Coordinated Public Transit- Human Services Transportation Plan

Submitted by
Mid-Missouri Regional Planning Commission

August 2008
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 partied, 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

<table>
<thead>
<tr>
<th>Name</th>
<th>City</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smith’s Medical Transport</td>
<td>Columbia</td>
<td>Boone</td>
</tr>
<tr>
<td>TranZport LLC</td>
<td>Holt’s Summit</td>
<td>Callaway</td>
</tr>
<tr>
<td>Checker Cab</td>
<td>Jefferson City</td>
<td>Cole</td>
</tr>
<tr>
<td>A-1 Livery</td>
<td>Jefferson City / Columbia</td>
<td>Cole / Boone</td>
</tr>
<tr>
<td>Missouri River Taxi</td>
<td>Boonville</td>
<td>Cooper</td>
</tr>
<tr>
<td>Advantage Medical Transport</td>
<td>Fayette</td>
<td>Howard</td>
</tr>
</tbody>
</table>
**Non-Profit**

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

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

Mid-Missouri Regional Planning Commission

Sources: MSDIS, MoDOT, CAMPO

Created: August 2007, Edited August 2008

Figure 1
Study Area including two MPO Boundaries

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.

Disclaimer
**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

Percent of Population Over 65 years of age

- 0% - 8%
- 9% - 16%
- 17% - 25%
- 26% - 33%
- 34% - 41%

City Limits

Elderly Population (Percent)

Disclaimers:
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Disability

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

Disabled Population (Percent)

0% - 7%
8% - 15%
16% - 22%
23% - 32%
33% - 50%

City Limits

Boone

Howard

Cooper

Moniteau

Callaway

Fayette

Columbia

Jefferson City

Boonville

Fulton

Mid-Missouri Regional Planning Commission

Source: Census 2000 data by block group
Summary File #3; Created: July 2007,
Edited, August 2008

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Mid-Missouri Regional Planning Commission. This
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or regulation.
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 immerged, 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 importation 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 chapter has shown that while these metropolitan areas are providing a wide array of services, areas for improvement still exist. Transportation providers readily acknowledge that coordination among agencies is minimal, though great momentum feels that such an idea is positive.

The Capital Area Metropolitan Planning Organization (CAMPO) is a regional planning organization whose purpose is to identify existing services in the region, as well as seeking to increase efficiency in public transportation through coordination among agencies in the area. The CAMPO seeks to identify gaps between services currently provided and the needs of those who rely on these services. In doing so, the CAMPO plan seeks to identify areas and policies currently provided in the region, as well as provide an assessment of the needs of those who utilize these services. In navigating through the needs of those who rely on these services, the CAMPO plan provides a user survey of available services, with agencies responding over half of the agencies providing public transportation services in the area.

The Capital Area Metropolitan Planning Organization (CAMPO) Coordinated Transportation Plan seeks to identify gaps between services currently provided and the needs of those who rely on these services. In doing so, the CAMPO plan seeks to identify areas and policies currently provided in the region, as well as provide an assessment of the needs of those who utilize these services. In navigating through the needs of those who rely on these services, the CAMPO plan provides a user survey of available services, with agencies responding over half of the agencies providing public transportation services in the area.
Coordinated Public Transit – Human Services Transportation Plan

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), and services outside the Jefferson City area (i.e., St. Louis and Kansas City). Moreover, there are some instances where services are not provided in areas with very low income and youth in Callaway County. The need for more vehicles and specialized services to support broader needs was identified.

CAMPO concludes that it will investigate the potential role it may play in improving coordination in the area.

CAMPO concludes that it will investigate the potential role it may play in improving coordination in the area.

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. Include services, transportation capabilities and resources.

2. Improve and maintain job access and reverse commuting opportunities for the population.

3. Promote and encourage actions, programs and funding that remove barriers, and improve transportation capabilities and resources.

4. Increase awareness, accessibility and funding for Paratransit service vehicles.

5. Identify and maintain a clearinghouse for information on regulations, funding.

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 in improving services.

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Mid-Missouri Regional Planning Commission
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 developed strategies 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 modes of transportation. These strategies were also developed and agreed upon. Strategies were informally developed by the Columbia Transportation Plan and drafted in a series of two meetings of the Coordinated Transportation Plan. The plan was developed heavily on the previously-produced Boone County Coordinated Transportation Service Organization Study (CATSO) and included multi-modal transportation services.

Strategies were also developed to improve public transportation service more often it was available. The plan found that the largest service providers in Boone County were Columbia Transit and OATS, who combined to provide about $3.5 million annually in transportation service. The study also conducted a needs assessment of users and found that 50% of the needs in the county are being met. Over half of the surveyed members indicated support for an increased level of service. The study also conducted a needs assessment of users and found that approximately 50% of the respondents indicated they had other less job or needed to produce funding for these services. Human service agencies provide about $3.5 million annually in transportation service. Naturally, approximately 67% of the respondents indicated they had other less job or needed to produce funding for these services. 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/modernize Information Technology Systems.
4. Capital purchases to expand/upgrade passenger amenities/features.
5. Increase community awareness of public transportation services.
6. Maintain existing and expand support of and interface with Multi-modal transportation services.

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

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Because the CATSO plan utilized findings of the Boone County Coordinated Transportation Service Organization Study, it is appropriate to highlight major findings of that plan.
Coordinated Public Transit – Human Services Transportation Plan

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 MPOs, the plan has provided a detailed assessment of the current state of public transportation in Mid-Missouri RPC area. The plan has also 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 transportation providers and users of these services. This plan has detailed the findings of the Mid-Missouri RPC for the Coordinated Public Transit-Human Services Transportation Plan.
Appendices
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

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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: edwardsieg mund@mmrpc.org.

Best regards,

Edward Siegmund, AICP
Executive Director

C: File: MODOT Public Transit- Human Service Transportation Plan
Coordinated Public Transit – Human Services Transportation Plan
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.
___  We purchase and provide public transit tickets and passes so our clients can ride public transit buses.
___  We provide no transportation services to our clients.
___  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.

B1

B2

July 2007

Agencies, Communities, Private Companies in the Mid-Missouri Region
Survey of Transportation Services and Needs Assessment

A. General Information
Questions 5-16 deal with transportation services you provide or purchase from someone else. (If you offer no transportation services, please skip to Question #17)

5) Which of the following describes the type of transportation service 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 door to door and requires a schedule for each day of service

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:

<table>
<thead>
<tr>
<th>Day of the week</th>
<th>Hours of service availability</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td>______________________________</td>
</tr>
<tr>
<td>Tuesday</td>
<td>______________________________</td>
</tr>
<tr>
<td>Wednesday</td>
<td>______________________________</td>
</tr>
<tr>
<td>Thursday</td>
<td>______________________________</td>
</tr>
<tr>
<td>Friday</td>
<td>______________________________</td>
</tr>
<tr>
<td>Saturday</td>
<td>______________________________</td>
</tr>
<tr>
<td>Sunday</td>
<td>______________________________</td>
</tr>
</tbody>
</table>

7) Who is eligible for transportation service with your agency?
- Elderly (65+) Non-disabled
- Low Income
- Elderly Disabled
- Non-elderly Disabled (mental/physical)
- Youth
- General Public
- Other _____________________________

8) Do you limit the kinds of trips for which people can use your transportation services?
- No
- Yes (please explain) _____________________________________________

9) What is the geographic area (counties, communities, roads, etc.) that your transportation services cover?

10) Which of the following describes the type of transportation service you offer? (check all that apply)
- Service that operates door to door and requires a vehicle to meet a vehicle at a fixed location
- Service that operates on a route and requires people to meet a vehicle at a fixed location
- Service that operates door to door on a route that is revised periodically as required

11) Do you offer no transportation services now, please skip to Question #17.

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

---

Coordinated Public Transit – Human Services Transportation Plan
10) How do you provide vehicles, drivers, and maintenance? (Please check all that apply)

___ We own our own vehicles.
___ We lease our own vehicles.
___ We have paid drivers.
___ We have volunteer drivers.
___ We perform our own vehicle maintenance.
___ We contract out for our maintenance.

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
___ Within the next 10 years

16) On an average day of transportation service:

How many miles do your vehicles operate in total?

How many hours are your vehicles in total 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     40 to 49     80 to 89
   16 to 19         50 to 59     90 and above
   20 to 29         60 to 69
   30 to 39         70 to 79

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  Human service agency  Other, please specify
   Personal vehicle  Walk
   Taxi  Friend/family vehicle
   Public transit  ________________________________

9. What is your current occupation?
   Please check all that apply

   Homemaker  Technical  Retired
   Service  Managerial/professional  Unemployed
   Laborer  Production/craft/repair  Other, please specify
   Student  Administrative/support

10. What are your reasons for using transit services?
    Please check all that apply

    Work  Church/religious  ________________________________
    School  Banking/financial
    Medical/health care  Social events  ________________________________
    Child care  Dining
    Shopping  Recreational events  ________
    Other, please specify  ________________________________

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

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

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