

# Coordinated Public Transit- Human Services Transportation Plan 2023



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Resolution FY2024-001

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

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

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

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

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

The above resolution is hereby adopted on this 27<sup>th</sup> day of September 2023.

  
\_\_\_\_\_  
Harry Otto  
Vice-Chairman, Board of Directors

Attest:

  
\_\_\_\_\_  
Les Hudson  
Personnel Chair, Board of Directors

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## ***Executive Summary***

The Coordinated Public Transit Human Services Transportation Plan is written and maintained by the Mid-Missouri Regional Planning Commission (Mid-MO RPC) in accordance with The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA–LU). The Mid-Missouri Regional Planning Commission adopted the first Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) in August 2008.

This 2023 Coordinated Plan has been developed through a series of publicized meetings and contact with transportation and human service providers and users in April and May 2023. The plan identifies existing services, needs, and gaps in service. Goals and strategies to improve or enhance service were created as a result of the public meetings and analysis of transportation provider and user surveys.

The goals and strategies created through this planning process took into account current services, future growth, and future needs. The transportation stakeholders prioritized these strategies as follows:

### **GOAL 1: INCREASE EFFICIENCY THROUGH COORDINATION AND EDUCATION (HIGH)**

Strategies:

1. Create ongoing regional dialogue around mobility issues and coordinate transportation between social service agencies, health care providers, and transportation providers.
2. Educate both the public and service agencies about available services in the region. This could be done through the creation of a coordination directory, website, or service.

### **GOAL 2: INCREASE ACCESSIBILITY OF EXISTING TRANSPORTATION SERVICES (HIGH)**

Strategies:

1. Encourage and seek greater flexibility of existing provider routes, hours, and services.
2. Promote and secure funding for existing services and programs. Encourage increased funding of existing services if possible.
3. Identify a way to create public transportation from Columbia to Jefferson City and vice versa on a frequent and/or daily basis.

**GOAL 3: ADDRESS HEALTHCARE AND EMPLOYMENT BASED MOBILITY NEEDS THROUGHOUT THE REGION**

Strategies:

1. Foster partnerships between service agencies, healthcare facilities, transportation coordination services, and transportation services throughout the region.
2. Foster partnerships between employers, workforce agencies, and transportation services throughout the region.

The Coordinated Public Transit Human Services Transportation Plan will be updated in five years, as required by the Missouri Department of Transportation. It will be evaluated and maintained on an as needed basis prior to this update.





# **Section 1: Introduction and Planning Process**

## **Introduction**

The Coordinated Public Transit-Human Services Transportation Plan (Coordinated Plan) is a required planning tool that is used by both transportation providers and human service providers in the Mid-Missouri Regional Planning Commission (Mid-MO RPC) area. This plan provides an analysis of transportation needs, existing capabilities, and future goals.

In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A Legacy for Users (SAFETEA-LU), which reauthorized the Surface Transportation Act. As part of this reauthorization, grantees under the New Freedom Initiative (49 u.s.c. 5317), Job Access and Reverse Commute (JARC 5316), and Elderly and Disabled Transportation Program (49 u.s.c. 5310) must be part of a "...locally developed coordinated public transit-human services transportation plan." This plan must be "...developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public." On December 4, 2015, President Obama signed into law P.L. 114-94, the Fixing America's Surface Transportation Act (FAST). This updated and modified MAP-21.

Missouri spends \$0.17 per capita on transit, which is lower than any of the eight surrounding states. The closest per capita transit spending of a surrounding state is Kentucky, which spends \$0.42 per person. Kansas spends \$3.79 per capita, Iowa spends \$4.09 per capita, and Tennessee spends \$7.62 per capita. Missouri spends significantly less than its comparable neighbors on transit funding. The need for transit is not any less than these states, but the funding is dramatically less. A low-income individual in St. Louis or Kansas City can spend roughly 40% of their income on transportation.<sup>1</sup> Although faced with different transportation needs, Mid-Missouri residents face similar transportation prohibitive challenges as those in St. Louis and Kansas City. Barriers to accessing transportation and affording transportation do not exist for a majority of residents in Mid-Missouri, but for those who are affected by these barriers there are challenges in accessing healthcare, employment, and fulfilling other daily needs.

This updated plan includes input from regional transportation and human service providers, as well as the general public, in the evaluation and update of the 2023 Coordinated Plan. It aims to identify existing services, needs, and provide a plan to bolster the reach of transit services in the Mid-Missouri area.

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<sup>1</sup> Cella, K. The Bottom Line on Transit Funding. *Citizens for Modern Transit*. 30 November 2016.

## ***The Planning Process***

In satisfying the required elements for the Coordinated Plan, the Mid-Missouri Regional Planning Commission undertook the following planning process:

1. A list of transportation providers in the public, private, and nonprofit sectors was compiled through staff research. The CAMPO and CATSO plans were among the sources consulted; these plans also assisted in providing information on users in the MPO areas.
2. Two survey instruments were then developed and distributed:
  - A provider survey (*Appendix B*) was sent to more than 40 agencies to assess both their current services and their needs.
  - Transportation provider interviews and data collection.
3. The survey data, other input from the public meetings, and feedback from CAMPO and CATSO surveys were reviewed and analyzed. Census Bureau data was used to visually represent the areas where target populations reside and the accessibility to transportation services.
4. Goals and strategies, based upon commonly identified approaches to improving basic services, were developed and submitted to providers and users for feedback. These goals and strategies were also presented to the Mid-MO RPC Transportation Advisory Committee (TAC) for review and feedback. Once feedback was obtained, necessary revisions were made, and the strategies moved forward for prioritization.
5. Prioritization occurred through both provider and user input. A consensus on priorities was easily reached; almost all pertinent parties agreed that improved coordination and funding are paramount to the success of public transportation.

## ***Plan Elements***

There are four main elements addressed in the plan:

1. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes,
2. An assessment of available service that identifies current transportation providers (public, private, and nonprofit),
3. A list of prioritized strategies, activities, and/or projects to address the identified gaps between current services and needs,
4. Recommendations for achieving implementation of goals and strategies based on resources, time, and feasibility.

## **I. Overview of the Study Area**

The Mid-MO RPC region encompasses 6 counties and 44 incorporated communities. Within the region, there are more than 40 for-profit or nonprofit transportation providers. These providers include taxi services, public transit, human service agencies, and other state and federal assistance agencies. With a population of 350,450, the Mid-MO RPC region spans both rural and urban areas.

The region also serves as a crossroads for several of the state's major highway systems. Running east-west across the state is Interstate 70. This system runs through Callaway, Boone, and Cooper Counties and connects the region with Kansas City and St. Louis. The City of Columbia plays an important role as the largest city between these metropolitan areas and offers dining, medical care, educational centers, lodging, and recreational activities.

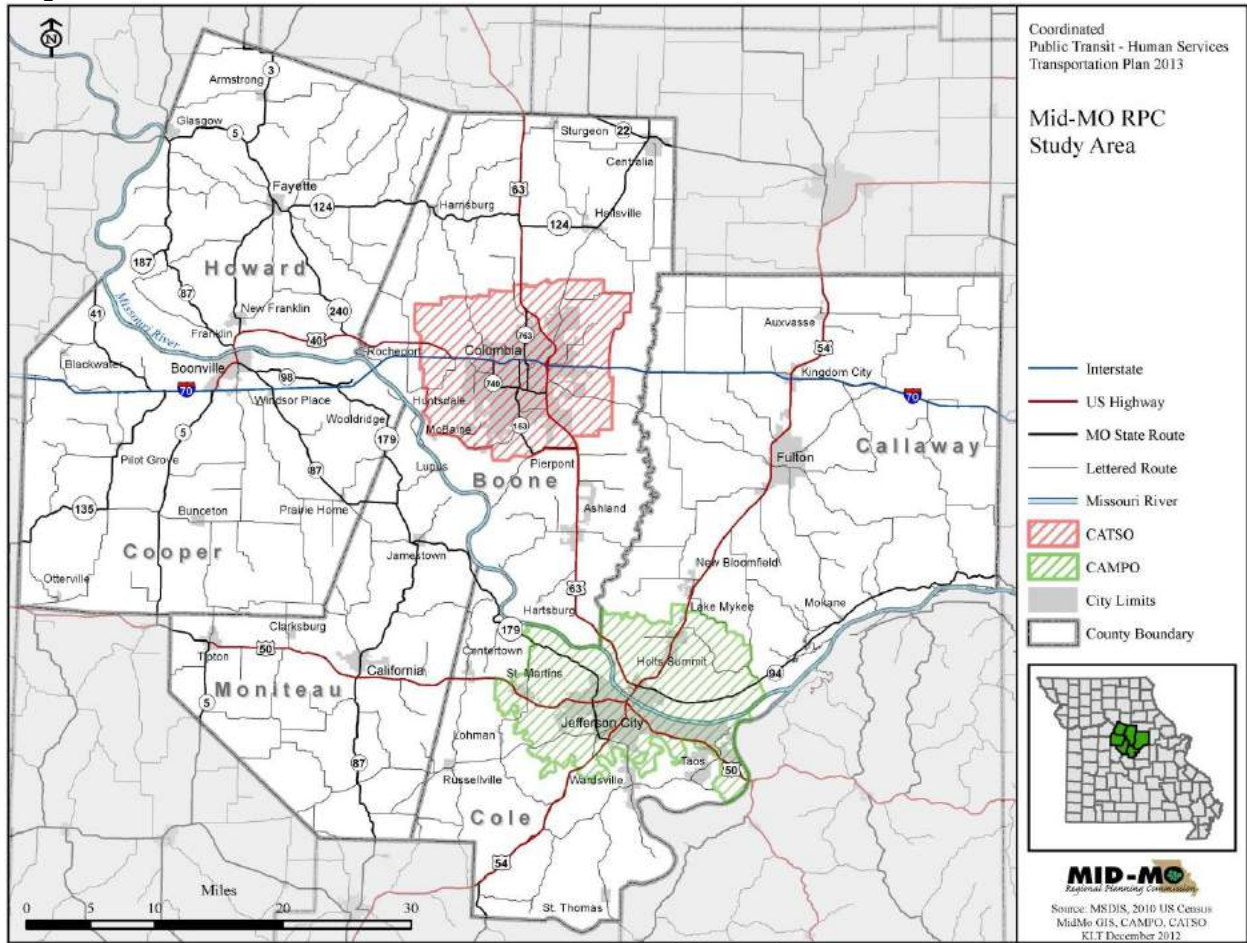
U.S. Highway 63, which runs north-south through Boone, Callaway, and Cole Counties, intersects with Interstate 70 in Columbia and connects Columbia with the region's other large urban area, Jefferson City. Jefferson City, the state capital, also boasts a wide variety of services such as medical care, educational centers, lodging, and recreational opportunities.

Because Columbia and Jefferson City are the largest metropolitan areas between Kansas City and St. Louis, many mid-Missouri residents choose these cities for medical care, shopping, employment, and education. While all of the Mid-MO RPC counties have medical clinics and/or hospitals, specialty care such as dialysis, treatment for cancer, physical therapy, and trauma care are only found in Columbia and/or Jefferson City. Highly specialized care requires even residents from Jefferson City to travel to Columbia. These specialty medical services, along with education and employment, make access to reliable transportation a necessity in the region.

Coordinated Transportation planning in the region is essential to maintaining funding and access to transportation services in the region. The Mid-MO RPC works closely with the other two transportation planning groups in the area. The Capital Area Metropolitan Planning Organization (CAMPO) and the Columbia Area Transportation Strategy Organization (CATSO) provide transportation planning service to the Jefferson City and Columbia metropolitan areas. Both CAMPO and CATSO maintain their respective coordinated plans. These plans have been reviewed and incorporated into this planning document and process. Summaries of both the CAMPO and CATSO plans are provided in this section; goals and strategies identified in those plans are found in Section 5.

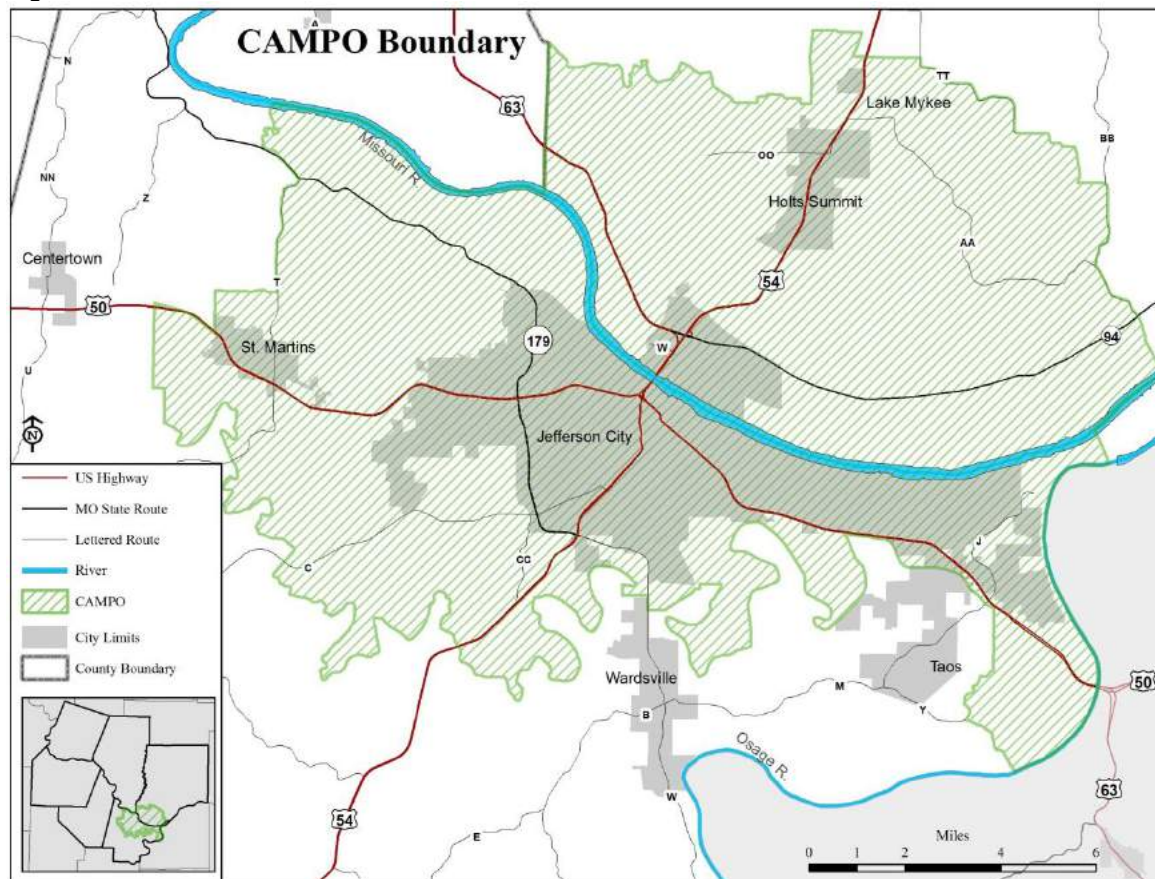
The following map illustrates the Mid-MO RPC region and highlights the two Metropolitan Planning Organizations (MPO) in the area.

Figure 1.2



## **Summary of CAMPO Coordinated Plan**

Figure 1.3



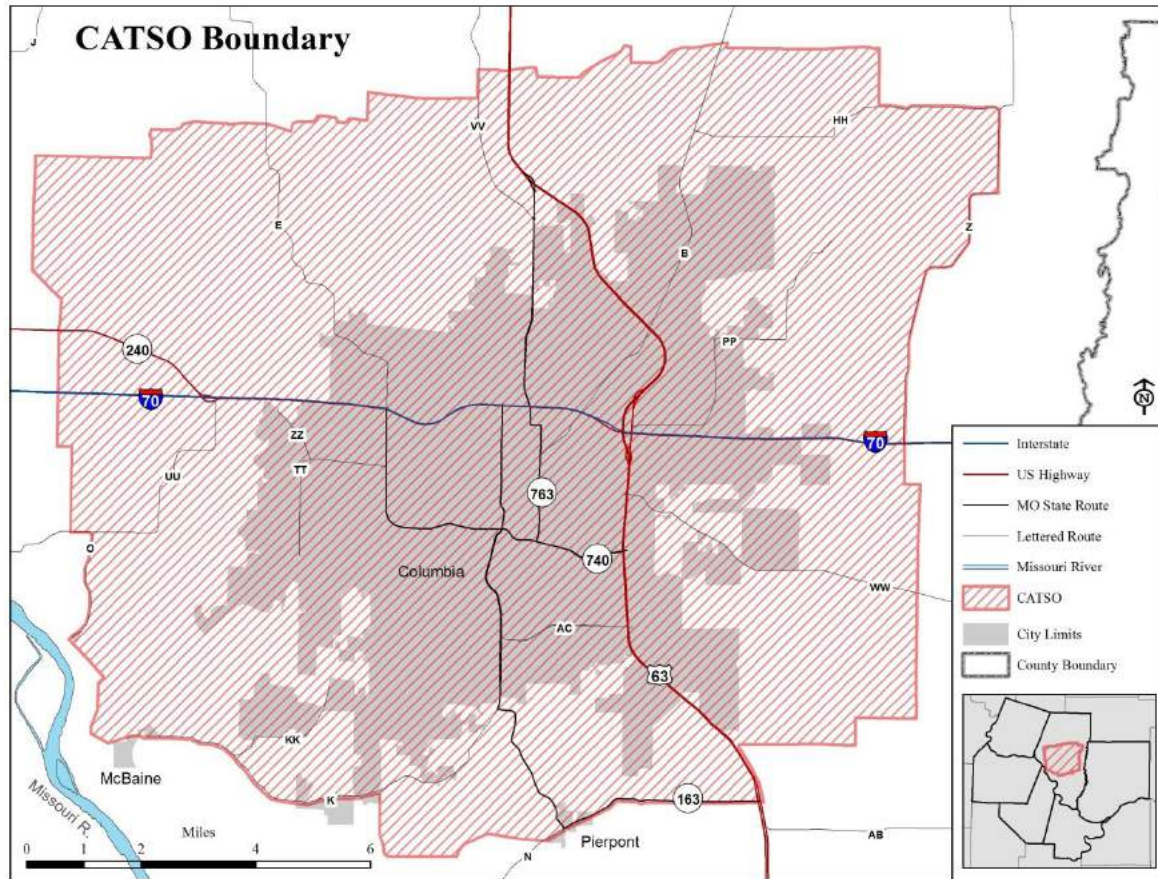
The CAMPO Coordinated Plan was developed through a combination of meetings, surveys, written recommendations, and discussion. Input was collected from with human services agencies, transportation providers and users, and other local, state and federal agencies.

Between February and July 2023 at least 94 agencies were surveyed or contacted. 20 private not-for-profit agencies, 10 state and federal agencies, 2 public agencies, 9 private for-profit agencies, and a municipal corporation responded to the survey. Over half of the agencies specifically serve the elderly, disabled or low-income populations. Of those agencies, 20 have their own vehicles, 14 of which have specially equipped vehicles. 6 agencies provide reimbursements, vouchers or gas cards to their clients, and 7 agencies buy third party transportation services.

There are three agencies that provide public transportation services within the CAMPO region. These agencies contract and coordinate with many human services organizations to best meet the transportation needs in their respective areas. All agree that funding constraints impede further expansion of services. However, most organizations and agencies polled are open to coordinated efforts between agencies. The CAMPO Coordinated Plan can be viewed on the Jefferson City website at: <http://www.jeffcitymo.org/>

## **Summary of CATSO Coordinated Plan**

Figure 1.4



The CATSO plan was originally written in 2007 and was recently revised for 2018. The CATSO Coordinated Plan lists a multitude of agencies which may potentially provide transportation services. These agencies were asked in early 2018 to complete a survey with questions about their fleet, mission, territory, clients, and other pertinent data.

Additionally, these agencies were asked:

1. to identify ways in which they were working with other agencies to identify best practices or programs which could be expanded,
2. areas where additional coordination among providers would provide benefits, and
3. areas in which unmet needs, from a client or agency perspective, may exist.

The plan describes gaps and overlaps among two public transit providers and the fifteen human service transportation providers. The CATSO plan can be viewed on the City of Columbia website: <http://www.gocolumbiamo.com/>

## **II. Need Based Demographic Analysis**

The Coordinated Plan is designed to address the transportation needs of elderly, low-income, and disabled residents in the Mid-MO RPC region. While the general public also uses public transportation, these key demographics are most impacted by access to transportation services. Without transportation services, these groups may have limited access to many basic amenities and services. This section includes graphic representations and analysis of low-income, elderly, and disabled populations in the Mid-MO RPC region.

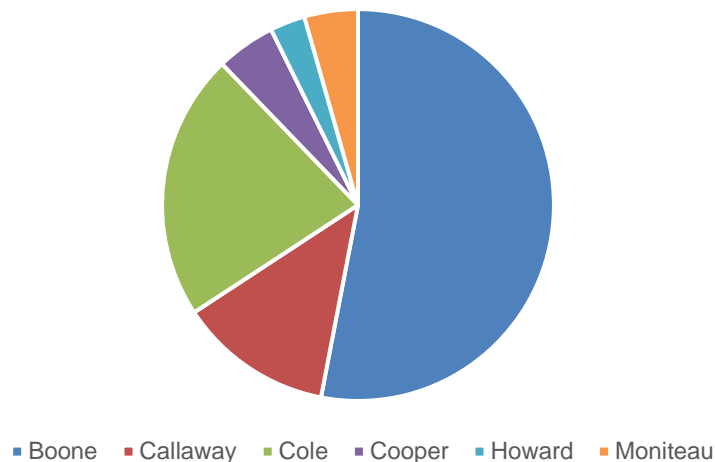
Figures 1.5-1.9 display concentrations of populations requiring special consideration. The data was derived from the 2010 and 2020 U.S. Census and is displayed at the block group level. Disability and income data was not collected in the 2020 US Census, meaning American Community Survey (ACS) data was used for areas where it is available.

American Community Survey 1-, 3-, and 5-year estimates are period estimates, which means they represent the characteristics of the population and housing over a specific data collection period. Data sets are combined to produce 12 months, 36 months or 60 months of data (referred to as 1-year, 3-year and 5-year data.) The population of a city or county determines whether the ACS will collect data for a 1-, 3-, or 5-year estimate. Most of the Mid-MO RPC region falls into the 5-year estimate category. For consistency, the 2017-2021 ACS was used to illustrate and analyze the demographics in this section.

### **General Population Characteristics**

The Mid-MO RPC region encompasses six counties with an overall population of 342,899. The county populations are as follows: Boone 183,610; Callaway 44,283; Cole 72,279; Cooper 17,103; Howard 10,151; and Moniteau 15,473.

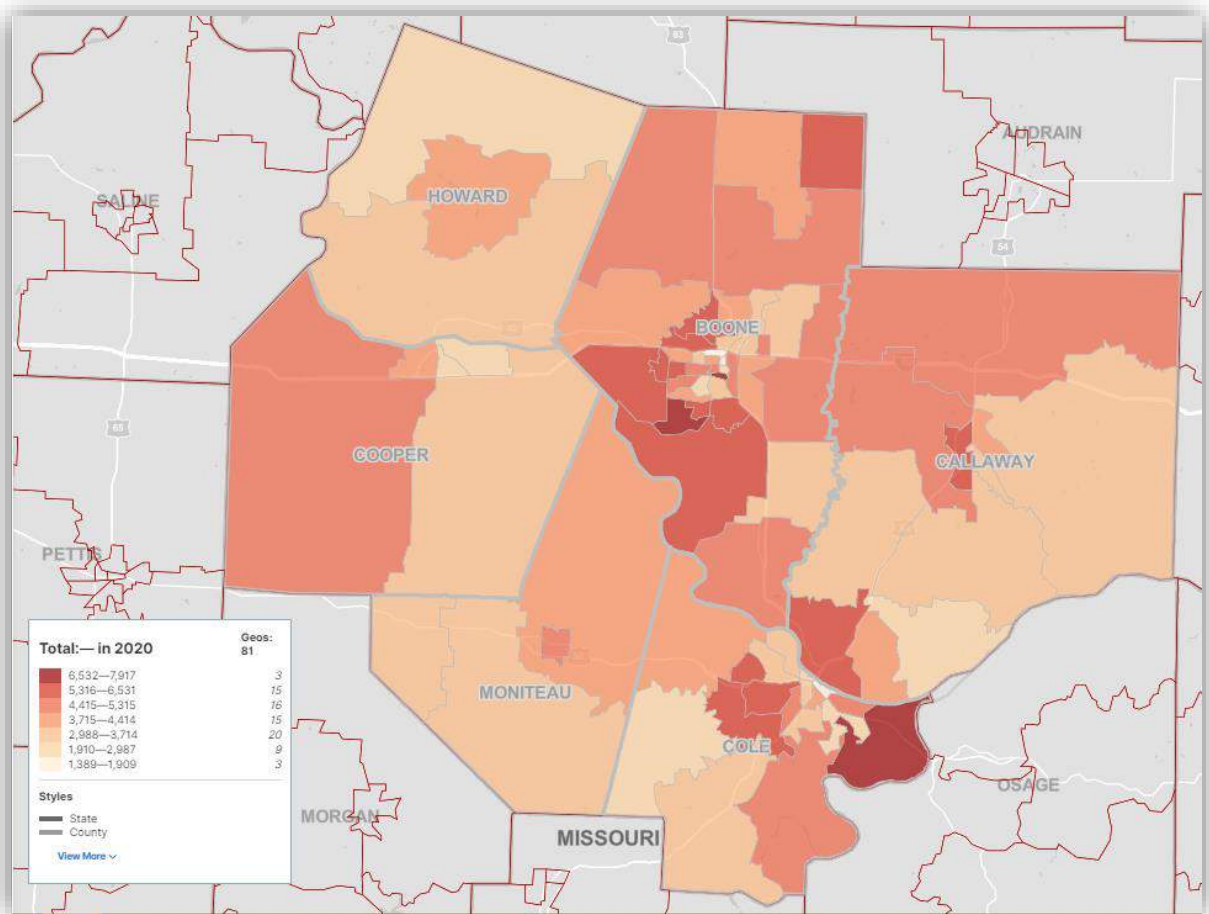
Percent Population by County



High population concentrations can be seen in the two urban centers in the region, Columbia and Jefferson City. The City of Columbia has 126,853 residents, more than twice the number of Jefferson City which has 42,772. Other areas in the region such as Booneville, California, Centralia, Fulton, and Tipton have moderate concentrations of population. Figure 1.5 depicts population per square mile for the Mid-MO RPC region.

The region as a whole increased in population by 5% between 2010 and 2020. The majority of counties decreased in population while two counties, Boone and Howard were the only ones to show a population increase. Boone showed the largest increase at more than a 12% jump in population.

**Figure 1.5 2020 Population by Census Tract**

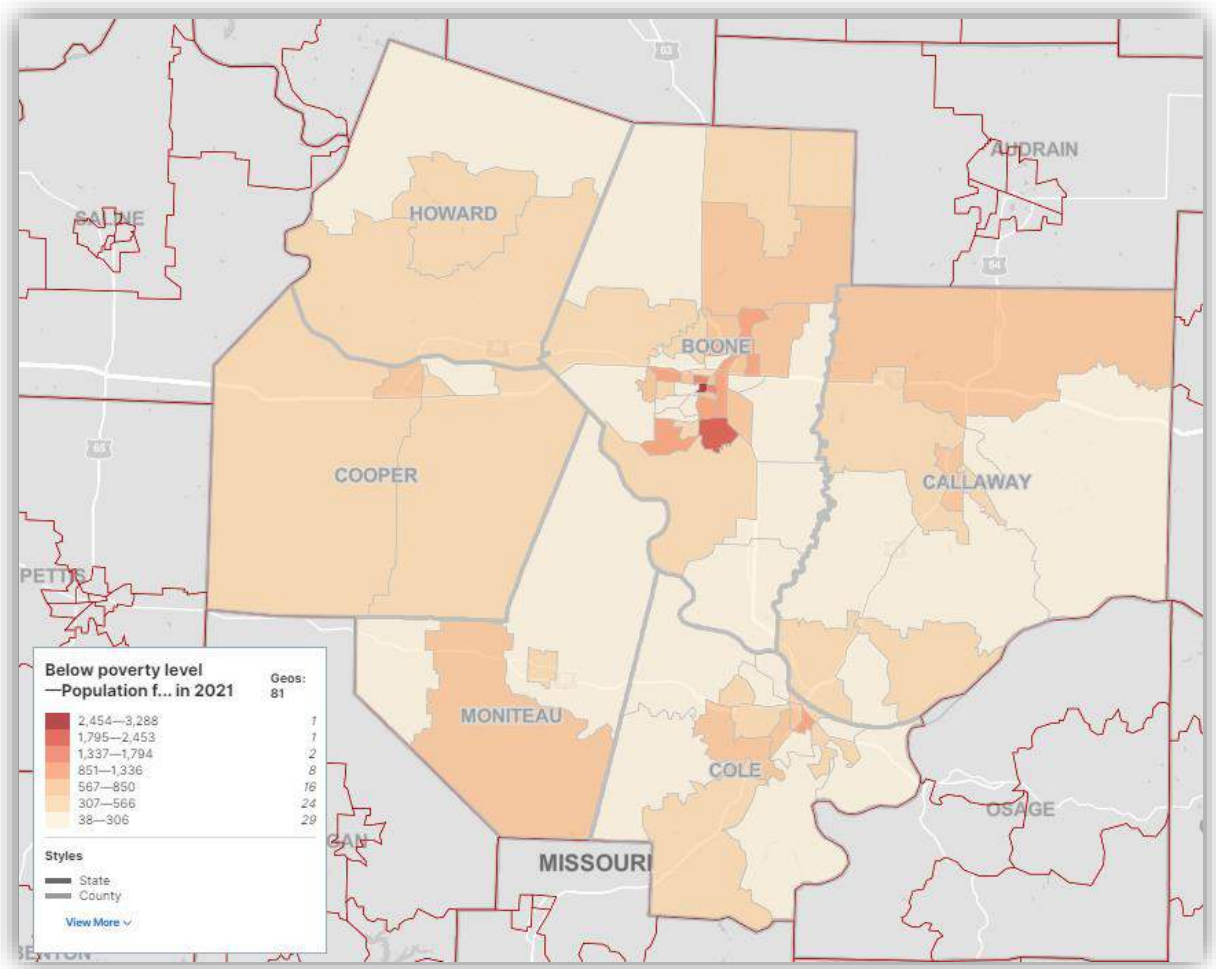




## Poverty

Low-income is determined by the federal poverty guidelines, which are generated annually based on family size in comparison to pre-tax income levels. We assume that income has a direct impact on the likelihood an individual is able to obtain personal transportation or travel outside of their city boundaries. This impacts those in rural areas who need to travel beyond their immediate area for employment or services. Based on the Mobility Management information collected by the Mid-Missouri Regional Planning Commission, the highest proportion of people needing rides are those who are low-income. Other programs that provide rides have shown similar results. Those who cannot afford rides are the ones who are most unlikely to have them. Portions of Columbia, Jefferson City, and Fulton have areas with significantly higher numbers of persons living below the poverty line. Callaway County, Moniteau County, Cooper County, and Howard County have large areas of moderate poverty in the mostly rural areas of their counties. Figure 1.7 depicts ACS data for percent of individuals living below the poverty line.

**Figure 1.7 Population Below the Poverty Line**



Because the 2020 US Census did not collect income data, the American Community Survey (ACS) must be used to analyze this information. According to the 2017-2021 ACS, the Mid-MO

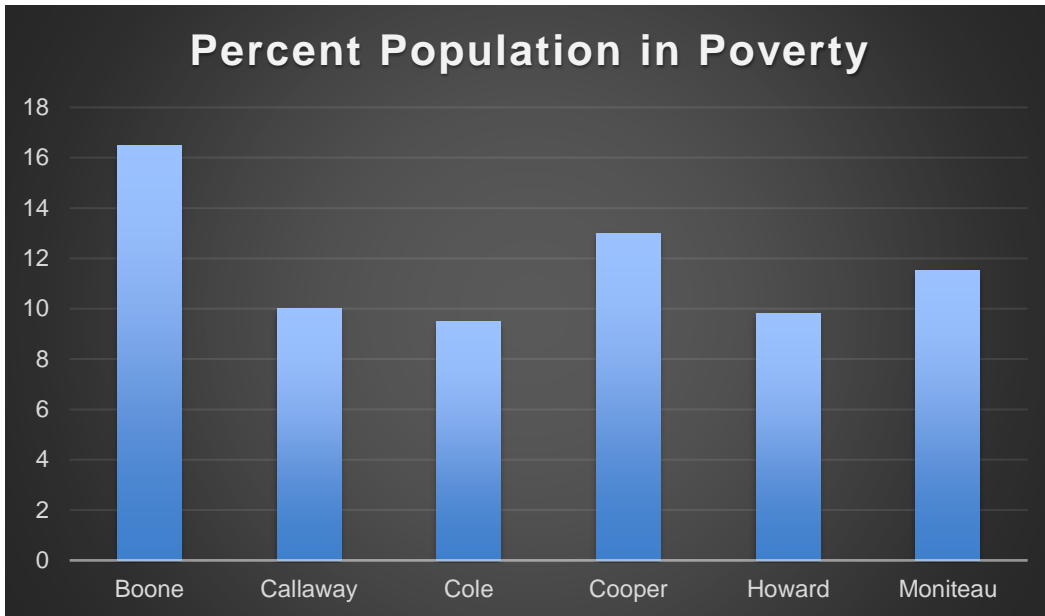
RPC Region has just under 45,000 low-income residents (13.7% of the area population.). The state and national poverty rates are slightly lower at 12.8%. When looking at each county individually, it is immediately apparent that the Boone County poverty rate increases the region's average. Boone County has an estimated poverty rate of 16.5%, which has dropped from nearly 20% poverty rate in 2016. Other counties are at or below 13%, with Cole County having the lowest poverty rate at 9.5%.

<b>County</b>	<b>Population in Poverty</b>
Boone	16.5%
Callaway	10%
Cole	9.5%
Cooper	13%
Howard	9.8%
Moniteau	11.5%

There are many factors contributing to these rates and changes. Current national economic trends are showing a decrease in the middle class and an increase in the separation between lower and higher income families and individuals. Since the recession of 2008 and 2009, employment, wages, and poverty have been national topics for concern. Other issues such as drug usage continues to impact the availability of the workforce and addiction or even occasional drug usage contributes to employment ineligibility. This is a common topic raised by various individuals and employers throughout the region.

The most recent estimates from the U.S. Census Bureau for the national poverty rate is 11.4 percent, which is a decrease since the last plan update. This is a significant decrease from the 15.9% poverty rate recorded during the 2010 census. Although the national trend is a decrease in the overall poverty rate, half of the counties in the Mid-Missouri Regional Planning Commission Area have a rate higher than the national average.

It is important to note that the poorest 20% of American families spend roughly 42% of their income on transportation. In regards to this plan, poverty is considered a barrier to accessing transportation throughout the region in both rural and urban areas.



**Elderly**

In 2021, according to the US Census Bureau, the Mid-MO RPC region was home to 50,373 seniors over 65 years of age. This constituted a 21% increase in that demographic compared to the 2010 estimates. This group now represents 14.4% of the total population in the six-county region, which is below the Missouri total of 16.8%. The county with the highest increase in elderly population is Howard County with nearly a 3% increase. Cole County, Callaway County and Cooper County have stayed above the state average while Boone County and Moniteau County are below it. Figure 1.8 shows the percentage of seniors in Mid-Missouri.

County	Elderly Population 2021	Elderly Population 2016	Percent Change
Boone	12.5%	10.5%	2.0%
Callaway	16.0%	14.3%	1.7%
Cole	16.7%	14.1%	2.6%
Cooper	17.7%	16.7%	1%
Howard	19.5%	16.7%	2.8%
Moniteau	15.9%	15%	0.9%
Missouri	16.8%	15.3%	1.5%

The elderly population is expected to rise as the baby boomer generation continues to retire. AARP forecasts that by 2030, more than 70 million Americans will be 65 or older (20% of the

population). According to the Missouri Department of Transportation, Seniors 65+ accounted for 21% of all licensed drivers in 2021. It's expected those numbers will account for more than 24% by 2025. The total number of seniors on the road is expected to grow significantly as the senior population itself grows. Note that the lowest percentage of drivers over 65+ are in counties with the fewest available transportation options.

Although age is not a barrier to transportation, the percentage of older adults without a driver's license should be considered as a significant transportation need based on the health care needs of the population. Despite the fact that it is not a direct transportation issue, it is important to mention the issue of loneliness and/or isolation in older adults and the impact it has on overall well-being and health with increased rates of depression, cognitive decline, and illness including heart disease. A lack of transportation in older adults can have a direct impact on the ability to interact with others. As individuals age, their need for social interaction does not diminish. The Missouri Senior Report last counted seniors who held a current driver's license in 2019. The table below reflects those 2019 driver rates.

### Number of Drivers Over the Age of 65

County	Number of Drivers 65+	Percent of Persons 65+ with a License
Boone	19,867	86.1%
Callaway	6,653	89%
Cole	12,067	90.8%
Cooper	2,886	88.9%
Howard	1,693	86%
Moniteau	2,385	91.4%
Missouri	861,242	81.1%

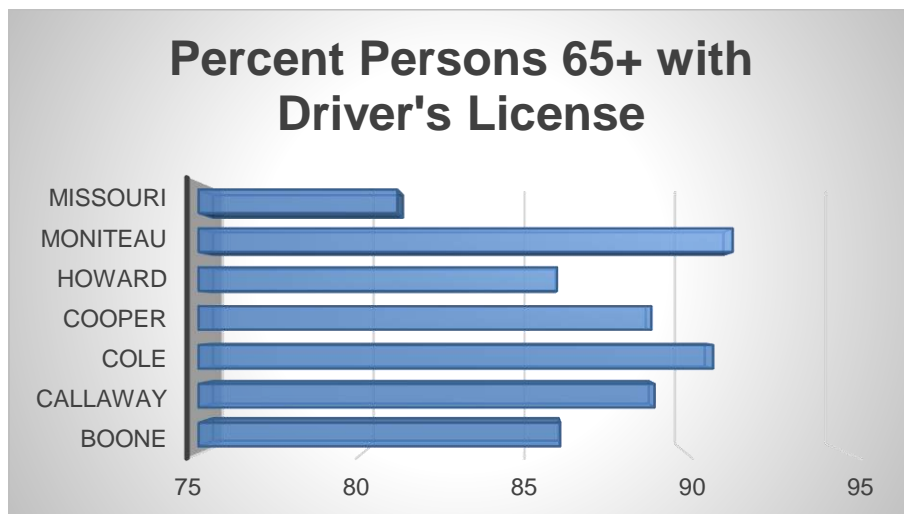
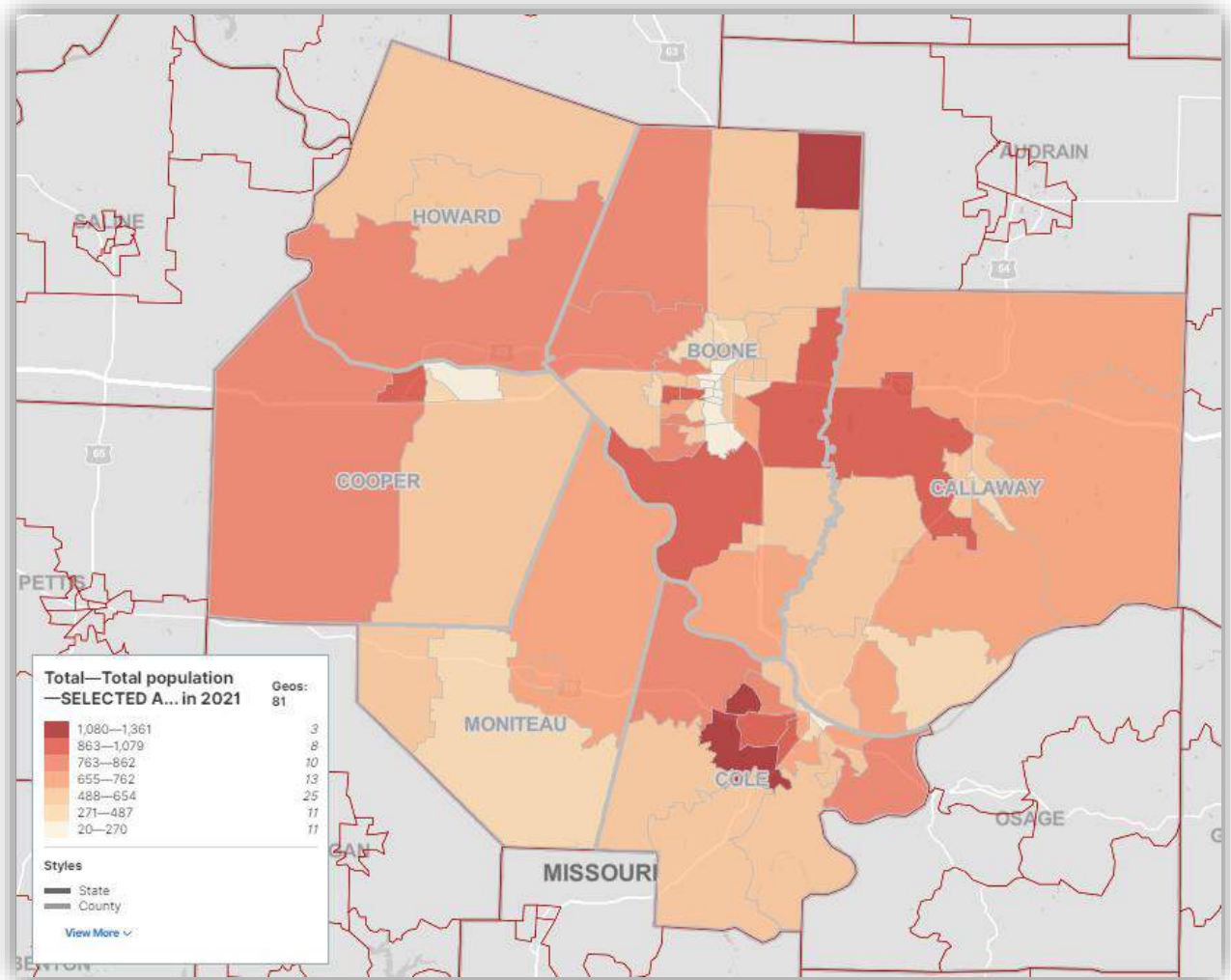


Figure 1.8- Population Over the Age of 65



## **Disability**

Based on the most recent estimates from the American Community Survey, the US Census reported an estimated 42,199 residents with disabilities in the Mid-MO RPC region. Current disability figures are difficult to find and are inconsistent; this number could be either higher or lower. Based on geographical data, portions of Boone County and western Jefferson City have the highest concentrations of disabled persons in the region. The highest percentages of disabled individuals by block group are located in Jefferson City, Centralia, and eastern Callaway County. Figure 1.9 shows the number of disabled individuals by block group in the Mid-MO RPC region. Howard County and Cooper County have the highest rate of disabled persons per their total populations while Cole County has the lowest total percentage of people with a disability. Cole County also has the lowest rate of disabled people amongst the 65+ age group.

Persons Over 65 with a Disability (2017-2021)

County	Percent	Population
Boone	32.9%	22,158
Callaway	33.7%	6,860
Cole	29%	12,410
Cooper	38%	2,886
Howard	38.4%	1,905
Moniteau	37.9%	2,342

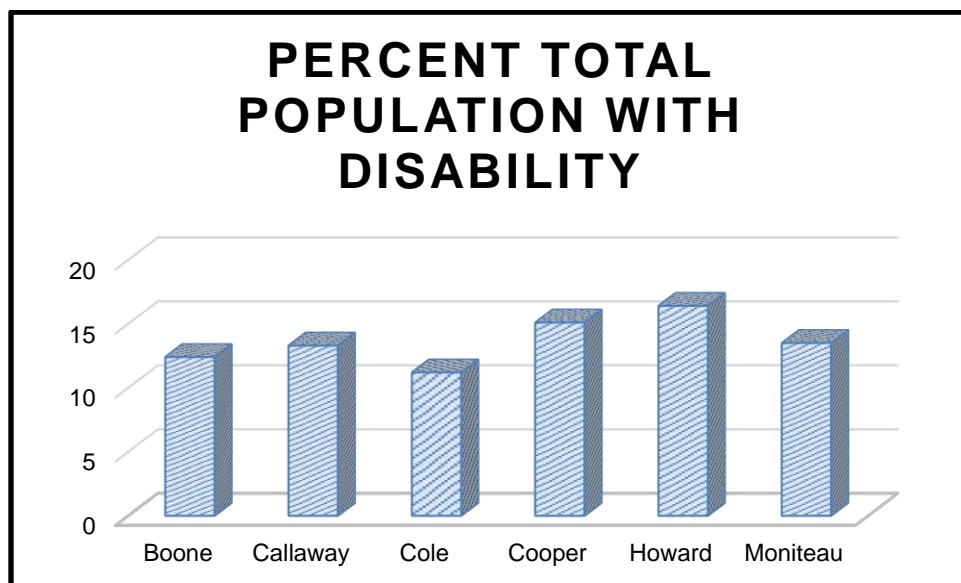
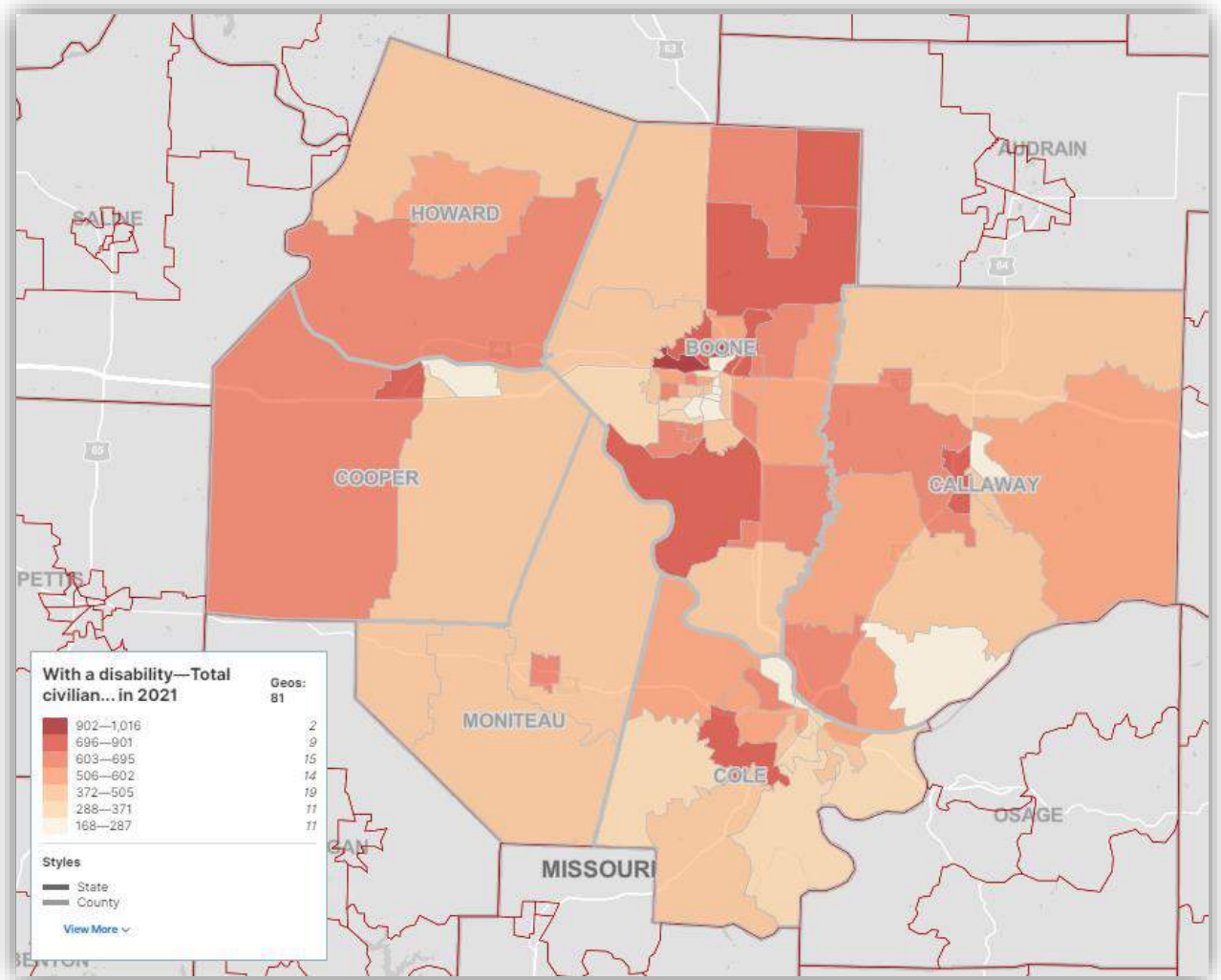


Figure 1.9 Disabled Population



## ***Section 2: Assessment of Transportation Needs***

Mid-Missouri RPC staff developed separate survey instruments for both transportation providers and users to assess current transportation behaviors, gaps in services, and present and future needs.

### ***Survey of Transportation Providers***

Due to the timing of the plan update, the Mid-MO RPC used interviews with providers using the survey as a guide, research, and information collected by other transportation planning organizations to complete the provider information. The information collected indicated no change that financial constraints, coordination with other agencies, accessibility, and hours of operation were the top challenges facing transportation providers in the region. The impact of financial constraints seemed significant with transit providers looking at route reductions or other unconventional ways to cut costs. Although this is occurring throughout the region, transportation providers are still providing the same if not similar levels of service to residents in their area.

Most providers operate Monday through Friday with common hours of operation beginning around 8:00 a.m. and usually ending around 5:00 p.m. Some providers offer longer hours of operation, but this is not representative of the region as a whole. Providers admitted that, in order to minimize costs, hours of operation and destinations are often contingent upon demand. Many providers agreed that with increased funding and other resources, they would be able to expand weekday hours of operation, provide services on the weekend, and offer a wider variety of destinations. Based on conversations for the update, the opposite will likely occur in the future with routes being reduced to meet budget constraints.

Interviews and the survey done in 2018, indicated a pattern of overlapping services among providers in some portions of the region, while other areas are underserved. Transportation providers admitted that they are often unable to coordinate services with other agencies due to a lack of both resources and a comprehensive collection of providers and hours of operation.

All nonprofit and public transportation providers responded that financial constraints were the biggest hurdle to providing consistent and efficient service. In one case, finding employees seemed to be an additional challenge. Many providers are dependent on state and federal grant programs. While the 2021 BIL pumped a significant increase in funds toward transit services the several years of functioning at lesser funding levels means taking advantage of the new funding levels takes time to acquire staff and matching funds.



## ***Survey of Transportation Users***

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

Using survey data from 2013 due to a lack of response for 2018, approximately 120 user surveys were distributed with a return of 52 surveys (43%). More than 88% of those surveyed were over the age of 65. The surveys indicated that 90% had a valid driver's license; 10% said they were unable to drive a vehicle. When asked what modes of transportation were used, two primary modes emerged: 80% drive themselves while 20% rely on friends/family vehicles or public transportation. Other transportation modes, such as walking, taxi, and personal vehicle, were used minimally.

When asked specific reasons for not using transit services, most said they either lived too far to get service, didn't qualify, or the hours of operation did not fit their schedule. Those that do use public transportation stated that it was for medical, shopping or nutritional needs.

User survey participants strongly indicated that regional service providers could better serve users with the extension of service hours that include nights, weekends, and greater flexibility in scheduling.

The Mid-MO RPC surveys were not distributed widely within the CAMPO and CATSO service areas and therefore produced results from mostly rural residents. Both CAMPO and CATSO conducted their own surveys in 2012; their results are included in their Coordinated Plans and were reviewed before strategy development for this plan

## ***Gaps Identified (2023)***

Combining the surveys, studies done by CAMPO and CATSO, the transit agencies, meetings, and information gathered we can state the following as gaps identified in the Mid-MO Region:

1. Frequent public transportation from Jefferson City to Columbia or Columbia to Jefferson City.

Currently the only available public transportation from one city to the other is via OATS weekly express bus which runs from Camdenton to Columbia and Jefferson City on Wednesdays. Identifying this as a gap is not to undermine the importance of this route each week, but to point out that not having a regular route running from Jefferson City to Columbia and vice versa strains the possibility for a more interconnected region. This includes more medical and employment opportunities for transportation disadvantaged or those without personal transportation.

During the update of this plan, service agencies cited a need to regularly get clients from Jefferson City to Columbia for various services. Currently, many agencies in Jefferson City are providing gas vouchers to clients, but this does not solve the issue of finding transportation, it simply solves paying for transportation for their clients.

2. Inexpensive medical transportation for individuals who do not meet medicaid income levels, do not have personal transportation, and do not have access to frequent public transportation or cannot afford public transportation.

Transportation to medical appointments is provided through a state contractor for those receiving Medicaid in the state. Although, it serves a large number of individuals in the state, Missouri's Medicaid eligibility requirements are restricted to children, pregnant women, women with breast or cervical cancer, elderly, blind or disabled. Those who do not qualify for Medicaid, but do not have individual health insurance are generally left to seek care at community health centers throughout the region, also known as Federally Qualified Health Centers (FQHCs). Like transportation for rural residents to medical appointments to these health centers from rural areas can be challenging and is a gap within the region. Getting individuals without Medicaid and transportation to a center can be both expensive and difficult when transportation is either infrequent, difficult to obtain, and/or expensive.

3. Transportation to or from major employers within the region to areas of high population within the region.

Transportation to places of employment lacks within the region. Major employers within the region include but are not limited to: ABB Power T&D Company, Cargil, Burgers Smokehouse, Dollar General, Quaker Window Products, Unilever, 3M, IBM, Kraft Heinz, and MBS Textbook Exchange. Some of these businesses are on transit lines, but many are not. Although it is common for a non-transportation disadvantaged person to

commute from a rural area to an urban one or from one city to another. It is unlikely for a transportation disadvantaged individual to have the same employment opportunities as those with access to transportation.

4. Overlap in service agency transportation, high demands for transportation by service agencies, or lack of transportation for service agency clients.

Cited in both MPO plans and in the 2013 Regional Coordinated Plan, there is significant duplication of services from service agencies, but at meetings with service agencies there was a clear need for transportation cited by those agencies. Most agencies provide transportation themselves using staff time for transportation, while others provide gas vouchers and assist with using public transit when available. Although gas vouchers offset the cost of transportation, it leaves an individual without personal transportation with the responsibility of finding someone to drive them to their destination. In Mid-Missouri this could be anywhere from a few miles to a round trip spanning 60 plus miles.

Some anecdotal transportation situations in the region:

- A domestic and sexual abuse crisis center stated they drive to neighboring counties to retrieve clients without transportation for appointments. They return the client to their home following the appointment. Round trips can take hours in some cases.
- In Columbia, there is an organization serving clients with disabilities with an estimated 3-4 vans traveling the same routes at the same time.
- HeadStart in Jefferson City requires parents of children in their school to attend parents meetings and be active participants in their child's education, otherwise the child is not eligible for HeadStart. This requires transportation to the required meetings and events. HeadStart does not provide the transportation, but acknowledges it is a barrier for clients.

5. Weekend and evening transportation service for both urban and rural residents.

Those dependent on transit services are required to schedule their appointments, grocery shopping, employment etc. on the schedule of the available transportation making it difficult if not impossible for those dependent on public transport to consider evening or weekend employment. In the case of medical issues, the ambulance service or taxis are the only available transportation after hours.

6. Funding restrictions on those receiving federal funds and fixed route boundaries.

This situation impacts the transportation services with restrictive federal funding that impacts the service provided. The biggest ask from one transit provider was more freedom on who they could pick up on routes paid for by one fund. Issues arise when riders are going in the same direction or destination, but they are unable to share a ride because of the funding restrictions. It would be financially prudent if rides already paid for by one funding mechanism could be used for others since additional passengers going to the same destination do not increase the overall transportation cost.

#### 7. Funding to create more efficient paratransit services within the urban transit agencies.

Curb-to-curb services have become the biggest cost of the two transit agencies in the region. Both transit agencies would like to reduce the costs associated with their services, but neither would like to disrupt transportation services for those who rely on the service. There is an issue with eligibility of the service being too easy to obtain. Columbia Transit contracted with the University of Missouri to evaluate applicants to Paratransit and it was found that nearly half of the individuals evaluated were ineligible for the service with more rigorous standards (this is beyond the current requirements). These assessments were \$400 per assessment, which is unsustainable. There is a desire to increase the assessment standards without disrupting service for those who need it, but the cost is currently prohibitive.

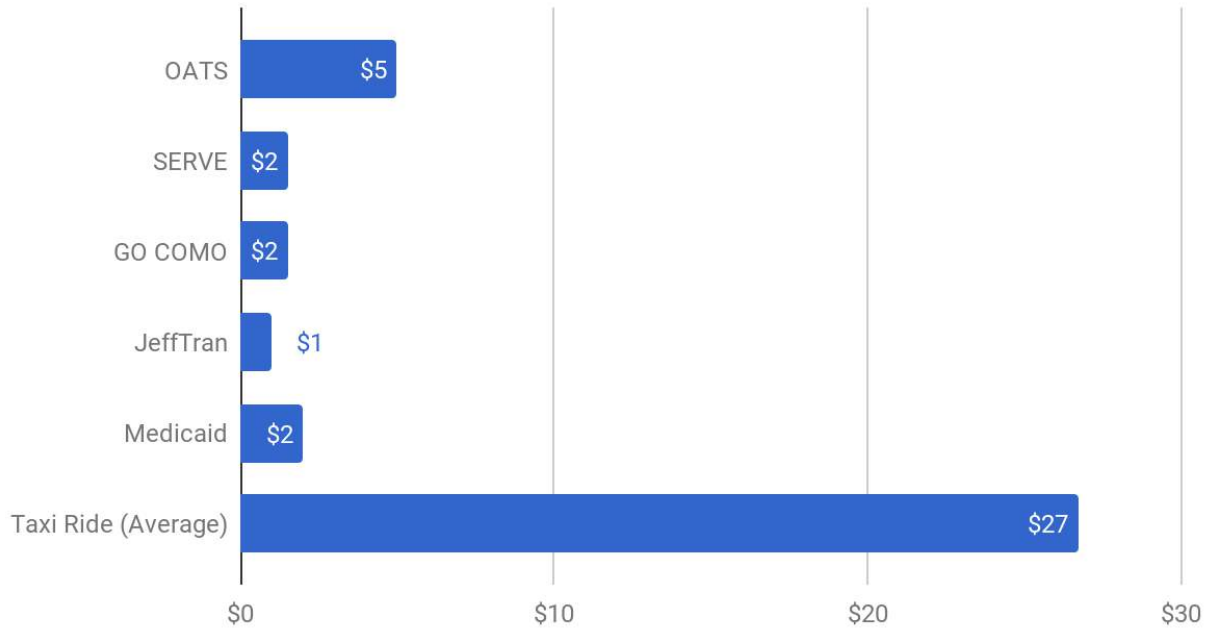
#### 8. Financial barriers exist for public transportation even when services are available.

The cost of transportation services in the region are high if you do not live in an urban area. It should be noted that for individuals to travel to medical appointments from a rural county, it is expected they cross county lines to Cole or Boone county. This increases the rates for OATS or SERVE. The OATS fare below is a round trip fare, while the others listed are for a one-way trip. Although this does not seem as it would be a significant cost, the Mid-MO RPC Mobility Project found that in urban areas, cost is the single highest barrier to transportation for those seeking rides from a coordination service.

#### 9. Finding qualified employees

During the pandemic the job market became highly competitive making finding and retaining employees difficult due to often not being able to compete with wages offered by other industries.

## Fares Within City



### ***Section 3: Assessment of Available Services***

The transportation provider interviews, public meetings, the CAMPO and CATSO Coordinated Plans, and other research provided a wealth of information regarding the current level of available transportation services in the Mid-MO RPC area. A list of agencies, nonprofits, and for-profit businesses providing transportation in the region is shown in Table 3; some of these are specifically Transportation Providers while others are Human Service Providers providing transportation as a part of their program. Detailed information on the providers is included further in the section. Some for-profit providers did not respond to the provider survey or requests for data and are not profiled in detail.

Most nonprofit or public transportation providers in the region receive some type of federal and/or state funding. While most agencies only provide transportation within a single county or city boundary, there are a few that provide service across a larger geographic area.

For the purposes of this plan, transportation providers include those who provide a primary service not related to transportation. Providing transportation is essential to serving the clients of these organizations. Transportation is not a primary service provided by these organizations, but they are responsible for carrying out their organizational mission.

## ***Transportation Providers***

Transportation Providers, as profiled in this section of the plan, are those organizations whose primary service is transportation. In the Mid-MO RPC region there are four major public transportation providers. Two of these providers, Columbia Transit and JEFFTRAN, provide service to the public within Columbia and Jefferson City respectively. The other two providers, OATS Inc. and SERVE/CALTRAN, provide more restrictive service based on eligibility and geographic availability. These two providers provide public rural transit in the region. All of these transportation providers are profiled in more detail below.

### **Columbia Transit**

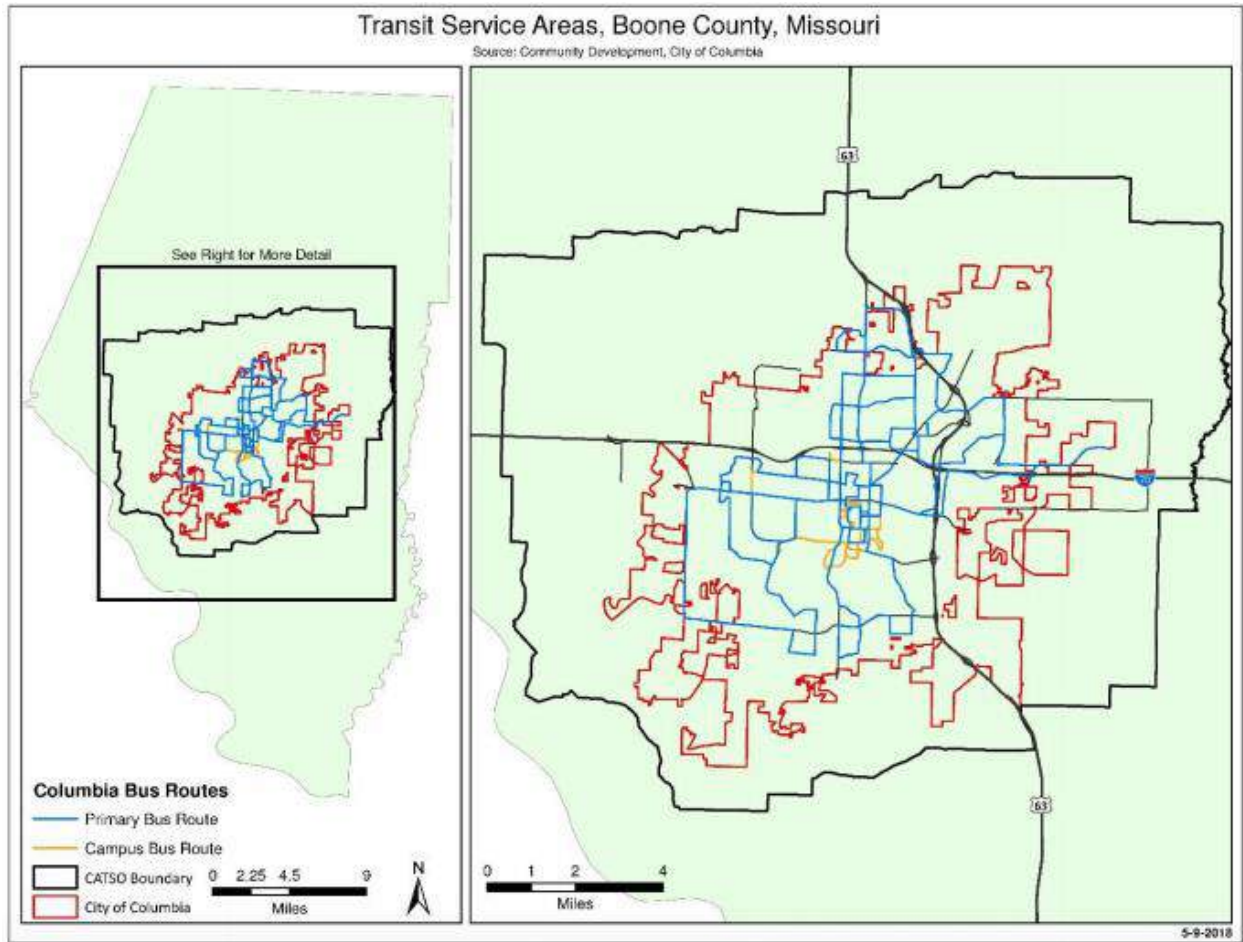
Columbia Transit is the general public provider in the City of Columbia. Service began in 1965. Under the umbrella of Columbia Transit, several services are offered: fixed-route, FastCAT, Paratransit, and MU shuttle services. Columbia Transit provides over two million passenger-trips annually. Currently, Columbia Transit does not coordinate with any other transportation provider. There are 39 full-time employees involved in transit and 50 part-time employees (including seasonal employees). The transit service has a fleet of passenger vehicles, including various sizes of buses, vans, and smaller fleet vehicles. Columbia Transit is under the administration of the Columbia City Manager and Public Works Department.

The following points profile each service that is available through Columbia Transit:

- **Fixed-Route**: Fixed-route bus service within Columbia’s city limits has eleven routes designated by number and color. There are two core fixed routes running north/south and east/west with nine smaller routes that connect neighborhoods into the core routes. Bus service starts at 6:25 a.m. and operates on various schedules ending anywhere between 6:30 p.m. and 1:30 a.m., with scaled-back Saturday service. No service is provided on Sunday. Fixed-route service provides over 1.5 million annual passenger-trips. Passengers currently can flag down any fixed-route bus at the end of a block for a ride, where safe to do so. All fixed route buses are wheelchair accessible. As of March 2020, riders do not have to pay a fare when riding on fixed routes or para-transit services.
- **Paratransit**: Columbia Paratransit provides specialized van service for persons with disabilities and elderly who are unable to use the fixed-route bus system. Service is provided curb-to-curb within the city limits of Columbia. Riders must meet eligibility requirements and become certified riders. Paratransit service is offered during the same hours as the fixed-route service. The service provides an excess of 53,000 annual trips.
- **MU Tigerline Service**: The final service Columbia Transit provides is contract shuttle service with the University of Missouri. Service is provided with three day and three evening routes which cover the main campus and commuter parking

lots. This service is operated seven days a week during the fall and spring semesters only. The services times run continuously between 5:00 am and 8:00 pm. Over 702,000 annual trips are provided. The funding for the service comes from student fees and is free for student and general public use.

The map below, taken from the 2018 CATSO Coordinated Plan, shows the primary and campus bus routes for Columbia Transit:



Columbia Transit is funded through a combination of FTA 5307 (urbanized) funds, FTA 5309 (discretionary) funds, a state of Missouri annual grant, a local (City of Columbia) dedicated transportation sales tax, fares, advertising and contract revenue. Total operating costs are approximately \$7,752,292 million dollars annually. This is an increase of \$2 million from 2013.

Columbia Transit operates out of two facilities. The first is the Wabash Station located at 126 North 10th Street in Columbia. This facility was completely refurbished in 2007 to become the City's first LEED certified green building with the help of an FTA Capital



grant, and currently serves as the main transfer hub for both fixed-route and Paratransit routes. It operates as the bus dispatch center and is the main administrative office of Columbia Transit. Formerly the Wabash Train Station, the building celebrated its 100th anniversary in 2010.

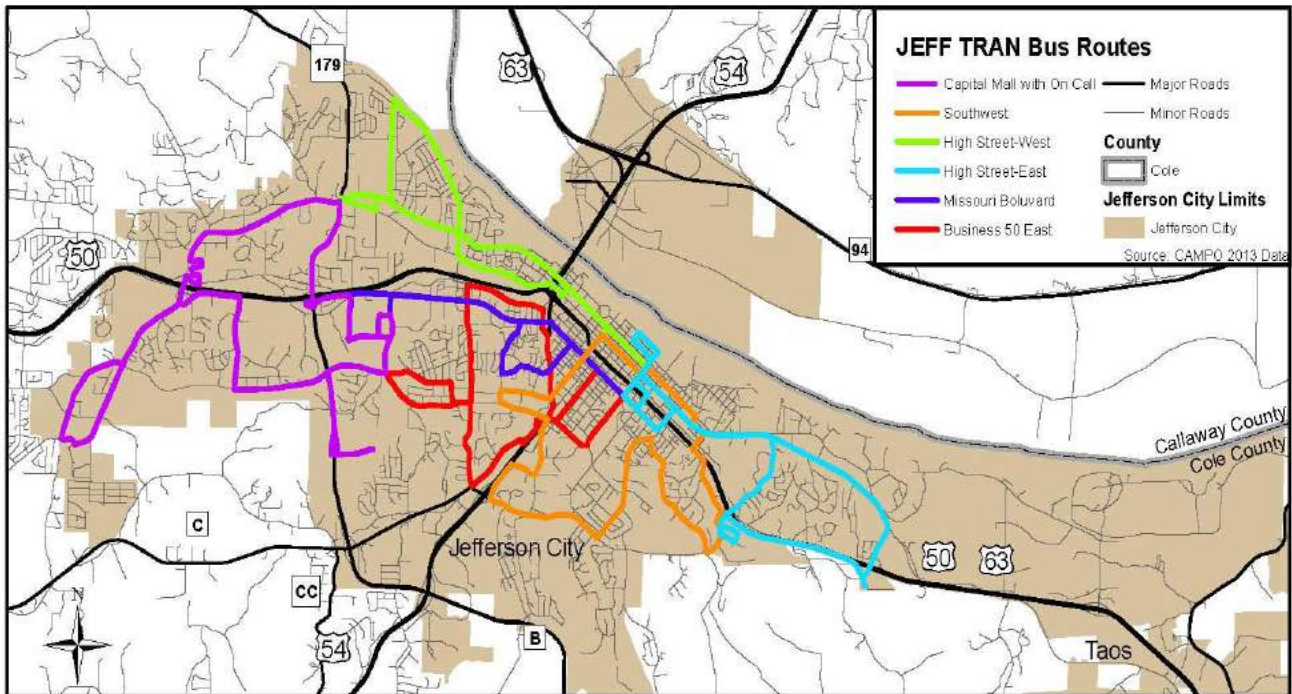
The second facility is the Grissum Building, located at 1313 Lakeview Ave. This is a shared maintenance and storage facility for the Public Works Department, of which Columbia Transit is a division. This facility is used to store, fuel, maintain, and clean all Columbia Transit vehicles that are maintained through the Fleet Operations Division of the Public Works Department.

Note that funding for services continues to be a pressing issue for Columbia Transit and reduces their ability to reach consumers and those needing rides within Columbia. It is possible that after the publication of this report, Columbia Transit will be forced to review existing routes and reduce their current services due to budget limitations. Paratransit continues to be an expensive service based on the cost per ride and the cost recouped from fares. There are ongoing conversations regarding the cost of this program.

## **JEFFTRAN**

JEFFTRAN, a City of Jefferson agency and public transit provider, serves the general public inside the city limits. The system consists of a fixed route transit system and paratransit service for people with disabilities called Handiwheels. All JEFFTRAN services run Monday through Friday from 6:30am to 6:00pm. JEFFTRAN is a city department, and therefore accountable to the City Council. Operating funds for JEFFTRAN come from local funds, various FTA funds, and State of Missouri Transit Assistance funds.

The fixed route system has six fixed routes and three shuttle routes. These routes provide transportation for roughly 300,000 passengers per year. Rides for fixed route cost \$1.00 and there is no charge for transfers. Students can buy a 20-ride bus pass for \$18; children 5 and under ride for free with an adult. People over 60 and/or those with Medicare cards are eligible for a half fare pass.



Handiwheels operates eight vehicles and has two spares providing as many as 250 riders each day with curb-to-curb service. Individuals with disabilities that cannot travel fixed routes are eligible for Handiwheels. Applications are available at City Hall or by mail request. The cost to ride is \$2 per ride and Medicare passes are honored. Drivers provide assistance for clients with getting into and out of the vehicle as well as securing wheelchairs. Ridership fees and contracts with Missouri Department of Social Services and Cole County Residential Services provide some funds for Handiwheels operation. Fares and ridership fees make up 22% of the operations budget. Capital funds come from a variety of Federal Transit Administration (FTA) programs. Local funds that support the program come from Jefferson City's Capital Improvement Program (CIP) sales tax.

JEFFTRAN transports clients on behalf of many different human service agencies. Among these agencies are Cole County Special Services (CCSS), Department of Mental Health (DMH), Department of Social Services (DSS), Easter Seals, Job Point, New Horizons, and Vocational Rehabilitation (VR). Other agencies such as Central Missouri Community Action (CMCA) and Jefferson City Nursing, as well as the Good Samaritan Health and Rehabilitation Center also serve clients who regularly use JEFFTRAN.

In a 2016 transit survey done by the City of Jefferson, 95% of respondents rated JEFFTRAN's service as "good" or better. Jefferson City expressed a desire to expand service hours if funding permitted.

In previous conversations with both Jefferson City and Columbia, there was a clear response that the curb-to-curb services in both cities was much larger than the anticipated

need. Both locations are looking at ways to serve those who need the service while identifying misuse of the program.

## OATS

OATS is a private, nonprofit specialized transit provider which operates in 87 Missouri counties. Its mission is to enhance the quality of life by providing safe, caring, and reliable transportation services to people in Missouri. The Mid-Missouri OATS Inc. region serves Audrain, Boone, Callaway, Camden, Cole, Cooper, Gasconade, Howard, Laclede, Maries, Miller, Moniteau, Morgan, Osage, and Pulaski Counties. The service operates within Jefferson City and Columbia providing rides throughout the cities, although not on a fixed route like its scheduled service.



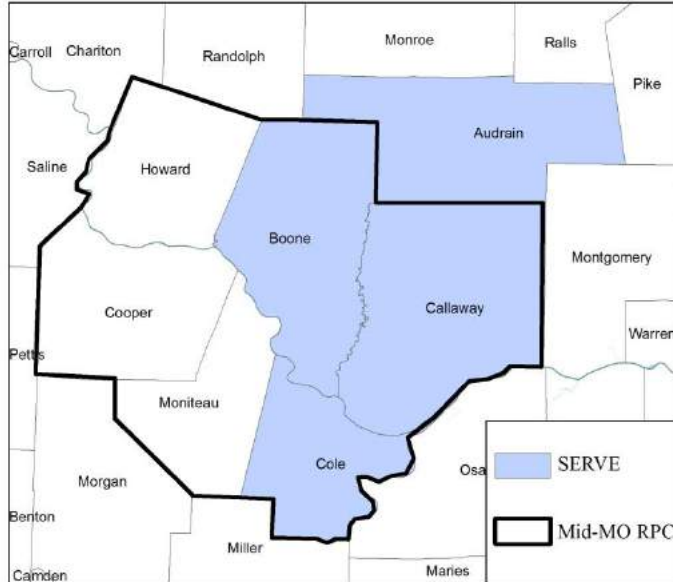
The agency has been in operation since 1971 and provides door-to-door transportation services to individuals with little or no alternative form of transportation as a shared-ride system. OATS generally caters to the elderly, low income, and those with disabilities, but the service is open to the general public through a reservation system. Services are prioritized, however, for medical, essential shopping, and business. OATS provides service on differing schedules across the Mid-Missouri region.

OATS is funded by a combination of federal, state, and local funds. Government funding through contracts with various agencies covers the cost for the elderly/disabled riders,

while general public riders pay the full fare for service. Funding is acquired through FTA grants (Section 5309, Section 5339, Section 5310, Section 5311, Section 5316-JARC), Medicaid, Missouri Elderly and Handicapped Transportation Assistance Program (MEHTAP), county governments, city governments, Department of Mental Health, service contracts, and rider fares. Fares are \$2 per one-way trip.

OATS has its main Mid-Missouri Regional Office in Columbia. There is covered parking for the Boone County fleet, including wash bays and a fueling station. Due to the increase in services and demand in Camden County, they recently opened another regional office to serve the southern counties in the region. Primarily, vehicles are modified vans and several small buses. Most vehicles are wheelchair-equipped.

## Serve Tran



SERVE Tran is a private not-for-profit agency which provides public transportation to elderly, disabled, low-income, and youth living in Callaway County. It operates Monday through Friday. The fleet of 11 vehicles includes 9 minibuses with electronic wheelchair lifts and two vans; all are equipped with mobile radios. SERVE Tran provides door to door transportation to dialysis, medical appointments, physical therapy, errands, beauty shops, work, and shopping. SERVE Tran also refers clients to OATS and has a Non-Emergency Medical Transportation contract to provide transportation for out of county medical trips. On average, SERVE Tran provides over 3,000 one-way trips a month and logs 22,000 miles per month. This level of service reflects SERVE's commitment to safety, efficiency, and personal service to all riders.

SERVE Tran has an annual operating budget of over \$500,000 and its funding sources come from state, federal and local agencies. Many of the trips SERVE provides are paid for by contracts, grants, and private pay fees, donations, etc. Their office staff will work with individuals to ascertain eligibility and/or make the proper referrals to the funding sources they already have in place (Missouri Department of Health & Senior Services - Division of Aging, NEMT/Medicaid, Callaway County Special Services/Medicaid waiver, Central Missouri Regional Center-Missouri Department of Mental Health, etc.). SERVE Tran also receives operating assistance funding through FTA Section 5311 that is administered by MODOT.

The basic service area includes in and around Fulton and Callaway County, and an area within a 30 mile radius in adjacent Audrain, Boone, and Cole counties. Travel further away for necessary medical appointments is possible through NEMT. Individuals who are not eligible for or not enrolled in any of these funding programs are eligible for

transportation services pending the assessment by office staff of ability to pay the nominal fee.

The fare for persons residing in Fulton and traveling within the city limits is \$3.00 round trip; an in-county round trip ride is \$10. For persons residing in town and traveling to Columbia, Jefferson City, or Mexico the fee is \$20 round trip. All trips must be scheduled ahead of time, by at least 3:00 pm the day before the trip.

## ***Human Service Providers***

Human Service Providers, as it pertains to this planning process, are those organizations that provide direct services for people who may need assistance or support, such as: people with developmental disabilities; people with physical disabilities; people with mental illness; children; elders/senior citizens; veterans; people who are homeless; people who are low-income; people who are incarcerated or just released; people with certain health needs; and people who are abused. These organizations may also directly provide transportation services or may contract out to other agencies to provide transportation for people who use their services.

All of the human service providers in the Mid-MO RPC region are profiled alphabetically below. Information contained in the profiles stems from returned provider surveys and information contained in the most current CAMPO and CATSO transportation plans.

### **Alternative Community Training, Inc. (ACT)**

Alternative Community Training, Inc. helps disabled people find employment and housing. The organization hires people with and without disabilities. It operates a 15,000-square-foot facility where employees recycle software and other electronic media. The agency estimates they provide approximately 11,000 annual trips for clients using a combination of nine vans and one car.

All of ACT's vehicles are leased or owned by ACT. The organization does not have actual direct revenue reimbursement for transportation costs, but it is included in rates received per program. The agency spends approximately \$130,000 annually on transportation expenses. The organization expressed some interest in coordination. Funding limitations may inhibit coordination activities as trip purposes are limited to employment. Funding sources include both federal and state sources such as the Department of Mental Health, State of Missouri, and Vocational Rehabilitation funding.

### **Boone County Council on Aging, Inc. (BCCA)**

Since 1973, BCCA has specialized in matching needs with resources like medical care, support groups, and housing assistance. They provide care management for seniors 55

and older with low incomes or limited local family. The BCCA offers paratransit rides. An application to ride can be found on their website. There is a \$3.00 fee. The agency is in favor of increased support for public transportation, which has been identified as a growing need among clients.

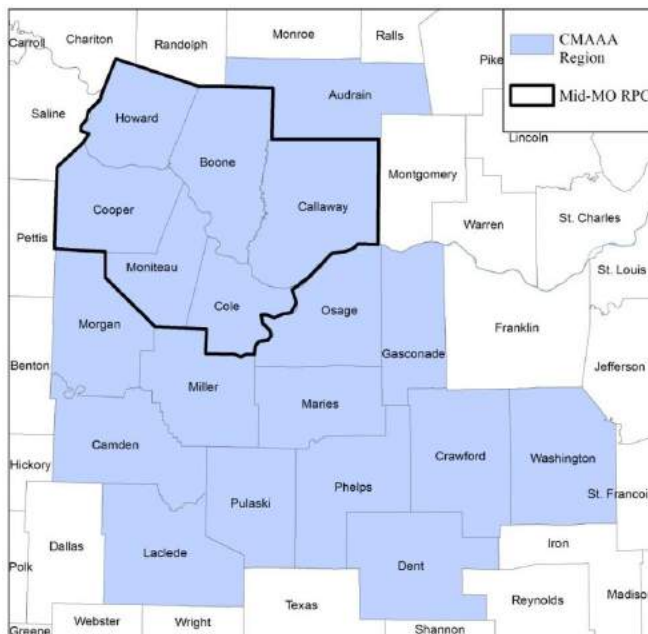
**Boone County Family Resources (BCFR)**

Boone County Family Resources is a public agency of the county that serves individuals with developmental disabilities. BCFR provides purchased transportation to eligible clients of the agency in Columbia and some adjacent areas in Boone County. Thus, BCFR coordinates with other social service agencies (SIL), transportation providers (Columbia Transit, OATS), and cab companies. Additionally, BCFR will reimburse mileage if staff provides transportation for residential clients to go to work and doctor appointments. BCFR has 15 total vehicles (5 cars and 10 vans) which provide support to 46 clients. In the past, BCFR has shown interest in coordination activities if found to be applicable.

**Burrell Behavioral Health**

Burrell is a private, not-for-profit organization serving individuals in need of mental health services. Burrell operates out of two locations in Columbia, as well as elsewhere in central Missouri. Burrell has two active vehicles, one 15-passenger van, and one 12-passenger van. These vehicles were acquired with FTA Section 5310 grant funding. The vehicles are used to transport the agency's adult clients on group outings throughout the community, as well as to and from the agency clinics for therapy and doctor visits. The vans are also used to transport child clients to and from school or home, and to the clinics for visits.

**Central Missouri Area Agency on Aging (CMAAA)**



The Central Missouri Area Agency on Aging contracts with Checker Livery, J&J Taxi, SERVE, and Show-Me Medical Transportation to provide transportation services in the Mid-MO RPC area. It is funded through a combination of federal and state funding and donations. CMAAA provides transportation assistance in the following categories:

***Shopping/Essential Business Trips:*** The maximum number of trips per month is 8 one-way trips. Note: A maximum of 24 additional shopping/business trips may be approved for a rider needing to visit their spouse in the nursing home or hospital.

***Senior Center Trips*** (for nutritional purposes): The maximum number of trips per month is 46 one-way trips.

***Non-Emergency Medical Trips*** (for riders who aren't eligible for Medicaid nor utilizing other subsidized medical transport services): The maximum number of trips per month is pre-authorized by CMAAA's county care coordinator.

CMAAA purchases bus tickets for riders in Columbia and Jefferson City; these tickets can be used for paratransit service only, not for general bus service.

As of end of April 2013, CMAAA had spent \$138,671 in transportation costs in the Mid-MO RPC region. The following is the breakdown for each county:

Boone - \$87,000  
Callaway - \$9,000  
Cole - \$23,000  
Cooper - \$1,300  
Howard - \$16,000  
Moniteau - \$2,371

Differences in cost can be attributed to the use of various services such as OATS, SIL, and/or other transportation providers. CMAAA also offers "consumer-directed transportation." With pre-authorization by their county care coordinator, CMAAA's clients can choose their own provider to transport them for shopping/essential business, lunch at the senior center, and medical appointments. These drivers are not contracted private, for-profit providers.

### **Central Missouri Community Action (CMCA)**

Central Missouri Community Action (CMCA) is a nonprofit corporation which provides an array of services and program oversight. They provide the following services, as well as numerous others: Head Start; Section 8 Rental Assistance; Employment and Training; Housing Development Activities; and Family Support. CMCA indicated that they provide approximately 50,000 annual trips. Trips are provided using bus passes and as cash to clients. The corporation spends approximately \$27,000 annually on transportation. The corporation is funded through a myriad of funding sources including



federal and state funding, donations, grants, and MEHTAP. Trips are limited to seniors, children, and low-income residents of the county. They have indicated a high level of interest in coordination of transportation resources.

### **Central Missouri Subcontracting Enterprises (CMSE)**

Central Missouri Subcontracting Enterprises (CMSE) provides meaningful, dignified employment to persons with disabilities in Missouri through the production of goods and services for the private sector. CMSE also provides advocacy and support to persons with disabilities. CMSE currently provides transportation services to 15 of their 124 employees. The remainder of employees either utilize Columbia Transit or private or residential agency transportation. CMSE provides approximately 3,750 round trips annually utilizing two agency vans and two cars for transporting employees to and from work sites. The cost for this transportation is approximately \$48,000 annually. CMSE reported being slightly interested in some coordination opportunities.

### **Columbia Housing Authority (CHA)**

The Housing Authority of the City of Columbia has 719 units targeted for affordable housing opportunities for low-income persons and families. CHA also administers more than 1,000 Housing Choice Vouchers for Section 8 Rental Assistance which provides rental assistance to very low-income families. These Section 8 units are owned by more than 700 private landlords and are located throughout Boone County but primarily within the City of Columbia. The Authority provides shuttle van service to clients using three vans and provides approximately 18,000 annual trips. Cost for services is estimated at approximately \$18,000. They also assist residents in contacting both OATS and Columbia Transit for additional transportation services. The Authority indicated that coordination activities were non-applicable to the organization.

### **Job Point (formally Advent Enterprises)**

Job Point provides youth services and vocational assessment, job training, and placement services to people with disabilities and the economically disadvantaged. Job Point is a comprehensive employment center, fully accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). Continuing education and youth mentoring support are also available.

Job Point serves northeast and central Missouri. Transportation services are provided with company-owned, grant-funded vehicles. Funding for Job Point comes through a variety of sources, including FTA 5310, the Missouri Department of Transportation, state funding, and tax credits. Trips are limited to those which are directly related to vocational needs. Job Point indicated an interest in coordination activities, particularly with Columbia Transit around provision of reduced or free transportation vouchers. Job Point identified the need for a more comprehensive municipal transit system.

## New Horizons

New Horizons is a nonprofit mental health provider in Cole and Boone County. While the agency does have a 14-passenger van to transport clients to and from the day program, most transportation is provided by staff in personal vehicles. Staff is reimbursed for mileage. As a part of their mission, New Horizons works to help clients integrate within the community. Thus, their life skills training efforts teach clients how to use public transit. New Horizons is interested in supporting increased public transit options and may be interested in any applicable coordination efforts.

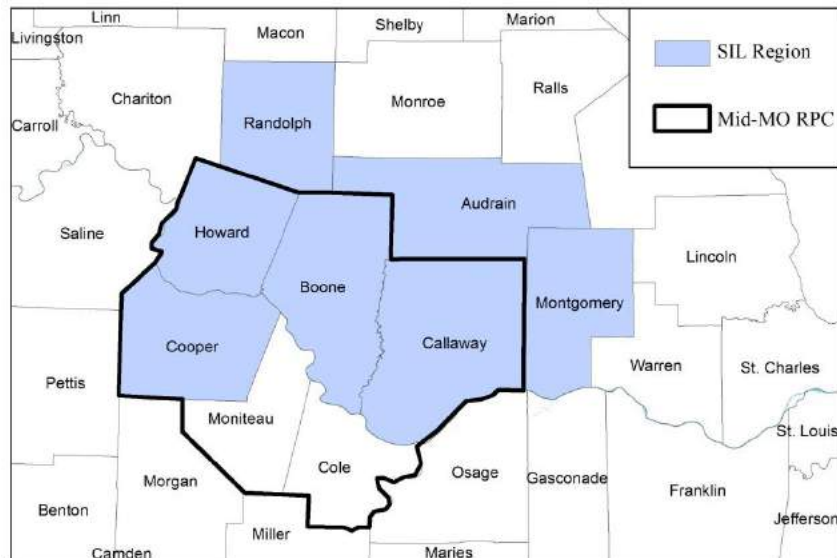
## Phoenix Programs

Phoenix Programs, a nonprofit agency located in Columbia, is an outpatient substance abuse program providing counseling for individuals, families, and groups. The agency provides transportation in the form of bus passes as well as using an agency van and two cars. They reported having an annual budget of approximately \$44,000, which is federally-funded, and provide approximately 1,000 annual trips for the homeless. They have approximately 100 clients at any one time. Some level of interest in coordination opportunities was shown by Phoenix Programs.

## Rainbow House

Rainbow House is a nonprofit child advocate agency that provides emergency shelter for abused and neglected children and families in dire need. They accommodate approximately 200 children in the shelter annually. They are funded through the State of Missouri and donations. The agency has two vans for transportation. Annually, the agency is estimated to provide approximately 1,600 trips. Rainbow House indicated some level of interest in coordination.

## Services for Independent Living (SIL)



Services for Independent Living (SIL) is a nonprofit which promotes independence for persons with disabilities. Many individuals with disabilities cannot utilize traditional transportation. SIL offers accessible transportation with door-to-door service Sunday through Friday, 8:00a.m. to 5:00 p.m. SIL has eligibility requirements for clients and charges according to the following fee schedule: \$2 per stop (City); \$3 per stop (Outside City Limits); \$5 per stop (County to County.) Within the past decade, SIL has applied for Section 5310 funding.

### **Vocational Rehabilitation**

This program assists individuals with physical or mental disabilities in obtaining employment. Services include vocational counseling/exploration, vocational training, medical restorative services, and job placement services. Vocational Rehabilitation may provide those who financially qualify with transportation to and from these services in the form of bus passes, travel reimbursement, and taxi fares. The agency provides approximately 1,750 trips annually — 550 in the form of bus passes and 1,200 trips in the form of reimbursement. The agency expends approximately \$29,000 annually on transportation for 300 individuals. Vocational Rehabilitation is required by Federal Law to access all comparable benefits and to coordinate with other transportation service providers.

### **Voluntary Action Center (VAC)**

Voluntary Action Center (VAC) is a nonprofit organization that provides information on available human services in the area, provides emergency assistance when local programs are unable to meet community needs, collaborates and coordinates with various local agencies, and provides volunteer coordination and training. They also provide services such as transportation, prescriptions, food, clothing, and shelter. Their service area includes all of Boone County. Funding sources include the United Way, Boone County, the City of Columbia, Boone Electric Trust, and churches in the area.

VAC provides both bus passes and gas for clients. In 2012, 4,720 bus tickets were provided for work trips. They reported that they provide approximately 6,700 trips annually. They are funded through a city grant and donations. Total operating costs were reported as approximately \$5,700 annually. Some interest in coordination was indicated by VAC.

Table 3.1 Transportation Providers in the Mid-MO RPC Area			Service Area					
Organization	Fixed Office Location	Phone	Boone	Callaway	Cole	Cooper	Howard	Moniteau
Alternative Community Training	Columbia	(573) 474-9446	x	x	x	x	x	x
Boone County Council on Aging	Columbia	(573) 443-1111	x					
Boone County Family Resources	Columbia	(573) 874-1995	x					
Burell Behavioral Health	Columbia	(800) 395-2132	x	x	x	x	x	x
CMAAA	Columbia	(573) 443-5823	x	x	x	x	x	x
Central Missouri Community Action (CMCA)	Columbia	(573) 443-8706	x	x	x	x	x	x
Central Missouri Subcontracting Services	Columbia	(573) 442-6935	x	x	x	x	x	x
Checker Cab	Jefferson City	(573) 636-7101	x	x	x	x	x	x
Columbia Transit	Columbia	(573) 874-7250	x					
Columbia Housing Authority	Columbia	(573) 443-2556	x					
Cole County Residential Services, Inc.	Jefferson City	(573) 634-4555			x			
Department of Community Development	Jefferson City	(573) 634-6424		x	x			
Endless Options, Inc.	Fayette	(660) 248-5233					x	
Independent Living Resource Center, Inc.	Jefferson City	(573) 556-0400		x	x			x
Independent Living Center	Columbia	(573) 874-1646	x					
JEFFTRAN	Jefferson City	(573) 634-6477			x			
Job Point	Columbia	(573) 474-8560	x					
Missouri River Taxi	Boonville	(660) 882-7070	x	x	x	x	x	x
MO Vocational Rehabilitation	Jefferson City	(573) 751-3251	x	x	x	x	x	x
Mo-X	Columbia	(877) 669-4826	x	x	x	x	x	x

New Horizons Community Support Service	Jefferson City	(573) 636-8108	x		x			
OATS, Inc.	Columbia	(573) 443-3789	x	x	x	x	x	x
Phoenix Programs	Columbia	(573) 875-8880	x					
SERVE, Inc.	Fulton	(573) 642-6388		x				
Services for Independent Living	Columbia	(573) 874-1646	x	x		x	x	
Special Learning Center	Jefferson City	(573) 634-3070			x			
Tipton Manor, Inc.	Tipton	(660) 433-5574						x
Unlimited Opportunities	Boonville	(660) 882-5576				x		
Voluntary Action Center	Columbia	(573) 874-2273	x					
Woodhaven Learning Center	Columbia	(573) 875-6181	x					

## **Section 4: Goals, Strategies, and Funding**

Public Transportation-Human Services Transportation providers in the Mid-MO RPC region play an integral role in providing access to facilities and services which many citizens would otherwise not enjoy. While there are currently many diverse services offered, there were many ideas for further improvements and enhancements suggested by transportation providers and users during this planning process.

Two main goals, with implementation strategies, emerged from discussions and the information received and reviewed during this planning process. The strategies of the 2008 Coordinated Plan, and those of the updated CATSO (2018) and CAMPO (2021) plans, were also referenced in developing these goals and strategies.

The goals and strategies developed were prioritized as HIGH, MEDIUM, or LOW for purposes of funding and implementation, according to the following scale:

**HIGH** - Funding and implementation is in high demand for most agencies (could be implemented in the next 1-2 years)

**MEDIUM**- Funding and implementation is in high demand, but some steps may be needed before pursuing the goal/strategy (could be implemented in the next 2-3 years)

**LOW** – Funding and implementation is in high demand, but other goals/strategies may be higher priority (could be implemented in the next 2-5 years)

## ***Mid-MO RPC Goals and Strategies***

The goals and strategies created through this planning process took into account current services and future growth and needs in the region. The transportation stakeholders prioritized these strategies as follows:

### ***Goal 1: Increase efficiency through coordination and education (HIGH)***

Strategies:

1. Create ongoing regional dialogue around mobility issues and coordinated transportation between social service agencies, health care providers, and transportation providers. **(MEDIUM)**
2. Educate both the public and service agencies about available services in the region. This could be done through the creation of a coordination directory, website, or service. **(HIGH)**

### ***Goal 2: Increase accessibility of existing transportation services (HIGH)***

Strategies:

1. Encourage and seek greater flexibility of existing provider routes, hours, and services. **(HIGH)**
2. Promote and secure funding for existing services and programs. Encourage increased funding of existing services if possible. **(LOW)**
3. Identify a way to create public transportation from Columbia to Jefferson City and vice versa on a frequent and/or daily basis. **(MEDIUM)**

### ***Goal 3: Address healthcare and employment-based mobility needs throughout the region (HIGH)***

Strategies:

1. Foster partnerships between service agencies, healthcare facilities, transportation coordination services, and transportation services throughout the region. **(HIGH)**
2. Foster partnerships between employers, workforce agencies, and transportation services throughout the region. **(MEDIUM)**

## ***CAMPO and CATSO Strategies***

In addition to the Mid-MO RPC goals and strategies, the strategies from the 2021 CAMPO and 2018 CATSO plans are included in this plan.

### **CAMPO (Capital Area Metropolitan Planning Area)**

#### **Short Range (1-2 years)**

1. Promote and secure funding for expansion of services and programs.
2. Develop partnerships with public and private stakeholders to improve access and use of transit.
3. Seek and support coordination opportunities among transportation providers, human service agencies, and other regional stakeholders.
4. Develop and maintain a directory of human service agencies and transportation providers, which will include federal, state, and local government contacts.
5. Create educational campaigns to encourage people to return to using transit following Covid-19 Pandemic.

#### **Long Range (2-5 years)**

6. Develop public and private incentives to increase transit use.
7. Integrate new technologies that will improve transit use and accessibility.
8. Educate the public, elected officials, and other stakeholders about available transit services. Possible tools include: creation of a coordination staff position, directory, or website; marketing campaign; brochures; press releases and/or public service announcements.
9. Develop a transit focus group(s) to support growth of transit use.
10. Pursue cooperative procurement agreements where feasible.
11. Develop policies and protocols that improve driver retention.

More in-depth information can be found in the full version of the CAMPO plan on the Jefferson City website (<http://www.jeffcitymo.org>) at: [CAMPO 2021 Coordinated Public Transit Human Services Transportation Plan](#)

### **CATSO (Columbia Area Transportation Study Area)**

1. Streamline GoCOMO's service delivery.
2. Expand GoCOMO's service frequency, schedule and coverage.
3. Expand and streamline Boone County services, namely OATS.
4. Create a one-stop information webpage to match transportation needs with providers.
5. Promote education and information sharing between agencies and providers.
6. Improve coordination among transportation providers and social service agencies.

More in-depth information can be found in the full version of the CATSO plan on the City of Columbia website ( <http://www.gocolumbiamo.com/>) at: [CATSO 2018 Coordinated Transit Plan](#)



## ***Case-Studies in Mobility***

### **OATS SB40 Board Partnership and Tri-County Transit**

Central Missouri OATS completed an expansion of services, but also a successful partnership with the Camden County SB 40 Board filling multiple needs: A transportation gap created by a closing sheltered workshop and the needs of residents in Camden County. In this context, SB 40 Board refers to Missouri Senate Bill 40 (RsMO 205.968) enacting a governing body (board) in counties overseeing services for those with developmental disabilities within the county. These boards oversee sheltered workshops within counties. Recently there has been a shift away from this type of employment to community based employment, where individuals who were employed at sheltered workshops now work throughout the county. These employment endeavors are still under the oversight of the SB 40 Board.

When the Camden County SB 40 Board began to shift toward community based employment, transportation was a pressing issue. Before, the SB 40 Board had to take people from their homes to a central location at the same time each day; with the shift to community based employment, individuals now needed to be transported from their homes to different locations throughout the county at different times making it logistically impossible to continue with the same transportation process as before. The SB 40 Board began a partnership with Central Missouri OATS to provide employment transportation for their clients.

This required OATS to operate with a larger span of days and hours. Due to the funding streams associated with this project, there With the increased availability OATS, their ridership has increased in the Camden County area. Starting in July 2018, OATS will begin providing the Tri-County Transit Route connecting Camden, Miller, and Morgan Counties with frequent routes.

Residents in the area have expressed their gratitude for the expanded service. On top of an increase in evening and weekend economic opportunities, transportation disadvantaged individuals are able to attend church services and plan regular weekend activities with the expanded service, making the transportation disadvantaged less disadvantaged.

### **Rides to Wellness**

A pilot program done in West Plains, Missouri by the Missouri Rural Health Association called Rides to Wellness was created with the goal that increasing reliable transportation for healthcare creates healthier people and healthier communities with an emphasis on rural Missouri. Rides to Wellness has three goals: 1. Increase access to care; 2. Improve health outcomes; and 3. Reduce healthcare costs. Although not explicitly stated as a goal, outcomes of this service include a reduced number of missed appointments and reliable and accessible transportation allowing people to access healthcare on demand. The

ultimate outcome of Rides to Wellness is to improve healthcare access and reduce hospital readmissions.

The Rides to Wellness pilot program, HealthTran, utilized existing infrastructure in West Plains, but also developed a network of volunteer drivers through community organizations to coordinate rides when patients needed them for as minimal cost as possible. Rides were subsidized for those who had a health need but did not have resources for transportation. There was also a ride coordinator who worked between the health and transit systems to coordinate a ride for the patient needing care. Services were arranged from anywhere within less than 24 hours to three days.

Based on the information collected from this pilot program, the average age of a rider was 51 years old with only 20% of riders being under the age of 30. The highest number of riders had an annual income of less than \$15,000 (71%). The most needed transportation was to mental health appointments (33%). Medicare recipients composed 47% of the riders, while Medicaid recipients composed 31% of riders, and uninsured individuals made up 24% of riders. (These numbers are taken from HealthTran Then and Now Report, Page 8. Note these numbers do not add up to 100). Healthcare providers expressed 100% satisfaction with HealthTran and over 97% believed that patients were satisfied with the service and would like to continue using it.

Since the West Plains Pilot Project, Rides to Wellness has begun to shift to a subscription based model for any health care providers or service agencies who might need to use its services. They have expanded into the Northwestern Missouri area with this model.

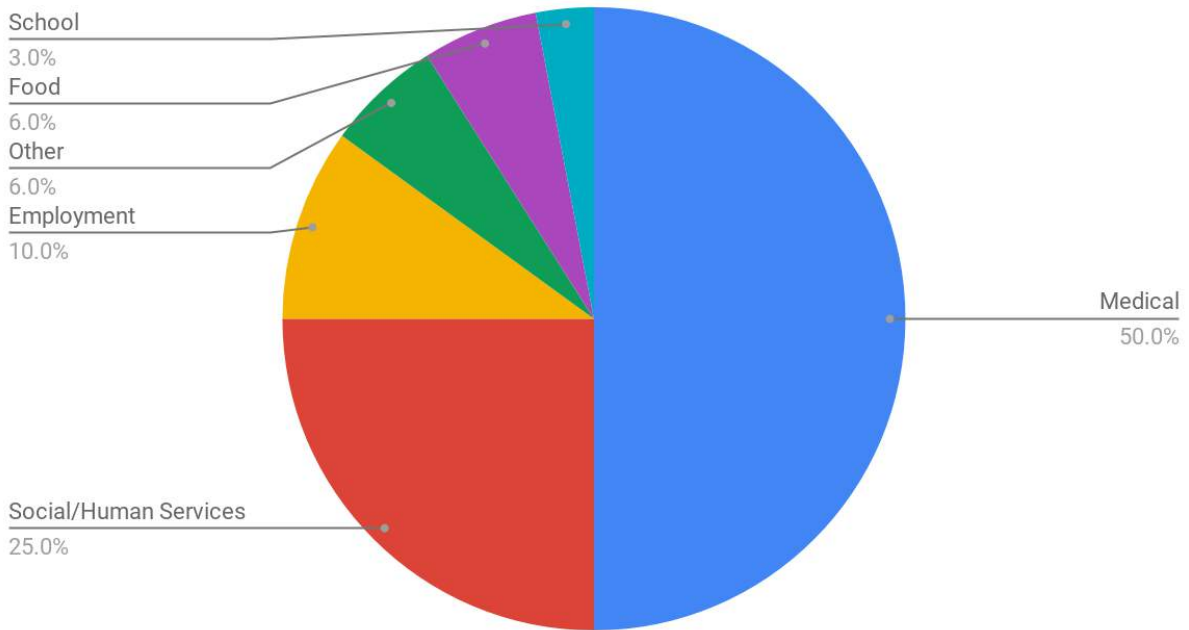
### **Mid-Missouri RPC and Central Missouri Community Action Agency Mobility Management Project**

Mid-MO RPC received funding from Missouri Department of Transportation and the Missouri Disability Council for the Mobility Management/MO-Rides Project. They partnered with the Central Missouri Community Action Agency. This project is the same done by two other regional planning commissions. The results discussed in this section reference only the Mid-MO RPC findings from their execution of the project. This project came as a direct result of the 2013 Coordinated Transportation Plan and the Transportation Council. The intention was that an individual would seek to reduce transportation overlap and coordinate transportation services between area providers who were not necessarily transportation providers but were providing transportation for clients throughout the region. The individual would also serve as a mobility manager connecting rides for people via MORides.

Throughout the lifespan of the grant, the Mobility Management project became primarily a mobility manager position due to the high demand for the service and the difficulty in finding rides throughout the region. Acting as a “Mobility Manager” was time consuming on its own without transportation coordination between all of the service agencies in the region. Over 1 year, 10 months, there were 1,810 calls for rides and 984 rides coordinated by what became the “Mobility Manager.” Half of all of the coordinated rides were for a

medical appointment and 25% of the rides were for a social/human service. This could be anything from social security to FSD. The breakdown is as follows:

### Destination Type



The most common destination for both rural and urban residents using the service was medical appointments. It should be noted that 34% of rural residents using the mobility management service needed a ride to employment. The most common barriers to obtaining transportation varied between rural and urban riders, with the most common rural barrier being the hours of operation and availability, while cost was the biggest barrier for urban residents obtaining a ride on their own.

### Cooper County YMCA Vans

As a part of the mobility management project, the Mobility Manager had significant difficulty in finding rides within Cooper County. A solution to this problem was found by partnering with the Cooper County YMCA and using their passenger vans for rides when not being used by the YMCA. Prior to the vans being used, only 14 rides were provided to Cooper County residents. After the utilization of the vans was put into place, 85 rides were provided to Cooper County residents.

### OATS Tyson Chicken Plant Transit

The Tyson Chicken Processing Plant near Sedalia is located outside of city limits in the Dresden area. It is 6.5 miles west of Sedalia on Highway 50. OATS operates a city bus

route within Sedalia. This route includes the Tyson Processing Plant on its route taking employees from Sedalia to the plant and back.

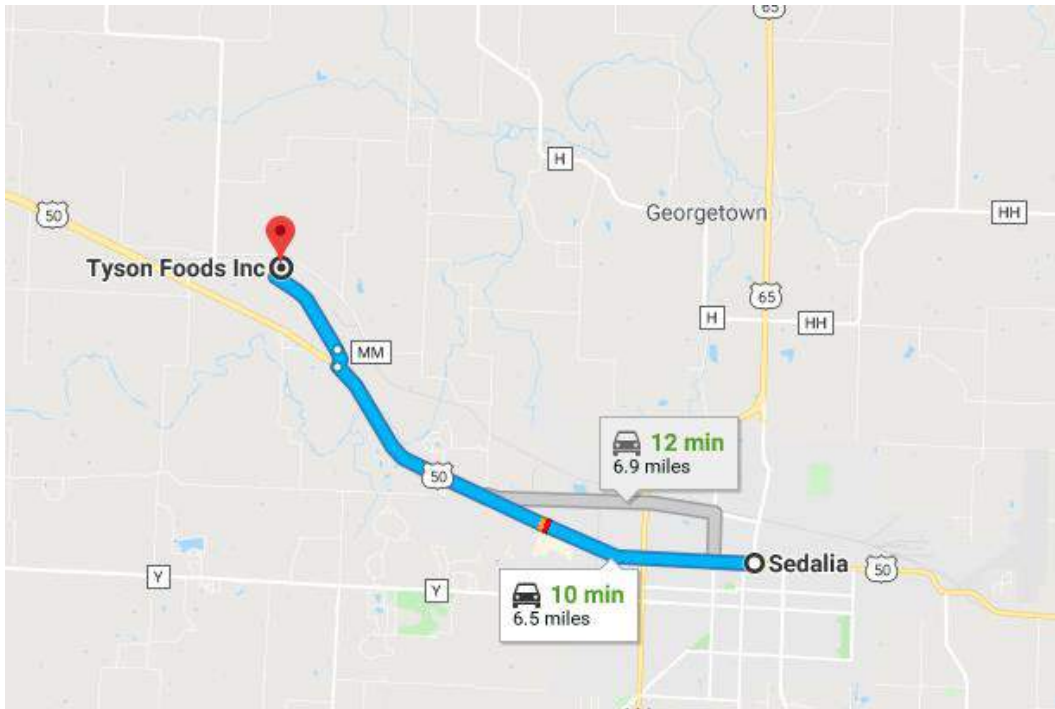


Image Source: Google Maps

## ***Current Planning and Coordination Resources***

In addition to the Coordinated Plans maintained by the Mid-MO RPC, CAMPO, and CATSO, there are other resources and activities available to assist in planning and coordination in the region.

### ***Mid-MO RPC Transportation Advisory Committee (TAC)***

The Mid-MO RPC is a planning partner with the Missouri Department of Transportation (MoDOT). Elected officials and appointed citizens from the region make up the Mid-MO RPC Transportation Advisory Committee (TAC), which meets quarterly to hear from and give input to MoDOT staff about various transportation projects. The TAC reports directly to the Mid-MO RPC Board of Directors.

### ***Mid-MO RPC Regional Transportation Plan***

As a planning partner with the Missouri Department of Transportation, the Mid-MO RPC provides transportation planning services to its membership; this includes maintaining a Regional Transportation Plan. The information and data found within the plan are intended to help make sound and prudent transportation decisions which will aid in the efficient movement of goods, services, and people from one place to another. The plan includes identified transportation needs throughout the region and categorizes them into high, medium, and low priorities. The Regional Transportation Plan serves as a guide in long-term transportation planning for the Mid-MO RPC area.

### ***Mid-Missouri Transportation Coordination Council (MMTCC)***

Established in 2013, the goal of the council is to “...sustain a regional partnership for better community access through transportation coordination and mobility management.” The council met until 2015 and due to a variety of circumstances has become dormant.

The council came about through a partnering effort between Mid-MO RPC and the University of Missouri Hospital Trauma Center. The first year of the planning effort is being funded through a grant awarded to Mid-MO RPC by the Missouri Developmental Disabilities Council (MODDC). Mid-MO RPC staff is working with several regional stakeholders, planners, and transportation advocates to assist the council in identifying needs, goals, and priorities in the region. Meetings covered challenges such as funding, coordination, and access to service. (*See Appendix E for meeting minutes.*) Future meetings will be used to identify goals and strategies and to set up the composition of the council. Reviving the MMTCC is a viable option if time and interest permits for stakeholders.

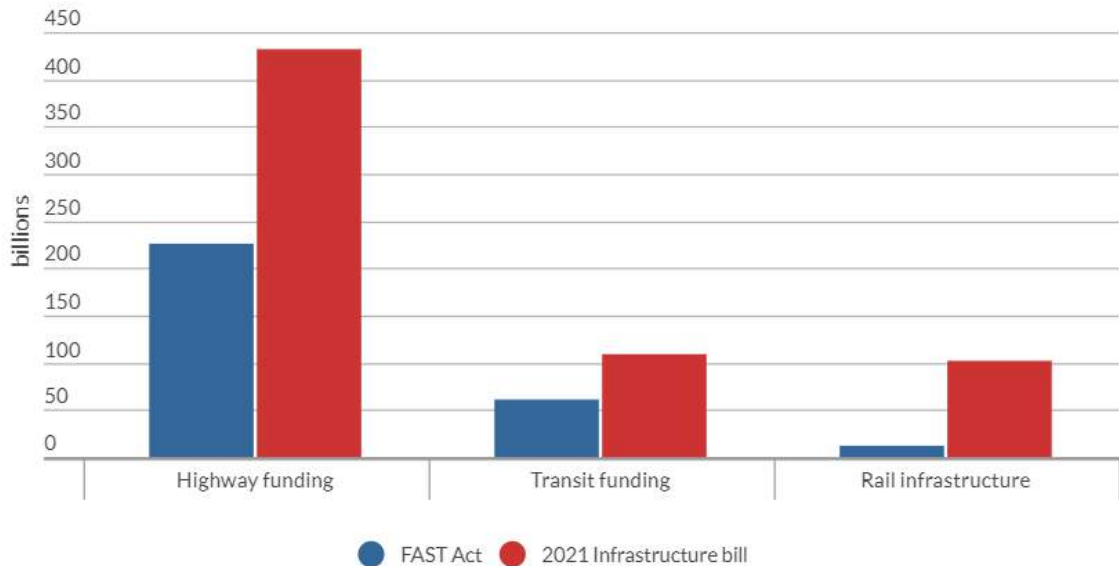
## Funding Programs

On Nov. 15, 2021, Public Law 117-58 Bipartisan Infrastructure Law (BIL) was signed into law. This replaced the previous 2015 transportation legislation, Fixing America's Surface Transportation Act (FAST Act).

The bill combines a \$477 billion five-year surface transportation reauthorization, a 56 percent increase above that of the FAST Act, with approximately \$157 billion in supplemental one-time stimulus funding to be distributed to more than two dozen grant programs over five years.

There was a 79% increase in Transit funding between FAST and BIL with funds coming largely from General Revenue and the Highway Trust Fund.

### FAST Act vs the 2021 infrastructure bill



There are currently four main sources of funding:

- Urbanized Area Formula Grants
- Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities
- Formula Grants for Other Than Urbanized Areas (Rural Formula)
- Formula Grants for Buses and Bus Facilities

Because of the many changes between the previous transportation bills, including MAP-21, program funding pools may be difficult to navigate. The following is a summary of funding programs most cited by local transportation providers. This information is provided by the United States Department of Transportation.

### ***Urbanized Area Formula Grants***

The Urbanized Area Formula Funding program (49 U.S.C. 5307) makes federal resources available to governors and other recipients for transit capital and operating assistance and transportation-related planning in urbanized areas. An urbanized area is an area that has been defined and designated by the U.S. Department of Commerce, Bureau of the Census as an 'Urban Area' with a population of 50,000 or more.

- These funds are urbanized area grants under Section 5307. Funding is used for transit capital and operating assistance as well as transportation related planning. The eligible recipients are urbanized areas with more than 50,000 in population.
- In addition, rural areas and those with less than 200,000 in population are allowed to use up to 100 percent of their 5307 funding for operating expenses.
- Match cannot exceed 80% of the net project cost for capital expenditures, 85% for the acquisition of vehicles, and 90% for the cost of vehicle-related equipment for Americans with Disabilities Act and Clean Air Act compliance. For operating assistance, federal share cannot exceed 50% of the net project cost.

### ***Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities***

This program (49 U.S.C. 5310) provides formula funding to states and designated recipients to meet the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs. Funds are apportioned based on each state's share of the population for these two groups. Formula funds are apportioned to direct recipients; for rural and small urban areas, this is the state Department of Transportation, while in large urban areas, a designated recipient is chosen by the governor. Direct recipients have flexibility in how they select subrecipient projects for funding, but their decision process must be clearly noted in a state/program management plan. The selection process may be formula-based, competitive or discretionary, and subrecipients can include states or local government authorities, private non-profit organizations, and/or operators of public transportation.

This program supports transportation services planned, designed, and carried out to meet the transportation needs of older adults and people with disabilities in all areas. The funding can be used for "traditional" or "nontraditional" projects. "Traditional" projects are capital projects as defined in 49 U.S.C. 5302(3). "Nontraditional" projects are capital and/or operating projects that go beyond the scope of the Americans with Disabilities Act

(ADA) complementary paratransit services or public transportation alternatives designed to assist older adults and people with disabilities.

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
- Construction of an accessible path to a bus stop, including curb-cuts, sidewalks, accessible pedestrian signals or other accessible features
- Improvements to signage, or way-finding technology
- Incremental cost of providing same day service or door-to-door service
- Purchase of vehicles to support new accessible taxi, rides sharing and/or vanpooling programs
- Mobility management programs

### ***Formula Grants for Other Than Urbanized Areas (Rural Formula)***

Sec. 3012, 49 USC 5311

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 activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services.

Eligible activities include planning, capital, operating, job access and reverse commute projects, and the acquisition of public transportation services. The federal share is 80 percent for capital projects, 50 percent for operating assistance, and 80 percent for Americans with Disabilities Act (ADA) non-fixed route paratransit service. Section 5311 funds are available to the States during the fiscal year of apportionment plus two additional years (total of three years). Funds are apportioned to States based on a formula that includes land area, population, revenue vehicle miles, and low-income individuals in rural areas.



## ***Formula Grants for Buses and Bus Facilities***

The Grants for Buses and Bus Facilities Competitive Program (49 U.S.C. 5339(b)) makes federal resources available to states and direct recipients to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities, including technological changes or innovations to modify low or no emission vehicles or facilities. Funding is provided through formula allocations and competitive grants.

Eligible applicants for the Buses and Bus Facilities Program include designated recipients that allocate funds to fixed-route bus operators, States (including territories and Washington D.C.) or local governmental entities that operate fixed route bus service, and Indian tribes. Subrecipients include all otherwise eligible applicants and also private nonprofit organizations engaged in public transportation.

Eligible projects include Capital projects to replace, rehabilitate and purchase buses, vans, and related equipment, and to construct bus-related facilities, including technological changes or innovations to modify low or no emission vehicles or facilities. Additionally, 0.5% of a request may be for workforce development training, and an additional 0.5% may be for training.

The federal share of eligible capital costs is 80 percent of the net capital project cost, unless the grant recipient requests a lower percentage. The Federal share may exceed 80 percent for certain projects related to the ADA and the Clean Air Act. All low-no emission projects are attributable to compliance with the Clean Air Act and/or the Americans with Disabilities Act. Therefore, the Federal share of the cost of leasing or purchasing a low or no emission transit bus is not to exceed 85 percent of the total transit bus cost. The federal share in the cost of leasing or acquiring low- or no-emission bus-related equipment and facilities is 90 percent of the net project cost. Applicants must identify these specific activities in their application in order to receive this increased federal share.

## **Section 5:**

### **Conclusion**

While there are many and varied transportation services available for the elderly, low-income, and disabled residents in the Mid-MO RPC region, the overall system has limitations. The areas and hours of available service, coordination between providers, and flexibility available to meet individual user needs are all areas in need of improvement. Some parts of the region have a good array of available services while other areas are underserved. Those in urban areas have more transportation options during normal business hours, while those in rural areas have minimal and/or expensive options limiting their ability to accomplish normal activities such as doctor appointments, grocery store trips, and employment. Finding transportation service in the evenings and on weekends is especially difficult for both rural and urban individuals in the region.

Financial constraints are the main reason behind most of the limitations of the system. The combination of increasing poverty and a rapidly increasing elderly population, along with cuts in state and federal funding for transportation, means that all of these transportation providers are being asked to do more with less.

Goals and strategies have been developed and prioritized in this plan to promote improvements in these services in the future. While some of these strategies require access to increased funding, there are others which can begin to be implemented if given some focused attention. Committing to find innovative or creative options with the current infrastructure or even allowing for more flexibility in funding guidelines would be a positive step toward reducing disparities in transportation access. A commitment to the goals and strategies in this plan could make a positive difference in meeting the needs of both transportation providers and those in need of services in the Mid-MO RPC region.

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***Appendix A  
Public Transit Provider Survey***

# Public Transit Provider Survey

1. Organization

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2. Address

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3. Phone Number

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4. What type of agency are you?

*Mark only one oval.*

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

5. Who is eligible for transportation services with your agency? (Check all that apply)

*Check all that apply.*

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

6. Why type of service does your agency provide? (Check all that apply)

*Check all that apply.*

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

7. Does your agency provide contract transit service?

*Mark only one oval.*

- Yes - DR
- Yes - FR
- No

8. Does you agency contract out your transportation services?

*Mark only one oval.*

- Yes
- No

9. If so, what percentage is contracted out?

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10. Who is your contract service provider?

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11. Does your agency coordinated with any other transit providers?

*Mark only one oval.*

Yes

No

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

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13. Which days of the week do you regularly provide transit services? (Check all that apply\_

*Check all that apply.*

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

Sunday

14. Please describe any specific projects your organization would like to accomplish in the next 5-years.

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15. What are the major transportation needs of your agency in the long term? (7-20 years)

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***Appendix B***  
***Public Transit User Survey***



# Public Transit Services User Survey

Survey results are used to inform the Coordinated Public Transit Human-Services Transportation Plan.

1. Where do you live?

*Mark only one oval.*

- Boone County
- Callaway County
- Cole County
- Cooper County
- Howard County
- Moniteau County

2. Where do you work?

*Mark only one oval.*

- Boone County
- Callaway County
- Cole County
- Cooper County
- Howard County
- Moniteau County
- I am not currently employed

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

*Mark only one oval.*

Yes

No

4. If employed, what is your occupation?

*Mark only one oval.*

Homemaker

Managerial/professional

Technical/administrative/support

Service Worker

Production/craft/repair/machine

Secondary Student

College Student

Laborer

Retired

Unemployed

Other: \_\_\_\_\_

5. Have you used a transit service provider in the last year?

*Mark only one oval.*

Yes

No

6. What means of transportation do you use at this time? (check all that apply)

*Check all that apply.*

- Personal Vehicle
- Bicycle
- Public Transit
- Family/friend vehicle
- Taxi
- Rideshare
- Walk
- Human service agency vehicle

7. Do you ever use public transit, taxis, or rideshares?

*Mark only one oval.*

- Yes
- No
- Sometimes

8. For what activities do you use public transit, taxis, or rideshares?

*Check all that apply.*

- Work
- School
- Church/Religious Services
- Recreational Events
- Medical/health care
- Banking/financial services
- Child care
- Social events
- Shopping
- Dining
- Other destinations

9. Has COVID-19 impacted your use of transportation? (Check all that apply)

*Check all that apply.*

- I stopped using public transit
- I started using public transit
- I bought a car
- I get rides from family/friends
- I walk or ride my bike more
- I work from or stay home more and travel less

10. What changes could be made in public transit services that would make you want to ride?

*Check all that apply.*

- Increased service hours
- More flexible in scheduling rides
- Increased weekend service
- More express services (very few stops)
- Employer pays part of cost
- Service close to my home
- Cleaner/more attractive buses

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