



2022 SIOUX FALLS TRANSIT Development PLAN





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Chapter 1

Introduction and Executive Summary

The Transit Development Plan sets goals and policies for the following:

- The demand for public transportation services in the community.
- New public transportation system strategies.
- A sustainable ten-year financial strategy.
- An implementation plan for new or modified routes.
- A new, on-demand transit service area.
- Recommendations to improve the efficiency of the paratransit system.
- Inclusion of technology.

Mass transportation, as a publicly supported service, must be efficient and be provided in a fiscally responsible manner. The increase of COVID and FTA federal assistance for mass transit necessitates a reevaluation by transit systems of their goals and purposes. They must investigate existing and alternative revenue sources and implement cost containment strategies involving service levels and personnel, while examining opportunities to expand service into a rapidly growing community. The following are the City of Sioux Falls Transit Development Plan goals, as further detailed in Chapter 9.

Plan Goals

1. Develop and implement a new hybrid service model expanding service to new parts of the community (fixed-route and on-demand services together).
2. Maintain a sustainable transit budget.
3. Move transit forward as part of the infrastructure of the community.

4. Enhance opportunities and access for kids and families.
5. Balance the transit fleet.
6. Improve the transit garage and office facilities.
7. Improve transit service through technology.
8. Take a proactive stance on transitioning to zero emissions vehicles.
9. Improve the efficiency of paratransit.
10. Coordinate with state and human service agencies on agency transportation, including a full-cost allocation study.
11. Develop methods to better recruit and retain transit staff.

Implementation of these goals is further detailed within the following chapters.

- Chapter 7—Fixed-Route and On-Demand Comprehensive Operations Analysis
- Chapter 8—Paratransit Operations Analysis
- Chapter 10—Financial Plan

Chapter 2

Current Transit Services

The fixed-route service consists of 12 regularly scheduled routes. The fixed-route service operates six days a week from 5:45 a.m. to 8:45 p.m., Monday through Friday, and 7:45 a.m. to 6:45 p.m. on Saturday.* As required by law, all fixed-route buses are ADA-accessible. The fluctuation in ridership has followed national trends that include, but not limited to, the decline in numbers due to the COVID-19 Pandemic. See Figure 1 for the most recent yearly ridership levels for SAM Fixed Route system and See Figure 2 for transit ridership trends over the past decade as compared to national ridership trends. Transit ridership in Sioux Falls has

declined significantly since 2010. This is mirrored by the same national trends. Figure 3 shows ridership before, during, and after the COVID-19 pandemic. The ridership again took a significant drop and has not recovered since. Figure 4 shows how the

transit service area in Sioux Falls covers less than 60 percent of the city.

**There have been reduction of service hours and frequency of service as Sioux Area Metro deals with a driver shortage.*

Figure 1:

FIXED ROUTE RIDERSHIP 2015–2021						
2015	2016	2017	2018	2019	2020	2021
885,143	802,572	796,663	782,129	769,437	445,205	400,692

Figure 2:

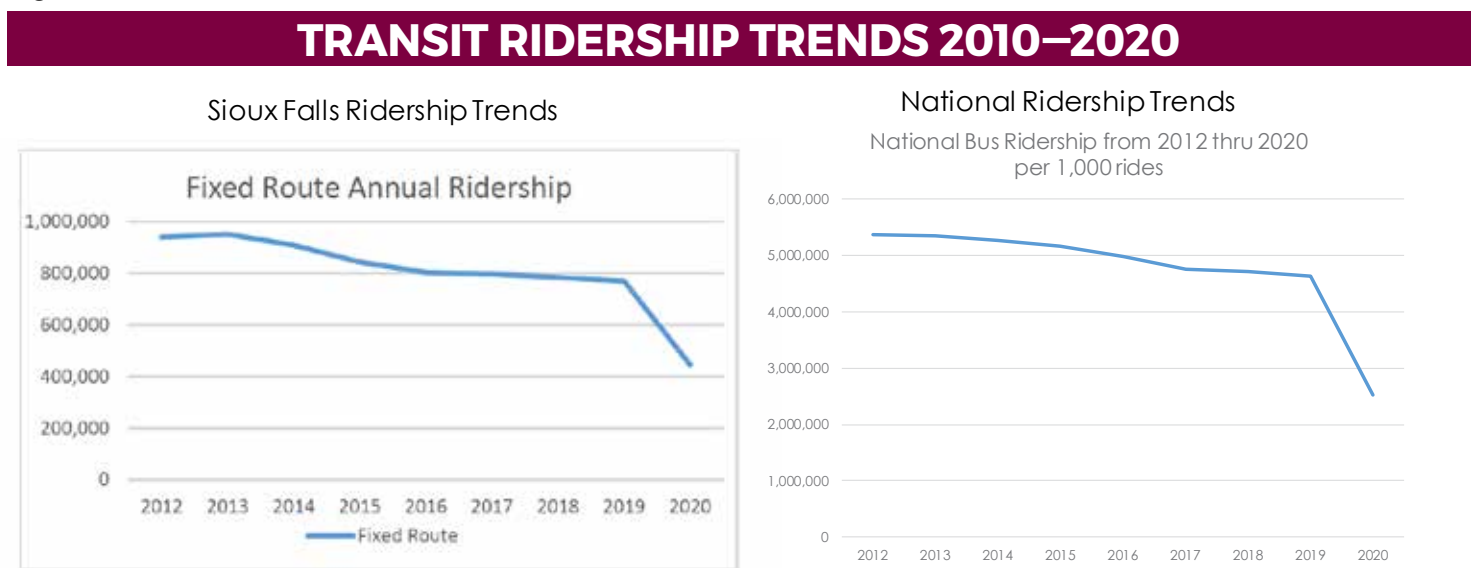


Figure 3:

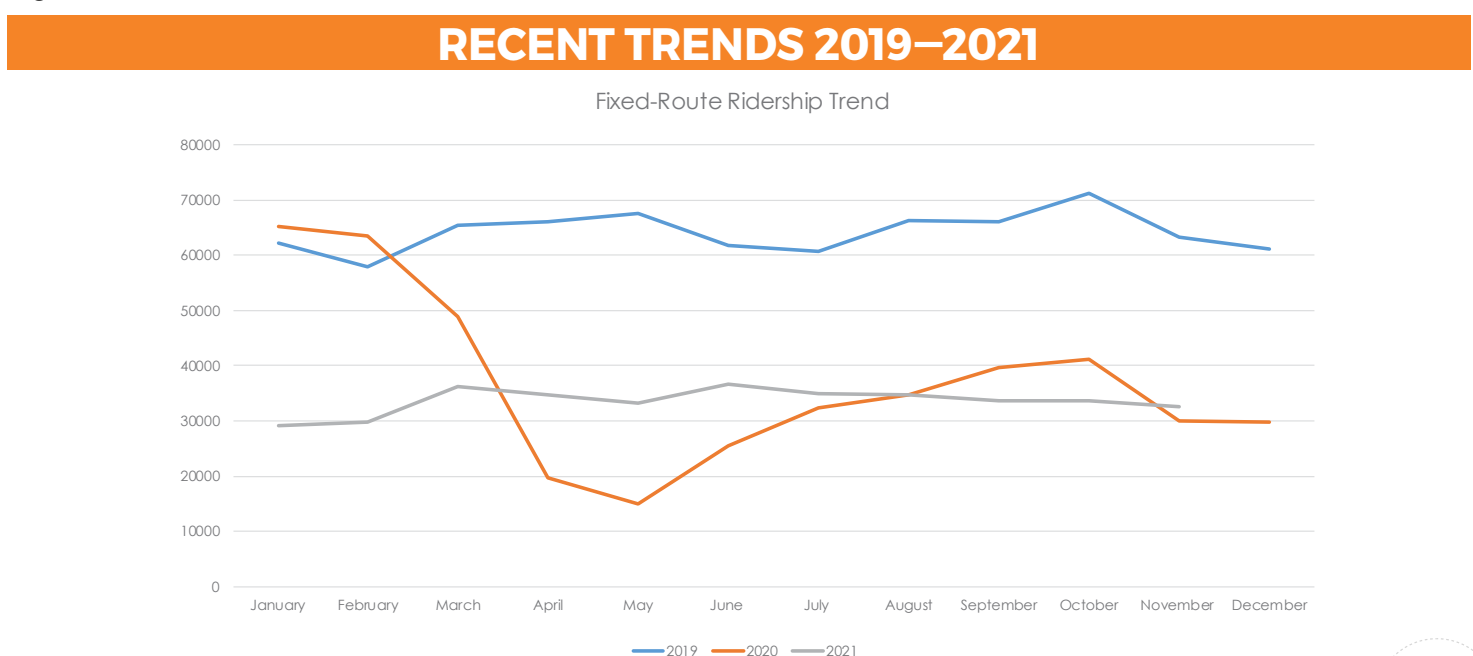
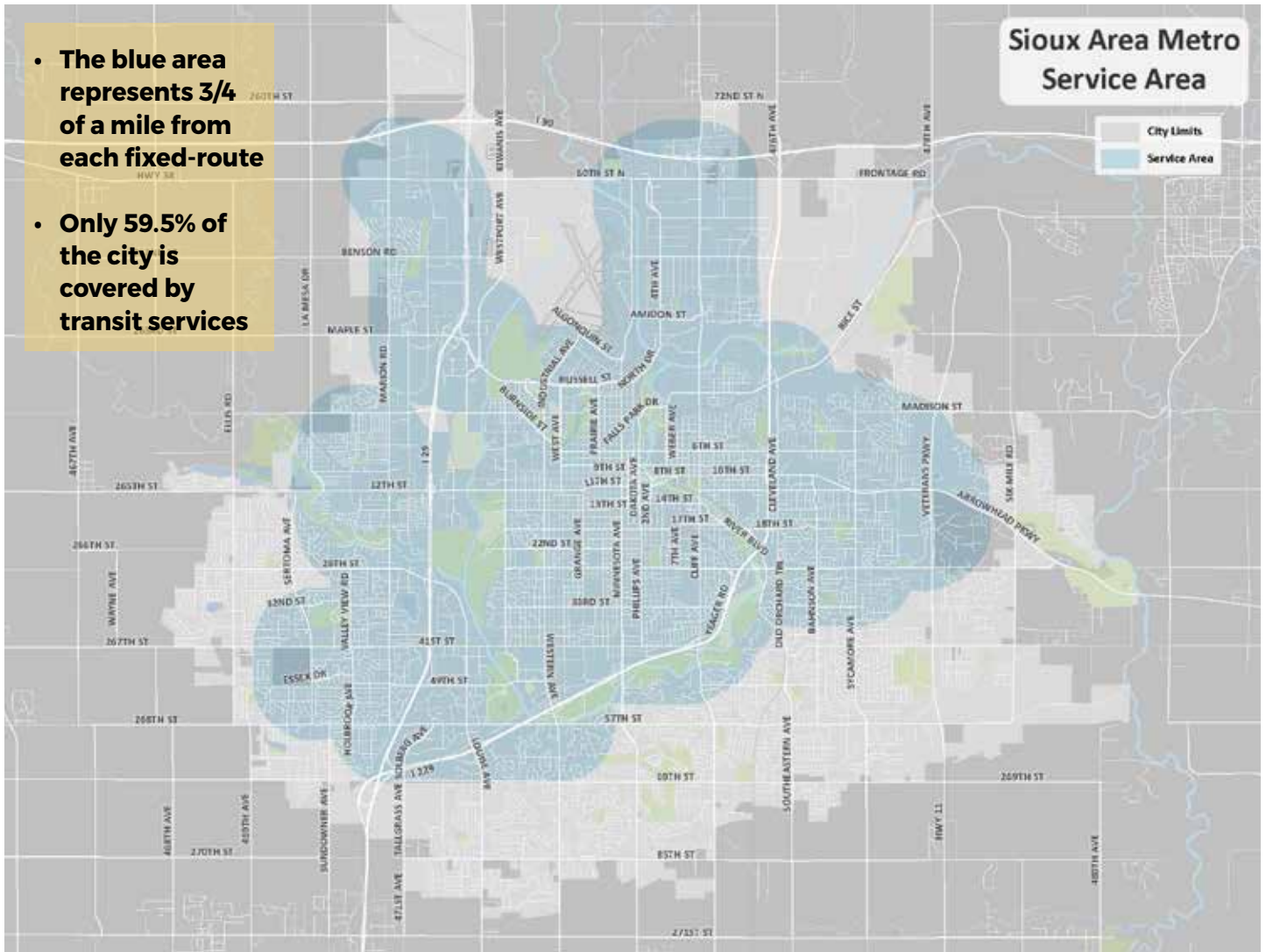




Figure 4:

SAM SERVICE AREA COMPARED TO SIOUX FALLS CITY LIMITS

- The blue area represents 3/4 of a mile from each fixed-route
- Only 59.5% of the city is covered by transit services



Current Paratransit Service

SAM also provides paratransit services as a parallel service to the fixed-route system. The area covered by paratransit service is at least 3/4 mile from each fixed-route bus route as required by federal regulation. SAM Paratransit is a curb-to-curb shared ride transportation service for persons who are, due to their functional limitation(s), unable to access fixed-route bus service either in part or in full. Passengers must be certified eligible per guidelines established in the American with Disabilities Act (ADA) of 1990.

Starting in 2017, the City of Sioux Falls entered into contracts with special services providers LifeScope, Dakotabilities, and the School District, to help them all utilize Community Coordinated Transit Services (a human service transportation coordinated system) instead of rely solely on Paratransit. Ridership numbers reflect this change. Also, the fluctuation in ridership has followed national trends that include, but not limited to, the decline in numbers due to the COVID-19 Pandemic. Figure 5 shows recent yearly ridership levels for SAM Paratransit system and CCTS.

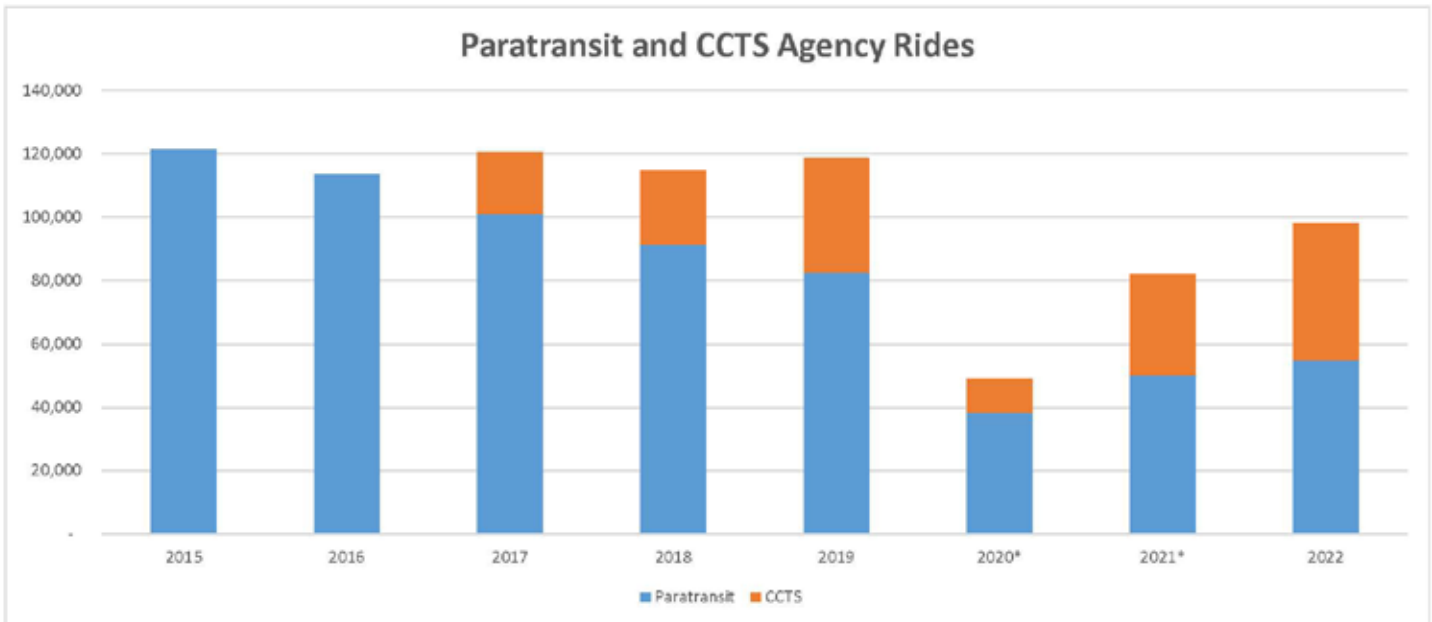
Figure 5:

PARATRANSIT AND CCTS AGENCY RIDES

Total Paratransit + CCTS Agency Rides

	2015	2016	2017	2018	2019	2020*	2021*	2022
Paratransit	121,398	113,377	101,046	91,407	82,636	38,288	50,022	55,000 <i>projected</i>
CCTS			19,381	23,460	35,992	10,746	32,096	43,000 <i>projected</i>
Total	121,398	113,377	120,427	114,867	118,628	49,034	82,118	98,000

* COVID Pandemic significantly affected ride numbers during these years



Chapter 3

A Quick History of Private Transit in Sioux Falls

The first transit system in Sioux Falls was the Sioux Falls Street Railway in 1887. The system was owned by Richard Pettigrew and Samuel Tate as a horse-car system. Sioux Falls Street and Railway had a route on Phillips Avenue to 11th Street, west to Summit Avenue, and south to South Sioux Falls. In the mid-1890s, the system ceased operations due to lack of profit.

In 1889, the South Dakota Rapid Transit and Railroad Company had a franchise granted by the City of Sioux Falls. This system had a six-mile route from

downtown to East Sioux Falls and was popular during the summer months with popularity of recreation at East Sioux Falls.

In 1907, the Sioux Falls Traction System had a franchise granted by City of Sioux Falls to Frank Mills. This system operated as an electric street car system with the first run on October 5, 1907. The electric trolley cars served people within the city for over 20 years, with routes within a few blocks of all areas of the city. By 1929, most of the street cars were replaced by rubber-tire buses.

Sioux Transit provided transit service through a franchise with the City from 1929 to 1972.



Sioux Transit was founded by the son and grandson of Frank Mills. During this time, Sioux Falls increased in population from 33,000 to 76,000. The largest transit ridership came during this period, with 5 million to a high of 8 million riders in the 1940s and early 1950s.

In 1962, Sioux Transit had 11 regular routes and operated from 6 a.m. to 6 p.m., Mondays through Fridays (Mondays until 9 p.m.). Service was provided on four routes on Saturdays from 6 a.m. to 6 p.m. The adult fare was 20 cents, or six fares for \$1. Ridership was 1 million at this time.

In 1969, Sioux Transit had 52 buses, but only 20 on fixed-route services, with 32 buses assigned to contracted school bus services. The fare was 25 cents and frequency was generally 20 to 30 minutes. At this time, the main transfer station was at Eighth and Phillips. Hours of operation were 6 a.m. to 6 p.m., Monday through Saturday.

In 1970, citizens initiated a transit funding ordinance that required the City to fund a portion of transit services. The financial assistance to the transit company was three-tenths of one mill annually in property taxes. By 1974, the City was providing almost \$70,000 per year to help support Sioux Falls City Lines.

In 1972, Sioux Falls City Lines began services as the transit company in the city. City Lines had seven routes including Hilltop, Veterans, North Prairie, South Minnesota, Sioux Valley, McKennan, and Morrell's. The system had a fare of 35 cents and included 18 vehicles. Annual ridership during this time was about 350,000 rides per year. The routes at this time were a combination of the past 11 radial routes, but instead devised as large circuitous "loop" routes. The new routes were described as economical, but generally resulted in reduced levels of service.

The Demise of Private Transit and Beginning of Public Transit in Sioux Falls

The demise of private transit service in Sioux Falls began in the mid-1970s. In March 1976, the City's first Transit Development Plan was approved, and in May 1976 the Sioux Falls City Commission established the Transit Advisory Board (now known as PTAB). In September 1977, PTAB recommended that the City assume ownership of the transit system. In December 1977, Sioux Falls City Lines requested to the City Commission to approve transit cutbacks and fare increases. In April 1979, George Holter, owner of Sioux Falls City Lines, announced his intent to discontinue transit service.

In August of 1979, the City of Sioux Falls organized Sioux Falls Transit management by a private management company. The City of Sioux Falls purchased 21 buses. The City entered into a management agreement with American Transit Corporation (ATC) to manage the transit system.

In December 1982, the transit maintenance facility was completed at Sixth and Weber. In February 1986, fares increased to 60 cents. In 1987, Sioux Falls Transit assumed management of Project Mobility (the Paratransit system). In 1988, the City of Sioux Falls constructed a new 13-bay central transfer facility downtown. Sioux Falls Transit has had the following private management companies:

- ATE Management—1993
- DAVE Transportation Service—1996
- Laidlaw/First Transit—2001 to present

In 2010, Sioux Falls Transit then changed its name to Sioux Area Metro (SAM). Since 2010, SAM extended route 19 from Southeast Technical Institute to the Northwest Walmart. In 2016 and 2017, trolley and school tripper service ended and paratransit service area was reduced to help make up for lost federal funding. No other major changes have occurred

to transit service over the last 20 years. In 2020, the COVID pandemic had a significant impact to ridership. To help transit systems recover from the pandemic, FTA provided over \$10 million in COVID funding.

Chapter 4

SAM Transit System Comparables

To help review the strengths and weaknesses of the SAM system, 12 transit systems were compared from nine regional states. Statistics were taken from the 2020 FTA Transit Agency Profiles. Data reflects the pandemic impact for all agencies. Comparable transit systems include:

- Colorado: Pueblo
- Iowa: Des Moines, Cedar Rapids
- Kansas: Topeka
- Minnesota: Duluth, Rochester
- Montana: Billings
- Nebraska: Lincoln
- North Dakota: Fargo
- South Dakota: Rapid City, Sioux Falls
- Wisconsin: Appleton

The findings are summarized in three different categories: Paratransit, Fixed Route, and Financing. Below are the findings from this comparison review. In Appendix 1 there are tables that detail all the comparison data sets.

Paratransit Comparable Summary

- Annual Ridership: 39,130. This is 5th of the 12 comparable; average being 56,226 with 17,798 (Rochester, MN) as low and 128,872 (Pueblo, CO) being the high.

- Yearly ridership per capita—0.27. This is 5th of the 12 comparable, with the average being 0.39, with 0.17 (Rochester, MN) being low and 1.14 (Pueblo, CO) the high.
- Paratransit per capita spending—\$21.66. This is the highest of the 12, with the average being \$10.83; low being \$5.37 (Rochester, MN).
- Paratransit cost per ride is \$78.25. Again, the highest of the 12, with the average being \$37.58; low being \$16.22 (Appleton, WI).
- Paratransit hours of service—28,334. This is the 4th highest of the 12 comparable. Average being 21,218, with 9,519 (Billings, MT) the lowest; 40,291 (Des Moines, IA) the highest.
- Paratransit rides per hour—1.38. This is the lowest of the 12 comparable; 3.12 is the | average; high being 10.01 (Pueblo, CO).
- Paratransit annual miles of service—238,089, which is 6th of 12 comparable. The average is 287,862, with the low being 122,695 (Billings, MT) and 633,317 (Appleton, WI) high.

What does it all mean?

These figures are all reflective of a pandemic year where local service was impacted by individual program protocol and directives, resulting in a variety of outcomes and less than desirable comparisons. SAM's paratransit costs are the highest. What must be noted is the level of state funding. This varies from zero for Pueblo, CO, to \$13,600,565 for Duluth, MN. Minnesota projects have little to no local match required due to state support. The City of Sioux Falls state funds total \$74,216, where the average state funding in the 12 comparable cities was \$2,098,378.



Fixed-Route Comparable Summary

- Fixed-route ridership is 445,205; this is 3rd of 12 comparable. Average ridership is 1,087,264. Low is 213,004 (Rapid City) and high, 3,502,397 (Des Moines, IA). This is consistent with the previous report.
- Fixed-route operating funding is \$5,299,572. This is fourth of 12; average being \$8,902,338. Rapid City, Billings and Pueblo are lower; high \$27,238,273 (Des Moines, IA). Again, consistent.
- Fixed-route per capita spending is \$37.48, the 5th of 12 comparable; average being \$55.99. Low being \$17.18 (Rapid City); and \$165.03 (Duluth, MN) high.
- Fixed-route cost per ride is \$11.90, the highest. Average is 8.68 (up from \$4.40 on the previous report); low being \$5.48 (Rapid City).
- Fixed-route hours of service are 54,264 per year—4th lowest of 12; average being 82,287, low being 18,605 (Rapid City); high is 215,846 (Des Moines, IA).
- Fixed-route cost per hour of service is \$97.66, 3rd lowest of 12; average is \$103.52; low being \$62.75 (Rapid City); \$137.62 (high being \$62.75 (Cedar Rapids, IA).
- Fixed-route miles of service are 656,713, miles per year—4th lowest of 12 comparable; average is 1,116,870; low being 259,918; high being 3,021,676 (Des Moines, IA).
- Fixed-route number of rides per hour of service is 8; 8th lowest of 12 comparable; average is 13; high is 18 (Topeka, KS and Cedar Rapids, IA).

What does it all mean?

Again, in this recent history of unprecedented change, public transit experienced a large array of obstacles in dealing with the unknown. Reduced, limited or suspended service was the norm, and

is reflected in all statistics. Rapid City, for instance, was completely shut down for a period of time. Nationwide, SAM's statistics have run parallel with what the national average has been pre and post pandemic. Transit system local funding contributions range from Des Moines, IA supporting the budget at \$21,150,230, to the Minnesota agencies with no local contribution. The City of Sioux Falls local contribution was \$4,784,433 for FY2020.

Chapter 5

Overall Public Transit Attitudes

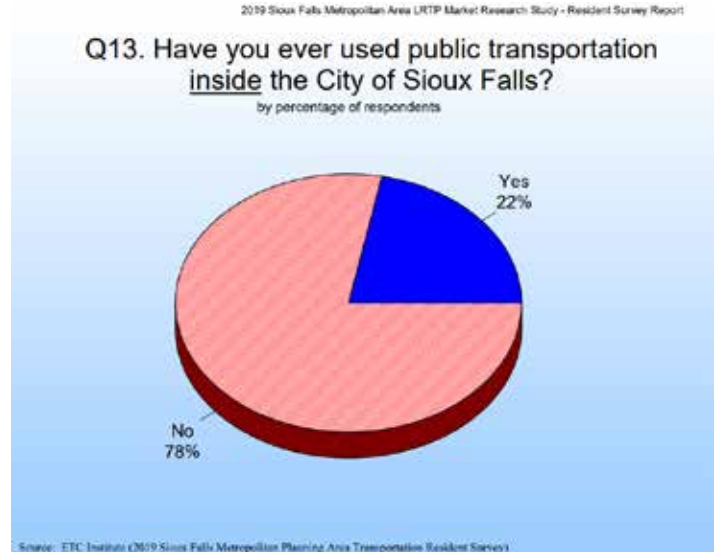
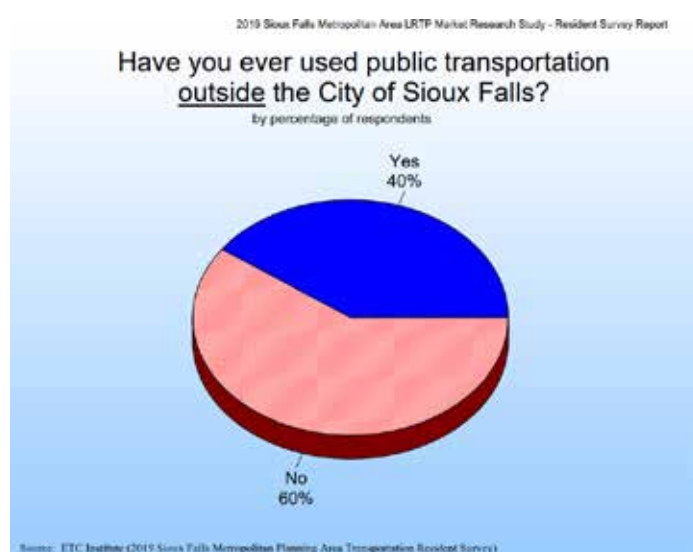
2019 Long-Range Transportation Plan Survey (statistically-valid survey)

Every five years, the Sioux Falls MPO completes a Customer Satisfaction Survey as a part of their public input for the Long-Range Transportation Plan. This survey is statistically-valid and includes questions specific to Transit.

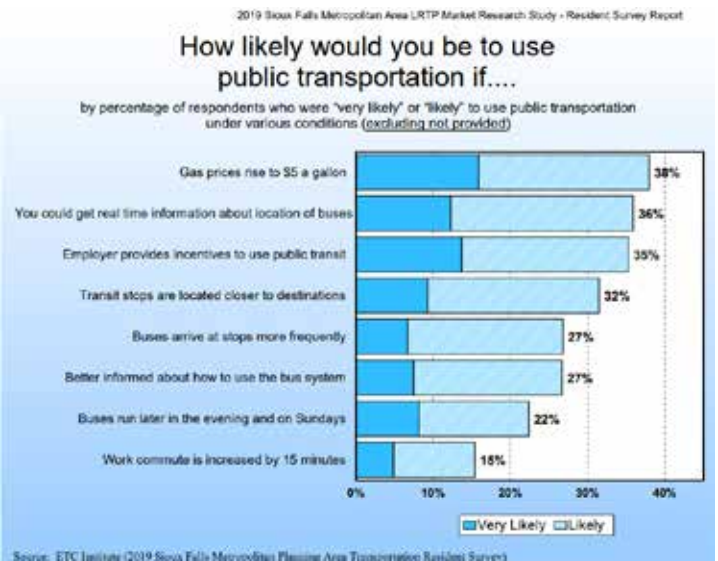
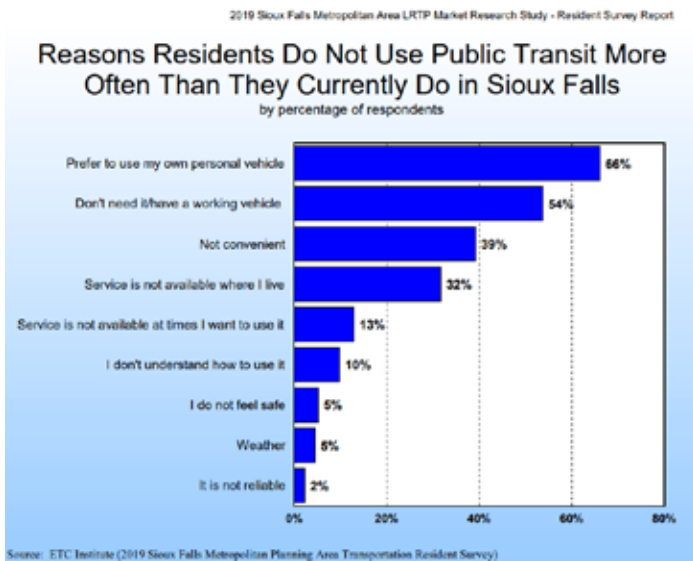
Most Sioux Falls residents are more likely to ride public transit in other communities than within their own community. Only 22 percent of Sioux Falls residents have ever used SAM. The most typical reasons that people give as to why they do not use SAM includes “they prefer to use their own vehicle” (64 percent), it is not convenient (31 percent), and that service is not available where I live (29 percent). Below are four of the most relevant findings from the survey. Figure 6 on the next page, summarizes the overall opinions.

Figure 6:

2019 LRTP SURVEY—TRANSIT



WHY DON'T RESIDENTS USE TRANSIT?

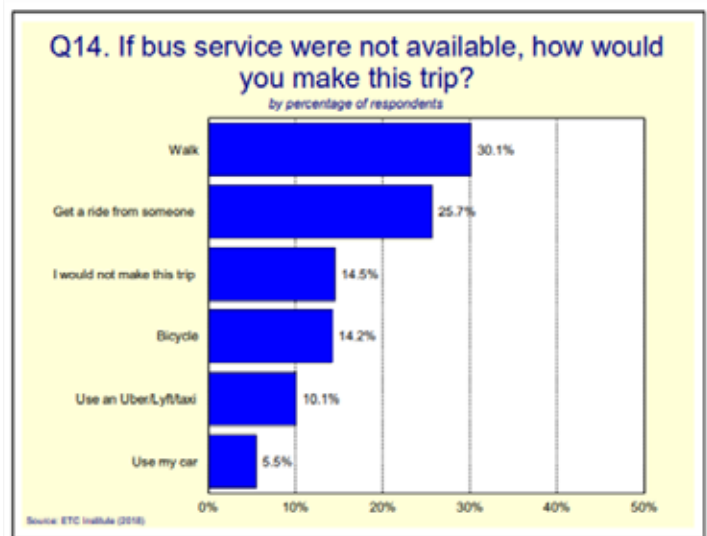




2018 RIDERS SURVEY

The 2018 Riders Survey was a survey of only SAM riders and was also used as an input to the Long-Range Transportation Plan Customer Satisfaction Survey. This survey provides good information about the characteristics of the current ridership. See figure 7 below for two of the most relevant findings from the riders survey.

Figure 7:



2022 TRANSIT DEVELOPMENT PLAN SURVEYS

Three different surveys were deployed over the summer of 2022 targeting Fixed Route Passengers, Paratransit Passengers, and the General Public, whether they were passengers or not. Current passengers were provided a survey while on board. The General Public Survey was deployed on the City of Sioux Falls website as well as their Facebook page. Below are the number of responses for each survey.

General Public Responses: 103

Fixed Route Responses: 55

Paratransit Responses: 28

Each survey was consistent when it came to what options SAM should prioritize in the future. The highest response was to increase the coverage of the transit service area.

Other results included the following:

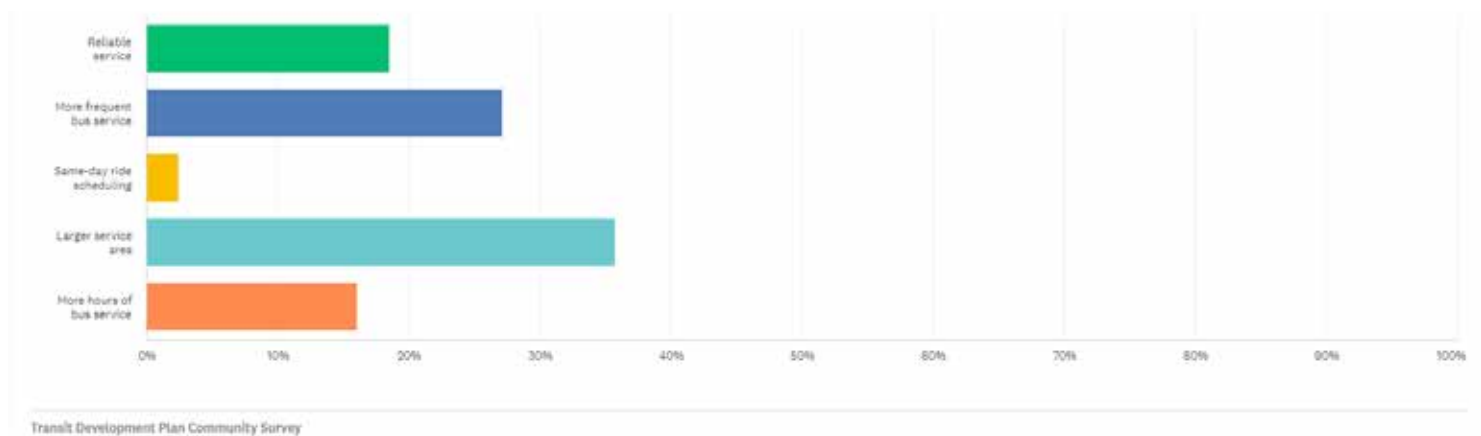
- The highest number of responses ranked the transit service as “Fair” or “Poor.”
- Over 90 percent of respondents consider buses to be an essential part of the transportation infrastructure.
- The highest number of responses ranked weekday evenings as the best time to expand service hours.
- Over 90 percent of respondents of the survey are employed.
- When asked if respondents would be willing to schedule a bus ride, over 60 percent answered yes.
- Over 90 percent of fixed-route and non-riders responded that they do have a smart phone and data plan.

The following are a few selected graphs from the three surveys.

Figure 8:

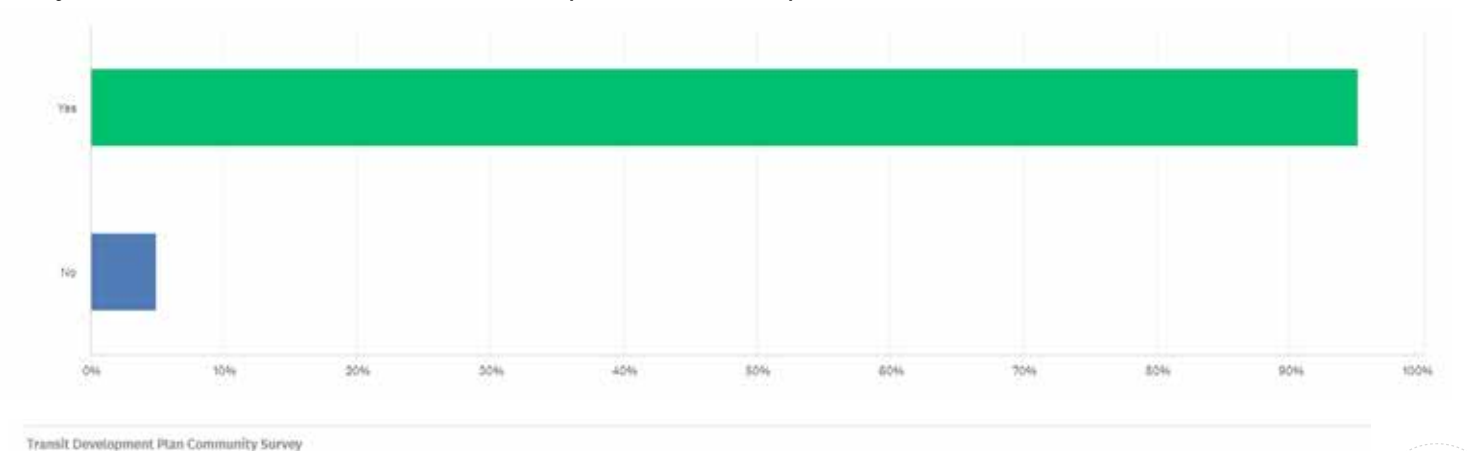
FIXED ROUTE SURVEY

Of these options, which should SAM prioritize?



FIXED ROUTE SURVEY

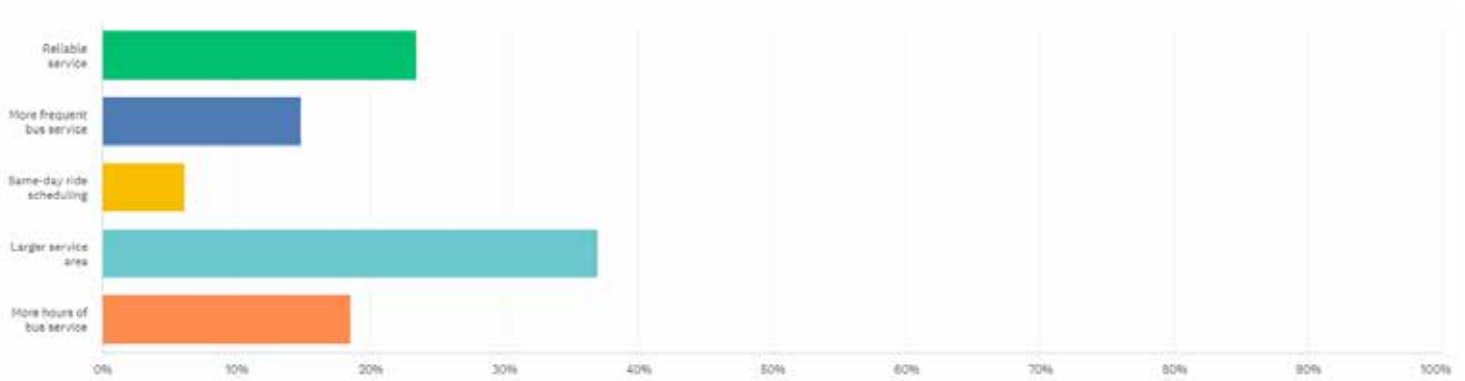
Do you consider buses to be an essential part of the transportation infrastructure of Sioux Falls?





GENERAL PUBLIC SURVEY

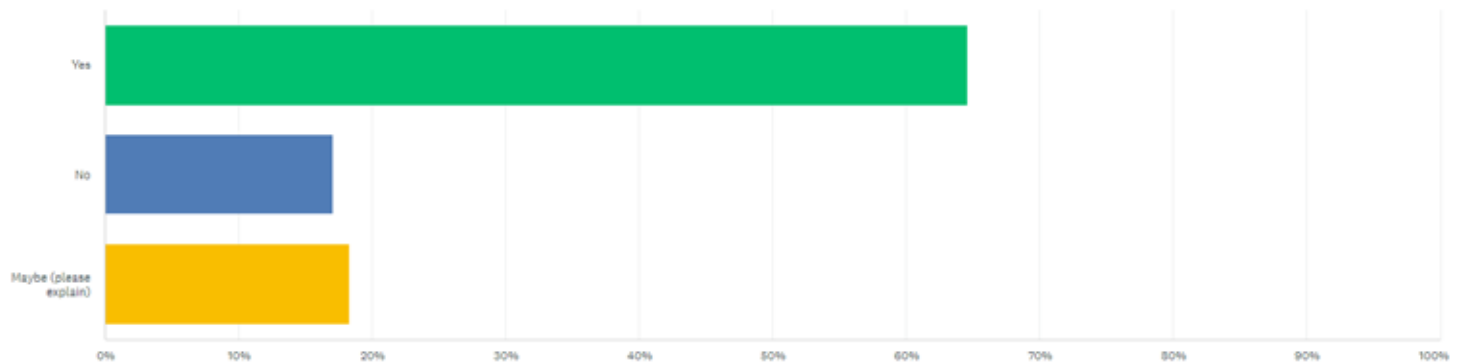
Of these options, which should SAM prioritize?



Transit Development Plan Community Survey

GENERAL PUBLIC SURVEY

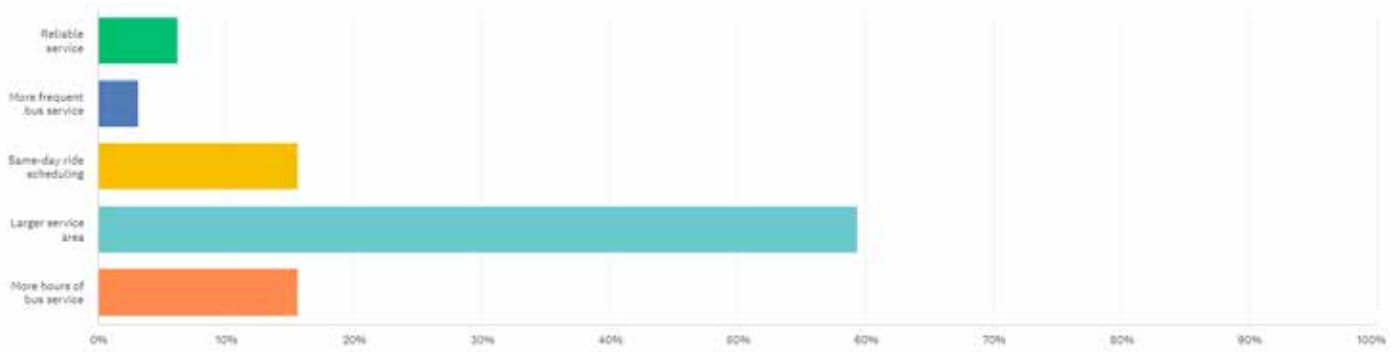
Would you be willing to schedule a bus ride through a smartphone app or by phone call, if bus service was expanded for more hours per day?



Transit Development Plan Community Survey

PARATRANSIT SURVEY

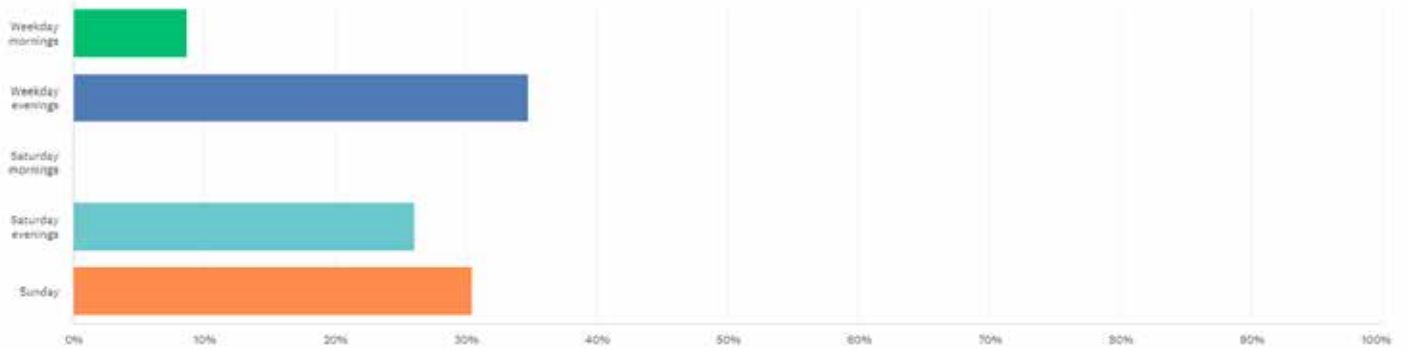
Of these options, which should SAM prioritize?



Transit Development Plan Community Survey

PARATRANSIT SURVEY

If hours of operation were expanded, which time would you like to see SAM prioritize?



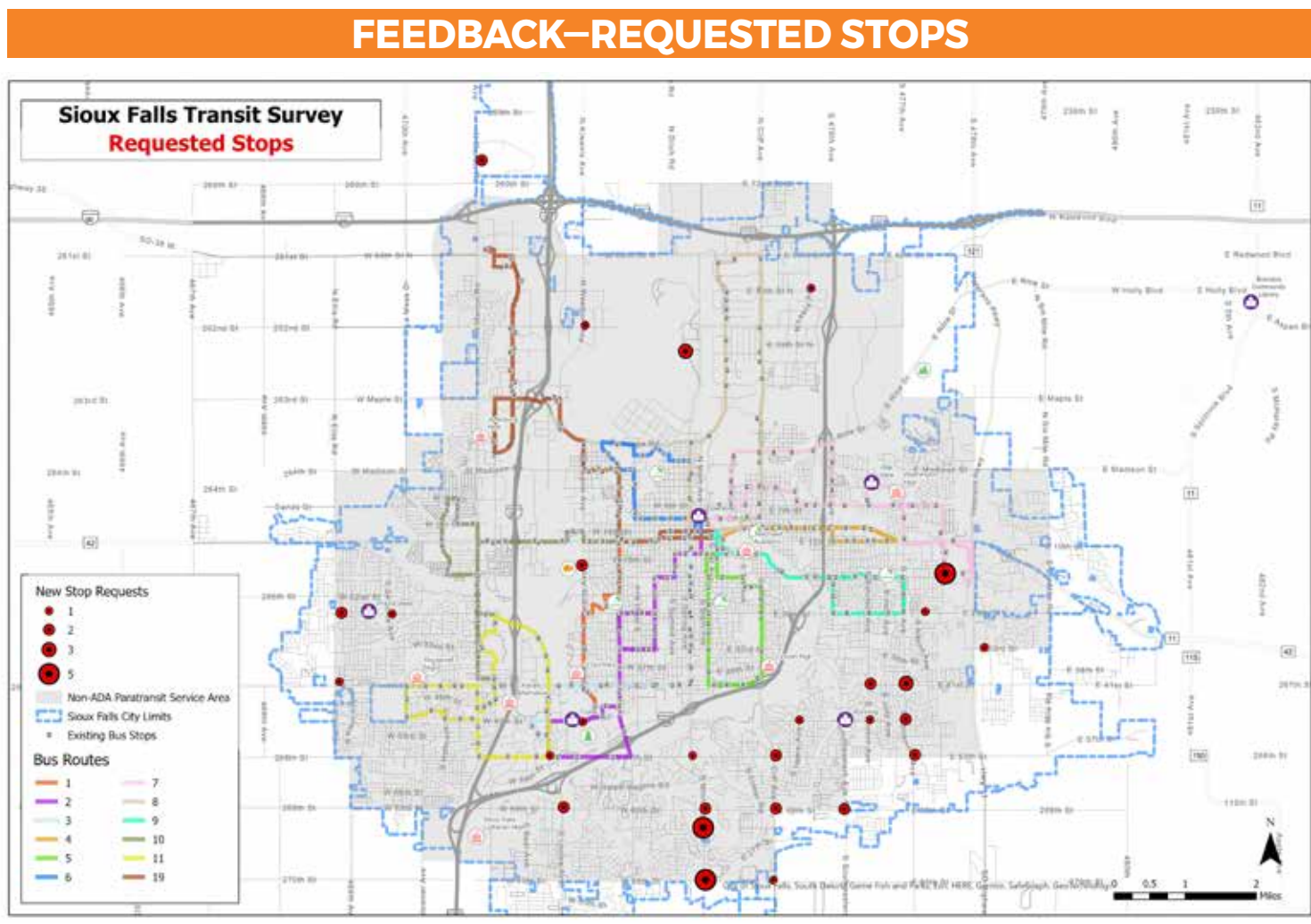
Transit Development Plan Community Survey



Transit Survey Bus Stop Feedback:

Figure 9 includes a map where survey respondents requested future bus stops. These stops (indicated by a red dot) will be reviewed for possible inclusion in any new on-demand service area. Also noted on the map are the aquatic centers, libraries, high schools and recreation destinations. Some of the most frequent stops suggested were on South Minnesota Avenue, East 26th Street, the Airport, Ellis Road, East 57th Street, East 69th Street, and South Sycamore Avenue.

Figure 9:



Chapter 6

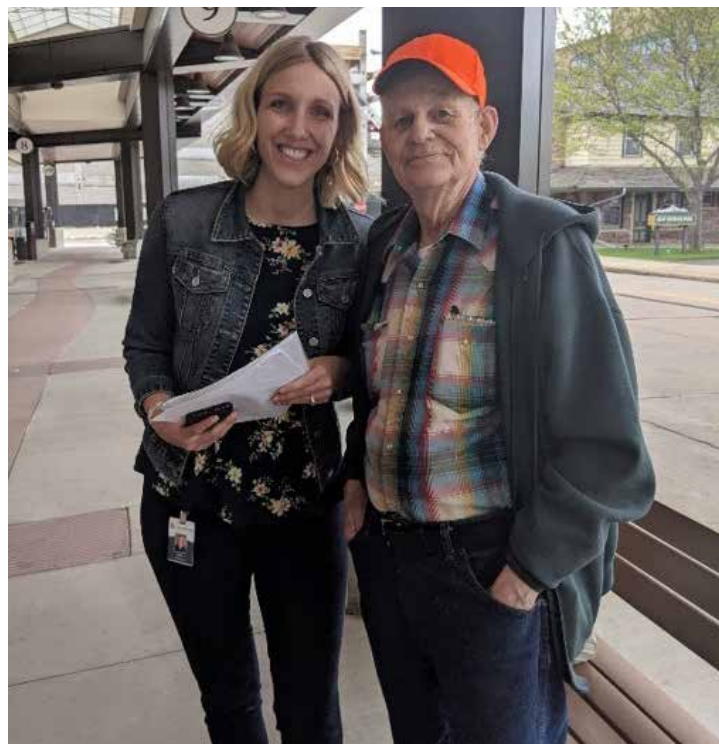
Transit Innovation Core Team and SAM On-Demand Pilot Project

Remaking Transit for Sioux Falls

To tackle Sioux Falls’ public transit challenges, the Office of Innovation partnered with Planning and Development Services to launch an Innovation Team, or a cross-functional group of internal and external stakeholders that collaborate to solve challenges by applying innovation methods such as co-creation.

By applying the Innovation Team approach to public transportation the Office of Innovation not only discovered an effective problem-solving method, but more importantly discovered a strategy to strengthen the City of Sioux Falls’ environment for innovation.

What is Co-Creation?
Collaborating with the end user to understand the heart of the problem and develop solutions.



“ [I learned that] utilizing a holistic approach and diverse team is imperative when tackling the community’s most pressing challenges. ”
Adam Roach, Planning & Development

Increased Value for the Community

In addition to increasing our individual team members’ capacity to innovate, the Transit Innovation Team also generated tangible, valuable recommendations with potential to add value to the community.

Increased Engagement, Better Insights:

Engaging with a variety of stakeholders throughout the program, including bus riders, car lovers, employers, and nonprofits, was critical not only to gaining a deeper understanding of the challenges but also in developing new solutions. After engaging more than 50 people from these various community groups, these key insights emerged as priorities for public transit:

- Hours of Operation: How might we support residents to get to jobs outside of normal operational hours?
- Extended Service Area: How might we expand transit coverage to residents?
- Payment and Fares: How might we bring more flexibility into how tickets are purchased for the bus?
- Accessible routes: How might we bring bus stops closer to homes and destinations?
- Efficiency: How might we bring more efficiency in getting from point A to point B in transit system by utilizing technology and education?
- Partnerships: How might we leverage public/private partnerships to plug the gaps in current system?



These qualitative insights support quantitative data from the 2018 Sioux Area Metro Ridership survey of current riders including:

- Highest priorities for improvement are:

Weekend Service

(38.6 percent of respondents)

Evening Service

(24.7 percent of respondents)

- Highest ranked services that would increase use are:

Passenger Alerts

(56 percent of respondents)

Real-Time Info

(42 percent of respondents)

Free Wi-Fi

(49 percent of respondents)

**According to “Core Teams—Outcomes Survey—July 2020”*

***According to “Copy of Speakers by Year (002)”, there were 103 total speakers at City Council meetings in 2018.*

Engaging a variety of stakeholders empowered the Transit Innovation Team to more clearly define the core problem to increase the economic benefit of public transit to residents and the City.

Redesigning the Service Experience:

During the process of co-creation, a few solutions rose to the top as having the highest potential for impact. These solutions are either in the process of being implemented today or highly recommended to move forward.

- On-Demand Transit Pilot (Pilot to begin Fall 2020)
- Real-Time GPS Tracking
- Wi-Fi on Buses and Transit Depot

Future Innovation Roadmap (Results):

In addition to the short-term service redesign initiatives, the co-creation process resulted in the creation of future potential innovations. These ideas will help guide future planning initiatives by the Public Transit Advisory Board (PTAB), and evaluated in support of existing and updated plans such as the Long Range Transportation Plan, Transit Development Plan, and Transit Marketing Plan.

- Mobile ticketing
- Enhance data collection and analysis of the transit system
- Autonomous vehicle pilot project
- Public/private partnerships, including Guaranteed Ride Home program
- Incentive programs to recruit new riders
- Consolidate all non-public transportation services into one non-profit organization
- Eliminate fares by increasing sponsorships and advertising
- Electric Buses

SAM On-Demand Pilot Project—A data-driven approach to remaking transit:

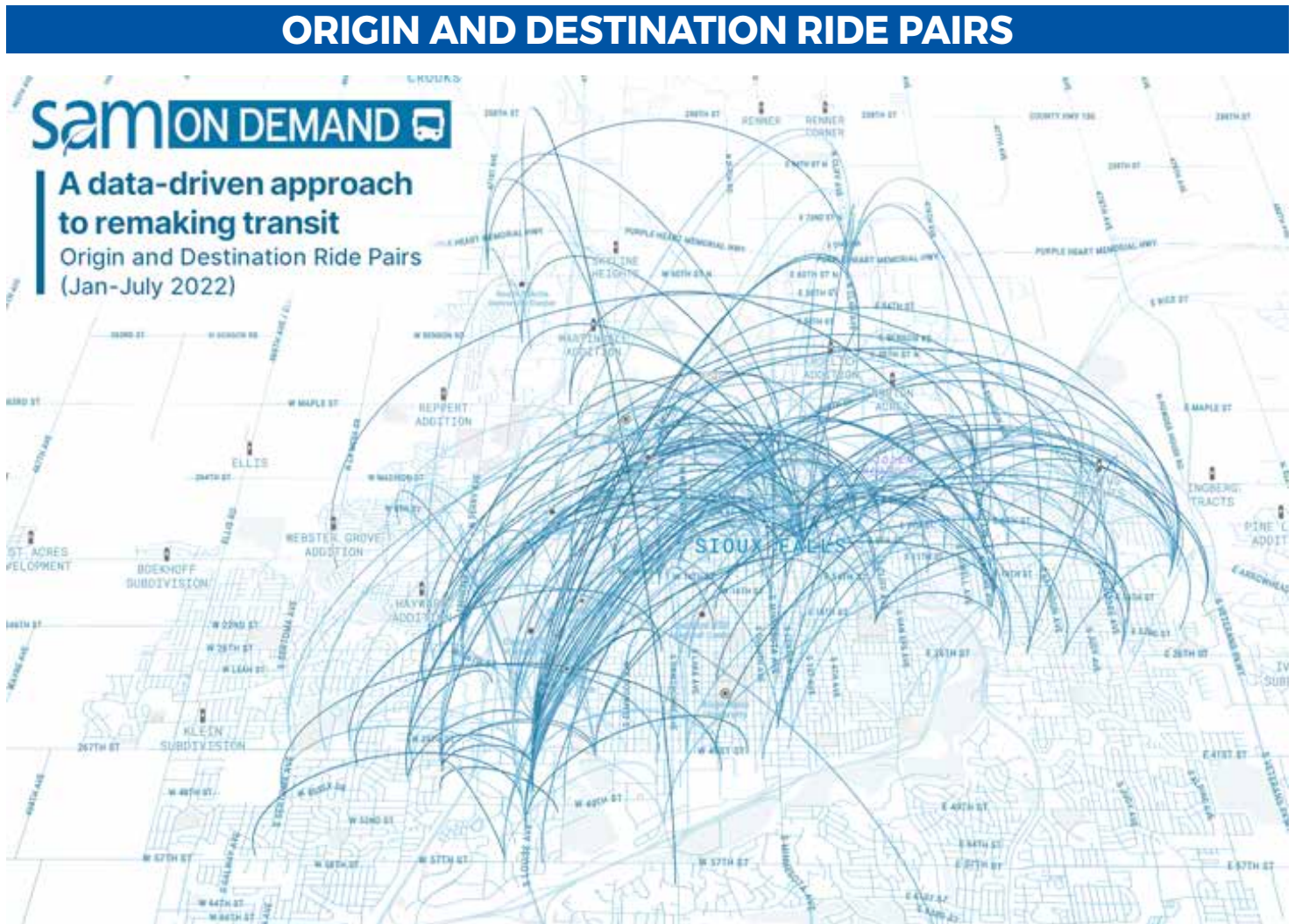
The Transit Core Team’s approach to addressing the challenges of the transit system in Sioux Falls led to the On-Demand pilot project using the software and guidance of Pantonium; a macro-transit software with a focus on efficiency and convenience. Pantonium automatically schedules and dispatches public transit vehicles to deliver passengers to their destinations in the most efficient way possible in real time. SAM On-Demand was set up to pick up and drop off passengers between any SAM bus stop transfer free. Passengers can schedule a ride through the SAM On-Demand app, through the SAM website,

or by calling the SAM phone number during office hours. The SAM pilot was implemented on Saturdays beginning December 2020 and has continued through 2021 and 2022.

The Origin and Destination points of the On-Demand system have been depicted in the below graph. This data has allowed SAM and

the City of Sioux Falls to restructure some routes already in the heavily traveled areas recorded by Pantonium's software. SAM On-Demand ridership has experienced very dispersed origin and destination patterns. This caused buses to have a low loading factor (very few people on a bus at any one time).

Figure 10:



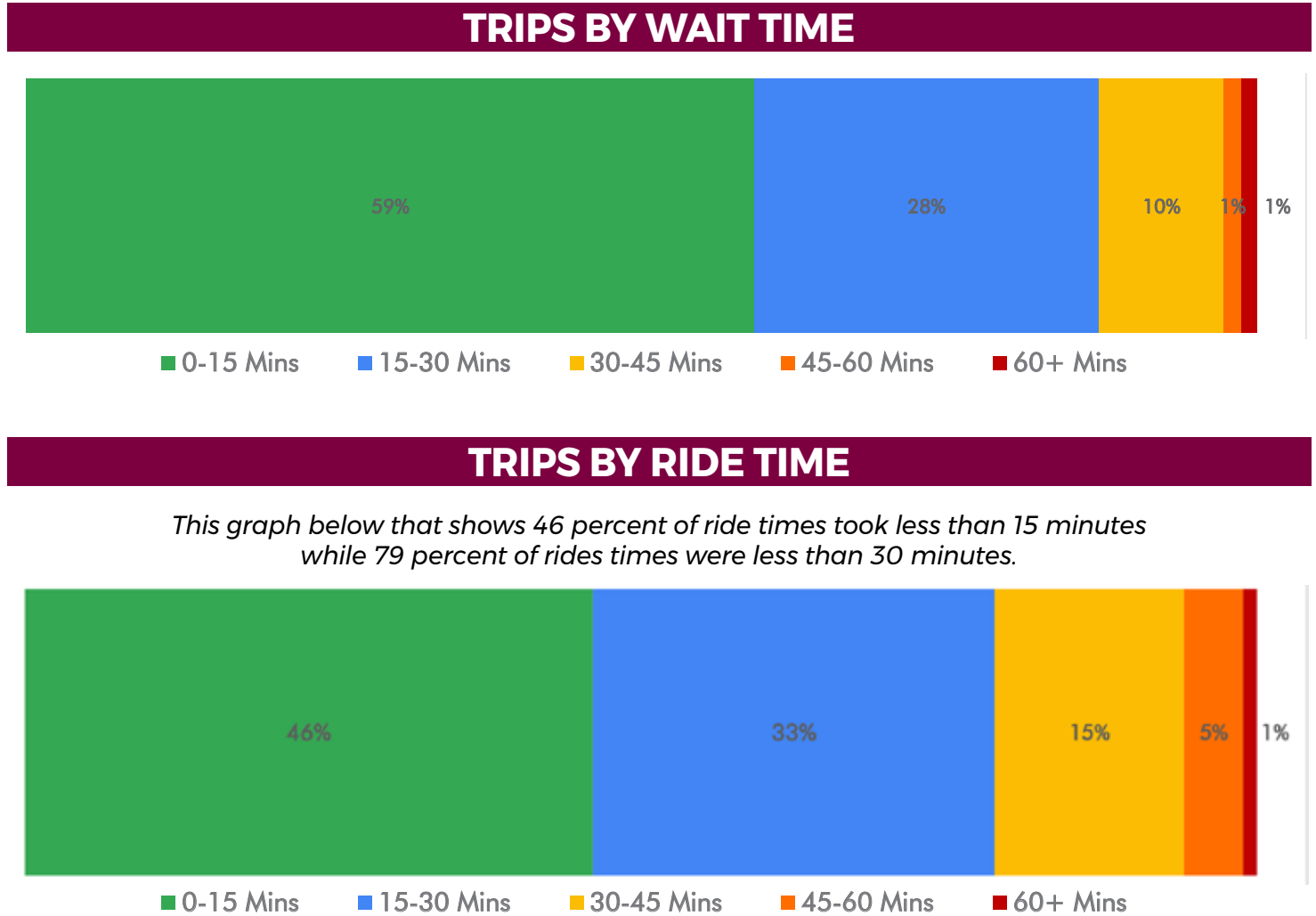


SAM On-Demand Data

The following Figure 11 graphs provide some data trip wait time, trip ride time, and a combined trip wait and ride time (trips by time request to completion) for the service period of January to July 2022. Some of the concerns from riders have been that the wait and ride times are

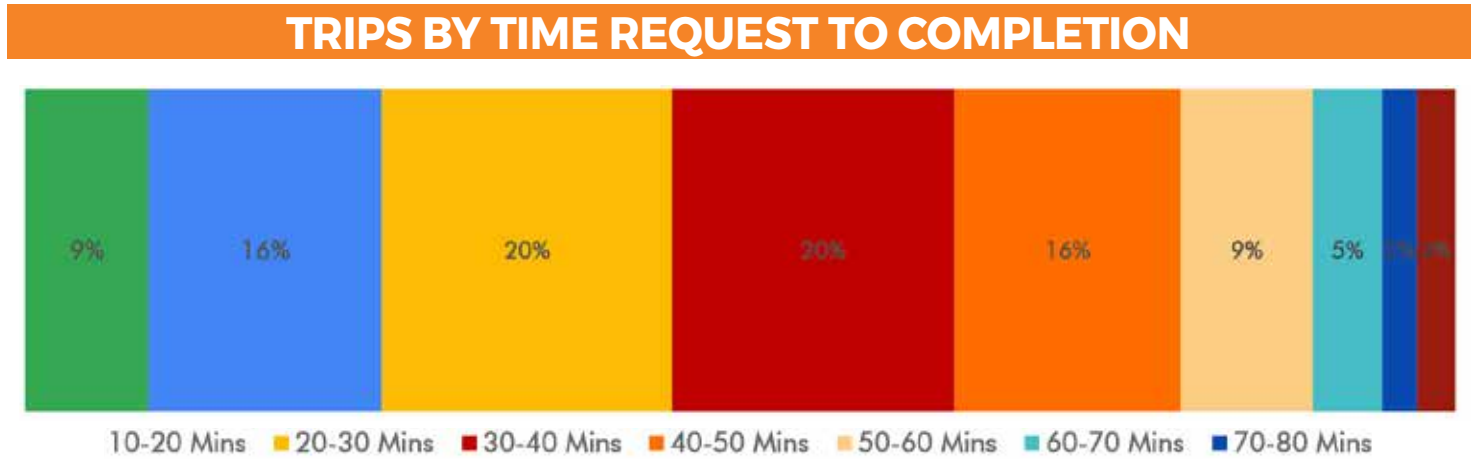
less predictable than fixed-route service. SAM On-Demand buses have had to fully use the 20-minute wait time window which leads to high variability of wait times. However, overall, 59 percent of ride wait times were less than 15 minutes and 87 percent of ride wait times were less than 30 minutes.

Figure 11:



As Figure 12 shows below, 90 percent of all trips from time of request to drop off time were completed within one-hour. However, many riders need to better understand the time that a trip may take to complete. With more education, rider expectation for SAM On-Demand should be better explained.

Figure 12:



The City of Sioux Falls and Sioux Area Metro have learned much about the strengths and weaknesses of on-demand transit services over the course of the SAM On-Demand pilot project. The overall finding is that SAM On-Demand will work for some service areas and situations while fixed-route works better for other service areas and situations. Below are findings, comparisons, and recommendations for the future.

SAM On-Demand Findings

- Focus will be on low performing fixed-route stops and new expansion areas.
- Re-Market SAM On-Demand as a very affordable, efficient, and flexible service to provide access to more destinations in town (it is not fixed-route service).
- Paratransit and Conventional service will be provided together.
- Smaller buses will be procured to provide this service.
- Extensive data tracking will allow SAM to adjust service to demand needs.



Figure 13:

SAM ON-DEMAND VS. FIXED ROUTE

SAM Fixed-Route	SAM OnDemand
Reliability	Flexibility
Ridership	Efficiency
No Technology Needed	Emerging Technology
Limited Data	Extensive Data
Paratransit Needed	No Paratransit Needed
Limited Frequency	No Shows

Recommended Services for a Fixed-Route Focus

- Fixed-route service is better to handle service in high ridership areas.
- Focus on service in core areas of city.
- Focus on improving frequency to highest performing routes.
- Focus on more bidirectional routes.
- Adjust routes more frequently in future with data.

Recommended Services for SAM On-Demand Focus

- Focus will be on low performing fixed-route stops and new expansion areas.
- Remarket SAM On-Demand as a very affordable, efficient, and flexible service to provide access to more destinations in town (it is not fixed-route service).
- Paratransit and Conventional service will be provided together.
- Smaller buses will be procured to provide this service.
- Extensive data tracking will allow SAM to adjust service to demand needs.

Chapter 7

Fixed-Route and On-Demand Comprehensive Operations Analysis

The technical aspects of the Transit Development Plan are based on the Comprehensive Operations Analysis (COA). The COA was completed in order to identify service improvements and adjustments to expand and improve ridership of the fixed-route system.

Fixed-Route Evaluation

SAM currently operates 12 fixed routes, using 17 vehicles in peak service. (See Figure 14 and 15 for existing service parameters and current fixed-route map.) The growth of Sioux Falls has increased the city’s population by over 200,000 since the previous Transit Development Plan. As addressed in the previous Transit Development Plan, the transit

system has been stagnant in the routes serving the limited area of central Sioux Falls for over 40 years. With the increase in the city boundaries, demand for transit service within these new areas of the city has increased also. Therefore, remaking transit has become a focus in addressing these challenges and opportunities.

The current fixed-route system includes an intricate grid of many loops, complicating the understanding and efficiencies. A complete review of routes was completed with a consultant from First Transit, using current ridership data from automatic passenger counters, industry methods and developing changes in the city. Fixed routes need density to be efficient. A sprawling community challenges the efficiency of fixed routes to lower density areas, however, transit needs must be acknowledged, specifically providing service to the many medical facilities that are emerging on the fringes of the city.

Figure 14:

EXISTING SERVICE PARAMETERS BY SERVICE PERIOD									
Route	Weekday Service Period	Service Frequency				Vehicles			
		Peak	Midday	Evening	Saturday	Peak	Midday	Evening	Saturday
1	5:45 a.m. to 6:45 p.m.	35	60	-	60	2	1	-	1
2	5:45 a.m. to 6:45 p.m.	35	60	-	60	2	1	-	1
3	5:15 a.m. to 8:45 p.m.	35	30	60	60	2	2	1	1
4	5:45 a.m. to 6:45 p.m.	35	60	-	60	1	.5	-	.5
5	5:45 a.m. to 6:45 p.m.	35	60	-	60	1	.5	-	.5
6	5:45 a.m. to 9:15 p.m.	35	60	60	60	1	.5	.5	.5
7	5:45 a.m. to 8:45 p.m.	35	60	60	60	2	2	1	1
8	5:45 a.m. to 6:45 p.m.	45	45	-	-	1	1	-	-
9	5:45 a.m. to 8:45 p.m.	35	60	60	60	1	.5	.5	.5
10	5:45 a.m. to 8:45 p.m.	35	60	60	60	2	1	1	1
11	6:15 a.m. to 6:45 p.m.	35	30	30	30	1	1	-	1
19	5:45 a.m. to 6:45 p.m.	60	60	-	-	1	1	-	-
Total Vehicles						17	12	4	8



Figure 15:

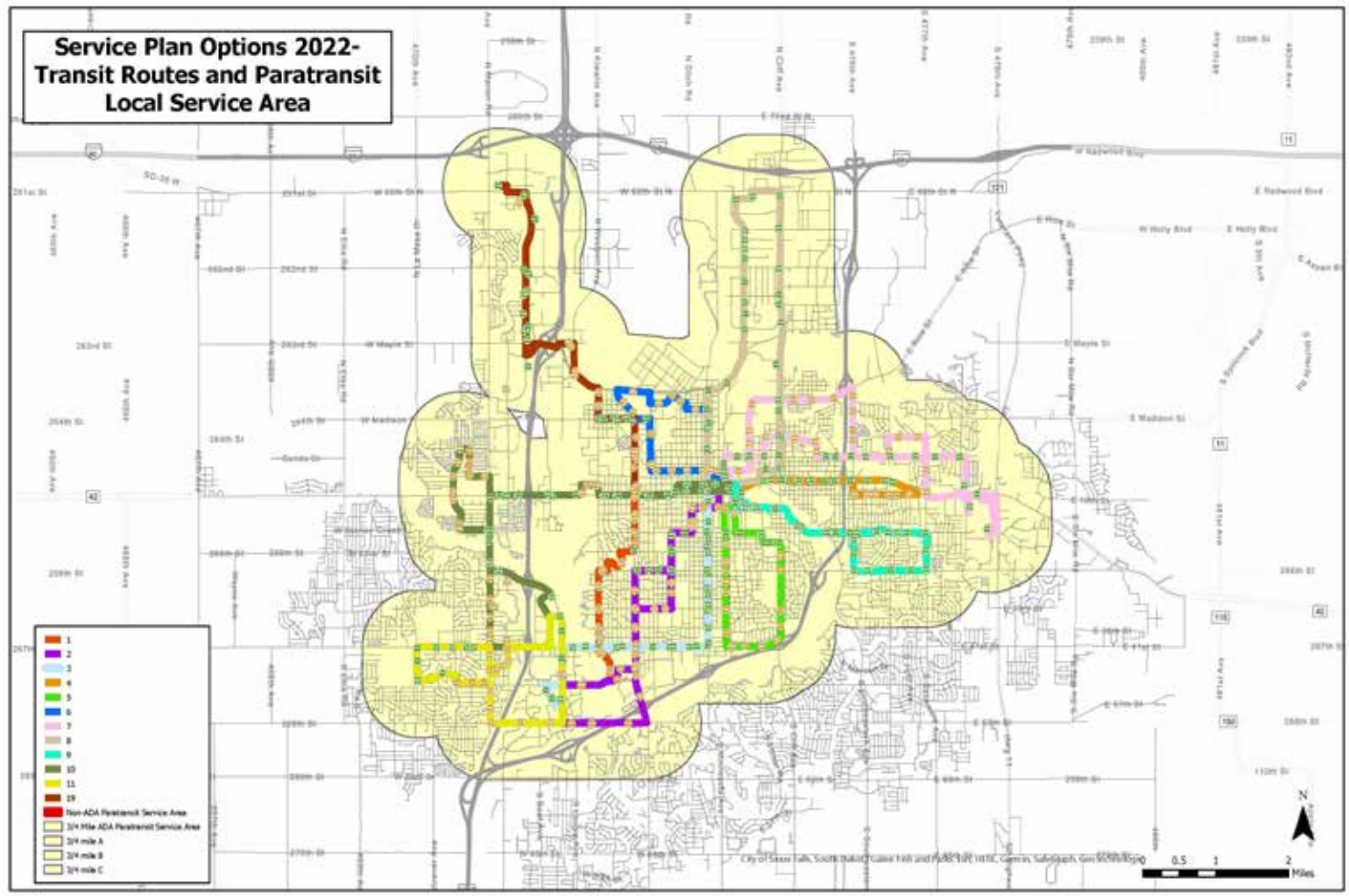
CURRENT FIXED-ROUTE MAP

Current Service Model:

12 Fixed Routes

5 Routes are Very Low Performing

Route services have essentially not expanded or changed for decades



Fixed-Route Service Recommendations

- Concentrating on the central core of the city, redesign routes in a more direct manner, providing bidirectional service along the major traffic corridors, eventually extending to the industrial park area in the NW quadrant of the city where major industry is being expanded.
- Decrease the number of routes from the current 12 to eight, incorporating and merging multiple routes into fewer routes.
- Using newly implemented Automatic Passenger Counters to assess bus stop and route ridership trends on a frequent basis, considering adjustments as warranted.
- Implement an On-Demand system to provide more efficient service to low demand areas and extend services to new growth areas of the city.

This is an emerging service model that provides transit service from one bus stop to another bus stop through a trip scheduling software app that allows for same day trip scheduling and dynamically assigns trips.

- Allow increased efficiencies by allowing for paratransit eligible persons to schedule trips with the on-demand service.
- Relative to results from the Summer 2022 Transit surveys, expand service to the Airport area, 57th Street and 69th Street corridors, as well as Sertoma Avenue on the west side of Sioux Falls.
- Implement a Mobile Ticketing system to allow online fare purchases and fare capping.

- Provide more options for rider to more conveniently purchase tickets and improve the efficiency of the fare collection process.
- Implement real-time GPS technology that will allow riders to track bus location and allow more accurate ridership information including temporary changes such as detours (FTA will also require real-time transit rider information in the near future).

Recommended Changes to the Fixed-Route System

With the help of a First Transit consultant and the data collected with Automatic Passenger Counters, a complete update of the fixed-route system is recommended. The changes included the following general recommendations.

- Route 1, 2, and 5 will be combined into a new Route 20 and serve Avera Hospital, Sanford Hospital, USF, Augustana, and the Veterans Administration (VA).
- Route 3 and Route 11 will combine into a new Route 3. Some portions of the southern loop of Route 11 will not be served, however, all of W. 41st Street will be served by the new Route 3 including Roosevelt High School.
- Route 4 will now serve the Eastside Target and Walmart and provide 30-minute service all day.
- Route 6 and Route 19 will be combined with providing service to the Premier Center, Jefferson High School, Southeast Tech and northwest side Walmart.
- Route 7 will service the Sixth Street corridor to the eastside Walmart with no more local loops.



- Route 8 will continue as the same route.
- Route 9 will continue as the same route except that it may have to pick up Avera Hospital if Route 20 cannot accommodate the change.
- Route 10 will make changes to pick up the Southwest Center instead and will drop Marion Road south of 26th Street.
- All other stops that are not serviced by the new routes will be serviced by SAM On-Demand.
- New stops will be added to the transit service area especially in the southern and western portions of the city. On-demand service will also be added to the airport area and Sanford Sports Complex area.

On the next page is a map and summary of the major changes recommend through these studies and through the efforts of the consultant designing the remake of the fixed route system.

Costing of Recommended Fixed-Route System

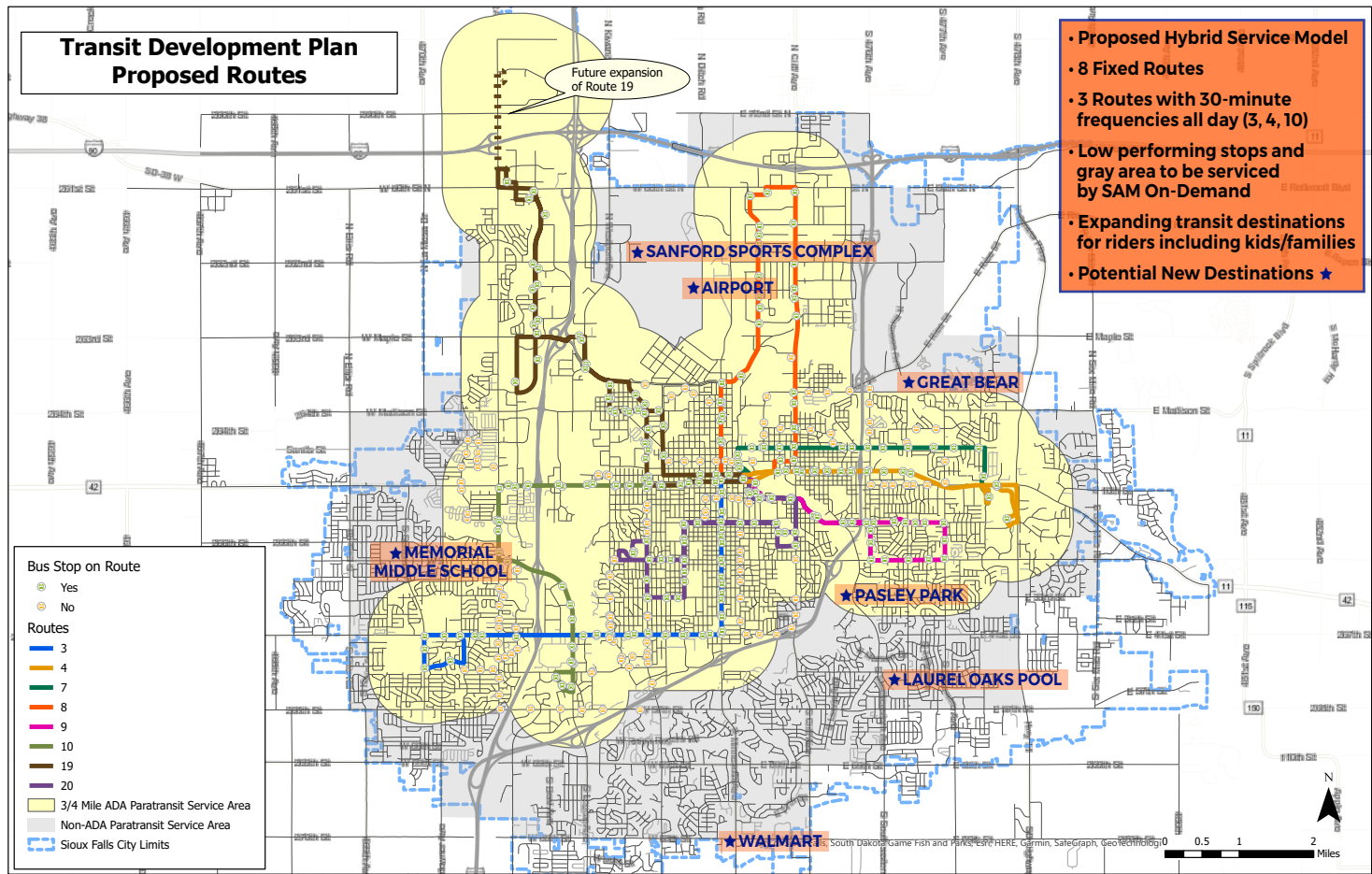
The current fixed-route transit system includes a need for 17 fixed-route buses during peak hours and includes 196.5 hours of service during a weekday. To be able to determine the costs for the recommended fixed-route systems, the following information was calculated for the recommended route changes as summarized below. In addition, Figure 16 on the next page shows a map of the recommended transit service changes.

	Peak Vehicles	Weekday Service Hours	Saturday Service Hours
First Year Service	11	166	66
Second Year Service	13	188	66

The full calculation of vehicles and service hours is located in the Appendix.

Figure 16:

RECOMMENDED TRANSIT SERVICE CHANGES



SUMMARY OF PROPOSED SAM ROUTE CHANGES

Routes	Existing Service	Proposed Service	Description
Route 1	30 min peak/60 min off peak	-	Some of service area incorporated into Route 20
Route 2	30 min peak/60 min off peak	-	Some of service area incorporated into Route 20
Route 3	30 min	30 min	Extended to Serve Roosevelt High School Area
Route 4	30 min peak/60 min off peak	30 min	Expanded and more direct service including to eastside Walmart
Route 5	30 min peak/60 min off peak	-	Some of Area incorporated into Route 9/ Tripper Service to Lincoln High School
Route 6	30 min peak/60 min off peak	-	Most of Route 6 is incorporated into Route 19
Route 7	30 min peak/60 min off peak	Hourly	Route 7 parallels Route 4, but provides to many apartments and Washington High
Route 8	45 min	Hourly	Industrial Park area/No Service on Saturdays (same as existing)
Route 9	30 min peak/60 min off peak	Hourly	Route provides service to East 26th Street Area (change to pick up Avera)
Route 10	30 min peak/60 min off peak	30 min	Most popular westside route/ change to pick up SWC area
Route 11	30 min	-	Some of route is picked-up by Route 3
Route 19	60 min	Hourly	Same route with extension and 30 minute service to Foundation Park at later date
Route 20	Not Available	Hourly	Route 20 services Sanford, USF, Augie, VA in lieu of Routes 1, 2, & 5
Saturdays	Hourly	Hourly	



In 2024 or 2025, it is planned that Amazon and Foundation Park will gain transit service through the extension of Route 19, which will include two added buses to the routes during peak hours and one added bus during non-peak hours. Route 19 will then have 30-minute frequency service during peak hours, 45-minute service during non-peak hours and one-hour frequency on Saturdays.

On-Demand Services Recommendations

The 2020 Transit Innovation Core Team’s report, along with the Summer 2022 Transit Survey results, have both indicated a strong desire to expand transit service to more areas of the city. By consolidating current routes and developing

bi-directional routes, the route system will be more efficient. This will also allow the system to eliminate under-utilized routes and be easier to navigate for seasoned as well as new passengers.

This Transit Development Plan recommends that on-demand should service bus stops that are no longer served by the fixed-route system and then add additional stops to new service areas as represented in the gray area on the Recommended Transit Service Area map on the next page. The transit financial plan accommodates for the following number of vehicles in peak hours and service hours per week. For more complete on-demand vehicle and service hour information see Appendix 3.

	Peak Vehicles	Weekly Vehicle Service Hours
On-Demand	6	434
On-Demand (and Paratransit)	8	606

Supplementing the Fixed Route system with the On-Demand service will allow a larger footprint of the city to be served on an as-needed basis, eliminating the cost of under utilized routes while serving a greater area.

These proposed changes will include the ability to schedule the On-Demand trips by an app and track the buses on the app via real-time GPS. The data obtained through the Automatic Passenger Counters and the On-Demand software will give a clear and accurate assessment of ridership demographics. This information will be of great value in implementing any future changes on Recommended Transit Service Area Map (Figure 16) located on the previous page (page 25).

Chapter 8

Paratransit Operations Analysis

(See Figure 17 – Paratransit Service Area Map on the next page) Transit systems shall provide complementary paratransit service to origins and destinations within corridors with a width of three-fourths of a mile on each side of each fixed-route. The established paratransit service area for SAM corresponds to the required area per the ADA guidelines, except that people eligible before January 1, 2015, may ride to destinations within a larger service area (see Paratransit Service Area Map on the previous page). As fixed routes are expanded, the paratransit service area would be expanded parallel to the fixed-route extensions.

There are currently 22 paratransit buses. Frequently, many of the buses are being used during peak ridership times. Paratransit service starts each day at 5:15 a.m., with the last pick-ups scheduled between 9 and 9:30 p.m., Monday through Friday. Saturday service begins at 7:30 a.m., with the last pick-ups scheduled at 7 p.m.

Paratransit Service Recommendations

With the addition of on-demand transit, any paratransit-type services outside of the 3/4 mile of a fixed-route will be served by the on-demand transit service. The goal of the on-demand service is to serve riders at bus stops while it is a goal to allow paratransit-eligible riders to schedule rides from curb-to-curb all within the same fleet. The same fleet for services will provide greater efficiencies and allow for the maximum service area to be provided for riders.

Human Service Transportation Challenges and Opportunities

Paratransit ridership has declined over the past five years with initiatives of human service agencies contracting transportation services with Community Coordinated Transportation Services. Contracting

was implemented to assist with increased demand with limited capital and human resources, as well as limited federal and state funding.

The progress and success of programs supporting the developmentally disabled community have changed tremendously in the past several decades. Individuals served through these programs have moved from large institutions, to group homes, independent living, programs offered through school systems, and many continuing to thrive while living with their families at home. There is great support and encouragement for all individuals to be active members of their communities, engaging in employment, social events and attending both residential and structured training facilities.

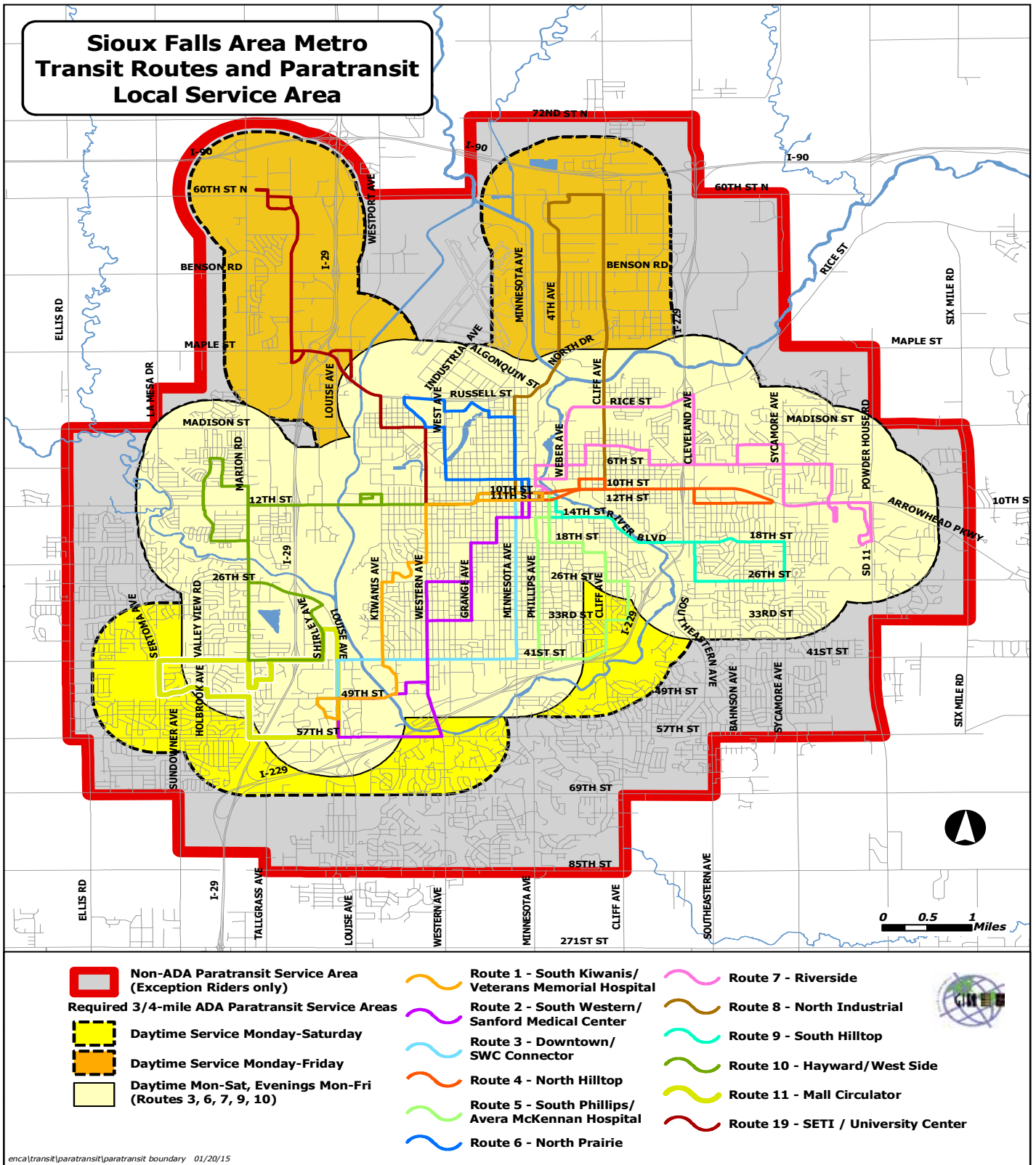
The Developmental Disabilities Act of 1970 provided for the deinstitutionalization of inappropriately placed persons. This gradual process moved individuals into the community. All but approximately 100 of well over 3,700 are now supported by state and community programs.

Previous programs required very limited transportation services. Public transit programs have been required to, and have welcomed the opportunity to coordinate services to provide this transportation. These coordination requirements continue to be part of the federal transit funding mechanism, a non-funded mandate. Federal support programs under the Department of Health and Department of Social Services have had some transportation funding available. This limited funding is used for their own programs, yet public transit programs are responsible for providing a majority of their transportation needs.



Figure 17:

SAM TRANSIT ROUTES AND PARATRANSIT LOCAL SERVICE AREA



As the disability community has been integrated into society, the demands for transportation are pivotal in this effort. Without an increase in federal or state funding to serve this increase in special services, transit programs are responsible for the full allocated cost per ride; 2022 current net cost per paratransit ride is \$66.30. SAM is currently transporting approximately 48,000 paratransit rides per year (\$3,182,400/year).

Human Service Transportation Recommendations

A Human Service and Public Transit Coordination Plan is approved every five years. The current Coordinated Plan recommendation should continue to be implemented and then updated next year to include a concerted effort to work toward a full-cost allocation plan with all human service entities (LifeScape, DA, School District, SEBH).

Beyond this, the City of Sioux Falls is contracting out agency rides (LifeScape, DakotAbilities, SF School System) due to the lack of capacity, fleet and financial resources. The transportation contracts are directly through all three agencies to provide greater efficiencies and coordination. The agency rides are contracted out to Community Coordinated Transit Services. Most of the funding for these contracts comes from the City of Sioux Falls funding agreements to each agency. In 2023 those transportation funding agreements will be over \$1.2 million. This support is a coordination effort, offering individuals an increased quality of life, as well as a relief valve to the Paratransit system. The financial responsibility has been solely put on transit; with no financial contribution from the Department of Human Services, where the balance of support for individuals served comes from. This continued burden to the budget is a substantial financial burden to every transit program's future.

An increase in coordination efforts between South Dakota Department of Transportation and the South Dakota Department of Human Services is necessary for a great understanding of transportation needs, demands and financial challenges experienced by each program is essential. Below is an excerpt from a SD Human Services Continuum of Care report from 2020.

From the 2020 South Dakota I/DD (Intellectual and Developmental Disabilities) Continuum of Care Report:

Transportation 1) DHS should consider additional funding to support and promote community access.

DHS should consider a partnership with public and/or private transportation providers is needed to develop and implement a subsidized fee program for individuals with I/DD.

Additionally, DHS should consider additional information and education for individuals, families, case managers, and CSPs on reimbursement to and from medical appointments via the State Medicaid Plan to ensure individuals can access and pay for transportation to needed health appointments.

Transportation availability and gaps were a common theme in this report analysis.



Chapter 9

Plan Goals and Strategies

Challenges and Threats to Transportation in Sioux Falls

Below are the major SAM service challenges that are addressed in the Transit Development Plan:

- How to control the rapidly increasing costs of human service agency trips.
- How to reverse the trend of reduced ridership.
- How to improve the efficiency of paratransit.
- How to expand transit services in the quickly expanding Sioux Falls city limits.

In addition, SAM has internal threats that must be resolved or it threatens to derail any service improvements.

- Employee recruitment and retention has had a major impact on SAM operations, as well as entire national transit systems. Many factors play into this challenge, to include inadequate wages, retiring Baby Boomer population, national pandemic.
- Addressing the technology opportunities available to transit and increasing the efficiencies to transit has been delayed. Implementing this technology is financially, strategically, and labor intensive. The efforts will hold great value in current and future transit development decisions.
- Current SAM facility has exhausted its useful life. Heating/cooling systems have been under constant repair, inadequate space for staffing, training, and customer service is lending to challenging, and possible hazardous work conditions.

Goals

Based on the findings of the Transit Innovation Core Team, transit riders and community surveys, comprehensive operations analysis, and financial plan, the following goals are set to address the challenges of remaking transit in Sioux Falls. The reality is transit, on a national level, has been impacted by similar challenges.

1. **Develop and implement a new hybrid service model expanding service to new parts of the community.**

By implementing the comprehensive operations analysis in Chapter 7, it includes the following:

- Focus fixed-route service in higher ridership areas.
- Focus on-demand services in low ridership areas and new service areas of the city.

2. **Maintain a sustainable transit budget.**

Follow the recommendations of the financial plan in Chapter 10.

3. **Move transit forward as part of the infrastructure of the community.**

Work toward transit access for all citizens in Sioux Falls through the implementation of the Comprehensive Operations Analysis and Paratransit Operations Analysis in Chapters 7 and 8.

4. **Enhance opportunities and access for kids and families.**

Market and educate the benefits of affordable and accessible transit for kids and families. Fare-free youth transportation has been implemented. Focus adding stops and route changes that include greater support of youth/family destinations.

5. Balance the transit fleet.

Procure new smaller vehicles for on-demand service that are less expensive and more efficient. Therefore, the fixed-route fleet will be smaller and reduce capital expenses.

6. Improve the transit garage and office facilities.

- Complete a transit garage and office facility site selection and concept plan study to determine the best long-term solution for the facility.
- Complete a financial plan for the new or renovated transit garage and office facility including various funding mechanism options such as FTA grants, city bonds, and city transit fund.

7. Improve transit service through technology.

Develop and implement the transit technology plan that includes the following:

- Mobile ticketing implementation.
- Wi-Fi at the Downtown Depot and on all buses.
- Real-time GPS to provide real-time passenger information including bus arrival and updated detour route information.

8. Take a proactive stance on transitioning to zero emissions vehicles.

Coordinate with a city-wide zero emissions transition study to help implement.

9. Improve the efficiency of paratransit.

Implement paratransit service into the on-demand service model. Find methods to utilize paratransit scheduling software in a more effective manner.

10. Coordinate with state and human service agencies on agency transportation including a full-cost allocation study.

Work with State DOT and Human Service Departments to find opportunities to find the most appropriate cost allocations for state human service agency rides.

11. Develop methods to better recruit and retain transit staff.

- Utilize resources available for employee retention and recruitment methods used industry wide, including, but not limited to wage assessments.
- Focus on implementing a positive work culture and environment to encourage retention and recruitment.

Chapter 10 Financial Plan

Sioux Area Metro and the City of Sioux Falls have developed a ten-year transit fund forecast that has helped determine the future strategies for Transit.

The major financial challenges to the transit system have typically been two things.

1. How to sustainably fund the maintenance and replacement of large capital projects such as buses and transit facilities.
2. How to increase efficiency of the paratransit system to maximize the benefit of funding and other resources.

However, there also are other challenges that have emerged over the past couple of years.

3. Inflation increasing costs at an accelerated rate—especially for maintenance and labor costs.
4. Growth of the city creating a need to expand services.
5. Human service agency rides becoming more expensive to provide as there are increasing number of rides, less grant money, and lack of agency and state allocated funding.



The goal of the financial plan is to be sustainable over the next ten years or more. The Transit Development Plan calls for a hybrid transit system that creates a need for \$1.7 million in new funding (2023 dollars). In addition, the financial plan calls for another \$500,000 in additional funding just to keep up with inflation and maintain Sioux Area Metro normal operations. Lastly, the transit fund forecast must take into consideration \$300,000 in decreased revenue due to reduced ridership and reduced youth transportation fares on Sioux Area Metro.

Grant Funding

Funding requirements would be much higher if FTA grants were not available. Funding requirements have taken into consideration significantly higher revenue from FTA grants including the following:

1. FTA 5307 funding—\$3.5 million annually (\$800,000 increase from 2021) to help fund operating
2. FTA CARES grant (COVID funding) \$7.7 million to cover capital and operating shortfalls (one-time funding)
3. FTA ARPA grant (COVID funding) \$4.0 million to cover operating shortfalls (one-time funding)
4. FTA 5339—approximately \$350,000 annually to help cover capital costs

Capital Expenditures

The transit fund forecast also takes into account the needs and impacts to the transit fund for capital expenditures. The largest impacts to the transit fund over the next 10 years will be the following.

1. Replacement of fixed-route and paratransit buses and purchase of new on-demand transit vehicles.
2. Replacement of the current Transit Office and Garage facility.
3. Bus shelter replacements.

The one-time COVID funding and FTA 5339 funding have significantly helped provide funding that will assist with the replacement of buses. In addition, the change to hybrid transit service allows Sioux Area Metro to reduce its fixed-route fleet from 26 to 20, and then instead, purchase six on-demand buses that are less expensive and smaller and still meet the needs of the new on-demand services.

See the Transit Fund Snapshot graph (Figure 18) on the next page, detailing two transit fund forecast scenarios. The graph helps illustrate what would occur if the City and Sioux Area Metro do not address the major challenges (see gold line) and what would occur if the City and Sioux Area Metro do address the major challenges (see blue line).

The gold scenario line on Transit Fund Snapshot table below reflects a status quo of services and budget funding provided at the same level. In addition, the status quo scenario assumes that the fixed-route fleet would need to be replaced at the same level as now and continue to maintain a fleet of 26 fixed-route buses.

The blue scenario line incorporates the recommendations of the Transit Development Plan, as well as additional injections of General Fund and Sales Tax Fund dollars, and as shown provides for a sustainable transit budget over the next 10 years and beyond.

Chapter 11 Marketing and Communications Plan

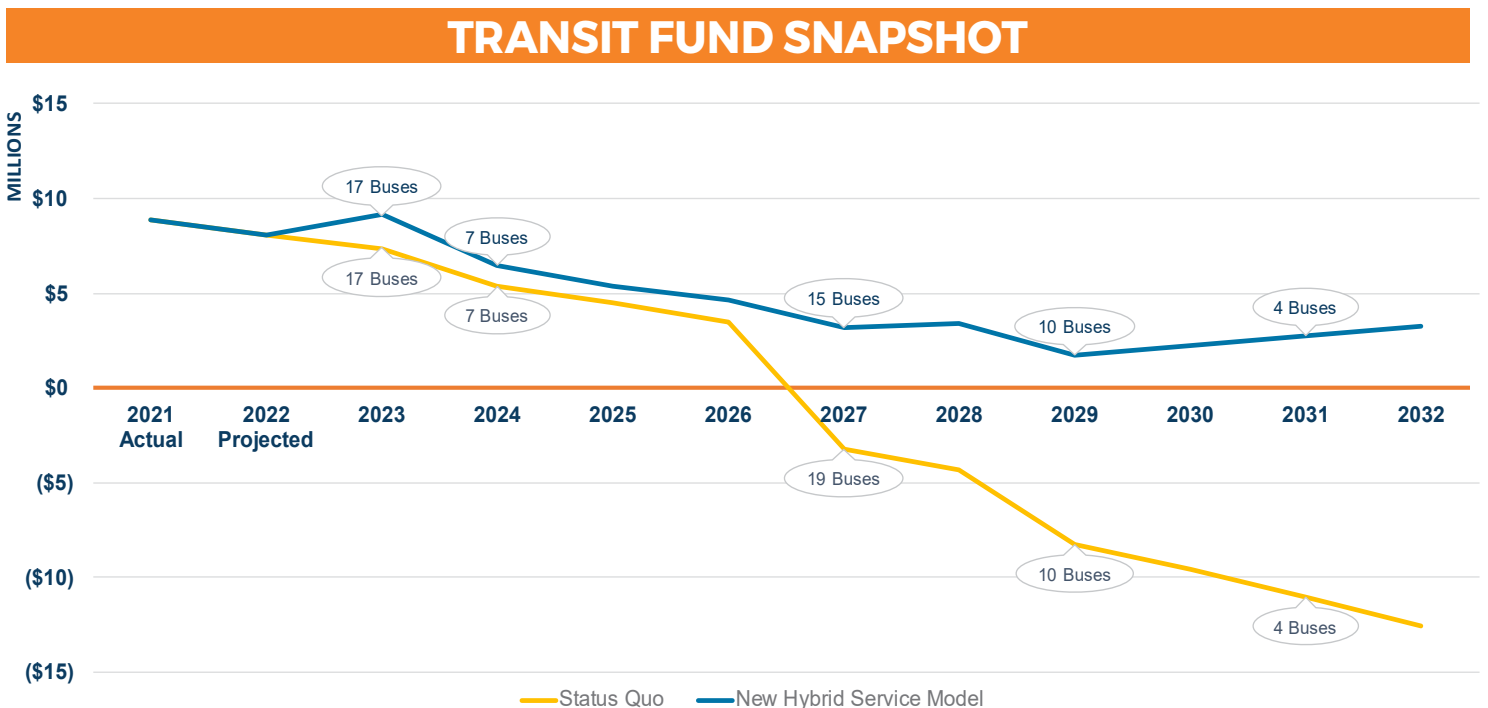
Marketing and promoting public transportation has a history of being a complex effort. As found in the 2019 Long-Range Transportation Market Research Study, very few people will ride the transit system when they have a choice on an operational motor vehicle. Those with limited resources, being financial, cognitive, mobility, or disability related, will navigate a transit system out of need.

The hybrid transit system that has been recommended in this plan has a focus on expanding the footprint of transit coverage area as well as providing another option to the fixed route and paratransit system. With this innovated approach, there has been positive community interest and feedback from what are defined as ‘choice’ riders; those that choose to ride transit for sustainability, convenience, as well as limiting the need to own a vehicle.

Communication and marketing methods and formats have changed greatly in the past 10 years. Merging that with the nature of a hybrid system, it is understood that we must develop a multifaceted transit travel training and communication program with a hands-on-approach. Our focus is to reach the current user and grasp the choice rider audience. An update to the SAM Marketing Plan is recommended as an extension of this plan. An update to the Transit Marketing Plan is recommended over the next two years to further identify implementation strategies. Approaches currently being updated include but will not be limited to:

- City of Sioux Falls—Update to the entire website. Completion expected in 2023. This will include the SAM webpage.
- Continue with the Everbridge texting communication.
- Software Applications allow for communication with users.
- SAM Facebook page is being revived.
- Increased promotion utilizing the City of Sioux Falls’ Facebook page.
- Increased Twitter activity is being considered.
- Assigning a communications and marketing team to be proactive in events, changes, etc.
- Travel-training, software app training, develop videos with the COSF Communications team for new products, transit methods.
- Improve the fixed-route maps, to include adding color, for clearer direction.
- Add real-time rider information for all fixed-routes.
- The inclusion of GPS will greatly increase our visibility and accuracy.

Figure 18:





Chapter 12

Transit Development Plan

Public Participation Plan

The first level of public participation for this plan occurred during the Transit Innovation Core Team process. This process began in January of 2019 and concluded in August of 2020. The Core Team spent a significant amount of time working with riders and stakeholder and came up with several recommendations to remake transit. The highest priority of the Core Team was to pilot an On-Demand service model. Additional information about the transit core team and recommendations can be found in Chapter 6.

The rider surveys were distributed in the Summer of 2022 to engage the public with the Transit Development Plan. Results from the survey are included in Chapter 5. Not only did the survey provide valuable information for the plan, the survey also identified other people interested in participating in stakeholder meetings and the rest of the plan public participation. The surveys supported and followed the findings of the Transit Innovation Core Team's findings.

Four public stakeholder meetings were held at the following times.

- Monday, August 1 at 10 a.m. and 12 noon
- Wednesday, August 3 at 3:30 p.m. and 5:30 p.m.

In addition, two Sioux Area Metro employee stakeholder meetings were held on August 9 and August 19.

Lastly, a shorter presentation with question and answer period was provided to all SAM employees at the September Safety Meetings. This meeting allowed all employees to understand the plan and to provide comment.

Two open house events were held at two locations, which included the Downtown City Library as well as the SAM Depot.

- Wednesday, October 19 at the SAM Downtown Depot from 3 p.m. to 6 p.m.
- Thursday, October 20 at the Downtown Library from 4 p.m. to 6:30 p.m.

This provided an opportunity to discuss the studies, showcase the projected changes and welcome conversation from the community.

The comments from all the public participation activities were reviewed, incorporated into the plan, and included in the Appendix.

Throughout the plan development and public involvement, PTAB was updated every step in the process. PTAB regularly commented during this process. On November 28, 2022, PTAB provided a recommendation of approval for the plan and asked that it be presented to City Council for their final approval.

Appendices

Appendix 1—Comparables to other Transit Services in the Region

Appendix 2—Service Hours and Vehicle Needs of Recommended Fixed-Route Option

Appendix 3—On-Demand Planned Vehicle Hours

Appendix 4—Public Participation Comments



Appendix 1:

COMPARABLES TO OTHER TRANSIT SERVICES IN THE REGION

City	Service area 2010 Pop	FR Ridership	Para Ridership	FR Veh Miles	Para Veh Miles	Rides Per Hr FR	FR Hrs of Serv	Rides Per Hr Para	Para Hrs of Serv	FR Oper Exp
Rapid City	67,956	213,004	53,751	259,918	137,552	11	18,605	2.69	19,957	\$ 1,167,539.00
Pueblo, CO	112,993	466,709	128,872	501,889	174,443	13	36,173	10.10	12,757	\$ 4,094,122.00
Billings, MT	110,323	373,146	35,414	618,717	122,695	9	42,140	3.72	9,519	\$ 3,987,942.00
Des Moines, I	354,320	3,502,397	84,663	3,021,676	613,057	16	215,846	2.10	40,291	\$ 27,378,273.00
Cedar Rapids,	158,890	997,565	71,306	860,717	358,063	18	56,912	2.81	25,372	\$ 7,831,965.00
Duluth, MN	102,334	1,794,627	20,115	1,794,627	170,564	12	152,877	1.54	13,053	\$ 16,887,684.00
Rochester, M	104,230	876,908	17,798	1,322,999	137,477	10	91,743	1.85	9,601	\$ 9,167,359.00
Fargo, ND	155,620	848,312	37,292	939,436	238,871	11	80,189	2.20	16,960	\$ 7,509,635.00
Appleton, WI	216,154	555,807	84,387	1,010,805	633,317	9	64,769	2.79	30,221	\$ 5,710,697.00
Sioux Falls, SD	141,400	445,205	39,130	656,713	238,089	8	54,264	1.38	28,334	\$ 5,299,572.00
Topeka, KS	127,473	1,090,411	44,801	879,706	216,711	18	61,571	3.00	14,921	\$ 6,627,881.00
Lincoln, NE	289,102	1,883,081	57,184	1,535,239	413,500	17	112,358	1.70	33,624	\$ 11,165,392.00
			56,226							
	Averages	1,087,264	56,226	1,116,870	287,862	13	82,287	2.99	21,218	\$ 8,902,338.42

COMPARABLES TO OTHER TRANSIT SERVICES IN THE REGION

City	Para Oper Exp (DR)	FR Cost per Hr	Para Cost per Hr	FR Cost per Mile	Para Cost Per Mile	FR Cost/Ride	Para Cost/Ride	State Funding	Local Funding
Rapid City	\$ 1,005,379.00	\$62.75	\$50.38	\$4.49	\$7.37	\$5.48	\$18.70	\$30,784.00	\$119,683.00
Pueblo, CO	\$ 1,078,105.00	\$113.18	\$84.51	\$8.16	\$6.18	\$8.77	\$36.00	\$0.00	\$1,141,370.00
Billings, MT	\$ 1,304,473.00	\$94.64	\$137.04	\$6.45	\$10.63	\$10.69	\$36.83	\$957,906.00	\$1,556,707.00
Des Moines, IA	\$ 3,705,257.00	\$126.82	\$91.96	\$9.06	\$6.04	\$7.82	\$43.76	\$181,857.00	\$21,150,230.00
Cedar Rapids, IA	\$ 1,629,876.00	\$137.62	\$64.24	\$9.10	\$4.55	\$7.85	\$22.86	\$875,351.00	\$4,420,390.00
Duluth, MN	\$ 864,154.00	\$120.78	\$66.20	\$9.66	\$5.07	\$9.41	\$42.96	\$13,600,565.00	\$0.00
Rochester, MN	\$ 559,993.00	\$99.92	\$58.33	\$6.93	\$4.07	\$10.45	\$31.46	\$4,938,565.00	\$0.00
Fargo, ND	\$ 1,484,921.00	\$93.65	\$87.55	\$7.99	\$6.22	\$8.85	\$39.82	\$24,174.00	\$1,817,332.00
Appleton, WI	\$ 1,368,955.00	\$88.17	\$45.30	\$5.65	\$2.16	\$10.27	\$16.22	\$2,915,685.00	\$1,621,340.00
Sioux Falls, SD	\$ 3,062,097.00	\$97.66	\$108.07	\$8.31	\$12.86	\$11.90	\$78.25	\$74,216.00	\$4,784,433.00
Topeka, KS	\$ 1,476,048.00	\$107.65	\$98.92	\$7.53	\$6.81	\$6.08	\$32.95	\$866,030.00	\$2,475,643.00
Lincoln, NE	\$ 2,921,902.00	\$99.37	\$86.90	\$7.27	\$7.07	\$5.93	\$51.10	\$715,400.00	\$7,205,629.00
	\$ 1,705,096.67	\$103.52	\$81.62	\$7.55	\$6.59	\$8.63	\$37.58	\$2,098,377.75	\$3,857,729.75



Appendix 2:

SERVICE HOURS AND VEHICLE NEEDS OF RECOMMENDED FIXED-ROUTE OPTION

RECOMMENDED FIXED-ROUTE (FIRST YEAR) PROJECTED VEHICLE REQUIREMENTS AND HEADWAYS

	Vehicles			Headways		
	Peak	Off-Peak	Eves. & Sat.	Peak	Off-Peak	Eves. & Sat.
Route 3 Minnesota/41st	3	3	1	30	30	60 [^]
Route 4 EastTenth	2	2	1	30	30	60
Route 7 East Sixth Street	.75	.75	.75	60	60	60
Route 8 Fourth Avenue/North Cliff	.75	.75	—	60	60	—
Route 9 East 18th Street/26th	.75	.75	.5	60	60	60
Route 10 West 12th/Louise	2	2	1	30	30	60
Route 19 Madison/Career	1	1	1	60	60	60
<u>Route 20 VA/Sanford/Avera</u>	<u>.75</u>	<u>.75</u>	<u>.75</u>	<u>60</u>	<u>60</u>	<u>60</u>
TOTAL	11	11	6			

[^]. Route 3 proposed to terminate at Southwest Center on Saturdays and weekday evenings.

PROJECTED DAILY SERVICE HOURS BY ROUTE

ROUNDTRIP RUN TIME

	Weekday	Saturday	
Route 3 Minnesota/41st	44	11	90
Route 4 East Tenth Street	30	11	60
Route 7 East Sixth Street	12	8.25	45
Route 8 Fourth Avenue/North Cliff	10.5	—	45
Route 9 East 18th/26th	11.5	5.5	45
Route 10 West 12th/Louise	30	11	60
Route 19 Madison/Career	16	11	60
<u>Route 20 VA/Sanford/Avera</u>	<u>12</u>	<u>8.25</u>	<u>45</u>
	166	66	

RECOMMENDED PLAN—SECOND YEAR

SERVICE HOURS AND VEHICLE NEEDS OF RECOMMENDED FIXED-ROUTE OPTION

PROJECTED VEHICLE REQUIREMENTS AND HEADWAYS

	Vehicles			Headways		
	Peak	Off-Peak	Eves. & Sat.	Peak	Off-Peak	Eves. & Sat.
Route 3 Minnesota/41st	3	3	1	30	30	60 [^]
Route 4 East Tenth	2	2	1	30	30	60
Route 7 East Sixth Street	.75	.75	.75	60	60	60
Route 8 Fourth Avenue/North Cliff	.75	.75	—	60	60	—
Route 9 East 18th Street/26th	.75	.75	.5	60	60	60
Route 10 West 12th/Louise	2	2	1	30	30	60
Route 19 Madison/Career	3	2	1	30	45+	60*
Route 20 VA/Sanford/Avera	.75	.75	.75	60	60	60
TOTAL	13	12	6			

* Route 19 proposed to terminate at Walmart on Saturdays.

+ 90-minute headway after 7 p.m. on weekdays.

[^]. Route 3 proposed to terminate at Southwest Center on Saturdays and weekday evenings.

PROJECTED DAILY SERVICE HOURS BY ROUTE

ROUNDRIP RUN TIME

	PROJECTED DAILY SERVICE HOURS BY ROUTE		ROUNDRIP RUN TIME
	Weekday	Saturday	
Route 3 Minnesota/41st	44	11	90
Route 4 East 10th Street	30	11	60
Route 7 East 6th Street	12	8.25	45
Route 8 4th Avenue/North Cliff	10.5	—	45
Route 9 East 18th/26th	11.5	5.5	45
Route 10 West 12th/Louise	30	11	60
Route 19 Madison /Career	38	11	90
Route 20 VA/Sanford/Avera	12	8.25	45
	188	66	



Appendix 3:

ON-DEMAND PLANNED VEHICLE HOURS

On-Demand Option						
Service Type	Time Period	Total Hours per day	# of vehicles needed	Hours per day per period	Hours per week per period	
Peak Hours	6 am to 9 am & 3 pm to 6 pm	6	6	36	180	
Non-Peak Hours	9 am to 3 pm	6	5	30	150	
Evening Hours	6 pm to 9 pm	3	4	12	60	
Saturdays	8 am to 7 pm	11	4	44	44	
						434 Weekly Vehicle Hours
						24,825 Yearly Vehicle Hours
					\$ 79.00	Per Hour On-Demand Cost
					\$ 1,961,159	Cost per year Estimate
On-Demand Option (with paratransit)						
Service Type	Time Period	Total Hours per day	# of vehicles needed	Hours per day per period	Hours per week per period	
Peak Hours	6 am to 9 am & 3 pm to 6 pm	6	8	48	240	
Non-Peak Hours	9 am to 3 pm	6	7	42	210	
Evening Hours	6 pm to 9 pm	3	6	18	90	
Saturdays	8 am to 7 pm	11	6	66	66	
						606 Weekly Vehicle Hours
						34,663 Yearly Vehicle Hours
					\$ 79.00	Per Hour On-Demand Cost
					\$ 2,738,393	Cost per year Estimate

PUBLIC PARTICIPATION COMMENTS

Survey Comments Summary

Fixed Route Public Survey Comments Summary

- Service Expansion was the predominant feedback from the stakeholders, including the fixed-route, paratransit and general public surveys.
 - Service area
 - Maps represent requests, with a focus on medical facilities in the southwest Sioux Falls area.
 - Service times—
 - Sundays
 - Additional Saturday hours
 - Expanded weekday evening hours
 - Transit opportunities for night shift
 - Consider private/public collaboration for healthcare patients, employees; i.e., route or vehicle sponsorship
 - Route Frequency on highly traveled routes needs to be increased
 - Several requests for service to bedroom communities surrounding Sioux Falls
- Bus stop concerns
 - Need to be updated
 - Stops without shelters have no concrete pads for ADA requirements
 - Limited Crosswalks
 - GTFS Needs to be current and accurate

Paratransit Public Survey Comments Summary

- Excellent service, friendly drivers and dispatch
- Service Expansion
 - Additional hours of service
 - Accommodate evening activities which are now limited due to bus schedules
 - Medical facilities have expanded south, unable to get to them currently
 - Include parks/recreation for stops
- Paratransit regulations limit where you can purchase, rent and live
 - Expanded city footprint
 - Conditional rider limitations



PUBLIC PARTICIPATION COMMENTS

General Public Survey Comments Summary

- Service Expansion—Currently unserved areas of the community were noted for requested service for employment, medical and convenience.
 - Updating old routes very prevalent in requests
 - Add service to bedroom communities
 - Hours of service do not seem conducive to people with disabilities who depend on it for employment
 - Easier access for high school students
 - Support a complete restructure of the current antiquated system
 - Think outside of the box—consider cutting edge rail/subway: Collaborate with health, production and other large employers for employee transportation options, working with schedules and hours of operation
- Communication:
 - Add options such as social media
 - Provide information at the Depot
 - Offer a QR Code for feedback
 - Increase system advertising
 - Improve the GTFS for accurate route schedule information
 - Positive promotion and increased education on how to use the system
- Infrastructure:
 - Improve bus shelters for weather challenges
 - Fleet management—use smaller vehicles for efficiency

Stakeholder Meeting Comment Summary

Fixed Route

- Service Expansion was the predominant feedback from the stakeholders, including the fixed-route, paratransit and general public surveys.
 - Service area
 - Maps represent requests, with a focus on medical facilities in the southwest Sioux Falls area.
 - Service times—
 - Sundays
 - Additional Saturday hours
 - Expanded weekday evening hours
 - Transit opportunities for night shift
- Bus stop concerns
 - Need to be updated
 - Stops without shelters have no concrete pads for ADA requirements
 - Limited Crosswalks



October 19 and 20, 2022 Transit Development Plan Draft Open House Event Summary

Two Open House events were held with the purpose of introducing and taking public input on the draft plan for the Public Transit Development Plan update. The first event was held at the SAM Depot on Wednesday, October 19, from 3 p.m. to 6 p.m.; the second was held at the Downtown Library on Thursday, October 20, 2022, from 4 p.m. to 6:30 p.m.

The registered attendance was a total of 42 people, with several not registering. Both events had very engaging participants. There is considerable passion for the transit system, especially for those that totally rely on it. What we continue to understand is that the level of education greatly impacts the level of acceptance to change. For many, limited resources in income, possibly phone access, and cognitive ability find change to be overwhelming. This creates the resistance to any change. Through discussion, we are aware that education and communication will be key in any transition. This is included in our plan.

Approximately 25 information boards were posted, with a presentation provided at the library location, simply due to the dynamics of those attending and how it worked. This was positive. The boards included everything from current routes, perspective routes, On-Demand statistics, and survey and study statistics from 2018 to date.

There was not disagreement that in order for public transportation service in Sioux Falls to succeed and provide service to a growing community, changes were inevitable—some agreeing that they are long overdue.

Comments and notes taken from the meeting are as follows, with priority comments indicated with an “*”:

- Bidirectional routes are very welcome.*
 Will these be using two buses, or one?
- Returning Saturday evening service is very important.*
- Increased frequency is very important to all users; choice or need.*
- Including stops to the medical facilities from 69th Street and south is vital.*
- The need for accurate GTFS/GPS is important.*
- Priority in returning services should be to Saturday evenings.*
- Educational brochures on using the bus system and SAM On-Demand is needed, in addition to the classes offered. Include materials people can bring home.
- Colored route brochures need to be used again.
- A negative of On-Demand is the ride time variability.
- More easily available time tables.

- Be aware of the safety of the stops—lighting, bushes, trees, crosswalks, concrete pads, shelters in high volume areas. These need a complete review. Do not stop in the middle of the block; use corners for stops (Third and Wayland corner is not safe).
- The paratransit interview process is very intimidating and life-changing. Our team’s involvement is so important.
- It was noted from a patron that she did do some checking and other urban areas are also using On-Demand.
- Fares could possibly be reviewed (\$3/ride was common).
- A bus shelter is needed on 60th North at Walmart.
- Will paratransit be able to use the app to schedule appointments?

Additional miscellaneous route/stop requests from Open House comments:

- Include stop at Midco® Aquatic Center
- Please add route to 41st/Veterans Parkway.
- Can route stop be expanded to 41st Street, either Veterans Parkway or 41st and Six Mile Road.
- Add a stop on Route 4 at 41st and Veterans Parkway to serve new housing in area.
- Paratransit: 69th and Louise: Drop off north side of 69th, not south side.
- Put a stop for Route 3 at 41st and Shirley.
- On-Demand at Sanford Sport Complex.
- On-Demand at the airport.
- New road on Western/229 by Glory House—many users.
- Stop at Third and Cliff.
- Large building/employer construction going up at 69th and Louise (across from Avera Behavioral Health)—interest in routes.

Note: Documentation from survey requests on additional stop requests recorded on survey result summaries.



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