

NORTH LIBERTY ANNUAL TRANSIT REPORT

sept
2024

Digital Communication



Walking & Wheeling



Cycling



Public Transit



Ride Sharing



Single
Occupant
Vehicle

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

More in Appendix A

NL TRANSPORTATION ASSISTANCE PROGRAM										
	RUN DAYS	# OF RIDES	AVG #	AVG #	FARE	CITY TOTAL	CITY COST/ RIDE	CITY COST/ ACTIVE USER		
			RIDES/ DAY	ACTIVE USERS	RIDES/ (RETAINED) USER					
FY24	JUL	26	308	12	45	7 \$ 308	\$ 6,571	\$ 21	\$ 146	
	AUG	27	406	15	45	9 \$ 406	\$ 8,811	\$ 22	\$ 196	
	SEP	26	312	12	39	8 \$ 312	\$ 6,730	\$ 22	\$ 173	
	OCT	26	388	15	47	8 \$ 388	\$ 7,665	\$ 20	\$ 163	
	NOV	25	316	13	46	7 \$ 316	\$ 5,959	\$ 19	\$ 130	
	DEC	25	261	10	44	6 \$ 261	\$ 4,637	\$ 18	\$ 105	
	JAN	26	199	8	42	5 \$ 199	\$ 3,679	\$ 18	\$ 88	
	FEB	25	223	9	41	5 \$ 223	\$ 4,139	\$ 19	\$ 101	
	MAR	26	243	9	42	6 \$ 243	\$ 4,207	\$ 17	\$ 100	
	APR	27	271	10	40	7 \$ 271	\$ 4,577	\$ 17	\$ 114	
	MAY	28	232	8	36	6 \$ 232	\$ 3,989	\$ 17	\$ 111	
	JUN	29	304	10	44	7 \$ 304	\$ 5,569	\$ 18	\$ 127	
TOTAL	316	3,463			\$ 3,463	\$ 66,531				
<i>AVG/MO</i>		<i>289</i>	<i>11</i>	<i>43</i>	<i>7</i>	<i>\$ 5,544</i>	<i>\$ 19</i>	<i>\$ 129</i>		

NLTAP was created by the North Liberty Transportation Advisory Committee in 2018. Service contract was awarded to Yellow Transport (formerly Yellow Cab of Iowa City). The program was developed - and has been managed - by the Special Projects Coordinator since its inception.

For \$1 per ride, qualified North Liberty residents can call a Yellow Cab of 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. 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
Sunday closed

northlibertyiowa.org/nltap

Angela McConville (she/her)
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 HOURS	# OF RIDES	AVG # RIDES/ DAY	FARE CREDIT	COST/ RUN HOUR	SERVICE COST	CITY TOTAL = SERVICE COST - FARE	CITY COST/ RIDE	
FY24	JUL	80	313	16	\$ 266	\$ 96	\$ 7,663	\$ 7,397	\$ 24	
	AUG	92	456	20	\$ 388	\$ 77	\$ 7,044	\$ 6,656	\$ 15	
	SEP	80	466	23	\$ 396	\$ 153	\$ 12,232	\$ 11,836	\$ 25	
	OCT	88	386	18	\$ 328	\$ 80	\$ 7,036	\$ 6,708	\$ 17	
	NOV	80	417	21	\$ 354	\$ 114	\$ 9,127	\$ 8,773	\$ 21	
	DEC	80	340	17	\$ 289	\$ 104	\$ 8,354	\$ 8,065	\$ 24	
	JAN	84	410	20	\$ 349	\$ 95	\$ 7,964	\$ 7,616	\$ 19	
	FEB	84	439	21	\$ 373	\$ 100	\$ 8,363	\$ 7,990	\$ 18	
	MAR	84	357	17	\$ 303	\$ 174	\$ 14,655	\$ 14,352	\$ 40	
	APR	88	347	16	\$ 295	\$ 78	\$ 6,904	\$ 6,609	\$ 19	
	MAY	88	300	14	\$ 255	\$ 109	\$ 9,551	\$ 9,296	\$ 31	
	JUN	80	263	13	\$ 224	\$ 83	\$ 6,631	\$ 6,408	\$ 24	
TOTAL		1008	4,494		\$ 3,820		\$ 105,525	\$ 101,705		
AVG/MO		84	375	18	\$ 318	\$ 105	\$ 8,794	\$ 8,475	\$ 23	

**Annual insurance renewal.*

Coralville Transit is owned and operated by the City of Coralville. Since North Liberty is not a designated 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.

- fixed route
- stop to stop
- open to public
- \$1.00 fare 18+
\$0.50 5-17
free under 5 & 65+ or disabled
- runs two times a day
- Monday - Friday
North Liberty to Iowa City: 6:30 am - 7:30 am
Iowa City to North Liberty: 5:00 pm - 6:00 pm
Saturday/Sunday closed

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

**JOHNSON COUNTY SEATS
PARATRANSIT
SEPTEMBER 2006 - CURRENT**

JOHNSON COUNTY SEATS PARATRANSIT									
		RUN HOURS	AVG # # OF RIDES/ RIDES	AVG # DAY	FARE CREDIT	COST/ RUN HOUR	SERVICE COST	CITY TOTAL = SERVICE COST - FARE	CITY COST/ RIDE
FY24	JUL	27	48	2	\$ 295	\$ 82	\$ 2,226	\$ 1,931	\$ 40
	AUG	37	65	3	\$ 295	\$ 68	\$ 2,531	\$ 2,236	\$ 34
	SEP	40	67	3	\$ 295	\$ 69	\$ 2,741	\$ 2,446	\$ 37
	OCT	38	80	4	\$ 295	\$ 64	\$ 2,414	\$ 2,119	\$ 26
	NOV	32	61	3	\$ 295	\$ 77	\$ 2,483	\$ 2,188	\$ 36
	DEC	30	52	3	\$ 295	\$ 102	\$ 3,089	\$ 2,794	\$ 54
	JAN	35	61	3	\$ 295	\$ 75	\$ 2,628	\$ 2,333	\$ 38
	FEB	29	50	2	\$ 295	\$ 66	\$ 1,905	\$ 1,610	\$ 32
	MAR	24	45	2	\$ 295	\$ 68	\$ 1,611	\$ 1,316	\$ 29
	APR	43	65	3	\$ 295	\$ 77	\$ 3,275	\$ 2,980	\$ 46
	MAY	26	46	2	\$ 295	\$ 98	\$ 2,508	\$ 2,213	\$ 48
	JUN	43	72	4	\$ 295	\$ 89	\$ 3,786	\$ 3,491	\$ 48
	TOTAL	403	712		\$ 3,541		\$ 31,199	\$ 27,657	
AVG/MO	34	59	3	\$ 295	\$ 78	\$ 2,600	\$ 2,305	\$ 39	

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
- Monday - Friday 7:00 am, 11:00 am & 4:30 pm
- Saturday/Sunday closed

johnsoncountyiowa.gov/seats

Dawn Alam (she/her)
Johnson County Transportation/Fleet Director
(319) 339-6128
dalam@johnsoncountyiowa.gov

JOHNSON COUNTY SEATS
ARPA SAME DAY ON DEMAND
NOVEMBER 2022 - OCTOBER 2024

More in Appendix B

JOHNSON COUNTY SEATS ARPA														
		RUN DAYS	AVG #		AVG #		FARE	CITY TOTAL	CITY COST/ RIDE	CITY COST/ ACTIVE USER	ACTUAL TOTAL COST		ACTUAL COST/ RIDE	ACTUAL COST/ ACTIVE USER
			# OF RIDES	RIDES/ DAY	ACTIVE USERS	RIDES/ ACTIVE USER					(RETAINED BY SEATS)	(ARPA \$15 + NL + FARE \$5)		
FY24	JUL	20	21	1	6	4	\$ 105	\$ 525	\$ 25	\$ 88	\$ 945	\$ 45	\$ 158	
	AUG	23	18	1	4	5	\$ 90	\$ 450	\$ 25	\$ 113	\$ 810	\$ 45	\$ 203	
	SEP	20	16	1	2	8	\$ 80	\$ 400	\$ 25	\$ 200	\$ 720	\$ 45	\$ 360	
	OCT	22	36	2	2	18	\$ 180	\$ 1,000	\$ 25	\$ 500	\$ 1,620	\$ 45	\$ 810	
	NOV	20	21	1	1	21	\$ 105	\$ 575	\$ 25	\$ 575	\$ 945	\$ 45	\$ 945	
	DEC	20	12	1	2	6	\$ 60	\$ 400	\$ 25	\$ 200	\$ 540	\$ 45	\$ 270	
	JAN	21	31	1	4	8	\$ 155	\$ 875	\$ 25	\$ 219	\$ 1,395	\$ 45	\$ 349	
	FEB	21	38	2	6	6	\$ 190	\$ 950	\$ 25	\$ 158	\$ 1,710	\$ 45	\$ 285	
	MAR	21	33	2	2	17	\$ 165	\$ 825	\$ 25	\$ 413	\$ 1,485	\$ 45	\$ 743	
	APR	22	39	2	3	13	\$ 195	\$ 975	\$ 25	\$ 325	\$ 1,755	\$ 45	\$ 585	
	MAY	22	14	1	1	14	\$ 70	\$ 350	\$ 25	\$ 350	\$ 630	\$ 45	\$ 630	
	JUN	20	6	0	3	2	\$ 30	\$ 150	\$ 25	\$ 50	\$ 270	\$ 45	\$ 90	
	TOTAL	252	285				\$ 1,425	\$ 7,475			\$ 12,825			
	<i>AVG/MO</i>		<i>24</i>	<i>1</i>	<i>3</i>	<i>10</i>	<i>\$ 119</i>	<i>\$ 623</i>	<i>\$ 25</i>	<i>\$ 266</i>	<i>\$ 1,069</i>	<i>\$ 45</i>	<i>\$ 452</i>	

**Original cost estimate re-evaluated for FY24, increased by \$5.*

Under a service contract with Johnson County SEATS, the ARPA on-demand service offers same day rides to North Liberty residents who do not have access to alternative forms of transportation. \$15 of each trip is funded by Johnson County’s federal American Rescue Plan Act (ARPA) allocation. Under the limitations of the ARPA timeline, this program will expire on October 31, 2024 so Johnson County can complete their required reporting and accounting prior to the December 31 end date.







- demand - response
- curb to curb
- requires qualification, application, enrollment & annual renewal
- \$5.00 fare
- anywhere in Johnson County
- one bus, driver can deny rides if full
- Monday - Friday 7:00 am - 5:00 pm
Saturday/Sunday closed

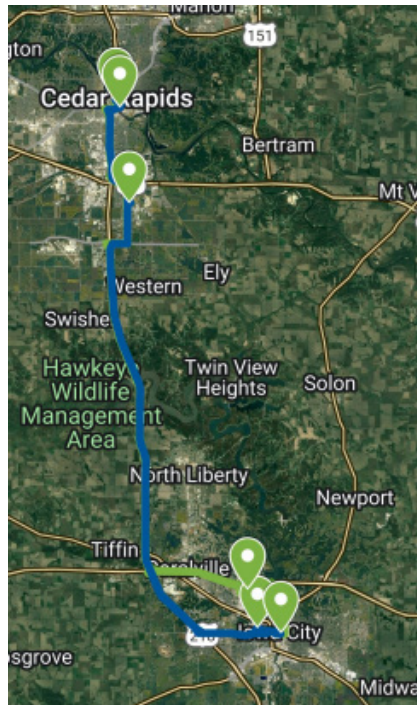
To receive SEATS’ ARPA bus rides, residents must be referred by the North Liberty Special Projects Coordinator or Johnson County Mobility Coordinator. The vehicle used for this service is wheelchair accessible.

johnsoncountyiowa.gov/samedayseatsarpa@johnsoncountyiowa.gov

EAST CENTRAL IOWA COUNCIL OF GOVERNMENTS
380 EXPRESS CORRIDOR RIDES
SEPTEMBER 2021 - CURRENT

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 contracts with Windstar Lines, Inc. to operate the bus service for all 380 Express Routes. The goal of this intercity bus is to move people between employment centers in Cedar Rapids and Coralville/Iowa City, helping to ease congestion along the interstate.

The closest stop for North Liberty residents to board the 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
\$1.75 fare 60+ or disabled
free for under 7
- runs circuitous service
- Monday - Friday 5:00 am - 9:00 pm
Saturday/Sunday closed

JOHNSON COUNTY SOCIAL SERVICES & ECICOG
NORTHERN JOHNSON COUNTY TRIP CONNECT PILOT
NOVEMBER 2024 - MAY 2026



**We Will Help
You Get to Work**

MORE INFORMATION COMING SOON...

Trip Connect is a new service with an anticipated start in fall 2024. Service contract was awarded to Neighborhood Transportation Services (NTS)/ Horizons in September 2024 by the fiscal agent, Johnson County. Operations will be overseen by both East Central Iowa Council of Governments (ECICOG) and Johnson County Social Services.

The Trip Connect pilot will provide evening transportation to the northern parts of Johnson County, with an emphasis on rides serving 3rd shift employment, child care, and post-secondary educational needs. This underserved area has been studied for the last two years, with involvement by the North Liberty Special Projects Coordinator, who will serve on Trip Connect's cross-sector advisory team.


- demand - response
- curb to curb
- requires enrollment to eligible residents over 18 years old
- \$2 fare
- every day 5:00 pm - 12:00 am

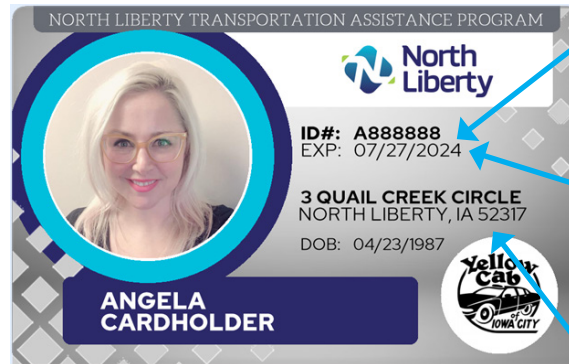
horizonsfamily.org/transportation
(319) 398-3943

APPENDIX A
NLTAP

NLTAP CARD DESIGN

FRONT - REGULAR VEHICLE USER

 uses regular vehicle

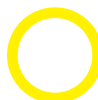


Unique Identifier: used by both Yellow Cab and City

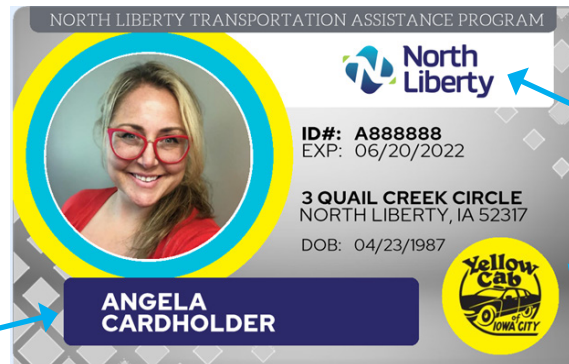
Expiration Date: one year from date application process was completed or - for temporary cards - date doctor says patient can resume driving

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

FRONT - ACCESSIBLE VEHICLE USER

 uses wheelchair vehicle

Date of Birth and Full Name: to help confirm identity



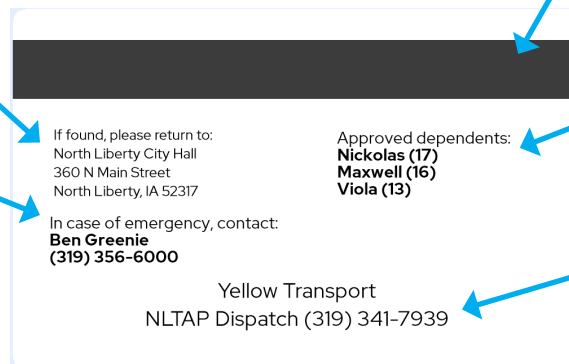
Both Yellow Cab and North Liberty logos

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](#) (270 submissions to date), this form can be auto-translated to Spanish, Chinese, and French;
2. call the Transit Hotline at (319) 626-5918 to request a paper application be mailed to them;
3. attend a registration drive (have held these at the Pantry, Library, North Liberty Living Center, Jefferson Point, and Keystone);
4. ask to speak to the Special Projects Coordinator while visiting City Hall;
5. be referred by the NL Community Pantry Family Services Coordinator, the Johnson County Mobility Coordinator, the Johnson County Aging Specialist, a social worker or case manager, an ICCSD Student and Family Advocate, or the CCA School Support Officer; or
6. schedule an onboarding home visit and receive help to fill out a paper application at that appointment (particularly helpful for persons with vision impairments, fine motor skill issues, or hand weakness).

Step 2: onboarding appointment

Upon receipt of an application, the North Liberty Special Projects Coordinator sets up a home visit to complete the application process. At that visit, this staffperson reviews the User Guide with the applicant, answers questions, checks proof of residence and other required proof of eligibility, has a conversation about mobility concerns, issues the person's identification card, and presents the Code of Conduct policy. When a language barrier is present, an in-person Hands Up Communications interpreter attends the onboarding to ensure that full understanding of the program is in place.

In many instances, this City staffperson will help navigate the resident through other local resources. This staffperson continues to serve as a contact point between the City and the resident, as well as other social service organizations, while the person is enrolled in NLTAP. On occasion, the North Liberty Community Pantry Family Services Coordinator or school district family advocate will participate in the onboarding to do targeted outreach when other needs are identified.

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

		CARDHOLDERS			
UPDATED: 2024 SEPT		# NEW	# RENEW	# CURRENT	# ACTIVE
FY20	NOV	51		51	
	DEC	21		72	21
	JAN	23		95	24
	FEB	3		98	25
	MAR	3		101	18
	APR	2		102	16
FY21	MAY	2		102	11
	JUN	2		103	15
	JUL	3		106	16
	AUG	6		112	18
	SEP	5		117	22
	OCT	1		118	20
FY22	NOV	4	18	121	22
	DEC	6	14	105	26
	JAN	2	4	94	25
	FEB	2	4	81	27
	MAR	3	2	83	27
	APR	2	1	83	27
FY23	MAY	3		85	23
	JUN	8	1	93	25
	JUL	2	3	95	27
	AUG	4	0	98	30
	SEP	6	1	98	26
	OCT	5	0	100	27
FY24	NOV	2	17	102	30
	DEC	2	10	95	26
	JAN	5	6	93	24
	FEB	7	5	100	30
	MAR	2	2	100	29
	APR	2	0	100	31
FY25	MAY	3	10	103	29
	JUN	5	2	106	38
	JUL	4	4	107	30
	AUG	3	5	111	35
	SEP	12	2	119	39
	OCT	7	2	128	39
FY26	NOV	2	12	127	36
	DEC	5	4	125	41
	JAN	3	9	121	35
	FEB	6	3	124	41
	MAR	7	9	125	45
	APR	2	3	123	50
FY27	MAY	6	14	131	39
	JUN	2	3	130	44
	JUL	5	4	130	45
	AUG	4	9	134	45
	SEP	1	0	132	39
	OCT	8	4	133	47
FY28	NOV	4	13	129	46
	DEC	1	7	125	44
	JAN	6	7	125	42
	FEB	1	6	125	41
	MAR	3	5	123	42
	APR	1	3	119	40
FY29	MAY	2	11	121	36
	JUN	2	9	120	44
	JUL	2	6	120	35
	AUG	3	6	123	36
	SEP	5	7	126	x
	TOTALS	304	271		
AVG/MO	5	6	110	32	

	# NEW	# RENEW
FY20	107	
FY21	45	48
FY22	45	56
FY23	59	70
FY24	38	78
FY25	10	19

information from the Special Projects Coordinator, the program does not fulfill their current needs (typically, this person is looking for work transportation).

Step 3: annual renewal

About four weeks before a person's NLTAP card expires, the Special Projects 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	JUN 2023	AUG 2021	AUG 2020	ALL
Category A: No Vehicle	75	61%	72	53	61	193
Category B: Low Income	28	23%	29	30	42	62
Category C: Permanent Disability	16	13%	15	13	7	35
Category D: *Temporary Disability	1	1%	0	2	5	11
Category O: City Employee	0	0%	0	1	not available	1
Also Requires Accessible Vehicle	20	16%	13	1	0	25

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

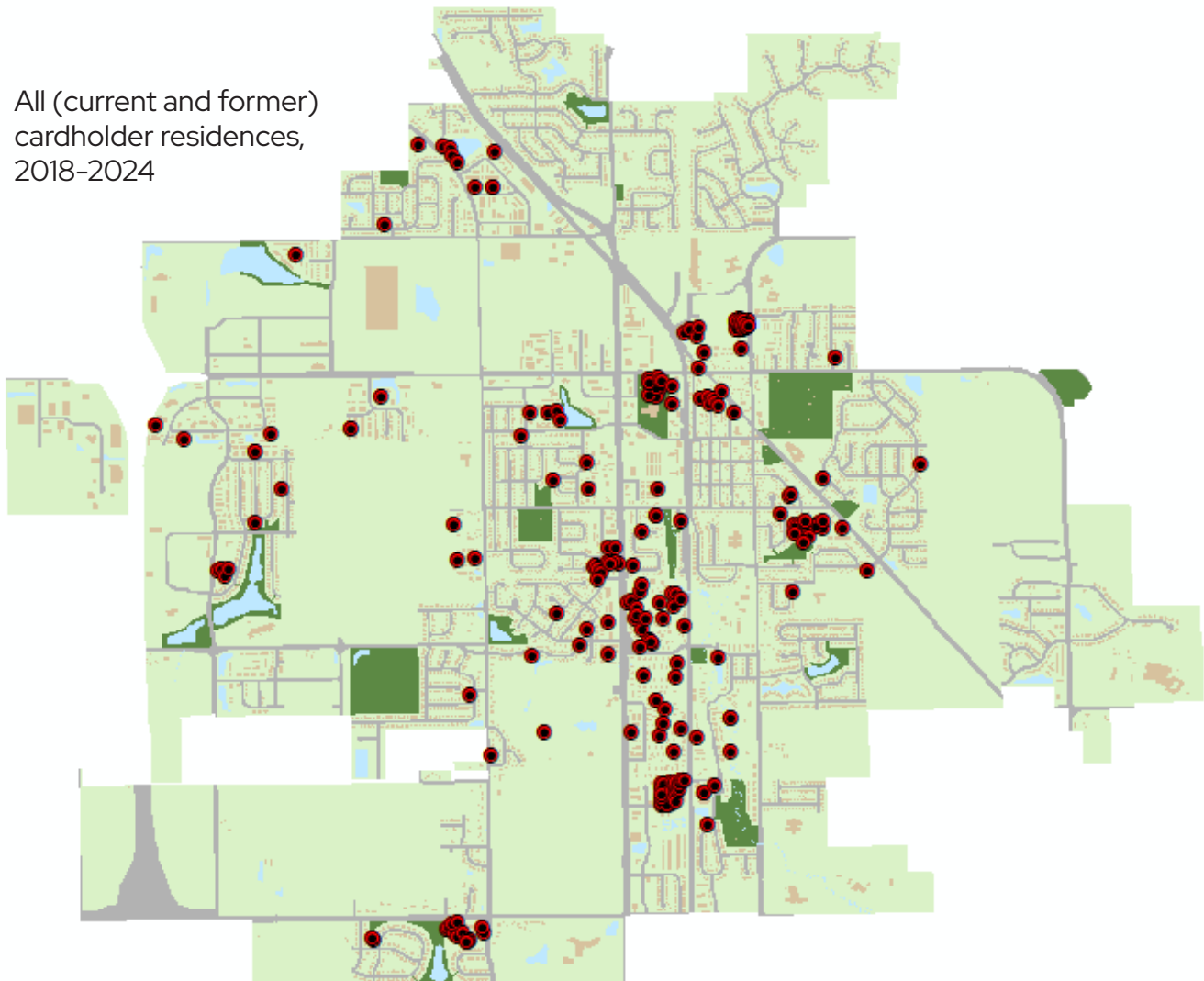
	< 30	30s	40s	50s	60s	70s	80s	90s	AVERAGE	MEDIAN
AUG 2020	10	12	5	10	32	26	13	7	63	66
AUG 2021	10	10	7	10	26	17	17	3	62	66
JUN 2023	13	16	14	12	31	22	16	5	59	64
SEPT 2024	8	9	14	9	27	30	23	3	63	67

English as a Second Language:

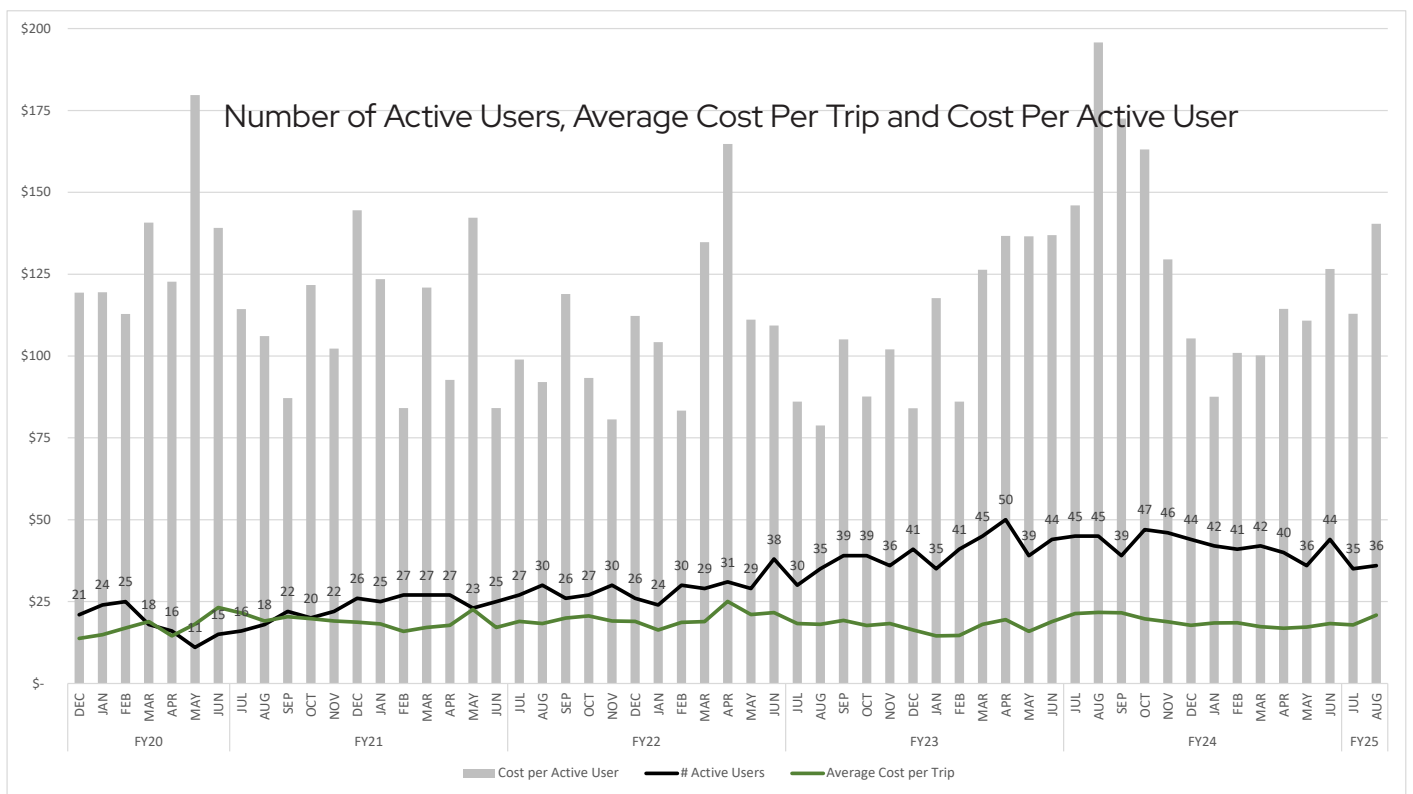
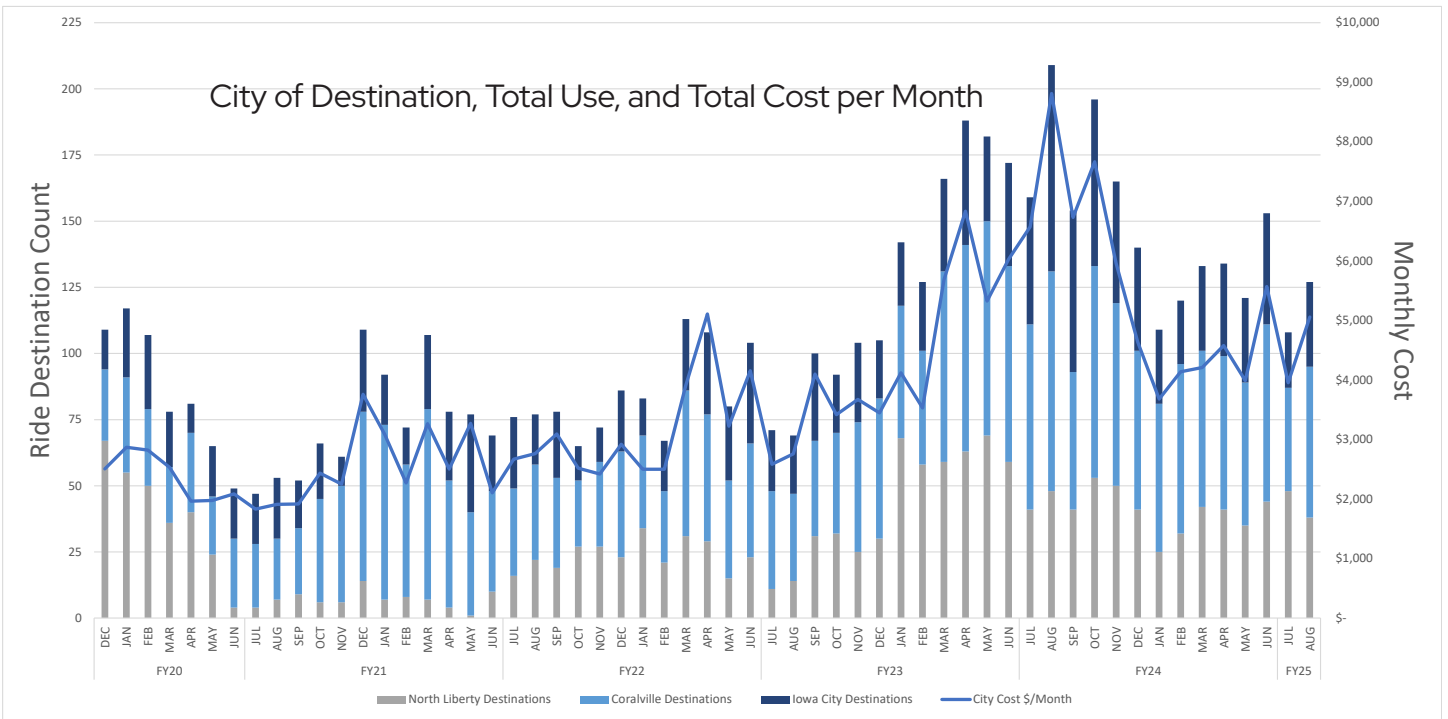
French	2
Spanish	13

*out of all cardholders

All (current and former) cardholder residences, 2018-2024



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 August 2024 user report.

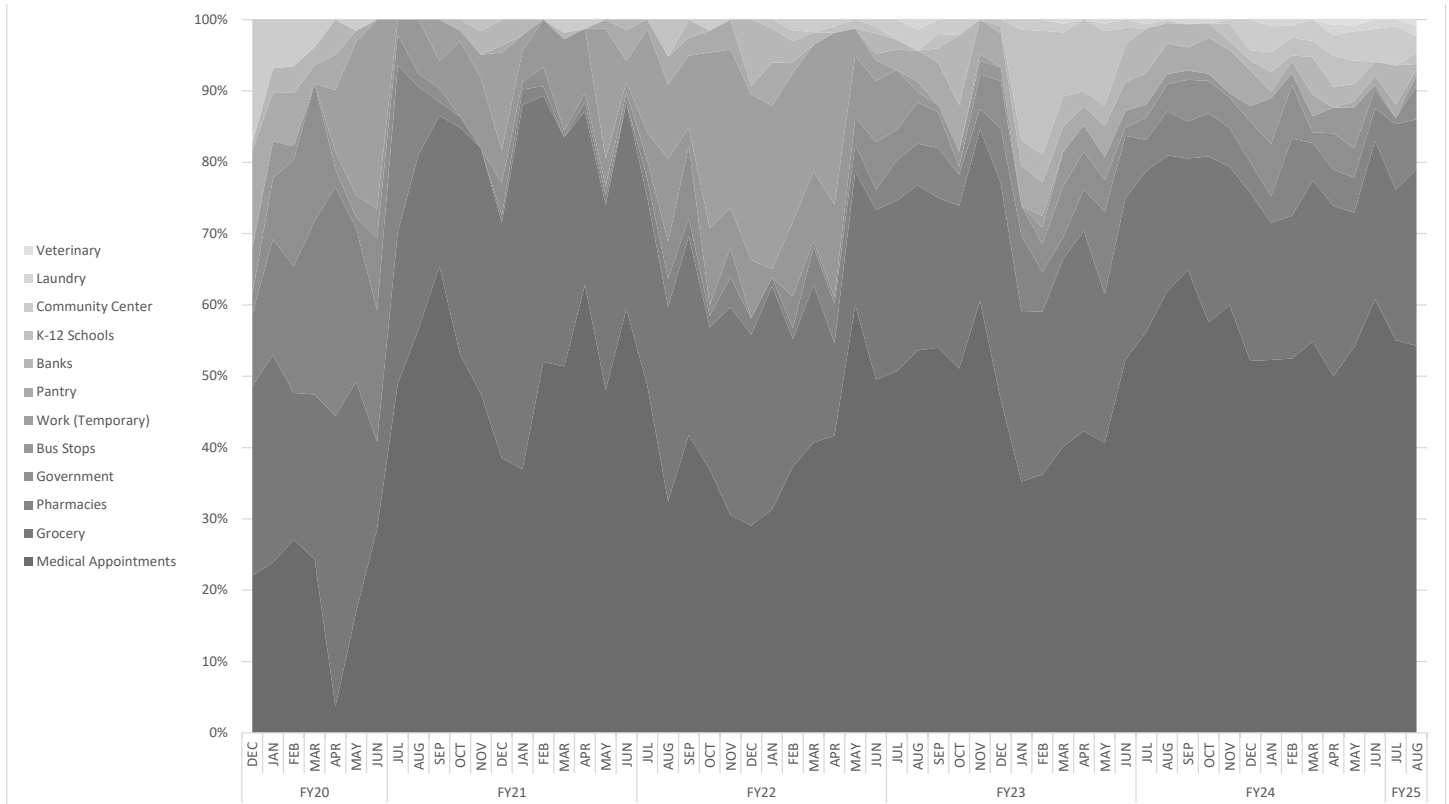
Origin	Destination	Cost
North Jones Boulevard	Coralville Walmart	\$19.75
West Jefferson Street	Crosspark Road HyVee	\$10.75
Sugar Creek Lane	Coral Ridge Mall Bus Stop	\$14.25
Penn Oaks	Iowa River Landing (CV)	\$21.75
Golfview	Veterans Affairs Hospital	\$25.00
Ashley Court	University of Iowa Main Hospital	\$23.50
Wheelchair Vehicle Anywhere	Wheelchair Vehicle Anywhere	\$49.00

CARDHOLDER TRAVEL TRENDS

For all rides taken from December 2019 through August 2024 (not going to cardholder residence):

- 46% were to medical appointments
- 25% were to grocery stores
- 7% were to pharmacies
- 5% 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
- 2% were to K-12 public schools
- 2% were to the North Liberty Community Center
- 2% were to banks and credit unions
- <1% were to laundromats & veterinary clinics

Destination Distribution



	Medical Appointments	Grocery	Pharmacies	Government	Bus Stops	Work (Temporary)	Pantry	Banks	K-12 Schools	Community Center	Laundry	Veterinary	
2020	JAN - MAR	76	74	57	41	8	0	18	10	0	18	0	0
	APR - JUN	28	60	49	8	6	34	5	4	0	1	0	0
	JUL - SEP	87	34	17	4	7	3	0	0	0	0	0	0
2021	OCT - DEC	106	78	2	5	18	18	1	7	1	0	0	0
	JAN - MAR	129	110	3	4	23	2	0	3	0	2	0	0
	APR - JUN	127	59	2	3	11	16	4	1	0	1	0	0
2022	JUL - SEP	95	63	7	14	14	27	6	2	4	0	0	0
	OCT - DEC	71	57	6	4	18	52	6	8	0	1	0	0
	JAN - MAR	97	63	8	4	19	53	6	8	2	3	0	0
2023	APR - JUN	145	54	12	11	30	32	1	3	3	2	0	0
	JUL - SEP	127	54	15	12	8	1	11	3	2	6	1	0
	OCT - DEC	159	78	15	13	6	1	16	10	1	2	0	0
2024	JAN - MAR	163	107	27	23	11	2	20	17	59	6	1	0
	APR - JUN	244	130	47	20	17	0	20	18	42	4	1	0
	JUL - SEP	320	100	28	22	8	0	21	21	0	2	2	0
2024	OCT - DEC	286	111	27	24	6	0	27	8	6	7	1	0
	JAN - MAR	193	75	24	19	12	0	7	11	9	10	2	0
	APR - JUN	228	90	20	16	13	0	3	10	10	16	5	2
	JUL & AUG	130	55	19	7	2	0	3	7	2	9	3	1
Total	2811	1452	385	254	237	241	175	151	141	90	16	3	

CARDHOLDER ANNUAL SURVEY

Mailed surveys to 100 cardholders; received 36 responses.

On average, I leave my house, facility, or apartment to go somewhere off-property...	2023	2022	2021	2020
at least once every day	12%	8%	10%	19%
4-6 days each week	21%	17%	10%	12%
1-3 days each week	26%	29%	45%	27%
less than once per week	41%	46%	35%	42%

Regarding NLTAP program administration, helpfulness & other communication with North Liberty Staff...	2023	2022	2021	2020
I am happy with City staff.	91%	85%	76%	63%
I am happy with most City staff.	3%	4%	5%	11%
No opinion or not happy/not unhappy.	9%	15%	20%	19%
I am unhappy with City staff.	0%	0%	0%	4%
Regarding NLTAP program knowledge, helpfulness & other communication with Yellow Cab Dispatchers...	2023	2022	2021	2020
I am happy with all of the dispatchers.	76%	62%	49%	44%
I am happy with most of the dispatchers.	6%	27%	20%	11%
No opinion or not happy/not unhappy.	18%	15%	29%	26%
I am unhappy with most or all of the dispatchers.	0%	0%	2%	4%
Regarding NLTAP ride helpfulness, friendliness & other communication with Yellow Cab Drivers...	2023	2022	2021	2020
I am happy with all of my cab drivers.	79%	65%	51%	56%
I am happy with most of my cab drivers.	9%	23%	15%	4%
No opinion or not happy/not unhappy.	15%	15%	29%	26%
I am unhappy with most or all of my cab drivers.	0%	0%	2%	0%

I use the following methods of transportation... (respondents picked all that apply)	2023	2022	2021	2020
Cabs + using my NLTAP card	60%	53%	68%	48%
A platonic friend drives me	33%	28%	35%	22%
I drive my own vehicle	30%	23%	43%	48%
A family member drives me	23%	8%	30%	33%
I walk/wheel/roll to a destination	20%	15%	10%	33%
My significant other/partner/spouse drives me	15%	8%	13%	0%
Other (respondents said "social worker," "rideshare," "Uber")	10%	5%	6%	7%
My bicycle	8%	8%	3%	11%
I use the \$5 ARPA bus	5%	n/a	n/a	n/a
Cabs + using my Medicare/Medicaid waiver	5%	5%	0%	7%
Cabs + paying the entire cost of the trip myself	5%	3%	3%	7%
I borrow a vehicle from a friend, family member, or partner	5%	0%	0%	7%
Public bus transportation (such as a city bus)	3%	3%	10%	15%
SEATS paratransit bus	3%	5%	5%	0%
I use a volunteer driver program (such as TRAIL or RSVP)	3%	0%	0%	0%
Carpool/vanpool	0%	3%	3%	0%
Private facility bus transportation (such as Keystone)	0%	0%	8%	4%

On average, using my NLTAP card, I take...	2023	2022	2021	2020
5 or more individual \$1 trips per week	3%	0%	0%	4%
1-4 individual \$1 trips per week	21%	8%	17%	15%
Less than once per week (one to three times per month)	58%	77%	51%	37%
Zero trips (I have not used my NLTAP card at all)	15%	15%	29%	44%
Not applicable (I am not a cardholder bc card expired)	3%	0%	2%	n/a
The North Liberty Transportation Assistance Program...	2023	2022	2021	2020
Serves all of my transportation needs	19%	23%	24%	19%
Serves some of my needs	66%	58%	46%	44%
Does not serve any of my needs	3%	8%	5%	11%
No opinion	13%	12%	22%	19%
Not applicable (I am not a cardholder bc card expired)	0%	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 **CAN GET ONE TIME APPROVAL ONLY**
- 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 GET SHORT TERM APPROVAL ONLY**
- 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. **BUS STOP BY GOODWILL IS EXISTING DESTINATION**; Aldis. **EXISTING DESTINATION**; Senior Center.
- Would be wonderful for St. Lukes, PCI and Prairie Creek (by Kirkwood Hotel) medical facilities.
- Trader Joes; and Costco **CAN BE ALLOWED IF PHARMACY**
- Mercy in Cedar Rapids **CAN GET ONE TIME APPROVAL ONLY**
- Church service
- Airport
- Veterinarian to take my pet for appointment. **ADDED** 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.

2023 Answers

- Iowa City Public Library
- Coralville shops, stores and restaurants. More choices. **MALL IS EXISTING DESTINATION**
- This is my only transportation and I want to stop for "to go" coffee, fast food, craft stores, clothing stores.
- Church, restaurants, theaters **MALL IS EXISTING DESTINATION**
- Church, AA meetings
- The new Aldi in North Liberty **ADDED**
- Anytime Fitness - it's health-related, preventative medicine so to speak. I'm 71 and use it. It helps me greatly. **BANK ACROSS STREET IS EXISTING DESTINATION**
- My daughter. She had an accident and left her paralyzed. She is learning to walk again. She lives in North Liberty.

APPENDIX B SEATS ARPA

Usage, North Liberty and Rest of Johnson County

JOHNSON COUNTY ARPA SAME DAY ON-DEMAND TRANSPORTATION SERVICE www.johnsoncountyiowa.gov/sameday

TRIP & USER DATA														
UPDATED: 2024 SEPT		TRIPS			MILES			TRIP HOURS			MILES/TRIP		MINUTES/TRIP	
		NL	JoCo	%NL	NL	JoCo	%NL	NL	JoCo	%NL	NL	JoCo	NL	JoCo
FY23	DEC	114	36	76%	2039	427	83%	115	34	77%	18	12	60.5	56.7
	JAN	95	49	66%	1451	610	70%	92	50	65%	15	12	57.9	60.8
	FEB	124	37	77%	1654	360	82%	107	29	79%	13	10	51.9	46.7
	MAR	184	41	82%	2437	401	86%	156	30	84%	13	10	50.9	43.2
	APR	144	43	77%	2023	564	78%	131	38	77%	14	13	54.6	53.5
	MAY	139	106	57%	1736	1337	56%	105	90	54%	12	13	45.3	51.2
	JUN	88	87	50%	1003	1621	38%	73	104	41%	11	19	49.8	72.0
FY24	JUL	21	84	20%	249	1446	15%	19	111	15%	12	17	55.0	79.1
	AUG	18	131	12%	202	2040	9%	17	139	11%	11	16	55.0	63.5
	SEP	16	178	8%	127	2623	5%	8	145	5%	8	15	31.1	48.8
	OCT	36	110	25%	282	1725	14%	25	108	19%	8	16	41.4	59.0
	NOV	27	93	23%	176	1489	11%	20	105	16%	7	16	43.6	67.9
	DEC	12	91	12%	148	1276	10%	9	102	8%	12	14	43.0	67.3
	JAN	31	116	21%	208	1487	12%	20	113	15%	7	13	37.9	58.3
	FEB	38	93	29%	326	1116	23%	24	77	23%	9	12	37.5	49.9
	MAR	33	60	35%	432	922	32%	33	66	33%	13	15	59.5	66.1
	APR	39	91	30%	358	1105	24%	28	69	28%	9	12	42.4	45.8
	MAY	14	62	18%	132	911	13%	10	57	15%	9	15	42.8	55.4
	JUN	6	x	x	x	x	x	x	x	x	x	x	x	
	TOTAL	1179	1508		14983	21460		990	1468		202	248	860	1045
	<i>AVG/MO</i>	62	84		832	1192		55	82		11	14	48	58

Sample Ride Uses, 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

