



# PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN

*Adopted August 28, 2013*

*Northeast Missouri Regional  
Planning Commission  
121 S. Cecil Street  
Memphis, MO 63555  
660-465-7281*

# Table of Contents

<i>Introduction</i>	<i>page 3</i>
<i>Plan Elements: <u>Element I</u></i>	<i>page 4 - 10</i>
<i>Non-Transportation Providers Info</i>	<i>pages 4 - 5</i>
<i>Transportation Providers Info</i>	<i>pages 5 - 6</i>
<i>Plan Elements: <u>Element II</u></i>	<i>page 10 - 11</i>
<i>Plan Elements: <u>Element III</u></i>	<i>page 11</i>
<i>Plan Elements: <u>Element IV</u></i>	<i>12</i>
<i>Conclusion</i>	<i>page 12</i>
<i>Public Participation</i>	<i>page 12</i>
<i>Public Transit Customer Survey results</i>	<i>pages 13 - 14</i>

Adopted: August 28, 2013

## **PUBLIC TRANSIT - HUMAN SERVICES TRANSPORTATION PLAN**

The Northeast Missouri Region Planning Commission Public Transit - Human Services Transportation Plan is prepared to address MAP-21, Executive Order 13330, funding of projects in FTA Section 5310 and 5311 - Senior and Persons with Disabilities Transportation. The coverage area encompasses the area within the Counties of Adair, Clark, Knox, Lewis, Schuyler and Scotland.

Coordination of planning included transportation partners, passengers/advocates and human service partners. Community planning sessions, self-assessment tools, surveys, public meetings, public outreach and public participation has been utilized to greatest practical extent. Outreach strategies included or will include newspaper/radio announcements, e-mail lists, and invitation letters to other government agencies, transportation providers, human services providers and advocacy groups.

The Public Transit - Human Services Transportation Plan identifies transportation needs of individuals with disabilities, older adults and peoples with low income between the time period of October 2012 and December 2012. The strategies for meeting local needs and prioritization of transportation services for funding/implementation maximize the programs' collective coverage by minimizing duplication of services.

The plan began to be developed in coordination with public, private and non-profit representatives of transportation and human services transportation providers in the Fall of 2012 at the NEMO RPC/RDC office in Memphis, Missouri. In-person testimony, mail and e-mail public participation ensued thru December 2012 and included representatives of individuals with disabilities, older adults and people with low incomes targeted populations. Activities offered under other Federal, State and Local agencies were also considered.

Planning participants had an active role in development, adoption and implementation of the plan. The transportation partners included local governments, public transportation provider administering projects funded under FTA non-urban programs, non-profit transportation providers, past or current organizations funded under FTA Section 5310 and 5311 - Senior and Persons with Disabilities Transportation, as well as human service agencies with transportation services that operate or provide access to transportation services. Passengers and advocates of existing and potential riders from the general population and targeted population included individuals with disabilities, older adults and people with low incomes.

The Northeast Missouri Transportation Advisory Council and the Northeast Missouri Regional Planning Commission Executive Board reviewed and approved the plan at their August 28, 2013 board meeting. Public notices requesting comments on the draft plan were published in the month of August in the local papers within the six county planning area and submitted to planning participants.

## PLAN ELEMENTS

### **Element I. Assessment of available services that identifies current public, private and non-profit providers.**

The summary of the information received from the 11 returned surveys (4 transportation providers and 7 non-transportation providers) during the period of October 2012 and December 2012 is as follows:

*Agency has digital files of service area and/or client location* - Yes 3 No 8

*Geographic area served* - The 5 providers covering all 6 counties in the planning area were Northeast Missouri Rural Health Network (*non-transportation provider*), OATS (*transportation provider*), Northeast Missouri Area Agency on Aging (NEMO AAA) (*non-transportation provider*), Learning Opportunities/Quality Works (*transportation provider*), and Kirksville Regional Office/Department of Mental Health (*non-transportation provider*). Memphis Housing Authority (*non-transportation provider*) services Memphis area only; High Hope Employment Services Inc. (*transportation provider*) serves 3 counties in our planning area; and North East Community Action Corporation (NECAC) of Shelby County, Ralls County, and Randolph County (*all non-transportation providers*) serve their respective county only; and Senior Adult Services Inc. (SASI) (*transportation provider*) serves Adair County only. Two (2) transportation providers and three (3) non-transportation providers have service outside of the six county planning area.

*Types of agency* - 6 were private non-profit human services agencies, 2 were private non-profit transportation providers, 1 was Government Human Services Agency, and 2 marked 'other'.

*Combinations on eligibility for transportation services* - 8 allowed elderly (60+) non-disabled, 10 elderly disabled, 10 non-elderly disabled (mental/physical), 6 low income, 5 youth, 4 general public and 1 other.

### **(Non-Transportation Providers)**

*What type of primary services does the agency provide?* 0 Alcohol, Tobacco or Drug Education & Treatment; 0 Diagnosis and Early Evaluation; 4 Education/Training; 1 Employment Opportunities/Job Placement; 2 Health Care; 4 Housing; 0 Child Care; 4 Community Support Networks; 3 Family Support & In-Home Assistance; 0 Family Safety and Protection Housing; 2 Nutrition; 3 Life Skills Development; 1 Transportation; 0 Residential Care; and 2 Other.

*What age group are services designed for?* 0- Under 18; 0- 18 to 54; 0- 55 to 59; 1- 60 to 64; 1- 65 to 74; 1- 75 and older; 5 Any age; 0- other.

**Days of the week clients regularly need transit service.** 3- Sunday; 6- Monday; 6- Tuesday; 6- Wednesday; 6- Thursday; 6- Friday; 3- Saturday.

**What are your hours of operation?** 3- Mon.-Fri. 8am-5pm; 1- Mon.-Fri. 8am-4:30pm; 2- Mon.-Fri. 8am-4pm; 7- closed Sat. & Sun.; 1- Tues, Thurs., Fri. 8am-5pm

**Hours of the day the clients need access to transportation services:** 2- 8am-5pm; 1- 8am-4:30pm; 1- 9am-3pm; 1- All hours

**How many weeks per year do your clients regularly need transit service:** 6- 52 weeks; 1- unknown.

**How many people at your agency are involved in transportation services:** 4- full-time; 0- part-time; 0- Admin Employees; 4-Volunteers.

**How many total people are involved in your agency?** 30- full-time; 6- part-time; 1- Admin Employees; 5-Volunteers.

**Does your agency serve people with mobility limitations?** 6- Yes; 1- No.  
If yes, what types of mobility limitations? 5- age related; 7- physical; 6- cannot afford vehicle; 7- lack of vehicle, other than income; 4- cognitive; 4- vision; 6- remote location; 0- other.

**What percentage of your participants and/or residents do you estimate have mobility limitations?** 2- 10%; 1- 60%; 3- 50%.

**What transportation methods do your participants use to access your service?** 3- Fixed-route bus service; 3- Dial-a-ride service; 2- van for specific participants (church, veteran, etc.); 2- private taxi; 2- medical transportation; 1- private vehicle driven by agency employee/volunteer; 5- family; 7- friend/neighbor; 7- drive themselves; 1- other.

**Does your agency coordinate with other transit providers?** 4- Yes; 3- No.  
Which agency? 4- OATS; 2- Taxi (cab); 1- Bus; 2- Kirk Tran; 1- DMH providers; 1- Medicaid

### (Transportation Providers)

**How many clients does your agency serve with transportation?**

	Average Daily	Average Weekly	Average Monthly
Elderly (60+) Non-Disabled:	83	583	1,742
Elderly Disabled:	15	45	699
Non-Elderly Disabled (mental/physical):	51	207	543
Low Income:	200	200	-
Youth:	10	25	735
General Public:	-	-	1,166
Other (non-elderly/non-disabled):	-	-	1,422

**What type of service does your agency provide?** 0- Fixed Route (FR); 3- Demand-Response (DR); 0- Both FR and DR; 1- Route Deviation; 1- Other.

**Does your agency provide contract transit service?** 1- Yes FR; 1- Yes DR; 3- No.

**Do you contract out your transportation services?** 1- Yes; 3- No.  
If yes, what percentage? 1- 25%

**Who is your contract service provider?** 1- OATS; 2- unknown.

**Does your agency coordinate with any other transit providers?** 4- Yes; 0- No.  
Explain with which agencies and what activities: OATS, Kirk-Tran, volunteers, some others when OATS is unavailable, cabs. We provide rides to work, medical appts., summer youth recreational programs, family meetings.

**Which days per week do you regularly provide transit service?** 2- Mon.-Fri.; 2- Mon.-Sat.

**What are your hours of operation?** 1- 8am-4pm; 1- 8am-4:30pm; 1- 7am-5pm; 1- 8am-5pm

**How many weeks per year do you regularly provide transit service?** 4- 52 weeks.

**If you serve specific program clients**, please indicate the number of clients in each program (such as Head Start or Senior Nutrition):

	<u>Participants</u>
Day services for individuals w/Dev. Disab.	13
Supported Employment	65
Medical	1,433
Shopping	800
Business	787
Employment	699
Workshop	601
Nutrition	62
Education	55
Recreation	2

**How many of each vehicle type do you operate?**

Type	How many	Capacity	Avg. Age
Cars	14	13	5
Trucks	0	0	0
Vans	24	12	8
Buses	24	9/11	6

**Transportation Cost Information**

Provider:	Ann. Oper. Budget	Ann. Cap. Exp. Budget
1. 7/1/10 to 6/30/11	\$413,708	\$20,000
2. 7/1/11 to 6/30/12	\$3,459,995	\$3,505,984
3. No response		
4. Calendar 2006	\$13,000	\$ 0

Provider:	Amount	Source Name
1. Fares/Donations	\$ 798	Nutrition Center
Grants-FTA 5310	\$ 18,000	MoDOT
2. Fares/Donations	\$ 114,000	
Grants-FTA 5310	\$ 3,000	
Grants-5316(JARC)	\$ 70,000	
Grants-5311	\$1,420,000	
Grants-FTA 5317	\$ 18,000	
NEMO AAA	\$ 224,980	
DMH	\$ 85,000	
Private/Local/Carryover	\$ 697,015	
Medicaid	\$ 828,000	
3. Business Receipts	\$ not listed	High Hope
MEHTAP	\$ not listed	MEHTAP
4. Other #1	\$ 10,000	Adair Co. United Way
Other #2	\$ 150	Corp. for Nat'l Comm. Serv.
Other #3	\$ 7237	MoDOT grant

***General Transportation Service Questions***

	Interested	Possibly Interested	Not Interested	Not Applicable
Providing transportation services, or more services, under contract to another agency:	0	1	3	1
Purchasing transportation services from another organization, assuming that the price and quality of service met your needs:	0	1	3	1
Coordinating schedules and vehicle operation with nearby transit providers so that riders can transfer from one service to another:	0	3	2	1

Joining together with another municipality or agency to consolidate the operation of transportation services:	0	2	2	1
Joining together with another municipality or agency to consolidate the purchase (or contracting) of transportation services:	0	1	3	1
Highlighting connections to other fixed-route or demand-responsive services on your schedules or other information materials:	0	2	0	1
Adjusting hours or frequency of service:	0	2	2	1
Coordinating activities such as procurement, training, vehicle maintenance, and public information with other providers:	0	2	2	1
Participating in an organized area-wide transportation marketing program:	0	3	1	1

Rate importance of service improvements for public transportation for seniors and people with disabilities in your community.

	Urgent	Very Important	Important	Would be Nice	Not Needed
Greater number of door-to-door rides:	1	3	0	1	0
More fixed-route service:	1	2	2	0	0
Service easier to use for seniors and people with disabilities:	1	3	1	0	1
Longer hours of operation:	3	1	1	2	0
More days of operation:	3	1	1	1	0
More reliable service:	1	3	1	1	0
Vehicles in better condition:	0	2	2	1	0
Lower fares:	1	4	1	0	0
Easier trip scheduling over phone:	2	2	1	0	0
Printed schedules easier to read and understand:	1	3	2	0	0
More reliable on-time pickups:	1	2	2	0	0
More reliable drop-offs:	1	1	2	0	0
Easier to identify vehicles:	0	1	3	0	0
More wheelchair accessible vehicles:	0	2	2	1	0



Better/easier wheelchair securements within the vehicles:	1	0	3	0	0
Better/more convenient connections with other transit services:	1	0	3	1	0

***Would people in your community support an increase in taxes or fees for improvements to public transportation for seniors and people with disabilities?***

Strongly Oppose 2  
Somewhat Oppose 2  
Somewhat Support 3  
Strongly Support 0

***Would people in your community support increased state funding for improvements to public transportation for seniors and people with disabilities?***

Strongly Oppose 1  
Somewhat Oppose 1  
Somewhat Support 4  
Strongly Support 1

***Do you feel there are any real or perceived barriers to the coordination of existing transportation services in your area?*** (examples – statutory barriers to pooling funds, liability concerns, turf issues, unique client characteristics, etc.)

No 2  
Yes 0  
No funding for services in little towns 1  
OATS not transporting/picking & choosing clients/selective riders 1  
All of above 1

***For those participants who have trouble obtaining public transportation to YOUR services, why do you think their options are limited?***

No existing service 3  
No service to our location 2  
Service does not run during hours when rides are needed 1  
Accessing service too difficult (waiting, reservations, etc.) 2  
Do not qualify for the services available 2  
Lack of money for fares 4  
Do not know how to access the system 3  
Live too far away 3  
Have been turned away in the past; gave up trying 3  
Other factors 1

***What types of trips do your participants have difficulty obtaining transportation?***

Education 0

Nutrition/Meal Programs 4  
 Shopping 3  
 Work 1  
 Medical 3  
 Personal business (banking, post office, etc.) 5  
 Social/Recreational 3  
 Other 2 (emergency utility help)

*If you serve specific program clients, note the number of clients in each program* (example- Head Start, Senior Center).

Energy Assistance 100+  
 LiHeap 75+  
 Prescription Drug assistance 100  
 Chronic Disease self-management 50  
 Elder Link 50

**Element II. Assessment of transportation needs for individuals with disabilities, older adults and people with low income.**

**Transportation Conditions**

*Major transportation needs of your agency in the short term.*

List specific projects. (short term 1-6 years)

- \*Replacement of seven aging vans used to transport consumers at \$30,000 each and two cars at \$25,000 each.
- \*Paving driveways for two of our offices and adding accessible ramps to three of our offices for an estimated total \$50,000.
- \*Replacement vehicles to maintain current service level – 4 mini vans with ramps \$140,000 and 10 mini buses with lifts \$500,000.
- \*Would like to see then tenants of Housing Complexes have a place to call if they need to go to a medical appointment, grocery shopping, etc.
- \*Replacement of 1 minivan (\$25,000) every 7-8 yrs.
- \*Maintain current level of funding for the volunteers/agencies.

*Major transportation needs of your agency in the long term.*

List specific projects (long term 7-20 years)

- \*Replacement of again vehicles and renovations to agency driveways and parking lots in 3 out of 5 of our offices.
- \*Hiring staff to maintain vehicles at cost of \$20,000 annually.
- \*Rural public transportation needs is growing. Few rural systems offer service to employment, schools, volunteer activities or community events. Better access to medical and nutritional services is especially important to certain segments of the population like the elderly and persons with disabilities.
- \*Public transportation for our consumers to go to and from work in our rural areas.

- \*Our major need regarding transportation is to ensure adequate funding.
- \*Transportation opportunities available for medical appointments in Columbia MO.

***What do you see as the major un-met transportation needs in the counties you service within the next 5 – 10 years?***

- \*Lack of adequate funding to meet the need.
- \*Price of fuel, baby boomers not driving, population decline, taking people where they need to go.
- \*Limited transportation in rural counties. Individuals who want to work but lack of transportation prevents this as an option.
- \*Public transportation in most counties.
- \*Lack of transportation routes and funding for those services.

***List the most popular destination for your customers/clients:***

MO Career Center, NECAC, Columbia hospitals, Seniors Centers, social events, shopping for household items, going to work, out of town trips, going anywhere after 6pm.

**Element III. Strategies, projects or activities to address the needs.**

The consensus from surveys, meetings, and comments are basically the same for short term (1-6 years) and long term (7-20 years) needs: replacement of aging vehicles are highest concern.

Secondly, rural service needs are growing. This area will need to be addressed as the ability to provide service to the fast-growing rural areas are fast-approaching. Longer hours during the week are needed for service – and new hours on weekends show a demand.

Also from the surveys: urgent or very important items include – greater number of door-to-door rides, more reliable service, lower fares, printed schedules easier to read and understand, identification of vehicles, and more convenient connections with other transit services.

Maintaining the current level of funding for volunteers and/or service agencies that support transportation needs in our area is a huge concern to all participants.

Developing a call center or resource booklet with names, addresses and phone numbers of volunteers and agencies available to assist with transportation needs has been suggested. Enlisting area church members, volunteers, Ministerial Alliances, etc., has also been suggested.

Respondents also felt an increase in taxes or fees and/or an increase in state funding for improvements would be supported.

## **Element IV. Prioritization of activities, strategies and projects.**

**High priority:** Maintain base service levels including replacing aging vehicles.  
Expand service to meet growth, demand and needs of rural population.  
Extend service hours to include evenings and weekend hours  
(contingent upon funding).

**Medium priority:** Develop a Call Center (have numbers available to add to this).  
Contact church members, friends, or family – ask them to drive you.

**Low priority:** Develop and print a Resource Booklet with area information/contacts,  
then distribute to all agencies (providers and non-providers)

### ***Conclusion***

Clients need transportation service every day and every week of the year.  
Weekend service is very much needed now.  
Service is needed for ages 60+ and older.  
Over half of clients surveyed have mobility issues.  
OATS service is the primary Provider for most services.  
Children (young adults) as young as 13 are needing services.  
More service would be available if more funding was available.

### ***Public Participation***

#### **Exhibits:**

Exhibit A (Nov. 6, 2012: Notice to agencies requesting participation in Plan).  
Exhibit B (July 17, 2013: sent participants copy of draft plan).  
Exhibit C (newspaper notices of Plan Review)  
Exhibit D (posted Notice of meeting).  
Exhibit E (August meeting to review draft and receive final comments).  
Exhibit F (August meeting Sign In sheet.).

## **Public Transit *Customer* Survey results:**

2012 Customer Survey      April 2013      (183 returned surveys)

Poll shows:

1. 100% live where they work (in city and county)
2. What is your Gender?    60.4% Female, 39.6% Male
3. Do you have driver's license?    46.6% Yes, 53.4% No
4. Are you able to drive?    45.7% Yes, 54.3% No
5. What means of transportation do you use at this time?  
37.2% use personal vehicle; 6.6% use Taxi; 20.2% use public transit van; 44.8% use friend or family vehicle; 26.8% walk; 12% use bicycle; 36.9% use van/bus provided by service agency; 7.6% other.
6. What is your occupation?  
7.2% Homemaker; 4.9% Service worker; 5.3% Laborer; 1.3% college student; 3.9% managerial/professional; 15.1% secondary student; 0.3% production/machine operator; 0.7% technical administration; 10.2% retired; 1.0% Sales; 22.7% unemployed; 27.3% unemployed.
7. Do you use transit services such as OATS or another provider?  
28.0% Yes, 72.0% No
8. If yes on #7, how often do you use transit services?  
6.6% Daily, 34.1% Weekly, 59.3% monthly
9. If you answered Yes on #7, for what reasons do you use transit services?  
2.2% Religious services; 6.5% restaurant; 15.1% work; 1.1% school/college; 2.2% Child Care, 9.7% banking; 62.4% doctor/dentist; 64.5% Medical care; 10.8% local business, 32.3% shopping; 12.9% Recreation; and 5.4% other.
10. Do you currently pay for transit service?    56.0% Yes,    44.0% No
11. Would you be willing to pay for transit service?  
21.6% Yes;    40.9% No;    37.5% not applicable
12. If you pay for transit service, what methods would be acceptable?  
59.0% Pay Per Use; 9.6% General Sales Tax to include transit service;  
2.6% Increased Fuel Tax to include transit service; 32.1% Not willing to pay  
For transit service; 3.8% Other.
13. Have you ever had a need for transit service and it was not available?  
25.6% Yes; 74.4% No.

14. What changes could be made in transit services that would allow you to use the service for the first time or to use the service more often?

More flexible in scheduling rides	35.6% Very important, 22.2% Not important
Increased service from a park & ride lot to work	63.1% Not important, 8.9% Very important
Increased service hours	33.8% Not important, 31.1% Very important
Increased weekend service	30.5% Very important, 29.6% Not important
More express service, very few stops	35.7% Not important, 18.8% Very important
Employer pays part of the cost	67.9% Not important, 7.5% Very important
Guaranteed ride home	36.7% Very important, 27.1% Not important
Service close to my home	37.2% Very important, 21.5% Not important
Accept different forms of payment	41.9% Not important, 28.1% Very important
Cleaner buses	49.3% Not important, 16.3% Very important
More attractive buses	61.1% Not important, 8.7% Very important
Other	52.6% Not important, 15.8% Very important

*Note: Questions #3, #4, and #6 – many of the returned surveys were from customers below the age of 16 (legal driving age).*