

**Coordinated Public Transit Human
Services Transportation Plan for**

**People's Transit
2019**



People's Transit
Gayle Kludt, Executive Director
120 Wyoming Street SW, Huron, SD 57350

Tel: (605) 353-0100
E-mail: gayle.peoplestransit@midconetwork.com

Prepared with assistance from:
Northeast Council of Governments
416 Production St, Ste 1
Aberdeen, SD 57401

TABLE OF CONTENTS

Executive Summary.....3

Introduction.....5

Service Area and Demographics.....8

People’s Transit Hisotry, Services and Operations.....14

Other Available Community Transportation Services (Public and Private).....22

Public Participation and Outreach.....24

Transportation Needs.....26

GAP Analysis: Strategies, Activities, Projects and Recommended Enhancements
and Expansions.....27

Priorities for Implementation and Recommendations for Increased Coordination.....28

Potential Funding Sources.....30

Appendix A – Report for People’s Transit Rider Survey.....33

Appendix B – Report for People’s Transit Stakeholder Survey.....51

Appendix C – People’s Transit Vehicle Inventory.....88

Appendix D – People’s Transit Public Meeting Attendance and Public Outreach.....89



EXECUTIVE SUMMARY

PURPOSE

The primary purpose of the Coordinated Public Transit–Human Services Transportation Plan (Coordinated Plan) is to improve coordination among public transit agencies and other transportation providers to better meet the transportation needs of seniors and people with disabilities. The Coordinated Plan accomplishes this by identifying the transportation needs of these populations and setting local and regional priorities for transportation investments and initiatives for human services and public transit coordination. The Coordinated Plan will guide our organization in the development of our applications for the Federal Transit Administration’s (FTA) Section 5310 program, Enhanced Mobility of Seniors and Individuals with Disabilities Program. The plan was developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and non-profit transportation and human services providers and other members of the public.

The plan is meant to establish goals, criteria and strategies for delivering efficient, coordinated services to elderly, underemployed or otherwise financially disadvantaged persons and persons with disabilities. This Plan, the *Coordinated Public Transit Human Services Transportation Plan for Peoples Transit*, is intended to meet those requirements for the City of Huron and Beadle and Sanborn Counties.

Project Acceptance

This human service coordination plan that is required by FTA under the 5310 funding program was developed as a result of input from the general public, human service organizations and the People’s Transit Board of Directors and employees.

A summary of the findings include the following:

The biggest needs seem to surround themselves around issues that can best be served with a formalized mobility management focus, e.g. helping individuals explore their traveling options, understanding People’s Transit policies and improved operating and customer service communications;

- People’s Transit is the primary public service transportation provider in Huron and Beadle County. There is a taxi service called *H&S Taxi* and a limousine service called *Black Tie Limousines, Tuxedos & Tanning*.
- Even though People’s Transit drives its funding primarily from state and federal support, the community perceives People’s Transit as a public community service and not solely as a private non-profit service operating under its own authority.

- Coordinating with other agencies is an important aspect of People's Transit. In fact, People's Transit entered into a Memorandum of Understanding (MOU) with River Cities Public Transit, Pierre, SD on September 5, 2018 for transportation services for veterans through the Highly Rural Transportation Grant (HRTG).



INTRODUCTION

What is Coordinated Transportation Planning?

Transportation is an important part of our daily lives. Transportation connects people to places, such as school, work, the store, and social activities. For individuals with mobility limitations due to age or disability, transportation can be a major barrier to accessing employment, health care, quality nutrition, social interaction and more. Specialized transportation services allow these individuals the independence to remain in their community.

The People's Transit Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) is a comprehensive approach for providing transportation that identifies the mobility needs of older adults, individuals with disabilities, children and others with transportation needs in Beadle and Sanborn counties. The Coordinated Plan identifies strategies for meeting these needs and prioritizes implementation and funding. Transportation coordination is a process where human service agencies, transportation providers, consumer groups, and public officials work together to develop and improve services to individuals who use public transit.

The goal of transit coordination is to enhance transportation access by minimizing duplication of services and facilitating the most appropriate and cost-effective transportation possible with available resources. The purpose of human services public transit coordination is to improve transportation services for persons with disabilities, older adults, and individuals with low incomes by ensuring that communities maximize the use of transportation resources, which are funded through public and private sources.

Beyond fulfilling federal requirements, this planning process is aimed at encouraging representatives of diverse organizations to join together in articulating specific projects that could advance coordination strategies in Beadle and Sanborn Counties. Through public outreach activities, various stakeholders and users, People's Transit board members had the opportunity to brainstorm service improvements and coordination ideas and to refine these ideas in a collaborative setting. The final project list reflects input of a broad range of regional and local stakeholders and provides a 5-year blueprint for future coordination efforts in Beadle and Sanborn County and the surrounding area.

The goal of the 2019 People's Transit Local Human Service Transit Coordination Plan (project) is to identify coordination strategies that will improve transportation services ability to serve the unique needs of the elderly, persons with disabilities, and persons with low incomes. This planning process combines a needs assessment with public outreach tools to identify strategies for improved human services transit coordination in Beadle and Sanborn Counties.

The purpose of the Section 5310 Program is to enhance mobility for seniors and persons with disabilities by providing funds for programs to serve the special needs of transit-dependent populations beyond traditional public transportation services and Americans with Disabilities

Act (ADA) complementary paratransit services. Section 5310 Program recipients must continue to certify that projects selected are included in a locally developed, coordinated public transit-human services transportation plan. The plan must undergo a development and approval process that includes seniors and people with disabilities, transportation providers, among others, and is coordinated to the maximum extent possible with transportation services assisted by other federal departments and agencies.

Required Elements of the Plan

Federal guidelines require the plan (project) to include the following elements and are included in this Plan:

- A defined service area along with demographics
- An assessment of available services that identifies current providers (public, private, and nonprofit);
- An assessment of transportation needs for persons with disabilities, older adults, and people with low incomes;
- An inventory of existing means of personal mobility (agency vehicles, other transportation vehicles in service area)
- Trip Generators
- Recommended enhancements and expansions
- Potential funding sources
- Public participation
- Population and economic projections
- GAP Analysis (estimating unmet transit needs – strategies, activities and projects)
- Priorities for implementation
- Recommendation for increase coordination

Planning Process

People's Transit hired the Northeast Council of Governments (NECOG) to help with the planning process.

The public outreach process including developing surveys for stakeholders of People's Transit, including groups such as organizations that People's Transit contracts with, healthcare and human resource agencies, businesses, large employers, public officials and others. Surveys were also developed for riders/users of People's Transit. The rider surveys were available in English, Spanish and Karen, to accommodate the diversity of riders.

Surveys were distributed via email, a Chamber of Commerce E-Blast, People's Transit Facebook pages and website. Surveys were also available at the People's Transit offices. Rider surveys were also handed out by the People's Transit drivers.

A separate survey was also developed to receive feedback from People's Transit employees.

All surveys were distributed in early August with a requested completion date by August 15.

A public input meeting was held at the People's Transit office in Huron on August 15, 2019. Eight people attended the meeting and provided comments on People's Transit services and operations. Comments received from the surveys and the public input meeting were considered by the People's Transit board of directors and incorporated into the plan.

Purpose of Plan

The purpose of this planning process is to identify unmet transportation needs and then develop strategies to address the unmet transportation needs as well as to look at opportunities for coordinating transportation services in our region among various agencies.

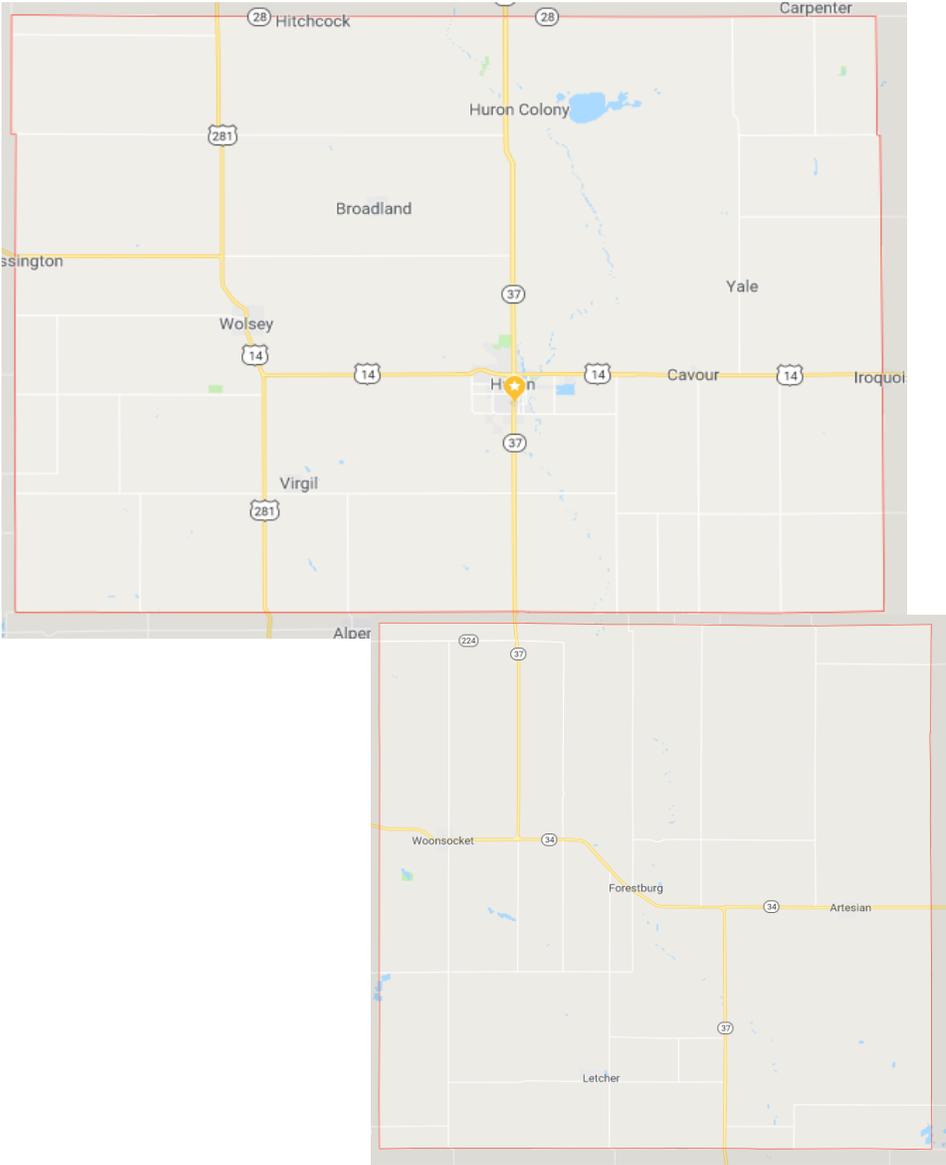


SERVICE AREA AND DEMOGRAPHICS

PEOPLE'S TRANSIT SERVICE AREA

People's Transit service area includes all of Beadle County, including the City of Huron and all of Sanborn County. Almost all of the demand for services is in Huron; 99% of the total rides given by People's Transit in 2018 were solely within the City of Huron. Rides are given to/from Wolsey and other small communities in the service area. Below is a map showing Huron centrally located in the county and the other small communities located within the both Beadle and Sanborn counties.

People's Transit Service Area Beadle and Sanborn Counties



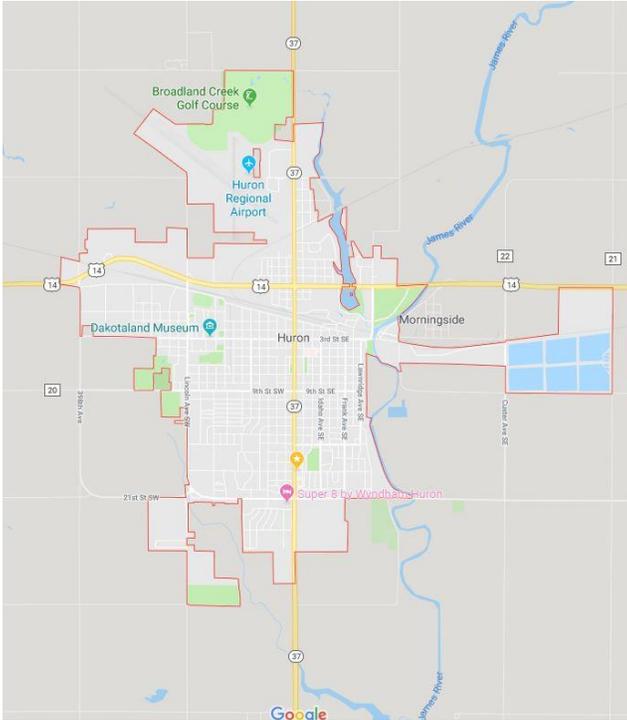
According to the U.S. Census Bureau, Beadle County has a total land area of 1,259 square miles. Sanborn County has a total land area of 569 square miles. As is shown in the map above, there are 4 major highways serving the area, they are US highways 14 and 281; and South Dakota highways 34 and 37.

Land Area and Population by County 2017			
County	Population	Land Area (Square Miles)	Persons per Square Mile
Beadle	18,163	1,259	14.42
Sanborn	2,366	569	4.15
South Dakota	855,444	75,811	11.28

2017 American Community Survey

COMMUNITY DEMOGRAPHICS

The City of Huron lies within Beadle County in the central-eastern part of the State of South Dakota. The Huron population stood at 13,696. The population growth since 2010 amounted to a gain of 8.7%).



City of Huron Urban Area

As of 2017, Beadle County had an estimated county population of 18,163. Huron roughly accounted for 72% (13,696) of the county population. With 72% of the county’s population in the Huron urbanized area, it follows that the current People’s Transit ridership within City of Huron is 99% of total annual ridership.

Population History

County	1960	1970	1980	1990	2000	2010	2017*	% Change 2010-2017	% Change 1960-2017
Beadle	21,682	20,877	19,195	18,253	17,023	17,398	18,163	4%	-16%
Sanborn	4,641	3,697	3,213	2,833	2,675	2,355	2,366	0%	-49%
South Dakota	680,514	665,507	690,768	696,004	754,844	814,180	855,444	5%	25%

US Census 1960-2010 and*2017 Data from American Community Survey

The population in the region has generally declined since the first half of the 20th century. However recent years have shown the population holding steady or slight growth. The increase and stabilization of population is not seen evenly throughout the region, but rather focused in Huron and a few other pocketed areas that will likely continue to show growth. Significant population losses may still be experienced in communities with small populations as was the case over the past ten years. It is expected that as the population of smaller communities decline, there may be a shift into the larger communities of the county and region. These shifts may be accelerated by the loss of a major employer or local school. Those communities under 200 in population are in the most danger of declining.

The median resident age in Huron in 2017 was 34.5 years. This shows a possible trend towards new families with young children living in the area. The number of children under 18 living in the area has also increased in the last decade.

Median Age (Years)

County	2000	2010	2017*
City of Huron	40.3	39.8	34.5
Beadle County	40.1	41.2	37.9
Sanborn County	40.8	47.1	45.3
South Dakota	35.6	36.9	36.8

US Census and *2017 Data from American Community Survey

Targeted Population Demographics

This coordinated plan specifically addresses the transportation needs of senior citizens, individuals with disabilities and people with low incomes.

Senior Citizens

For the purposes of this plan, this term includes all people 65 years of age and older.

Sixteen percent (2,091 people) of the Huron population is over the age of 65. Beadle County has similar demographics while Sanborn County has a slightly older population with nearly 20% of the population age 65 or older. The statewide average for South Dakota is 15.4%. The percentages for Huron and Beadle County have reduced slightly over the past 17 years. Sanborn County's population percentage over 65 has remained relatively stable over time.

Percent of Population Age 65 and Over

County	2000	2010	2017
Huron	21.0%	18.5%	15.9%
Beadle	19.4%	17.3%	16.5%
Sanborn	19.4%	20.3%	19.6%
South Dakota	14.3%	14.3%	15.4%

US Census and *2017 Data from American Community Survey

Individuals with Disabilities

During the past 40 years, the accepted definitions of disability have been changing alongside shifting attitudes and perceptions about people with disabilities. Forty or fifty years ago, disability was almost solely based on medical conditions. Today, a more complex social model looks at the interactions of the person and their environment that might prevent full social participation. The support system has also changed to supporting independence and promoting involvement in all aspects of society.

Through the American Community Survey, the U.S. Census Bureau collects information on people with hearing, vision, cognitive, ambulatory, self-care and independent living difficulties.

As one might suspect, as people age, they have more difficulties with all of the disabilities. When looking at the statistics by age, a larger percent of the population over 65 reports difficulties with all of the categories than do those who are under age 65. As people age, they have more difficulty with hearing, vision, walking on their own and other physical and cognitive abilities. The percent of the population with disabilities in the People's Transit area doesn't seem to be that much different from the state as a whole.

People with Disabilities	Percent of population		
	2017	2017	
	Beadle County	Sanborn County	South Dakota
Any Disability	11.4%	12.3%	12.1%
Hearing Difficulty	4.5%	5.4%	4.1%
Vision Difficulty	1.6%	2.2%	2.1%
Cognitive Difficulty	3.5%	4.5%	4.5%
Ambulatory Difficulty	6.2%	4.6%	5.9%
Self-Care Difficulty	1.9%	1.5%	2.0%
Independent Living Difficulty	3.7%	3.3%	4.6%

American Community Survey

Low Income Individuals

In terms of the local economy, Huron’s estimated median household income in 2017 was \$44,459 (it was \$38,474 in 2010 = 15.5% increase), where the state’s median household income equaled \$54,126 in 2017. The estimated per capita income in Huron for 2017 amounted to \$22,733. 28.6% of all people in Huron live below the poverty line.

Median, Per Capita, Poverty

County	Median Family Income	Per Capita Income	% of People Below Poverty
Beadle	\$63,207	\$24,950	23.7%
Sanborn	\$67,621	\$31,965	9.7%
South Dakota	\$69,425	\$28,761	13.9%

American Community Survey

The Huron School District has also seen an increase in the number of students who are eligible for Free and Reduced School Lunch in recent years.

WHO CAN GET FREE OR REDUCED PRICE MEALS?

- All children in households receiving benefits from SNAP, the Food Distribution Program on Indian Reservations (FDIR), or TANF are eligible for free meals.
- Foster children that are under the legal responsibility of a foster care agency or court are eligible for free meals.

- Children participating in their school’s Head Start program are eligible for free meals.
- Children who meet the definition of homeless, runaway, or migrant are eligible for free meals.
- Children may receive free or reduced price meals if their household’s income is within the limits on the Federal Income Eligibility Guidelines.

% of Students Eligible for Free and Reduced School Lunch

School District	2017-2018	2007-2008	Percentage Change 2008-2018
Huron	59.6%	42.8%	39%
Woonsocket	40.1%	42.0%	-4%
South Dakota	39.1%	35.0%	11%

SD Department of Education

Other Economic Data

Huron has a diverse set of industries and employers. In fact, employers have attracted workers from a diverse background to fulfill their open positions. According to the Huron Community Profile compiled by the Greater Huron Development Corporation, here are the top employers in town.

Largest Employers in Beadle County (est.)		
Employer	# Employed	Industry
Dakota Provisions	1055	Food Processing
Huron Public Schools	371	Education
Huron Regional Medical Center	312	Hospital
United States Government	290	Government
Center for Independence	245	Human Services
Walmart	173	Retail
SunQuest Health Care	165	Senior Care
Banner Engineering	165	Manufacturing
Terex	150	Manufacturing
Premier Bank	147	Credit Card Center
City of Huron	140	Government
Genessee & Wyoming	125	Railroad
State Government	125	Government
Northwestern Energy	117	Utility
Coborn's Super Center	110	Retail
Trussbilt, LLC	88	Manufacturing
Our Home, Inc	80	Human Services
Horizontal Machining	80	Manufacturing

Dakotaland Federal Credit Union	78	Banking
Violet Tschetter Memorial	65	Senior Care
		Updated 8/15/2017

As of June 2019, Beadle County had an unemployment rate of 2.5%; while Sanborn County’s unemployment rate was slightly higher at 3.1%. Even though unemployment rates remain low, these percentages do not consider “under-employment” factors which may include people having more than one job or someone working below their skill level. The average weekly wage in Beadle County is \$818 and Sanborn County’s average weekly wage is \$680.

PEOPLE'S TRANSIT HISTORY, SERVICES AND OPERATIONS

HISTORY

People’s Transit of Huron, South Dakota, has served as the community’s local public transit system since 1973. Prior to the formation of People’s Transit as a private-non-profit corporation, local community transportation was provided by People’s Transit’s predecessor, the Huron Area Senior Center (HASC). HASC’s primary focus was transportation arising out of the human service program needs of the senior center, such as nutrition, socialization, adult case management and similar Older American Act funded programs. In addition, the HASC transportation service provided only limited public transit service with its human service transportation focused on the local senior center.

Following the formation of the People’s Transit Board of Directors, People's Transit adopted a mission statement that proclaimed that the agency would “Put Pride in Motion” by providing transportation to the elderly, disabled individuals and the general public. To promote a coordinated approach in providing public transportation services to individual consumers, non-profit social service agencies, schools, and civic organizations. Lastly, to participate in public transportation planning and encourage the further development of public transportation in South Dakota.

Over time People’s Transit evolved into what it is today. A community service that is highly valued by many in the community including the youth, people with disabilities, seniors, low income individuals, working commuters, the large number of immigrants and other members of the general public.

People’s Transit is a demand response service, which means all rides need reservations to be made no later than the day before the ride is needed. As an agency, People’s Transit strives to accomplish these goals for the community it exists in. Their number one goal is to provide safe and reliable door-to-door service to all of their passengers.

Board of Directors

People’s Transit is governed by a seven member policy making board of directors who hire an executive director to run the organization. The board addresses all policies and budget matters regarding People's Transit.

The following is a list of the current board of directors:

Board member	Position/title*
Dave Wright	Chair
Stacy Chaparro	Vice-Chair
Brad Letcher	Secretary/Treasurer
Rita Baszler	Member
Jessica Baum	Member
Andrea Del Grosso	Member
Kurt Johns	Member
Mayor Paul Aylward	City Liaison
Commissioner Denis Drake	County Liaison

Table 1: People's Transit Current Board of Directors



People’s Transit has contracts with a large number of public and private agencies and facilities in the Huron area, verifying a significant amount of coordination already in existence in the community. The following is a list of those agencies:

<u>Healthcare Facilities</u>
Horizon Health Care
SunQuest Healthcare Center
Huron Regional Medical Center
Tschetter Hohm Clinic
<u>Senior Living</u>
Country View Estates
StoneyBrook Suites
SunQuest Village
<u>Miscellaneous</u>
M & M Daycare
Pro PT
City of Huron, Parks and Recreation Department

Nordby Center for Recreation
Plus One Guidance Center
Pre-Schools
Christian Learning Center (American Lutheran Church)
Holy Trinity Catholic Church Pre-school
James Valley Christian Pre-school
Kindernook Pre-school
Mt Calvary Pre-school
Kingdom Kids Learning Center (First United Methodist Church)
Churches
American Lutheran Church
First Methodist Church

Over the years, People’s Transit has grown to be a very well respected and needed public service in the community. It has been expressed that many individuals and agencies have grown to depend on it for their mobility needs.

Current Operations

Today People’s Transit is a demand response service, which requires a potential rider to pre-register for service and to call at least the day before to schedule a ride. People’s Transit operates Monday through Friday from 6:00 am to 6:00 pm (extended hours on Tuesdays until 8:00 pm). People's Transit was established to serve Huron and surrounding communities. The fleet inventory includes a variety of 18 vehicles including ADA accessible buses and vans to better serve its customers.

Like most other public transit systems around the country, People’s Transit’s service is state and federally subsidized. For this reason, they can provide passenger trips for an individual fare that is much lower than the actual fully-burdened cost of performing that one-way trip. The fare structure for in-town rides is as follows:

One-Way Fare Prices:	
Children (Up to 3) <i>*with paying adult</i>	FREE
Youth (3 to 18 years of age)	\$2.50
General Public (18-59)	\$3.50
Seniors (60+) <i>*suggested donation</i>	\$2.50
Outside City Limits (3 Miles Max)	\$4.50
Personal Care Attendant	FREE
If your ride is not pre-scheduled, fares are doubled for the first destination on your trip.	

Communities served in Beadle and Sanborn Counties to Huron are \$11.00 per passenger for a round trip ride. An additional in-town fare rate will be added for additional stops.

Personal care attendants (PCAs) or escorts are persons who are directly involved in the assistance of their attendee and do not pay for their rides. (In accordance with ADA, PCAs cannot be required to directly assist in the transportation of those they care for.) PCAs must be picked up and dropped off at the same time and location. Any other person riding with the passenger will be considered a guest and will be required to pay the full fare.

Ride reservations can be made 24 hours in advance with the dispatchers by calling the People’s Transit office and/or leaving a voicemail. When scheduling rides, passengers will need to provide their first and last name, where they are going and the time they need to be to their destination.

All People’s Transit trips are scheduled with a 30 minute pick-up window. This means a vehicle is considered “on-time” when it arrives either 15 minutes before, or 15 minutes after the scheduled pick-up time. Example: if your pick-up time is 9:00 am, the bus could arrive between 8:45 am and 9:15 am and be considered on-time.

People’s Transit also provides rides to other cities in South Dakota for appointments. Riders are encouraged to schedule rides at least 72 hours in advance. Appointments must be made between 9 am – 2 pm Monday through Friday. Departure time depends on who has the earliest appointment time.

The PT Passport is a relatively new service offered first offered for the summer months in 2018. Parents can sign their children up for unlimited rides from June 1 – August 31. The cost is \$60 for three months of in-town service or \$100 for families who live out of town (but within 3 miles of Huron). Rides still need to be scheduled by 4:30 the day before. Same day rides are offered with the first

People’s Transit also provides non-emergency medical out-of-town trips to larger medical facilities in Sioux Falls, DeSmet, Watertown, Mitchell, Brookings and Aberdeen. Many of these trips are paid for by Medicaid and its provisions for medical- related transportation. People's Transit is a certified Medicaid provider.

Transportation from Huron to the following cities are round trip prices:	
Sioux Falls	\$75.00
Mitchell	\$50.00
Aberdeen	\$75.00
Brookings	\$75.00
Watertown	\$75.00
DeSmet	\$30.00
Howard	\$40.00
Wessington Springs	\$40.00

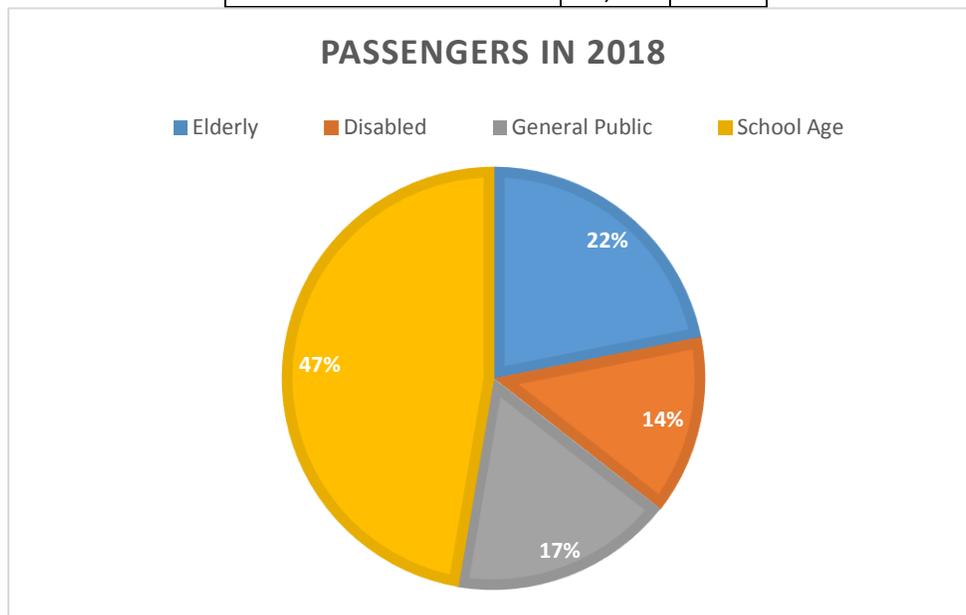
People’s Transit also serves as a transportation link for Jefferson Bus Lines and its regional system. Passengers looking to travel anywhere in the country via intercity bus service may either call People's Transit’s scheduling and dispatch center to book Jefferson Bus Line service

to make a connection or look up on the internet (<http://www.jeffersonlines.com>) to schedule a ride traveling from their home to a desired destination around the country. People’s Transit has two daily scheduled trips Monday through Friday (12:00 noon and 5:00 pm) to provide transportation to connect with Jefferson Lines in Mitchell, SD.

People’s Transit follows the federal guidelines regarding non-competition with private industry. Therefore, all rides must be scheduled at least one day in advance so as not to compete with the private transportation providers. People’s Transit utilizes computer-assisted scheduling and dispatch software (Shah Software) to improve efficiencies in scheduling and tracking all rides. The night before rides are dispatched out dispatchers create manifests for the drivers scheduling pickups that are convenient and timely. All vehicles are equipped with two-way communications for constant location monitoring and operation effectiveness.

People’s Transit provides rides to anyone from the general public who calls and schedules a ride in advance. The following is the system’s ridership characteristics reported for 2018:

Passengers Characteristics in 2018		
Elderly	17,056	22%
Disabled	10,683	14%
General Public	13,366	17%
School Age	36,889	47%
TOTAL PASSENGERS	77,994	100%



Passenger Characteristics in 2018

As illustrated in the above chart, school age children make up the largest demographic of riders. Nearly half of all riders are school aged children.

Elderly riders make up the next largest demographic of riders.

Passengers with disabilities account for about one in five riders but a great deal of emphasis is placed on providing them with courteous, safe, and reliable service.

Every rider on People’s Transit fits into one of the above categories. However some passengers may fit into more than one category. For example, a senior citizen who also has a disability can fit into two categories.

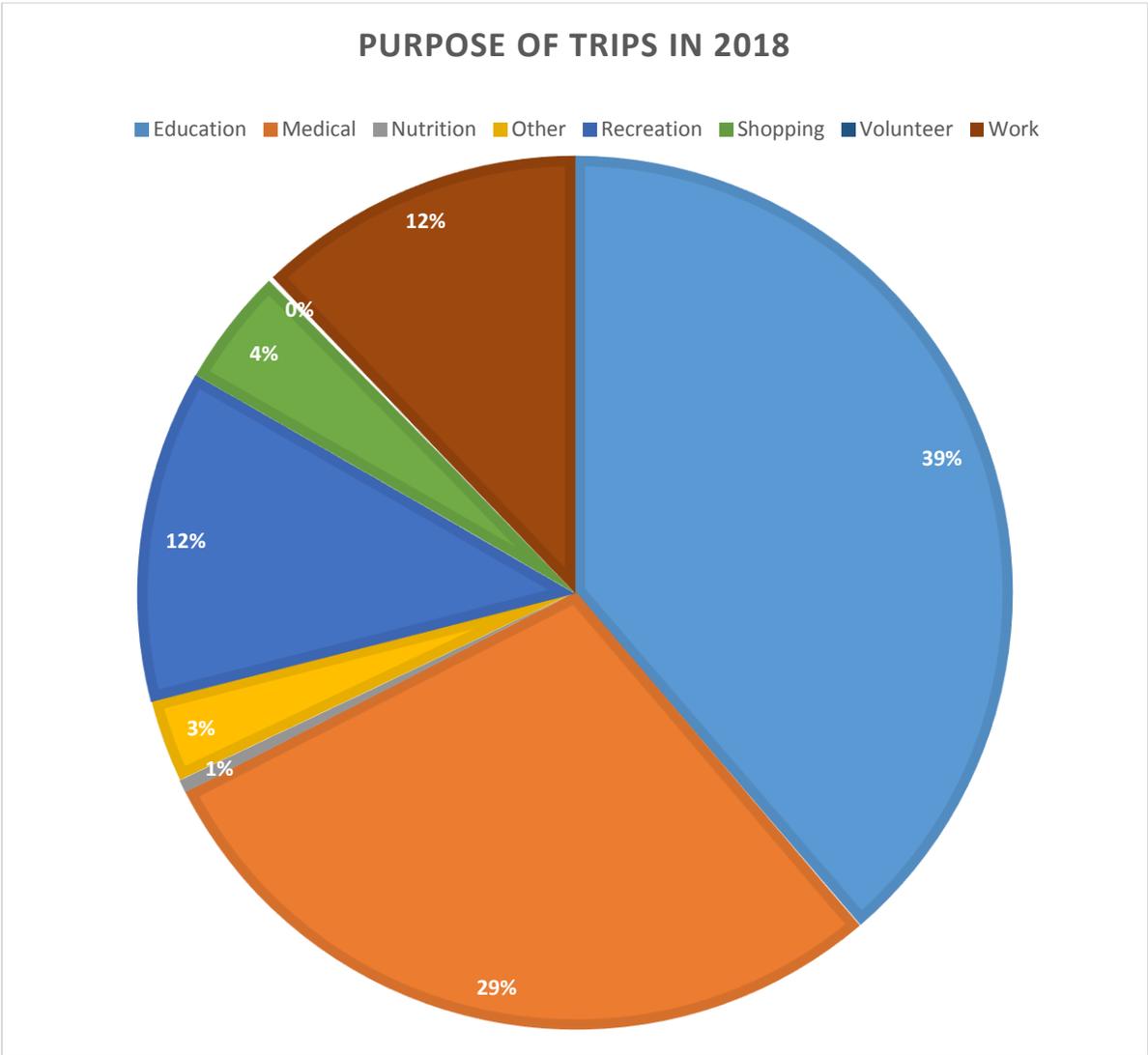
Another useful planning statistic is Trip Purpose or Ride Type. The following are Trip Purpose or Ride Type statistics for 2018.

Purpose of Trip		
Education	30,218	39%
Medical	22,416	29%
Recreation	9,584	12%
Work	9,459	12%
Shopping	3,391	4%
Other	2,373	3%
Nutrition	376	0.48%
Volunteer	177	0.23%
TOTAL TRIPS	77,994	100%

Purpose of Trips

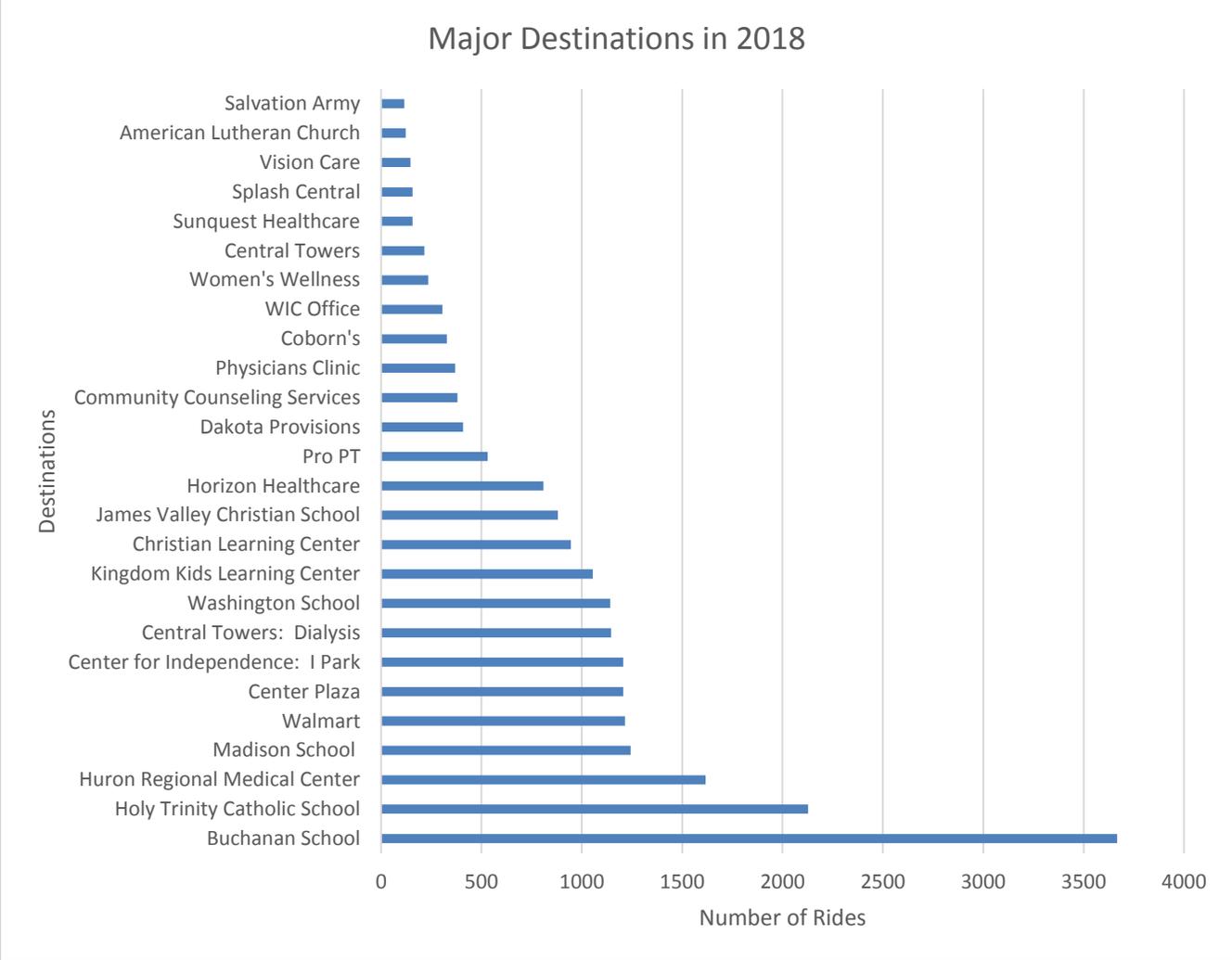
As indicated above, the top two trip purposes are for education and medical appointments. This corresponds with the top two rider demographic being school aged children. The next two trip purposes are for recreation and work in 2018.

The chart below shows the percentages for the various trips purposes.



Percent of trips by purpose

The following chart shows the many locations around Huron that are the most frequent destinations for People’s Transit passengers in 2018. Three of the top five destinations are schools, showing the importance of People’s Transit for youth ridership and their families. Medical clinics are also a popular destination for People’s Transit riders – 10 of the top 26 destinations are some type of medical provider. The Center for Independence, who serves people with developmental disabilities, is also a top destination. There are more trips-to local shopping destinations and to large employers. Many of the destinations seem to center around the life of school aged children, senior citizens and people with disabilities.



The Huron area is a very diverse community as shown by the school demographics. There are many immigrant families that have moved into the community. Most of the Asian demographics are Karen people and the area also has a large Hispanic population. As evidenced by the table above, many of the children enrolled in the Huron School District are English Language Learners. The other observation to make is that many families with school aged children have low incomes and over half of all children at the elementary schools (which are all served by People’s Transit) are eligible to receive free and reduced lunches.

School	Asian	Hispanic	White	English Language Learners	Free and Reduced Lunch
Buchanan	25%	32%	35%	45%	73%
Madison	21%	31%	39%	44%	69%
Washington	19%	26%	48%	30%	59%
Holy Trinity Catholic	1%	38%	55%	26%	N/A
James Valley Christian	4%	1%	89%	0%	N/A

OTHER AVAILABLE COMMUNITY TRANSPORTATION SERVICES (PUBLIC AND PRIVATE)

The purpose of a transportation provider inventory is to assist in coordination efforts by identifying possible duplications and gaps in transportation services.

People’s Transit is the primary source of general public transportation in the area. The service is available in the greater Huron area. People’s Transit operates 5 days a week providing local as well as limited regional services in the area.

There is no fixed route or rail service in the area. However there is an inter-city connection with Jefferson Bus Lines. Whenever there are passengers going away or coming to Huron, People’s Transit travels to Mitchell to connect with Jefferson Bus lines.

Inventory of Existing Means of Personal Mobility

People’s Transit currently operates 19 vehicles: 3 passenger vans, 3 ADA vans, 11 ADA busses and 2 other busses.

See Appendix C for a complete inventory.

Those groups within Huron that have local human service transportation programs include:

Agency/Organization	Group Served
Center for Independence	People supported only
Christian Learning Center Preschool	Enrolled students only
Sunquest Health Care	Residents only
Department of Veteran’s Affairs	Veterans only – no escorts/personal care attendants or ADA accessibility

This information comes from knowledge by People’s Transit staff.

The only other known private transportation services in the area are two limousine rental services. They are luxury transportation services that primarily serve people looking for transportation for events such as weddings, prom, a night on the town, birthdays, corporate travel, etc. They are not necessarily set up for individual daily transportation to school, medical appointments, etc.

One of the limo services also provides taxi service in Huron, H&S Taxi and Limo. However, based on comments received in the surveys, it appears many people are not aware of the taxi service.

As mentioned above, there is a Department of Veterans Affairs' van available in Huron for veterans traveling to the Sioux Falls VA Hospital. The service relies on other local veterans who volunteer as drivers. However, the van is not lift-equipped and not accessible for veterans who use wheelchairs. Escorts or personal care attendants are also not allowed to ride in the van.



PUBLIC PARTICIPATION AND OUTREACH

As part of writing the 2019 Coordinated Plan, People's Transit sought public input from their riders and stakeholders.

People's Transit included a number of strategies to seek input from the public about their transportation needs. These efforts included:

- Surveys for riders (available in English, Spanish and Karen)
 - Surveys were available online, at the PT office and handed out by PT drivers)
- Surveys for stakeholders
- Public Input meeting at People's Transit office
- Request for feedback via People's Transit website and Facebook page
- Information about the surveys and public input meeting were emailed out on the Chamber of Commerce "Chamber e-Blast" email
- Article in Huron Daily Plainsman (local daily newspaper)
- Emails to community leaders such as city and county elected leaders, school superintendents, medical facilities, local chamber/economic development groups and other community organizations.

Rider Surveys

Surveys were developed for riders of People's Transit asking questions about their transportation needs and if People's Transit fits their needs. The survey also asked open ended questions about what improvements PT can do to fit their needs. A limited number of surveys (7) were completed so the results below are suggestive and may not represent the views of the target population of interest.

- 43% of the riders were over 65 years old
- 57% of the respondents had incomes of less than \$25,000/year.
- 57% possessed both a driver's license and a car.
- 29% had a disability that limited their access to transportation mobility.
- 66% said the cost kept them from using People's Transit more often
- 50% said limited hours of operation kept them from using People's Transit more often
- The survey showed a demand for transportation every day of the week and at various times of the day.
- Usage of PT among respondents varied from a few time a week to a few times per year
- All respondents use PT to take them to medical appointments. They also use PT for employment, shopping, education and to get to places of worship.
- PT does a good job of getting the word out about their services. People get their information on PT from a variety of sources including social media, friends/family, newspaper, and the PT website.
- Riders need help with loading and unloading items, wheelchair ramp or lift and an interpreter.

- People also said that the cost of transportation and limited hours of operation kept them from using PT more frequently.
- 72% of respondents were 'Satisfied' or 'Very Satisfied' with PT services.

When asked what PT did well, respondents commented with positive affirmations for the drivers. One respondent also commented they had used the services after surgery when they weren't able to drive and used PT to get to Physical Therapy.

The full rider survey responses are available in Appendix A.

Stakeholder Surveys

Surveys were developed for stakeholders of People's Transit asking questions about their organization and their perceptions on PT and other transportation services, and their thoughts about coordinating services with other transportation providers. The surveys also went into depth asking questions of those stakeholders who also provide transportation services. Unfortunately, the only respondent who also provided transportation was a school district. No other transportation providers in PT's service area filled out the stakeholder survey. The survey also asked open ended questions about what improvements PT can do to fit the needs of the community. A limited number of surveys were completed (15) so the results below are suggestive and may not represent the views of the target population of interest.

The following is a summary of input/comments received in the surveys:

- 81% said People's Transit services are important to their organization
- 69% said that coordination transportation efforts is important
 - They also recognized that to increase coordination, more funding, expanded services and more education on coordination are needed
- People's Transit provides an important service for the community and the community is appreciative of their efforts
- There were many comments about extending services to evenings and weekends (particularly Sunday morning)
- There were mixed comments about whether a private taxi service exists in Huron at the current time
- There was a suggestion about offering a monthly flat fee rather than paying per ride
- There was a suggestion about developing an app for People's Transit
- In general, people felt that sharing resources and coordinating with other agencies is positive. One commenter would like to see a partnership with the hospital
- Respondents also felt that when coordinating with other agencies, good communication is critical

The full stakeholder survey responses are available in Appendix B.

Public Input Meeting

A public input meeting was held in conjunction with a People's Transit board of directors meeting on August 15th at 7:30 am at the People's Transit office. People's Transit publicized the meeting via Public Notices in the Huron Daily Plainsman and the Sanborn Weekly Journal. People's Transit also posted information on their Facebook page and website. Information on the meeting was also provided on the rider and stakeholder surveys as well as distributed via email.

At the meeting, information was provided on the planning process for the 2019 Coordinated Plan. There was also facilitated discussion on strengths of PT as well as areas of improvement. Rider and Stakeholder surveys were also available.

See Appendix D for a listing of all attendees as well as public outreach efforts.

The following is a summary of input/comments received during the public input meeting:

- Customer service by drivers is excellent
- Drivers understand clients' needs
- The perception of People's Transit in the community has greatly increased in recent years
- The safety and maintenance of the busses has greatly improved
- People's Transit has developed good relationships with organizations that accept Medicaid for payments
- People's Transit should continue to bring on new vehicles into their fleet
- There is always room to improve the working environment and benefits for employees
- People's Transit is looking at options for expanding services

TRANSPORTATION NEEDS

Through all of the public participation and outreach efforts (including surveys and the public information meeting), feedback was solicited on what transportation needs are not currently being met in the community. Feedback was asked of both riders and stakeholders of People's Transit. The following transportation needs and gaps were identified as the following:

- Shuttle service to and from parking areas during the State Fair
- Extended evening/night and weekend hours, especially Sunday mornings
- Dedicated bus route to popular stores/destinations would be nice.
- It would be great to have a central pickup for students (adult education)
- Monthly ride pass instead of paying per ride

It should be noted that People's Transit used to provide service on Sunday mornings, targeting people who were needing a ride to church/worship. It was discontinued because there weren't enough riders taking advantage of the service to make it cost effective. People's Transit is always looking at options and if enough demand is there for Sunday morning rides, the option could be reconsidered at some point in the future.

People's Transit recognizes the transit needs in the community. Any expansions to existing services would require additional operating funding for expansion costs.

GAP ANALYSIS: STRATEGIES, ACTIVITIES, PROJECTS RECOMMENDED ENHANCEMENTS AND EXPANSIONS

The major recommendation of this project can be summed up in the adoption by People's Transit of a mobility management strategy to local and regional transit service for Huron and Beadle County. In its simplest definition, mobility management considers a customer's entire trip and not only by the parameters of a single local transportation service. Both internal and regional passenger trips define the transit needs of the community and its immediate environs.

Many of these strategies have been carried over from previous coordinated plans and are of an ongoing nature.

While there are very few other community transportation service providers in Beadle County and the City of Huron for People's Transit to coordinate direct service delivery with, there remain numerous opportunities to attain coordinated transportation through mobility management and other strategies. The recommended strategies are outlined below in an action oriented format.

Mobility Management

Develop and implement an expanded public relations, public information and marketing efforts for People's Transit service, including to outlying communities and towns in Beadle County.

- 1) Prepare and continue to provide People's Transit service brochures, fact sheets, marketing flyers, a rider's guide in English, Spanish and Karen, information packets for contract agencies and potential fundingsponsors.
- 2) Provide the Daily Plainsman newspaper with additional materials and/or draft articles on People's Transit service for additional outreach to existing and potential riders.
- 3) Make presentations about People's Transit to local service organizations and agencies for support and funding opportunities.
- 4) Continue and actively participate in the Dakota Transit Association (DTA) to develop and maintain professional network.
- 5) Continued efforts to identify and define unmet or underserved transit needs among immigrant communities, employers and social service organizations.
- 6) Continue referrals to transit users on any available transportation options, including regional services.

PRIORITIES FOR IMPLEMENTATION
RECOMMENDATIONS FOR INCREASED COORDINATION
Transportation Coordination

1. Existing contract coordinated transportation:
 - a. Continue providing coordination and transit with Huron contracted agencies and the limited service providers within Huron. Include improving communications and customer service with the local contracted agencies.
 - b. Continue to work with the local taxi service on selected trips and back-up services.
 - c. Continue to support applications for FTA Section 5310 capital requests by local human service agencies.
 - d. Continue to support employer-sponsored People's Transit route-deviation bus routes, such as service to the food processing plants in the county (e.g. Dakota Provisions) or vanpool ride-sharing for group work trips and migrant farm labor trips.
 - e. Continue coordination with organizations that accept Medicaid payments.

2. Continue open dialogue with several community organizations interested in transportation, including but not limited to the United Way Heartland Region, Huron Chamber of Commerce, Greater Huron Development, parochial pre-schools, the City of Huron, Beadle County, major employers and the various contracted agencies.

3. Offer planning and coordination support to other private-non-profit human and social service organizations interested in the provision of community transportation in Beadle County as they might develop, including Cornerstones Career Learning Center.

4. Regional Community Coordinated Transportation:
 - a. Enhance service coordination with other services in the greater region to and from major medical and governmental services nodes, such as Sioux Falls and Aberdeen. Establish coordinated trip reservations, dispatching, land line communications and shared-trips to such nodes.
 - b. Work-out mutual assistance agreements with other transit services in the region for emergencies, road calls and radio transmission back-up. In the event of any minor or major emergency, the coordinating regional providers can call upon the local operator for access to their support systems.
 - c. Coordinate with the major service node destination operators, Sioux Area Metro and Aberdeen Ride-Line, to allow extend service within their communities for Huron riders to travel throughout their service areas on the local system, whether by coordinated schedules, fares, discounts or travel information.

- d. Continue with capital improvements by updating and replacing our aging fleet 2-3 vehicles per year.
- e. Upgrade the People's Transit building with more energy efficient windows and doors.
- f. Be a member of the Local Emergency Planning Committee (LEPC) and coordinate and collaborate in preparing and implementing an Emergency Management plan with local law enforcement, emergency management, fire and EMS where People's Transit will offer transportation services in the event of an emergency.
- g. Train two (2) People's Transit drivers to be in house bus inspectors.
- h. Coordinate with Kingsbury County (DeSmet) in educating the public on People's Transit services of non-emergency medical transportation to medical centers in eastern South Dakota.
- i. Coordinate with the Veteran's Service Officer (VSO) in Kingsbury and Sanborn County to educate veterans of the Highly Rural Transportation Grant that provides free transportation to veterans for medical appointments.
- j. Annually hold a Board of Directors meeting on a People's Transit bus while in operation.
- k. The Board of Directors and the Executive Director will ensure that employees are recruited and developed to fill key roles within the organization. In this process we will never have a key role open for which another employee is not prepared.

People's Transit Overall Service

- Continue to make regular service performance reports to the Board of Directors of People's Transit and include coordination and mobility management efforts along with the monthly and to-date performance and cost metrics.
- Make similar reports as informational items to United Way Heartland Region, the City of Huron and Beadle County, especially on ridership pertaining to their constituents and citizens to illustrate the continued need for community transportation.
- Continue to monitor, identify and seek to resolve system operating parameters and issues that pose barriers to effective use of People's Transit service, such as the funding of some return trips that are medical in nature.
- Continue to maintain safety as the first priority of People's Transit by implementing safety requirements with employees, customers, agencies and the general public. Implement safety communications and education programs for customers, personal care attendants and caregivers.
- Continue to seek federal grant matching funds to promote mobility management, transportation coordination and overall service efficiency and effectiveness.

- Continue to participate in Section 5310 capital, operating and maintenance funding according to a People's Transit capital plan.
- Continue to utilize scheduling and dispatching software to increase our efficiency of services, employees, equipment and disposable goods. The software companies we use have annual usage and maintenance fees. People's Transit will pursue federal and state grant opportunities to fund this, as well as fundraise locally to plan for payment of these expenses.
- Continue improvements made to fiscal management of the organization.

POTENTIAL FUNDING SOURCES

People's Transit currently relies largely on funding under the Department of Transportation, including 5309, 5310, 5311 and 5339 programs and state funding. This plan focuses on utilization of 5310 funds from Elderly Persons and Persons with Disabilities grant program, FTA Section 5310. Fare revenue consists of paid fares. Revenue from service contracts and donations are leveraged as matching funds towards the Section 5310 grant.

People's Transit is in need of generating additional matching funds to better utilize opportunities for access to federal transit grants. People's Transit's management should actively continue to seek both local matching funds and federal grants. The funding strategies that should be considered by People's Transit are as follows:

- **State Funds:**
 - Continue to seek particular FTA programs, including capital, operating, safety-security, state-of-good repair and planning.
 - Continue to explore possible grant programs from the State of South Dakota in such grants as workforce development, rural health and community development.
- **Matching Federal Funds:**
 - Continue to maintain and develop new service contracts that generate matching funds;
 - Continue to seek additional contract opportunities with other local human service agencies that receive United Way Heartland Region funding assistance and any new community developments, such as the potential for senior and disabled charters exempted from the FTA Charter Rules with the various non-contracted human services organizations that are listed on page 21.
 - Seek both city and county funding participation, while demonstrating the community transportation needs and the unmet transportation needs in the Beadle County, as well as, the economic benefit that People's Transit provides to the area;
 - Continue selling advertising in the form of logos and wraps on People's Transit vehicles;
 - Continue to seek community support to provide the local match in purchasing vehicles.

- Continue providing the City of Huron and Beadle County with bi-annual updates for their continued support.
 - Seek support from Huron Chamber of Commerce, the Greater Huron Development Corporation, the DeSmet Development Corporation, major employers and similar groups with a local economic interest; and
 - Partner with United Way Heartland Region, a current funding partner of People's Transit, in providing local fundraising support by participating on the
- Non-Governmental Funding:
 - People's Transit has sought out entities to pay the local match for sponsorships on busses and get exclusive advertising on them. This is a strategy People's Transit will continue to pursue. The following entities have provided these matching funds:
 - Dakotaland Federal Credit Union
 - American Bank & Trust
 - Huron Community Foundation
 - Auto Body Clinic
 - The Business Improvement District (BID) provided the local match for a new 7 passenger mini-van.
 - The United Way Heartland Region provided the local match for a new ADA mini-van.
 - People's Transit has also sought out entities to advertise on other busses in the fleet.
 - Huron Clinic
 - Huron Eye Clinic
 - Prairie Smiles Family Dentistry
 - Pro Clean Plus
 - Modern Woodman
 - Huron Regional Medical Center
 - First National Bank
 - Ryan's Hanger
 - Pro PT
 - Countryview Estates
 - Avon
 - Huron Elks
 - L&M Foods
 - Independent Health Solutions
 - James Valley Shrine Club
 - Investigate the feasibility of a planned giving program to support both matching fund efforts and direct application in People's Transit service.

Below is a table showing the different funding sources for People’s Transit that provide financial assistance for public transit and which may be used to achieve the goals and strategies listed previously.

People's Transit Potential Funding Sources			
Funding Program	Target Demographic	Eligible Expenses	Description
Capital Investment Grants (Section 5309)	Public	Capital and Operating	FTA's primary grant program for major transit capital investments
Enhanced Mobility of Elderly Individuals with Disabilities (Section 5310)	Seniors and people with disabilities	Capital and Operating	Aids with vehicle purchase projects that improve mobility of seniors and individuals with disabilities. 80/20 match
Federal Formula Grant Program for Rural Areas (Section 5311)	Public in non-urbanized areas	Capital and Operating	Supports capital and operating expenses for public transit services in rural areas (under 50,000 population)
Rider fares	Public		
Contracted Agencies	Public		
Local Match	Public	Local match for vehicle purchase	20% match for vehicle purchase
Advertising	Public		

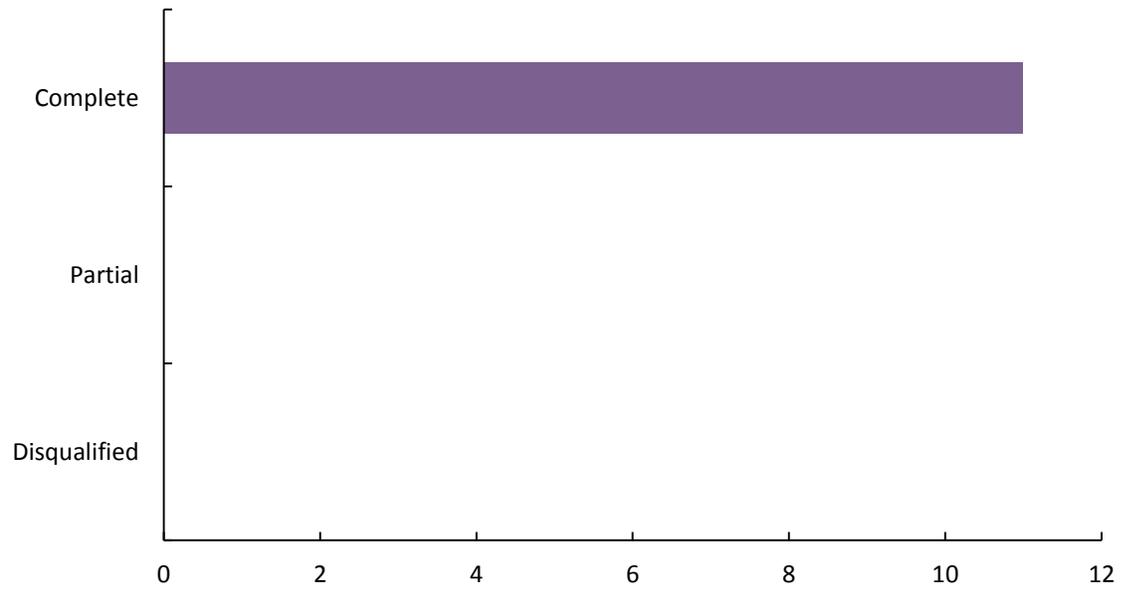
➤ Title IIIB Funding

Appendix A

Report for People's Transit Rider Survey

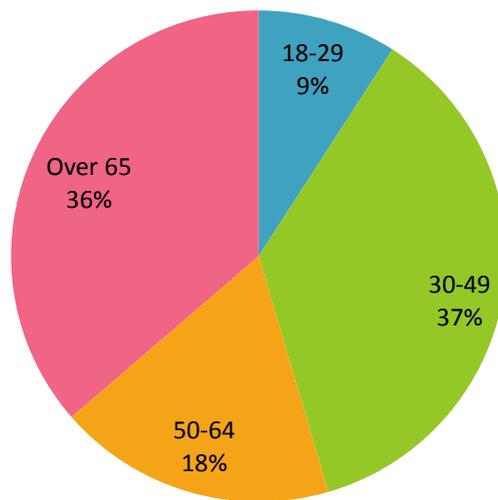
People's Transit Rider Survey

Response Statistics



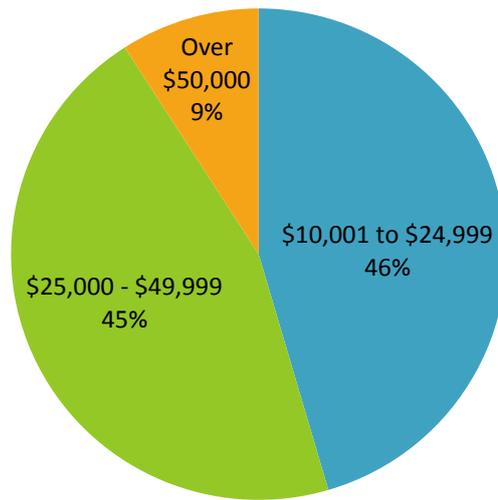
	Count	Percent
Complete	11	100
Partial	0	0
Disqualified	0	0
Totals	11	

1.What age group are you in?



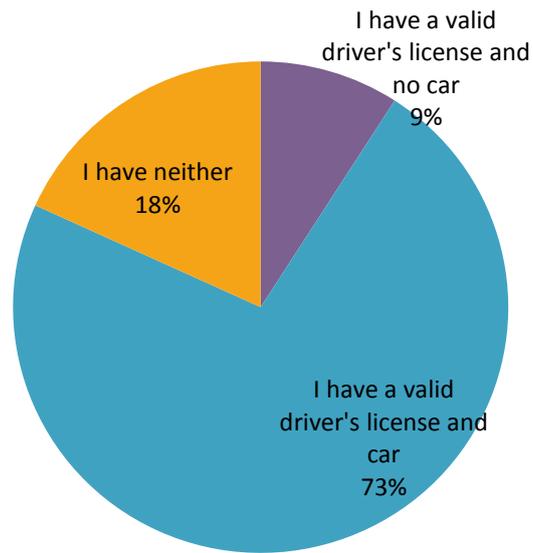
Value	Percent	Count
18-29	9.1%	1
30-49	36.4%	4
50-64	18.2%	2
Over 65	36.4%	4
	Totals	11

2.What is your estimated annual income?



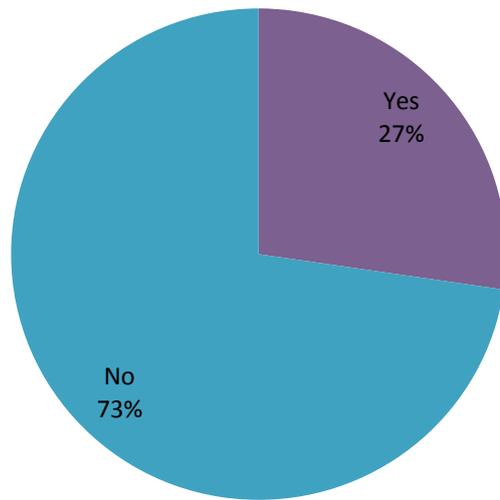
Value	Percent	Count
\$10,001 to \$24,999	45.5%	5
\$25,000 - \$49,999	45.5%	5
Over \$50,000	9.1%	1
	Totals	11

3. Please select the following which best describes you.



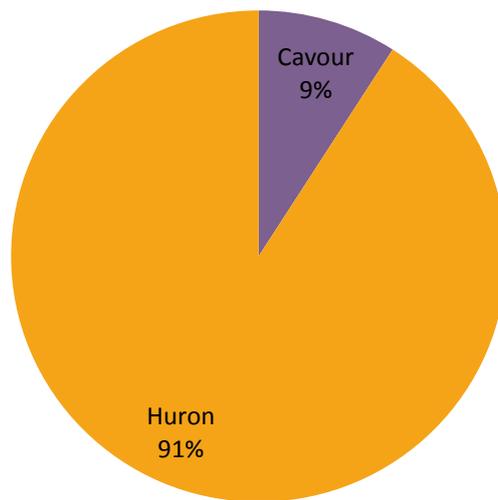
Value	Percent	Count
I have a valid driver's license and no car	9.1%	1
I have a valid driver's license and car	72.7%	8
I have neither	18.2%	2
	Totals	11

4. Do you have a disability that limits your access to transportation mobility?



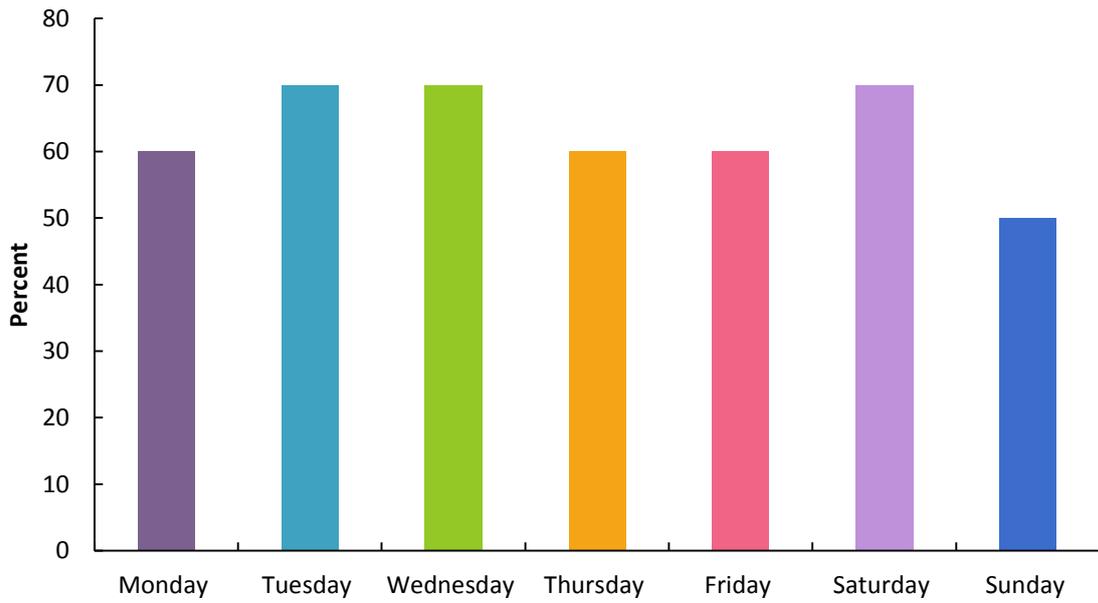
Value	Percent	Count
Yes	27.3%	3
No	72.7%	8
	Totals	11

5.What area do you live in?



Value	Percent	Count
Cavour	9.1%	1
Huron	90.9%	10
	Totals	11

6. Please check the days of the week that you typically need transportation services.

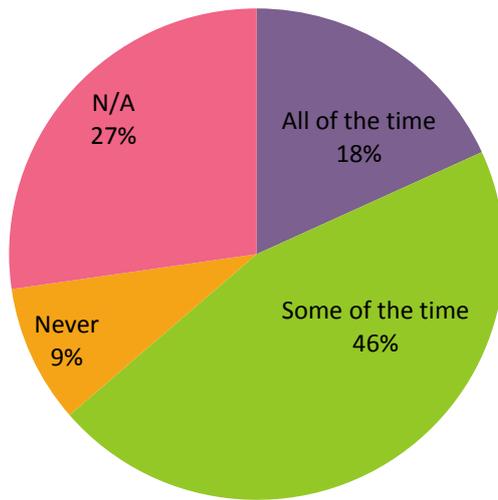


Value	Percent	Count
Monday	60.0%	6
Tuesday	70.0%	7
Wednesday	70.0%	7
Thursday	60.0%	6
Friday	60.0%	6
Saturday	70.0%	7
Sunday	50.0%	5

7. What time of day do you need transportation services? If you need different times, each day, please indicate that below (i.e. 8 am and 5 pm Monday; 10 am Tuesday)

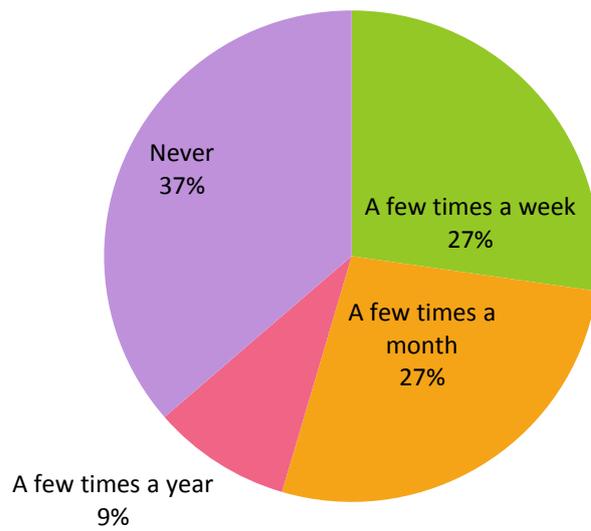
	Monday		Responses
	Row %	Count	
Monday	100.0%	4	4
Tuesday	100.0%	5	5
Wednesday	100.0%	3	3
Thursday	100.0%	3	3
Friday	100.0%	3	3
Saturday	100.0%	4	4
Sunday	100.0%	3	3

8. When you use People's Transit services, does it fit your transportation needs?



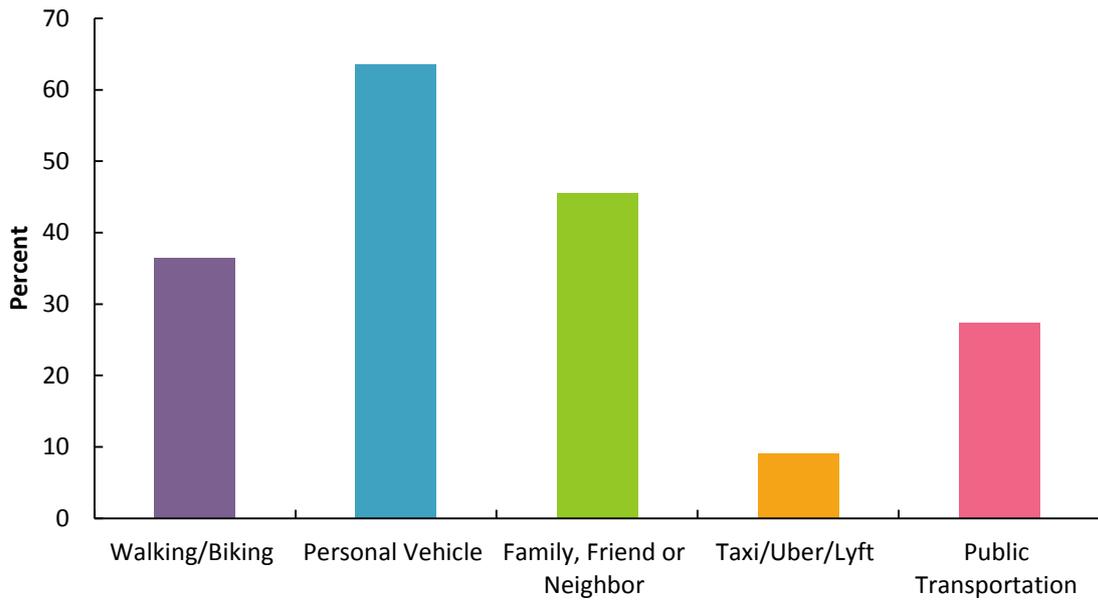
Value	Percent	Count
All of the time	18.2%	2
Some of the time	45.5%	5
Never	9.1%	1
N/A	27.3%	3
	Totals	11

9.How often do you use People's Transit?



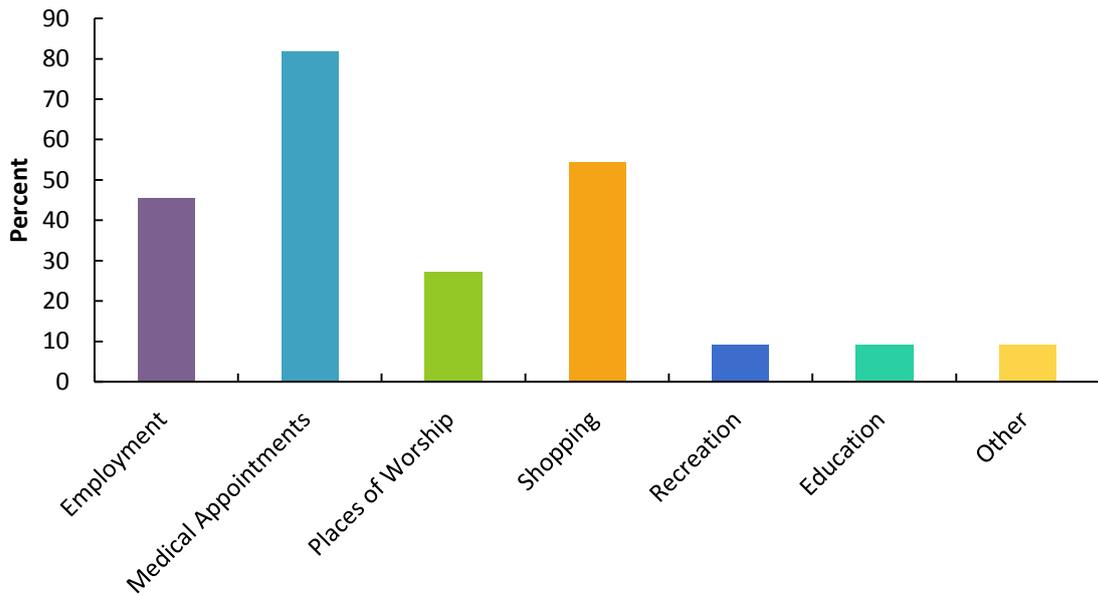
Value	Percent	Count
A few times a week	27.3%	3
A few times a month	27.3%	3
A few times a year	9.1%	1
Never	36.4%	4
	Totals	11

10. Please check the primary mode of transportation that best describes you.



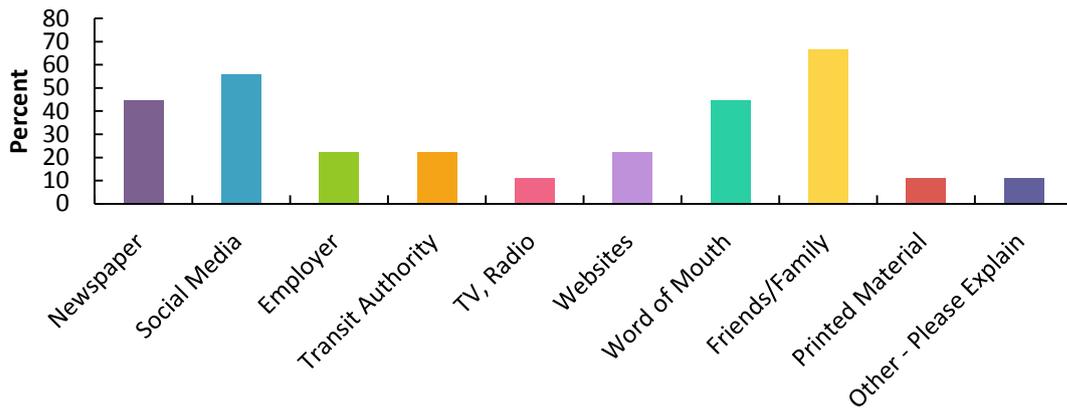
Value	Percent	Count
Walking/Biking	36.4%	4
Personal Vehicle	63.6%	7
Family, Friend or Neighbor	45.5%	5
Taxi/Uber/Lyft	9.1%	1
Public Transportation	27.3%	3
Other - Please Explain		Count
Totals		0

11.What is your most common travel destination (select all that apply)



Value	Percent	Count
Employment	45.5%	5
Medical Appointments	81.8%	9
Places of Worship	27.3%	3
Shopping	54.5%	6
Recreation	9.1%	1
Education	9.1%	1
Other	9.1%	1

12. Where do you get your information about People's Transit? (Select all that apply)

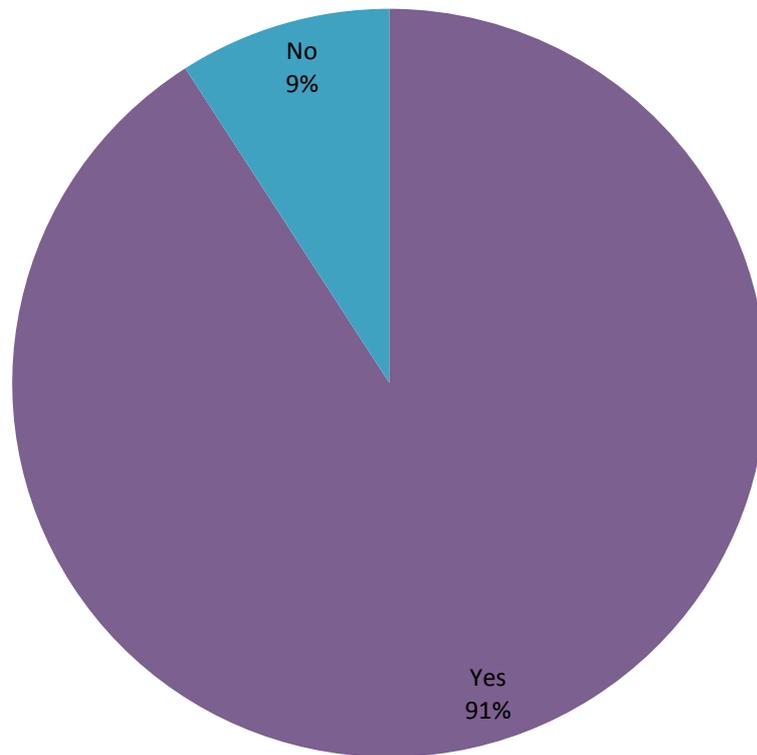


Value	Percent	Count
Newspaper	44.4%	4
Social Media	55.6%	5
Employer	22.2%	2
Transit Authority	22.2%	2
TV, Radio	11.1%	1
Websites	22.2%	2
Word of Mouth	44.4%	4
Friends/Family	66.7%	6
Printed Material	11.1%	1
Other - Please Explain	11.1%	1

Other - Please Explain	Count
------------------------	-------

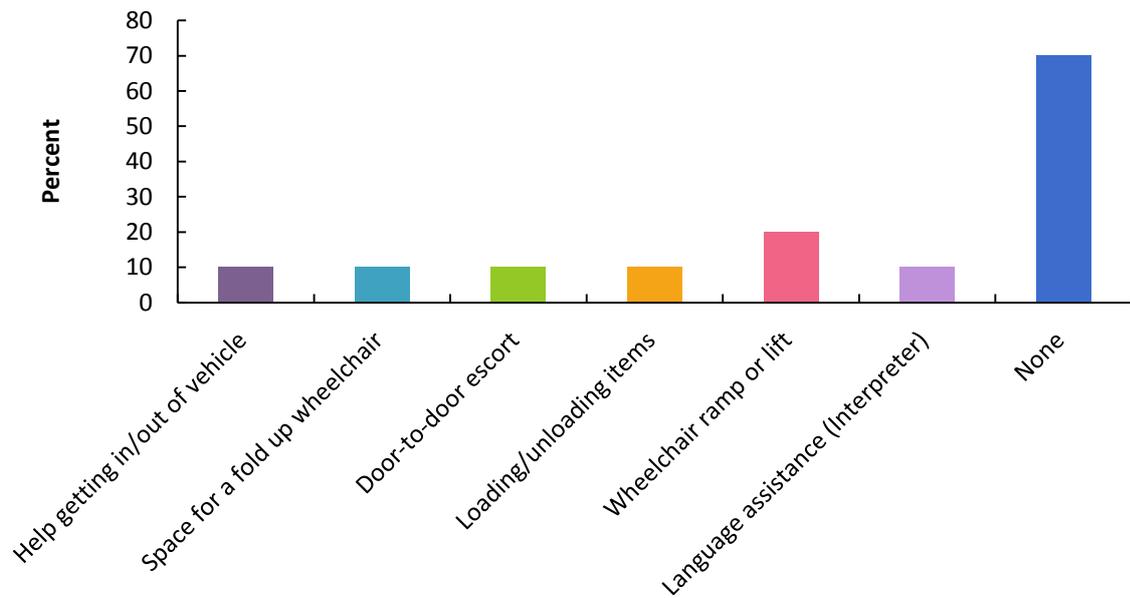
told about it when I moved to SD	1
Totals	1

13. Is information on People's Transit easy to access and understand?



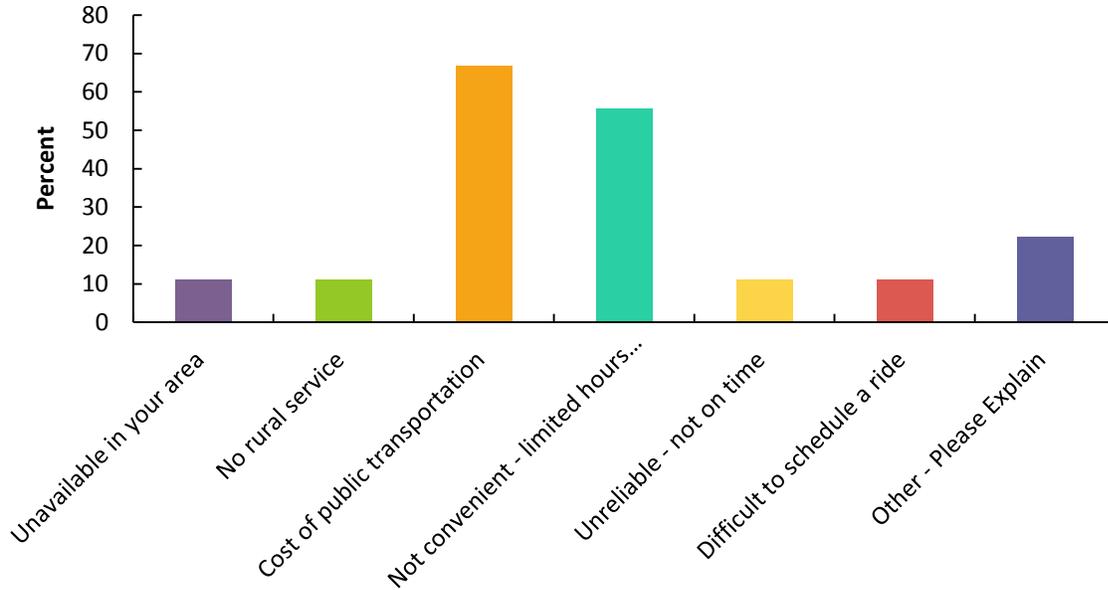
Value	Percent	Count
Yes	90.9%	10
No	9.1%	1
	Totals	11

14. Do you require any of the following accessibility accommodations? (Select all that apply)



Value	Percent	Count
Help getting in/out of vehicle	10.0%	1
Space for a fold up wheelchair	10.0%	1
Door-to-door escort	10.0%	1
Loading/unloading items	10.0%	1
Wheelchair ramp or lift	20.0%	2
Language assistance (Interpreter)	10.0%	1
None	70.0%	7
Other - Please Explain		Count
Totals	48	0

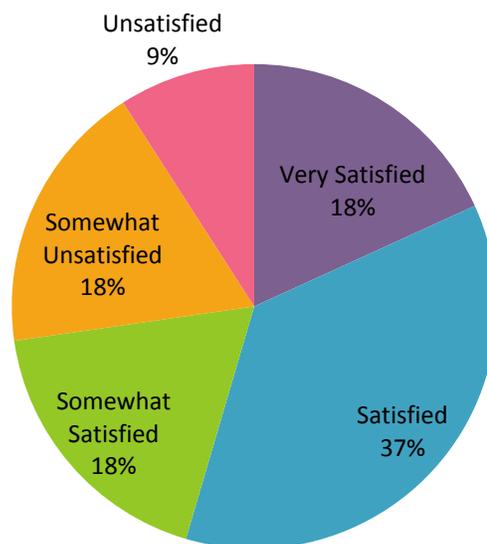
15.Are any of the following choices keeping you from using People's Transit more often? Select all that apply.



Value	Percent	Count
Unavailable in your area	11.1%	1
No rural service	11.1%	1
Cost of public transportation	66.7%	6
Not convenient - limited hours of operation	55.6%	5
Unreliable - not on time	11.1%	1
Difficult to schedule a ride	11.1%	1
Other - Please Explain	22.2%	2

Other - Please Explain	Count
We would like to use it for transportation to and from the airports....it seems a bit expensive for 2 of us and perhaps a bit hard to schedule.....the lack of the airport and difficulty reaching one is causing us to consider moving from Huron.....we chose to retire to Huron because we could fly to a major airport (Denver) and from there to anywhere...but getting to an airport has become difficult	1
only use when needed	1
Totals	2

16. Overall, how would you rate People's Transit?



Value	Percent	Count
-------	---------	-------

Very Satisfied	18.2%	2
Satisfied	36.4%	4
Somewhat Satisfied	18.2%	2
Somewhat Unsatisfied	18.2%	2
Unsatisfied	9.1%	1
	Totals	11

17. What areas do you feel People’s Transit is particularly good at?

Response
I feel they do a great job with transportation within the city both for school children and adults
Picking people up and dropping them off.
The drivers are nice
Getting kids to appointment when Mom can't
Used after surgery when I was not allowed to drive for two weeks and could not walk steps due to knee replacement, Used your service to get to physical therapy and it served me very well. Thank you! the drivers were very helpful having to use the lift to get me in the vehicle.

18. What can we do to improve your needs?

Response

Maybe a regular scheduled "run" to Sioux Falls at a lower price (I believe it is now \$75 per person per direction of one does not go and return on the same day.....that is \$300 per couple to and from the airport).....we would be willing to plan our flights around such a schedule if the price was reasonable.....however we also know People's Transit has expenses....we love most things about Huron but can see that soon we will need to move somewhere with better connections to public transportation....looking the airport was a turning point for us

I see transit buses around town with only one or two riders leaving the same place at the same time. This seems like a waste of resources. I also notice buses sitting along the side of the street with no riders in them

The cost, I usually do have \$2.50. Was told I could pay \$1, and when I did said they needed more.

Services on Saturday Eve and Sunday for church

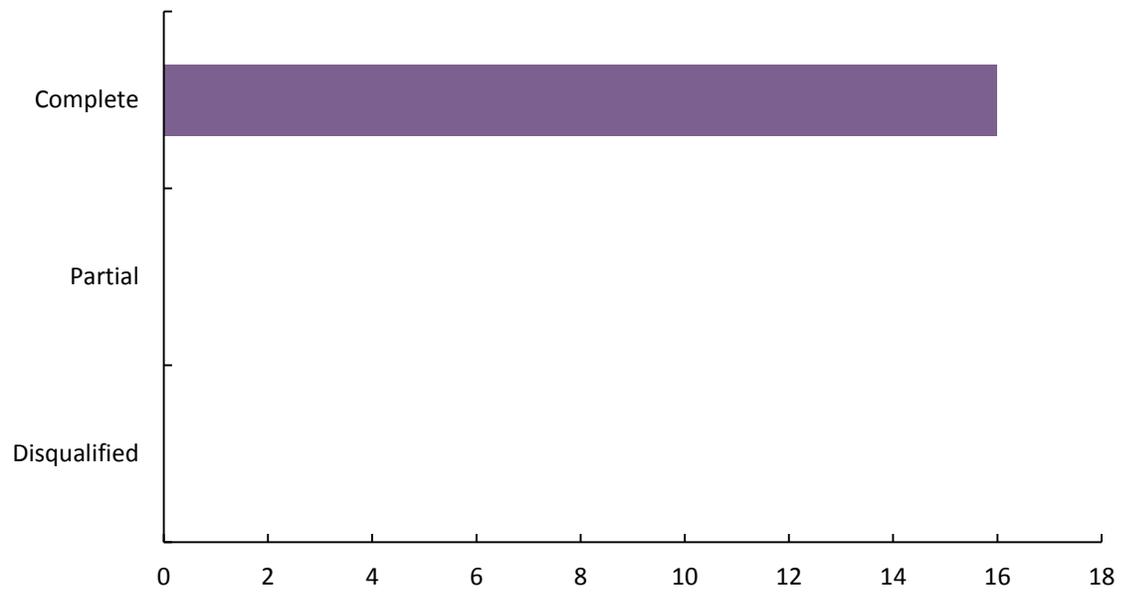
I would like the drivers to not "own" the road. I.e. think they are the only ones on the road and have no concern for other traffic

Appendix B

Report for People's Transit Stakeholder Survey

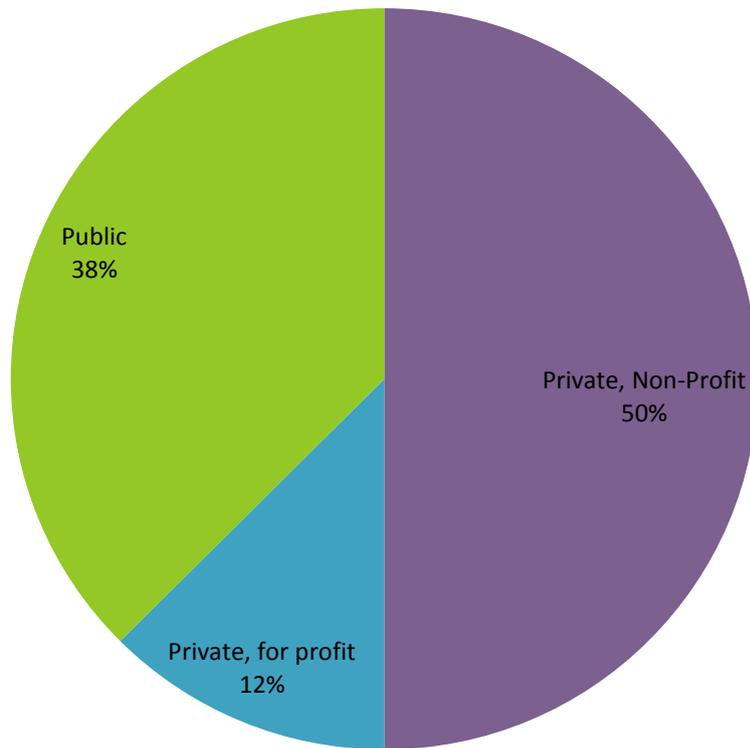
People's Transit Stakeholder Survey

Response Statistics



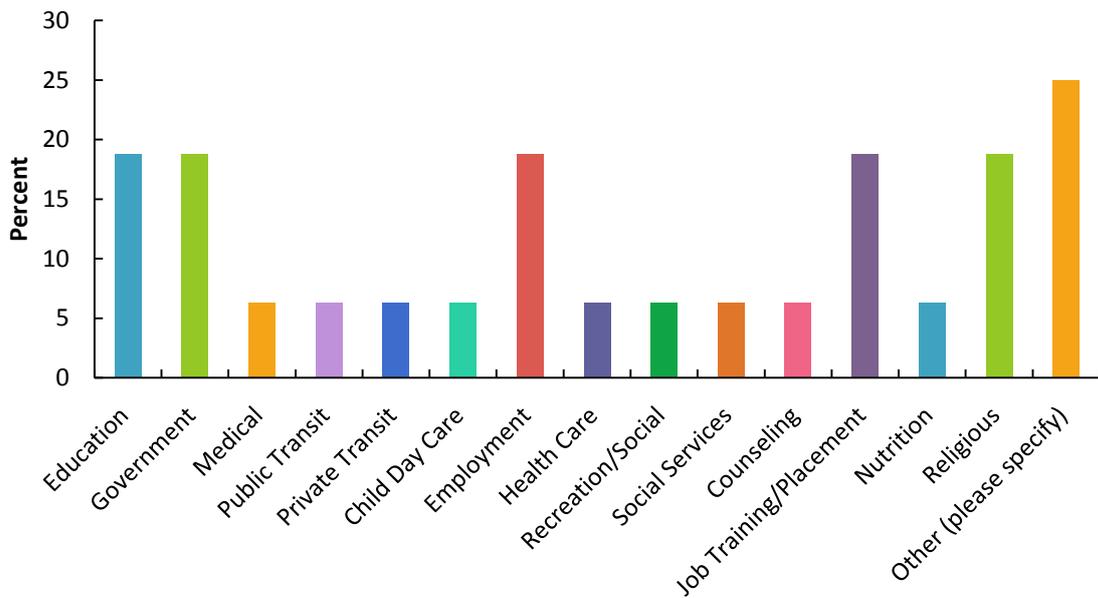
	Count	Percent
Complete	16	100
Partial	0	0
Disqualified	0	0
Totals	16	

2. Which of the following best describes your agency?



Value	Percent	Count
Private, Non-Profit	50.0%	8
Private, for profit	12.5%	2
Public	37.5%	6
	Totals	16

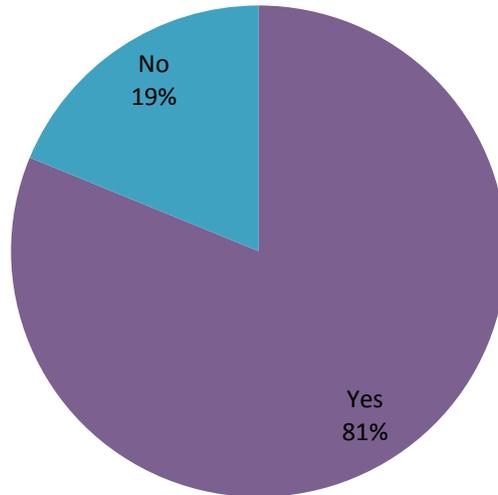
3. Please provide information about your agency. Which services does your agency provide? (Please select all that apply)



Value	Percent	Count
Education	18.8%	3
Government	18.8%	3
Medical	6.3%	1
Public Transit	6.3%	1
Private Transit	6.3%	1
Child Day Care	6.3%	1
Employment	18.8%	3
Health Care	6.3%	1
Recreation/Social	6.3%	1

Social Services	6.3%	1
Counseling	6.3%	1
Job Training/Placement	18.8%	3
Nutrition	6.3%	1
Religious	18.8%	3
Other (please specify)	25.0%	4
Other (please specify)		Count
Economic Development		1
Financial		1
Mentor for nursing students		1
economic development		1
Totals		4

4. Are People's Transit services important to your agency/business/organization's purpose?



Value	Percent	Count
Yes	81.3%	13
No	18.8%	3
	Totals	16

5. IF YES, what are your perceptions of public transportation services in helping your community's residents meet their travel needs?

Response
People's Transit is the only non-taxi/uber/lyft option in the Huron area for public transportation.
Folks from the various care facilities utilize your services in order to reach our restaurant. It is very much appreciated!
It is vital to many of our customers. They are either unable to drive or cannot afford to maintain a vehicle, thus relying on Public Transportation to help them get to their places of need.

Being available when needed, being reliable, friendly and helpful people

Improved

People we support depend on People's Transit heavily for meeting their day to day transportation needs and contribute greatly to Transit's financial security. We need them and they need us. I do not feel that people are treated as valuable customers or are respected in many situations.

I think it is very helpful in getting kids to preschool, since many parents cannot take off work to drop them off in the middle of the day.

It is very much needed in Huron and I think they do a great job. I only wish they would still provide rides on Sunday morning.

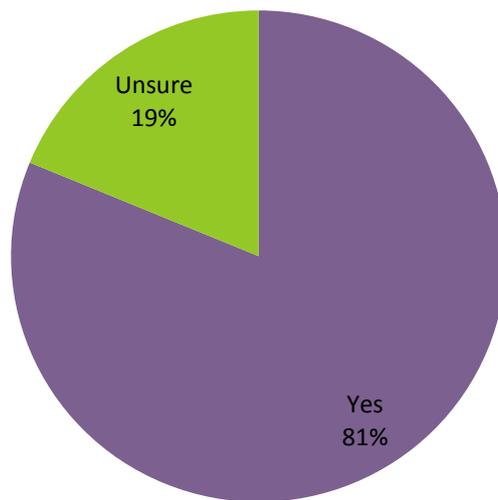
Important resource for workforce recruitment and development

I see the transit bus in Wolsey to pick up people to go to Huron for shopping and medicines. This is a very needed service as some of these people do not have other ways of getting to Huron. The Transit bus has also brought former residents from Sun Quest over to our local Rollin Wheel Restaurant for coffee. This is something that the seniors seem to enjoy. Being able to visit with former friends and neighbors who are having coffee at the same time.

We appreciate how hard People's Transit has worked with us to meet our students transportation needs.

I am not sure if People's Transit provides transportation to Wolsey or Wessington, but I think public transportation is vital for residents that do not have their own means of transportation.

6. Are there People's Transit services in your community?



Value	Percent	Count
Yes	81.3%	13
Unsure	18.8%	3
	Totals	16

**7. What are the major unmet transportation needs of your clients or the community?
Please be as specific as you can. (Please include any special needs or requirements your clients may have.)**

Response
Shuttle service to and from parking areas during the State Fair.
In general: we need more/better taxi services. We do not count on them to give our employees rides.
Many often do not have transportation at night, or early evenings or weekends.

None

Not having transportation to get to and from work in the evenings or on weekends; not having transportation to and from church, store, etc. on weekends

N/a

Services are not provided in evenings or weekends.

A bus route would be nice. Having to make arrangements one day ahead of schedule is difficult. Having a simple route to popular stores would be great.

Again, we have used the services most on Sunday mornings to get people to and from our worship services. That is not being provided any longer. Would it be possible to have one bus running on Sunday morning for this purpose?

Early morning and evening service

I don't believe there are any

Some of our older population no longer drive a car. This is their only way of getting groceries and medicines.

Saturday & Sunday transportation for weekend worship services.

It would be great to have a central pickup for students to offset the cost of bringing the groups directly to classes and returning them to the bus stop. This is asked in hopes of lowering cost.

I am not sure if the service already comes to our communities.

8. What are your perceptions of other private transportation services that are available in your community?

Response

60

Their service is good but they can be overextended during peak demands.

They have rude employees. Some of them are trying to something like Uber Eats. We do not appreciate them being so rude.

They are all vital to many people in our community

Have no idea.

Minimal

Other private transportation services treat people we support as valuable customers.

There are none.

They are fine but are more expensive and most of the folks who use the public transportation need to have the least expensive way to travel.

They generally complement the services offered by Peoples Transit.

None available

To my knowledge there are no other transportation services available to our residents.

Taxi Service is adequate

None

I do not know of any.

9. What, if any, are the major obstacles or concerns you think should be addressed in attempting to improve People's Transit services?

Response

Having an app

I have always been pleased with People's Transit. If some of our folks could ride at 8 pm, that would be great, but I understand the need for set hours.

Funding for the busing.

N/A

Friendly and helpful staff, especially when answering the phone and helping make arrangements or changes to rides already scheduled; hours of operation, specifically running on weekends

N/A

Good Customer service is often lacking

One flat fee for a month would be a nice option if you use it frequently instead of per ride.

Again, being able to provide transportation on Sunday morning, and perhaps all weekend. Even one bus on the weekend.

Continuing to update vehicles is critical. I have concerns about the change in student transportation reservations, as well as the discontinuing of medical rides in partnership with the hospital.

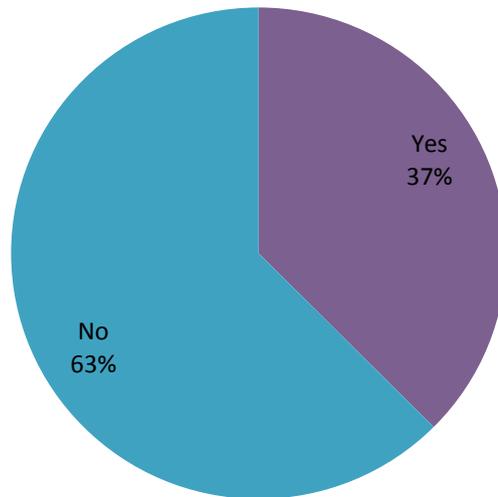
I really don't have any suggestions for improvement.

Weekend Services

cost per ride to class

I assume funding may be an issue.

10. Do you feel that additional transportation services, beyond those now available, are needed for your clients to have full access to the services your agency provides?



Value	Percent	Count
Yes	37.5%	6
No	62.5%	10
	Totals	16

11. IF YES, please describe:

Response
We are open until midnight. People's Transit is not.
As previously stated, transportation to/from work, church, store, community events, etc.
Evening and weekend rides
Already have.

weekend services

evening hours

12. What is the most important thing that could be done to improve People's Transit for your clients?

Response

Developing an app for People's Transit.

Later hours.

Available more hours.

N/A

Hours of operation and a friendly voice when calling for a ride or pickup from an appointment

Extended time frames

Customer services

Already answered.

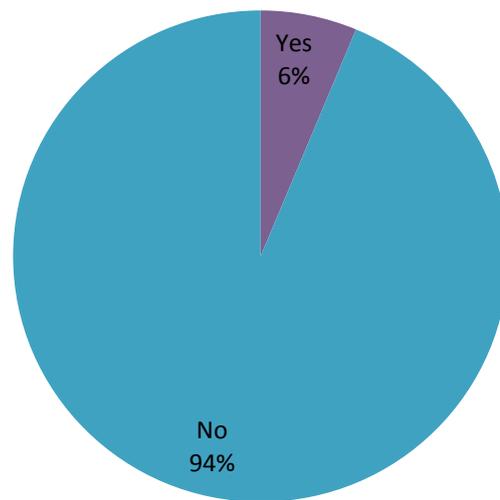
Understanding the challenging funding environment that exists, I think People's Transit has done a good job of prioritizing their services and hours of operations to meet the most critical needs of the community.

Provide transportation to doctor's appointments for elderly

To keep the service available to all who are in need of this.

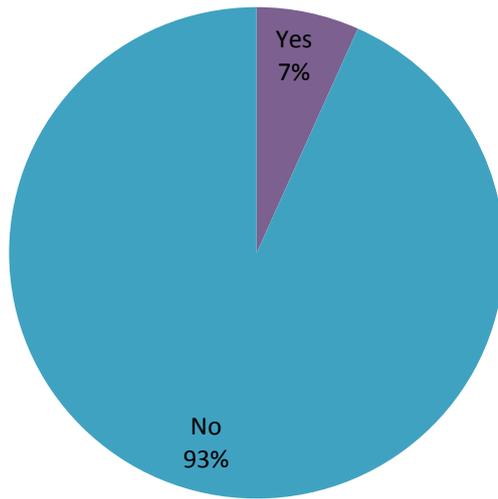
rides on the weekend

13. Do you offer transportation services?



Value	Percent	Count
Yes	6.3%	1
No	93.8%	15
	Totals	16

14. Would you like to offer transportation services in the future in some way?



Value	Percent	Count
Yes	6.7%	1
No	93.3%	14
	Totals	15

15. Please describe the service area that benefits from your transportation services (For example - county, community, how far your agency will travel from base of operation)

Response
Students are picked up by our school buses.

16. What type and number of vehicles are used for transporting clients?

	Number	Responses
	66	

	Row %	Count	
Large School Bus (25-80 Passengers)	100.0%	1	1
Sedan	100.0%	1	1
Standard 15 passenger van	100.0%	1	1
Other (please specify)	100.0%	1	1

17. How many of your vehicles are ADA accessible?

Other (please specify)	Count
Totals	0

18. How many of your vehicles will need to be replaced? (Please state the number)

Now

Response

18.How many of your vehicles will need to be replaced? (Please state the number)

Within 1 year

Response

18.How many of your vehicles will need to be replaced? (Please state the number)

Within the next 2 years

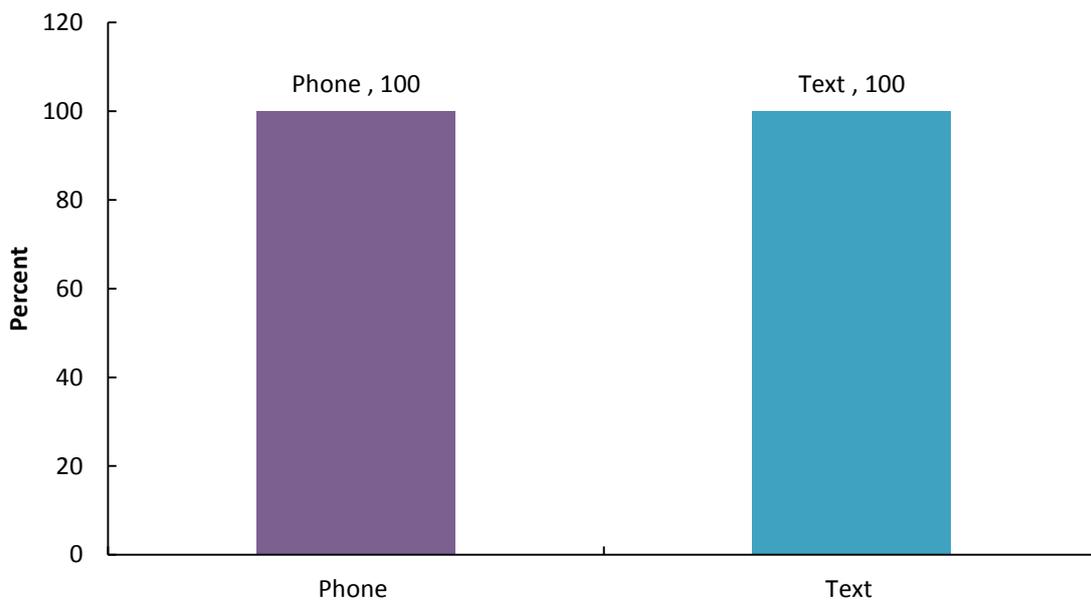
Response
1

19. How do you provide vehicles, drivers, and maintenance? (Please select all that apply)



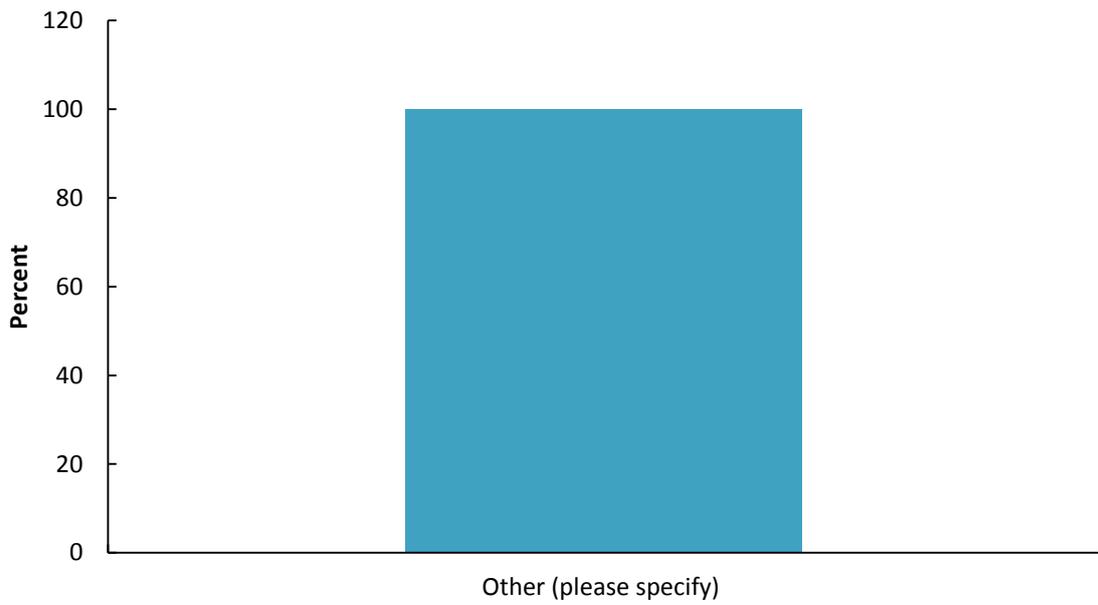
Value	Percent	Count
We own our own vehicles.	100.0%	1
We have paid drivers.	100.0%	1
We perform our own vehicle maintenance.	100.0%	1
We contract out for maintenance service.	100.0%	1

20. What medium do your clients schedule rides through? (Please select all that apply)



Value	Percent	Count
Phone	100.0%	1
Text	100.0%	1
Other (please specify)		Count
Totals		0

21. With whom do clients schedule demand-responsive or subscription transportation services? (Please select all that apply)

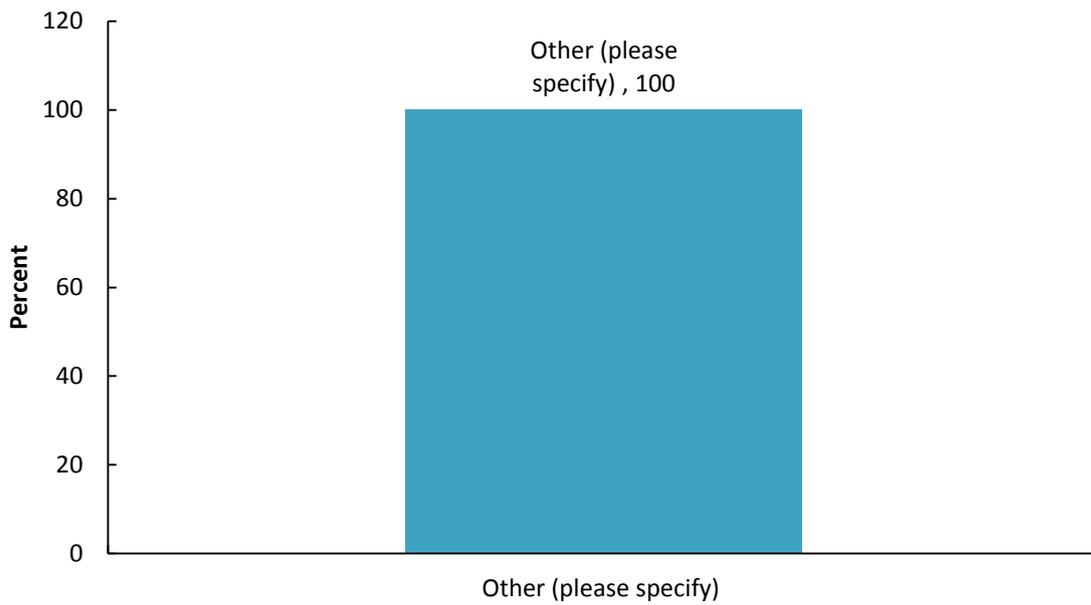


Value	Percent	Count
Other (please specify)	100.0%	1
Other (please specify)		Count
NA		1
Totals		1

22. How far in advance must clients request demand-responsive service?

Response
NA

23. How does the dispatcher/manager contact drivers? (Please select all that apply)



Value	Percent	Count
Other (please specify)	100.0%	1
Other (please specify)		Count
NA		1
Totals		1

24. What are the hours each day of the week for transportation services (example 8:00 am to 6:00 pm)

Sunday

Response

Monday

Response

7-8AM, 4-5 PM

Tuesday

Response

7-8AM, 4-5PM

Wednesday

Response

7-8AM, 4-5PM

Thursday

Response

7-8AM, 4-5PM

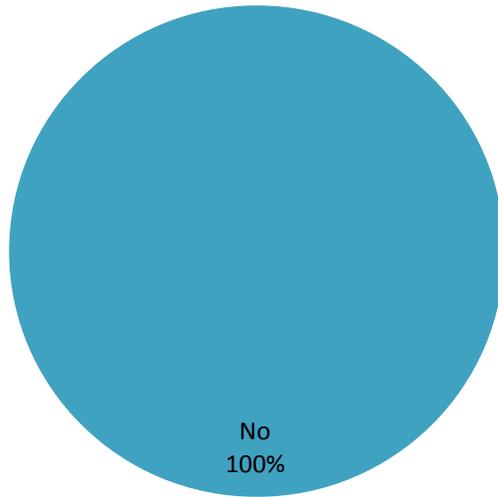
Friday

Response

Saturday

Response

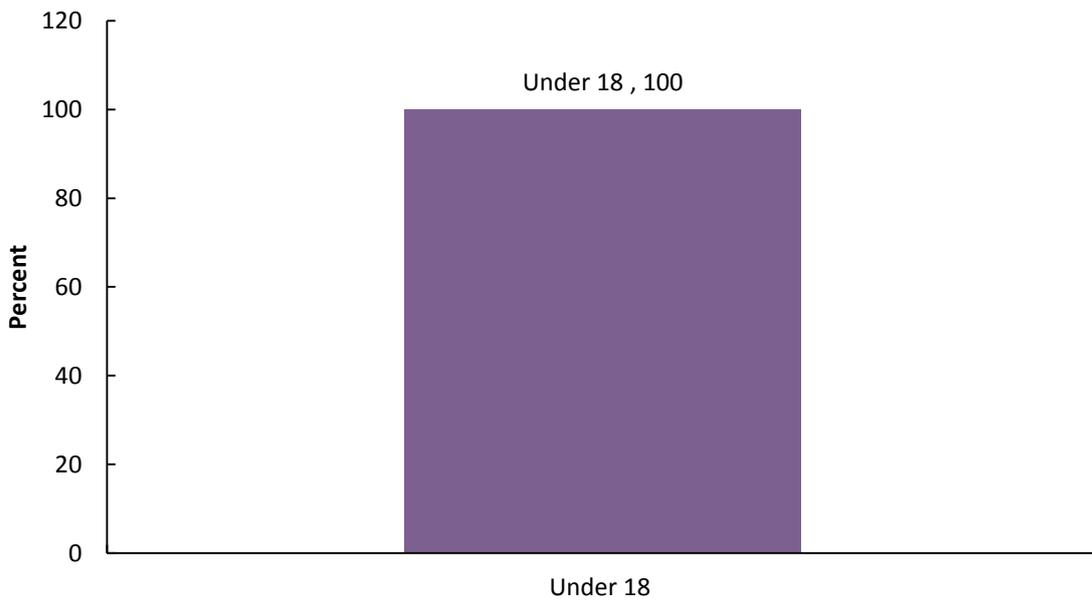
25. Do you provide transportation services on holidays?



Value	Percent	Count
No	100.0%	1
	Totals	1

27. What level of service do you provide? (Please select all that apply)

28. Please check the age classification of who you provide transportation to. (Please select all that apply)



Value	Percent	Count
Under 18	100.0%	1

29. on an average day of transportation service,

How many miles do your vehicles in total operate?

Response

How many hours are your vehicles in total in service?

Response

How many passengers in total do you transport?

Response

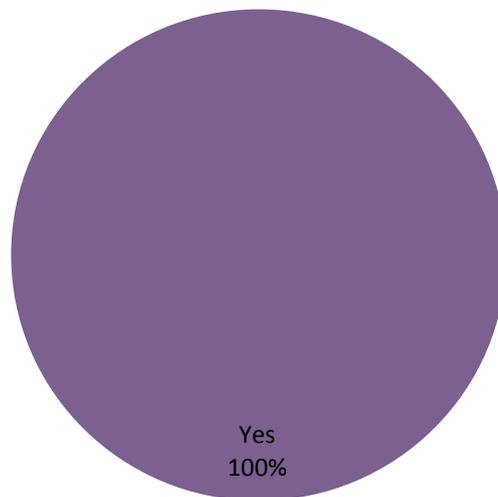
approximately 150

How many drivers are used?

Response

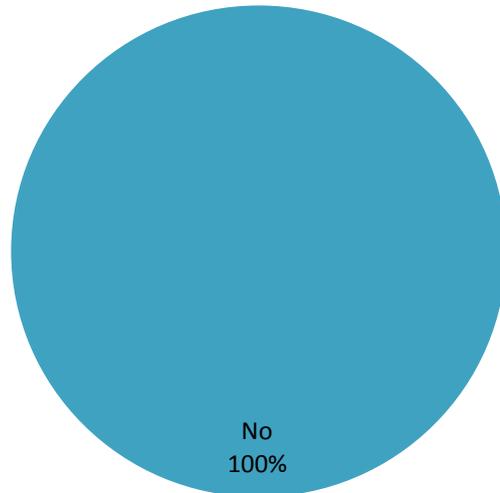
5

30. Do you provide transportation services outside of city limits?



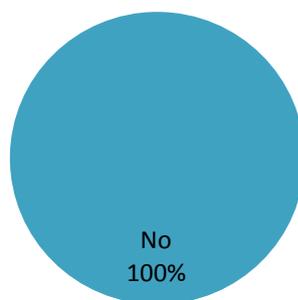
Value	Percent	Count
Yes	100.0%	1
	Totals	1

31. Does your organization/agency charge a fare or fee for transportation services provided?



Value	Percent	Count
No	100.0%	1
	Totals	1

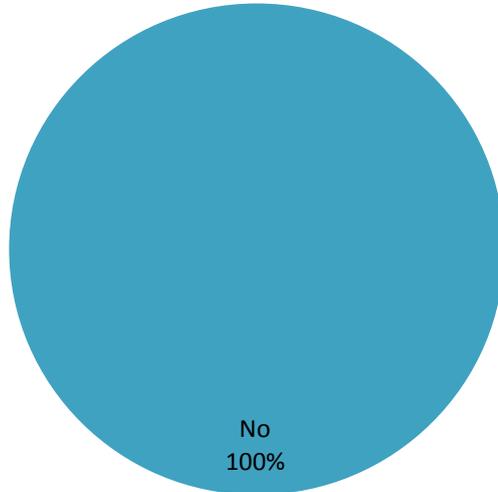
33. Do you purchase transportation services from another organization/agency?



Value	Percent	Count
No	100.0%	1
	Totals	1

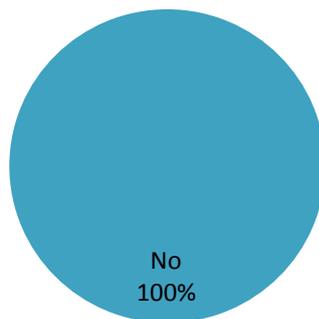
	Totals	1
--	--------	---

34. Do you reimburse riders for transportation costs if they must use another organization/agency's transportation service?



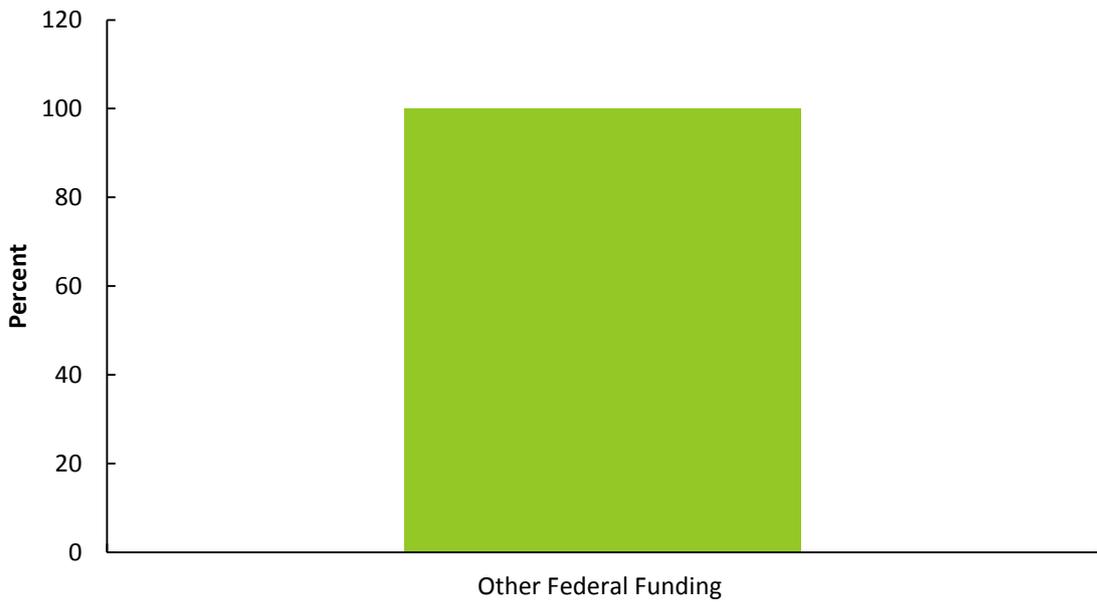
Value	Percent	Count
No	100.0%	1
	Totals	1

35. Does your organization/agency accept any donations to offset the cost of providing transportation services?



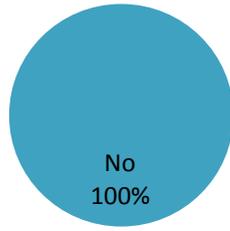
Value	Percent	Count
No	100.0%	1
	Totals	1

37. What are the sources of your transportation revenues? (Please select all that apply)



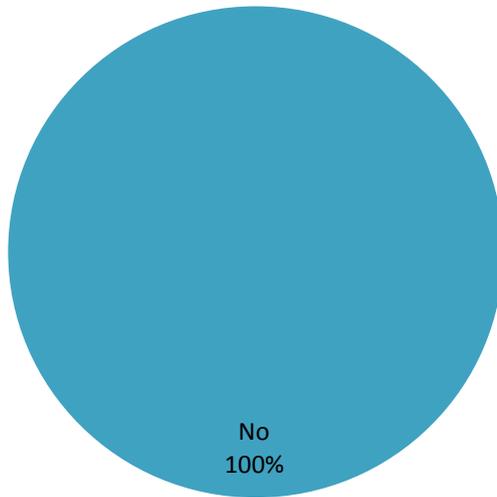
Value	Percent	Count
Other Federal Funding	100.0%	1
Other (please specify)		Count
Totals		0

38. Are there activities or destinations which need more transportation services than you can provide?



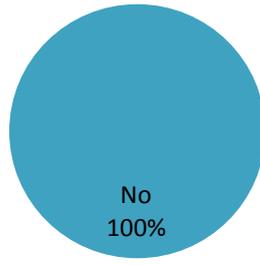
Value	Percent	Count
No	100.0%	1
	Totals	1

40. Are there geographic areas, in or out of the area, in which you would like to see more client transportation services operated?



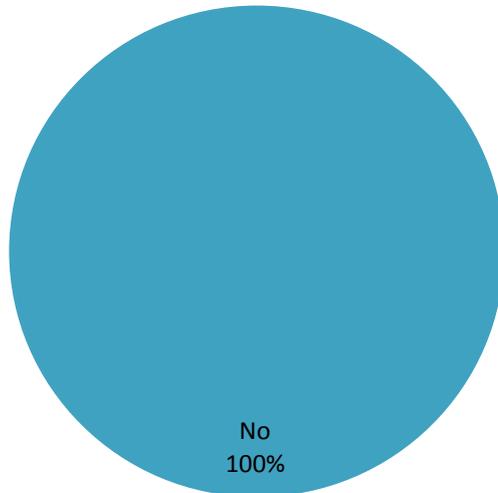
Value	Percent	Count
No	100.0%	1
	Totals	1

42. Is there duplication of transportation services in your service area?



Value	Percent	Count
No	100.0%	1
	Totals	1

44. Do you feel that additional transportation services, beyond those now available, are needed in your service area for your clients to have full access to the services your agency provides?



Value	Percent	Count
No	100.0%	1
	Totals	1

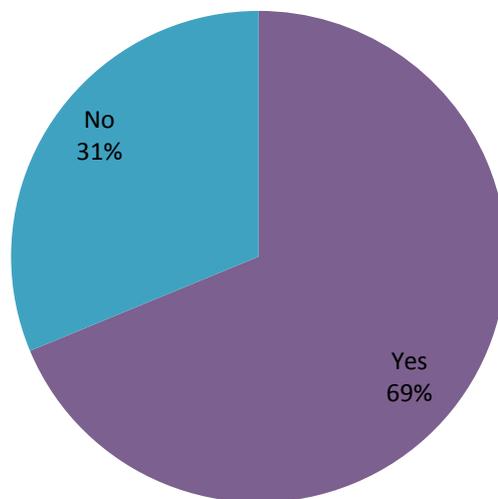
46. What plans do you have during the next five years to expand (or reduce) agency programs or services? What impacts will these changes have on your client transportation needs?

Response

47. What is the most important thing that could be done to improve transportation services for your clients?

Response

48. Coordination of transportation services is a process in which two or more organizations (who may or may not have worked together previously) interact to jointly accomplish their transportation objectives. Do you believe that coordination can help in maintaining and improving transportation services in your community in the future?

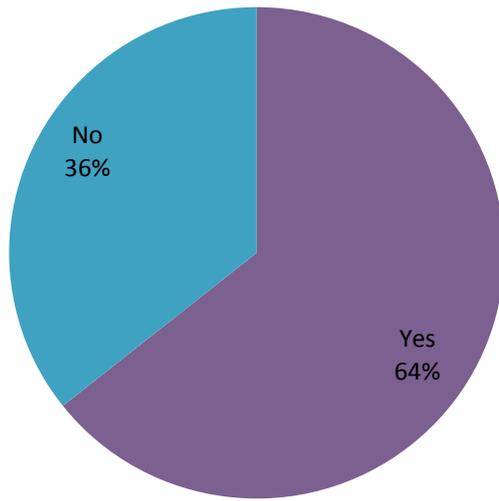


Value	Percent	Count
Yes	68.8%	11
No	31.3%	5
	Totals	16

49. IF YES, how can it help?

Response
Sharing resources
Better communication and understanding of the functions of the services
The more communication that there is between companies performing the same or similar services the more efficient each can be.
Honest and open communication
Easier access
It would make things more streamlined.
Unsure what can be done, but it seems likely that coordination of services provided would be in the best interests of the general public, People's Transit, and third-party transportation services. As an example, UPS, FedEx, and the US Mail are working together in various ways to improve service and their bottom lines. This will take some out-of-the-box thinking to implement at the local level.
This would help utilize funding for all groups involved.
Better Communication
We would be happy to meet and discuss ideas but we have no current ideas or objectives

50. Would you like to see more coordination of client transportation among the various agencies in Beadle and Sanborn Counties?

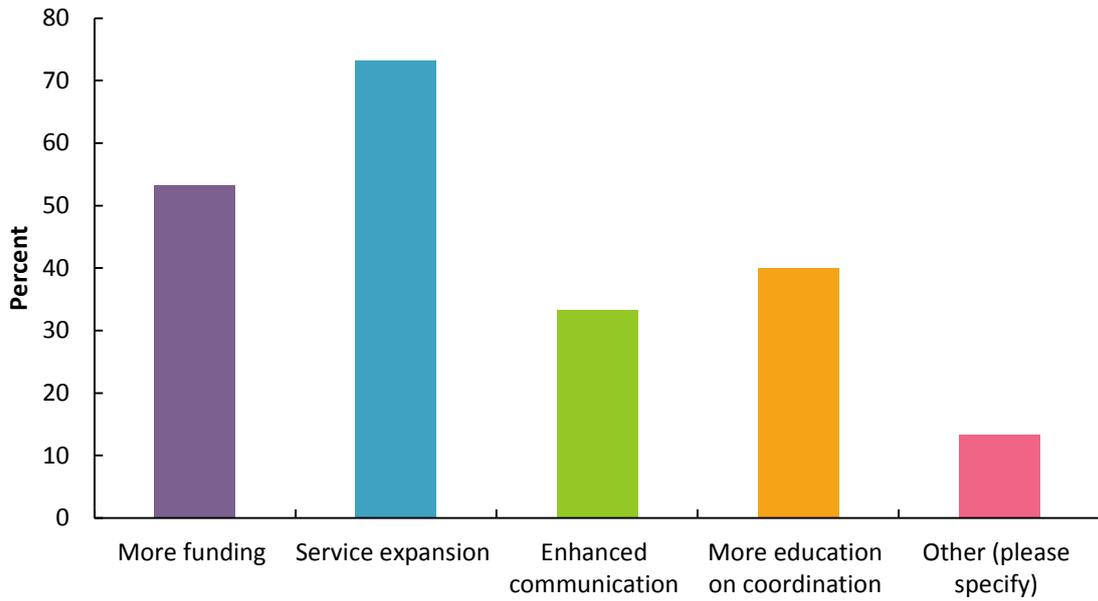


Value	Percent	Count
Yes	64.3%	9
No	35.7%	5
	Totals	14

51. IF YES, please indicate the agencies which you would like to see involved

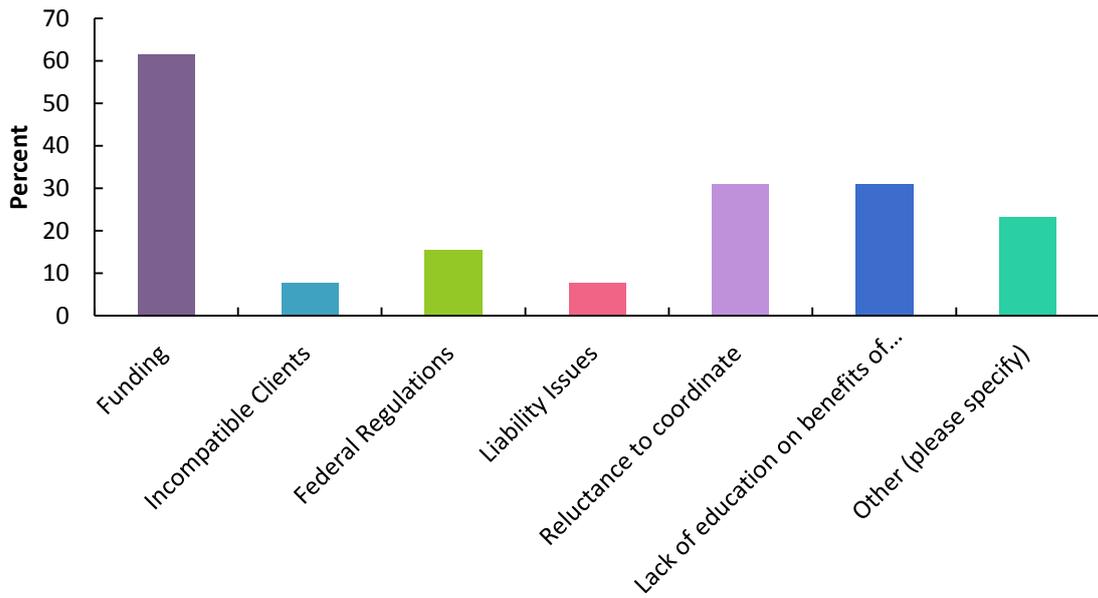
Response
I am not sure what is being sought in this line of questions, but I will say that it would be great to have a larger net cast over our community for our transportation needs.
Bradfield Leary, CFI, HRMC
CCS
It would be neat if the preschools could have their own bus, and the older children could have their own bus.
Not sure.
Unsure.
Not Sure
I have no ideas

52. What enhancements are most needed to improve the coordination of public and human service transportation in your service area? (Please select all that apply)



Value	Percent	Count
More funding	53.3%	8
Service expansion	73.3%	11
Enhanced communication	33.3%	5
More education on coordination	40.0%	6
Other (please specify)	13.3%	2
Other (please specify)		Count
Not sure.		1
unsure		1
Totals		2

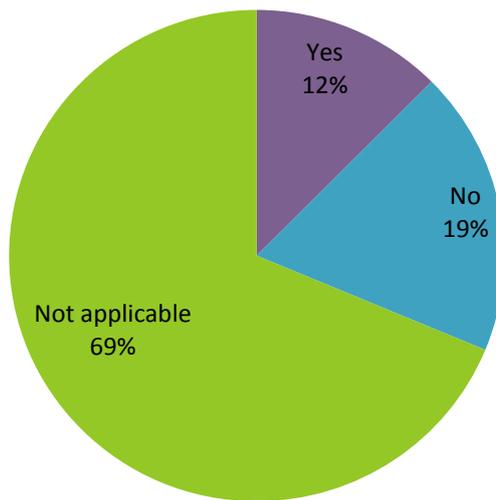
53. What are the biggest barriers to coordination?



Value	Percent	Count
Funding	61.5%	8
Incompatible Clients	7.7%	1
Federal Regulations	15.4%	2
Liability Issues	7.7%	1
Reluctance to coordinate	30.8%	4
Lack of education on benefits of coordination	30.8%	4
Other (please specify)	23.1%	3
Other (please specify)		Count
I am not sure if this is asking if I could coordinate. I cannot.		1

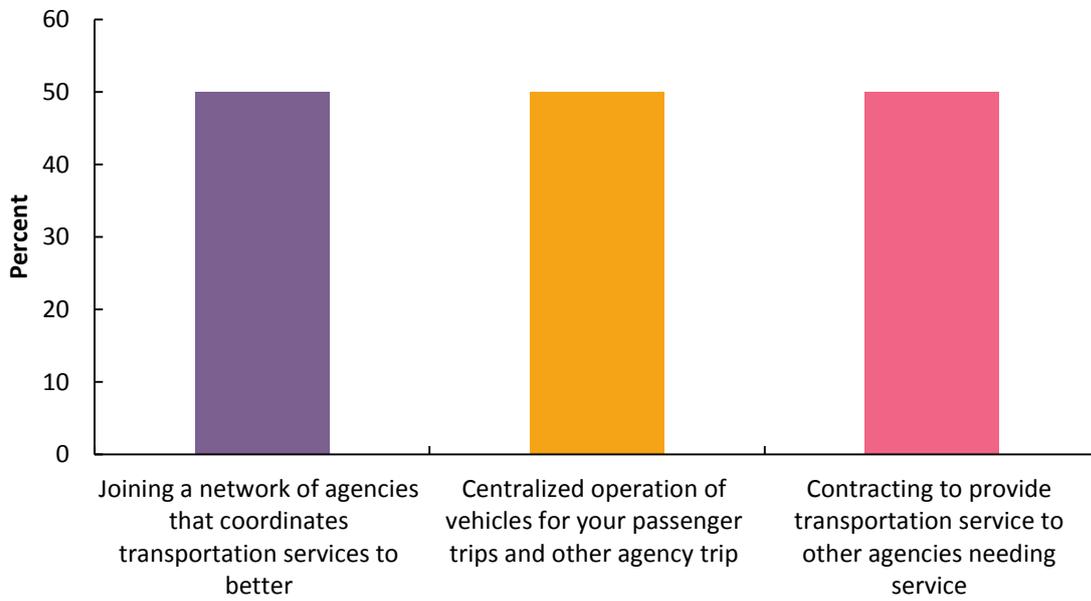
Not sure	1
unsure	1
Totals	3

54. Do you believe your agency (or community) can be involved in efforts to coordinate transportation services?



Value	Percent	Count
Yes	12.5%	2
No	18.8%	3
Not applicable	68.8%	11
	Totals	16

55. If yes, please indicate below areas of your potential interest in becoming involved in improving transportation services through better coordination of the services and resources that are available today and can be available in the future (Please check all that may apply):



Value	Percent	Count
Joining a network of agencies that coordinates transportation services to better meet travel needs	50.0%	1
Centralized operation of vehicles for your passenger trips and other agency trips	50.0%	1
Contracting to provide transportation service to other agencies needing service	50.0%	1

56. What kinds of funding or other resources can your agency (or community) bring to coordinated transportation services?

Response
N/A
We are just a restaurant. I am not sure what could be giving. I am certain that we do not budget for any type of transportation.
Volunteer time
No idea
Unknown
None, we are a private preschool attached to a church. At the moment, none.
Not sure.
Consulting on various business models that might be used for a collaborative program.
The Town has no funding available at this time for assistance in this service.

57. Please provide us with other thoughts for improving transportation services in your community and how you may participate in efforts to improve transportation services in your community through coordination of transportation services.

Response
Develop an app
I am not sure what is being asked of us. It would be difficult for us to accommodate much as far as transporting folks. I am open-minded, but would want to hear suggestions prior to making any commitment.
Perhaps more fund raising for funding.
N/A
N/a
No other thoughts.
People's Transit deserves significant recognition for making the difficult and sometimes unpopular decisions that were necessary for it to continue to be a viable entity. It seems probable that innovative approaches will be necessary to enhance services, or even maintain existing services, as the organization looks to the future.

Appendix D

People's Transit Public Meeting 8.15.19

Name

Organization

Mike Hudd

PT

Stacy Chapman

Center for Independence

DAVE WRIGHT

PROSTRULLO MOTORS

Rita Baszler

Huron Public School Dist

ANDREA DELGROSSO

HURON HOUSING AUTHORITY

Kurt Johns

Welter Funeral Home

Jessica Baum

Community Counseling

Stephany Wood

Peoples Transit

Search for:

people

Woonsocket Sanborn Weekly Journal 08/06/2019 X
Woonsocket, SD

Common Phrases:

County:

Any

City:

Any

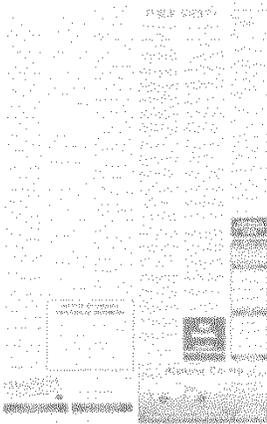
Publication:

Woonsocket Sanborn Weekly J

Search Date:

PEOPLE'S TRANSIT COORDINATION PLAN MEETING NOTICE A public meeting will be held to assess public transit and human services transportation needs within Beadle and Sanborn Counties. The intent will be to assess current public transportation services and identify potential improvements in the coordination of those services. The meetings will be facilitated by the staff of People's Transit and their contractor, Northeast Council of Governments. The meeting will be held: Thursday, August 15, 2019 7:30 a.m. People's Transit Office 120 Wyoming Ave SW Huron, SD 57350 Any person wishing to attend who, because of a disability, requires special accommodation should contact Alison at NECOG at 605-626-2595 at least two business days before the meeting so arrangements can be made. Published once at the approximate cost of \$10.50. SJ51-1tb

Close



Woonsocket Sanborn Weekly Journal 08/06/2019

Woonsocket, SD County: Sanborn

2017 because they owe money to government agencies for un- paid fines, fees or even college tuition, but often the people hardest hit by state debt col- lection efforts are low- income residents who are the least able to pay up

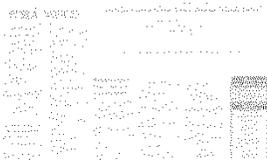
efforts to collect around \$80 million owed to government agencies. As part of those same efforts, about 15,000 more people were told they'd be barred from buying a hunt- ing or fishing license in the state. Under a state

Woonsocket Sanborn Weekly Journal 08/06/2019

Woonsocket, SD County: Sanborn

PEOPLE'S TRANSIT COORDINATION PLAN MEETING NOTICE A public meeting will be held to assess public transit and human services transportation

services and identify potential improvements in the coordination of those services. The meetings will be facilitated by the staff of People's Transit and their contractor, Northeast Council of Governments. The meeting will be held: Thursday, August 15, 2019 7:30



Woonsocket Sanborn Weekly Journal 08/13/2019

Woonsocket, SD County: Sanborn

may contact the school business manager at 605-405-4183 before the election for information on polling place accessibility for people with disabilities. GAYLE BECHEN Business Manager Sanborn Central School District Published once at the approxi- mate total cost of \$13

F. P. 08-06-19
**PEOPLE'S TRANSIT
COORDINATION PLAN
MEETING NOTICE**

A public meeting will be held to assess public transit and human services transportation needs within Beadle and Sanborn Counties. The intent will be to assess current public transportation services and identify potential improvements in the coordination of those services. The meetings will be facilitated by the staff of People's Transit and their contractor, Northeast Council of Governments. The meeting will be held:

Thursday,
August 15, 2019
7:30 am

People's Transit Office
120 Wyoming Ave SW
Huron, SD 57350

Any person wishing to attend who, because of a disability, requires special accommodation should contact Alison at NECOG at 605-626-2595 at least two business days before the meeting so arrangements can be made.

No. 4414 (adv.)
Published once at the total approximate cost of \$10.64.

People's Transit survey: How can we do better?

BY ROGER LARSEN
OF THE PLAINSMAN

HURON — Riders, residents, business owners and employees of People's Transit are being surveyed over the next few weeks on the agency's strengths and areas its service can be improved as part of a federally mandated coordination plan, executive director Gayle Kludt said.

"What we need to do with the coordination plan is to get public input," she said.

Northeast Council of Governments (NECOG) has been hired to complete the plan, which must be submitted to the state as required by federal transportation officials by the end of September. Transit agencies must update their plans every five years.

Information compiled is needed for planning purposes, but also to access state and fed-

eral funding for public transit services.

The confidential surveys are requesting customers to provide information in such areas as age, income, disability, days and times they need transpor-

services are important to them and any major unmet transportation needs of their clients or the community.

Other agencies which offer transportation services are being asked questions in another part of the survey.

Drivers and other People's Transit employees are also being asked to participate in the survey.

Questions relate to areas the agency is good at, whether the needs of clients are being unmet, whether there are any obstacles or concerns to im-

proving services and enhancements that are most needed to improve coordination of public and human service transportation.

Kludt said a public input meeting in conjunction with a regular meeting of the transit board of directors is scheduled

Surveys are being distributed through the Chamber blast and will be available on the People's Transit web site and Facebook page.

tation, destination and any reasons they don't use the service.

Riders are asked how satisfied they are with People's Transit and what areas could be improved.

Stakeholders such as community members and business owners are being asked to provide information on their agency, their perceptions of public transportation, whether transit

SURVEY:

for 7:30 a.m. Thursday, Aug. 15 at the transit office, 120 Wyoming Ave. S.W.

Surveys are being distributed through the chamber blast and will be available on the People's transit web site and Facebook page.

Drivers will hand out surveys in English, Karen and Spanish to customers and they will also be available at the transit office.

Kludt said she thinks it's important that transit drivers are included in the survey.

"They're the ones out there working with the customers and the public and they have a voice, too," she said.

Each year, People's Transit is also required to submit an updated coordination plan to the

From Page 1

state, relaying information on goals and objectives that have been met or not met and new goals for the coming year, she said.

The last time a coordination plan was done by South Dakota transit agencies was in 2013. Although they are to be submitted every five years, the state requested a one-year extension to 2019.

People's Transit has undergone several management changes in the last six years. River Cities Public Transit of Pierre was overseeing the agency the last time a plan was submitted.

SURVEY — PAGE 3

 **People's Transit** August 5 · 🌐

<https://www.surveygizmo.com/.../Peoples-Transit-Rider-Survey>
We would like to ask you all to click this link and take a few minutes to complete this survey.

* For surveys in Spanish or Karen, please call our office, stop by our office, or ask one of our drivers.
We want everyone's feedback!
Your reply remains anonymous.
Please share.

SURVEYGIZMO.COM 

People's Transit Rider Survey

 Alison Kiesz 1 Share

 Like  Comment  Share

 Write a comment...    

 **People's Transit** August 7 · 🌐

Please make sure to take our anonymous survey BEFORE August 15th
_Every opinion counts!

Go to our website: <https://www.peoplestransithuron.com>
and click on the "CONTACT US" tab!
Thank you!
Please share!

 1 4 Shares

 Like  Comment  Share

 Write a comment...    