

Coordinated Public Transit- Human Services Transportation Plan



Submitted by
Mid-Missouri Regional Planning Commission



August 2008

Coordinated Public Transit- Human Services Transportation Plan



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Coordinated Public Transit-Human Services Transportation Plan
Mid-Missouri Regional Planning Commission

RESOLUTION FY2008-001

A RESOLUTION OF THE
MID-MISSOURI REGIONAL PLANNING COMMISSION
ADOPTING THE
COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

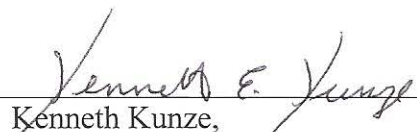
WHEREAS, the Mid-Missouri Regional Planning Commission is the designated RPC for the six county region of Boone, Callaway, Cole, Cooper, Howard and Moniteau and is responsible for non-urban transportation planning process; and.

WHEREAS, the development of a locally develop Coordination Public Transit-Human Services Transportation Plan is required for compliance with federal SAFETEA-LU legislation; and

WHEREAS, the plan has been developed in accordance with federal standards and through outreach involving local public and private transportation providers, human services agencies, other interested parties, and the general public;

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Mid-Missouri Regional Planning Commission that the Coordinated Public Transit-Human Services Transportation Plan for the Mid Missouri Regional Planning Commission area is hereby approved and adopted.

The above resolution is hereby adopted on this 27th day of August, 2008.


Kenneth Kunze,
Chairman, Board of Directors

Attest:



Gabe Craighead
Vice Chairman, Board of Directors

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Chapter 1 Summary

In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the New Freedom Initiative (5317), Job Access and Reverse Commute (JARC 5316) and Elderly and Disabled Transportation Program (5310) must meet certain requirements in order to receive funding for fiscal 2007 and beyond.

This plan has been developed through a series of meetings with transportation and human service providers and users with publicized public meetings beginning in September of 2007. This plan includes elements that identify existing services and needs, identifies gaps in services and lists strategies for implementation.

Below is a chapter outline of this plan:

Chapter 1 summarizes the plan scope.

Chapter 2 outlines the requirement and back ground of this plan.

Chapter 3 includes the assessment of private, public and non-profit services.

Chapter 4 includes demographics analysis of the Mid-Missouri RPC study area.

Chapter 5 addresses the strategies developed through development of this plan

Chapter 6 summarizes the Capital Area Metropolitan Planning Organization Plan and
the Columbia Area Transportation Study Organization Plan.

Chapter 7 conclusion

Chapter 2 Background

SAFETEA-LU requirements mandate that projects from the programs New Freedom Initiative (5317), Job Access and Reverse Commute (JARC 5316) and Elderly and Disabled Transportation Program (5310) be part of a “locally developed coordinated public transit-human services transportation plan.” This plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers and the general public.

Funding Programs

The following are descriptions of the funding programs which are a part of and are used for the decision making process.

Transportation for Elderly Persons and Persons with Disable (5310) provides assistance to private non-profit groups “in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient or inappropriate to meeting these needs.”

Job Access and Reverse Commute (JARC 5316) originally was authorized through TEA-21 which is designed to “develop transportation services designed to transport welfare recipients and low income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities.” This program places emphasis on projects that use mass transportation services.

New Freedom Initiative (5317) “encourage services and facility improvement to address the transportation needs of persons with disability that go beyond those requirements of the Americans with Disability Act.”

Plan Requirements

The plan requirements have four identified elements as listed:

1. An assessment of available service that identifies current transportation providers (public, private, and non-profit),
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes,
3. Strategies, activities, and/or projects to address the identified gaps between current services and needs,

4. Address opportunities to achieve efficiencies in service delivery, and priorities for implementation based on resources, time, and feasibility for implementing specific strategies and/or activities identified.

The Planning Process

In satisfying the element requirement, the Mid-Missouri Regional Planning Commission went through the following planning process:

1. Mid-Missouri Regional Planning Commission (MMRPC) began compiling a listing of transportation providers in the public, private, and non-profit sectors through staff research. Information collected from the Capital Area Metropolitan Planning Organization (CAMPO) and the Columbia Area Transportation Study Organization (CATSO) also contributed to the database. Finally, MMRPC staff developed a survey instrument that, among other things, was intended to collect as much information as possible about existing providers and their current ability and methodology for providing services. Public hearings were publicized and held in order to conduct as thorough an assessment as possible. (*see appendix A for public hearings*)
2. The MMRPC plan utilized the CAMPO and CATSO plans to gain information about user experiences in the areas metropolitan centers. Public hearings were held in the other counties. A survey was developed and distributed at these sessions as well as through the transportation providers. MMRPC staff also utilized Census Bureau data to visually represent, through GIS capabilities, the areas where these target populations reside and their access to the aforementioned transportation services.
3. Upon reviewing survey data and other input gained from public hearings, MMRPC developed strategies commonly identified for improving basic services. These strategies were resubmitted to providers and users for feedback. Moreover, the strategies were presented before the MMRPC Transportation Advisory Committee for review and feedback. Once feedback was obtained, necessary revisions were made and the strategies moved forward for prioritization.
4. Once strategies were agreed upon, prioritization occurred through both provider and user input. Prioritization was easily agreed to, with almost all pertinent parties agreeing that improved funding was paramount to the success of public transportation

Chapter 3 Assessment of Available Services

Introduction

The following plan outlines the available services in the six county area, identifies gaps and unmet needs in services, and proposes strategies for addressing those needs. The following is a list of prioritized strategies for implementing the Mid-Missouri Coordinated Public Transit - Human Services Transportation Plan (PT-HST):

Service Providers

To determine the services available in the area, an initial meeting was held on July 13, 2007 at the Mid-Missouri Regional Planning Commission in Ashland. Eighteen recipients of federal or state transportation funding were identified and contacted about the planning meeting. Representatives from five transportation providers attended: Unlimited Opportunities, Inc., City of Columbia Public Works, Central Missouri Area Agency on Aging, Older Adult Transportation Service (Oats, Inc.), and the Independent Living Resource Center (ILRC, Inc). In addition, transportation providers were contacted and asked to complete a survey of available services and perceived needs. Five providers submitted completed surveys. Moreover, public hearings for both transportation providers and users were held in four of the Mid-Missouri Regional Planning Commission counties in September 2007: Boonville Senior Center in Cooper County, California Public Library in Moniteau County, Sheppard of the Hills Lutheran Church of Fayette in Howard County, and the Fulton Senior Center in Callaway County. Outreach and coordination with Cole and Boone Counties occurred through meetings of the Mid-Missouri Regional Planning Commission's Transportation Advisory Committee in July 2007.

Two organizations serve multiple counties in the Mid-Missouri region: OATS and the Central Missouri Area Agency on Aging. SERVE, Inc. serves Callaway County but provides trips to the adjacent counties of Audrain, Boone, and Cole as well as the occasional long-distance trip. Other agencies serve smaller portions of the area, either exclusively within one of the area's two Metropolitan Planning Organizations, or in just one or two counties.

OATS, Inc. is the areas largest transportation service provider, and offers transportation services through use of their own vehicles. OATS performs its own vehicle maintenance and also contracts out for maintenance service. OATS drivers are paid for their services. OATS owns 68 vehicles, with 50 vehicles being operated on an average. 35 vehicles are operated during peak periods of the day. 32 vehicles are 9 passenger (23 of which are lift chair equipped), 31 are 10 to 14 passengers (20 of which are lift chair equipped), and 5 are 15 to 24 passengers (5 of which are lift chair equipped). Their services operate door to door and require a schedule for each day of service. Services are offered Monday through Friday, with hours of operation dependent on the number of riders and

destinations requested that particular day. The Mid-Missouri region serves Audrain, Boone, Callaway, Camden, Cole, Cooper, Gasconade, Howard, Laclede, Maries, Miller, Moniteau, Morgan, Osage, and Pulaski Counties. While OATS generally caters to the elderly, low income and those with disabilities, portions of the service are open to the general public. Services are prioritized, however, for medical, essential shopping, and business. A quarterly newsletter, “Wheel”, informs riders of service times in each county. At this time, OATS identifies seven vehicles that need to be replaced immediately, two within the next year, and 25 within the next five years. OATS identifies lack of funding as a large hindrance to providing expanding services, and would also like to expand into providing daily transportation to support employment activities.

The Central Missouri Area Agency on Aging contracts with AMT, SERVE, and Smith’s Medical Transit to provide transportation services. CMAAA purchases and provides public transit tickets and passes so clients can ride public transit buses. Shopping and business trips are limited to two per week per user, while medical and trips to senior nutrition centers are unlimited. Eligibility is confined to senior citizens age 60 and older. Services are available in the entire six-county area of the Mid-Missouri Regional Planning Commission.

SERVE, Inc. is a multi-social service agency that offers transportation services. SERVE, Inc. operates its own vehicles Monday through Friday, 5:30 a.m. to 5:30 p.m. and Saturday 5:30 a.m. to Noon. Saturday operations are from Callaway County to Columbia for dialysis patients only. SERVE Inc. is open to the elderly, the disabled, low-income, youth, and the general public. SERVE Inc. drivers are both paid and volunteers. SERVE Inc. has nine vehicles, with an average of six operating each day and 5 during peak hours. SERVE Inc. has one 9 passenger vehicle, one 10 to 14 passenger vehicle, and seven 15 to 24 passenger vehicles (of which all seven are lift chair equipped). SERVE Inc. identifies three vehicles that need to be replaced immediately, two that need to be replaced in the next year, and four that need to be replaced within the next five years.

Public

There are two public transportation providers in the Mid-Missouri region: Columbia Transit in Columbia, and JeffTran in Jefferson City. These two services fall under the jurisdiction of the Columbia and Jefferson City MPO’s, respectively, and are therefore referenced in greater detail in those organization’s Coordinated Transportation Plans. Summaries of these plans are included in chapter six of this document.

Private

There are a number of private taxi services operating in the MMRPC region. The private transportation service providers listed below represent all MMRPC counties except Moniteau. (See table 2.1)

Table 2.1 Private Transportation Providers		
Name	City	County
Smith's Medical Transport	Columbia	Boone
TranZport LLC	Holt's Summit	Callaway
Checker Cab	Jefferson City	Cole
A-1 Livery	Jefferson City / Columbia	Cole / Boone
Missouri River Taxi	Boonville	Cooper
Advantage Medical Transport	Fayette	Howard

Non-Profit

Table 2.2 summarizes the non-profit transportation service providers currently located or operating in the MMRPC area:

Table 2.2 Non-Profit Transportation Providers				Service Area					
Organization	City	Phone	Fixed Office Location	Boone	Callaway	Cole	Cooper	Howard	Moniteau
Boone County Family Resources	Columbia	(573) 874-1995	Boone	x					
Central Missouri AAA	Columbia	(573) 443-5823	Boone	x	x	x	x	x	x
Central Missouri Community Action	Columbia	(573) 443-8706 x225	Boone	x	x	x	x	x	x
Central Missouri Subcontracting Enterprises	Columbia	(573) 442-6935	Boone						
City of Columbia Transportation Division	Columbia	(573) 874-7250	Boone	x					
Independent Living Center	Columbia	(573) 874-1646 x227	Boone	x					
Job Point	Columbia	(573) 474-8560	Boone	x					
OATS, Inc.	Columbia	(573) 443-3789	Boone	x	x	x	x	x	x
Smith's Medical Transport	Columbia	(573) 874-7110	Boone	x					
Woodhaven Learning Center	Columbia	(573) 875-6181	Boone	x					
SERVE, Inc.	Fulton	(573) 642-6388	Callaway		x				
Cole County Residential Services, Inc.	Jefferson City	(573) 634-4555	Cole			x			
Department of Community Development	Jefferson City	(573) 634-6424	Cole		x	x			
Independent Living Resource Center, Inc.	Jefferson City	(573) 556-0400	Cole		x	x			x
New Horizons Community Support Service	Jefferson City	(573) 636-8108	Cole	x		x			
Special Learning Center	Jefferson City	(573) 634-3070	Cole			x			
Unlimited Opportunities	Boonville	(660) 882-5576	Cooper				x		
Advantage Medical Transport	Fayette	(866) 262-2360	Howard					x	
Endless Options, Inc.	Fayette	(660) 248-5233	Howard					x	
Tipton Manor, Inc.	Tipton	(660) 433-5574	Moniteau						x

Chapter 4 Assessment of Transportation Needs

Analyst of Special Needs Population

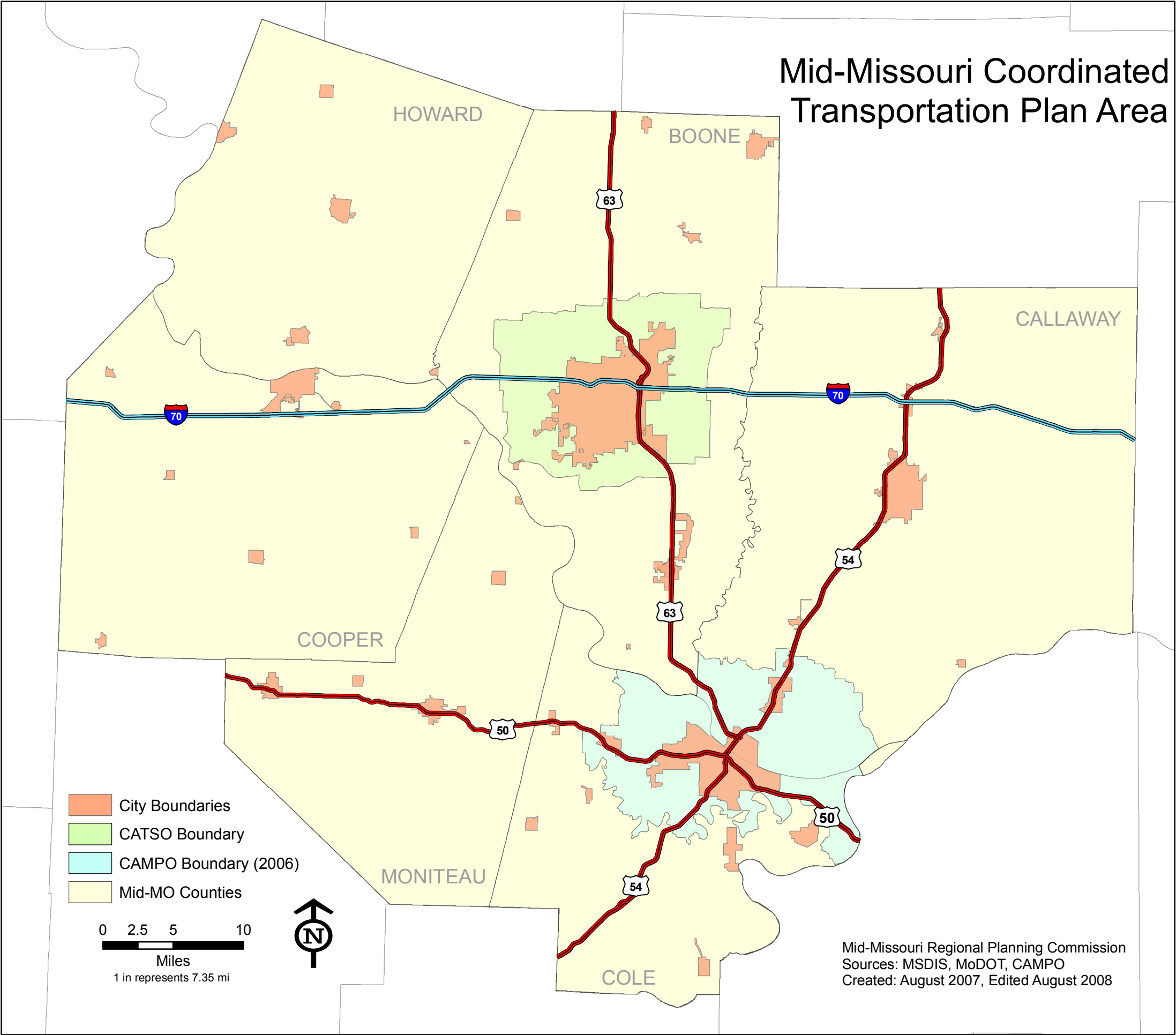
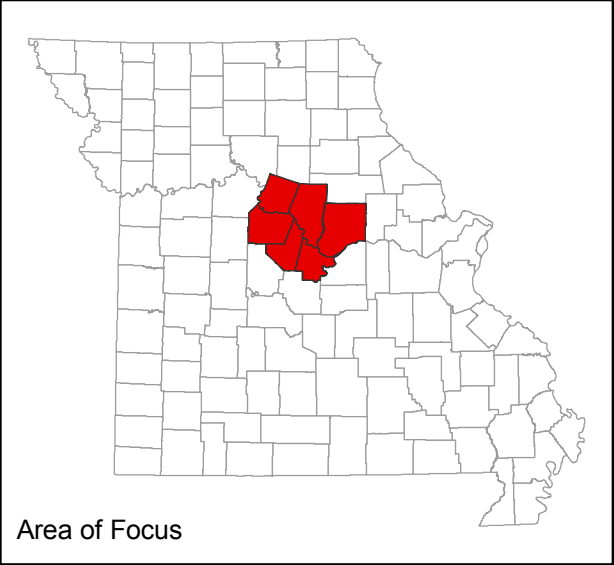
The Public Transit-Human Services Transportation Plan is designed to address the transportation needs of elderly, low-income, and disabled residents of the Mid-Missouri region. Without these services, these citizens would not enjoy access to many basic amenities and services essential to them. For reasons indicated above, there exist populations in the region who have unique transportation needs. This section includes graphic representations and analysis of low-income, elderly and disabled populations in the Mid-Missouri region. Areas with higher concentrations of these populations should not be unduly disadvantaged by road construction or other transportation planning and issues. Therefore, it is important to recognize areas where greater concentrations of these special groups reside and to be sensitive to their transportation needs.

Figure 1-4 displays concentrations (in both raw numbers and percentages) of populations requiring special consideration. The figure data is derived from the 2000 U.S. Census and is displayed at the block group level. Since the Mid-Missouri region has both metropolitan and rural areas, two sets of maps with representations of both persons and percentages will provide better analysis of these populations. The composite score was developed by MACOG to show higher priority areas incorporating both the raw numbers and percentages of each of the three special consideration groups. This information was provided jointly by MACOG and MSDIS. (*See figure 1*)

Mid-Missouri Coordinated Transportation Plan Area

Figure 1

Study Area
including two MPO Boundaries



Disclaimer
The Mid-Missouri Regional Planning Commission is responsible for the facts and accuracy of the data presented herein. The contents do not necessarily reflect the official views or policies of the Federal Highway Administration (FHWA), the Federal Transit Administration (FTA) the Missouri Department of Transportation (MoDOT), or the Mid-Missouri Regional Planning Commission. This map does not constitute a standard, specification, or regulation.

Poverty

Low-income is determined by the federal poverty guidelines, which are generated annually based on family size and composition. The numbers and percentages displayed below represent individuals living below 185 percentage of the poverty line. Low-income individuals and families are more likely to seek public transportation or other alternatives to automobiles for transportation. The region has nearly 70,000 low-income residents, or 26.2 percentage of the Mid-Missouri RPC area population. Columbia has block groups with significantly higher numbers of persons living below 185 percentage of the poverty line, as well as several block groups with high percentages. Jefferson City also has an area with higher than average low-income residents. (*See figure 2*)

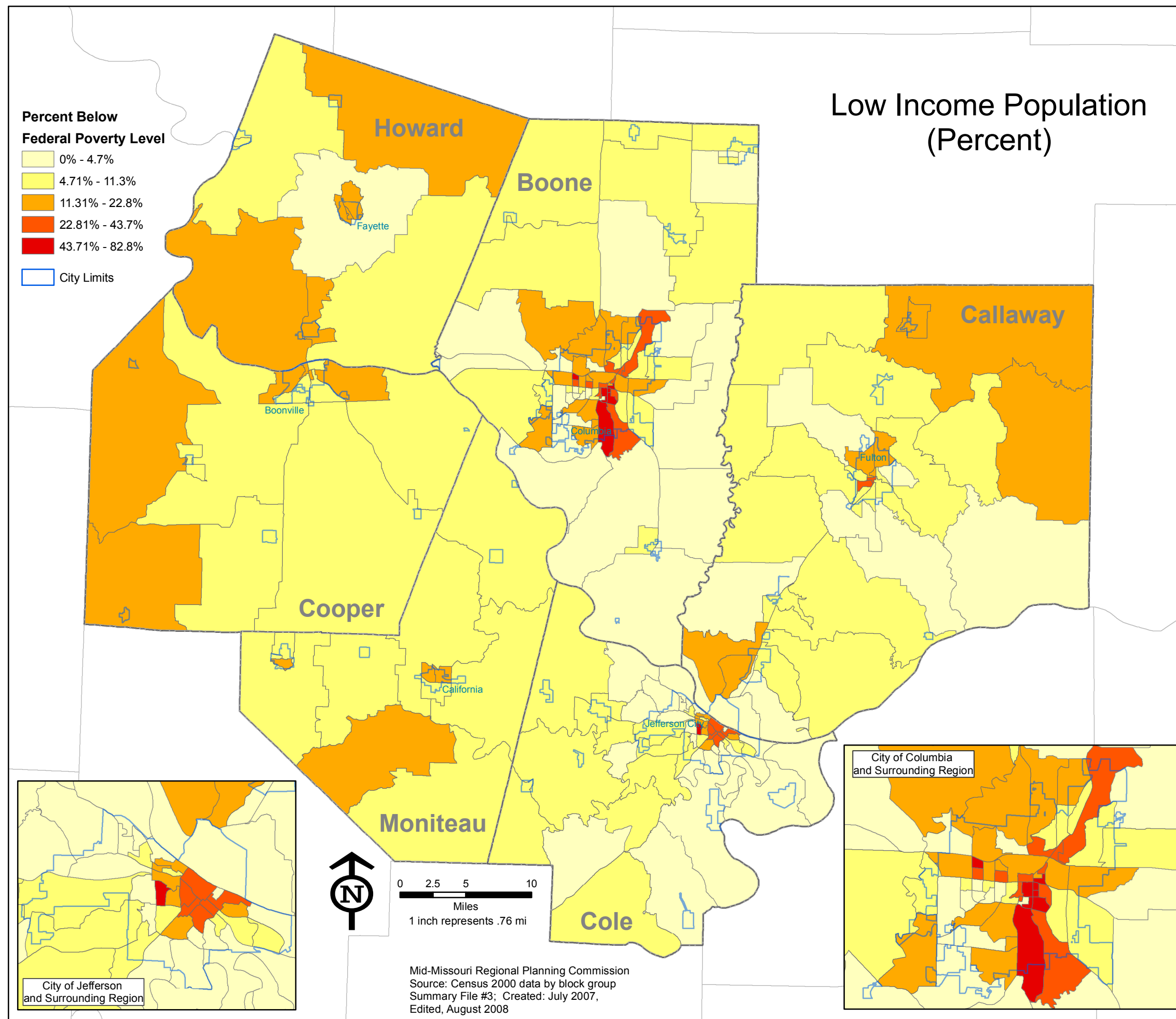
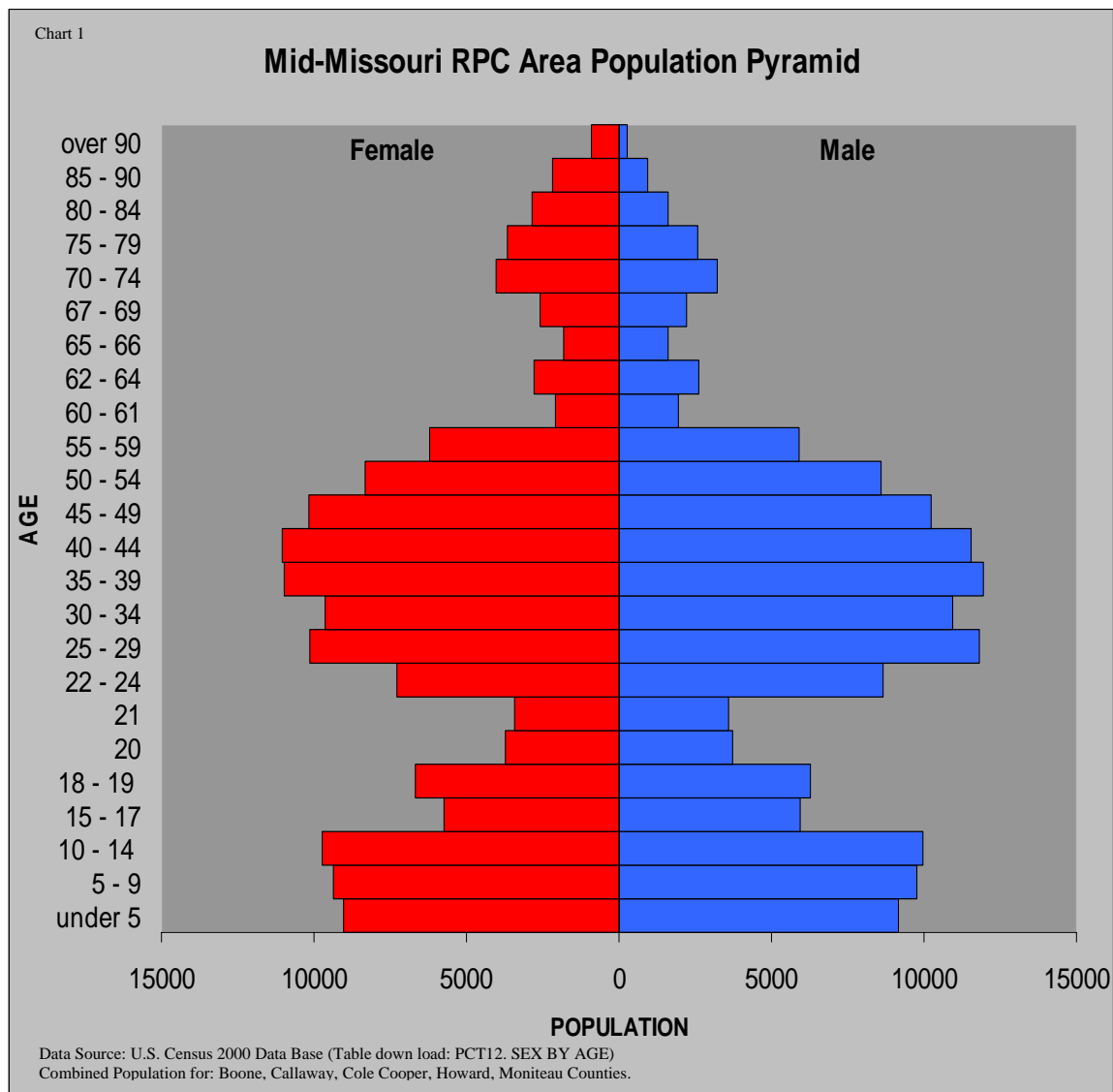


Figure 2
Low Income Population

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Elderly

In 1999, the Mid-Missouri region was home to 30,483 seniors over 65 years of age. They constituted 10.5 percent of the total population in the six county Mid-Missouri RPC area, which is below the Missouri total of 13.5 percent. Howard 16.2 percent, Cooper 15.4 percent and Moniteau 14 percent counties are above the state average, while Boone 8.6 percent, Callaway 10.9 percent and Cole 11.3 percent are below it. The elderly population is expected to rise as the baby boomer generation retires. The Missouri Adult Day Care Association projects that the number of seniors will increase by almost 50 percent by 2020. Therefore, meeting transportation needs for the elderly will become even more important. Chart 1 represents the population by age in the six county region.



According to data from the US census, in the year 2000 approximately 76.7 percent of Missouri seniors held a Missouri driver's license. All of the Mid-Missouri counties except Howard had higher percentages of seniors driving than that. Since then, the Missouri total has grown to nearly 80 percent. The total number of seniors on the road is expected to grow significantly as the senior population itself grows.

The following map graphically represents the distribution of seniors in Mid-Missouri. The highest concentrations of seniors are found in cities and towns. However, it is important to note that a significant portion of the rural areas have percentages higher than the overall 10.5 percentage senior population. (*See figure 3*)

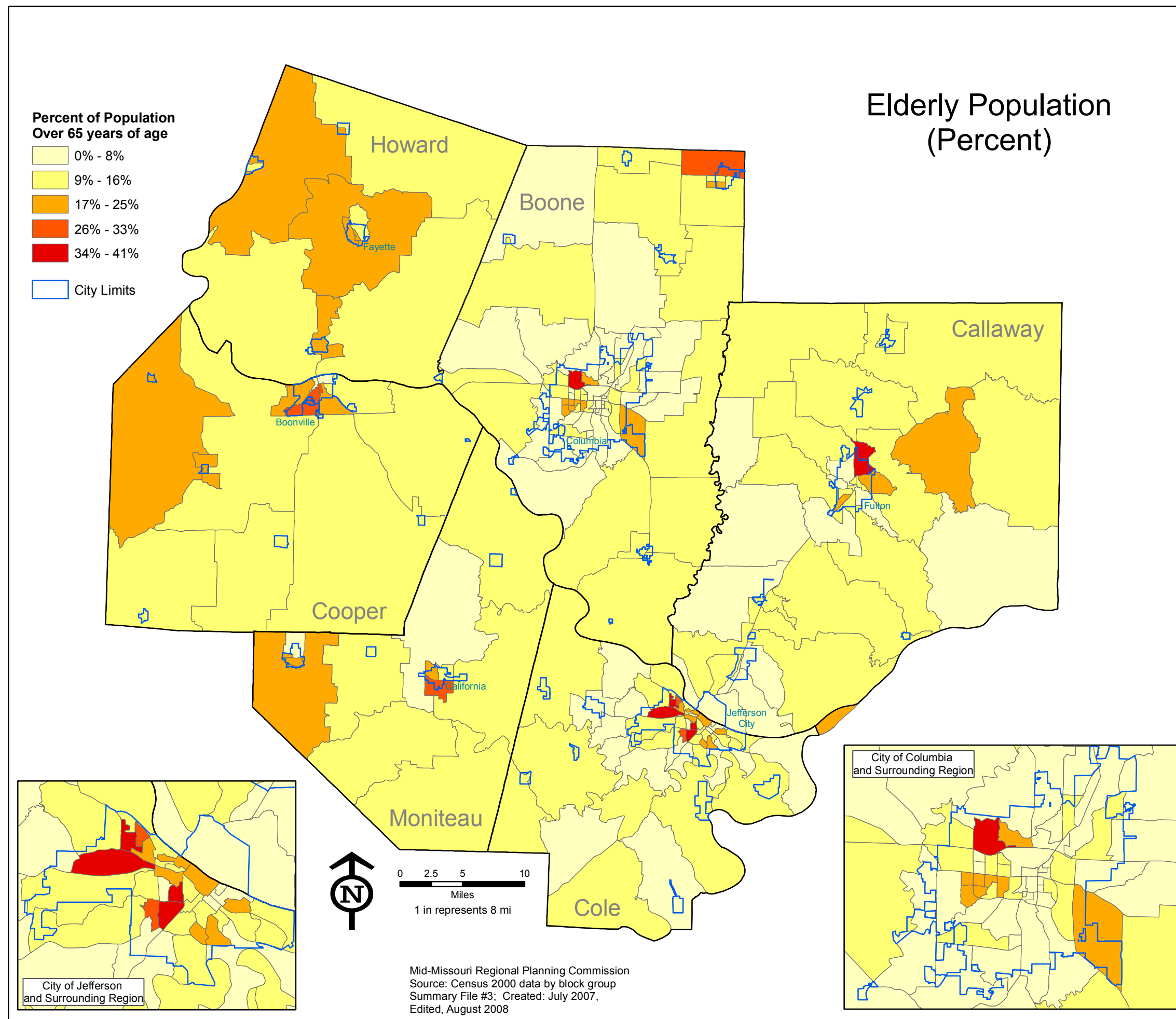


Figure 3
Elderly Population

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Disabled

In 1999, the Mid-Missouri region reported an estimated 41,646 residents with disabilities. This is approximately 14.4 percentage of the population. The Census collects information on sensory, physical, mental, self-care, go-outside-home and employment disabilities. In raw numbers, portions of Columbia have the highest concentrations of disabled persons in the region, along with western Jefferson City. The southern part of California, MO also has a higher concentration of disabled individuals. The highest percentages of disabled individuals by block group are located in Jefferson City, central Columbia, and eastern Callaway County. *(See figure 4)*

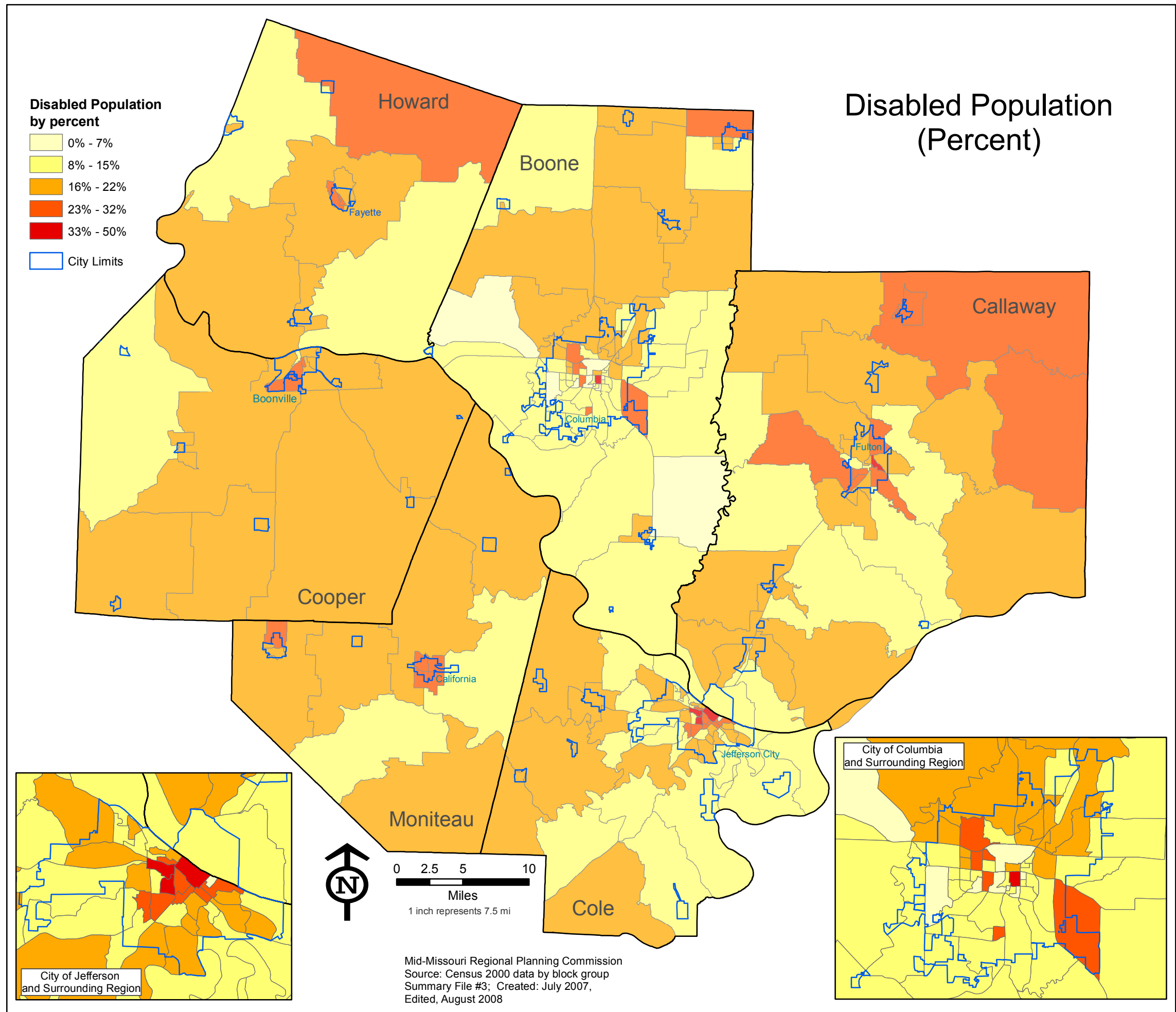


Figure 4
Disabled Population

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Survey of Transportation Providers

In July 2007, Mid-Missouri RPC staff developed separate survey instruments for both transportation providers and users to assess current behaviors, gaps in services, and present and future needs. This survey found that many of the providers operate a typical Monday through Friday schedule with common hours of operation beginning somewhere between 8:00 a.m. and usually ceasing operation around 5:00 p.m. Some providers offer longer hours of operation, but these hours represent an average for the region. Providers admitted that hours of operation and destinations are often contingent upon demand in order to minimize costs. In fact, many providers agreed that with increased funding and other resources, they would be able to expand weekday hours of operation and even provide services on the weekend, with a wider variety of destinations available.

The survey also indicates a pattern of overlapping services among providers in some portions of the region, while services are underrepresented in other areas. Transportation providers admitted that they are often unable to coordinate services with other agencies due to a lack of resources and a comprehensive collection of providers and their hours of operation. Nearly every survey completed by transportation providers requested a complete listing of providers in the Mid-Missouri area so that services could be better coordinated.

Survey of Transportation Users

Transportation users seemed to agree with much of what transportation providers indicated. Namely, they felt that while there are a wide variety of transportation providers in the region, these services either are not offered during periods in which they are needed, or they simply do not reach them at all. In fact, in many parts of the region, especially in the rural areas, users indicated it is much more convenient to ask a friend or neighbor to drive them to their particular destination than to coordinate pick-up with a transportation provider. Others suggested that they are not always aware of services available to them. When a user is unaware of a service or cannot obtain alternative means of transportation, they are simply forced to miss appointments or tend to other business.

A total of 150 user surveys were distributed with a return of 128 surveys yielding an 85 percentage return. The surveys indicated that 59 percent of those surveyed were without a valid driver's license, 69 percent said they were unable to drive a vehicle. When asked what mode of transportation were used two areas emerged, 50 percent said they currently use public transit services providers while 39 percent rely on friends/family vehicles. Other areas of transportation modes such as walking, taxi, and personal vehicle were used minimally by 13 to 21 percent of the time according to the users.

When asked specific reasons for using transit serves 68 percent said they used transit services for medical/health care while nearly 60 percent use transit for shopping. Persons that use transit services for banking/financial purposes were nearly 24 percent and 21 percent for recreational events of some type.

Through a Likert Scale questionnaire transit users confirmed key services of: guaranteed ride home being very important at 52 percent, increased weekend services very important at 24 percent, increased hours of service important at 27 percent and increases door to door service is important at 23 percent. Flexibility in scheduling rides was important at 27 percent and service closer to home was important at 22 percent.

Those persons that participated in the user survey showed strong indications that regional service providers could better serve the user with the extension of service hours that include night, weekends, more service with greater flexibility in scheduling of rides through current transportation services providers.

Chapter 5 Priorities for Implementing Strategies

Introduction

Public Transportation-Human Services Transportation providers in Mid-Missouri RPC region play an integral role in providing access to facilities and services that many citizens would otherwise not enjoy. In meeting with both PT-HST providers and users, many alternatives for further improvements and enhancements have been discussed. Moreover, staff of Mid-Missouri RPC have collaborated with representatives of both the CATSO and the CAMPO to incorporate the data and strategies from those plans into that of the MMRPC.

The culmination of these efforts has led to the development of three strategies central to enhancing both the capabilities of PT-HST providers and the experience of PT-HST users. Taken as a whole, these strategies are essential to successful and efficient public transit.

Strategies

Strategies that have been identified to satisfy the needs of currently existing Mid-Missouri RPC area transportation need through various public hearings and questionnaires, the strategies outlined were prioritized for purposes of funding and implementation. The following list outlines the prioritized strategies.

1. Secure funding necessary to sustain current system capabilities, including sufficient levels of qualified staff and equipment. This strategy should also include staff training so that PT-HST providers meet necessary qualifications. Moreover, the strategy should seek to provide higher pay standards to attract and retain qualified and competent staff.
2. Enhance and expand current system capabilities, including equipment upgrades, increased staffing, broader coverage areas and hours of operation, and public education, including the development of a directory of human service agencies. Educational efforts also include attempts to make public transit organizations aware of the services available, how these organizations compliment one another and how routes could be improved to avoid overlapping coverage.
3. Secure funding for additional services and programs. Such funding would be utilized not only in the purchasing of new equipment, but for additional activities such as: increasing staff capacity of organizations; increasing hours of operation, promoting actions, programs, and financial support that remove barriers for persons with disabilities.

Chapter 6 Linkage Between the CATSO and CAMPO Plan

As the two major metropolitan centers of the Mid-Missouri Region, where the state's center of government meets the state's premier public university, it is important to ensure that the goals of these respective Coordinated Public Transportation-Human Services Transportation are linked together. To that end, this narration has shown that while these metropolitan areas are providing a wide array of services, areas for improvement still exist. Transportation providers readily admit that with more funding, they would be better prepared to expand coverage areas and hours of operation. Within the city limits, residents rely on public transportation to get to work, medical appointments, and other daily business. But residents living in rural areas of the Mid-Missouri region also look to these metropolitan centers for many of the same needs. It is important not only that transportation be available to these diverse populations, but that plans such as these and any future planning processes remain cognizant of these needs

Summary of Capital Area Metropolitan Planning Organization Plan

The Capital Area Metropolitan Planning Organization (CAMPO) Coordinated Transportation Plan seeks to identify available services currently provided in the region, as well as provide an assessment of the needs of those who utilize these services. In doing so, the CAMPO plan identifies gaps between services currently offered and the needs of those who rely on these services, as well as seeking to increase efficiency in public transportation in the area.

From May 21st to May 31st 2007, CAMPO officials contacted 63 public transportation agencies to complete a user survey about existing services, with 32 agencies responding. Over half of these agencies provide specifically for the elderly, with the most common trip purposes being medical, job access, or program related. Of the 32 agencies responding, 14 agencies have their own vehicles, 11 of which are specially equipped. The majority of transportation services are provided Monday through Friday, 8 a.m. to 5 p.m. Only two agencies operate on Saturday. The largest impediment to expanded services is the lack of financial resources. The CAMPO study found that coordination among agencies in the area is minimal, though great majorities feel that such an idea is positive.

Three agencies provide public transportation services in the area: JEFFTRAN, OATS, and SERVE, Inc. JEFFTRAN is a municipal serve provider serving the general public in the Jefferson City service boundaries. Roughly 480,000 individuals utilize this service in a given year. JEFFTRAN operates Monday through Friday, 6:45 a.m. to 5:45 p.m. on seven fixed routes and two shuttle routes. JEFFTRAN offers a Half Fare Pass on fixed routes for persons age 60 and over, persons with disabilities, and Medicare cardholders.

OATS is a private not-for-profit agency that provides public transportation without discriminations to age, income, or disability. Services are available for a wide variety of purposes, from medical visits to recreational purposes. OATS provided 7,065 trips in Cole County in 2006, and generally operates Monday through Friday, 7 a.m. to 6 p.m.

SERVE, Inc. is a private not-for-profit agency that provides transportation services to qualified elderly, disabled, low-income, and youth in Callaway County. The fleet of nine vehicles provides an average of 2,850 trips per month with nearly 75 percent of those trips being for medical purposes. Non-eligible individuals can pay a nominal fee for usage, pending staff approval.

From outreach efforts, CAMPO officials determined several gaps in services do exist, including the need for better coordination amongst agencies, providing of extended services (including weekend and evening hours), services outside the Jefferson City area (i.e., St. Louis and Kansas City), and more specialized services. Moreover, there are some instances where services are being overlapped or duplicated.

From this information, the CAMPO plan established the following prioritized strategies for improving coordinated transportation in the area:

1. Develop and maintain a directory of human service agencies and transportation providers that incorporate transportation into their activities. Include services, transportation capabilities and resources.
2. Improve and/or maintain job access and reverse commuting opportunities for transportation disadvantaged populations or those residing in the city core with employment opportunities outside the city core through FTA section 5316.
3. Promote and encourage actions, programs and funding that remove barriers, and improve the mobility and access for persons with disabilities and mobility limitations above the requirements of ADA regulations. Use incentives to encourage agencies and municipalities to exceed minimal ADA requirements through additional New Freedom (FTA section 5317) funding.
4. Increase awareness, access, and funding for Paratransit service vehicles for agencies providing service to elderly and disabled populations. Increase the use of FTA section 5310 program funding for vehicles.
5. Identify and maintain a clearinghouse for information on regulations, funding, organizations and opportunities for improved coordination.
6. Develop and maintain a directory of Federal, State, and Local Government contacts for human service and transportation information and consultation.
7. Participating and new interested parties meet annually to provide a forum to assist agencies in improving services.

CAMPO concludes that it will investigate the potential role it may play as an information clearinghouse, and that it will seek to produce a directory of available transportation services in the area.

Summary of Columbia Area Transportation Study Organization Plan

Beginning in the spring of 2008, the Columbia Transportation Study Organization (CATSO) held meetings researching public transportation issues and hosting meetings with both transportation users and providers to gain insight into the needs of all affected parties. The plan also relied heavily on the previously-produced “Boone County Coordinated Transportation Service” study in satisfying the first two requirements of the Coordinated Transportation Plan. Strategies were also developed and agreed upon. Strategies were intentionally developed to be broad and non-specific in nature in order to ensure the strategies would be applicable to all affected parties. These strategies include the following:

1. Extend/Expand Services: to include service hours, geographical area, and may include employment centers.
2. Maintain/increase existing levels of service which may include replacement/additional vehicles.
3. Capital purchases to expand/upgrade passenger amenities/facilities.
4. Capital purchases to expand/modernize Information Technology Systems.
5. Increase community awareness of public transportation
6. Maintain existing and expand support of and interface with Multimodal transportation.

Because the CATSO plan utilized findings of the Boone County Coordinated Transportation Service study, it is appropriate to highlight major findings of that plan.

The study found that the largest service providers in Boone County was Columbia Transit and OATS, who combined to provide about \$3.8 million in transportation services annually. Human service agencies either provide or fund another \$2 to \$3 million annually in transportation services. The study also conducted a needs assessment of users, and found that approximately 50 percent of the needs in the county are being met based on the trips provided by the various transportation providers. As a whole, the majority of Boone County residents are found to be supportive of transportation services, with a small majority indicating support for an increased tax to fund transportation services. Of the human services agency clients surveyed, over half either do not drive or do not have a car available for their use. Approximately 67 percent of the respondents indicated they would use public transportation service more often if it was available. 21 percent indicated they had either lost a job or had problems finding a job due to lack of transportation. Finally, the plan sought ways to better improve coordination strategies. To that end, the plan identified two basic coordination strategies as being most appropriate for Boone County: joint public relations and marketing materials, and coordination with other modes of transportation. The latter strategy is especially attractive and timely, as Columbia has received a grant specifically for enhancing non-motorized transportation.

Chapter 7 Conclusion

This plan has detailed the findings of the Mid-Missouri RPC for the Coordinated Public Transit-Human Services Transportation Plan. Through staff research, public outreach efforts to both transportation providers and users of these services, and coordination with the two area MPO's. The plan has provided a detailed assessment of the current state public transportation in the region as well as provided insight into current and future needs. Moreover, the plan has provided a prioritization of strategies for improving the coordination and efficiency of public transportation.

Through continued monitoring and adherence to the strategies developed in this plan the public transportation in Mid-Missouri RPC area can be enhanced to meet the diverse needs of both those who provide public transportation services and those who depend upon it for their many needs.

Appendices

Appendix A

Introduction letters of plan program

County Introductory Meetings Public Transit – Human Service Transportation Providers and Users

Recent changes to federal transportation law now require projects funded in three specific Federal Transit Administration Programs be derived from locally-developed, coordinated public transit-human service transportation plans. The Missouri Department of Transportation (MoDOT) anticipates that in the future additional federally funded mobility programs will be subject to this planning requirement. The three grant funded programs now affected are:

FTA Section 5310 – Vehicles for agencies serving seniors and/or persons with disabilities

FTA Section 5316 – Job Access and Reverse Commute Program

FTA Section 5317 – New Freedom Program

MoDOT has contracted with the Mid-Missouri Regional Planning Commission to coordinate and prepare the public transit – human service transportation plan for our six county region which includes Boone, Callaway, Cole, Cooper, Howard, and Moniteau Counties.

We are beginning this planning process and are now conducting a series of introductory meetings for the current transportation service providers and users in our area that in the past have utilized these federal grant programs. At the meeting, we will review the planning process, discuss your involvement and assistance, and begin the service inventory and needs identification.

We look forward to working with you in developing a comprehensive and effective public transit – human service transportation plan for our region. If you have any questions or would like to discuss the planning process in more detail, please feel free to contact me at 573.657.9779 or via e-mail: edwardsiegmund@mmrpc.org.

TO: Public Transit – Human Service Transportation Providers

Recent changes to federal transportation law now require projects funded in three specific Federal Transit Administration Programs be derived from locally-developed, coordinated public transit-human service transportation plans. The Missouri Department of Transportation (MoDOT) anticipates that in the future additional federally funded mobility programs will be subject to this planning requirement. The three grant funded programs now affected are:

FTA Section 5310 – Vehicles for agencies serving seniors and/or persons with disabilities

FTA Section 5316 – Job Access and Reverse Commute Program

FTA Section 5317 – New Freedom Program

MoDOT has contracted with the Mid-Missouri Regional Planning Commission to coordinate and prepare the public transit – human service transportation plan for our six county region which includes Boone, Callaway, Cole, Cooper, Howard, and Moniteau Counties. The MMRPC Board of Directors approved the contract at their meeting on June 27.

We are beginning this planning process and would like to schedule an initial, introductory meeting for the current transportation service providers in our area that in the past have utilized these federal grant programs. The meeting is scheduled for Friday, July 13 at 10:00 a.m. at the MMRPC office in Ashland.

At the meeting, we will review the planning process, discuss your involvement and assistance, and begin the service inventory and needs identification.

Enclosed is the list of known current transportation service providers in our area that have received this letter. If you know of others that should be included in this planning process, please contact Mid-Missouri Regional Planning Commission so we can add them to our list.

We look forward to working with you in developing a comprehensive and effective public transit – human service transportation plan for our region. If you have any questions or would like to discuss the planning process in more detail, please feel free to contact me at 573.657.9779 or via e-mail: edwardsiegmund@mmrpc.org.

Best regards,

Edward Siegmund, AICP
Executive Director

C: File: MODOT Public Transit- Human Service Transportation Plan

Appendix B

Transportation Providers Assessment Survey

Survey of Transportation Services and Needs Assessment

Agencies, Communities, Private Companies in the Mid-Missouri Region
July 2007

A. General Information

1) Agency, Community or Company Name: _____

Street Address: _____

City, State and ZIP: _____ Telephone: _____

Name of Agency Director: _____ Email: _____

2) Please describe your services or enclose a brochure about the services you provide:

3) Which of the following best describes your situation with regard to transportation services?

- ____ We offer transportation services.
- ____ We would like to offer transportation services in the future in some way.
- ____ We do not have or plan to offer transportation services.

B. General Characteristics of Transportation Service

4) Do you provide transportation service in any of the following ways? (check all that apply)

- ____ We operate our own vehicles.
- ____ We contract with someone else who provides transportation service for us.
- ____ If yes, please list provider: _____
- ____ We purchase and provide public transit tickets and passes so our clients can ride public transit buses.
- ____ Some of our clients reach our services using public transit regular bus service.
- ____ Some of our clients reach our services using public transit paratransit transportation service.
- ____ Some of our clients reach our services using other transportation services.
- ____ We provide no transportation services to our clients.
- ____ Other (please explain) _____

Questions 5-16 deal with transportation service you provide or purchase from someone else. [If you offer no transportation services now, please skip to Question #17]

5) Which of the following describes the type of transportation you offer? (check all that apply)

- ☐ Service that operates door to door and requires a schedule for each day of service
- ☐ Service that operates door to door on a route that is revised periodically as required
- ☐ Service that operates on a route and requires people to meet a vehicle at a fixed location for pickup

6) Please check each of the days of the week that you provide transportation services. On the right, indicate the hours during which service is available to your clients:

Day of the week: Hours of service availability each day:

<input type="checkbox"/> Monday	_____
<input type="checkbox"/> Tuesday	_____
<input type="checkbox"/> Wednesday	_____
<input type="checkbox"/> Thursday	_____
<input type="checkbox"/> Friday	_____
<input type="checkbox"/> Saturday	_____
<input type="checkbox"/> Sunday	_____

7) Who is eligible for transportation service with your agency?

<input type="checkbox"/> Elderly (65+) Non-disabled	<input type="checkbox"/> Low Income
<input type="checkbox"/> Elderly Disabled	<input type="checkbox"/> Youth
<input type="checkbox"/> Non-elderly Disabled (mental/physical)	<input type="checkbox"/> General Public
<input type="checkbox"/> Other _____	

8) Do you limit the kinds of trips for which people can use your transportation service?

☐ No

☐ Yes (Please explain) _____

9) What is the geographic area (counties, communities, roads, etc.) that your transportation serves? (Describe here and/or shade in appropriate areas on the attached map, distinguishing between regular and limited service areas.)

10) How do you provide vehicles, drivers, and maintenance? (Please check all that apply)

_____ We own our own vehicles. _____ We lease our vehicles.

_____ We have paid drivers. _____ We have volunteer drivers

_____ We perform our own vehicle maintenance.

_____ We contract out for our maintenance service. .

11) How many vehicles do you have available for your transportation service? _____

12) How many of these vehicles do you operate in transportation service on an average day? _____

13) How many do you operate during peak periods of the day? _____

14) How many of your vehicles are of the following passenger capacities?

_____ # of vehicles that are 9 or fewer passengers _____ # that are wheelchair lift-equipped

_____ # of vehicles that are 10 to 14 passengers _____ # that are wheelchair lift-equipped

_____ # of vehicles that are 15 to 24 passengers _____ # that are wheelchair lift-equipped

_____ # of vehicles that are 25 or more passengers _____ # that are wheelchair lift-equipped

15) How many of your vehicles need to be replaced:

_____ Now

_____ Within the next year

_____ Within the next 5 years

16) On an average day of transportation service,

How many miles do your vehicles in total operate? _____

How many hours are your vehicles in total in service? _____

How many passengers in total do you transport? _____

C. Transportation Needs

17) Please describe transportation needs, specific to your agency or community, that you feel are not being adequately met. Please be as specific as you can.

18) Please describe other transportation needs in the Mid-Missouri area that you feel need to be addressed.

19) Please describe any long term needs for your agency, community or the Mid-Missouri area.

D. Other Providers

20) Please list any other transportation providers that you know of who are not listed on the next page. We would like to have a complete list of providers in the Mid-Missouri area.

Thank you for taking this survey.

Appendix C

Transportation User Assessment Survey

Mid-Missouri Regional Planning Commission Transit Users Survey

This transit user's survey is being conducted by Mid-Missouri Regional Planning Commission as part of the development of a coordinated public transit-human services plan for Howard, Boone, Callaway, Cooper, Moniteau, and Cole counties.

In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the New Freedom Initiative (5317), Job Access and Reverse Commute (JARC-5316) and Elderly and Disabled Transportation Program (5310) must meet certain requirements in order to receive funding for fiscal year 2006 (beginning 10/1/06) and beyond. One of the SAFETEA-LU requirements is that projects from the above programs must be part of a "locally developed coordinated public transit - human services transportation plan." This plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, human service providers and the general public.

This survey will help in assessing the needs of the users of transit services. The goal of this survey is to help identify overlapping service areas and under-served populations and to identify strategies of improving coordination between public, private and non-profit transit and human service providers.

Your participation in this survey is appreciated

Thank you.

SURVEY QUESTIONS 1 thru 11

1. Where do you live?

City _____ County _____

2. If employed, in what city and county do you work?

City _____ County _____

3. What is your gender?

Male

Female

4. What is your age group?

15 and under

16 to 19

20 to 29

30 to 39

40 to 49

50 to 59

60 to 69

70 to 79

80 to 89

90 and above

5. Do you have a valid driver's license?

Yes

No

6. Are you able to drive?

Yes

No

7. Do you currently use transit services?

Yes

No

8. If yes, currently what mode of transportation do you use?

Please check all that apply.

Bicycle
Personal vehicle
Taxi
Public transit

Human service agency
Walk
Friend/family vehicle

Other, please specify

9. What is your current occupation?

Please check all that apply

Homemaker
Service
Laborer
Student

Technical
Managerial/professional
Production/craft/repair
Administrative/support

Retired
Unemployed
Other, please specify

10. What are your reasons for using transit services?

Please check all that apply

Work
School
Medical/health
care
Child care
Shopping

Church/religious
Banking/financial
Social events
Dining
Recreational events
Other, please specify

11. Please check only one answer for each of the following general statements concerning transit.

I would like:	Not Important	Desirable	Neutral	Important	Very Important
More flexibility in scheduling rides	(X)	(X)	(X)	(X)	(X)
Increased service from park-and-ride lots	(X)	(X)	(X)	(X)	(X)
Increased door to door service	(X)	(X)	(X)	(X)	(X)
Increased hours of service	(X)	(X)	(X)	(X)	(X)
Increased weekend service	(X)	(X)	(X)	(X)	(X)
Increased express service (less stops per route)	(X)	(X)	(X)	(X)	(X)
Employer cost share	(X)	(X)	(X)	(X)	(X)
Service closer to home	(X)	(X)	(X)	(X)	(X)
Cleaner transportation units	(X)	(X)	(X)	(X)	(X)
Attractive transportation units	(X)	(X)	(X)	(X)	(X)
Guaranteed ride home	(X)	(X)	(X)	(X)	(X)

Thank you for taking this survey. For more information about this survey please contact Curtis Owens at curtisowens@mmrpc.org or 573.657.9779. MMRPC, 206 East Broadway, Ashland, MO 65010