reports and share with SEIRPC staff, as well as share the location where to gather this data.
- Mike Dear asked if there would be a value in getting some information out to people about services in the area and/or to get their feedback? He mentioned his agency just reimplemented a tenant advisory board that may be helpful with this.

- James continued to mention that the previous plan had maps of major employers and health services/and grocery stores. He asked if there is anything else that could be included that may add value.
 - Laura mentioned including a map of services such as schools, parks/recreation, social service providers (who or what to include may be difficult), but may be valuable when thinking about quality of life in the area and ways to highlight this.
 - Megan Brinks suggested that you don't want to get too much stuff to clutter the maps and should keep it to essential services. She made an additional comment with health centers stating ~ 60/70% of rides they provide go out to the hospital, with the other 30/40% going to basic services such as the dentist, eye doctor, etc.
 - Megan further suggested that it might be a good idea to include close-ups of communities on the maps where there are clusters of services, so it is easier to see.
-
- James continued asking about transportation service providers in the region, going through the list from the previous plan.
 - Nick MacGregor mentioned A to Z Transportation and Non-Emergency Medical Transportation as other providers. Mentioned there are several more in town or in the area for non-emergency medical transportation. Suggested reaching out to Molina and Iowa Total Care to get a list of providers. Also mentioned DAV – Disabled American Veterans, and that he could provide a contact. He also stated that they have a contract for services with the City of West Burlington.
 - Megan Brinks suggested adding Burlington Cab Company and confirmed Lyft is still available in the area, but was not sure about Uber. Others she mentioned to add to the list included Self-Reliance Center, REM Iowa, and Optima. Also mentioned, Elder Services Inc. does not exist anymore, and the American Cancer Society provides gift cards for gas, but not actual transportation.
 - Robin said to remove IMPROPCO, which no longer provides service via SEIBUS. She also noted that The Madison has no contract with SEIBUS, but has their vehicles.
 - Megan Brinks asked how DMCMH and DS, Henry County CPC, and MHASEI have been impacted by state changes to regions for mental health and disability services.
 - Laura Liegous stated that she has some other entities that she thinks provide services and will go over these with Mike and send them over to Zach.
-
- James asked the groups about ideas for gathering public input. Specifically noting that SEIRPC would do interviews with public transit agencies and as many transportation providers as they are aware of.
 - Megan suggested going to the interagency groups in each county to get good feedback directly or to spread the word about getting feedback.

- Mike Dear asked about hosting a resource meeting, where partners with organizations to develop a meeting to educate the public on services available and develop a consistent go-to source for where information is available.
- Megan Brinks noted that locations in other communities to hold meetings could include the Bell Center in Mount Pleasant and a variety of options in Burlington, including the library or auditorium.
- Megan asked if we could gather information from other transportation providers on data such as Rides per day or month, where riders are going, or similar data
- Zach summarized the next steps, which included updating the area profile data, refining the inventory of services, planning outreach strategies, and reconvening later (**summer/fall**) to share collected information and data analysis.

DISCUSSION

- Zach James asked Megan Brinks to provide an overview of the LYFT grant she had mentioned earlier in the meeting.
 - Currently, provide a program called Project Dash to deliver food from food pantries to those facing food insecurity.
- Mike Dear thanked SEIRPC staff and committee members for the input and time/energy into these discussions.
- Megan Brinks mentioned that she would have a meeting with the United Way of the Great River Region Director to discuss their Interest in adding RSVP services to their portfolio of services in the FM/Keokuk area.

ADJOURNMENT

- The meeting was officially adjourned at 3:10 PM.

Transit Advisory Committee Meeting

Wednesday, March 4, 2026 - 11:00 AM



Microsoft Teams call

[Join the meeting now](#)

Meeting ID: 276 749 125 323 50

Passcode: zt9WN2A2

1. Welcome and Introductions

2. Passenger Transportation Plan (PTP)

Points to accomplish: Provide a PTP update including an area profile overview, an update on the inventory of services, and a discussion of coordination issues

3. Roundtable Discussion

Point to Accomplish: - Updates from BUS, SEIBUS, or other agencies
- Any other topics of interest that our TRAC members would like to discuss
- Discuss next meeting date

4. Adjournment

What is Passenger Transportation Plan (PTP)?

- Requirement by the Iowa Department of Transportation
- To be updated every 5 years – last updated in 2021
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March 25th, 2021

Region 16 FY2021 Passenger Transportation Plan



Prepared by:
Southeast Iowa Regional
Planning Commission

Plan Elements

1. Introduction

2. Area Profile - Socioeconomic Trends in SE Iowa

3. Inventory of existing services

4. Discussion of coordination issues

5. Priorities and strategies for the next 5 years

6. Funding opportunities

Area Profile

- All shown geographically by Census Block Group
 - Population Density
 - Population Change
 - Population 65+
 - Households with income below the poverty level
 - Households without a vehicle
 - Population with a disability
 - Race and ethnicity of the population
 - Limited English Proficiency (LEP)
- Map of major employers and health/grocery areas

Area Profile: Population Change

- Region-wide population has declined by 3.3% (-3,186) over the past decade.
 - Des Moines County: -3.2% (-1,277)
 - Henry County: +1.9% (+385)
 - Lee County: -4.9% (-1,719)
 - Louisa County: -5.1% (-575)
- However, the population relying on public transit has grown
 - Elderly residents: +24%
 - Below poverty level: +14%
 - With a disability: +10%

Area Profile: Race & Ethnicity

- With the overall decline in population, there has been a noted decline in most races and ethnic groups in the region as well.
 - White: -7%
 - African American: -22%
 - Asian: +1%
 - Hispanic: +7%
 - Other race/multiracial: +109%

Area Profile: English Proficiency

- While Southeast Iowa has become more diverse over the past few years, English proficiency is still not an issue of concern.
 - Des Moines: +129%
 - Henry: -20%
 - Lee: -81%
 - Louisa: -24%
 - Region Wide: -12%

Inventory of Existing Services

- The plan will include a discussion of the existing passenger transportation operations within the planning area.
- Currently surveying the region's existing transportation services, beginning with direct service providers.
- The survey is being conducted over the phone and takes about 10-15 minutes to go through, depending on how in-depth the respondents' answers are.
- Aiming to have surveyed all listed service providers by March 20th.

Inventory of Existing Services

- Private/Non-Profit Transportation Providers
 - Direct Service
 - Sunnybrook Assisted Living
 - Hope Haven
 - Insight Partnership Group
 - River Hills Village
 - Advanced Home Health Care
 - Bickford Senior Living
 - West Point Care Center
 - RidgeView Assisted Living
 - Oakview Ridge Assisted Living
 - Home Caring Services
 - The Kensington
 - Great Beginnings
 - Play Time Day Care & Pre School
 - Low Rent Housing Agency of Burlington
 - Washington County Ambulance

Inventory of Existing Services

- Private Intercity/Charter Services
 - Jefferson Lines
- Public Transit Providers
 - SEIBUS
 - Burlington Urban Service (BUS)
- Regional Public/Private Schools
- For-profit Door-to-Door Transportation Services
 - United American Cab
 - Port Louisa Transport, Inc.
 - Yellow Cab Company
 - A2Z Taxi

Regional Needs and Coordination Issues

Other Private/Non-Profit Transportation Providers

- Volunteer Services
 - Des Moines County RSVP/Elder Services, Inc.
 - Henry County RSVP/The Fellowship Cup
 - American Cancer Society
- Indirect or Subcontracted Services
 - Des Moines County Mental Health and Disability Services
 - Henry County CPC
 - Lee County Community Services
 - City of Fort Madison
 - City of Keokuk
 - Milestones Area Agency on Aging
 - Great River Health Systems
 - Optima LifeServices
 - Henry County Health Center
 - Louisa County Public Health

Regional Needs and Coordination Issues

Issues identified in 2021 PTP



SERVICE NEEDS

- 1) Extended hours of operation
- 2) Extended days of service
- 3) Employment Transportation
- 4) Overcoming barriers to accessing services (Easier scheduling, Layovers, Lengthy ride on buses)
- 5) Expanded medical transportation services including appointment coordination with hospitals (UIHC/VA)
- 6) Central dispatch and transportation information center with non-English language (Burmese, Spanish, Vietnamese, French)



FLEET NEEDS

- 1) Extra cars, vans, and drivers
- 2) Providing assistance getting in and out of the vehicle
- 3) Accommodation for mobility device (wheelchair accessible vehicles)



FACILITY NEEDS

- 1) More bus stops and shelters
- 2) New building with an indoor shop for maintenance and a more private office setting

Regional Needs and Coordination Issues

- Any recent developments affecting coordination issues?
- General thoughts on service, management, fleet, and facility needs regionally?
- Which medical trips are the most difficult to coordinate if any? Are there any specific challenges when coordinating NEMT trips?
- What do you see as future travel needs over the next 5 years?
- Do you see any coordination opportunities that could improve services or make regional trip planning easier for both riders and staff?

Priorities and Strategies

Priority 1 : Increase the public awareness and marketing of transportation services in Southeast Iowa

Priority 2: Improve the efficiency and effectiveness of existing transportation services including the promotion of sustainable practices

Priority 3: Identify new services such as expanded days of service, expanded hours of service, assisted transportation, medical transportation, employee transportation, volunteer transportation, and general public.

Priority 4 : Provide safe transportation services in Southeast Iowa during COVID-19 times and beyond

Priority 5: Identify Medicaid changes and its impact

Priority 6: Analyze and being aware of transportation needs of diverse population

Priorities and Strategies

- Based on your expertise, experiences, and information we have presented, what are your initial thoughts on priorities for regional passenger transportation over the next 5 years?

Next Steps

March 2026

- TRAC Meeting – Review area profile, update on inventory of service providers, discussion of coordination issues, priorities discussion
- Develop Draft Passenger Transportation Plan Document
- Present Draft PTP to SEIRPC Board
- Send out public notice of public comment period for the draft plan available for review
- Submit draft to IDOT for review

April 2026

- TRAC review draft plan
- Gather comments from the public, IDOT, and TRAC members, and make updates to the document
- Hold TRAC Meeting –Final plan review (discussion on priorities and strategies) and recommendation to SEIRPC board

May 2026

- Make final plan edits
- Present final PTP to SEIRPC Board for approval

Transit Advisory Committee Meeting Notes

Wednesday, March 4, 2026

Location:

Teams call

Participants:

Zach James, SEIRPC

Joey Grabowski, SIEPC

Pat Inrachavognsa, SEIBUS

Robin Pieper, SEIBUS

Sarah Terwilliger, United Way of Southeast Iowa/RSVP

Laura Liegois, City of Fort Madison

Lisa Harwood, Milestones Area Agency on Aging

Cyndi Mears, Louisa County Community Services

CALL TO ORDER

- The meeting was called to order by Zach James at 11:05 AM.

WELCOME AND INTRODUCTIONS

- Zach James provided a quick overview of the meeting and then went around the virtual room to have each person introduce themselves, where they work, and what they do.

PASSENGER TRANSPORTATION PLAN UPDATES

- Zach James provided an overview of the Passenger Transportation Plan and what is to be included in the document, outlined specific document sections, and provided the timeline for completion. He then noted that Joey Grabowski was working on data collection, map making, and completing service inventory, and that he would go through some of this information.
- Grabowski first went through a high-level data summary and demographics overview that will be included in the plan. Some highlights of this included the overall regional population has declined by approximately 3,000 people since 2010, while at the same time, the population that relies mostly on public and private transportation (older adults, people in poverty, and people with disabilities) has grown.
- James and Grabowski continued the presentation highlighting a part of the plan will include an inventory of existing services. They stated that they are conducting

phone interviews with all providers identified in the region. They then asked members at the meeting to review the updated list of transportation service providers in the region. The list was updated from the previous plan and input from members at the previous TRAC meeting. No changes were identified.

- James then went over a slide highlighting the issues identified in the 2021 PTP update. He continued by going through a series of questions to generate a conversation about needs moving forward.
- Lisa Harwood noted the complexity of the Disability Access Points and the shift from MHDS regional to the new statewide districts. Cyndi Mears clarified that as of July 1, the regional system had ended, and there are now 7 districts statewide that is confusing for both providers and clients. Lisa noted that DAP's will need to have strong connections with service providers and emphasized the need for shared resources/communications. James noted how changes like this can drastically complicate communication between organizations and disrupt long-standing partnerships. He further stated that improved communication and coordination regarding services should be an identified need in the PTP.
- Robin Pieper noted that SEIBUS is seeing a higher volume of town-to-town requests for rides, noting a lot of it seems to be tied to medical transportation. Cyndi Mears noted issues with people who need last-minute rides for doctor's visits or other services. Sarah Terwilliger noted that RSVP has seen a sharp increase in rides since United Way took over, with a lot of these rides for medical trips to Iowa City or Davenport. She also noted that since they aren't directly affiliated with RSVP, their drivers have become younger in general.
- Laura Liegois noted that there may be a need to explore more consistent and regularly timed routes in the region, which may be beneficial for people to have reliable services.
- Pat Inrachavognsa brought up that he is aware of other agencies using technology platforms for scheduling rides and payment, removing the need for cash.
- Zach James went over a slide highlighting 6 priorities identified in the previous plan. He followed up on this by asking the group if any of these still apply, if any should be removed, or if there were new priorities that should be added to the list.
- Lisa Harwood noted that she thought the first two priorities were good and still relevant. Specifically, she highlighted an issue with clients getting bounced around between providers and the need to better share resources and information among groups. James noted that there is not a great centralized point of information or coordinator for transportation services, but noted that the interagency meeting in Des Moines County (and possibly others), is a good way to share information about resources. Cyndi and Lisa reinforced the value of the interagency meetings and noted that as an opportunity for improved communication. Pat noted he was at the Thrive Initiative meeting in Lee County the day prior. This is a new program in Iowa

to create a network of navigators to help individuals find support from community organizations. He noted that it is currently only in certain counties in Southeast Iowa, but there may be an opportunity for regional replication.

- The group generally concurred that communication and better coordination between providers should be a high priority.

DISCUSSION

- Rovin and Pat with SEIBUS noted that they are seeking to replace five vehicles through their next Consolidated Transit Application being submitted to Iowa DOT. This would help in replacing older vehicles that are at the end of their useful life.
- Zach James noted that the draft PTP will be ready by the end of March and that it would be distributed to TRAC members at that time. There would be a discussion on the draft plan at the next TRAC meeting towards the end of April.

ADJOURNMENT

- The meeting was officially adjourned at 11:59 AM.

Transit Advisory Committee Meeting

Wednesday, May 20, 2026 - 11:00 AM



Microsoft Teams call

[Join the meeting now](#)

Meeting ID: 272 555 243 260 503

Passcode: 4HD6Gm6i

1. Welcome and Introductions

2. Passenger Transportation Plan (PTP) Review and Discussion

Points to accomplish: Provide a review of the final PTP update and have a discussion around future priorities and strategies.

3. Roundtable Discussion

- Point to Accomplish:
- Updates from BUS, SEIBUS, or other agencies
 - Any other topics of interest that our TRAC members would like to discuss
 - Discuss next meeting date

4. Adjournment

Transit Advisory Committee Meeting Notes

Wednesday, May 20, 2026

Location:

Teams call

Participants:

Zach James, SEIRPC

Joey Grabowski, SIEPC

Pat Inrachavoghsa, SEIBUS

Sarah Terwilliger, United Way of Southeast Iowa/RSVP

Megan Brinks, United Way of Southeast Iowa/RSVP

Laura Liegois, City of Fort Madison

Lisa Harwood, Milestones Area Agency on Aging

Cyndi Mears, Louisa County Community Services

CALL TO ORDER

- The meeting was called to order by Zach James at 11:00 AM.

WELCOME AND INTRODUCTIONS

- Zach James reviewed the progress on the five-year Passenger Transportation Plan (PTP), summarized the regional transportation provider survey, and addressed operational constraints for volunteer and public transportation programs. Also mentioned was that the PTP is slightly behind the original schedule, but copies have been circulated to TRAC, the board of directors, and Iowa DOT, and are scheduled for consideration by the board in the following week.

PROVIDER SURVEY

- Joseph Grabowski discussed the results of the transportation provider survey, which yielded responses from 16 regional providers. Assisted living facilities and private for-profit providers were predominant responders to this survey.
 - The most common trips provided in the region are for medical appointments, social services, and grocery shopping.
 - Most transportation providers have recently acquired new vehicles for their fleets, and report minimal maintenance issues or desires for newer vehicles.
 - Common service gaps identified by respondents include: hours of operation and assisted transportation services. Providers note that extending hours of operation beyond the typical 8-5 working hours would be helpful for region residents, and that elderly or disabled individuals need more assistance in

getting from their door to the vehicle, or assistance from the vehicle to the lobby of their appointment.

- There is mixed interest in coordination opportunities amongst local providers.
- There is about a 75% interest in future planning coordination by participating in the next Passenger Transportation Plan update.
- Zach noted that prior work with the Burlington Urban Service (BUS) and a recent evaluation of their services in 2020, as well as a new SEIBUS facility in West Burlington and Mount Pleasant.
- Zach also touched on the impact of Hope Haven's acquisition and the associated subsidy losses affecting SEIBUS.

MEDICAID/NEMT IMPACT

- The group discussed recent changes to Medicaid and the expansion of non-emergency medical transport (NEMT) providers, specifically the stricter MCO eligibility rules, increased documentation requirements, and jurisdictional issues that complicate ride assignments and difficulty with payment certainty for providers.
- Pat Inrachavongsa discussed SEIBUS's curb-to-curb model, escort requirements for riders who cannot reach SEIBUS vehicles on their own, and efforts to coordinate with facilities to make drop-offs easier. The concept of either funding escorts or using volunteer escorts to support riders was also discussed.
- Medicaid changes have ultimately resulted in a reduction of eligible trips and an increase in administrative and documentation burdens for providers.

PRIORITIES ADJUSTMENT

- Zach proposed updating to better address the elderly, people with disabilities, and to provide better outreach to the limited-English populations in the region. He also reviewed where marketing, efficiency, and the potential of pilot services could fit within the provided priorities.
- Branching off from the discussions of potential pilot services, the group began discussing van-pools for employers in the region. Where vans would be lent to regional employers for a time, with either an identified employee being in charge of driving the van and passengers to and from their place of work, or potentially having employees rotate this responsibility. Pat is preparing materials related to this idea to be presented to the board and regional employers in the near future.

RSVPs GROWTH AND VOLUNTEER CONSTRAINTS

- Megan Brinks described the RSVP program's recent growth from under 20 to over 40-50 rides per week, resulting in strain on capacity and their limited volunteer drivers.

- While funding is sufficient, there is a significant shortage of volunteer drivers available, resulting in few drivers taking on a disproportionate number of trips, as the service area continues to expand.

-

FUNDING FOR VOLUNTEER ESCORTS

- Pat asked Lisa Harwood whether Milestone could potentially fund escort services on SEIBUS vehicles. Lisa explained that Milestone's funding is mostly derived from Older Americans Act money, which defines transportation as a covered service. However, it does not provide a specific category or extra funding for assisted rides with helpers.
- The understanding is that Milestones wouldn't be necessarily prohibited from funding rides that were at a higher cost due to an escort or helper besides the driver, but no additional or extra funding would be given to Milestones for this purpose.
- Megan offered the idea of having volunteers from Great River Health act as escorts or helpers on SEIBUS to assist with door-to-curb services or getting patients into the lobbies of their destination.

DOT QUARTERLY MEETING UPDATE

- Zach mentioned that at last week's DOT quarterly meeting, the Director relayed that a recently passed funding bill has provided \$3.3 million in a matching grant for vehicle replacements.
- Pat mentioned how the timing of this extra funding works out well, since SEIBUS is planning on replacing five or six of their vehicles in the next fiscal year.

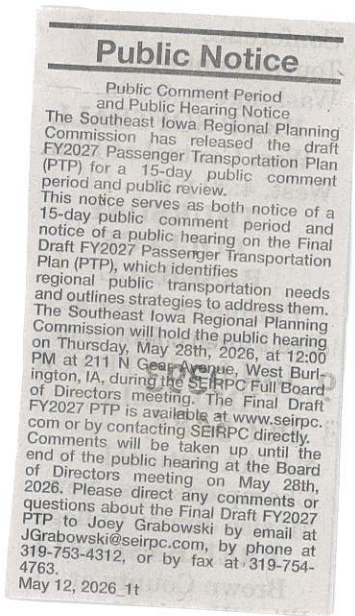
ADJOURNMENT

- The meeting was adjourned at 11:59 AM.

Appendix D

Public Notices

Affidavit of Publication in THE HAWK EYE, Burlington, Iowa



State of Iowa, Des Moines County,

I, Melinda Poulter

being duly sworn, dispose and say

That I am a representative of

THE HAWK EYE

a daily newspaper published and
circulated in said

County, and that the notice, of
which the annexed is

a true copy, was published in said
newspaper for the

full period of times to wit:

May 12, 2026

Subscribed and sworn to before me
this 12th day of May, 2026

Printer's Fee, \$31.45

Paid by _____

