

# Meramec Regional Planning Commission

A Voluntary Council of Local Governments Serving Crawford, Dent, Gasconade, Maries, Osage, Phelps, Pulaski and Washington Counties



## Public Transit - Human Services Transportation Coordination Plan

*For the Meramec Region*



#4 Industrial Drive St. James, MO 65559  
573-265-2993 • Meramecregion.org





Meramec Regional Planning Commission

4 Industrial Drive

St. James, MO 65559

573-265-2993

In cooperation with the

Missouri Highways and Transportation Commission

Missouri Department of Transportation

*The opinions, findings, and conclusions expressed in this publication are those of the authors and not necessarily those of the Missouri Highways and Transportation Commission or Federal Transit Administration.*

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# Adoption

The Public Transit - Human Services Transportation Plan for Missouri's Meramec Region was officially approved and adopted Feb. 15, 2018, by the board of Meramec Regional Planning Commission.

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Bonnie J. Prigge, Executive Director  
Meramec Regional Planning Commission

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Date

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# 1 • Plan Purpose and Requirements

Each of the federal transportation program reauthorizations SAFTEA-LU (Safe, Accountable, Flexible, Efficient Transportation Equity Act), MAP-21 (Moving Ahead for Progress in the 21<sup>st</sup> Century Act) and the FAST Act, require that federally-funded mobility projects be included in a locally developed, coordinated public transit-human services transportation plan. The plan must be developed and approved through a process that includes seniors and people with disabilities and is coordinated to the maximum extent possible with transportation services assisted by other federal departments and agencies.

A coordinated public transit-human services transportation plan identifies the transportation needs of individuals with disabilities, older adults and people with low incomes, provides strategies for meeting those local needs and prioritizes transportation services for funding and implementation. Local plans may be developed on a local, regional or statewide level. The decision as to the boundaries of the local planning areas should be made in consultation with the state and the metropolitan planning organization, where applicable. The agency leading the planning process is decided locally and does not have to be the state.

In 2007, the Missouri Department of Transportation (MoDOT) contracted with regional planning commissions and councils of governments to develop public transit-human services plans. In 2012 and 2017, MoDOT once again contracted with the regional planning organizations to complete five-year updates to the previous plan. MoDOT has a long history of working with regional planning commissions that dates to the mid-1990s. Regional planning commissions—also known as regional planning organizations—have developed transportation advisory committees and have been coordinating transportation planning at the local level for many years.

As outlined by the federal legislation, a public transit-human services coordination plan should maximize the program's collective coverage by minimizing duplication of services. Further, a coordinated plan must be developed through a process that includes representatives of public and private and non-profit transportation and human services transportation providers, and participation by members of the public. Members of the public should include representatives of the targeted populations, including individuals with disabilities, older adults, and people with low incomes. While the plan is only required in communities seeking funding under federal grant programs, a coordinated plan should also incorporate activities offered under other programs sponsored by federal, state, and local agencies to greatly strengthen its impact.



By federal legislation, a coordinated plan must, at a minimum, include the following elements at a level consistent with available resources and the complexity of the local institutional environment:

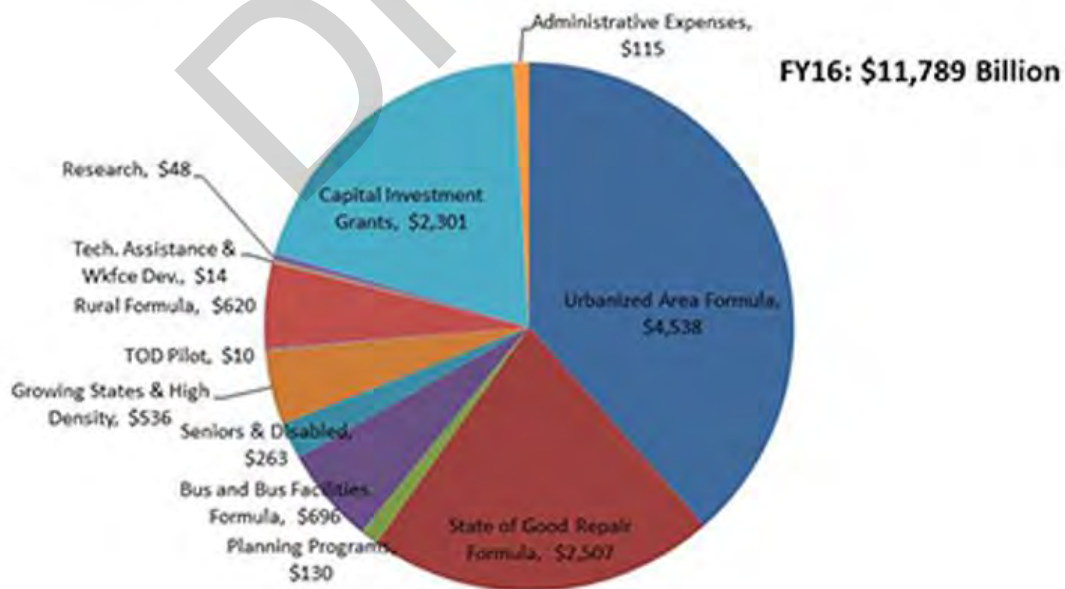
1. An assessment of available services that identifies current transportation providers (public, private, and non-profit);
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service;
3. Opportunities to achieve efficiencies in service delivery; and
4. Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified. Projects selected for funding must be derived from this plan.

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# 2. Overview of Federal Funding

On October 1, 2012, a new federal transportation bill, Moving Ahead for Progress in the 21st Century (MAP-21), took the place of SAFETEA-LU. MAP-21 was passed in the summer of 2012 and provided a two-year authorization of surface transportation programs, which has been extended four times. MAP-21 called for section 5310 projects “selected by the recipient to be included in a locally developed, coordinated public transit-human services transportation plan.” It also required that the Plan was “developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public” On December 4, 2015, Public Law 114-94 Fixing America’s Surface Transportation Act (FAST Act) was signed into law.

## FAST Act Authorized Funding



## FAST Act

Congress establishes the funding for FTA programs through authorizing legislation that amends Chapter 53 of Title 49 of the U.S. Code. On December 4, 2015, President Obama signed the Fixing America's Surface Transportation (FAST) Act, reauthorizing surface transportation programs through Fiscal Year 2020. FTA's Bus and Bus Facilities program received an increase in funding of \$268 million over FY15 levels, for a total of \$696 million for FY16. This program helps transit agencies fund new buses, replace aging fleets and facilities, and adds a new eligibility to deploy low- or no-emission vehicles.

The FAST Act re-established a Bus Discretionary Program that allows states to apply for project-specific funding via a competitive process. Many of the grants are expected to fund replacements for aging fleets or facilities. In FY16, \$268 million in funding will be available. Of that amount, \$55 million has been designated for Low- or No- Emission Bus Deployment projects. Also included in the Bus and Bus facilities program is a new pilot program for Cost-Effective Capital Investment, which encourages states to share bus funding resources among a partnership of recipients.

The following federally funded programs under FAST Act required projects to be "derived from a locally developed, coordinated public transit-human service transportation plan" and the plan be "developed through a process that includes representatives of public, private, and non-profit transportation and human service providers and participation by members of the public."

## Highlights of Grant Program Changes

New	Repealed	Consolidated	Modified
<ul style="list-style-type: none"><li>• Bus and Bus Facilities Discretionary Grants (5339(b))</li><li>• Expedited Project Delivery for CIG Pilot Program (subsection 3005(b) of FAST)</li><li>• Pilot Program for Innovative Coordinated Access &amp; Mobility (subsection 3006(b) of FAST)</li></ul>	<ul style="list-style-type: none"><li>• Bicycle facilities (5319)</li><li>• Pilot Program for Expedited Project Delivery (Subsection 20008(b) of MAP-21)</li></ul>	<ul style="list-style-type: none"><li>• Public Transportation Innovation (Research &amp; TCRP) (5312)</li><li>• Technical Assistance &amp; Workforce Development (5314)</li></ul>	<ul style="list-style-type: none"><li>• Planning (5303/5304)</li><li>• Urbanized Area Formula (5307)</li><li>• Fixed Guideway Capital Investment Grants (5309)</li><li>• Elderly &amp; Disabled (5310)</li><li>• Formula Grants for Rural Areas (5311)</li><li>• Public Transportation Safety Program (5329)</li><li>• State of Good Repair (5337)</li><li>• Bus and Bus Facilities (5339(a))</li></ul>



## **Elderly and Disabled Transportation Program: (Section 5310)**

### **Purpose**

Provides funding through a formula program to increase mobility for the elderly and persons with disabilities.

### **Statutory References**

49 U.S.C. Section 5310

### **Features**

- Funds allocated by formula to the States for capital costs of providing services to elderly persons and persons with disabilities.
- The federal share of eligible capital costs may not exceed 80 percent, and 50 percent for operating assistance. The 10 percent that is eligible to fund program administrative costs including administration, planning, and technical assistance may be funded at 100 percent federal share.
- Allows up to 10% of funding to be used by State or local government authority for administrative expenses (including planning and technical assistance).
- As in the past, States may sub-allocate funds to private non-profit organizations and to public agencies if they are designated to provide coordinated service.
- Allows non-federal share to include amounts available for transportation from other federal agencies including Federal Lands Highway Program (section 204 of title 23).
- Increases coordination requirements by requiring that, beginning in FY 2007, projects be on a locally-developed human service transportation coordination plan. That planning process includes representatives of public, private, and nonprofit transportation and human services providers and the public.
- Section 3006(b) of the FAST Act created a discretionary pilot program for innovative coordinated access and mobility -- open to 5310 recipients -- to assist in financing innovative projects for the transportation disadvantaged that improve the coordination of transportation services and non-emergency medical transportation (NEMT) services; such as: the deployment of coordination technology, projects that create or increase access to community, One-Call/One-Click Centers, etc. In the first year of the discretionary program (2016) Congress appropriated \$2 million, followed by \$3 million in 2017, \$3.25 million in 2018, and \$3.5 million in 2019. For more information about the 2016 competitive program for innovative coordinated access and mobility grant, visit the Rides to Wellness Demonstration and Innovative Coordinated Access and Mobility Grants program 2016

### **Notice of Funding Opportunity**

- Applies grant requirements of Section 5307 to the extent the Secretary determines appropriate.
- Allocation is made on the basis of the number of elderly and persons with disabilities in each state.
- This grant program provides assistance to private, public and 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.”

States and designated recipients are direct recipients; eligible Sub recipient includes private nonprofit organizations, states or local government authorities, or operators of public transportation. Section 5310 funds are apportioned among the states by a formula which is based on the number of seniors and people with disabilities in each state according to the latest available U.S. Census data.

### **Eligible Activities**

1. Purchasing vehicles to support accessible taxi, ride-sharing, and/or vanpooling programs. Section 5310 funds can be used to purchase and operate accessible vehicles for use in taxi, ride-sharing, and/or vanpool programs provided that the vehicle meets the same requirements for lifts, ramps, and securement systems specified in 49 CFR part 38, subpart B, at a minimum, and permits a passenger whose wheelchair can be accommodated pursuant to part 38 to remain in his/her personal mobility device inside the vehicle.
2. Supporting the administration and expenses related to voucher programs for transportation services offered by human service providers. This activity is intended to support and supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment of alternative transportation services to supplement available public transportation. The Section 5310 program can provide vouchers to seniors and individuals with disabilities to purchase rides, including: (a) mileage reimbursement as part of a volunteer driver program; (b) a taxi trip; or (c) trips provided by a human service agency. Providers of transportation can then submit the voucher for reimbursement to the recipient for payment based on predetermined rates or contractual arrangements. Transit passes or vouchers for use on existing fixed-route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (federal/local) match.

### **Traditional Section 5310 project examples include:**

- Buses and vans
- Wheelchair lifts, ramps, and securement devices
- Transit-related information technology systems, including scheduling/routing/one-call systems
- Mobility management programs
- Acquisition of transportation services under a contract, lease, or other arrangement

### **Nontraditional Section 5310 project examples include:**

- Travel training
- Volunteer driver programs
- Building an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features
- Improving signage, or way-finding technology
- Incremental cost of providing same day service or door-to-door service

- Purchasing vehicles to support new accessible taxi, rides sharing and/or vanpooling programs
- Mobility management programs

Note: Under MAP-21, the program was modified to include projects eligible under the former Section 5317 New Freedom program, described as capital and operating expenses for new public transportation services and alternatives beyond those required by the ADA, designed to assist individuals with disabilities and seniors.

Job Access and Reverse Commute (JARC): (Section 5316) has expired and is under FTA's Urbanized Area Formula Grants (Section 5307) and the Formula Grants for Rural Areas (Section 5311) programs.

## **Chapter 53 Section 5311 49 U.S.C. Section 5311 / Fixing America's Surface Transportation Act (FAST) Section 3007**

The Formula Grants for Rural Areas program provides capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program.

### **Eligible Recipients:**

- States, Indian tribes or Alaskan Native villages, groups or communities identified by the Bureau of Indian Affairs (BIA)
- Sub recipient's: State or local government authorities, nonprofit organizations, operators of public transportation or intercity bus service that receives funds indirectly through a recipient.

### **Eligible Activities:**

- Planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

### **What's Changed?**

- In determining the amount of the unsubsidized portion of privately provided intercity bus service that connects feeder service that is eligible as in-kind local match, all operating and capital costs can now be included without revenue offset.
- Revenue from the sale of advertising and concessions may be used as local match.
- Recipients may now use up to 20% of their 5311 allocation (previously 10%) for the operation of para transit service, if certain conditions are met

### **Funding:**

#### **Federal Share:**

- Federal share is 80% for capital projects.
- Federal share is 50% for operating assistance.

- Federal share is 80% for Americans with Disabilities Act (ADA) non-fixed-route paratransit service, using up to 10% of a recipient's apportionment.

**Formula Details:**

- 83.15% of funds apportioned based on land area and population in rural areas.
- 16.85% of funds apportioned based on land area, revenue-vehicle miles, and low-income individuals in rural areas.

**Other:**

Tribal Transit Program

- \$5 million discretionary tribal program for each fiscal year on a competitive basis.
- \$30 million tribal formula program for tribes providing public transportation.

Appalachian Development Public Transportation Assistance Formula Program

- \$20 million formula program for states in the Appalachian Region.

**Grants for Buses and Bus Facilities Formula Program - 5339(a)**

Provides funding to states and transit agencies through a statutory formula to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities. In addition to the formula allocation, this program includes two discretionary components: The Bus and Bus Facilities Discretionary Program and the Low or No Emissions Bus Discretionary Program.<sup>1&2</sup>

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<sup>1</sup> Federal Transit Administration. <https://www.transit.dot.gov/>.

<sup>2</sup> Harry S. Truman Coordinating Council. Public Transit-Human Services Transportation Coordination Plan 2017 – Chapter 2. Pages 6-12.

# 3. Assessment of Needs Groups and Demographics of the Meramec Region

The plan area is the area served by the Meramec Regional Planning Commission, which includes the counties of Crawford, Dent, Gasconade, Maries, Osage, Phelps, Pulaski and Washington in south-central Missouri. A map of the planning area is located on the following page.

## POPULATION TRENDS

In 2016, the eight-county Meramec Region was home to 200,826 people, reflecting a decrease of 428 people from the 2010 decennial census. Individual 2016 estimates depict county populations ranging from a low of 8,987 in Maries County to 53,302 in Pulaski County. Pulaski County saw a decrease of 0.3 percent in the 2012-2016 American Community Survey (ACS) from the 2011-15 ACS. However, all counties in the region, except for Pulaski, showed a decrease in population as reported in the 2012-16 ACS compared to 2010 census data. From 2012 to 2016, the state of Missouri is estimated to have grown only 0.2 percent.

The largest city in the region continues to be Rolla, the county seat of Phelps County. It has 19,904 people by 2016 estimates, up from 19,550 in 2010. The smallest city is Morrison in Gasconade County with 91 residents.

<b>DEMOGRAPHICS 2016</b>	
Population.....	200,826
Male.....	52.5%
Female.....	47.5%
White.....	89.7%
Black.....	4.8%
Asian.....	1.3%
American Indian.....	0.7%
Native Hawaiian and other Pacific.....	0.2%
Some Other Race.....	0.9%
Two or More Races.....	2.4%
Source: 2012-16 ACS 5 Year Estimate	

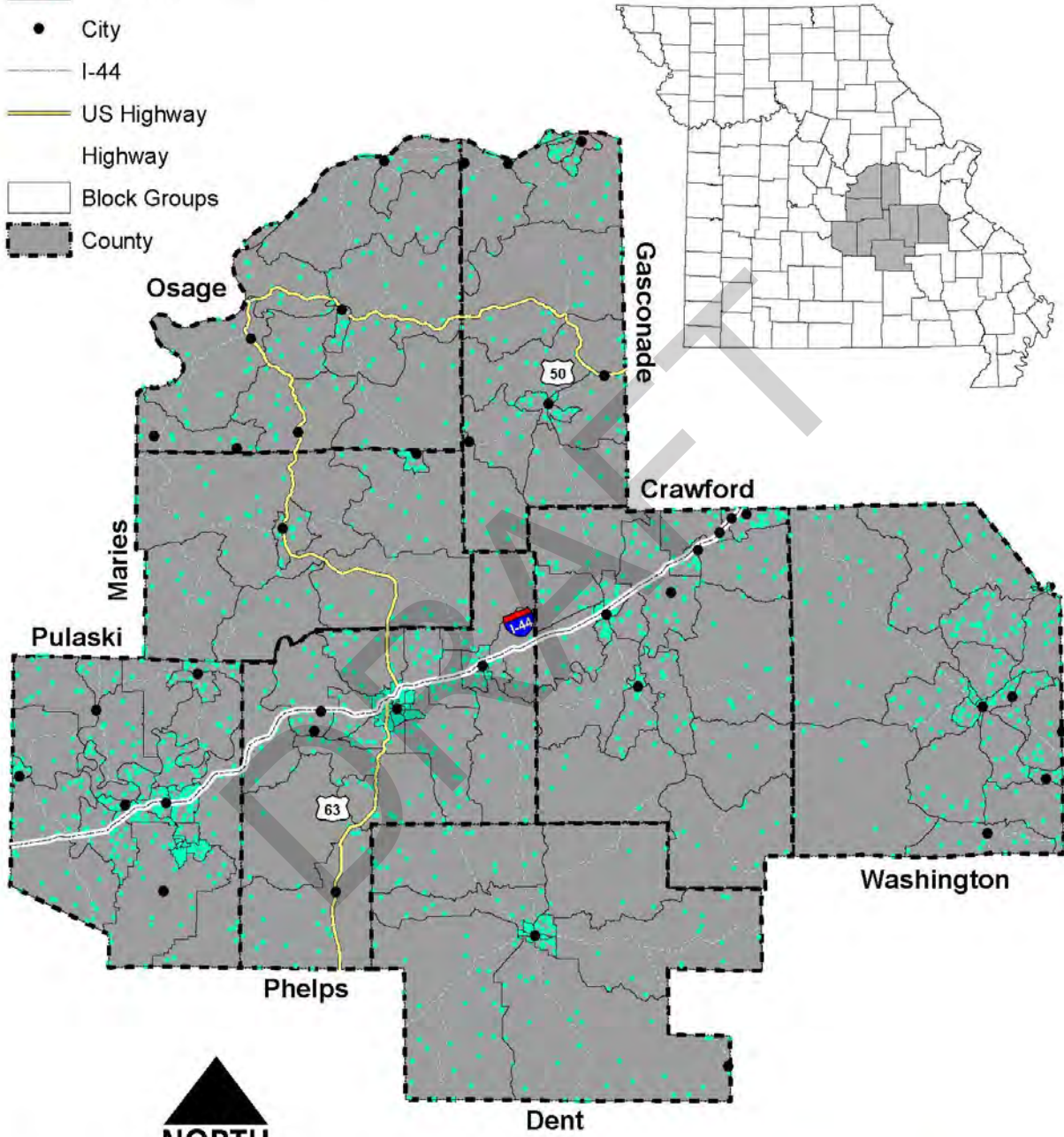
The region’s population in 2016 showed slightly more males than females, just as it did in 2010. The region’s median age in 2016 was 39.5 years, which is slightly older than the median age in the state and nation.

The region is predominantly white with a 10.3 percent minority population. This is up from 9.2 percent in 2010. Pulaski County is the region’s most racially diverse county. It is home to the Department of Defense’s Fort Leonard Wood.

## Population Dot Density

1 Dot = 100

- City
- I-44
- US Highway
- Highway
- Block Groups
- ▭ County



This map depicts population density by point features. Each point is equivalent to 100 individuals within the Meramec Region. ACS 2011-2015 5-Year Estimates were obtained from [www.census.gov](http://www.census.gov). County, city, and infrastructure data was obtained from [msdis.missouri.edu](http://msdis.missouri.edu).



## Population Density

Population density is the number of people per unit of area usually per square mile (which may include or exclude bodies of water) simply, population density provides comparable information on how densely populated an area is. For the purpose of this document, population density is created by utilizing the 2011-2015 5-Year American Community Survey Census estimates for census block groups and ArcGIS. Each point represents 100 individuals within the Meramec Region.

Based on 2015 Census information, the Meramec Region has a low population density of 39.1 persons per square mile compared to the state and national density which is 87.3 and 90.9 respectively. Pulaski County is the most densely populated county within the region with 96.9 persons per square mile, followed by Phelps County with 66.8. Maries and Dent counties have the lowest population densities within the region with 17.0 and 20.6 persons per square mile respectively. While the numbers have shifted slightly, all population density remains relatively close to 2010 Census numbers.

<b>POPULATION BY AGE</b>	
Under 5.....	6.1%
0-17.....	22.5%
18 & Over.....	77.5%
65+.....	14.6%
Median Age.....	39.6 Years
Source: 2016 ACS 5 Year Estimates and MRPC Analysis	

As expected, the highest rates of density appear around city centers and County seats within the region. Additionally, I-44 is a focal point of density which is consistent with development patterns across the state. More surprisingly, outside of city centers, population density appears to be evenly scattered across each county. This is a visual representation of the difficulty in planning for future public transit. While many discussions center on transit providers and needs in urban settings, servicing the rural population is increasingly complicated based on the dispersed population. Consideration of public transit availability to low-income, elderly, and/or disabled individuals in rural areas, especially, must be a priority in the development of a public transit plan.

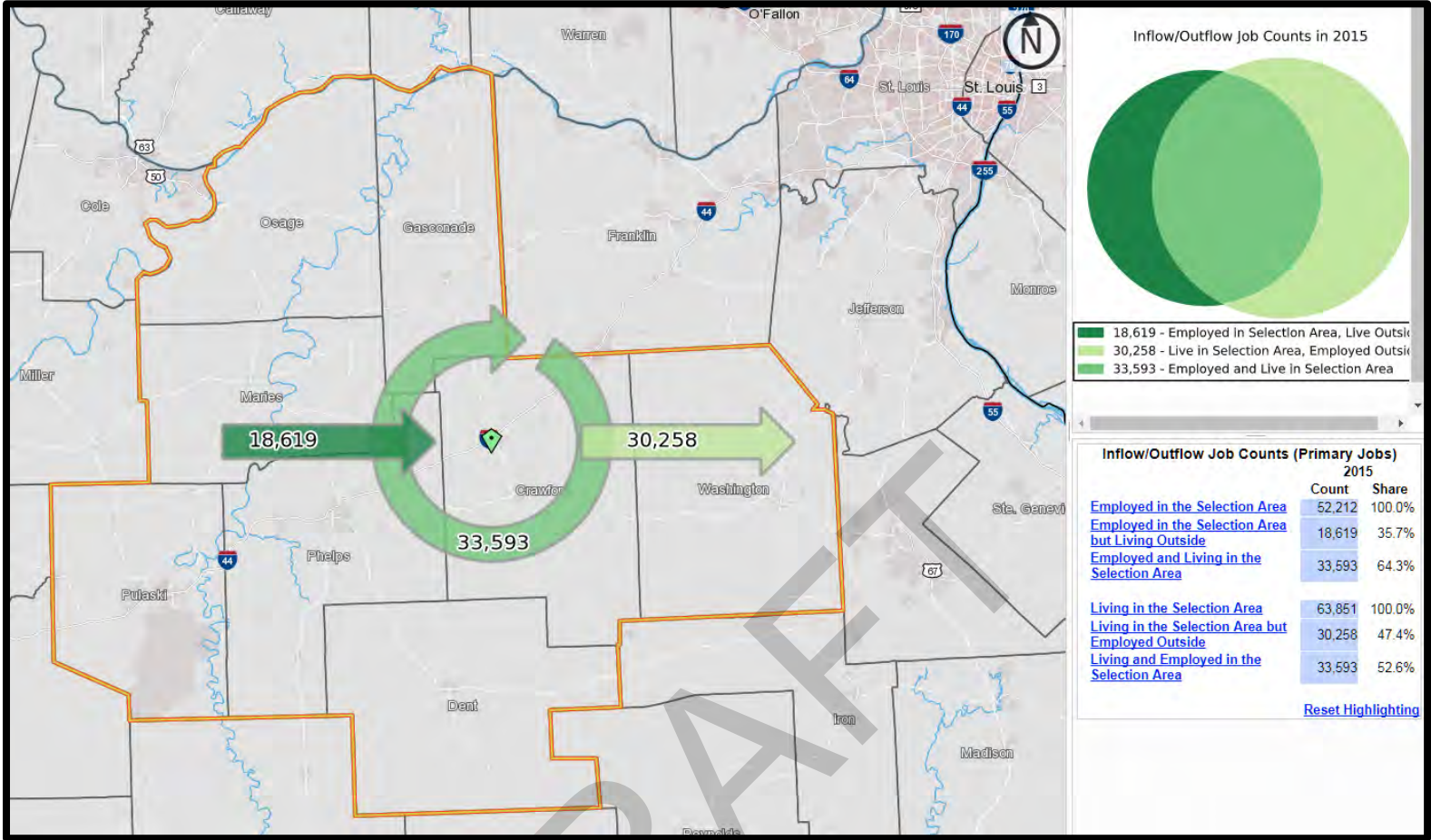
## Commute to Work

A majority of workers, 16 and over, in the Meramec Region commute to work in single-occupant vehicle (72%). Only 0.4% of workers utilize public transit for their daily commute which is significantly lower than the United States average of 5.1% for 2016. Additionally, workers commute almost half an hour (approx. 26 minutes) to work each way. Inflow/Outflow analysis from 2015 Census.gov data also shows that almost twice as many Meramec Region residents commuted outside of the region for work as compared to those that commute into the region.

### Commuting to Work, 2016

	Custom Region	Pct. of Total	U.S.	Pct. of Total
Workers 16 years and over	87,426	100.0%	145,861,221	100.0%
Car, truck, or van -- drove alone	62,971	72.0%	111,448,640	76.4%
Car, truck, or van -- carpooled	9,611	11.0%	13,588,601	9.3%
Public transportation (excluding taxicab)	375	0.4%	7,476,312	5.1%
Walked	1,814	2.1%	4,030,730	2.8%
Other means	1,157	1.3%	2,655,046	1.8%
Worked at home	11,498	13.2%	6,661,892	4.6%
Mean travel time to work (minutes)	26		26	

Source: U.S. Census Bureau, American Community Survey, latest 5-Year Estimates



## Household Car Availability

The following table provides an overview of household car availability for each county in the region. While a majority of households have access to at least one vehicle, a range of 1.4 - 3.3% has no vehicle availability at all within the Meramec Region.

	Meramec Region Counties							
	Crawford	Dent	Gasconade	Maries	Osage	Phelps	Pulaski	Washington
<b>Total Households:</b>	9,170	5,757	6,493	3,572	6,640	18,180	19,011	8,796
<b>No vehicle available</b>	126	161	135	118	104	493	575	226
<b>1 vehicle available</b>	1,709	1,072	1,028	643	738	3,937	4,534	1,224
<b>2 vehicles available</b>	3,492	1,875	2,080	1,113	1,886	8,141	8,035	3,075
<b>3 + vehicles available</b>	3,843	2,649	3,250	1,698	3,912	5,609	5,867	4,271



## ELDERLY POPULATION

The ability to “age in place” is important for seniors as it means they can continue to live in the same location and have access to services that allow older populations to live independently. Public transportation options continue to be an important need for seniors to ensure they maintain a high quality of life. Approximately 20 percent of the senior population does not drive over the age of 65 and instead rely on family members, walking, or public transportation to meet their daily needs.

Meramec Region Counties – Elderly/Senior Populations (65+)								
Subject	Crawford	Dent	Gasconade	Maries	Osage	Phelps	Pulaski	Washington
<b>Total Population</b>	24,753	15,595	15,160	9,140	13,857	44,825	51,620	25,120
<b>Selected Age Category - 65 years and over</b>	16.3%	18.9%	20.0%	18.0%	15.1%	14.2%	7.3%	13.6%
<b>Summary Indicators - Median Age (yrs)</b>	40.2	42.9	45.1	43.1	39.2	34.0	26.6	40.1

\*2008-2012 ACS Estimates

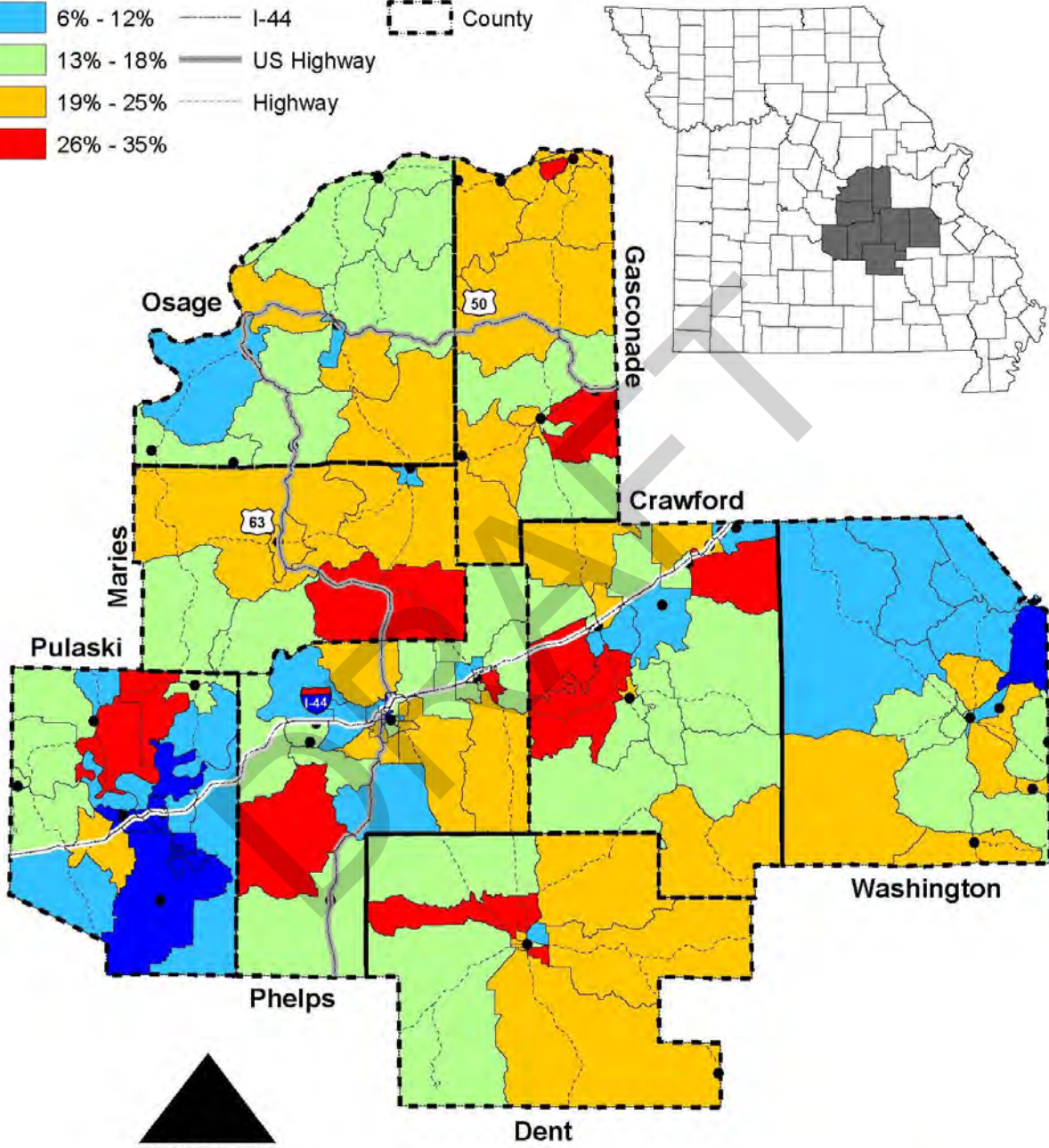
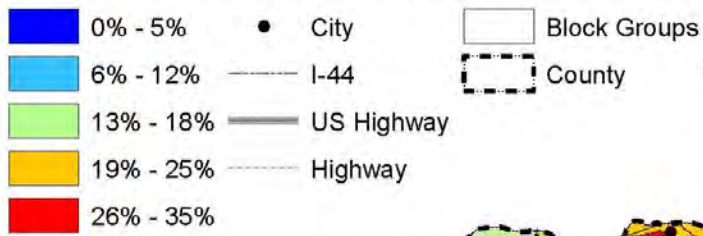
Meramec Region Counties – Elderly/Senior Populations (65+)								
Subject	Crawford	Dent	Gasconade	Maries	Osage	Phelps	Pulaski	Washington
<b>Total Population</b>	24,545	15,578	14,875	8,987	13,704	44,833	53,302	25,002
<b>Selected Age Category - 65 years and over</b>	17.9%	20.1%	21.4%	19.5%	16.6%	14.9%	7.5%	15.2%
<b>Summary Indicators - Median Age (yrs)</b>	41.6	43.1	45.7	43.9	40.0	34.5	26.9	40.7

\*2012-2016 ACS Estimates

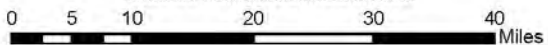
Between 2012 and 2016 ACS 5-year estimates, all counties had a decrease in population except for Phelps and Pulaski. While the total population generally went down across the region, the percent of persons age 65 plus increased in every county. This is likely attributed to “brain drain” or the younger population leaving home for jobs or school and not returning after graduation. The median age for each county has also increased. As the senior population continues to grow in the region and across the country, cities and counties will need to plan for the increased amount of services (transportation included) that will be required to maintain the quality of life.

The following map provides a visual depiction of where the highest percentages of elderly populations live across the region. The dark blue indicates younger populations, by census block group, which is consistent with the location of Fort Leonard Wood in Pulaski County and the area near Hwy 21 in Washington County (areas closer to south St. Louis Metro Area). The red shows the highest percentage (26% plus) of elderly individuals in a given county. It is apparent that the census block groups farthest from city centers and metropolitan areas have higher percentages of elderly populations. This can create difficulties in providing sufficient transit services in rural areas where routes are not currently available.

## Elderly as Percent of Total Population



This map depicts the elderly (65+) as a percentage of the total population, by block group, for the Meramec Region. ACS 2011-2015 5-Year Estimates were obtained from [www.census.gov](http://www.census.gov). County, city, and infrastructure data was obtained from [msdis.missouri.edu](http://msdis.missouri.edu).



## INCOME

### Income, Poverty, and Unemployment

Incomes in the Meramec Region continue to be lower than the state or nation. The region's median income, based on 2016 Census information, was \$42,836. The state median income was \$49,593 while the U.S. median income was \$55,322. The region's median income is 86.4 percent of the state's rate and only 77.4 percent of the nation's rate.

The majority of families in Missouri and families in the nation make \$35,000 or more a year, as well as the majority of the families in the Meramec Region, according to 2016 ACS data. The region's poverty rate also runs higher than the state and nations. Meramec residents living in poverty in 2016 numbered 34,944, which represents 17.4 percent of the population. Some 15.3 percent of all Missouri residents live in poverty, while 15.1 percent of all U.S. residents were living in poverty in 2016. Dent County had the highest poverty rate in the region with 22.4 percent. The lowest was Osage County with 6.9 percent.

**Income and Poverty Rates for the Meramec Region**

Location	Median Household Income	Poverty Rate	Individuals 65+ below Poverty Level
Crawford County	\$36,983	21.4%	13.2%
Dent County	\$38,020	22.4%	15.7%
Gasconade County	\$45,505	14.3%	10.1%
Osage County	\$54,119	6.9%	5.1%
Maries County	\$40,542	18.9%	9.9%
Phelps County	\$41,603	20.6%	10.5%
Pulaski County	\$49,216	14.6%	7.1%
Washington County	\$36,701	19.8%	9.9%
State of Missouri	\$49,593	15.3%	8.9%
United States	\$55,322	15.1%	9.3%

\* 2012-2016 ACS 5 year estimates

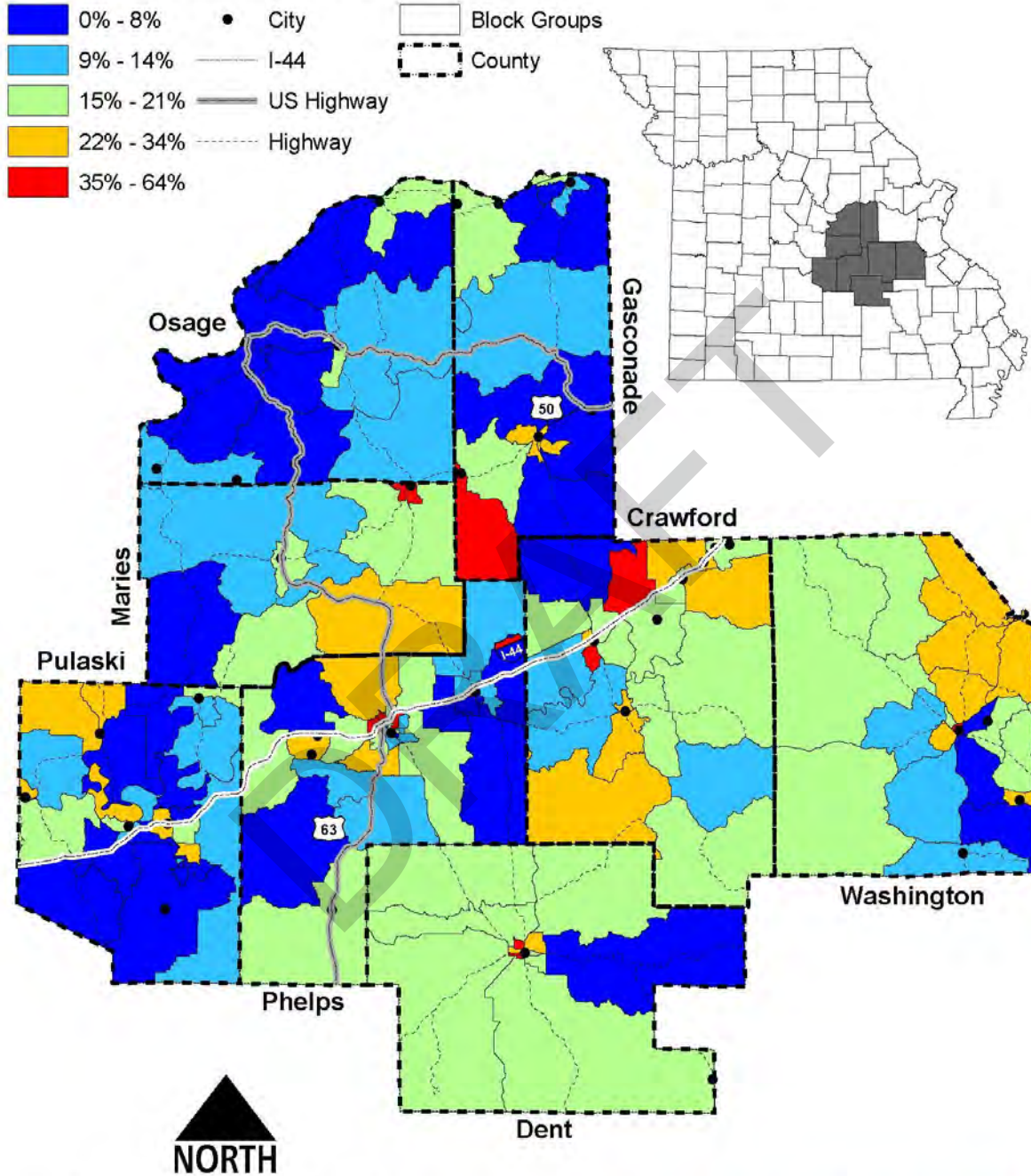
The region, for several decades, has been plagued with high unemployment rates. Washington and Dent Counties experienced mine closings while other counties lost shoe and textile manufacturers. The 2016 unemployment rate for the region was 3.7 percent, slightly lower than the state average at 4.1 percent, but down from the 4.4 percent in 2015. The U.S. average for 2016 was 3.4 percent. The unemployment rate for 2017 has not yet been finalized.

### UNEMPLOYMENT

Employed.....	75,909
Unemployed.....	2,888
Total Labor Force.....	78,797
Meramec Region.....	3.7%
Missouri.....	4.1%
United States.....	3.4%

Source: Missouri Department of Economic Development, MRPC Utilizing November 2017 Estimates

## Poverty as Percent of Total Population



This map depicts poverty as a percent of the total population, by block group, for the Meramec Region. ACS 2011-2015 5-Year Estimates were obtained from [www.census.gov](http://www.census.gov). County, city, and infrastructure data was obtained from [msdis.missouri.edu](http://msdis.missouri.edu).



## DISABLED POPULATION

### Disabled Population in Meramec Region

The average percentage of disabled individuals within the Meramec Region has increased slightly since the 2012 Plan was completed. The following tables provide disabled population percentages by each age cohort. For example, using 2016 ACS data, 47.1 percent of individuals age 65 plus have a disability in Crawford County. Comparing the two tables shows that the total percentage of disabled, non-institutionalized individuals has increased in almost all counties since 2012. However, it should be noted that in the last 5-10 years several institutional organizations geared towards individuals with disabilities have been moving away from the traditional methods of long-term care (nursing homes, etc.). Several organizations look to provide disabled individuals with daily in-home care to allow people to live in their own homes or within group homes rather than live in an institutional setting. This may be a factor in the increase of the disabled, non-institutionalized population.

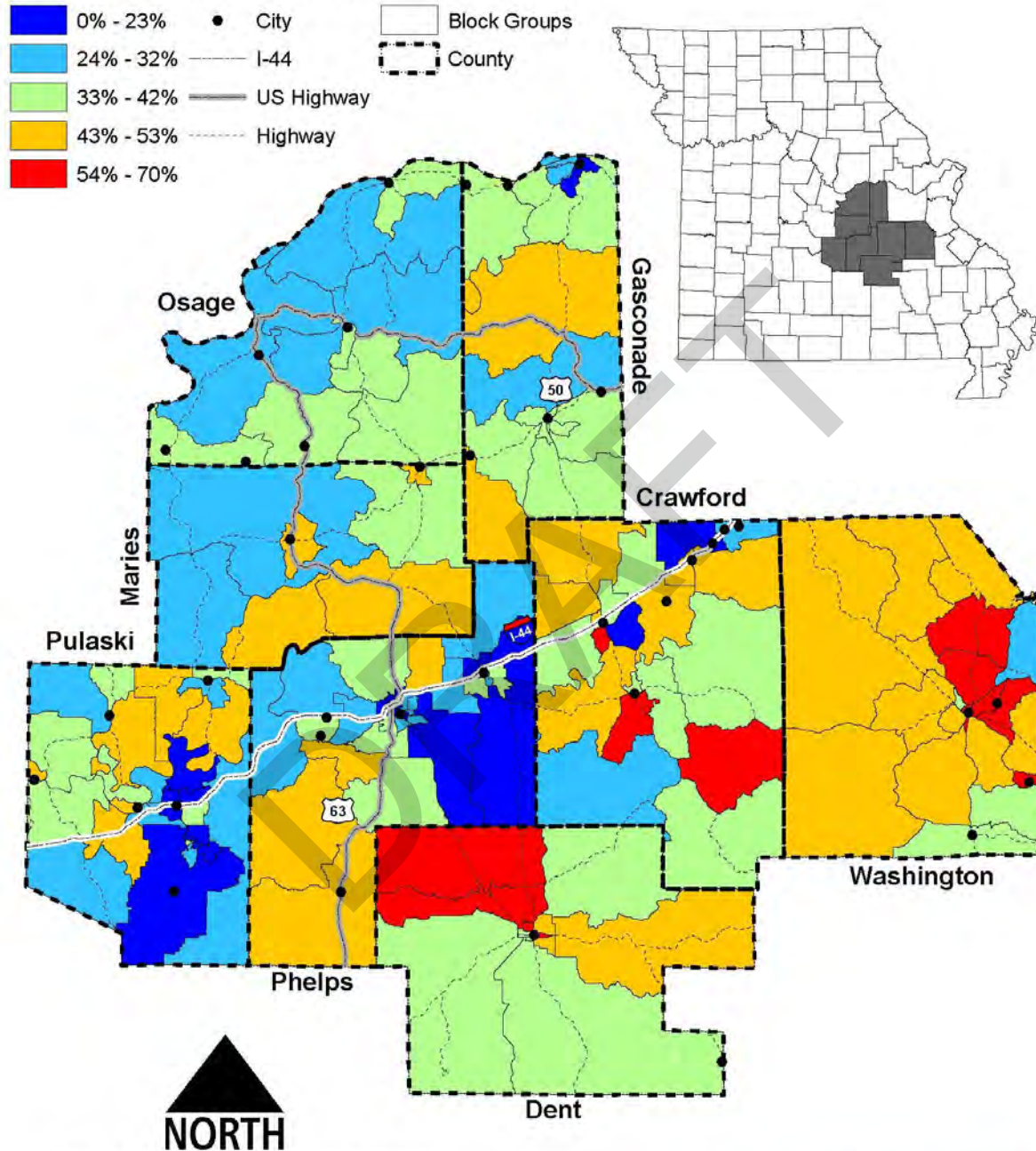
Meramec Region Counties – Disabled Population (%) by Age Cohort								
Subject	Crawford	Dent	Gasconade	Maries	Osage	Phelps	Pulaski	Washington
<b>Total Non-Institutionalized Population</b>	24,464	15,401	14,890	9,031	13,741	43,941	37,991	24,077
<b>Total Disabled by Percentage</b>	17.5%	25.2%	18.1%	18.9%	16.7%	15.7%	15.8%	24.3%
<b>Under 5 years</b>	0.0%	1.6%	1.1%	0.0%	0.0%	2.5%	0.8%	0.0%
<b>5 to 17 years</b>	8.6%	9.4%	5.2%	5.6%	6.9%	6.0%	5.9%	7.8%
<b>18 to 64 years</b>	15.6%	24.4%	15.2%	17.8%	15.7%	13.9%	16.0%	26.1%
<b>65+ years</b>	42.2%	50.2%	44.0%	42.1%	40.4%	41.2%	53.5%	50.8%

\*2008-2012 ACS Estimates

Meramec Region Counties – Disabled Population (%) by Age Cohort								
Subject	Crawford	Dent	Gasconade	Maries	Osage	Phelps	Pulaski	Washington
<b>Total Non-Institutionalized Population</b>	24,253	15,400	14,608	8,879	13,566	43,958	39,900	23,888
<b>Total Disabled by Percentage</b>	21.6%	24.8%	19.0%	21.3%	15.7%	16.4%	17.4%	26.1%
<b>Under 5 years</b>	0.0%	1.6%	1.3%	0.0%	0.0%	2.0%	0.3%	0.0%
<b>5 to 17 years</b>	10.4%	4.9%	8.5%	5.5%	6.5%	7.7%	7.3%	10.5%
<b>18 to 64 years</b>	19.7%	27.6%	16.1%	20.4%	14.5%	14.3%	17.8%	27.5%
<b>65+ years</b>	47.1%	41.7%	40.8%	43.0%	36.8%	41.2%	53.2%	49.9%


\*2012-2016 ACS Estimates

## Percent of Households with One or More Residents with a Disability



This map depicts the percentage of households with one or more disabled residents, by block group, for the Meramec Region. ACS 2011-2015 5-Year Estimates were obtained from [www.census.gov](http://www.census.gov). County, city, and infrastructure data was obtained from [msdis.missouri.edu](http://msdis.missouri.edu).

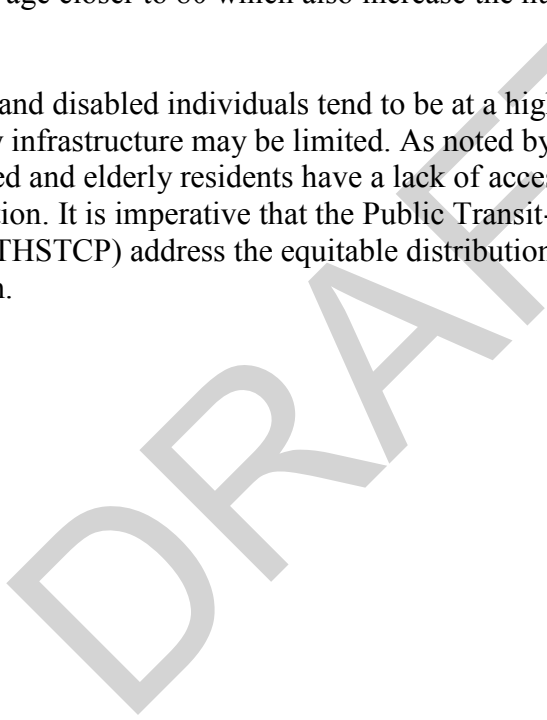




The attached map depicts areas with high percentages of disabled individuals in northwest Dent County, portions of Crawford County and eastern Washington County. After discussions with MRPC staff and members of the advisory committee, there seems to be no obvious reason for the concentration, except for some pockets of MHDC housing in adjacent areas. In order to find more specific reasons as to the distribution of disabled individuals in the region, further analysis of the area's demographic distribution would have to be completed.

While income and poverty levels have slightly improved in the Meramec Region, they continue to remain lower than the nation. The increase in number of disabled individuals, especially those over the age 65, creates an impact on public transportation that is seen in transit today and will continue to impact transit providers in the future. Changes to the demographics of the elderly population have also occurred since the baby boomer generation has aged. Since many older Americans continue to age-in-place and maintain driver's licenses, the older population utilizing transit has an average age closer to 80 which also increase the number of riders with a potential for disabilities.

Low-income, elderly and disabled individuals tend to be at a higher risk for poor health and live in areas where quality infrastructure may be limited. As noted by the survey responses in Chapter 6, unemployed and elderly residents have a lack of access to various modes of private and public transportation. It is imperative that the Public Transit-Human Service Transportation Coordination Plan (PTHSTCP) address the equitable distribution of transportation options for all residents in the region.



# 4. Overview and Methodology

A list of stakeholders was compiled using the database of stakeholders from the 2013 plan, as well as the list of persons in the Mobility Management Group and other elected officials. That list had been developed using a list of past transit grant recipients obtained from the Missouri Department of Transportation. In addition, MRPC identified interested persons, agencies and organization, including senior citizen centers and nutrition sites, county developmentally disabled boards, Sheltered Workshops, special learning centers, senior citizen organization, hospitals, independent living centers, nursing homes, local elected officials, transportation advisory committee members, veterans service representatives, public transit providers, private transit providers, private industry council and others who were associated with transit, the elderly, persons with disabilities and low-income clients.

## **First Meeting**

The first meeting was held on August 29, 2017. Emails were sent to 229 persons and agencies. A meeting notice flyer was created and distributed to the Meramec Regional Planning Commission board members and the Meramec Transportation Advisory Committee for posting. Additionally, a press release was sent to median in the region announcing the meeting and requesting participation. A public notice was also posted on MRPC's website.

A total of 23 people attended the August 29<sup>th</sup> meeting. MRPC staff provided a presentation on the transit planning effort and had the group to review the 2013 list of the region's existing public transit-human services transportation services, and make corrections and additions. Heath Pickerell with MS&T gave a presentation and overview of the Rural Transit Assistance Program (RTAP) and covered their role in the Meramec Region as it relates to public transit. Additionally, participants reviewed and updated the 2013 list of public transit-human services needs in the following areas:

- Funding issues
- Gaps in service
- Coordination issues
- Education and marketing

Participants also offered suggestions to update the 2013 Public Transit Customer Survey. Copies of the August meeting promotion and results documentation may be found in Appendix A.



## **Needs Survey**

Based on previous years' surveys and recommendations for changes by the advisory group, MRPC updated the three surveys for 2017. MRPC staff also issued a press release to local newspapers to encourage participation and created online survey opportunities through the MRPC website, Facebook and other social media. 25 users/potential users responded to the survey.

Due to the low response rate for online and paper copies of the original transit user survey, MRPC staff partnered with MoRIDES staff to obtain and utilize transit user information from 74 survey responses gathered over the course of 2017. Surveys were provided to elderly transit users living in retirement centers, individuals seeking assistance at local job centers, and clients of local health clinics.

## **Resource/Needs Survey**

In addition to the Needs Survey, transit providers and other social service providers were also surveyed to determine client needs and available resources. Six (6) transit providers and eight (8) other social service providers responded to the survey. Copies of the client survey, transportation provider survey and non-transportation service provider may be found in Appendix B.

The needs identified in the focus groups meeting on August 29<sup>th</sup> were combined with the needs identified through surveys, and a complete list of needs was compiled.

## **Second Meeting**

The second stakeholder meeting was held on October 17, 2017. A total of 8 stakeholders and 3 MRPC staff persons attended the meeting. At the meeting, the needs were reviewed once more to make sure the list was complete. The group then prioritized the list of needs and began developing strategies to address the needs, working in priority order. Due to the small turn-out for the meeting, MRPC staff wanted to insure a greater percentage of stakeholders were surveyed regarding the prioritization of needs. Utilizing Google Forms, staff was able to obtain 17 more responses for a total of 25 stakeholders prioritizing public transit needs in the Meramec Region. Gary O'Day also provided an update on the MoRIDES program which was created as a result of issues addressed in the 2013 Public Transit Plan. Copies of the October meeting promotion and documentation may be found in Appendix C.

## **Third Meeting**

The third stakeholder meeting was held on December 5, 2017. A total of 7 participants and 3 staff members identified strategies for addressing the remainder of the needs note addressed at the October meeting. The resulting list of prioritized needs and strategies are located in Chapter 6. Copies of the December meeting promotion and documentation may be found in Appendix D.

## **Fourth Meeting**

The fourth stakeholder meeting was held on January 31, 2018. A total of 9 participants and 4 staff members attended. Participants reviewed a draft of the plan and offered feedback on goals and strategies and demographic information. Copies of the January meeting documentation may be found in Appendix E.

# 5. Service Assessment

## Private Transportation

Residents of the United States primarily rely on personal automobiles to move them from one place to another. According to 2012-2016 ACS data, of the 87,426 workers 16 and over in the Meramec Region, 72% drove alone to work. Only 0.4% utilized public transportation (excluding taxicabs), while more than 2% walked to work.

Regardless of the number of workers utilizing a vehicle to travel to work, there is still a need for other forms of transportation, both for households with automobiles and for those without. The needs of families and individuals who do not have direct access to a vehicle are obvious; however, those with automobiles also need alternative forms of transportation. For example, family members may go multiple places, leaving other family members with transportation needs when the family vehicle is not available. Another example would be when health prevents the use of the personal vehicle.

Other forms of transportation may be necessary due to growing concerns about energy consumption, the soaring price of fuel and the increasing insurance costs. Additionally, certain trips—those over long distances as well as those involving larger groups of people—may not be suited to the personal vehicle. While personal vehicles are available to most residents, other forms of transportation are desired and needed.

## Commercial Transportation

Commercial forms of transportation include air, trains, buses/vans and taxis. These types of transportation may be public subsidized but typically operate to make a profit. Services may also operate on a regional or statewide basis and are aimed at providing access to more distant designations.

In the Meramec Region, only the Waynesville-St. Robert Airport at Forney Field on Fort Leonard Wood, offers commuter air services. Most every county in the region is home to at least one airport, but these are used primarily by hobby pilots and industry executives. The only commuter train in the region is Amtrak, which makes two daily stops in Hermann, MO, at the northern reaches of the region. Additionally, Amtrak's Texas Eagle runs through Washington County on its way between Chicago and Dallas. It's only Missouri stop is in Poplar Bluff.

Private transportation providers in the region include Greyhound Bus, USA Express and Cardinal Transport Services, LLC. Greyhound has two terminals in the region—one in St. Robert and one in Rolla. USA Express offers an airport shuttle service to St. Louis Lambert

Airport from most locations in central Missouri, including Fort Leonard Wood. Services are offered up to seven times daily with a 48-hour notice. Cardinal Transport, serving Rolla and surrounding communities, offers non-emergency medical transportation as well as airport shuttle service. Reservations may be made via the 24-hour reservation services. Various taxi, van and limousine services also serve the region. These private services come and go as the demand in rural areas is sometimes not enough to support a for-profit transportation business.

Since the 2013 plan, for-profit entities such as Uber and Lyft have become important parts of the private transportation fabric, specifically in larger urban areas. While larger towns in the Meramec Region, such as Rolla, have Uber listed as a possible transportation option, the number of drivers and use of cars is limited. Long-term expansion will depend on demand, availability of drivers and further education of the rural public that may have limited knowledge of the transportation options in their area.

## **Public Transportation**

Four public transportation systems serve the Meramec Region. Older Adult Transportation System (OATS), Incorporated is a private, not-for-profit transportation service provider serving 87 of Missouri's 114 counties. They also provide city services in 6 areas and 4 weekly express routes, all outside the Meramec Region. The OATS provides service to those people who may have little or no alternative means of transportation. Transportation is provided for medical, shopping, business and nutrition purposes. OATS' corporate offices are located in Columbia, Missouri. The mid-Missouri operation, serving Osage, Gasconade, Maries and Pulaski counties in the Meramec Region, is located at the same address. OATS' door-to-door services are prioritized for seniors and persons with disabilities. Since 2013, OATS has added a Hermann Express (in Hospital Area Only) and the Owensville Transit (in-town Owensville & Southern Gasconade County) in the region.

Southeast Missouri Transportation System (SMTS), located in Fredericktown, MO, provides services throughout south central and southeast Missouri. SMTS is a non-governmental, non-profit organization governed by an elected board and administered by a full time executive director. SMTS provides a wide variety of "curb-to-curb" passenger transportation services to all age groups throughout south central and southeast Missouri. Services include local service which is used to fulfill basic transportation needs such as shopping, medical appointments, nutrition, recreation and personal business and long distance medical service, linking rural residents with state-of-the-art medical technology in St. Louis, Springfield and Columbia. SMTS also provides transportation for groups and organizations on a contract basis. SMTS is funded through direct grants from MoDOT and contracts for service with Southeast Missouri Area Agency on Aging. SMTS serves Dent, Crawford, Phelps and Washington counties in the Meramec Region.

Sheltered Industries of Meramec Valley, located at 104 Airport Road, Sullivan, MO 63080 provides multiple-shift transportation services for their disabled employees as well as transportation to medical appointments during working hours in three of the region's eight counties –Crawford, Gasconade and Washington. Agency phone number is 573-468-3888.

The newest public transportation option is the Hermann Trolley which provides in-town transit for visitors to the area's many tourist attractions. Hermann Trolley also provides "The Bullet", an out of town option for motel and bed and breakfast guests that picks people up from their original location and brings them to their destination in Hermann.

## Client-Specific Transportation

Several entities in the Meramec Region provide transportation services for their clients. Public schools own buses or contract transportation services to move students from home to school, or school-related activities, and back.

The federal Head Start program is a pre-school program for children 5 years and under from low income families as well as children with disabilities. Head Start, which is primarily operated by Community Action Agencies, transports children between their homes and Head Start centers, using vans and small buses.

Many churches have their own church vans to transport parishioners to and from church, largely on Wednesdays and Sundays. Some Senate Bill 40 boards, Sheltered Workshops and other special needs facilities, developmentally disabled group homes and nursing homes operate vans to provide transportation to their workers and residents.

A few hospitals operate or support vans/shuttles to transport patients to other hospitals and doctors with which the hospital is associated.

### Service Assessment of Public, Private and Non-Profit Transit Providers

#### PUBLIC TRANSIT PROVIDERS 2017 PUBLIC SCHOOLS

##### CRAWFORD COUNTY

**Crawford County R-I**  
Vehicles Used: 17 Buses

**Crawford County R-II**  
Vehicles Used: 20 Buses

**Steelville R-III**  
Vehicles Used: buses

**Sullivan School District**  
Vehicles Used: 24 buses

##### DENT COUNTY

**Salem R-80**  
Vehicles Used: 11 buses

**Oak Hill R-I**  
Vehicles Used: 5 buses

**Green Forest R-II**  
Vehicles Used: 7 buses

**Dent/Phelps RIII**  
Vehicles Used: 9 buses

**North Wood R-IV**  
Vehicles Used: buses

**GASCONADE COUNTY**

**Gasconade County R-I**

**Vehicles Used:** 7 owned, 5 leased

**Gasconade County R-II**

**Vehicles Used:** 2 Vans, 33 Buses

**MARIES COUNTY**

**Maries County R-I**

**Vehicles Used:** buses

**Maries County R-II**

**Vehicles Used:** 15 Buses

**OSAGE COUNTY**

**Osage County R-I**

**Vehicles Used:** buses

**Osage County R-II**

**Vehicles Used:** 10 leased buses

**Osage County R-III**

**Vehicles Used:** 4 owned, 19 leased

**PHELPS COUNTY**

**St. James R-I**

**Vehicles Used:** 23 leased buses

**Newburg R-II**

**Vehicles Used:** 1 Truck, 1 Van, 12 Buses

**Phelps County R-III**

**Vehicles Used:** Lease 5 buses

**Rolla School District 31**

**Vehicles Used:** 3 Vans, 64 Buses

**PULASKI COUNTY**

**Swedeborg R-III**

**Vehicles Used:** buses

**Richland R-IV**

**Vehicles Used:** 11 buses

**Laquey R-V**

**Vehicles Used:** buses

**Dixon R-I**

**Vehicles Used:** buses

**Crocker R-II**

**Vehicles Used:** buses

**WASHINGTON COUNTY**

**Kingston K-14**

**Vehicles Used:** 18 buses (4 leased)

**Potosi R-III**

**Vehicles Used:** 3 Trucks, 40 Buses

**Richwoods R-VII**

**Vehicles Used:** buses

**Valley R-VI**

**Vehicles Used:** 10 buses

**PUBLIC TRANSIT PROVIDERS 2017**  
**PUBLIC/PRIVATE TRANSPORTATION BY COUNTY**  
**Taxis, Flight, Buses and Limousines<sup>3</sup>**

**CRAWFORD COUNTY**

**Transportation Providers:**

[A CAB LLC](#)

[AAA CAB](#)

[ABILITY EXPRESS LLC](#)

[ACC Medlink](#)

[ANGEL FLIGHT CENTRAL](#)

[ANGEL MEDFLIGHT](#)

[CARDINAL TRANSPORT SERVICES, LLC](#)

[CHECKER CAB](#)

[CMAAA ~ CENTRAL MISSOURI AREA AGENCY ON AGING](#)

[DAV ~ DISABLED AMERICAN VETERANS](#)

[DCAI ~ DISABLED CITIZENS ALLIANCE FOR INDEPENDENCE](#)

[DISABLED AMERICAN VETERANS](#)

[EASTERN ROYAL MEDICAL TRANSPORT, LLC \(EASTERN ROYAL\)](#)

[ENTERPRISE @ ROLLA](#)

[ENTERPRISE RIDE SHARE](#)

[FRIENDS HELPING FRIENDS](#)

[GRAY TAXI AND COURIER SERVICE](#)

[GREEN LIGHT TAXI SERVICES LLC](#)

[H & H TRANSPORTATION](#)

[HERMANN TROLLEY, LLC](#)

[HOLLOWAY EXPRESS](#)

[LOGISTICARE](#)

[MTM ~ Medical Transportation Management, Inc.](#)

[PHELPS COUNTY REGIONAL MEDICAL CENTER – PCRMC COURTESY VAN](#)

[RIDES IN SIGHT ~ Nationwide ride referral service](#)

[SHUTTLE ME CHARTERS](#)

[SKT MEDICAL TRANSPORTATION](#)

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<sup>3</sup> Underlined Transportation Providers are hyperlinks to MORIDES.org website with additional information for hours of operation, etc. Ctrl+Click to follow links.

SMTS, INC. ~ SOUTHEAST MISSOURI TRANSPORTATION SERVICE

SULLIVAN TAXI & TRANSPORT

VETERANS TRANSPORTATION SERVICES (VTS)

vRIDE

## **DENT COUNTY**

### **Transportation Providers:**

AAA CAB

ACC Medlink

ANGEL FLIGHT CENTRAL

ANGEL MEDFLIGHT

ARACE TRANSPORTATION & LIMOUSINE

CARDINAL TRANSPORT SERVICES, LLC

CHECKER CAB

CITY CAB COMPANY

CMAAA ~ CENTRAL MISSOURI AREA AGENCY ON AGING

DCAI ~ DISABLED CITIZENS ALLIANCE FOR INDEPENDENCE

EASTERN ROYAL MEDICAL TRANSPORT, LLC (EASTERN ROYAL)

ENTERPRISE @ ROLLA

ENTERPRISE RIDE SHARE

GRAY TAXI AND COURIER SERVICE

GREEN LIGHT TAXI SERVICES LLC

HOLLOWAY EXPRESS

LICKING BRIDGE BUILDERS, INC

LOGISTICARE

MTM ~ Medical Transportation Management, Inc.

NEXT GENERATION TAXI

PHELPS COUNTY REGIONAL MEDICAL CENTER – PCRMC COURTESY VAN

POST CAB COMPANY

READY TRANSPORTATION

RIDES IN SIGHT ~ Nationwide ride referral service

SHUTTLE ME CHARTERS

SMTS, INC. ~ SOUTHEAST MISSOURI TRANSPORTATION SERVICE

VETERANS TRANSPORTATION SERVICES (VTS)

vRIDE

**GASCONADE COUNTY  
Transportation Providers:**

AAA CAB

ABILITY EXPRESS LLC

ACC Medlink

AMTRAK @ HERMAN

AMTRAK Missouri River Runner

ANGEL FLIGHT CENTRAL

ANGEL MEDFLIGHT

BURGER PARK LIMOUSINE

CARDINAL TRANSPORT SERVICES, LLC

CHECKER CAB

CMAAA ~ CENTRAL MISSOURI AREA AGENCY ON AGING

DISABLED AMERICAN VETERANS

EASTERN ROYAL MEDICAL TRANSPORT, LLC (EASTERN ROYAL)

ENTERPRISE RIDE SHARE

GOOD TIMES BUS SERVICE

GRAY TAXI AND COURIER SERVICE

GREEN LIGHT TAXI SERVICES LLC

HEAD START

HERMAN EXPRESS operated by OATS, INC, MID-MO REGION

HERMANN RHINE VALLEY TRANSPORTATION

HERMANN TROLLEY, LLC

HOLLOWAY EXPRESS

J.D. TRANSIT

LOGISTICARE

MTM ~ Medical Transportation Management, Inc.

OATS INC., Mid-Mo Region

OWENSVILLE TRANSIT ~ OWENSVILLE TO GO

RIDES IN SIGHT ~ Nationwide ride referral service

SHUTTLE ME CHARTERS

TURNING POINT



VETERANS TRANSPORTATION SERVICES (VTS)

vRIDE

**MARIES COUNTY**

**Transportation Providers:**

ACC Medlink

ANGEL FLIGHT CENTRAL

ANGEL MEDFLIGHT

CARDINAL TRANSPORT SERVICES, LLC

CHECKER CAB

CITY CAB COMPANY

CMAAA ~ CENTRAL MISSOURI AREA AGENCY ON AGING

DAV ~ DISABLED AMERICAN VETERANS

DISABLED AMERICAN VETERANS

EASTERN ROYAL MEDICAL TRANSPORT, LLC (EASTERN ROYAL)

ENTERPRISE @ ROLLA

ENTERPRISE RIDE SHARE

GREEN LIGHT TAXI SERVICES LLC

HERMANN TROLLEY, LLC

HOLLOWAY EXPRESS

LOGISTICARE

MTM ~ Medical Transportation Management, Inc.

OATS INC., Mid-Mo Region

PHELPS COUNTY REGIONAL MEDICAL CENTER – PCRMC COURTESY VAN

POST CAB COMPANY

RIDES IN SIGHT ~ Nationwide ride referral service

SHUTTLE ME CHARTERS

SKT MEDICAL TRANSPORTATION

THE TROLLEY COMPANY

TYUS TRANSPORTATION

VETERANS TRANSPORTATION SERVICES (VTS)

vRIDE

**OSAGE COUNTY**

**Transportation Providers:**

ACC Medlink

ANGEL FLIGHT CENTRAL

ANGEL MEDFLIGHT

CHECKER CAB

CMAAA ~ CENTRAL MISSOURI AREA AGENCY ON AGING

EASTERN ROYAL MEDICAL TRANSPORT, LLC (EASTERN ROYAL)

ENTERPRISE RIDE SHARE

GRAY TAXI AND COURIER SERVICE

GREEN LIGHT TAXI SERVICES LLC

HERMANN TROLLEY, LLC

LOGISTICARE

MTM ~ Medical Transportation Management, Inc.

OATS INC., Mid-Mo Region

OSAGE COUNTY SPECIAL SERVICES

RIDES IN SIGHT ~ Nationwide ride referral service

SHUTTLE ME CHARTERS

SKT MEDICAL TRANSPORTATION

THE TROLLEY COMPANY

TYUS TRANSPORTATION

VETERANS TRANSPORTATION SERVICES (VTS)

vRIDE

**PHELPS COUNTY**

**Transportation Providers:**

@ YOUR SERVICE LIMOUSINE

A2B TAXI

AAA CAB

ABILITY EXPRESS LLC

ACC Medlink

AMERICAN CAB

ANGEL FLIGHT CENTRAL

ANGEL MEDFLIGHT

ARACE TRANSPORTATION & LIMOUSINE

BURGER PARK LIMOUSINE

CARDINAL TRANSPORT SERVICES, LLC

CHECKER CAB

CITY CAB COMPANY

CMAAA ~ CENTRAL MISSOURI AREA AGENCY ON AGING

DCAI ~ DISABLED CITIZENS ALLIANCE FOR INDEPENDENCE

DISABLED AMERICAN VETERANS

EASTERN ROYAL MEDICAL TRANSPORT, LLC (EASTERN ROYAL)

ENTERPRISE @ ROLLA

ENTERPRISE RIDE SHARE

GOOD TIMES BUS SERVICE

GRAY TAXI AND COURIER SERVICE

GREEN LIGHT TAXI SERVICES LLC

GREYHOUND @ ROLLA

HOLLOWAY EXPRESS

J.D. TRANSIT

LICKING BRIDGE BUILDERS, INC

LOGISTICARE

MISSOURI UNIVERSITY OF SCIENCE & TECHNOLOGY (MO S & T)

MTM ~ Medical Transportation Management, Inc.

PHELPS COUNTY REGIONAL MEDICAL CENTER – PCRMC COURTESY VAN

POST CAB COMPANY

QUALITY CAB

READY TRANSPORTATION

RIDES IN SIGHT ~ Nationwide ride referral service

ROLLA AREA SHELTERED WORKSHOP

SHUTTLE ME CHARTERS

SKT MEDICAL TRANSPORTATION

SMTS, INC. ~ SOUTHEAST MISSOURI TRANSPORTATION SERVICE

UBER (<https://get.uber.com/>)

USA EXPRESS

USA EXPRESS, INC.

USA TOURS

VETERANS TRANSPORTATION SERVICES (VTS)

vRIDE

**PULASKI COUNTY  
Transportation Providers:**

AAA CAB

ACC Medlink

ANGEL FLIGHT CENTRAL

ANGEL MEDFLIGHT

CARDINAL TRANSPORT SERVICES, LLC

CHECKER CAB

CHOICES FOR PEOPLE

CITY CAB COMPANY

CMAAA ~ CENTRAL MISSOURI AREA AGENCY ON AGING

EASTERN ROYAL MEDICAL TRANSPORT, LLC (EASTERN ROYAL)

ENTERPRISE @ ST. ROBERT

ENTERPRISE RIDE SHARE

GRAY TAXI AND COURIER SERVICE

GREEN LIGHT TAXI SERVICES LLC

GREYHOUND @ Fort Leonard Wood

HERTZ RENTALS

HOLLOWAY EXPRESS

LOGISTICARE

MONARCH TRANSPORTATION LLC

MTM ~ Medical Transportation Management, Inc.

OATS INC., Mid-Mo Region

PHELPS COUNTY REGIONAL MEDICAL CENTER – PCRMC COURTESY VAN

POST CAB COMPANY

READY TRANSPORTATION

RIDES IN SIGHT ~ Nationwide ride referral service

SHOW-ME CAB

SHUTTLE ME CHARTERS

SKT MEDICAL TRANSPORTATION

UNION CAB COMPANY

VETERANS TRANSPORTATION SERVICES (VTS)

vRIDE

YELLOW CAB

**WASHINGTON COUNTY  
Transportation Providers:**

ACC Medlink

ANGEL FLIGHT CENTRAL

ANGEL MEDFLIGHT

CMAAA ~ CENTRAL MISSOURI AREA AGENCY ON AGING

DAV ~ DISABLED AMERICAN VETERANS

EASTERN ROYAL MEDICAL TRANSPORT, LLC (EASTERN ROYAL)

ENTERPRISE RIDE SHARE

GRAY TAXI AND COURIER SERVICE

GREEN LIGHT TAXI SERVICES LLC

LOGISTICARE

MTM ~ Medical Transportation Management, Inc.

QUALITY TRANSPORTATION SERVICES, INC.

RIDES IN SIGHT ~ Nationwide ride referral service

SHUTTLE ME CHARTERS

SMTS, INC. ~ SOUTHEAST MISSOURI TRANSPORTATION SERVICE

THE PAM DUDLEY CENTER

VETERANS TRANSPORTATION SERVICES (VTS)

vRIDE

WASHINGTON COUNTY MEMORIAL HOSPITAL TRANSPORTATION

# 6. Transit Needs Assessment

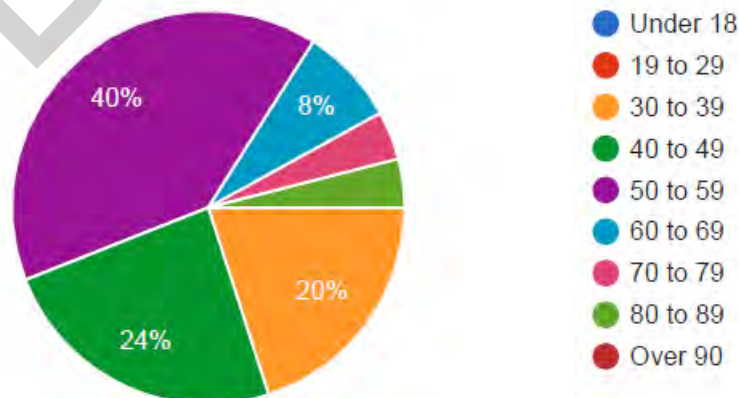
In the first stakeholders meeting, the participants discussed the status of transit in the Meramec Region and reviewed the list of needs from the 2013 Public Transit—Human Service Transportation Coordination Plan and identified additional needs. That discussion was followed by surveys of providers, potential and existing public transit clients and non-transportation service providers. Needs and gaps in service identified in the surveys were also added to the list. Staff noted that survey responses from transit users in the region was limited, even after sending out in paper form and providing the ability to complete surveys online. Therefore, to ensure the Public Transit Plan covers a greater range of transit users, the plan includes survey data gathered over the course of 2017 from meetings between the Mobility Management team and transit users around the region.

## Public Transit Customer Survey Results - Transit Survey

A total of 25 potential and existing transit clients completed surveys. All counties in the region, except Washington County, had respondents. The most responses—14—came from Phelps County. About 56 percent of respondents were age 50 and over, while there were no responses submitted from anyone under the age of 30.

### What is your age?

25 responses



Approximately 96% (24) respondents have driver's licenses. Of those responding, 23 people—95.8 percent—used a personal vehicle as their primary mode of transportation. Another 20.8 percent listed walking as a mode of transportation which is understandable due to the limited

amount of affordable services in a given county. Some 4 percent relies on family and friends to get to work. Of those responding, only 4 percent had used public transit such as OATS. Of those, most used it social events and other destinations. Another 8.3% currently pay for the service.

Question 15 of the survey asked respondents what changes in transit would allow them to use a transit service more or for the first time. Twelve options were given, and the respondent was to rate each option as not important, desirable, important or very important. The 12 options were:

- More flexible in scheduling rides
- Increased service from a park-and-ride lot to work
- Increased service hours
- Increased weekend service
- More express service (very few stops)
- Employer pays part of the cost
- Guaranteed ride home
- Service close to my home
- Accept different form of payment
- Cleaner buses/vans
- More attractive buses/vans
- Other

According to respondents, the changes most likely to increase their personal usage are:

- Increased service hours
- Increased weekend service
- More express service (very few stops)
- More flexibility in scheduling rides
- Guaranteed ride home
- Service close to my home
- Accept different forms of payment

Respondents also noted that consistent routes in larger cities was an important option to increase transit usage. Survey results indicate that the need for transit services exists across the region, but those services are not always available for on-demand needs.

### **Public Transit Customer Survey Results - MORIDES**

MORIDES surveys were distributed to various human service agencies and residential care facilities which provide assistance to low-income, elderly and disabled individuals. A total of 74 potential and existing transit clients completed surveys. All counties, except Washington County, in the region had respondents. The most responses—25—came from Phelps County. About 32 percent of respondents were 76 and over. Ages ranged from 17 to 101.

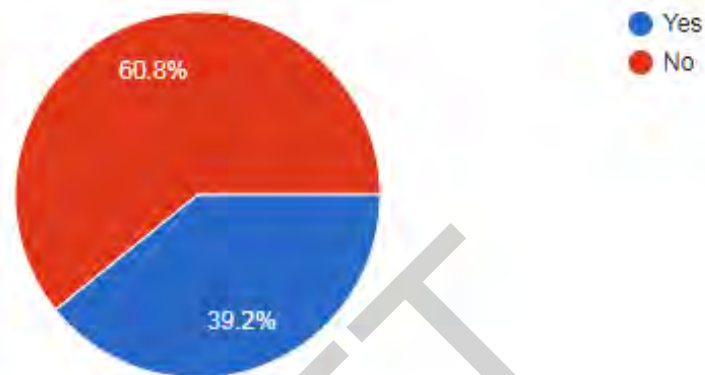
Of those responding, only 29 people—39.2 percent—used/owned a personal vehicle. However, 52.8% of respondents have their license and are able to drive, which indicates that there are



likely several people in the region that are capable of driving but do not have access to a reliable vehicle or cannot afford the upkeep of a car.

## Do you have your own personal vehicle

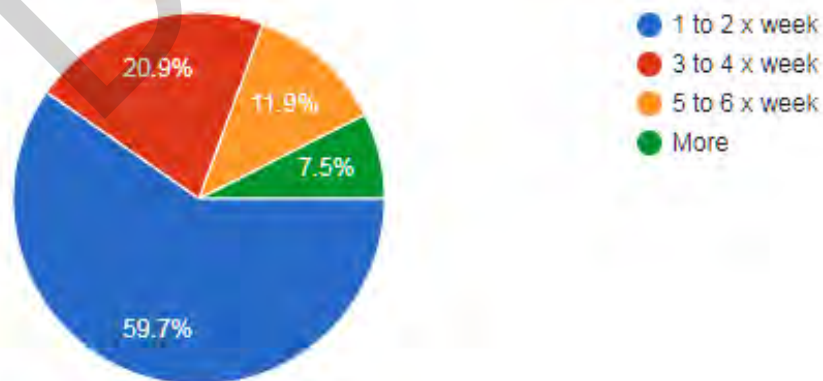
74 responses



Of those responding, 59.7% required round-trip transportation at least 1-2 times per week with another 32.8% needing transit 3 to 6 times a week. When asked what would be considered a “reasonable cost” for roundtrip in-town public transportation, a majority (83.1%) agreed on \$3 to \$5. A smaller percentage (50.8%) noted that \$6 to \$8 was “reasonable cost” for roundtrip transportation of 10+ miles and larger percentages willing to spend up to \$15.

## How often do you need roundtrip transportation from your residence?

67 responses

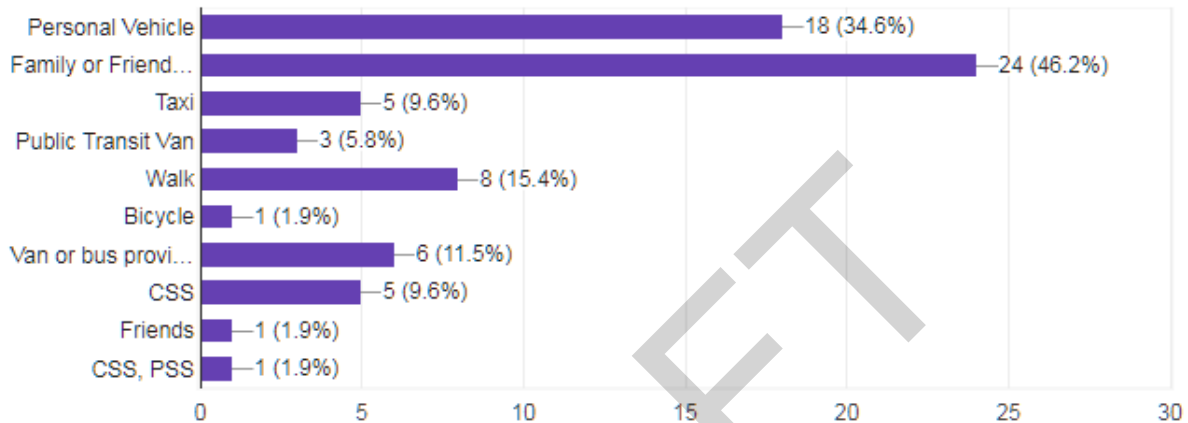


The largest indication of a need for reliable, low-cost public transit is the information provided by the chart depicted on the next page. Less than 35% of respondents utilize their own vehicle, but a large majority relies on a family member or friend’s vehicle to get them to and from work or school. Several also walk to their intended destination. Each of these responses again supports

the fact that several transit users in the region need more reliable and varying modes of public transportation. For those that are physically capable of driving, a number of individuals may not be able to afford their own car. This need places an undue burden on family and friends which is consistent with the means of transportation listed with the highest response rate.

## What means of transportation do you use to and from work or school?

52 responses



### Regional Public Transit Needs

A list of transit needs and gaps in services was compiled, using survey results as well as input from the stakeholders. The list of transit needs was reviewed from the items identified in the 2013 plan, as well as newer needs addressed in 2017. The following items are not listed in priority order:

#### Funding:

1. Need increase in funding for public transit.
2. Need more options to assist with van purchases and to assist local agencies with 20 percent match for vehicles. (Match requirement on handicapped vehicles higher).
3. Need funding that allows for job-related transportation services. Limited funding is available for work-related transportation. JARC funding is client specific which creates inefficiencies in operation. There is also a lack of funding for vehicles to provide timely transit, making it problematic to guarantee participation.
4. Need funding to replace older buses.
5. Need more funding for transportation in the larger towns of the region.
6. Need funding for vehicle repair services for individuals that have transportation but cannot afford to fix their vehicle (state tech, rti, church services, MOCA).
7. Need funding for gas purchases for individuals with their own transportation.
8. Need funding for additional for-profit transportation options (i.e. Uber, etc.).

### **Gaps in Service:**

1. Need more medical transportation; especially need an increase in frequency and no-wait time.
2. Need to remove barriers to services. Funding and accessibility sometimes restricts who can be served.
3. Need to expand public transit services to include life enhancement, such as recreational activities; visits to nursing homes and shopping as well as increased weekend/evening hours. Educational and lifelong learning needs should be added to the list.
4. Need guaranteed ride home to increase usage.
5. Need available, trained drivers.
6. Need city transportation.
7. Need to consider location of essential services (DFS/jobs/dialysis) in-town (in-county trips more costly).
8. Need more service for medical calls/rides for people with intellectual disabilities and the overall disabled population.
9. Need services closer to clients' homes to increase usage.
10. Need to prepare for increase in baby boomer population producing more need for services. (State statistics expect that 7 out of 10 will have a chronic disease).
11. Need more service to Maries County. There are only three days of service a month.
12. Need rides with fewer stops.
13. Need additional for-profit transportation options (i.e. Uber, etc.).
14. Need to expand hours of operation (days and hours) for all uses including employment.
15. Need campus transportation at MS&T.
16. Need increase in new/used rental car options (especially on weekends).
17. Need expansion of service boundaries for service providers.
18. Need to utilize private sector to create workforce of private transit providers.

### **Coordination:**

1. Need coordination effort between services and communities.
2. Need more private partnerships to support transit services with employers and retailers, such as Wal-Mart.
3. Need more flexible scheduling for clients.
4. Need to resolve insurance/liability issues to allow for sharing of vehicles between agencies.
5. Need to be able to sustain programs once an initial grant is obtained.

### **Education & Marketing:**

1. Need better cooperation between providers and better education/information to reduce the 'silo' effect.
2. Need to provide transit awareness.
3. Need to support 211 services – improve public awareness of these services.

4. Need increase in education of Ride-Share programs in region.
5. Need to increase consumer trust in the process.
6. If you build it, they will come.
7. Need to educate ourselves on HealthTran & Liberty models.
8. Need to establish mutual respect between service providers and public/users/riders.

A brief discussion of the four main areas of concern: Funding, Gaps in Service, Coordination and Marketing follows:

### **Funding Issues:**

A large portion of the dollars that fund public transit in rural Missouri is federal grant dollars or contracts that are paid using federal dollars. Based on MoDOT's Citizen's Guide to Funding, only 3.8% of the total funding in Missouri is set aside for multi-modal transportation. Of the \$94 million, the largest portion (\$62 million) comes from federal funding.

As discussed at the 2017 Public Transit meetings, public-private partnerships—especially those with potential employers—may provide a solution to expanding job-related transportation. The group also discussed the possibility of a dedicated state source for funding, such as a public transit tax. Missouri ranks 46<sup>th</sup> in transportation funding, despite having the 7<sup>th</sup> largest system in the United States.

Other factors relating to the need for increased funding for transit are broad-reaching, and include:

- Funding for vehicle repair services and gas purchases
- Funding for additional for-profit transportation options (Uber, Lyft, etc.)

### **Gaps in Services Issues**

The more densely populated parts of the region have more public transit options than the lesser populated areas, such as Maries County which lost a route since the previous plan was completed (service only 2 days a week). All counties are extremely limited in evening and weekend services. There is a need to provide for more trips of all kinds. Greater access would make scheduling more flexible as more trips would be available. There is a need for job-related transportation services and additional medical transportation with reduced waiting times. As a part of the 2017 update, the advisory committee and planning staff have identified the following gaps in service that have become more important to the Meramec Region.

One of the biggest issues MORIDES has come across is getting people from home to a centralized drop off point where the available public transportation options could pick them up. A representative from the Disabled American Veterans (DAV) also noted that this was an issue for the people they provide for and support. Another identified gap in service is the lack of city transportation in larger communities in the region. In the 5 years since the previous plan was approved, Missouri Science and Technology purchased an electric bus through a grant program which was done in response to the Federal Transit Authority's strategic research goals to protect the environment and promote energy independence. Unfortunately, after a major mechanical issue in the spring of 2017, MS&T retired the bus due to the inability to its unreliability and increasing financial burden.

Another gap in service identified as a part of the planning process noted the potential for more Deviated Fixed Routes throughout the eight-county region where a route is set and can deviate slightly off the main highway at set pick-up points. SMTS has agreed to begin a study in Salem and Dent County to consider the possibility of additional routes.

### **Coordination Issues**

In the Meramec Region, there are several client-specific transportation services, largely privately owned and operated. This would include church buses, school buses and the like. Even public transit providers—like OATS and SMTS—provide extremely limited evening and weekend services. One of the bigger obstacles for coordinating transportation—and sharing vehicles between agencies—is insurance coverage and liability. Most insurance companies do not have affordable and flexible coverage that allows the sharing of vehicles and the use of volunteer drivers. This is most likely an area that will require state intervention to resolve. Additionally, the funds by which a vehicle is purchased can place limits on usage and ridership. Again, it may require state intervention to work with the federal government to allow federally purchased vehicles to serve other clients if they are being used in a coordinated system. With fewer restrictions, more people could be served and services could be expanded to include more life enhancement trips. The plan process also identified issues with public transit companies that are able deliver people to counties outside their jurisdiction but cannot pick up from that same county due to restrictions.

### **Education and Marketing Issues**

While additional transit services are needed, there is a large portion of the population that does not use public transit services—even though they meet the criteria set forth by the various services. Persons in the Meramec Region—like the rest of Missouri—are fiercely independent and want to maintain their independence by driving themselves. However, gasoline costs, increasing insurance costs and health concerns sometimes restrict a person’s ability to continue to drive their personal vehicle. Some who would use a given service simply do not know that it is available or how to schedule a ride.

Education is needed to teach potential users about transit services, their availability and how to use them while marketing promotes those services and shows potential users and prospective donors about the success of the system and efforts to support the system. Education of transit availability and resources has continued to be the one of the greatest needs since 2013.

### **Progress since the 2013 Plan**

Since the 2013 Public Transit—Human Services Transportation Coordination Plan was completed, some progress has been made in implementation of recommendations. Transit services have been expanded in Gasconade County with the Hermann Express and Owensville Transit system. The success of these systems has generated additional interest across the region. Some attempts have also been made to purchase/use vehicles that are more energy efficient, alternative fuel vehicles. The Missouri University of Science and Technology previously operated the E-bus for campus transit; unfortunately, due to maintenance issues, the program has been dismantled and the bus is no longer operational.

Additionally, since the 2013 plan, a mobility manager was hired for the region. The MORIDES transportation referral service was created to connect riders to transportation providers for rural and in-town users. MORIDES-Meramec coordinates efforts with existing transportation providers to find affordable transportation for people who need a ride to work, medical appointments, shopping, church or anywhere they wish to go. There is no cost for the referral services; however, rides are not free. Riders pay the transportation provider for the ride. While the service has had success in connecting riders to available public and private transportation, the public transportation services and their availability to all riders is not well known in the communities they serve. Also, many of the callers to MORIDES cannot afford even the public transportation.

Another change since 2013 includes the use of buses to transport individuals by the Sheltered Workshops around Missouri. Camden County has had success near the region by starting the program with a focus on transit geared towards employment, not just employment for the disabled. The Lake Ozark Transportation Council was created in August 2017.

Lake Area Industries (Camden County Sheltered Workshop - LAI) was using their own buses for their workers. The workshop wished to outsource their transportation needs to a transportation provider in order to save money and provide better service. Based on those needs, a Tri-County Task Force was created to solve transportation issues in the three counties. In partnership with the Counties and OATS transportation, LAI worked to provide funding for transportation to all citizens. OATS was then able to run more buses in the area and increase service to not only LAI, but to all persons needing public transportation. At this time OATS has increased daily service by starting a Saturday service in the area. The project has also allowed the public transportation to be inclusive for all citizens. MRPC notes that the Camden County LAI could be used as a model program for other areas around the state.

# 7 • Transit Prioritized Needs and Strategies

At stakeholder meetings, and through surveys, the following list of needs, along with recommended strategies to address the needs, were identified and prioritized.

## High Importance:

1. Need increase in funding for public transit
  - Work toward a dedicated state source (possibly sales tax) for public transit.
  - Advertise on/in the transit vehicles for additional revenue.
  - Consider cost control; efficiencies in scheduling, etc.
2. Need coordination effort between services and communities
  - Hold meetings to improve education and awareness of transit availability in communities.
  - Investigate and maintain Mobility Management and TDM (Transit Demand Management)
  - Investigate web-based scheduling system and linking agencies providing similar services (work on re-establishing and maintaining the MS&T Shuttle System)
  - Create a central location for customer information
3. Need to prepare for increase in baby boomer population producing more need for services. (State statistics expect that 7 out of 10 will have a chronic disease)
  - Identify pockets of retiree populations as they expand
  - Continue to monitor
  - Identify opportunities to establish new routes based on where baby boomers are traveling
4. Lack of emergent transit opportunities that would allow expanded hours of operation (days and hours) for all uses including employment and more flexible scheduling
  - Utilize more on-demand services (Uber, Lyft, taxis, etc.)
  - When funding allows, expand evening and weekend services
  - Pinpoint specific times outside of the traditional 9-5 and work on designated routes
  - Conduct deviated fixed route feasibility studies to find most needed route

5. Need to expand public transit services to include life enhancement, such as recreational activities, educational and lifelong learning needs; visits to nursing homes and shopping as well as increased weekend/evening hours.
  - Work toward a state initiative to get dedicated funding for transit funds – there is not enough funding for recreation activities with OATS transportation – medical trips come first.
  - Investigate coordination with private funders/businesses for evening activities or shopping trips.
6. Need funding that allows for job-related transportation services. Limited funding is available for work-related transportation. There is also a lack of funding for vehicles to provide timely transit, making it problematic to guarantee participation.
  - Look at structure of funding to make sure it meets rural needs for job-related transportation.
  - Encourage employers to offer employees incentives to van-pool/car-pool.
  - Encourage private partnerships to create transit systems such as Owensville Transit or Hermann Express.
  - Work toward a state initiative to get dedicated funding for transit funds.
7. Need to remove barriers to services. Funding and accessibility sometimes restricts who can be served.
  - Maintain mobility managers for more coordinated approach.
  - Encourage more flexibility in legislation to provide transit – not restricted to certain clientele. (Share information/request with legislators)
8. Need more service for medical calls/rides for people with intellectual and physical disabilities
  - Explore collaborative efforts with SB40 boards
  - Consider working on community based employment for mental health
  - Explore other potential transit providers
  - Research limits on transit for people with intellectual and physical disabilities
  - Work on feeder routes to get people to a pick-up/drop-off location
9. Need more private partnerships to support transit services with employers and retailers, or large employers.
  - Partner with retailers or large employers to provide transit to employees as well as shoppers.
  - Work on carpooling efforts for all companies
  - Approach corporate Wal-Mart with the idea of sustainability with partnering.
10. Need to resolve insurance/liability issues to allow for sharing of vehicles between agencies.
  - Explore insurance providers which can/will insure multi-jurisdictional agencies.
  - Focus on vehicles purchased with Federal funds first.



11. Need more options to assist with van purchases and to assist local agencies with 20 percent match for vehicles. (Match requirement on handicapped vehicles higher).
  - Continue local fundraising, grant requests etc.
  - Sell advertising on and in transit vehicles
  - Develop partnerships with large employers and civic organizations.
  - Build vehicle replacement into service contracts.
  - Work toward a state initiative to get dedicated transit funds for replacement vehicles

**Moderate Importance:**

1. Need city transportation
  - Explore interest of larger communities
  - Explore cost share opportunities
  - Need campus transportation at MS&T
2. Need expansion of service boundaries for service providers
  - Clarify boundary issues
3. Need funding for vehicle repair services for individuals that have transportation but cannot afford to fix their vehicle (state tech, RTI, church services, MOCA)
  - Explore programs with high schools and technical schools
  - Expand funding to organizations such as MOCA
4. Need guaranteed ride home to increase usage.
  - Identify cab companies and medical transit providers who are interested in contracting to fill gaps in scheduled transit services.
5. Need available, trained drivers.
  - Research RTAP training opportunities for transit drivers
  - Market toward school bus drivers during off-school time
  - Market toward retired population
  - Promote available training opportunities
6. Need to consider location of essential services (DFS/jobs/dialysis) in-town (in-county trips more costly)
  - Establish transit routes based on essential services: medical; DFS; MOCA; housing agency; pharmacies; senior centers; career center; Social Security office; Health Department; court houses, recreation centers
7. Need to utilize private sector to create workforce of private transit providers
  - Work on training available workers to drive
8. Need more flexible scheduling for clients.
  - Work toward increase in funding for smaller vehicles for more transit coverage.
  - Encourage providers to coordinate with employers for scheduling
9. Need to be able to sustain programs once an initial grant is obtained.
  - Work towards support of private sector

10. Need funding for gas purchases for individuals with their own transportation
  - Work with local churches and other social service organizations
11. Need more medical transportation; especially need an increase in frequency and no-wait time
  - Reduce vehicle insurance cost to private providers
  - Consider programs such as HealthTran
  - Encourage medical providers to develop partnerships with transportation providers for on-call service.
12. Need additional for-profit transportation options (i.e. Uber, etc.)
  - Educate rural population on these types of transportation options
  - Assist in finding training for potential drivers

**Low Importance:**

1. Need funding for additional for-profit transportation options (i.e. Uber, etc.)
  - Explore programs and grants to bring additional transit options to more rural areas
2. Need more funding for transportation in the larger towns of the region.
  - Explore cost-share and other funding opportunities
  - Explore SB40 tax
3. Need services closer to clients' homes to increase usage.
  - Establish transit routes based on high need population
    - Low income housing
    - Assisted living
    - Student housing
    - Senior centers
    - Employment opportunities
4. Need increase in new/used rental car options (especially on weekends)
  - Work with companies, such as Enterprise, to increase availability
5. Need more service to Maries County. There are only three days of service a month.
  - Pass SB40 tax
  - Explore continued flexibility of services across boundaries between SMTS/OATS – and work with people to educate them on available routes by provider
  - Conduct needs assessment to determine what services are required and follow up with gap assessment
6. Need rides with fewer stops.
  - Continue to track requests for stops. These stops demonstrate the need for the service.
  - Initiate additional stops as demand dictates and route allows.

# 8. Transit Plan Correlation to State Long Range Transportation Plan

In developing its 2018-2027 State Long-Range Transportation Plan (LRTP), the Missouri Department of Transportation provided draft information for the proposed funding of all transportation needs. The complete LRTP should be completed by the end of fiscal year 2018. The following includes tables and excerpts from the draft plan for reference.

<b>2018-2027 Funded Needs</b>	<b>\$16,356</b>
Highway and Bridge Funded Needs	<b>\$15,406</b>
<b>Construction Program</b>	\$9,485
<b>Maintenance</b>	\$4,550
<b>Fleet, Facilities, and Information Systems</b>	\$778
<b>Administration</b>	\$594
Multimodal Funded Needs	<b>\$950</b>
<b>Aviation</b>	\$390
<b>Transit</b>	\$310
<b>Rail</b>	\$170
<b>Waterways</b>	\$40
<b>Internal operations</b>	\$30
<b>Freight</b>	\$10
<b>2018-2027 High-priority Unfunded Needs</b>	<b>\$8,250</b>
<b>Bridge Condition Improvements</b>	\$950
<b>Road Condition Improvements</b>	\$500
<b>Maintenance and Operations</b>	\$250
<b>Economic Growth and Safety Projects</b>	\$2,750
<b>Major Interstate Reconstruction</b>	\$3,000
<b>Multimodal Projects</b>	\$800
2028-2045 Funded Needs	<b>\$24,691</b>
2028-2045 Unfunded Needs	<b>\$14,850</b>
<b>Total Needs</b>	<b>\$64,147</b>

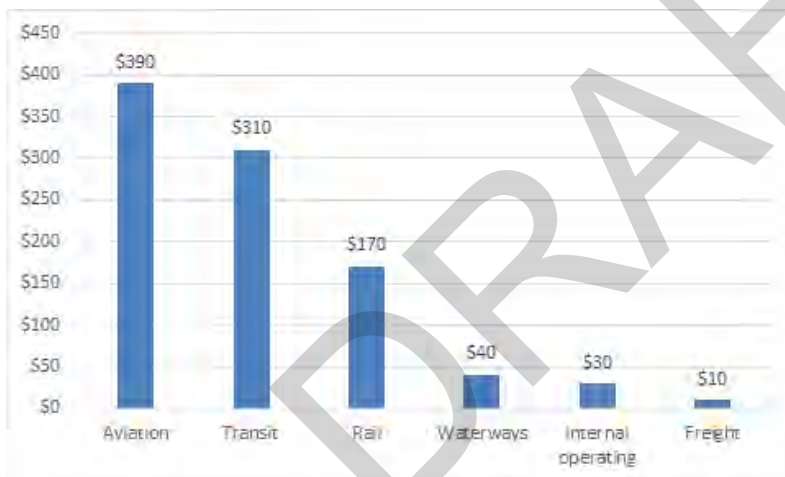
## MULTIMODAL FUNDED NEEDS

In this context, multimodal refers to non-highway modes of transportation including transit, aviation, railroads, bicycle and pedestrian, and waterways. The State does not own the

multimodal facilities, but instead administers the funding and provides oversight for these facilities.

In the first six months of 2017, freight movement increased by 10.5 percent as compared to the same time period in the previous year. Rail, aviation and truck movements all experienced an increase annually from 2013 to 2017. Movement on waterways was the only mode to realize a decrease in tonnage moved, which can be attributed to recent operation cut backs by some customers of Missouri's ports. Supporting the movement of freight in Missouri is important to serving Missouri's freight consumers and to providing reliable freight movement through the Mid-west.

In 2017, most of the funding for multimodal projects is from Federal sources (\$62 million per year). General revenue funds cover \$19 million per year and State funding covers \$13 million per year. In fiscal year 2017, MoDOT administered \$95 million for multimodal needs. Since only \$94 million was available, MoDOT used \$1 million of cash balances dedicated by law to multimodal activities to provide these projects and services. Figure 3-2 illustrates the detailed categories of the funded multimodal needs over a 10 year period (from 2018 through 2027). The total funded need for multimodal facilities is \$95 million per year over a 10 year period (from 2018 through 2027) is **\$950 million** (2017 dollars).

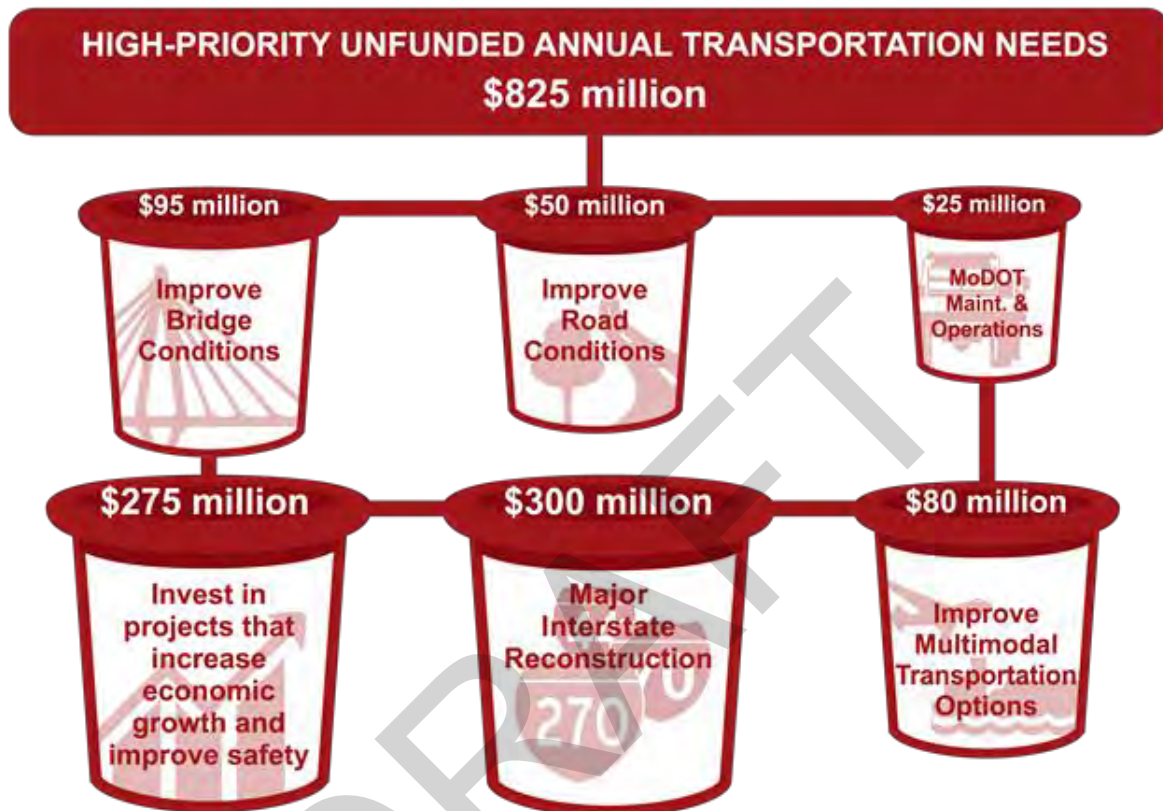


*Funded Multimodal Needs 2018-2027 in millions (2017\$)*

## MULTIMODAL UNFUNDED NEEDS

Investing an additional \$170 million per year or \$1,700 million over 10 years (2018 through 2027) will enable all of MoDOT's districts to adequately maintain the existing system, begin reducing the number of bridges in poor condition in the state, and improve the condition of the state roadway pavement. An additional \$275 million per year or \$2,750 million over 10 years will fund projects that improve economic growth and safety such as new interchanges, additional shoulders with rumble stripes, and widening lanes on the current system. An additional \$300 million per year or \$3,000 million over 10 years will fund improvement and preservation projects along the States interstate system. Interstate 70 in Missouri, the nation's oldest interstate, will require the most significant reconstruction and capacity adding projects. The State's other six interstates will also require improvements over the next 10 years to a smaller degree. An

additional, \$80 million per year or \$800 million over 10 years will help Missouri fund additional improvements to the transit, railroad, ports, waterways, airports, and bicycle and pedestrian facilities. Overall the total of unfunded needs is \$8.25 million annually or a total between 2018 and 2027 of **\$8,250 million** (2017 dollars).



## Multimodal Transportation

### Transit and Intercity Bus

Public transportation are those shared passenger services that are used by the general public as an alternative to driving, and in some cases, owning a personal vehicle. There are a variety of public transit methods in Missouri, including buses, vans, light rail and streetcars. Larger cities in Missouri offer the public a wider variety of public transit options with greater frequency. Smaller communities and rural areas in the state tend to rely more on less frequently scheduled trips or on-demand services that are scheduled in advance.

MoDOT's Transit Section provides financial and technical assistance to public transit and specialized mobility providers statewide. MoDOT administers state and federal programs related to general public transportation and specific transit programs for agencies serving senior citizens and/or persons with disabilities.

## Urban Transit

For funding purposes, the Federal Transit Administration (FTA), classifies urban systems as those serving areas of 50,000 or more. In Missouri, there are seven urban areas with local transportation systems that include the following:

- ▶ **St. Joseph** - “The Ride” operates eight fixed routes within the city limits of St. Joseph, Missouri and Elwood, Kansas. Curb-to-curb route deviations are available on a scheduled or walk-on basis for all users, regardless of ability. Services are offered Monday through Friday from 5:00 am to 9:15 pm and Saturday from 7:45 am to 7:15 pm. In 2016, annual ridership was 414,098 passengers down slightly from 422,769 in 2012.
- ▶ **Kansas City** – The Kansas City Area Transportation Authority (KCATA) operates a variety of public transit options. The Metro (which has recently been rebranded RideKC) operates 68 bus routes with two bus rapid transit routes. In 2012, the ridership was 15.3 million trips dropping to 14.5 million in 2016. The KC Streetcar, a free service operated by the Kansas City Streetcar Authority, is a two-mile long route with 16 stops. In 2016, ridership for the KC Streetcar reached 1.4 million. Ride KC Freedom offers two types of services via minibuses or sedans, ADA paratransit and non-ADA demand response.
- ▶ **Joplin** – The City of Joplin began operating a demand response transit system known as Metro Area Public Transit System (MAPS) in 1997. In late 2007, the Sunshine Lamp Trolley was added in response to increased service needs. The trolley operates on a deviated fixed route system. The Sunshine Lamp Trolley hours are: Monday through Friday from 7 am to 6 pm and Saturday from 9 am to 4 pm. Paratransit and limited mobility services are also offered through MAPS. Combined ridership of MAPS and the Sunshine Lamp Trolley was 134,784 in 2016 compared with 155,058 in 2012.
- ▶ **Springfield** – City Utilities Transit operates bus service in Springfield. There are 12 day routes and seven routes that run in the evenings and on weekends. Service is offered from 6 am to 11:15 pm. City Utilities Transit also offers Access Express as an origin-to-destination service for certified riders who are unable to use the regular fixed route bus due to a disability or health condition. Riders must be pre-approved for this service. Combined ridership in 2016 was over 1.5 million for both fixed-route and paratransit service compared with over 1.6 million in 2012.
- ▶ **Columbia** – Transit services in Columbia are offered through COMO Connect. Columbia has 11 bus routes that follow a fixed course and schedule. Operating hours are Monday through Friday from 6:25 am to 8 pm and Saturdays from 10:00 am to 8 pm. There is no service on Sundays. COMO Connect has routes that service all four public high schools and students ride free. There is also the Tiger Line which is the University of Missouri at Columbia’s free shuttle service and serves special routes for football games. This service provides over 880,000 annual trips. Paratransit is provided through scheduled origin to destination service for qualified individuals. Columbia Paratransit provides approximately 41,000 annual trips. Combined transit ridership was a little more than 1.3 million in 2016 compared with 2.1 million in 2012.
- ▶ **St. Louis** - Metro is the St. Louis transit service provider. MetroBus operates 62 routes on the Missouri side of the metropolitan area. Service is offered seven days a week from 4 am to

2:30 am. MetroLink operates light rail service with two lines running parallel to one another. The blue MetroLink line starts at the Fairview Heights stop in Illinois and terminates at the Shrewsbury/Lansdowne I-44 stop in Missouri. The red MetroLink line starts at the Shiloh-Scott stop in Illinois and terminates at Lambert Airport Terminal. Call-A-Ride provides on-demand, curb to curb services for those that qualify for paratransit. Annual transit ridership in urbanized St. Louis was approximately 37.9 million in 2016. In 2012, ridership was slightly higher at 40.4 million trips.

- ▶ **Jefferson City** – The JEFFTRAN bus system in Jefferson City offers weekday fixed route services from 6:40 am to 5:45 pm. JEFFTRAN operates six routes. Handi-Wheels is a paratransit service which operates during regular business hours and is an origin to destination service offered anywhere within the city limits. Riders must apply based on disability or limited mobility. Based on the 2017 Update to the Capital Area Metropolitan Planning Organization 2013-2035 Metropolitan Transportation Plan, Handi-Wheels reports 1,930 ADA qualified passengers with daily transport of as many as 300 riders. Transit ridership in Jefferson City was 253,895 in 2016, down from 344,942 in 2012.

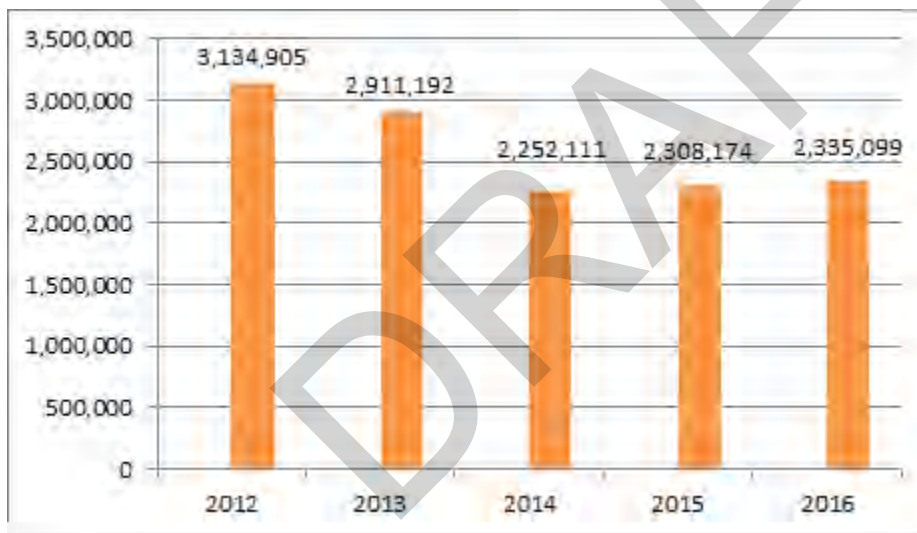
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## Rural Transit

Missouri's nonurban areas, which include rural areas and small communities of less than 50,000 people, are served by numerous public transportation systems. OATS, Inc. serves 87 Missouri counties via demand-response service providing door-to-door transportation. OATS served 28,758 Missourians in 2016.

Southeast Missouri Transportation Service (SMTS) provides door-to-door transportation to everyone in 20 Missouri counties. In addition, there are 25 other city, county and not-for-profit service providers plus two university systems.

Public transportation is available throughout the state but, depending on the county, service may be limited in days and hours of operation. State and local social service programs also offer transit services for riders with financial or physical needs. Assistance can include cash reimbursements, contracts with service providers or agency-operated transportation services. Services offered vary and include local buses, intercity bus services and paratransit. The rural transit program is instrumental in providing needed transportation to citizens all across Missouri. Without this service, many citizens would not have a ride to work, a medical appointment or to shop. The following graph shows rural transit ridership from 2012 to 2016.



*In 2012, ridership in nonurban areas was more than 3.1 million. The lowest ridership in the past five years occurred in 2014 at 2.2 million. The number has been increasing again over the last two years. Rural transit ridership in Missouri was more than 2.3 million in 2016.*

## Intercity Bus

Intercity bus provides public transportation between smaller towns and communities as well as with larger urban areas that offer additional services. There are several intercity bus providers that operate in Missouri: Burlington Trailways, Greyhound, Jefferson Lines, OATS, and SMTS. Table 2-1 identifies those Missouri communities currently served by the Burlington Trailways, Greyhound, and Jefferson Lines. OATS and SMTS serve 87 and 20 counties respectively.

Missouri has extensive public transportation coverage across the state through providers such as OATS. Founded in 1971, OATS is now one of the largest systems of its kind in the country. In 2016, intercity bus ridership totaled 80,034. This number was a decrease from a high in 2015 of 89,129. However this was up from 64,404 in 2014 and 62,682 in 2013. Jefferson Lines has the



highest ridership of the intercity bus operators in Missouri and saw the biggest changes in ridership. Greyhound ridership has been increasing since 2014 while Burlington Trailways has seen ridership decrease during that time. These private intercity bus companies help reduce congestion, pollution and energy consumption throughout the State.

*Intercity Bus Service in Missouri*

Location	Burlington Trailways	Greyhound	Jefferson Lines
Bethany		X	X
Bolivar		X	X
Branson/Hollister		X	X
Cameron		X	X
Cape Girardeau		X	
Clinton		X	X
Collins		X	X
Columbia		X	
University of Missouri – Columbia		X	
Fort Leonard Wood		X	
Fulton		X	
Hannibal	X	X	
Harrisonville		X	X
Humansville		X	X
Jefferson City		X	
Joplin		X	X
Kansas City		X	X
Kirksville		X	
Macon		X	
Maryville		X	X
Moberly		X	
Neosho		X	X
Nevada		X	X
Osceola		X	X
Rich Hill		X	X
Rolla		X	
Saint Joseph		X	X
St. Louis	X	X	
St. Louis – Lambert	X	X	
Sikeston		X	
Springfield		X	X
Warrensburg		X	X
Wentzville		X	

SOURCE: <http://locations.greyhound.com/us/missouri/>; <https://burlingtontrailways.com/locations/missouri/>; <https://www.jeffersonlines.com/bus-stops/missouri/>

## Public Transit

Less than two percent of Missourians use public transit for commuting compared to the national average of five percent. A well-functioning public transit system is vital to those segments of the population who do not have an automobile and rely on public transportation to get to work, school, shopping, or other locations. The latest ACS data for Missouri reported 7.4 percent of the households in the state have no automobile available.

After averaging more than 60 million transit passengers statewide from 2012 to 2015, ridership on the public transit systems in Missouri dropped to 59.1 million in 2016. Ridership fell by 6.1 percent in urban areas which compose 95 percent of the total number of passenger trips. Transit trips with rural carriers rose by 1.1 percent. The popularity of streetcar returning to Kansas City, as evidenced by more than one million riders served in the first six months of 2017 and potential for system expansion, will likely boost transit ridership.


Interest in public transit across the entire state is likely to increase over the next 20 years. The increasing population in urbanized areas, added number of citizens over 65 years of age, and desire of younger travelers to have transportation options, are indicators that ridership gains are possible. Citizens in rural areas, particularly the increasing number of citizens over 65 years of age and those living at or below the poverty line, will have interest in expanded public transit availability.

# 9 • Plan Approval, Adoption and Implementation

The stakeholders were provided a draft of the 2018 Public Transit-Human Service Transportation Coordination Plan and their suggestions were incorporated into the document. In February 2018, the final draft of the coordinated plan goals and objectives was presented to MRPC's Transportation Advisory Committee for consideration. The TAC adopted the goals and objectives and recommended them to the Meramec Regional Planning Commission Board for approval on February 15, 2018. The board acted on that recommendation and authorized staff to submit the plan to the Missouri Department of Transportation, as the approved Public Transit-Human Service Transportation Coordination Plan for the Meramec Region.

This adoption process was used primarily because of the planning relationship that was established in the early 1990s between the Meramec Regional Planning Commission and the Missouri Department of Transportation and continues today. As a part of its planning work with MoDOT, MRPC—and other regional planning commissions across the state—formed Transportation Advisory Committees—to identify transportation needs, study issues and recommend transportation priorities in the Meramec Region. The TAC—with three representatives from each county—reports to the MRPC board and advises it on transportation decisions. In addition to county-appointed representatives, Meramec's TAC also includes ex-officio members including the MoDOT district engineers and representation from the two largest public transit agencies in the region—OATS and SMTS. The TAC meets every other month and meetings are open to the public. This is a very grassroots approach to planning and ensures that those most impacted by transportation decisions are a part of the planning and decision-making process.

While the work of the TAC and MRPC has primarily been related to roads and bridges, there has been a growing emphasis at the state level to include other modes of transportation—including public transit—in the needs identification and prioritization process. A recent statewide Investment Priorities process included other modes of transportation, including transit, ports, airports and rail.



It is recommended that the public transit providers and referral agencies continue to be involved with local TACs and, in turn, regional planning commissions in order to facilitate implementation.

Most recommended strategies in the coordination plan could benefit from a grassroots effort. The majority of residents are unaware of the issues facing public transit, such as limited schedules and funding and the lack of a coordinated effort between providers. Increased awareness begins with educating citizens—including the TAC members—on issues and encouraging their involvement in implementing strategies that will solve the problems.

The highest priority need in the coordination plan—a need for funding—is something that is facing all modes of transportation. Missouri is currently exploring options to better fund transportation. Public transit strategies need to be presented along with road and bridge strategies, if it is to be considered part of Missouri’s total transportation infrastructure.

As road construction costs continue to escalate and as Missouri’s population continues to grow and live and work longer, it is imperative that the state considers every possible mode of transportation for cost-effective solutions. Given the state’s transportation planning process, that message will be better received and more likely heard if it comes from the grassroots level, through transportation advisory committees and regional planning commissions.

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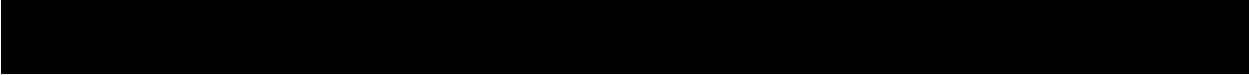
# 10. Appendices

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**Appendix A**  
**August 29, 2017 Meeting #1**  
**Promotion and Results**  
**Documentation**

DRAFT



August 11, 2017

TO:           • Public Transit – Human Service Transportation Providers serving the Meramec Region

                  • Elderly, Persons with Disabilities and Low-Income Clients of Public Transit Systems

  in the Meramec Region

                  • Persons/Organizations interested in providing transit services in the Meramec Region

From:       Anne Freand, Senior Community Development Specialist

Subject:     Upcoming transit planning coordination meeting on August 29, 2017

It has been nearly five years since the Meramec Regional Public Transit – Human Service Transportation Plan (PT-HST) was completed and approved. The Missouri Department of Transportation has contracted with the Meramec Regional Planning Commission to update this plan for the 2018-2023 timeframe. It is extremely important that all transit needs in the region are identified as some federally funded mobility grant programs require that funded projects be part of a locally developed transit plan.

To begin the update process, we have scheduled a meeting for 9:30 a.m. on Thursday, August 29, 2017, at MRPC, 4 Industrial Drive, St. James, MO 65559. If you are able to attend, please RSVP to Anne Freand or Linda Carroll at 573-265-2993 or email [afreand@meramecregion.org](mailto:afreand@meramecregion.org) so we can ensure enough materials are provided for all attendees. If you need special accommodations to participate in the meeting, please contact our office at least one week in advance.

At the meeting, we will review the planning process, discuss your involvement and assistance, and begin the service inventory and needs identification process. Identifying the needs will be a critical part of the process, and we want to include all transit providers as well as those who utilize local transit services. Please feel free to share this meeting notice with other organizations that provide transit services to the elderly, handicapped and low-income residents of our region, as well as clients who use these services.

It is extremely important that we have good representation from across our region to ensure that all needs and planned endeavors are incorporated into the transit plan. The Meramec Region includes Crawford, Dent, Gasconade, Maries, Osage, Phelps, Pulaski and Washington counties. 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 call me at 573-265-2993 or via e-mail at [afreand@meramecregion.org](mailto:afreand@meramecregion.org).

**PUBLIC TRANSIT-HUMAN SERVICES  
TRANSPORTATION COORDINATION PLAN: UPDATE**

**MEETING 1 AGENDA**

Thursday, August 29, 2017

9:30 a.m.

**AGENDA**

1. **Welcome and Introductions – Bonnie Prigge, MRPC Executive Director**
2. **Overview of Transit Planning Process – Anne Freand, MRPC staff**  
Staff will review the transit planning process from 2012-13 and discuss how and why the plan will be updated in the coming months.
3. **Rural Transit Assistance Program (RTAP) – Heath Pickerell, MS&T**  
Heath Pickerell will provide an overview of what RTAP does and their role in the Meramec region as it relates to public transit.
4. **Central Workforce Development Board (tentative) – A representative of CWDB will provide an overview of the organization and their role in the Meramec region as it relates to transit.**
5. **Review of Existing Services**  
The group will review a list of existing public transit-human services transportation services in the region.
6. **Needs Identification**  
The group will review the previously identified public transit-human services needs within specific issue areas (funding, gaps in service, coordination or education and marketing) and discuss changes or additions to the list.
7. **Adjournment**





## Meramec Regional Planning Commission

Published by Bonnie Prigge [?] · August 22, 2017 · 🌐

“Transportation is kind of like electricity and water. You don't think about it until it's not there. Then you think about it a lot.” said William Osborne, past director of SMTS.

Right now is the time to think about transportation and [transit](#) in the Meramec Region. And we want you to be a part of that conversation. Meramec Regional [Planning Commission](#) (MRPC) has begun the process to update the Meramec Region’s [Public Transit-Human Services Transportation Coordination Plan](#), which is completed every five years. We are inviting each of you, as stakeholders in this process, to join us at our first advisory committee meeting at 9:30 am on Tuesday, August 29, 2017, 4 Industrial Drive, St. James, MO 65559.

The [Plan](#) identifies the transportation needs of individuals with disabilities, older adults and people with low incomes, provides strategies for meeting those local needs and prioritizes transportation services for funding and implementation on a regional level.

Please RSVP for the meeting by phone (573-265-2993) or by email to Anne at [afreand@meramecregion.org](mailto:afreand@meramecregion.org), and we hope to see you on the 29th.

95 people reached

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1 Share



Write a comment...



For immediate release  
August 14, 2017

For more information, contact

Anne Freand at (573) 265-2993

## **MRPC begins work to update Public Transit Plan**

ST. JAMES—Meramec Regional Planning Commission (MRPC) and the Transportation Advisory Committee (TAC) is beginning work on updating the Public Transit-Human Service Transportation Coordination Plan for the Meramec Region. The first community meeting to begin identifying needs in the Meramec Region will be at 9:30 a.m. on Aug. 29 at MRPC #4 Industrial Drive, St. James.

The plan, originally drafted in 2008 and updated in 2013, identifies public transit needs of individuals with disabilities, older adults and people with low incomes in the Meramec Region and outlines strategies to fill those needs. MRPC was contracted through the Missouri Department of Transportation (MoDOT) to update the plan, which is updated every five years.

The meeting will cover a review of the planning process, a discussion on community involvement and assistance, and will begin the service inventory and needs identification process. Identifying the needs will be a critical part of the process, and we want to include all transit providers as well as those who utilize local transit services.

“It is extremely important to have good representation from across the region to ensure that all needs and planned endeavors are incorporated into the transit plan,” said Anne Freand, MRPC senior community development specialist.

Please RSVP to Anne Freand or Linda Carroll at 573-265-2993 or email [afreand@meramecregion.org](mailto:afreand@meramecregion.org) to ensure enough materials are provided for all attendees. If you need special accommodations to participate in the meeting, please contact MRPC at least one week in advance.

For more information on the update of the Public Transit-Human Service Transportation Coordination Plan, contact Anne Freand with MRPC at 573-265-2993.

Formed in 1969, MRPC is a voluntary council of governments serving Crawford, Dent, Gasconade, Maries, Osage, Phelps, Pulaski and Washington counties and their respective cities. A professional staff of 23, directed by the MRPC board, offers technical assistance and services, such as grant preparation and administration, housing assistance, transportation planning, environmental planning, ordinance codification, business loans and other services to member communities.

To keep up with the latest MRPC news and events, visit the MRPC website at [www.meramecregion.org](http://www.meramecregion.org) or on Facebook at [www.facebook.com/meramecregion/](https://www.facebook.com/meramecregion/).

Transit Plan Update, Meeting 1  
August 29, 2017 - 9:30 AM

Name	Organization Represented	Mailing Address	Phone Number	Email Address
Cindy Butler	PCRM	1000 W. 10th St Rolla MO	573-458-7644	butterc@pcrm.com
Natalie Counts	Missouri Baptist Sullivan Hospital	751 Sappington Bridge Rd Sullivan, MO 65309	573-468-5619	natalie.counts@bjc.org
<del>Don Brackman</del>	MRPC	12870 Highways Blvd Rolla, MO	573-344-7330	brack@frc.net.com
Wayne Houtman	MO Job Center State of MO	706 S. Bishop Ave Rolla, MO	573-264-7030	wayne.houtman@delmo.gov
John Petersen	Rolla		" 426-6920	petersen@rolla.org
Heath Pickerill	Missouri RTAP	710 University Drive Rolla, MO 65409	573-341-7637	pickerilla@msl.edu
Alan Galindo	CWDB	604 Blackst. Rolla, MO 65401	573-308-5520	agalindo@cwdb.us
Shawn Arbogast	"	"	"	shawn.arbogast@cwdb.us
LAURA PHELPS	SULTS	1008 Howland Rolla, MO	"	lphelps@ids-sults.org
Britt Hartley	YCHC	1050 W 10th St 480 Rolla, MO 65401	426-4455	bhartley@year-arc.org
Deborah Mehmet	Osage County	523 Hwy 89 S Linn, MO 65451	573-897-3919	rd-bridge@yaboo.com
Amy Stringer	WEBH	70 Box 431 Potosi, MO 63454	573-438-2866	amy@wsh40.com
Sherry Lea	Healthy Dent County	70 Box 190 Salem	729-8163	sherry@salemcommunitycenter.org
Kelsey Schatz	Healthy Dent County		729-8163	kelsey@salemcommunitycenter.org
<del>Don Brackman</del>	<del>MRPC</del>			

Anne  
Samantha  
Bonnie

Name	Organization Represented	Mailing Address	Phone Number	Email Address
Jack Heister	OPTS, Inc	2501 Stageside Blvd Columbia, MO	573-449-3382	
Gary O'Day	MRPC			goday@marumc.org
Holly Kreienkamp	Ability Express	571 Dotsund Cuba, MO 65453	573-259-3512	hkreienkamp@abilityexpressllc.com
Kim Woodson	PCRM	1000 West 10th St Rolla, MO 65401	573-458-7610	kwoodson@pcrm.com
Felisha Richards	SEMOSH	203 N Grand Salem	573-729-4103	f.richards@semosh.org
Trudy Mattoc	DMH/DD/office	105 Fairgrounds Rolla	368-2110	Trudy.mattoc@dmh.mo.gov

**PUBLIC TRANSIT-HUMAN SERVICES  
TRANSPORTATION COORDINATION PLAN: UPDATE**

**MEETING 1**

Thursday, August 29, 2017

9:30 a.m.

**SUMMARY**

**Advisory Members Present:** Cindy Butler, Natalie Counts, Don Brackhahn, Wayne Houtman, John Petersen, Heath Pickerill, Alan Galindo, Laura Petra, Brett Hartley, Deborah Mehmert, Amy Stringer, Sherry Lea, Kelsey Schalz, Jack Heusted, Kim Woodson, Holly Kreienkamp, Shawn Arbogast, Felisha Richards, and Trudy Matlock

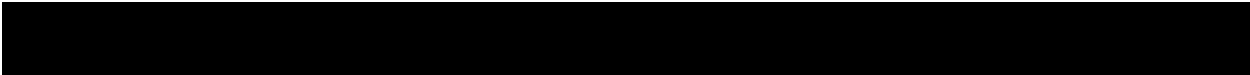
**Staff Present** – Bonnie Prigge, Anne Freand, Samantha Maddison, and Gary O’Day

**Welcome and Introductions** – Bonnie Prigge, MRPC Executive Director, introduced staff and had everyone go around the room to give a brief overview of their purpose for attending the meeting.

**Overview of Transit Planning Process** – Anne Freand, MRPC, gave a presentation on the overview of what changes have happened since the previous PTHSTCP and discussed the process for the current update. The importance of including representatives from the elderly, disabled and lower income populations was discussed and noted that the plan is required to address their needs for public transportation.

**Rural Transit Assistance Program (RTAP)** – Heath Pickerell, MS&T, discussed the RTAP which is run through the university and provides training and assistance to groups and municipalities around the state. He reviewed the website and noted the online calendar that provides a schedule of upcoming classes. Handouts on the program were also provided to meeting attendees, as well as a copy of the presentation slides.

**Central Workforce Development Board** – Alan Galindo with CWIB gave a presentation on their organization and services they provide to the region. He discussed how their group provides assistance to individuals seeking employment, companies looking to hold job fairs and the types of trainings given through the career center. It was noted that they would be hosting a hiring event for Quaker in the coming weeks. The group discussed programs that provide transportation assistance to individuals in need and Alan mentioned the idea of the car repair program. Individuals that may have a vehicle but it needs some minor work done to be serviceable could potentially get help through CWIB to bring their car up to a useable standard which then provides them a reliable mode of transportation to get to work. It was noted that several people in our region are looking for work but have difficulties getting there on a consistent basis which creates an issue with their employer.



**Review of Existing Services** – Staff provided the group with copies of the previous list of services and asked each group to review the list and provide any updates back to staff. Staff noted that we needed to find additional providers such as churches that have buses and other modes of transportation. The group discussed how it would be nice if these organizations were able to overcome insurance hurdles on their vehicles which hold them back from providing other types of transportation outside of moving individuals back and forth to the church for their services only.

**Needs Identification** - The group reviewed the previously identified public transit-human services needs within specific issue areas (funding, gaps in service, coordination or education and marketing) and discussed any potential changes or additions to the list of needs. Staff revised needs as noted on the list and updated items that the group discussed.

**Adjournment** – Meeting adjourned at 11.03pm

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Workshop

**MRPC**

**MoDOT**

Public Transit –  
Human  
Services  
Transportation  
Coordination  
Planning –  
UPDATE!



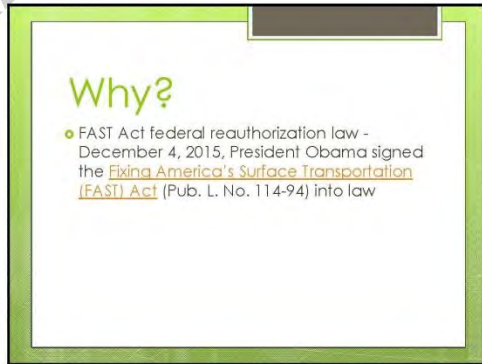
### Logistical Details

- Welcome
- Restrooms
- Refreshments
- Questions?



### Abbreviations

- **COG** – Council of Government,
- **FFY** – Federal Fiscal Year
- **FTA** – Federal Transit Administration – USDOT
- **JARC** – Job Access & Reverse Commute
- **MoDOT** – Missouri Dept. of Transportation,
- **MPO** – Metropolitan Planning Organization,
- **RPC** – Regional Planning Commission,
- **FAST Act** – Fixing America's Surface Transportation Act



### Why?

- FAST Act federal reauthorization law - December 4, 2015, President Obama signed the [Fixing America's Surface Transportation \(FAST\) Act](#) (Pub. L. No. 114-94) into law

### FTA Section 5310 Program

- o Funding for Enhanced Mobility of Seniors and Individuals with Disabilities
  - o Special needs of transit-dependent populations beyond traditional public transportation services
  - o In Missouri, public agencies are responsible for coordinating services
  - o Eligible spending: at least 55 % capital projects which meet special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
  - o Remaining 45 % for projects that exceed the requirements of the Americans with Disabilities Act (ADA), public transportation projects that improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit, and/or alternatives to public transportation that assist seniors and individuals with disabilities.
- Funding available in fiscal year it is appropriated plus two years = three years.

### FTA Sec. 5311 Program

**Provides capital, planning, job access/reverse commute, operating, and acquisition of public transportation services funding to states for public transportation in rural areas with populations less than 50,000.**

- o State-level administration costs are eligible expense.
  - o Funding for transportation services which are open to all
  - o Specified percentage of funds reserved for support of Intercity Bus Assistance Program, unless Governor certifies that intercity bus needs in state are being met.
  - o Develop and maintain basic levels of general public transportation in all rural areas.
  - o Create opportunity to experiment with new and innovative organizational structures and funding packages.
- Funding available in fiscal year appropriated plus two years = three years.

### 5311 (b)(3) Rural Transit Assistance Program (RTAP)

- o RTAP provides training and technical assistance support to the transit providers in rural and small urban areas.
- o Provide training and/or technical assistance with state staff or contracted consultants, and to develop local capabilities for self-help.



### 5339 – Formula Grants for Bus & Bus Facilities

- o Assist in financing capital bus and bus-related projects that support continuation and expansion of public transportation services.
- o Provides federal financial assistance for new and replacement buses and related equipment and facilities.
- o Eligible recipients that operate fixed route bus service or that allocate funding to fixed route bus operators; state or local governmental entities;
- o 80 percent federal / 20 percent local.



Funding available in fiscal year appropriated plus three years = four years.



### Funds Reserved for State Administration (Except 5339)



If you receive a grant, a portion will be directed to MODOT for:

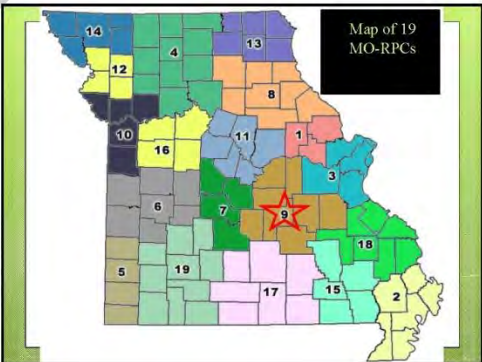
- Program management
- Transit staff salaries and expenses (as appropriate)
- Planning studies (Intercity bus, transit needs assessments, etc.)
- Feasibility studies for rural facilities
- Marketing for rural providers
- Technical, planning, or administrative costs

### Public Transit – Human Services Transportation Coordination Plan

- "The projects selected were derived from a locally developed, coordinated public transit – human service transportation plan and the plan was developed through a process that included representatives of public, private and non-profit transportation and human service providers and participation by the public"

### Where?

- "Locally" developed plans,
- In rural Missouri, plans funded along regional planning commission (RPC) boundaries,
- Also, "local" areas along urban metropolitan planning organization (MPO) boundaries







### Who?

- Transportation partners-providers,
- Passengers and advocates,
- Human service partners-funders,
- Other interested agencies and persons

### How?

- Community planning session(s)
- Self-assessment groups
- Focus groups
- Surveys
- Detailed study and analysis
- Public meetings
- Public outreach
- Public participation

### When?

- Plans developed at least every 5 years
- MRPC enters into contract to complete the plan in the year prior to deadline

### Plan Document - Overview

- Identifies (minimally) transportation services available, and needs of:
  - Individuals with disabilities,
  - Older adults,
  - People with low incomes,



### Plan Document - Overview

- Provides strategies for meeting local needs,
- Prioritizes transportation service strategies for funding and implementation,
- Should maximize program's collective coverage by minimizing duplication,

### Plan Document - Overview

- Plan must be developed through a process that includes representatives of transportation and human services transportation providers:
  - Public
  - Private
  - Non-profit providers

### Plan Document - Overview

- Participation by members of the public should include:
  - Individuals with disabilities,
  - Older adults,
  - People with low incomes,
  - Transit providers

### Plan Document - Overview

- Plan only required in communities seeking funding in one or more of the specified FTA programs,
- To strengthen impact, plan should incorporate activities offered under programs of federal, state and local agencies

## Required Plan Elements

- The Public Transit – Human Service Transportation Coordination Plan must minimally include the following elements at a level consistent with available resources and the complexity of the local institutional environment.

#1 – Assessment of Available Services,

#2 – Assessment of Transportation Needs/Gaps in Service

#3 – Identify Strategies and/or Activities,

#4 – Priorities for Implementing Strategies

## Plan Elements – #1 - Service Assessment

- An assessment of available services that identifies current providers:
  - Public
  - Private
  - Non-profit

## Plan Elements – #2 - Needs Assessment

- An assessment of transportation needs:
  - For individuals with disabilities,
  - For older adults,
  - For people with low incomes
- Basis of assessment may be from:
  - Experiences & perceptions of planning partners,
  - More sophisticated data collection efforts,
  - Gaps in service

## Examples of Assessment Techniques

- Responses by participants in publicly held coordination planning meeting(s),
- Analysis of Census population data,
- Inventory of local mobility services,
- Focus group responses,
- Statistically representative sample of local area residents to identify mobility needs,

### Plan Elements – #3 – Strategies or Activities

- Identify strategies and/or activities that:
  - Address the identified gaps in service
  - Achieves efficiencies in service delivery

### Examples of Coordination Activities & Strategies

- Actions that support eligible projects in FTA Section 5310, 5316 & 5317 programs,
- Proposals that address service gaps by:
  - Time (Days of week; hours of the day),
  - Space (locations un-served/underserved),
- Techniques to address efficiencies in service
  - Combining trips, single point for information, joint purchasing, vehicle/driver sharing, etc.

### Strategies/Activities vs. Projects – Example #1

- Strategies define a mobility goal
  - Example: Increase utilization of vehicles,
- Activities describe a tactic to address a function of providing mobility service
  - Example: Improve the call-taking process,
- Projects implement actions in support of a strategy, e.g. – Obtain trip scheduling software

### Strategies/Activities vs. Projects – Example #2

- Strategies define a mobility goal,
  - Example: Sustain current mobility services,
- Activities describe a tactic to address a function of providing mobility service
  - Example: Replace vehicles at end of useful life
- Projects implement actions in support of a strategy, e.g. – Replace vehicle at Agency X

### Plan Elements – #4 Prioritize Strategies

- Relative priorities for implementing specific strategies / activities identified based on:
  - Resources,
  - Time,
  - Feasibility

### Examples of Prioritization

- Numerical descending priority of strategies:
  - First
  - Second
  - Third, etc.
- General grouped priority of strategies:
  - High
  - Medium
  - Low

### Planning Participation Issues

- NOTE – Participation in the planning process will not bar providers (public or private) from bidding to provide services identified in the coordinated planning process.

### Levels of Participation

- Participation not limited; nor required of all,
- Participants will have an active role in:
  - Development of the plan,
  - Adoption of the plan,
  - Implementation of the plan,
- Lead agency convening the planning should document efforts utilized to attract participation

### Plan Adoption

- Participants should identify the process for adoption of the plan.
- Grant administrators (designated recipients) should include a strategy for adopting plans.
- FTA will not formally review & approve.
- Grant administrators will document the plan from which each project funded is derived

### Where do we go from here?

- Meetings
  - Tuesday, October 17, 2017 @ 9:30am
  - Tuesday, December 5, 2017 @ 9:30am
  - Tuesday, January 23, 2017 @ 9:30am
- Review by TAC and MRPC Board
  - Thursday, December 14, 2017 @ 3:30pm/7:30pm
  - Thursday, February 9, 2017 @ 4:00pm/7:30pm

### Wrap-up Questions?



MISSOURI S&T MISSOURI UNIVERSITY OF SCIENCE AND TECHNOLOGY

## Missouri RTAP Overview Rural Transit Assistance Program

Public Transit Plan Update  
Meramec Regional Planning Commission  
August 29, 2017



MISSOURI S&T MISSOURI UNIVERSITY OF SCIENCE AND TECHNOLOGY

## Program Overview

- Located at Missouri University of Science and Technology since April 2012
- Funded by Federal Transit Agency (FTA)
- Contracted by MoDOT
- Committed to offering high level of service and training to rural transit agencies throughout the state



MISSOURI S&T MISSOURI UNIVERSITY OF SCIENCE AND TECHNOLOGY

## Training

- Training requests through RTAP office
- Available trainings on the website
- Lift maintenance training coordinated around the state
- NTI classes hosted by agencies and reimbursed through RTAP



MISSOURI S&T MISSOURI UNIVERSITY OF SCIENCE AND TECHNOLOGY

## Courses Offered




MISSOURI S&T MISSOURI UNIVERSITY OF SCIENCE AND TECHNOLOGY

### Scholarship Reimbursement

- In-state & out of state travel for rural transit agencies is eligible for reimbursement.
- An Application for Training Assistance form must be submitted 30 days prior to the date of travel.
- A Request for Reimbursement forms must be submitted within 30 days of in-state travel and 60 days of out-of-state travel.
- All forms and instructions are posted online.

MISSOURI S&T MISSOURI UNIVERSITY OF SCIENCE AND TECHNOLOGY

### eNewsletter


- Published once each quarter
- Includes information/articles from transit agencies
- Can be forwarded to others or they can be added to our contact list



MISSOURI S&T MISSOURI UNIVERSITY OF SCIENCE AND TECHNOLOGY

### Website

- Layout and look updated recently
- Training schedule updated frequently
- Scholarship reimbursement forms posted
- Link to the National RTAP website which has several resources such as:
  - Procurement Pro
  - A website builder tool
  - Training flashcards



MISSOURI S&T MISSOURI UNIVERSITY OF SCIENCE AND TECHNOLOGY

### Summary

- Please contact the Missouri RTAP office with questions or requests.
- Contact information:
  - Heath Pickerill, Manager  
[pickerilh@mst.edu](mailto:pickerilh@mst.edu)  
573-341-7637
  - Doreen Harkins, Program Coordinator  
[Harkinsd@mst.edu](mailto:Harkinsd@mst.edu)  
573-341-6500
- Thank You!







**Appendix B**  
**Survey Documentation**

DRAFT



## Meramec Regional Planning Commission

Published by Caitlin Jones [?] · September 15, 2017 ·

This transit user's survey is being conducted by Meramec Regional Planning Commission, as part of the development of a coordinated public transit-human services plan for Crawford, Dent, Gasconade, Maries, Osage, Phelps, Pulaski and Washington counties.

The Meramec Regional Planning Commission (MRPC) has been contracted by MoDOT to update the plan. To this end, MRPC has developed two surveys to assess our eight county region's service inventory and develop a needs list: one survey is aimed at transit and human services providers, the other at transit users. The goal is to identify areas of overlapping service and areas of under-served populations and then to identify strategies and alternatives for improving coordination between public, private and non-profit transit and human service providers.

Thank you for your assistance in providing this information. If you have any questions, please contact Anne Freand, Meramec Regional Planning Commission, at 573-265-2993 or by email at: [afreand@meramecregion.org](mailto:afreand@meramecregion.org). This survey is also available to download at [www.meramecregion.org](http://www.meramecregion.org). Please complete the survey by no later than Friday, September 29, 2017

Transit User Survey: <https://goo.gl/forms/eaHMcypzUN3pm7gp2>

Transit Provider Survey: <https://goo.gl/forms/mkVSUfookNSuiATA3>

Non-Transit (Human Services) Provider Survey:  
<https://goo.gl/forms/aaLc2halqWNjPB2q2>

96 people reached

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1 Share



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## MRPC Transportation Survey for MO RIDES

### Section I - Personal Information

1. Do you have your own personal vehicle?  Yes  No
2. Is your vehicle reliable for local appointments (e.g. work, doctor, etc.)?  Yes  No
3. Please list the city and zip code in which you live. (\*outside city limits, list the closest city to your home)  
(Please specify) \_\_\_\_\_
4. Do you have a disability that requires a special vehicle for transit?  Yes  No
5. Are you a veteran?  Yes  No
6. Do you have a driver's license and are able to drive?  Yes  No
7. How often do you need roundtrip transportation from your residence?  
 1 to 2 x Week  3 to 4 x week  5 to 6 x week  More  
(Please specify) \_\_\_\_\_
8. What do you consider "reasonable cost" for in town roundtrip Public Transportation?  
 \$3 to \$5  \$6 to \$8  \$9 to \$11  \$12 to \$15  Other  
(Please specify) \_\_\_\_\_
9. What do you consider "reasonable cost" for longer (+10 miles) trips using Public Transportation?  
 \$6 to \$8  \$9 to \$11  \$12 to \$15  Other

### Section II - Transportation Needs

10. Are you currently employed or a full-time college or technical school student?  Yes  No
11. Are you retired?  Yes  No *(If retired, skip to Question 15)*
12. Please list the county in which you work/attend school.  
(Please Specify) \_\_\_\_\_
13. Do you have transportation to and from work or school?  Yes  No
14. What means of transportation do you use to and from work or school?  
 Personal Vehicle  Walk  
 Family or Friends Vehicle  Bicycle  
 Taxi  Van or bus provided by a Service Agency  
 Public Transit Van  Other  
(Please Specify) \_\_\_\_\_
15. Do you have reliable transportation to and from medical appointments and to shop for necessary items?  Yes  No
16. Are you interested in learning more about ride-sharing and other public transportation routes in your area?  Yes  No
17. If you answered Yes to question 16, please provide your contact information below.  
(Name) \_\_\_\_\_ (Telephone Number) \_\_\_\_\_  
(Physical Address) \_\_\_\_\_ (Number of People Needing a Ride) \_\_\_\_\_

Thank you for taking the time to complete this survey.  
 The information provided will be used in an effort to establish additional transportation routes in your area.  
 If you have additional questions please contact:  
 Samantha Maddison, Senior Mobility Coordinator (573)265-2993 Ext. 113 or Shawn Arbogast, Mobility Coordinator (573)265-2993 Ext. 123



September 15, 2017

TO: Elderly, Persons with Disabilities, and Low-Income Clients of Public Transit Systems in the Meramec Region

From: Anne Freand, Senior Community Development Specialist

Subject: Transit Client Needs Survey

The Missouri Department has contracted with the Meramec Regional Planning Commission to coordinate and prepare an update to the public transit – human service transportation plan for the Meramec Region, which includes Crawford, Dent, Gasconade, Maries, Osage, Phelps, Pulaski and Washington counties.

Identifying the needs will be a critical part of plan development, and we want to include all who play a role in providing transit services as well as those who have a need for it. We are requesting your assistance in surveying clients—the elderly, persons with disabilities and low-income residents of our region, as well as your clients—who use transit services.

We have developed a client needs survey, which is included. Please feel free to duplicate the survey and have as many clients complete it as possible. Surveys should be returned to our office by September 29, 2017 or you may use the following link to complete the survey online in a fillable form:  
<https://goo.gl/forms/vcg77dFvBDZKU3GS2>

It is extremely important that we have good representation from across our region to ensure that all needs and planned endeavors are incorporated into the plan as future funding decisions will be based on this plan. We look forward to working with you in developing a comprehensive and effective public transit – human service transportation plan for our region.

We thank you in advance for helping us identify the transit needs of those who use the services.

If you have any questions or would like to discuss the planning process in more detail, please feel free to call me at 573-265-2993 or via e-mail at [afreand@meramecregion.org](mailto:afreand@meramecregion.org).



## Meramec Region Public Transit Customer Survey 2017

This transit user's survey is being conducted by Meramec Regional Planning Commission, as part of the development of a coordinated public transit-human services plan for Crawford, Dent, Gasconade, Maries, Osage, Phelps, Pulaski and Washington counties.

The Meramec Regional Planning Commission (MRPC) has been contracted by MoDOT to update the plan. To this end, MRPC has developed two surveys to assess our eight county region's service inventory and develop a needs list: one survey is aimed at transit and human services providers, the other at transit users. The goal is to identify areas of overlapping service and areas of under-served populations and then to identify strategies and alternatives for improving coordination between public, private and non-profit transit and human service providers.

We appreciate your input and assistance with this process. Thank you.

1. If employed, in what city and county do you work? City: \_\_\_\_\_ County: \_\_\_\_\_
2. Where do you live? City: \_\_\_\_\_ County: \_\_\_\_\_
3. What is your gender?  Male  Female
4. What is your age?  
 Under 18     19 to 29     30 to 39     40 to 49     50 to 59  
 60 to 69     70 to 79     80 to 89     Over 90
5. Do you have a valid driver's license?  Yes  No
6. Are you able to drive  Yes  No
7. What is your occupation?  
 Homemaker     Service Worker     Laborer  
 Managerial/professional     Production/craft/repair/machine     College student  
 Technical/administrative/support     Secondary student     Retired  
 Unemployed     Other, please specify: \_\_\_\_\_
8. What means of transportation do you use at this time? Please check all that apply.  
 Personal vehicle     Taxi     Public transit     Human service agency vehicle  
 Walk     Bicycle     Friend/family vehicle     Other: \_\_\_\_\_
9. Do you currently use transit services such as OATS?  Yes  No
10. If you answered yes to # 9, what are your reasons for using transit services? Please check all that apply.  
 Work     School     Medical/health care     Child care     Shopping  
 Church/religious services     Banking/financial services     Social events     Dining  
 Recreational events     Other destinations: \_\_\_\_\_
11. If you answered yes to #9, how often do you use transit services?  
 Daily     Weekly     Monthly
12. Do you currently pay for the transit service?  
 Yes  No
13. If so, how much do you currently pay for transit service?  
\_\_\_\_\_



**Meramec Region Public Transit Customer Survey 2017**

14. What changes could be made in public transit services that would allow you to use the service for the first time or to use the service more often? Please check one box per item.

	Not important	Desirable	Important	Very important
More flexibility in scheduling rides				
Increased service from a park-and-ride lot to work				
Increased hours of service				
Increased weekend service				
More express service (fewer stops per route)				
Employer pays part of the cost				
Guaranteed ride home				
Service closer to home				
Accept different forms of payment				
Cleaner buses/vans				
More attractive buses/vans				
Other				

15. What changes, other than those listed in question 14, would allow you to use a transit service more or for the first time?

16. Of the changes listed above, which one, if implemented would improve public transit service the most and increase your personal usage?

**Thank you for participating in this survey!**

Please return completed surveys to Anne Freand, Meramec Regional Planning Commission, by email at: [afreand@meramecregion.org](mailto:afreand@meramecregion.org) or by US mail to: #4 Industrial Drive, St. James, MO 65559. Surveys will also be posted on our website [www.meramecregion.org](http://www.meramecregion.org) and our Facebook page.



September 15, 2017

TO: Non-Transit Providers of the Meramec Region

From: Anne Freand, Senior Community Development Specialist

Subject: Non-Transit Provider Survey

The Missouri Department has contracted with the Meramec Regional Planning Commission to coordinate and prepare an update to the public transit – human service transportation plan for the Meramec Region, which includes Crawford, Dent, Gasconade, Maries, Osage, Phelps, Pulaski and Washington counties.

Identifying the needs will be a critical part of plan development, and we want to include all who play a role in providing transit serves as well as those who have a need for it. We are requesting your assistance in surveying clients—the elderly, persons with disabilities and low-income residents of our region, as well as your clients—who use transit services.

We have developed a Non-Transit Provider survey, which is included. Please feel free to duplicate the survey and distribute to other organizations to complete. Surveys should be returned to our office by September 29, 2017 or you may use the following link to complete the survey online in a fillable form: <https://goo.gl/forms/obu45hd7verTWfmA3>

It is extremely important that we have good representation from across our region to ensure that all needs and planned endeavors are incorporated into the plan as future funding decisions will be based on this plan. We look forward to working with you in developing a comprehensive and effective public transit – human service transportation plan for our region.

We thank you in advance for helping us identify the transit needs of those who use the services.

If you have any questions or would like to discuss the planning process in more detail, please feel free to call me at 573-265-2993 or via e-mail at [afreand@meramecregion.org](mailto:afreand@meramecregion.org).



## PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN HUMAN SERVICES PROVIDER SURVEY

Thank you for your assistance in providing this information. If you have any questions, please contact Anne Freand, Meramec Regional Planning Commission, at 573-265-2993 or by email at: [afreand@meramecregion.org](mailto:afreand@meramecregion.org). This survey is also available to download at [www.meramecregion.org](http://www.meramecregion.org). Simply download, fill in the survey and email as an attachment to Anne. Please return the completed survey by September 29, 2017.

### Section I: Non-Transportation Provider Information

Organization

Address 1

Address 2

City

State

Zip Code

Phone

Fax

Contact Person

Title/Department

E-Mail Address

Name of Person  
Completing This Survey

Please describe the geographic area you serve.



What type of agency are you?

- Public Transit System
- Government Human Services Agency
- Private Non-Profit Human Services Agency
- Private Non-Profit Transportation Provider
- Private For-Profit Transportation Provider
- Other

## Section 2: Service Information

Which clients does your agency serve? (check all that apply)

- Elderly (60+) Non-Disabled
- Elderly Disabled
- Non-Elderly Disabled (mental/physical)
- Low Income
- Youth
- General Public
- Other

What type of primary services does your agency provide? (check all that apply)

- Alcohol, Tobacco or Drug Education & Treatment
- Diagnosis and Early Evaluation
- Education/Training
- Employment Opportunities/Job Placement
- Health Care
- Housing
- Child Care
- Community Support Networks
- Family Support & In-Home Assistance
- Family Safety and protection Housing
- Nutrition
- Life Skills Development & Assistance
- Transportation
- Residential Care
- Other

What age group are your services are designed for? (check all that apply)

- Under 18
- 18 to 54
- 55 to 59
- 60 to 64
- 65 to 74
- 75 and older
- Any age
- Other

Which days per week do your clients regularly need transit service? (check all that apply)

- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

What are your hours of operation?

If you do not operate 24 hrs, Please indicate time using AM and PM, e.g. 8:30 AM.

	From	To
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		

What hours of the day do your clients need access to transportation services? Please indicate, e.g. 8:30 AM.

	From	To
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		

How many weeks per year do your clients regularly need transit service?

How many people at your agency are involved in transportation services?

- \_\_\_ # of Full-Time Employees
- \_\_\_ # of Part-Time Employees
- \_\_\_ # of Administrative Employees
- \_\_\_ # of Volunteers

How many total people are involved in your agency?

- \_\_\_ # of Full-Time Employees
- \_\_\_ # of Part-Time Employees
- \_\_\_ # of Administrative Employees
- \_\_\_ # of Volunteers

Does your agency serve people with mobility limitations? (Mobility limitations are physical, mental or other conditions that limit their agility or cause difficulty in getting to places they need or want to go.)

- Yes                       No

If yes, please identify the types of mobility limitations: (check all that apply)

- Age-related
  - Physical
  - Cannot afford motor vehicle
  - Lack of motor vehicle (for reasons other than income)
- Cognitive
  - Vision
  - Remote Location
  - Other (please specify)

What percentage of your participants and/or residents do you estimate have mobility limitations?

How many clients does your agency serve with transportation?

	Average Daily	Average Weekly	Average Monthly	Peak	Low
Elderly (60+) Non-Disabled					
Elderly Disabled					
Non-Elderly Disabled(mental /physical)					
Low-Income					
Youth					
General Public					
Other					

Which of the following transportation methods do your participants use to access your services?  
(check all that apply)

- Fixed-route bus service
- Dial-a-ride service
- Van services for specific participants (for veterans, church members, senior centers, etc.)
- Private taxi
- Medical transportation (e.g., ambulance)
- Private vehicle driven by agency employee or volunteer
- Family
- Friends or neighbor
- Drive themselves
- Other

Does your agency coordinate with any transit providers?

- Yes                       No

If yes, please describe those coordination activities and with which agencies.

DRAFT

### Section 3: General Transportation Service Questions

Listed below are a number of possible strategies for improving the coordination among transportation providers. Please indicate your level of interest in each of these strategies by checking the appropriate box.

	Interested	Possibly Interested	Not Interested	Not Applicable
Providing transportation services, or more transportation services, under contract to another agency				
Purchasing transportation services from another organization, assuming that the price and quality of service met your needs				
Purchasing transportation services from another organization, assuming that the price and quality of service met your needs				
Coordinating schedules and vehicle operation with nearby transit providers so that riders can transfer from one service to another				
Joining together with another municipality or agency to consolidate the operation of transportation services				
Joining together with another municipality or agency to consolidate the purchase (or contracting) of transportation services				
Highlighting connections to other fixed-route or demand-responsive services on your schedules or other information materials				
Adjusting hours or frequency of service				
Coordinating activities such as procurement, training, vehicle maintenance, and public information with other providers				
Participating in an organized area-wide transportation marketing program				

Please rate the importance of the following service improvements for public transportation for seniors and people with disabilities in your community:

	Urgent	Very Important	Important	Would be Nice	Not Important
Greater number of door-to-door rides	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More fixed-route service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service easier to use for seniors and people with disabilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Longer hours of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More days of operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More reliable service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicles in better condition	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lower fares	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easier trip scheduling over the phone	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printed schedules easier to read and understand	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More reliable on-time pick-ups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More reliable drop-offs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easier to identify vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More wheelchair accessible vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better/easier wheelchair securements within the vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Better/more convenient connections with other transit services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In your opinion, how much 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
- Somewhat Oppose
- Somewhat Support
- Strongly Support

In your opinion, how much would people in your community support increased state funding for improvements to public transportation for seniors and people with disabilities?

- Strongly Oppose
- Somewhat Oppose
- Somewhat Support
- Strongly Support

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

More specifically, for those participants who have trouble obtaining public transportation to YOUR services, why do you think their options are limited? (check all that apply)

- No existing service
- No service to our location
- Service does not run during hours when rides are needed
- Accessing service is too difficult (e.g., waiting, reservation requirements, etc.)
- Do not qualify for the services available
- Lack of money for fares
- Do not know how to access the system
- Live too far away
- They have been turned away in the past and have given up asking
- Other factors (please explain) \_\_\_\_\_

For what types of trips do your participants have difficulty obtaining transportation? (check all that apply)

- Education
- Nutrition/Meal Programs
- Shopping
- Work
- Medical
- Personal business (e.g., banking, post office, etc.)
- Social/Recreational
- Other (please explain) \_\_\_\_\_

If you serve specific program clients, please indicate the number of clients in each program, e.g., Head Start or Senior Nutrition:

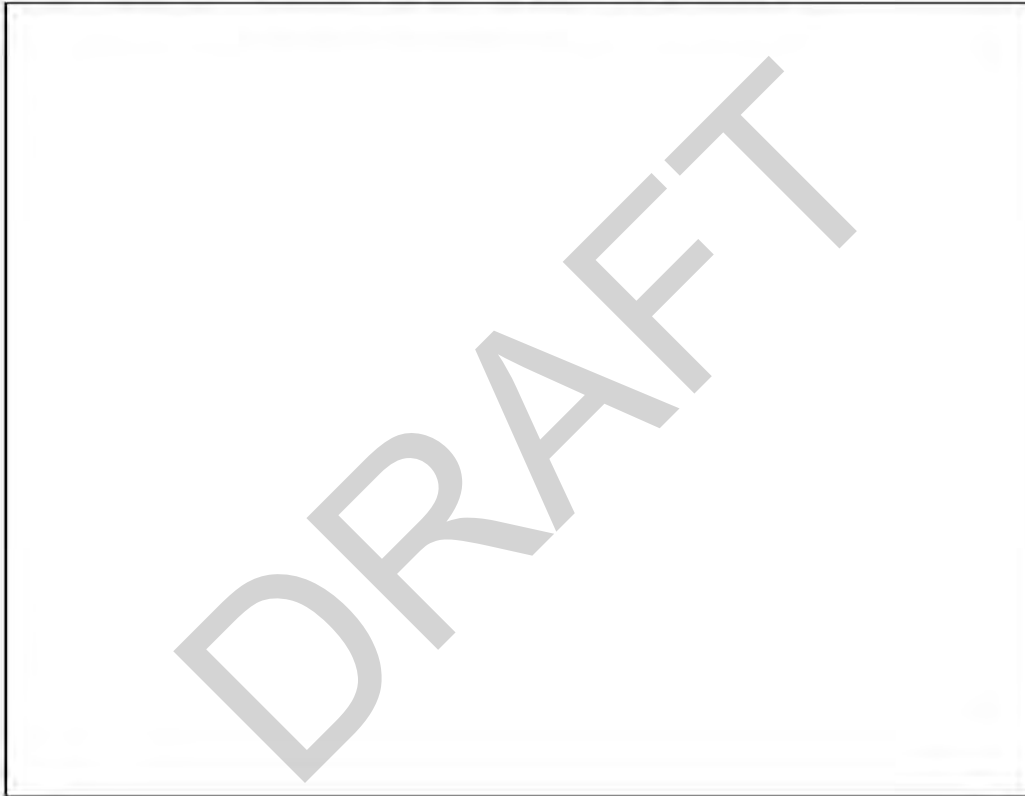
Program	# of Participants

#### Section 4: Transportation Conditions

The following questions will help measure existing conditions. The information is also needed to determine current deficiencies, future needs, and project costs for the planning horizon. Please be as specific as possible when answering the questions.

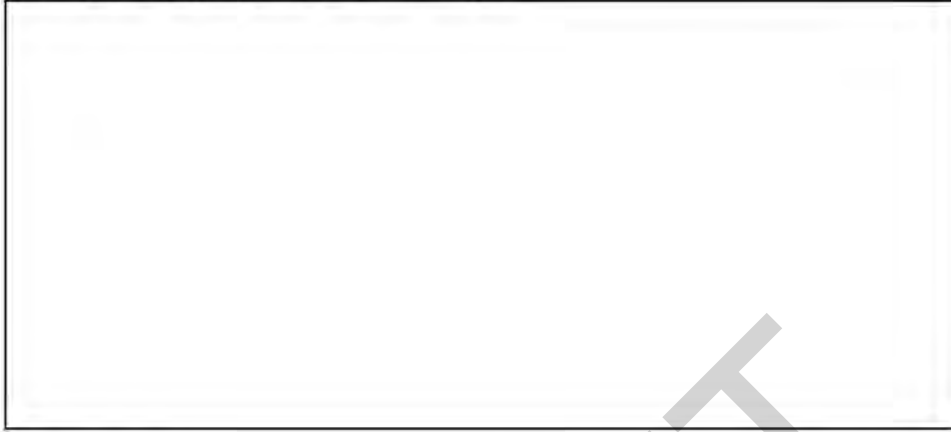
What are the major transportation needs of your agency in the short term (1 to 6 years)?

Please list specific projects. Some examples include the following: replacement of 4 large buses at a cost of \$250,000 each; 2 mini-buses at \$50,000 each; new service to the shopping mall with 30 minute headways at a cost of \$400,000 annually; 1-day per week demand-response service to the elderly apartments at a cost of \$20,000 annually; 4 new bus shelters at \$1,000 each; new schedules printed, estimated cost with labor and materials \$5,000; hire 1 dispatcher at \$18,000 annually.





What are the major transportation needs of your agency in the long term (7 to 20 years)?  
Please list specific projects, such as the earlier examples.



What do you see as the major unmet transportation needs in the Metamec Region (Crawford, Dent, Gasconade, Maries, Osage, Phelps, Pulaski and Washington Counties) within the next 5 to 10 years?



### Section 5: Trip Information

Trip Information: Please list the most popular destinations for your customers/clients. Be as specific as possible, listing in descending order of popularity.

Location(Name, address if necessary)	Type of Trip (Medical, Shopping, etc.)

What destinations/trip categories do you see as gaps for your clients/customers?


**Thank you for participating in this survey!**

You may also go to our website [www.meramecregion.org](http://www.meramecregion.org) to complete this survey online.



September 15, 2017

**TO: Transit providers in the Meramec Region**

From: Anne Freand, Senior Community Development Specialist

**Subject: Transit Provider Survey**

The Missouri Department of Transportation has contracted with the Meramec Regional Planning Commission to coordinate and prepare an update to its 2013 public transit – human service transportation plan for the Meramec Region, which includes Crawford, Dent, Gasconade, Maries, Osage, Phelps, Pulaski and Washington counties.

Identifying both needs and existing services will be a critical part of plan development, and we want to include as much information as we can about service providers. We are requesting your assistance in gathering the information about the services that are available across the region, in order to identify any gaps in service and work to fill those gaps.

We have developed a transit provider survey, which is included. Would you please take a few minutes to complete the survey and return it to our office by September 29, 2017.

You may also complete the survey online. Simply go to MRPC's website at [www.meramecregion.org](http://www.meramecregion.org) and click on the transit provider survey, download, fill in the survey and email as an attachment to Anne at [afreand@meramecregion.org](mailto:afreand@meramecregion.org). You may also fax it to 573-265-3550 or you may go online and complete the survey using the attached link: <https://goo.gl/forms/9uSc09WAlJ2o1dLD2>

It is extremely important that we have good representation from across our region to ensure that all needs and existing service provider information are incorporated into the plan as future funding decisions will be based on this plan. We look forward to working with you in developing a comprehensive and effective public transit – human service transportation plan for our region.

We thank you in advance for helping us with this important study update.

If you have any questions or would like to discuss the planning process in more detail, please feel free to call me at 573-265-2993 or via e-mail at [afreand@meramecregion.org](mailto:afreand@meramecregion.org).



**PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION PLAN  
TRANSPORTATION PROVIDER SURVEY**

Please return completed surveys to Anne Freand,  
Meramec Regional Planning Commission, by email at:  
[afreand@meramecregion.org](mailto:afreand@meramecregion.org) or by US mail to:  
#4 Industrial Drive, St. James, MO 65559

Please return the completed survey by Friday, September 29, 2017.

Section 1: Transportation Provider Information

Organization \_\_\_\_\_

Address 1 \_\_\_\_\_

Address 2 \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

Phone \_\_\_\_\_

Fax \_\_\_\_\_

Contact Person \_\_\_\_\_

Title/Department \_\_\_\_\_

E-Mail Address \_\_\_\_\_

Name of Person  
Completing this survey \_\_\_\_\_

Does your agency have any digital files of your service area and/or client location?

Yes  No

Please describe the geographic area you serve.

What type of agency are you?

- Public Transit System
- Government Human Services Agency
- Private Non-Profit Human Services Agency
- Private Non-Profit Transportation Provider
- Private For-Profit Provider
- Other \_\_\_\_\_

Who is eligible for transportation services with your agency? (check all that apply)

- Elderly (60+) Non-Disabled     
  Elderly Disabled     
  Non-Elderly Disabled (mental/physical)  
 Low Income     
  Youth     
  General Public  
 Other

How many clients does your agency serve with transportation? The average monthly numbers represent the number of units (one-way trips), July 1, 2016 – June 30, 2017

	Average Daily	Average Weekly	Average Monthly	Peak	Low
Elderly (60+) Non-Disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Elderly Disabled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-Elderly Disabled (mental/physical)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low Income	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
General Public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What type of service does your agency provide? (check all that apply)

- Fixed-Route (FR)     
  Demand-Response (DR)     
  Both FR and DR  
 Route Deviation     
  Other

Does your agency provide contract transit service?

- Yes - FR     
  Yes - DR     
  No

Do you contract out your transportation services?

- Yes     
  No

If so, what percentage is contracted out? \_\_\_\_\_

Who is your contract service provider? \_\_\_\_\_

Does your agency coordinate with any other transit providers?

- Yes     
  No

If so, please describe those coordination activities and with which agencies.

1	
2	
3	
4	
5	
6	
7	
8	
9	
10	

Which days per week do you regularly provide transit service? (check all that apply)

Sunday       Monday       Tuesday       Wednesday  
 Thursday       Friday       Saturday       Other

What are your hours of operation? Please indicate time using AM and PM - e.g. 8:30 AM

	From	To
Peak period 1		
Peak period 2		
Peak period 3		
Peak period 4		

How many weeks per year do you regularly provide transit service? \_\_\_\_\_

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

Program	Number of "UNITS"
1	
2	
3	
4	
5	
6	
7	

How many of each vehicle type do you operate?

Type	# of vehicles	# of passenger (capacity)	Annual Avg. Age
Cars			
Trucks			
Vans			
Buses			

**Section 2: Transportation Cost Information**

Please provide your agency's annual passenger transportation costs for fixed-route and demand-response services. Use Calendar Year 2016 information. If the information for 2016 is not available, use your agency's most current fiscal year information, and identify the fiscal year.

Time Period	Annual Operating Budget	Annual Capital Expenditure Budget

**Section 3: Revenue Information**

Please provide your agency's annual transportation revenues. Please indicate your Calendar Year or Fiscal Year.

**FY 2016 - Unaudited**

Source	Amount	Source name (if necessary)
Fares/Donations		
Grants - FTA 5310 (elderly and disabled)		
Grants - 5316 (Job Access and Reverse Commute)		
Grants - FTA 5317 (New Freedom)		

Other #1 (include name)		
Other #2 (include name)		
Other #3 (include name)		
Other #4 (include name)		

**Section 4: Transportation Conditions**

The following questions will help measure existing conditions. The information is also needed to determine current deficiencies, future needs, and project costs for the planning horizon. Please be as specific as possible when answering the questions.

Please list specific projects. Some examples include the following: Replacement of 4 large buses at a cost of \$250,000 each; 2 minibuses at \$50,000 each; New service to the shopping mall with 30 minute headways at a cost of \$500,000 annually; 1-day per week demand-response service to the elderly apartments at a cost of \$20,000 annually; 4 new bus shelters at \$1,000 each; New schedules printed, estimated cost with labor and materials \$5,000; Hire 1 dispatcher at \$18,000 annually.

What are the major transportation needs of your agency in the long term (7 to 20 years)? Please list specific project. Examples are listed in the previous question.

**Thank you for participating in this survey!**

Please return completed surveys to Anne Freund, Meramec Regional Planning Commission, by email at: [afreund@meramecregion.org](mailto:afreund@meramecregion.org) or by US mail to: #4 Industrial Drive, St. James, MO 65559 by no later than Friday, September 29, 2017. An online survey may be found at [www.meramecregion.org](http://www.meramecregion.org) or on our MRPC Facebook page.



## Meramec Regional Planning Commission

Published by Caitlin Jones [?] · October 12, 2017 · 🌐

This transit user's survey is being conducted by Meramec Regional Planning Commission, as part of the development of a coordinated public transit-human services plan for Crawford, Dent, Gasconade, Maries, Osage, Phelps, Pulaski and Washington counties.

The Meramec Regional Planning Commission (MRPC) has been contracted by MoDOT to update the plan. To this end, MRPC has developed two surveys to assess our eight county region's service inventory and develop a needs list: one survey is aimed at transit and human services providers, the other at transit users. The goal is to identify areas of overlapping service and areas of under-served populations and then to identify strategies and alternatives for improving coordination between public, private and non-profit transit and human service providers.

Thank you for your assistance in providing this information. If you have any questions, please contact Anne Freand, Meramec Regional Planning Commission, at 573-265-2993 or by email at: [afreand@meramecregion.org](mailto:afreand@meramecregion.org). This survey is also available to download at [www.meramecregion.org](http://www.meramecregion.org).

Transit User Survey: <https://goo.gl/forms/eaHMcypzUN3pm7gp2>

Transit Provider Survey: <https://goo.gl/forms/mkVSUfookNSuiATA3>

Non-Transit (Human Services) Provider Survey:  
<https://goo.gl/forms/aaLc2halqWNjPB2q2>



## Meramec Regional Planning Commission

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👤 183 people reached

Boost Post

👍 Like

💬 Comment

➦ Share



👍 Samantha Kramer





**Appendix C**  
**October 17, 2017 Meeting #2**  
**Promotion and Results**  
**Documentation**

DRAFT

October 5, 2017

**To:**

- Public Transit – Human Service Transportation Providers serving the Meramec Region
- Elderly, Persons with Disabilities and Low-Income Clients of Public Transit Systems in the Meramec Region
- Persons/Organizations interested in providing transit services in the Meramec Region

**From:** Anne Freand, Senior Community Development Specialist

**Subject:** October 17<sup>th</sup> Public Transit Meeting

MRPC would like to invite you to the 2<sup>nd</sup> Public Transit Plan Update meeting for 2017 on Tuesday, October 17<sup>th</sup> at 9:30am at our MRPC offices in St. James. A copy of the agenda is attached for review. We hope to see you there!

Also, please note the following links to our surveys for the Public Transit Plan. We ask that everyone fill out the appropriate survey if you have not already completed one.

Transportation Provider Survey: <https://goo.gl/forms/ZqnGteD4UZCS83pg1>

Human Service Provider Survey: <https://goo.gl/forms/wun9sY12q19r0tL72>

Transit User Survey: <https://goo.gl/forms/HP7adBaEucyxvNwZ2>

If you are able to attend, please RSVP to Anne at 573-265-2993 so we can ensure enough materials for all attendees. If you need special accommodations to participate in the meeting, please contact our office as soon as possible.

**PUBLIC TRANSIT-HUMAN SERVICES  
TRANSPORTATION COORDINATION PLAN: UPDATE**

**MEETING 2 AGENDA**

Thursday, October 17, 2017

9:30 a.m.

**AGENDA**

1. **Welcome and Introductions – Bonnie Prigge, MRPC Executive Director**
2. **Review of Minutes from August 29<sup>th</sup> meeting – Anne Freand, MRPC staff**
3. **MoRIDES Program – Gary O’Day, MRPC**  
Gary O’Day will provide an update on the MoRIDES program as it relates to the Public Transit Plan.
4. **Review of Survey Results**  
The group will review the numbers from the results of the three surveys.
5. **Prioritization of Needs**  
The group will review previous needs and determine if past goals have been met or are out of date. Additionally the group will identify new strategies to address needs.
6. **Adjournment**

**PUBLIC TRANSIT-HUMAN SERVICES  
TRANSPORTATION COORDINATION PLAN: UPDATE**

**MEETING 2 SUMMARY**

Thursday, October 17, 2017

9:30 a.m.

**Advisory Members Present:** Brett Hartley, Don Brackhahn, Trudy Matlock, Wayne Houtman, Amy Stringer, Kenneth Segó, and Chantal Alfred

**Staff Present** – Bonnie Prigge, Anne Freand, and Gary O’Day

**Welcome and Introductions – Bonnie Prigge, MRPC Executive Director**

Bonnie welcomed everyone to the meeting and each person introduced themselves and identified who/where they represented.

**Review of Minutes from August 29<sup>th</sup> meeting – Anne Freand, MRPC staff**

Anne Freand presented minutes and an overview from the first meeting on August 29<sup>th</sup>. No action was required for approval.

**MoRIDES Program – Gary O’Day, MRPC**

Gary O’Day will provide an update on the MoRIDES program as it relates to the Public Transit Plan.

Gary gave an overview of the program and what he has been working on since Holly and Samantha Maddison left the program. He noted the number of vouchers given and reviewed the calls received by our office. Gary also stated that MidMO RPC ceased their MoRides operation which increased website hits for MRPC. Bonnie Prigge noted that the grant funded operation runs until March and staff will be working on another grant in November to continue operations.

**Review of Survey Results**

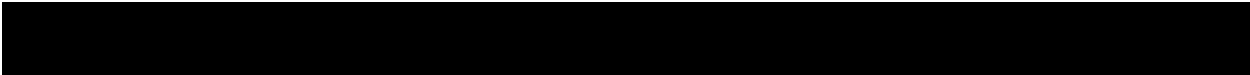
The group will review the numbers from the results of the three surveys.

Anne Freand noted that survey response was low online and staff would continue to receive survey responses through the next month. Staff provided additional paper copies and asked members to distribute them to transit users.

**Prioritization of Needs**

The group will review previous needs and determine if past goals have been met or are out of date. Additionally the group will identify new strategies to address needs.

Anne Freand created sheets of all of the identified needs by category and placed them on the wall for dot method voting. Staff reviewed the needs with the group and then group members voted on their top 10 priorities for the region. A total of 8 members voted. Staff and the group then



reviewed strategies for the high priority items that were previously identified in the 2012/2013 plan. Staff noted that review of the strategies would continue at the December meeting.

**Adjournment**

The meeting adjourned at 10:57 am.

DRAFT

Transit Plan Update, Meeting 2  
October 17, 2017 - 9:30 AM

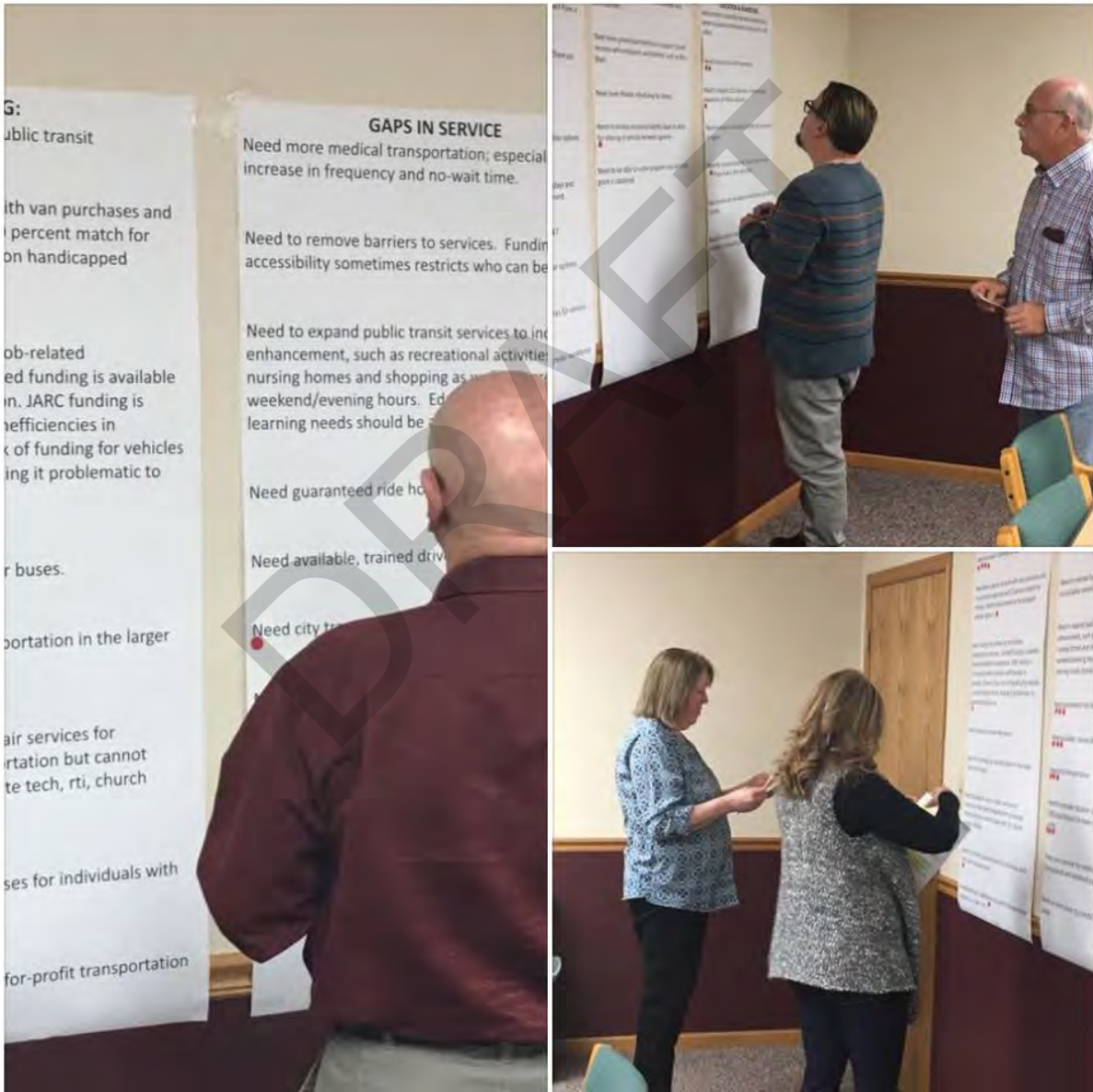
Name	Organization Represented	Mailing Address	Phone Number	Email Address
Brett Hartley	YCHC	1050 W 10th St. #480 Rolla	573-426-4455	bhartley@yus-ychc.org
Don Brackham	MRPC - Seniors	12470 Hummingbird Rolla, MO 65401	573-364-7330 364-2110	brack@fidnet.com
Trudy Matlock	DMH/AD/RSO	105 Fairgrounds, Rolla		TrudyMatlock@dmh.mo.gov
Gary O'Day	MRPC -			
Wayne Hartman	MO Job Center of State of Mo	706 S. Bishop Ave Rolla	573-364-7030	wayne.hartman@ed.mt.mo.gov
Amy Stringer	WCBH	PO Box 431 Potosi, MO 63664	573-438-2866	amy@wcbh40.com
Kenneth Siego	DAV	1204 Lindburg Rd Cuba, MO 65453	573 885-3680	KennethSiego@centurylink.net
Bonnie Pugh	MRPC			bprugg@merameccregion.org
Chantrelle Alfred	Univ Mo Est.	200 N Main St. Rolla, MO 65401	573-458-6260	ALFREDC@missouri.edu
Anne Freund	MRPC			afreund@merameccregion.org



## Meramec Regional Planning Commission added 3 new photos.

Published by Bonnie Prigge [?] · October 17, 2017 ·

We have a lot of public transit needs in our region. Our stakeholders helped prioritize those needs during the second meeting for the Public Transit-Human Services transportation Coordination Plan update, held today at MRPC.



138 people reached

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Comment

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Marsha Rana Wayman, Ruth Whitaker and 2 others



**Appendix D**  
**December 5, 2017 Meeting #3**  
**Promotion and Results**  
**Documentation**

DRAFT



October 5, 2017

**To:**

- Public Transit – Human Service Transportation Providers serving the Meramec Region
- Elderly, Persons with Disabilities and Low-Income Clients of Public Transit Systems in the Meramec Region
- Persons/Organizations interested in providing transit services in the Meramec Region

**From:** Anne Freand, Senior Community Development Specialist

**Subject:** December 5<sup>th</sup> Public Transit Meeting

MRPC would like to invite you to the 3<sup>rd</sup> Public Transit Plan Update meeting for 2017 on Tuesday, December 5<sup>th</sup> at 9:30am at our MRPC offices in St. James. A copy of the agenda is attached for review. We hope to see you there!

Also, please note the following links to our surveys for the Public Transit Plan. We ask that everyone fill out the appropriate survey if you have not already completed one.

Transportation Provider Survey: <https://goo.gl/forms/ZqnGteD4UZCS83pg1>

Human Service Provider Survey: <https://goo.gl/forms/wun9sY12ql9r0tL72>

Transit User Survey: <https://goo.gl/forms/HP7adBaEucyxvNwZ2>

If you are able to attend, please RSVP to Anne at 573-265-2993 so we can ensure enough materials for all attendees. If you need special accommodations to participate in the meeting, please contact our office as soon as possible.

**PUBLIC TRANSIT-HUMAN SERVICES  
TRANSPORTATION COORDINATION PLAN: UPDATE**

**MEETING 3 AGENDA**

Tuesday, December 5, 2017

9:30 a.m.

**AGENDA**

1. **Welcome and Introductions – Bonnie Prigge, MRPC Executive Director**
2. **Review of Minutes from October 17<sup>th</sup> meeting – Anne Freand, MRPC staff**
3. **Review of Survey Results**  
Staff will provide a summary of the final survey results.
4. **Prioritization of Needs and Identification of Strategies**
  - a. Staff will provide a summary of the final prioritized needs, including results from the October meeting and the online survey. A total of 25 individuals responded to the prioritization (8 in meeting, 17 online).
  - b. The group will review, update and add strategies for the remaining needs.
5. **Adjournment**

Transit Plan Update, Meeting 3  
December 5, 2017 - 9:30 AM

Name	Organization Represented	Mailing Address	Phone Number	Email Address
Amy Stringer	WCBH	700 Box 431 Potosi, MO 63464	573-438-2844 ext 3	Amy@wcbh.com
Jack Heusted	CRATS, Inc	2501 Wagoner Blvd Ste 103 Columbia MO 65201	573-449-3789	jheusted@crats-transit.org
Trudy Matlock	DMH/DD/RSO	105 Fairgrounds Rolla, MO	368-2110	Trudy.Matlock@denh.mo.gov
Kenneth Sego	DAV	1004 Lindburg Rd Cuba, MO.	573 885-3680	KennethSego@cedarsc.net
Bonnie Prigge	KIRPC	4 Industrial St James	205-2993	bprigge@meramecregion.org
Alan Galindo	CWDB	604 Black St. Rolla, MO 65401	573-308-5520	alan.galindo@cwdb.us
Brett Hartley	YCHC	1000 W. 1st St SE Rolla, MO	573-426-4455	bhartley@ywr-che.org
Faith Barnes	Hope Alliance of MO Community	12199 CR 8030, Rolla	573 368-8001	randfbarnes@yahoo
Anne Treand	MRPC			
Gary J Day	MRPC			

DRAFT

## Public Transit – Human Services Transportation Coordination Plan



Goals & Strategies

### Results

- 8 attendees/responses at the October 17<sup>th</sup> meeting
- 17 responses submitted through Google Forms
- 25 total responses out of over 150+ sent

### Method

- Based on the number of votes for each priority, staff assigned
  - 8+ votes = High (10)
  - 5-7 votes = Medium (13)
  - 0-4 votes = Low (8)

### High Priorities

- Need increase in funding for public transit 15
  - Work toward a dedicated state source (possibly sales tax) for public transit.
  - Advertise on/in the transit vehicles for additional revenue.
  - Consider cost control, efficiencies in scheduling, etc.
- Need coordination effort between services and communities. 12
  - Hold quarterly meetings (contact Heath Pickrel of RLTP to discuss)
  - Investigate and set-up Mobility Management and TDM (Transit Demand Management)
  - Investigate web-based scheduling system and linking agencies providing similar services (coordinate with MS&T Shuttle System when it is up and running)
  - Create a central location for customer information

### High Priorities (cont.)

- Need to prepare for increase in baby boomer population producing more need for services. (State statistics expect that 7 out of 10 will have a chronic disease) 11
  - Identify pockets of retiree populations as they expand
  - Continue to monitor
- Need to expand hours of operation (days and hours) for all uses including employment 11
  - ?

### High Priorities (cont.)

- Need to expand public transit services to include life enhancement, such as recreational activities, visits to nursing homes and shopping as well as increased weekend/evening hours. Educational and lifelong learning needs should be added to the list. 10
  - Work toward a state initiative to get dedicated funding for transit funds – there is not enough funding for recreation activities with OATS transportation – medical trips come first.
  - Investigate coordination with MST Shuttle buses for evening activities or shopping trips.

### High Priorities (cont.)

- Need funding that allows for job-related transportation services. Limited funding is available for work-related transportation. JARC funding is client specific which creates inefficiencies in operation. There is also a lack of funding for vehicles to provide timely transit, making it problematic to guarantee participation. 9
  - Look at structure of funding to make sure it meets rural needs for job-related transportation
  - Encourage employers to offer employees incentives to van-pool/carpool
  - Encourage private partnerships to create transit systems such as Owensville Transit or Hermann Express.
  - Work toward a state initiative to get dedicated funding for transit funds.

### High Priorities (cont.)

- Need to remove barriers to services. Funding and accessibility sometimes restricts who can be served 8
  - Promote/establish mobility managers for more coordinated approach.
  - Encourage more flexibility in legislation to provide transit – not restricted to certain clientele. (share information/request with legislators)
- Need more service for medical calls/rides for mentally handicapped and disabled population 8
  - Research ADA requirements for public transit
  - Research limits on transit for mentally handicapped

### High Priorities (cont.)

- Need more private partnerships to support transit services with employers and retailers, such as Wal-Mart. 8
  - Partner with Wal-Mart to provide transit to employees as well as shoppers.
  - In future employee surveys provide an estimated cost of service to encourage people to respond.
  - Approach corporate Wal-Mart with the idea of sustainability with partnering.
- Need to resolve insurance/liability issues to allow for sharing of vehicles between agencies. 8
  - Explore insurance providers which can/will insure multi-jurisdictional agencies.
    - \* Focus on vehicles purchased with Federal funds first.

### Medium Priorities

- Need city transportation 7
  - Explore interest of larger communities
  - Explore cost share opportunities
- Need expansion of service boundaries for service providers 7
  - ?
- Need funding for vehicle repair services for individuals that have transportation but cannot afford to fix their vehicle (state tech, rti, church services, MOCA) 6
  - ?

### Medium Priorities (cont.)

- Need guaranteed ride home to increase usage. 6
  - Identify cab companies and medical transit providers who are interested in contracting to fill gaps in scheduled transit services.
- Need available, trained drivers. 6
  - Research LTAP training opportunities for transit drivers
  - Market toward school bus drivers during off-school time
  - Market toward retired population
  - Promote available training opportunities
- Need to consider location of essential services (DFS/jobs/dialysis) in-town (in-county trips more costly) 6
  - Establish transit routes based on essential services: medical; DFS; MOCA; housing agency; pharmacies; senior centers; cancer center; Social Security office; Health Department; court houses; recreation centers

### Medium Priorities (cont.)

- Need to utilize private sector to create workforce of private transit providers 6
  - ?
- Need more flexible scheduling for clients. 6
  - Work toward increase in funding for smaller vehicles for more transit coverage.
  - Encourage providers to coordinate with employers for scheduling
- Need to be able to sustain programs once an initial grant is obtained. 6
  - ?

### Medium Priorities (cont.)

- Need funding for gas purchases for individuals with their own transportation 5
  - ?
- Need more medical transportation; especially need an increase in frequency and no-wait time 5
  - Reduce vehicle insurance cost to private providers
  - Encourage medical providers to develop partnerships with transportation providers for on-call service.

### Medium Priorities (cont.)

- Need additional for-profit transportation options (i.e. Uber, etc.) 5
  - ?
- Need more options to assist with van purchases and to assist local agencies with 20 percent match for vehicles. (Match requirement on handicapped vehicles higher). 5
  - Continue local fundraising, grant requests etc.
  - Sell advertising on and in transit vehicles
  - Develop partnerships with large employers and civic organizations.
  - Build vehicle replacement into service contracts.

### Low Priorities

- Need funding for additional for-profit transportation options (i.e. Uber, etc.) 4
  - ?
- Need funding to replace older buses. 3
  - Work toward a state initiative to get dedicated funding for transit funds for replacement vehicles. (Need an increase in funding as the 5309 Program is no longer viable and the MAP 21 is only a temporary funding source.)
- Need more funding for transportation in the larger towns of the region. 2
  - Explore cost-share and other funding opportunities
  - Explore senior tax (see Dent and Washington Counties for reference)

### Low Priorities (cont.)

- Need services closer to clients' homes to increase usage. 2
  - Establish transit routes based on high need population
    - Low income housing
    - Assisted living
    - Student housing
    - Senior centers
- Need campus transportation at MS&T 2
  - ?
- Need increase in new/used rental car options (especially on weekends) 2
  - ?

### Low Priorities (cont.)

- Need more service to Maries County. There are only three days of service a month. 1
  - Pass senior tax
  - Explore flexibility of services across boundaries between SMS/OATS – OATS has expanded service recently but includes Maries, Gasconade and Osage counties.
  - Conduct needs assessment to determine what services are required.
- Need rides with fewer stops. 1
  - Continue to track requests for stops. These stops demonstrate the need for the service.
  - Initiate additional stops as demand dictates and route allows.

### Questions?

DRAFT



**PUBLIC TRANSIT-HUMAN SERVICES  
TRANSPORTATION COORDINATION PLAN: UPDATE**

**MEETING 3**

Tuesday, December 5, 2017

9:30 a.m.

**SUMMARY**

**Welcome and Introductions:** Members and staff went around the room and introduced themselves, as requested.

**Review of Minutes from October 17<sup>th</sup> meeting:** Staff provided an update on the meeting summary for the October meeting which included prioritization of the needs and initial discussion of strategies.

**Review of Survey Results:** Staff noted that responses for Human Services and Transit Providers were up by a few respondents from previous Transit Plans; however, rider response was significantly lower with only 25 respondents submitting answers online or in paper form. Staff noted that a separate survey of transit users had been going on over the course of mid-2017 related to the MoRIDES program and that staff intended to use answers from those 109 surveys which related to the use of public transit.

**Prioritization of Needs and Identification of Strategies**

- a. Staff will provide a summary of the final prioritized needs, including results from the October meeting and the online survey. A total of 25 individuals responded to the prioritization (8 in meeting, 17 online): Staff presented the PowerPoint which outlined the needs and votes for priorities. 10 high priority, 13 medium priority and 8 low priority items were identified.
- b. The group will review, update and add strategies for the remaining needs: Staff and the advisory members in attendance went through the list of remaining needs and noted if any changes or additions needed to be made to the strategies identified for each need.

**Adjournment:** The meeting was adjourned at 11:32 a.m.



**Appendix E**

**January 31, 2018 Meeting #4**

**Promotion and Results  
Documentation**

DRAFT

January 22, 2018

- To:**
- Public Transit – Human Service Transportation Providers serving the Meramec Region
  - Elderly, Persons with Disabilities and Low-Income Clients of Public Transit Systems in the Meramec Region
  - Persons/Organizations interested in providing transit services in the Meramec Region

**From:** Anne Freand, Senior Community Development Specialist

**Subject:** January 31, 2018 Public Transit Meeting

MRPC would like to invite you to the 4<sup>th</sup> and Final Public Transit Plan Update meeting on Wednesday, January 31<sup>st</sup> at 9:30am at our MRPC offices in St. James. A copy of the agenda is attached for review. Let me know if you have any questions. A summary of the final report will be given prior to submitting to the full MRPC Board for approval in February.

If you are able to attend, please RSVP to Anne at 573-265-2993 so we can ensure enough materials for all attendees. If you need special accommodations to participate in the meeting, please contact our office as soon as possible.

The image shows a screenshot of a Facebook post from the Meramec Regional Planning Commission (MRPC). The post is dated January 30 at 10:46pm. The text of the post asks if anyone is interested in public transit in the Meramec Region and provides details about the update of the Meramec Region's Coordinated Public Transit – Human Services Transportation Plan. The post has 86 people reached and 1 like, comment, and share. The analytics section shows 86 people reached, 1 like, 0 comments, 0 shares, 6 post clicks, 0 photo views, 0 link clicks, and 6 other clicks. There is also a negative feedback section with 0 hide posts, 0 report as spam, 0 hide all posts, and 0 unlike pages.

**Meramec Regional Planning Commission**  
January 30 at 10:46pm · 🌐

Interested in public transit in the Meramec Region?

The update of the Meramec Region's Coordinated Public Transit – Human Services Transportation Plan is nearing completion. An overview of the draft plan will be shared with the PT-HSTP advisory group at 9:30 am on Tuesday, Jan. 31 at MRPC. The plan, updated every five years, is a unified, comprehensive strategy for public transportation service delivery that identifies the transportation needs of older adults, individuals with disabilities and low-income individuals; lays out strategies for meeting these needs; and prioritizes services for these target populations. Special thanks to our advisory committee members who have provided input and direction over the past six months.

👤 86 people reached [Boost Post](#)

👤 Anne Burch Freand

👍 Like    💬 Comment    ➦ Share

**Performance for Your Post**

86 People Reached

1 Likes, Comments & Shares

1 Likes	1 On Post	0 On Shares
0 Comments	0 On Post	0 On Shares
0 Shares	0 On Post	0 On Shares

6 Post Clicks

0 Photo Views	0 Link Clicks	6 Other Clicks
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**NEGATIVE FEEDBACK**

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0 Report as Spam	0 Unlike Page

Reported stats may be delayed from what appears on posts.

**PUBLIC TRANSIT-HUMAN SERVICES  
TRANSPORTATION COORDINATION PLAN: UPDATE**

**MEETING 4 AGENDA**

Wednesday, January 31, 2018

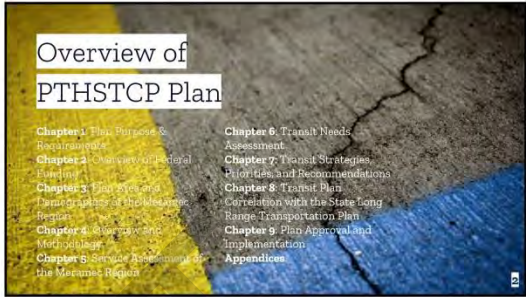
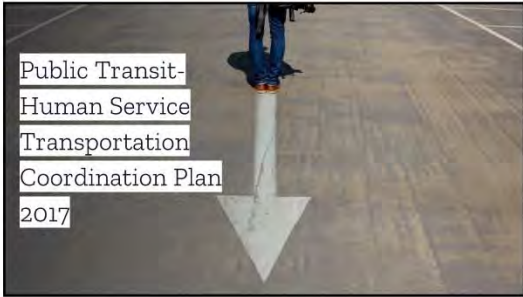
9:30 a.m.

**AGENDA**

1. **Welcome and Introductions – Bonnie Prigge, MRPC Executive Director**
2. **Review of Minutes from December 5, 2017 meeting – Anne Freand, MRPC staff**
3. **Review the Draft 2018 Public Transit Human Services Transportation Coordination Plan:** MRPC staff will present the draft document for review and comment.
  - a. Email copies of the full document will be sent to all advisory group members following the meeting.
  - b. Final recommended edits should be submitted to MRPC staff no later than Monday, February 12, 2018.
4. **Adjournment**

Transit Plan Update, Meeting 9  
January 31, 2018 - 9:30 AM

Name	Organization Represented	Mailing Address	Phone Number	Email Address
Anne Freund	MRPC	4 Ind. Dr. 65559	265-2793	afreund@moramucregion.org
Bonnie Pruge	MRPC	4 Ind Dr 65559	265-2993	bpruge@moramucregion.org
Ray Walden	CITY OF SALEM	400 N. IRON ST. 65560	573-729-4811	CITY ADMINISTRATOR@SALEM.MO.COM
Sharon Steinbock	Gasconade County	712 E Hwy 88 Owensville 65000	573-437-5800	goss@fidnet.com
GARY W. HICKS	PHELPS COUNTY			
Deborah G. Melmer	Orange County	523 Hwy 89 South Linn MO 65051	573-897-3919	rd-bridge@yahoo.com
Jack Heustler	OATS, Inc	2501 Wagoner Blvd Columbia, MO	573-449-3789	jheustler@oatsinc.com
Amy Stringer	WCBH	PO Box 431 Potosi, MO 65064	573-438-2866	amy@wcbh.com
Wayne Houston	MO Job Center	706 S. Bishop Rolla	573-364-7030	Wayne.Houston@stl.mo.gov
GARY O'DAY	MRPC			
Brenda Rowlett	Phelps Co Board	1501 E 10th St Potosi, MO 65064	573-426-2822	browlett@pcboard.com
Brett Hartley	YCHC	1070 W 10th St Rolla, MO 65064	573-426-4411	bhartley@yhc.org



### Chapter 1: Plan Purpose & Requirements

Identifies needs of:

- Individuals with Disabilities
- Older Adults
- Low Income

Plan must include:

- Assessment of available services (current transportation providers - public, private, non-profit)
- Assessment of transportation needs for target audience
- Address opportunities to achieve efficiencies in service delivery; and
- Priorities for implementation based on resources

### Chapter 2: Overview of Federal Funding

**FAST Act Authorized Funding**

FAST Act

- Current funding bill
- Increased funding for buses and bus facilities
- Re-established a Bus Discretionary Program
- Continues requirements of previous bills for PTHSTCP

## Section 5310

Funding to increase mobility for elderly and disabled

- Traditional Projects can include:
  - Buses and vans
  - Wheelchair lifts, ramps, and securement devices
  - Mobility management programs
- Non-traditional Projects include:
  - Travel training
  - Volunteer driver programs
  - Accessible paths to bus stops
  - Improving signage or way-finding technology

5

## Section 5311

Formula Grants for Rural Areas program

- Eligible Recipients
  - States, Indian tribes or Alaskan Native villages, groups or communities identified by the Bureau of Indian Affairs (BIA)
  - Sub recipient's: State or local government authorities, nonprofit organizations, operators of public transportation or intercity bus service that receives funds indirectly through a recipient.
- Eligible Activities
  - Planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

6

## Section 5339(a)

Provides funding to states and transit agencies:

- Replace,
- Rehabilitate, and
- Purchase Buses and related equipment.
- Construct bus-related facilities

Includes two discretionary components

- Bus and Bus Facilities Discretionary Program
- Low or No Emissions Bus Discretionary Program

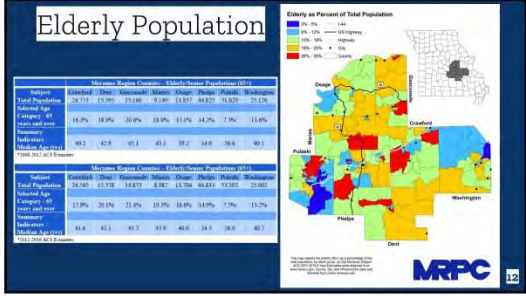
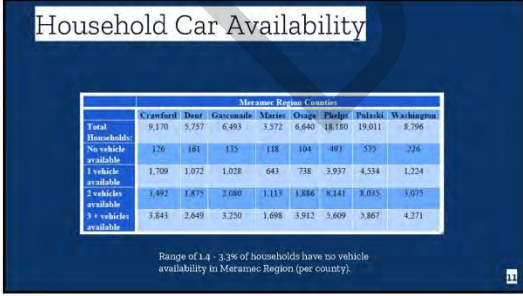
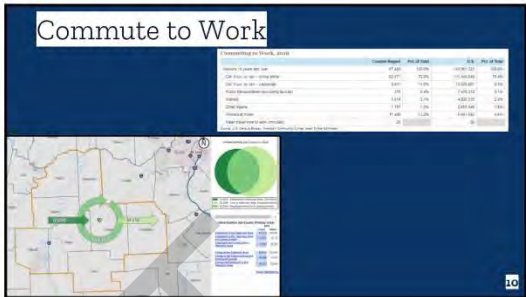
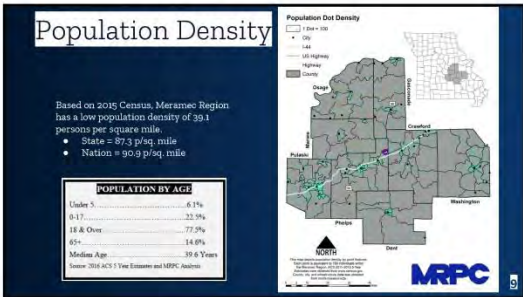
7

## Chapter 3: Assessment of Needs Groups & Demographics of the Meramec Region

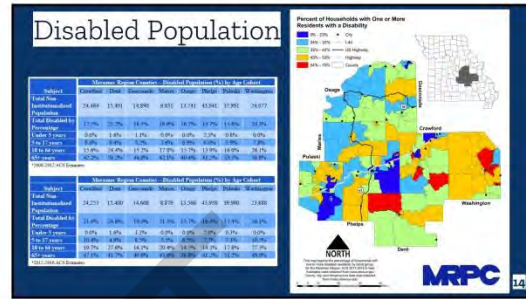
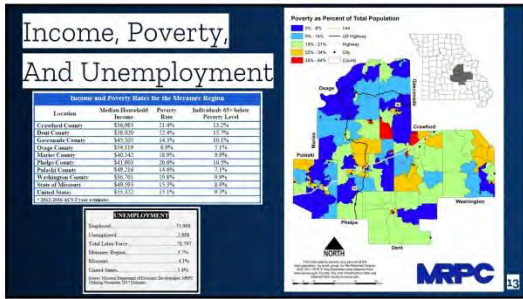
- Population Trends
  - 2016 - 200,826 people
  - Down 428 people from 2010 census in Meramec Region

DEMOGRAPHICS 2016	
Population	200,826
Male	52.9%
Female	47.9%
White	89.7%
Black	4.8%
Asian	1.3%
American Indian	0.7%
Native Hawaiian and other Pacific	0.2%
Some Other Race	0.9%
Hispanic or Latino Races	2.4%
Source: 2012 ACS 1 Year Estimates	

8







### Chapter 4: Overview & Methodology

<p><b>First Meeting</b></p> <ul style="list-style-type: none"> <li>August 29, 2017</li> <li>Reviewed Needs list from 2012/2013</li> <li>Needs Survey</li> </ul> <p><b>Second Meeting</b></p> <ul style="list-style-type: none"> <li>October 19, 2017</li> <li>Prioritized List of Needs</li> </ul>	<p><b>Third Meeting</b></p> <ul style="list-style-type: none"> <li>December 5, 2017</li> <li>Identified Strategies for remaining needs</li> </ul> <p><b>Fourth Meeting</b></p> <ul style="list-style-type: none"> <li>January 31, 2018</li> <li>Review of draft plan</li> <li>Will be presented to MRPC TAC and Board on February 15, 2018</li> </ul>
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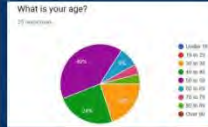
### Chapter 5: Service Assessment

<p><b>Private Transportation</b></p> <ul style="list-style-type: none"> <li>87,426 workers 16 and over in Meramec Region</li> <li>72% drove alone to work</li> <li>0.4% utilized public transportation</li> <li>2% walked</li> </ul> <p><b>Public Transportation</b></p> <ul style="list-style-type: none"> <li>4 systems serve region             <ul style="list-style-type: none"> <li>GMS</li> <li>SMTS</li> <li>Sheltered Industries of Meramec Valley</li> <li>Hermann Trolley</li> </ul> </li> </ul>	<p><b>Commercial Transportation</b></p> <ul style="list-style-type: none"> <li>Air, trains, buses/vans, taxis</li> <li>1 commuter airport, 1 commuter train route</li> <li>New modes such as Uber in region</li> </ul> <p><b>Client-Specific Transportation</b></p> <ul style="list-style-type: none"> <li>Public Schools</li> <li>Head Start centers</li> <li>Churches</li> <li>SBHO Boards, Sheltered Workshops, etc.</li> <li>Hospitals</li> </ul>
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## Chapter 6: Transit Needs Assessment

17

A total of 25 potential and existing transit clients completed surveys. All counties in the region, except Washington County, had respondents. The most responses—14—came from Phelps County. About 96 percent of respondents were age 50 and over, while there were no responses submitted from anyone under the age of 30.



- 96% have driver's licenses
- 92.8% use personal vehicle
- 20.8% walk to intended destination
- 4% rely on family members for transport
- 4% use or had used public transportation

### Public Transit Customer Survey Results

18

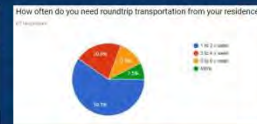
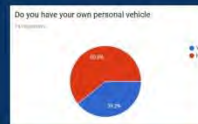
What changes would allow you to use OR increase the likelihood that you use transit more often?

- Increased service hours
- Increased weekend service
- More express service (very few stops)
- More flexibility in scheduling rides
- Guaranteed ride home
- Service closer to my home
- Accept different forms of payment

### Public Transit Customer Survey Results

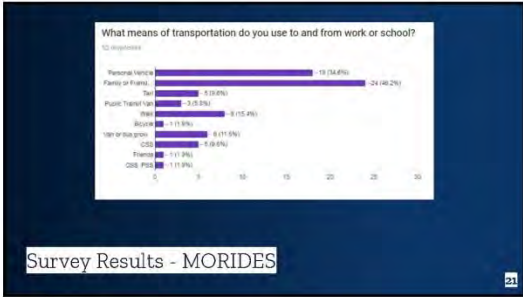
19

MORIDES surveys were distributed to various human service agencies and residential care facilities which provide assistance to low-income, elderly and disabled individuals. A total of 76 potential and existing transit clients completed surveys. All counties, except Washington County, in the region had respondents. The most responses—25—came from Phelps County. About 33 percent of respondents were 76 and over. Ages ranged from 17 to 101.



### Survey Results - MORIDES

20



### Funding Issues

Based on MoDOT's Citizen's Guide to Funding, only 38% of the total funding in Missouri is set aside for multi-modal transportation. Of the \$54 million, the largest portion (\$62 million) comes from federal funding.

- Public-private partnerships—especially those with potential employers—may provide a solution to expanding job-related transportation.
- Possibility of a dedicated state source for funding, such as a public transit tax.
  - Missouri ranks 46<sup>th</sup> in transportation funding, despite having the 7<sup>th</sup> largest system in the United States.

Other factors relating to the need for increased funding for transit are broad reaching, and include:

- Funding for vehicle repair services and gas purchases
- Funding for additional for-profit transportation options (Uber, Lyft, etc.)

### Gaps in Service Issues

- More dense parts of the region generally have more options
  - Marion County lost a route since 2012 - only 2 days a week
- Limited to no evening or weekend service
- Need for job-related transportation
- Issue with getting people from home to drop-off/pick-up point
- Lack of City transportation
  - Had ebus in Rolla, but was decommissioned due to rising costs and mechanical issues
- Potential for more Deviated Fixed Routes
  - SM/TS doing study in Salem/Dent County area

### Coordination Issues

- Obstacle/inability to share vehicles between agencies
- Limits on use of vehicle based on monies used to purchase
- Issues with transit being able to deliver people to counties outside jurisdiction, but not able to pick up from those same counties

## Education & Marketing Issues

- Continued need to increase public knowledge of available transit options
  - MORIDES has worked to educate riders of various transportation providers
- Improve public's trust in transit
  - Missourians and those in Meramec Region are very independent
- People still do not know that public transit is available in their area
  - Do not know how to schedule a ride

25

## Progress since 2013 Plan

- Expansion in Gasconade County
  - Hermann Express
  - Owensville Transit
  - Hermann Trolley
- Short term use of eBus at MS&T
- Hiring of Mobility Manager for region
  - Creation of MORIDES
- Sheltered Workshops
  - Camden County Lake Area Industries (LAI)
  - Possible model for other areas

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## Chapter 7:

## Transit Prioritized Needs and Strategies

27

## Prioritized Needs & Strategies - High

- |   |  |
|---|--|
| <p><b>Need increase in funding for public transit</b></p> <ul style="list-style-type: none"><li>Work toward a dedicated state source (possibly sales tax) for public transit</li><li>Advertise on/in tax transit vehicles for additional revenue</li><li>Create cost control efficiencies in scheduling, etc.</li></ul> <p><b>Need coordination efforts between service and communities</b></p> <ul style="list-style-type: none"><li>Hold quarterly meetings (contact Health District of ELTAP to discuss)</li><li>Investigate and maintain Mobility Management and TDM (Transit Demand Management)</li><li>Investigate web-based scheduling systems and finding agencies providing similar services (work on re-establishing and maintaining the M&amp;S Shuttle System)</li><li>Create a central location for customer information</li></ul> <p><b>Need to prepare for increase in baby boomer population producing more need for services. State statistics expect that 7 out of 10 will have a chronic illness</b></p> <ul style="list-style-type: none"><li>Identify pockets of retiree populations as they expand</li><li>Continue to monitor</li><li>Identify opportunities to establish new routes based on where baby boomers are traveling</li></ul> | <p><b>Need to expand hours of operation (days and hours) for all uses including employment</b></p> <ul style="list-style-type: none"><li>Utilize more on-demand services (Uber, Lyft, taxis, etc.)</li><li>When funding allows, expand evening and weekend services</li><li>Address specific issues outside of the traditional 9-5 and work on designated routes</li></ul> <p><b>Need to expand public transit services to include life enhancement, such as recreational activities, educational and lifelong learning needs; visits to aging homes and shopping as well as increased weekend/evening hours</b></p> <ul style="list-style-type: none"><li>Work toward a state initiative to get dedicated funding for transit funds - there is not enough funding for recreation activities with DMV transportation - making it a priority first</li><li>Investigate coordination with private funders/businesses for evening activities or sleeping trips.</li></ul> |
|---|--|

28

## Prioritized Needs & Strategies - High

- Need funding that allows for job-related transportation services.**  
 Limited funding is available for work-related transportation. There is also a lack of funding for vehicles to provide timely transit, making it problematic to guarantee participation.
- Lack of structure of funding to make sure it meets rural needs for job-related transportation.
  - Encourage employers to offer employees incentives to use pool car pool.
  - Encourage private partnerships to create transit systems such as Overnights Transit or Homeless Express.
  - Work toward a state initiative to get dedicated funding for transit funds.
- Need to remove barriers to services.** Funding and accessibility sometimes restricts who can be served.
- Maintain mobility managers for more coordinated approach.
  - Encourage more flexibility in legislation to provide transit not restricted to certain clientele (Share information/request with legislators)
- Need more service for medical calls/rides for mentally handicapped and disabled population.**
- Explore collaborative efforts with ISAP boards
  - Consider working on community based employment for mental health
  - Explore other potential transit providers
  - Research limits on transit for mentally handicapped
- Need more private partnerships to support transit services with employees and relatives of large employers.**
- Partner with retailers or large employers to provide transit to employees as well as shoppers.
  - Work on corporate efforts for all companies
  - Approach corporate Wal-Mart with the idea of sustainability with partnering.
- Need to resolve insurance/liability issues to allow for sharing of vehicles between agencies.**
- Explore insurance providers which can/ will insure multi-jurisdictional agencies
  - Focus on vehicles purchased with Federal Funds first.

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## Prioritized Needs & Strategies - High

- Need more options to assist with van purchases and to assist local agencies with 20 percent match for vehicles. (Match requirement on handicapped vehicles higher)**
- Continue local fundraising grant requests etc.
  - Sell advertising on and in transit vehicles
  - Develop partnerships with large employers and civic organizations.
  - Build vehicle replacement into service contracts.
  - Work toward a state initiative to get dedicated transit funds for replacement vehicles

30

## Prioritized Needs & Strategies - Moderate

- Need city transportation:**
- Explore interest of larger communities
  - Explore cost share opportunities
  - Need campus transportation at MS&T
- Need expansion of service boundaries for service providers**
- Clarify boundary issues.
- Need funding for vehicle repair services for individuals that have transportation but cannot afford to fix their vehicle (like Tech 411, church services, MOCA)**
- Explore programs with high schools and technical schools
  - Expand funding to organizations such as MOCA.
- Need guaranteed ride home to increase usage.**
- Identify cab companies and medical transit providers who are interested in contracting to fill gaps in scheduled transit services
- Need available, trained drivers:**
- Research ITAP training opportunities for transit drivers
  - Market toward school bus drivers during off-school time
  - Market toward retired population
  - Provide available training opportunities
- Need to consider location of essential services (DPS/Police/Dispatch) in town (20-min drive more costly)**
- Establish transit routes based on essential services: medical, DPS, MOCA, housing agency, plan transfer, senior centers, career center, Social Security office, Health Department, court houses, recreation centers
- Need to utilize private sector to create workforce of private transit providers:**
- Work on training available workers to drive
- Need more flexible scheduling for clients:**
- Work toward increase in funding for real-time vehicles for more transit coverage.
  - Encourage providers to coordinate with employers for scheduling

31

## Prioritized Needs & Strategies - Moderate

- Need to be able to sustain programs once an initial grant is awarded:**
- Work towards support of private sector
- Need funding for gas purchases for individuals with their own transportation:**
- Work with local churches and other social service organizations
- Need more medical transportation; especially need an increase in frequency and no-wait time:**
- Reduce vehicle insurance cost to private providers
  - Consider programs such as HealthTran
  - Encourage medical providers to develop partnerships with transportation providers for on-call service.
- Need additional for-profit transportation options (ie. Uber, etc.) Educate more population on these types of transportation options:**
- Assist in finding training for potential drivers

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### Prioritized Needs & Strategies - Low

- Need funding for additional for-profit transportation options (i.e. Uber, etc.)
  - Explore programs and grants to bring additional transit options to more rural areas
- Need more funding for transportation in the larger towns of the region.
  - Explore cost share and other funding opportunities
  - Explore SB40 tax
- Need services closer to clients/ homes to increase usage.
  - Establish transit routes based on high need population
    - Low income housing
    - Assisted Living
    - Student housing
    - Senior centers
- Need increase in unused rental car options (especially on weekends)
  - Work with companies, such as Enterprise, to increase availability
- Need more service to Marine County. There are only three days of service a month.
  - Pass SB40 tax
  - Explore continued flexibility of services across boundaries between CMTA/CATS - and work with people to educate them on available routes by provider
  - Conduct needs assessment to determine what services are required and follow up with gap assessment
- Need rides with fewer stops.
  - Continue to track requests for stops. These stops demonstrate the need for the services
  - Institute additional stops as demand dictates and route allows.

### Chapter 8: Transit Plan Correlation to State Long Range Transportation Plan

2018-2021 Funded Needs	
Highway and Bridge Funded Needs	\$16,156
Construction Program	\$15,406
Maintenance	\$9,403
Plant, Facilities, and Information Systems	\$5,500
Administration	\$778
Multimodal Funded Needs	\$194
Aviation	\$490
Transit	\$198
Tram	\$319
Rail	\$170
Waterways	\$40
Internal operations	\$20
Freight	\$10
2018-2021 High priority Unfunded Needs	\$8,248
Bridge Condition Improvements	\$950
Road Condition Improvements	\$500
Maintenance and Operations	\$798
Economic Growth and Safety Projects	\$2,750
Major Interstate Reconstruction	\$1,000
Multimodal Projects	\$899
2018-2043 Funded Needs	\$24,691
2018-2043 Unfunded Needs	\$14,650
Total Needs	\$39,341



\*All information provided is based on a draft document to be approved later in 2018

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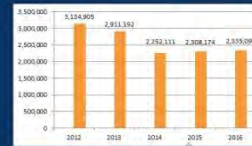
## Multimodal Unfunded Needs



\*All information provided is based on a draft document to be approved later in 2018

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## Rural Transit



In 2012, ridership in rural areas was more than 2.3 million. The lowest ridership in the past five years occurred in 2014 at 2.3 million. The number has been increasing again over the last two years. Rural transit ridership in Missouri was more than 2.3 million in 2016.

\*All information provided is based on a draft document to be approved later in 2018

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## Public Transit

- Less than 2% of Missourians use public transit
- The national average is 5%
- Latest ACS for Missouri shows 7.4% of households have no vehicle
- Ridership fell by 6.1% in urban areas which composes 98% of all public transit trips
- Potential for expansion based on KC Streetcar
- Interest likely to increase over next 20 years due to aging population

\*All information provided is based on a draft document to be approved later in 2018

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## Chapter 9: Plan Approval, Adoption, and Implementation

### February 2018

- TAC & MRPC Board approves Goals & Objectives
- Plan submitted to MODOC after final edits are made

### Continuing Work

- Public Transit Providers continue to be involved with local TAC
- Increase awareness of need for funding

40



DRAFT





**Meramec Regional Planning Commission** added 6 new photos.

21 hrs · 🌐

We held our final Public Transit-Human Services Transportation Plan meeting this morning. We thank all the folks who participated in our series of four meetings in order to update our plan. You provided lots of good ideas and discussion over the past few months. We could not have accomplished the update without you!



👤 117 people reached

Boost Post

👤 Marsha Rana Wayman, Chuck Donna Ray and Gary O'Day

👍 Like    💬 Comment    ➦ Share



### Performance for Your Post

117 People Reached

3 Likes, Comments & Shares

3 Likes    3 On Post    0 On Shares

0 Comments    0 On Post    0 On Shares

0 Shares    0 On Post    0 On Shares

31 Post Clicks

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**PUBLIC TRANSIT-HUMAN SERVICES  
TRANSPORTATION COORDINATION PLAN: UPDATE**

**MEETING 4**

Wednesday, January 31, 2018

9:30 a.m.

**SUMMARY**

**Welcome and Introductions:** Members and staff went around the room and introduced themselves, as requested.

**Review of Minutes from December 5<sup>th</sup> meeting:** Staff provided an update on the meeting summary for the December meeting and noted a majority of the discussion was focused on addressing the strategies for prioritized goals as noted in Chapter 7 of the plan.

**Review the Draft 2018 Public Transit Human Services Transportation Coordination Plan:** Staff presented the updates to each of the chapters for the PTHSTCP and reviewed general information, as well as led a discussion on demographics and statistics for the region. The group talked about the change in the senior/elderly population and the increased use of cars by the baby boomer generation. The group then reviewed the Transit Needs and Strategies to ensure they were updated with the most important and correct information. Deviated Fixed Routes, feeder routes and feasibility studies were discussed as options to address needs. The group also led a discussion on the lack of emergent transportation options for when “life happens.” The needs and strategies were revised to reflect this need and goal of flexibility. Advisory group members also noted that expectations have changed to a more on-demand type use, even if that availability does not exist.

MRPC staff noted that after this meeting, final edits would be made to the document which is then presented to the TAC group and voted upon by the full MRPC Board on Thursday, February 15, 2018. Pending any additional edits, staff will then forward the document to MoDOT.

**Adjournment:** The meeting was adjourned at 11:25 a.m.