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# NORTH LIBERTY ANNUAL TRANSIT REPORT

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2023



**NORTH LIBERTY**  
**TRANSPORTATION ASSISTANCE PROGRAM (NLTAP)**  
**NOVEMBER 2018 - CURRENT**

More in Appendix A

NORTH LIBERTY TRANSPORTATION ASSISTANCE PROGRAM											
	RUN DAYS	# OF RIDES	AVG # RIDES/ DAY	AVG # RIDES/ ACTIVE USER	TOTAL USERS	INACTIVE USERS	ACTIVE USERS	FARE (RETAINED BY YELLOW CAB)	CITY TOTAL	CITY COST/ RIDE	CITY COST/ ACTIVE USER
<b>FY2023</b> July	26	141	5.4	4.7	106	76	30	\$ 141	\$ 2,583	\$ 18	\$ 86
August	27	153	5.7	4.4	111	76	35	\$ 153	\$ 2,759	\$ 18	\$ 79
September	26	213	8.2	5.5	120	81	39	\$ 213	\$ 4,098	\$ 19	\$ 105
October	26	193	7.4	4.9	129	90	39	\$ 193	\$ 3,418	\$ 18	\$ 88
November	26	201	7.7	5.6	128	92	36	\$ 201	\$ 3,674	\$ 18	\$ 102
December	27	211	7.8	5.1	126	85	41	\$ 211	\$ 3,447	\$ 16	\$ 84
January	26	283	10.9	8.1	122	87	35	\$ 283	\$ 4,119	\$ 15	\$ 118
February	24	241	10.0	5.9	125	84	41	\$ 241	\$ 3,529	\$ 15	\$ 86
March	27	315	11.7	7.0	126	81	45	\$ 315	\$ 5,686	\$ 18	\$ 126
April	25	351	14.0	7.0	124	74	50	\$ 351	\$ 6,834	\$ 19	\$ 137
May	26	335	12.9	8.6	131	92	39	\$ 335	\$ 5,326	\$ 16	\$ 137
June	26	319	12.3	7.3	130	86	44	\$ 319	\$ 6,024	\$ 19	\$ 137
<b>TOTAL</b>	<b>312</b>	<b>2,956</b>						<b>\$ 2,956</b>	<b>\$ 51,496</b>		
<b>AVERAGE MONTH</b>		<b>240</b>	<b>9.5</b>	<b>6.1</b>	<b>123</b>	<b>84</b>	<b>40</b>		<b>\$ 4,291</b>	<b>\$ 17</b>	<b>\$ 104</b>

For \$1 per ride, qualified North Liberty residents can call a Yellow Cab or Iowa City taxi to pick up groceries, get to the bank, visit a doctor, connect to a bus or certain other essential quality-of-life trips scheduled Monday through Friday from 7 a.m. to 5 p.m. or Saturday 7 a.m. to 3 p.m.

Residents can be eligible for this program because they don't have access to vehicle, face financial difficulty, or are permanently or temporarily disabled.

- demand - response
- curb to curb
- requires qualification, application, enrollment & annual renewal
- \$1.00 fare
- limited to specific destinations (grocery, medical, government)
- rides cannot be denied to enrolled persons
- Monday - Friday 7:00 AM - 5:00 PM;  
Saturday 7:00 am - 12:00 pm

northlibertyiowa.org/nltap  
 Angela McConville,  
 North Liberty Special Projects Coordinator  
 24/7 Transit Hotline (319) 626-5918  
 transit@northlibertyiowa.org

**CORALVILLE TRANSIT**  
**NORTH LIBERTY ROUTE**  
 SEPTEMBER 2006 - CURRENT

CORALVILLE TRANSIT BUS - AM & PM ROUTE										
	RUN DAYS	RUN HOURS	# OF RIDES	AVG # RIDES/ DAY	APPROX USERS/ DAY	TOTAL FARE COLLECT	COST/ RUN HOUR	SERVICE COST	CITY TOTAL = SRVC COST - FARE CREDIT	CITY COST/ RIDE
<b>FY2023</b> July	20	80	406	20	10	\$ 345	\$ 92	\$ 7,377	\$ 7,032	\$ 17
August	23	92	498	22	11	\$ 423	\$ 103	\$ 9,475	\$ 9,052	\$ 18
September	21	84	501	24	12	\$ 426	\$ 127	\$ 10,649	\$ 10,223	\$ 20
October	21	84	463	22	11	\$ 394	\$ 90	\$ 7,568	\$ 7,175	\$ 15
November	20	80	392	20	10	\$ 333	\$ 110	\$ 8,795	\$ 8,462	\$ 22
December	21	84	321	15	8	\$ 273	\$ 129	\$ 10,802	\$ 10,530	\$ 33
January	20	80	437	22	11	\$ 371	\$ 100	\$ 7,977	\$ 7,605	\$ 17
February	20	80	457	23	11	\$ 388	\$ 105	\$ 8,406	\$ 8,017	\$ 18
March	23	92	455	20	10	\$ 387	\$ 160	\$ 14,691	\$ 14,304	\$ 31
April	20	80	427	21	11	\$ 363	\$ 91	\$ 7,277	\$ 6,914	\$ 16
May	22	88	353	16	8	\$ 300	\$ 89	\$ 7,858	\$ 7,558	\$ 21
June	22	88	346	16	8	\$ 294	\$ 65	\$ 5,680	\$ 5,386	\$ 16
<b>TOTAL</b>	<b>253</b>	<b>1012</b>	<b>5,056</b>			<b>\$ 4,298</b>		<b>\$ 106,555</b>	<b>\$ 102,258</b>	
<b>AVERAGE MONTH</b>	<b>21</b>	<b>84</b>	<b>421</b>	<b>20</b>	<b>10</b>	<b>\$ 358</b>	<b>\$ 105</b>	<b>\$ 8,880</b>	<b>\$ 8,521</b>	<b>\$ 20</b>

Coralville Transit is owned and operated by the City of Coralville. Since North Liberty is not a designated Iowa transit authority, we must contract through an existing authority for bus service.

The Transit app is available for Coralville Transit riders to track their bus in real time. Transit shows riders nearby options and departure times, bus services with expected bus arrival times, trip planning, step-by-step navigation, and has push notifications.

coralville.org/80/Transit-Parking  
 Vicky Robrock,  
 Coralville Director of Parking and Transportation  
 (319) 248-1790  
 vrobrock@coralville.org

- fixed route
- stop to stop
- open to public
- \$1.00 fare 18+ and \$0.50 5-17 (under 5 & 65+ free)
- runs two times a day
- North Liberty to Iowa City: 6:30 AM - 7:30 AM;  
 Iowa City to North Liberty: 5:00 PM - 6:00 PM

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<b>JOHNSON COUNTY</b> <b>PARATRANSIT</b> <b>SEPTEMBER 2006 - CURRENT</b>
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JOHNSON COUNTY SEATS PARATRANSIT									
	RUN HOURS	# OF RIDES	FLAT FARE CREDIT	FARE CREDIT/ RIDE	COST/ RUN HOURS	SERVICE COST	CITY TOTAL = SRVC COST - FARE CREDIT	CITY COST/ RIDE	
<b>FY2023</b> July	63	96	\$ 287	\$ 3	\$ 105	\$ 6,661	\$ 6,374	\$ 66	
August	42	77	\$ 287	\$ 4	\$ 66	\$ 2,811	\$ 2,524	\$ 33	
September	22	46	\$ 287	\$ 6	\$ 76	\$ 1,662	\$ 1,376	\$ 30	
October	32	65	\$ 287	\$ 4	\$ 65	\$ 2,105	\$ 1,818	\$ 28	
November	22	58	\$ 287	\$ 5	\$ 72	\$ 1,618	\$ 1,332	\$ 23	
December	25	53	\$ 287	\$ 5	\$ 95	\$ 2,321	\$ 2,035	\$ 38	
January	17	40	\$ 287	\$ 7	\$ 69	\$ 1,161	\$ 874	\$ 22	
February	24	48	\$ 287	\$ 6	\$ 70	\$ 1,707	\$ 1,420	\$ 30	
March	20	43	\$ 287	\$ 7	\$ 60	\$ 1,207	\$ 921	\$ 21	
April	27	60	\$ 287	\$ 5	\$ 98	\$ 2,625	\$ 2,339	\$ 39	
May	29	56	\$ 287	\$ 5	\$ 64	\$ 1,834	\$ 1,548	\$ 28	
June	36	66	\$ 287	\$ 4	\$ 90	\$ 3,236	\$ 2,950	\$ 45	
<b>TOTAL</b>	<b>360</b>	<b>708</b>	<b>\$ 3,438</b>			<b>\$ 28,949</b>	<b>\$ 25,511</b>		
<b>AVERAGE MONTH</b>	<b>30</b>	<b>59</b>	<b>\$ 287</b>	<b>\$ 5</b>	<b>\$ 78</b>	<b>\$ 2,412</b>	<b>\$ 2,126</b>	<b>\$ 34</b>	

The Americans with Disabilities Act of 1990 (ADA) requires Coralville Transit to provide equivalent public transportation to individuals with disabilities that cannot board, ride or get to an accessible fixed-route bus due to their disability. This service must be comparable to the service that is provided to individuals without disabilities. The law is very specific as to whom and under what circumstances eligibility may be granted to use Paratransit transportation. Paratransit eligibility is not automatically assumed because of a disability.

- paratransit
- door to door
- requires qualification, application & enrollment
- \$2.00 fare
- anywhere in Johnson County
- rides cannot be denied to enrolled persons
- North Liberty Pickups: Monday - Friday 7:00 AM, 11:00 AM & 4:30 PM

[johnsoncountyiowa.org/seats](http://johnsoncountyiowa.org/seats)

Tom Brase,

Johnson County Transportation/Fleet Director

(319) 339-6128

tbrase@johnsoncountyiowa.gov

# JOHNSON COUNTY SEATS ARPA NOVEMBER 2022 - CURRENT

More in Appendix B

JOHNSON COUNTY SEATS ARPA															
	RUN DAYS	# OF RIDES	AVG # RIDES/ DAY	AVG # RIDES/ E USER	TOTAL USERS	INACTIVE USERS	ACTIVE USERS	FARE (RETAINED BY SEATS )	CITY TOTAL	CITY COST/ RIDE	CITY COST/ ACTIVE USER	ACTUAL TOTAL COST	ACTUAL COST/ RIDE	ACTUAL COST/ ACTIVE USER	
FY2023	July														
	August														
	September														
	October														
	November	22	35	1.6		x	x	x	\$ 175	\$ 700	\$ 20	x	\$ 1,400	\$ 40	x
	December	22	114	5.2		x	x	x	\$ 570	\$ 2,280	\$ 20	x	\$ 4,560	\$ 40	x
	January	22	95	4.3	10.6	x	x	9	\$ 475	\$ 1,900	\$ 20	\$ 211	\$ 3,800	\$ 40	\$ 422
	February	20	124	6.2	11.3	41	30	11	\$ 620	\$ 2,480	\$ 20	\$ 225	\$ 4,960	\$ 40	\$ 451
	March	23	184	8.0	15.3	48	36	12	\$ 920	\$ 3,720	\$ 20	\$ 310	\$ 7,360	\$ 40	\$ 613
	April	20	144	7.2	13.1	49	38	11	\$ 720	\$ 2,920	\$ 20	\$ 265	\$ 5,760	\$ 40	\$ 524
	May	23	139	6.0	12.6	53	42	11	\$ 695	\$ 2,820	\$ 20	\$ 256	\$ 5,560	\$ 40	\$ 505
	June	22	88	4.0	11.0	53	45	8	\$ 440	\$ 1,800	\$ 20	\$ 225	\$ 3,520	\$ 40	\$ 440
TOTAL		174	923					\$ 4,615	\$ 18,620			\$ 36,920			
AVERAGE MONTH			115	5.3	12.3		10	\$ 634	\$ 2,560	\$ 20	\$ 249	\$ 5,074	\$ 40	\$ 493	
12mo estimate totals		261	1,385						\$ 30,720			\$ 60,891			
*increased to \$25 for FY24															

Johnson County SEATS same-day on-demand service for Johnson County residents is now available. This service offers same-day rides to Johnson County residents who do not have access to alternative forms of transportation. The expansion is a result of Johnson County's investment of funds received from the federal government through the American Rescue Plan Act (ARPA).

Riders must get a one-time referral through North Liberty Transit Coordinator or Johnson County Mobility Coordinator before accessing the service. Rides cost \$5 each way. At the time of pickup, riders must provide either cash or an agency-issued ticket. The vehicle used for this service is accessible.

- on demand/microtransit
- curb to curb
- requires qualification, application, enrollment & annual renewal
- \$5.00 fare
- anywhere in Johnson County
- one bus/driver and can deny rides if full
- Monday - Friday 7:30 AM - 4:30 PM

johnsoncountyiowa.gov/sameday  
seatsarpa@johnsoncountyiowa.gov



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EAST CENTRAL IOWA COUNCIL OF GOVERNMENTS

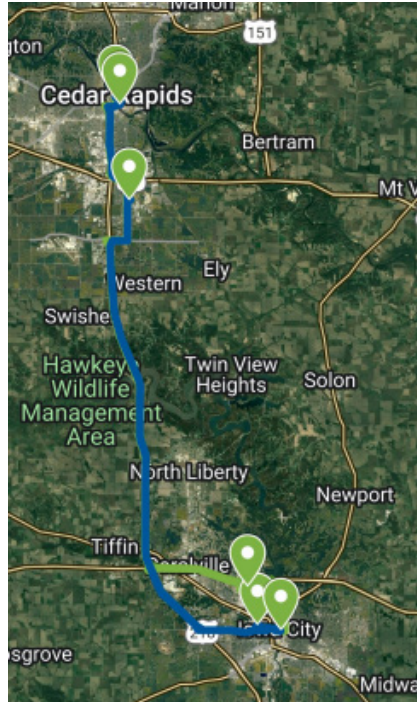
380 EXPRESS CORRIDOR RIDES

SEPTEMBER 2021 - CURRENT

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#### 380 Express Stops

- 📍 Cedar Rapids Ground Transportation Center
- 📍 Cedar Rapids Lot 44 Park and Ride
- 📍 Kirkwood Community College
- 📍 UIHC West Campus Transportation Center
- 📍 Court Street Transportation Center
- 📍 Coralville Transit Intermodal Facility



380 Express is managed by the East Central Iowa Council of Governments (ECICOG). ECICOG has contracted with Windstar Lines, Inc. to operate the bus service for all 380 Express Routes.

Closest stop for 380 Express is the Coralville Transit Intermodal Facility.

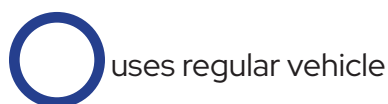
380express.com  
(319) 362-0375  
info@380express.com

- fixed route
- stop to stop
- open to public
- \$3.50 fare 7+ (under 6 free); \$1.75 fare 60+ & disabled
- runs circuitous service
- Monday - Friday 5:00 AM - 9:00 PM



## APPENDIX A NLTAP

### NLTAP CARD DESIGN



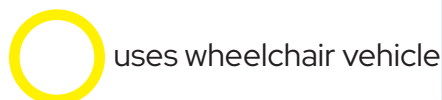
#### FRONT - REGULAR VEHICLE USER



Unique Identifier: used by both Yellow Cab and City

Expiration Date: one year from date application process was completed or – for temporary cards – date doctor says patient can resume driving

Home Address: cab driver uses this to confirm the residential pick up or drop off is their verified home address



#### FRONT - ACCESSIBLE VEHICLE USER

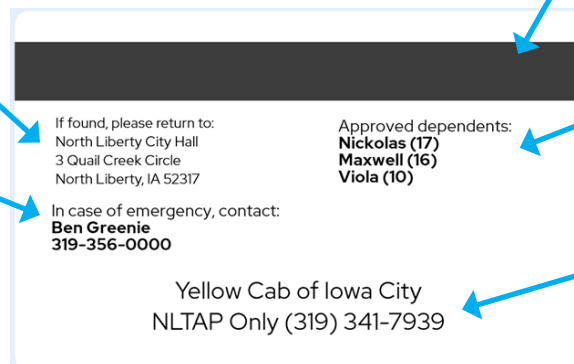


Date of Birth and Full Name: to help confirm identity

Both Yellow Cab and North Liberty logos

Magnetic stripe has no information stored in it at this time

#### BACK



"If found please return to": helps the finder return the card to the correct location

"In case of emergency": for the cab driver to have a contact person, considering many trips are for medical purposes

"Approved dependents": only these children under 18 can ride with cardholder; ages included to help confirm identity

Dedicated NLTAP phone number as a reminder (font was enlarged in 2022 to be more visible for low vision individuals)



## APPLICANT NUMBERS

### Step 1: application

Interested people can:

1. apply on the online form (have received 225),
2. request a printed form be mailed to them,
3. attend a registration drive (have held 13 at the Pantry, Library, North Liberty Living Center, Jefferson Point, and Keystone),
4. ask for a form while visiting City Hall, or
5. fill out the online form at their onboarding appointment.

### Step 2: onboarding appointment

Upon receipt of an application, Transit Coordinator sets up a home visit to complete the application process. At that visit, staff reviews the User Guide with the applicant on how to use the program, answers questions, checks proof of residence and other required proof of eligibility, issues the person's identification card, and presents the Code of Conduct policy. In many instances, staff will help navigate the resident through other local resources, continuing the conversation. This staff person serves as a contact point between the City and the resident. We use Hands Up Communications to translate when there is a language barrier.

In a handful of instances, applicants do not complete the entire process. These typically begin as online applications and fall into one of these categories:

- Applicant does not qualify for the program because they do not live within City Limits;
- Applicant neglected to set up the home visit to complete the application process, even after multiple attempts to contact;
- Applicant is a home visit no-show and does not respond to follow up calls;
- Applicant responded that, after receiving further information from the Transit Coordinator, the program does not fulfill needs (e.g., looking for work transportation).

In the last year, we did have one person express hesitancy due to concerns about using taxis as the transport mechanism, but they have since used the program and changed their mind.

## Completed Enrollments (2019 - current)

YEAR	MONTH	# NEW	# RENEW	# CURRENT
2019	November	50		50
	December	21		71
2020	January	23		94
	February	3		97
	March	3		100
	April	3		102
	May	2		102
	June	2		103
	July	3		106
	August	6		112
	September	5		117
	October	1		118
	November	4	27	121
	December	6	8	105
2021	January	2	6	94
	February	2	5	81
	March	3	1	83
	April	2	1	83
	May	3	2	84
	June	8	2	93
	July	2	2	95
	August	4	2	98
	September	6	0	98
	October	5	1	100
	November	2	1	102
	December	4	20	95
2022	January	6	6	92
	February	8	8	100
	March	3	1	100
	April	2	2	100
	May	5	2	103
	June	6	2	106
	July	4	5	106
	August	5	4	111
	September	13	0	120
	October	10	5	129
	November	2	12	128
	December	6	14	126
2023	January	3	4	122
	February	7	11	125
	March	7	3	126
	April	3	2	124
	May	7	3	131
	June	3	8	130
	July	5	6	125
	August	1	1	123
TOTALS		281	170	

### Step 3: annual renewal

About four weeks before a person's NLTAP card expires, the Transit Coordinator sends a renewal application in the mail with a self-addressed stamped envelope. If any conditions have changed since the person first applied, then proof needs to be provided. Otherwise, a new card is sent with an updated expiration date and the cardholder is asked to cut up and throw away their expired card.

## CARDHOLDER DEMOGRAPHICS

	#CURRENT	%TOTAL	AUG 2021	AUG 2020	ALL
Category A: No Vehicle	72	56%	53	61	154
Category B: Low Income	29	22%	30	42	70
Category C: Permanent Disability	15	12%	13	7	26
Category D: *Temporary Disability	0	0%	2	5	10
Category O: City Employee	0	0%	1 not available		1
Category YT: Yellow Transport	13	10%	1 not available		14

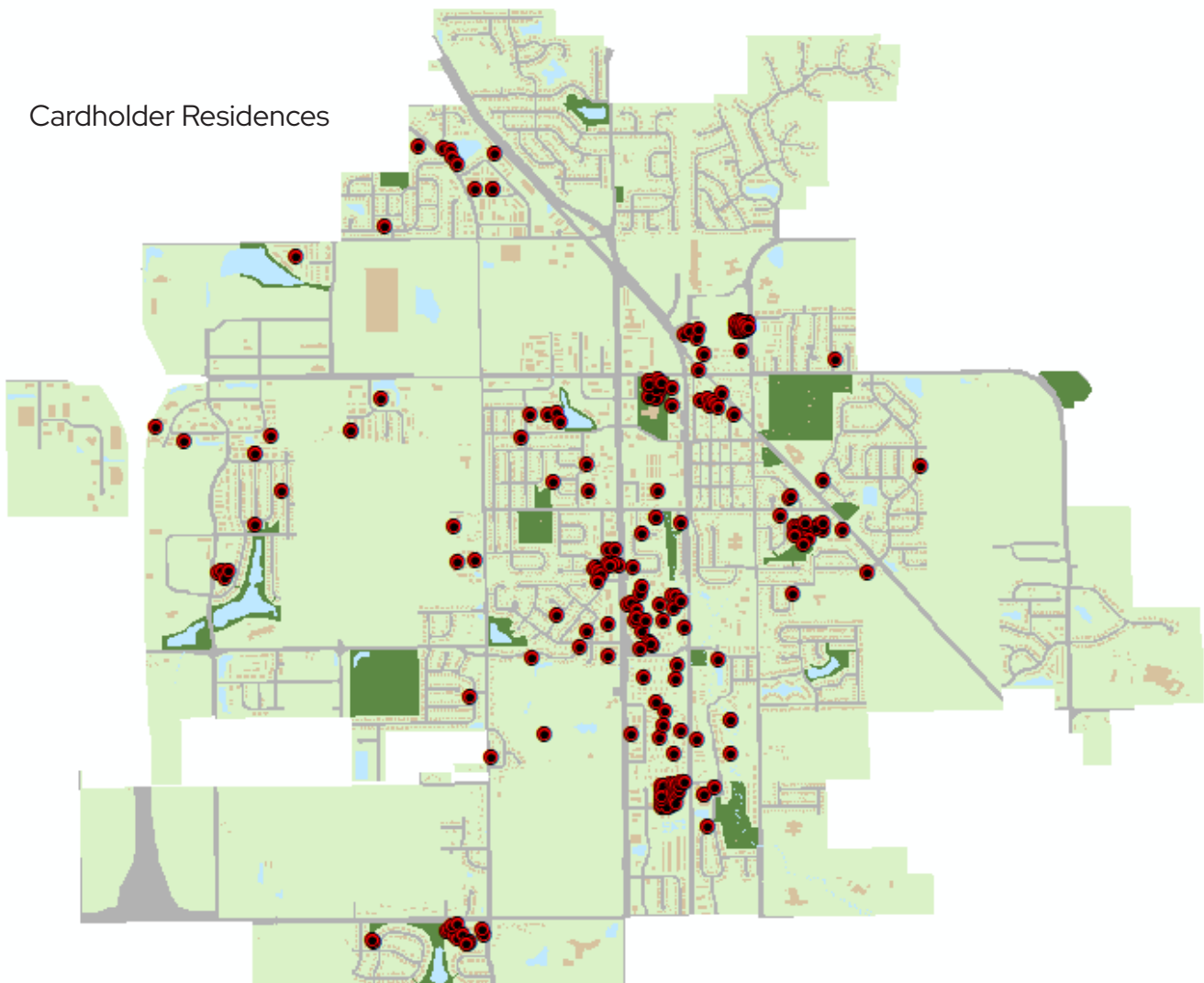
\*temporary = surgery or injury that temporarily impacts ability to drive (usually ~ 3 - 5 months) .

	< 30	30s	40s	50s	60s	70s	80s	90s	AVERAGE	MEDIAN
AUG 2020	10	12	5	10	32	26	13	7	63	66
AUG 2021	10	10	7	10	26	17	17	3	62	66
JUN 2023	13	16	14	12	31	22	16	5	59	64

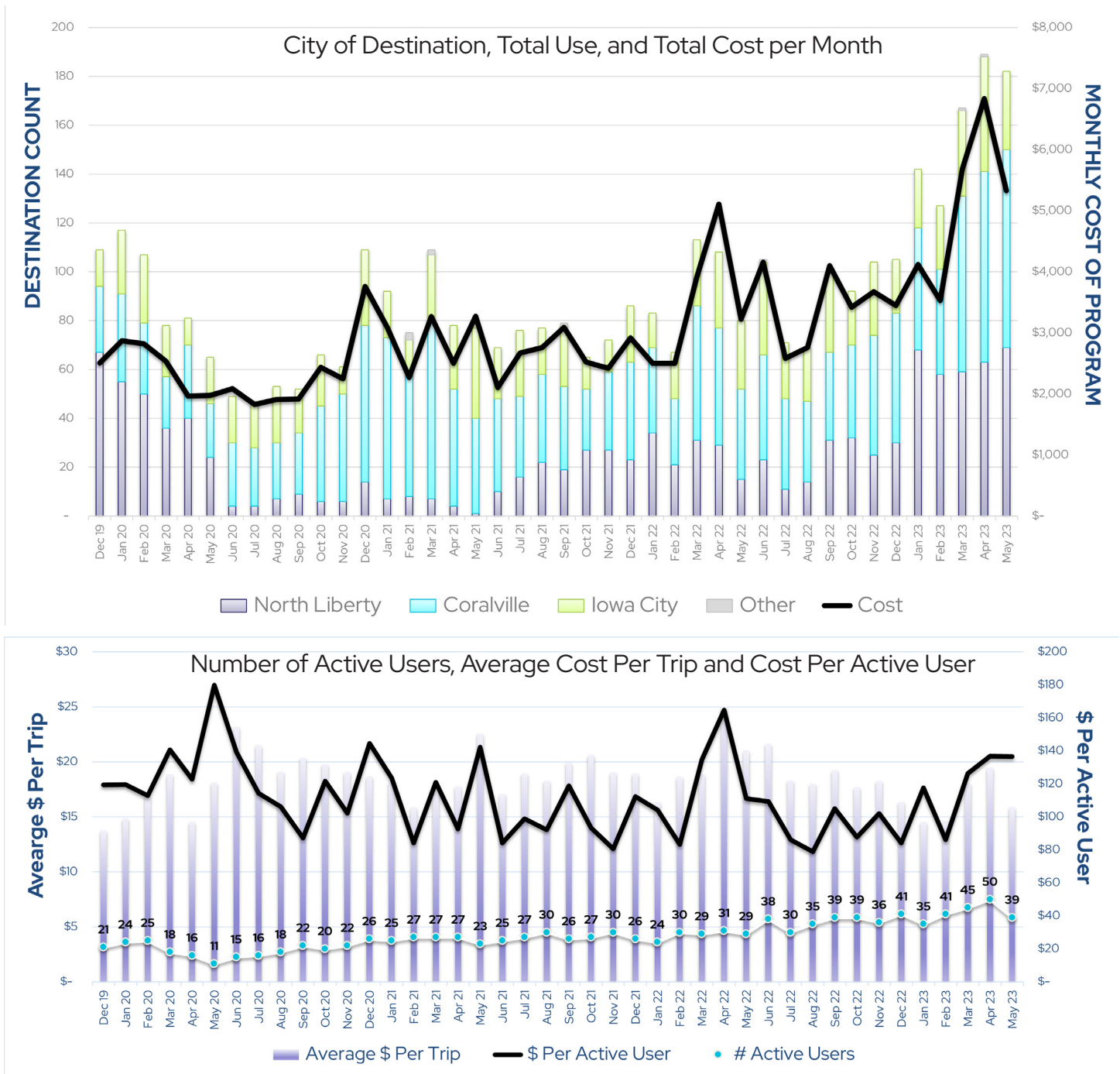
### English as a Second Language:

French	1
Spanish	12

Cardholder Residences



## CARDHOLDER TRAVEL TRENDS



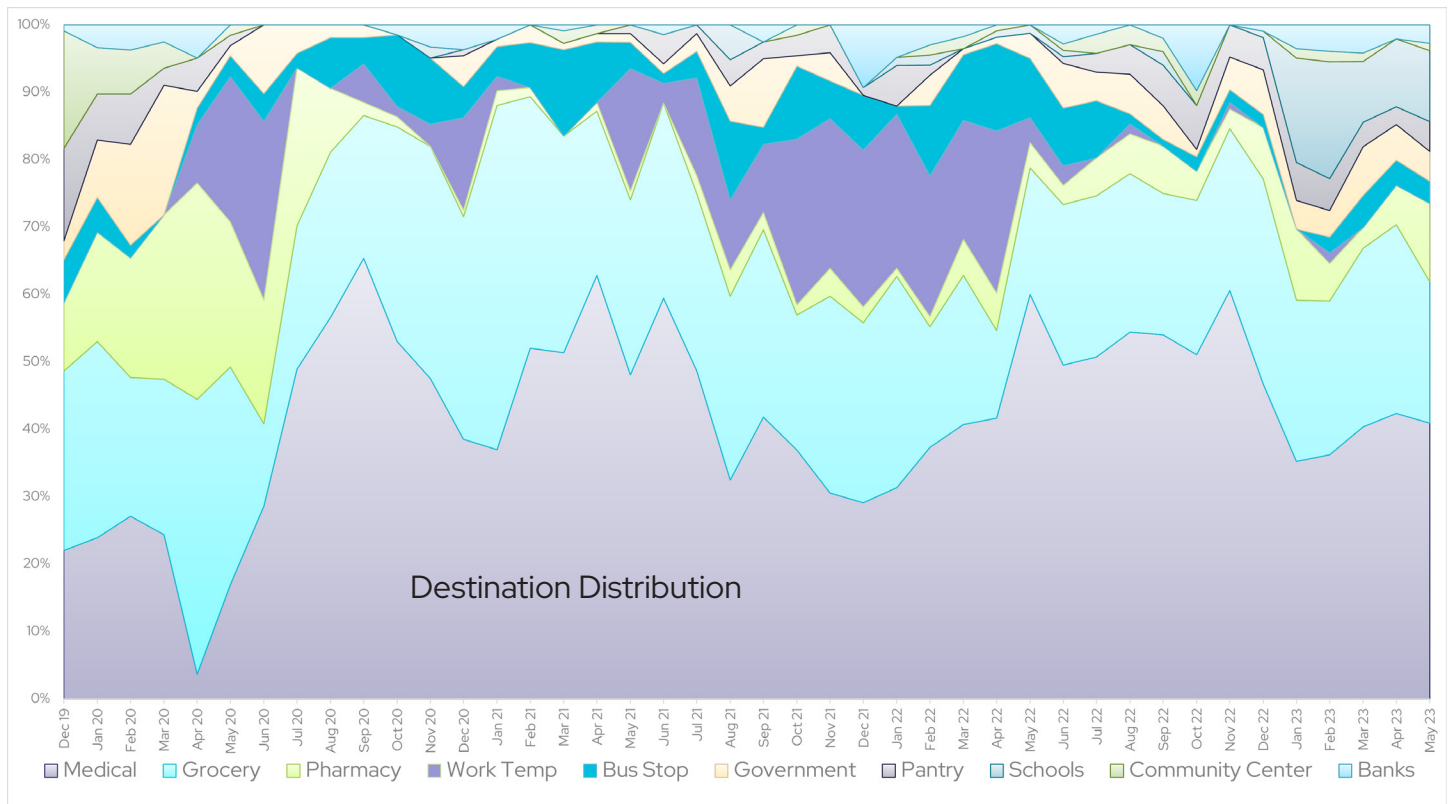
All North Liberty to North Liberty trips cost about \$10 each way. Actual costs vary on traffic and time of day. Uncontrollable variables can impact cost of trip by as much as \$10 each way. These samples were pulled from the Spring 2023 user reports.

ORIGIN	DESTINATION	COST
Home in Holiday Lodge	Coralville Walmart	\$12.75
Home on Savannah Drive	Crosspark Road Hy-Vee	\$17.25
Home on North Dubuque Street	Coral Ridge Mall Bus Stop	\$17.50
Home in NL Living Center	Iowa River Landing in Coralville	\$20.00
Home on East Penn Street	University of Iowa Main Hospital	\$32.00
Home on Zeller Crossing	Iowa City Driver's License Station	\$35.75
Accessible Wheelchair Anywhere	Accessible Wheelchair Anywhere	\$49.00

## CARDHOLDER TRAVEL TRENDS

For all rides taken from December 2019 through May 2023 (not going to cardholder residence):

- 41% were to medical appointments
- 26% were to grocery stores
- 7% were to pharmacies
- 6% were to temporary approval to workplaces
- 5% were to connecting bus stops
- 4% were to government buildings
- 3% were to the North Liberty Community Pantry
- 3% were to K-12 public schools
- 2% were to the North Liberty Community Center
- 2% were to banks and credit unions



	Medical	Grocery	Pharmacy	Work Temp	Bus Stop	Gov't	Pantry	Schools	Comm Ctr	Banks	
2020	Jan - Mar	76	74	57	0	8	41	18	0	18	10
	Apr - Jun	28	60	49	34	6	8	5	0	1	4
	Jul - Sep	87	34	17	3	7	4	0	0	0	0
	Oct - Dec	106	78	2	18	18	5	1	1	0	7
2021	Jan - Mar	129	110	3	2	23	4	0	0	2	3
	Apr - Jun	127	59	2	16	11	3	4	0	1	1
	Jul - Sep	95	63	7	27	14	14	6	4	0	2
	Oct - Dec	71	57	6	52	18	4	6	0	1	8
2022	Jan - Mar	97	63	8	53	19	4	6	2	3	8
	Apr - Jun	145	54	12	32	30	11	1	3	2	3
	Jul - Sep	127	54	15	1	8	12	11	2	6	3
	Oct - Dec	159	78	15	1	6	13	16	1	2	10
2023	Jan - Mar	163	107	27	2	11	23	20	59	6	17
	Totals	1410	891	220	241	179	146	94	72	42	76



## CARDHOLDER ANNUAL SURVEY

Mailed 99 surveys to cardholders; received 28 responses.

On average, I leave my house, facility, or apartment to go somewhere off-property...	2022	2021	2020
at least once every day	8%	10%	19%
4-6 days each week	17%	10%	12%
1-3 days each week	29%	45%	27%
less than once per week	46%	35%	42%
Regarding NLTAP program administration, helpfulness & other communication with <b>North Liberty Staff...</b>	2022	2021	2020
I am happy with City staff.	85%	76%	63%
I am happy with most City staff.	4%	5%	11%
No opinion or not happy/not unhappy.	15%	20%	19%
I am unhappy with City staff.	0%	0%	4%
Regarding NLTAP program knowledge, helpfulness & other communication with <b>Yellow Cab Dispatchers...</b>	2022	2021	2020
I am happy with all of the dispatchers.	62%	49%	44%
I am happy with most of the dispatchers.	27%	20%	11%
No opinion or not happy/not unhappy.	15%	29%	26%
I am unhappy with most or all of the dispatchers.	0%	2%	4%
Regarding NLTAP ride helpfulness, friendliness & other communication with <b>Yellow Cab Drivers...</b>	2022	2021	2020
I am happy with all of my cab drivers.	65%	51%	56%
I am happy with most of my cab drivers.	23%	15%	4%
No opinion or not happy/not unhappy.	15%	29%	26%
I am unhappy with most or all of my cab drivers.	0%	2%	0%

I use the following methods of transportation... (respondents picked all that apply)	2022	2021	2020
<b>Cabs + using my NLTAP card</b>	<b>53%</b>	<b>68%</b>	<b>48%</b>
<b>A platonic friend drives me</b>	<b>28%</b>	<b>35%</b>	<b>22%</b>
<b>I drive my own vehicle</b>	<b>23%</b>	<b>43%</b>	<b>48%</b>
<b>I walk to a destination (not walking for fitness only)</b>	<b>15%</b>	<b>10%</b>	<b>33%</b>
A family member drives me	8%	30%	33%
My significant other/partner/spouse drives me	8%	13%	0%
My bicycle	8%	3%	11%
Other (respondents said "scooter," "rideshare," "Uber")	5%	6%	7%
SEATS paratransit bus	5%	5%	0%
Cabs + using my Medicare/Medicaid waiver	5%	0%	7%
Public bus transportation (such as a city bus)	3%	10%	15%
Cabs + paying the entire cost of the trip myself	3%	3%	7%
Carpool/vanpool	3%	3%	0%
Private facility bus transportation (such as Keystone)	0%	8%	4%
I borrow a vehicle from a friend, family member, or partner	0%	0%	7%
I use a volunteer driver program (such as TRAIL or RSVP)	0%	0%	0%

On average, using my NLTAP card, I take...	2022	2021	2020
5 or more individual \$1 trips per week	0%	0%	4%
1-4 individual \$1 trips per week	8%	17%	15%
Less than once per week (one to three times per month)	77%	51%	37%
Zero trips (I have not used my NLTAP card at all)	15%	29%	44%
Not applicable (I am not a cardholder bc card expired)	0	2%	n/a
The North Liberty Transportation Assistance Program...	2022	2021	2020
Serves all of my transportation needs	23%	24%	19%
Serves some of my needs	58%	46%	44%
Does not serve any of my needs	8%	5%	11%
No opinion	12%	22%	19%
Not applicable (I am not a cardholder bc card expired)	0	2%	n/a

List destinations you think we should allow with the NLTAP card and explain why.

### 2020 Answers

- Smokin' Joes. And the cab should wait. It doesn't take long to buy cigs.
- Trader Joe's and Farmer's Markets both handle product staples not available at the other places.
- Kirkwood Community College. It would help with getting to school.
- Walmart and the mall. **ADDED**
- Brown Deer Place, so we could visit our daughter who lives there.
- Walmart (best prices on groceries) **ADDED**; work (this would help tremendously with living expenses).
- Walmart, because it has more than just groceries. **ADDED**
- CID Airport. A lot of seniors travel.
- My helpers don't work on weekends, so when I need to go to work and back, I have to get a cab and pay full price.
- North Liberty schools for teacher and parent meetings and picking up sick kids. **ADDED**

### 2021 Answers

- Banks and credit unions in Coralville and Iowa City
- I work part time. I would like to be able to use cab to do that. They charge minimum \$10 one way, so that would be \$20 for one night's work.
- Can't think of anything or any other places. NLTAP

taxi takes me most places or close enough to walk rest of way.

- Airport. I like to travel.
- Fast food. Smoking Joes.
- I'd like to see the NLTAP pick up passengers from UI Emergency Care 24/7, because you get released anytime and need a ride home.
- Should have some Sunday services.

### 2022 Answers

- Iowa City Senior Center. They are next to the library. They have more services than we do, more to offer in Iowa City.
- All the pantry or free produce stands are open after cab hours (start at 5pm or after). Same with Farmer's Markets (late afternoon/evening hours).
- Goodwill stores, city offers coupons as well as pantries. Aldis. Senior Center.
- Would be wonderful for St. Lukes, PCI and Prairie Creek (by Kirkwood Hotel) medical facilities.
- Trader Joes and Costco
- Mercy in Cedar Rapids
- Church service
- Airport
- Veterinarian to take my pet for appointment. Hair salon for haircut.
- It would be nice to be able to go out to a restaurant or film or new art museum. We cannot go out unless medical appointment. Also expanding hours in evening would be nice.



## APPENDIX B

### SEATS ARPA

#### Usage, North Liberty and Rest of Johnson County

		Service Miles			Service Hours			Wheelchair		Passengers			One Way Trips		
		NL	JoCo	%NL	NL	JoCo	%NL	NL	JoCo	NL	JoCo	%NL	NL	JoCo	%NL
2022	Dec	2039	427	83%	149	42	78%	1	2	117	43	73%	114	36	76%
2023	Jan	1451	610	70%	116	60	66%	0	0	104	49	68%	95	49	66%
	Feb	1654	360	82%	121	33	78%	0	4	127	39	77%	124	37	77%
	Mar	2437	401	86%	174	33	84%	2	7	188	44	81%	184	41	82%
	Apr	2023	564	78%	144	42	77%	4	0	146	43	77%	144	43	77%
	May	1736	1337	56%	112	97	54%	3	27	143	109	57%	139	106	57%
	Jun	1003	1621	38%	79	113	41%	1	0	88	89	50%	88	87	50%

#### Sample Ride Uses, May 2023

May 2023	User	Work	Social	Health	School
	A		3		
	B	3			
	C	2			
	D	42			
	E			11	
	F	11			
	G	9			
	H				2
	I	42			
	J			1	
	K	13			
Totals		122	3	12	2

