

PIONEER TRAILS

2018 PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN



Created by Pioneer Trails Regional Planning Commission
In partnership with Missouri Department of Transportation

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I. Summary

The Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU), was passed by Congress in August, 2005, reauthorizing the Surface Transportation Act. Within this authority, language specifies that grantees applying for funds under the New Freedom Initiative (5317), Job Access and Reverse Commute (JARC-5316) and Elderly and Disabled Transportation Program (5310) must meet certain planning requirements starting in FY2007 and continuing indefinitely.

SAFETEA-LU specifically requires projects for the three above programs to be part of a public transit plan that is both locally developed and coordinated. The development of this plan must include representatives from public, private, and non-profit transportation services, human service providers and the public. The public input process must also include representatives from each of the three targeted groups.

The process is designed to identify the needs of three targeted groups: Individuals with disabilities, older adults, and people with low incomes. The process also identifies strategies to meet local needs, and prioritizes the strategies for funding, time and feasibility constraints. Additionally, the plan should maximize the effectiveness of coverage by minimizing overlaps in services, while addressing gaps in current service.

In March 2017 work began to identify key human service and transit providers in the 4-county region. In April 2017 transit surveys were mailed and provided via the Pioneer Trails Regional Planning Commission's (PTRPC) website to stakeholders asking them to provide relevant data regarding their operations. The results of the survey were then tabulated, and the first meeting was scheduled for June 5th, 2018. The purpose of this meeting was to introduce participants to the process and identify needs and strategies to meet those needs. A second meeting, held in July, prioritized the strategies identified at the June meeting.

Requirements for this plan include meeting certain minimum criteria. The key elements include:

- Assessment of available services
- Assessment of needs
- Strategies to identify gaps for targeted populations
- Prioritizing Strategies into High, Medium and Low

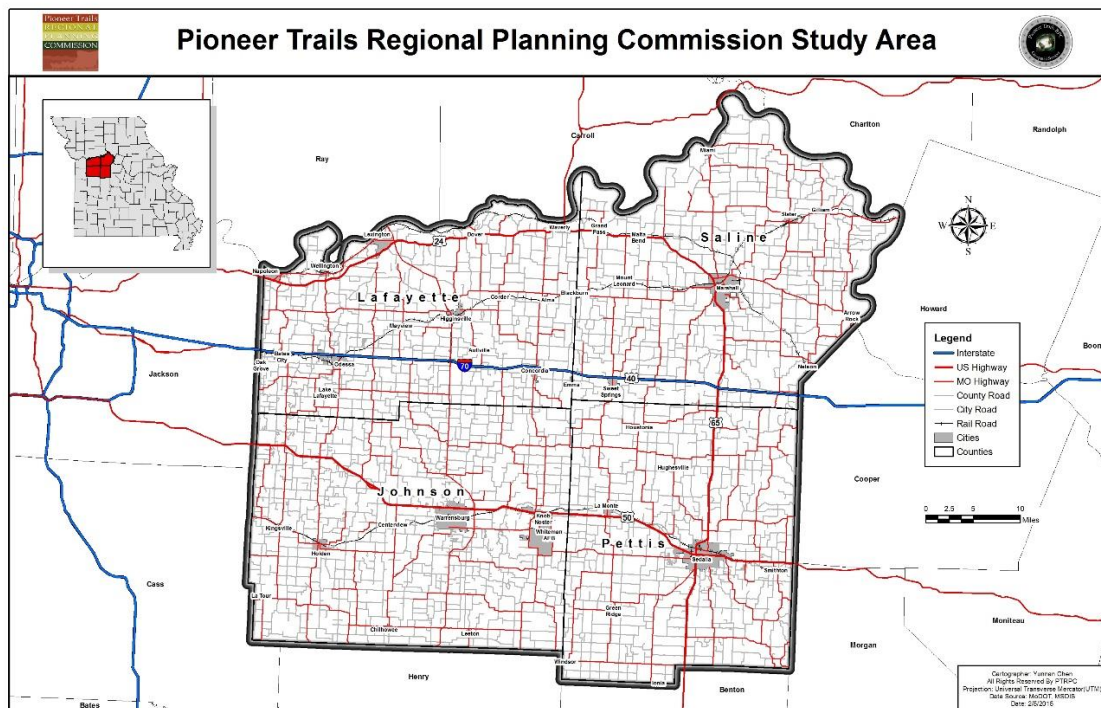
II. Study Area

The Pioneer Trails Regional Planning Commission (PTRPC) serves Johnson, Lafayette, Saline and Pettis County located approximately thirty miles east of Kansas City. Missouri's Regional Planning Commissions (RPC's) were designated by MoDOT to prepare coordinated transit plans for the rural areas of the state. PTRPC is one of nineteen active regional planning commissions throughout Missouri.

Spanning an area roughly sixty miles across and fifty miles from north to south, the region is bounded on the north by the Missouri River and countless tons of cargo traversing it daily. Interstate 70 bisects the region from east to west, providing nearly immediate access to one of the most important highway trade corridors in the country. Paralleling the interstate, US Highway 50 provides a four-lane alternative across the southern half of the region.

US Highway 65 Provides an unbroken transportation route from Canada to the Gulf Coast, while Missouri Highway 13 offers a bypass to the Kansas City metro travelers and freight. US Highway 24, listed as a Scenic Byway by the National Historic Trust, offers an automotive version of the Santa Fe Trail experience, as it loosely follows the Missouri River across the region.

Both the Union Pacific and the Burlington Northern/Santa Fe lines provide rail shipment into and through the region, along with added lines of the Kansas City Southern Railway. Numerous private and municipal airports offer ample access to air transportation, while Kansas City International Airport can be reached in approximately an hour from much of the region.



III. Introduction and Background

Introduction

For many members of our community public transit is not a choice but a necessity of life, be it a taxi, van, bus, or other form of transit services. Complications from age, disability, or low income often limit access to a personal vehicle. This creates a situation where

many of the daily trips most of us take for granted, such as going to the grocery store, doctor, or work, would be impossible without some other means of transportation besides a personal vehicle.

Requirements

A requirement for the plan outlined in SAFETEA-LU is that projects using funding from above references programs become part of a “locally developed coordinated public-transit human-services transportation plan.” Participants in the planning process are representatives of public, private and non-profit transportation services, human service providers and general public. Key elements addressed in the plan include:

- Assessment(s) of transportation needs for people(s) with disabilities, the elderly population, and individuals considered “low income”.
- Listing services available to these target population groups and identification of redundancy and/or gaps in services.
- Approaches to deal with any identified gaps in service.
- Identification of actions to coordinate and reduce redundant services in order to use available resources more efficiently.
- Prioritization of strategies and implementation of strategies.

Funding Programs

Below is a list of federal funding programs which require a decision-making process within the limits of this coordinated plan.

Enhanced Mobility of Seniors & Individuals with Disabilities (FTA Section 5310 Program)

This program provides formula funding to states for the purpose of assisting private nonprofit groups in meeting the transportation needs of older adults and people with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs.

Planning Process

The Planning Process consisted of compiling a list of known transit and human service providers in the PTRPC region. This list was compiled using internet and phone book searches to compile a comprehensive list. This list was used for purposes of inviting transit stakeholders to public meetings and to distribute transportation/human service provider surveys. The surveys were mailed and provided online, the results tallied prior to the introductory meeting held in June. Data from the surveys was used as a starting point for discussions regarding transit needs, gaps in service, and potential strategies for addressing those issues. Strategies were derived from the previous plan and reviewed for relevance. This process will allow this plan to be a guide for the selection of future coordination transit projects so that they will better fit federal funding categories resulting in more efficient systems not only in PTRPC’s region, but in the State of Missouri.

1. Data Collection

A comprehensive list of the organizations providing transportation services in PTRPC's four county area was compiled and subsequently split into two categories: transportation providers, and human service providers. This list included numerous public, private, and non-profit organizations that provide transportation to services or provide the services themselves for the targeted individuals for the proposal. A survey was prepared for each group and mailed, as well as provided online. Online copies of these surveys were also available at PTRPC's website (<http://www.trailsrps.org/>).

The Transportation provider survey was designed to identify needs of the organizations that provide transportation to the elderly, disabled, and low-income persons targeted by this proposal. The data compiled was used to produce strategies for implementing and/or improving transit coordination.

Similar to the transportation provider survey, the human service survey was designed to identify needs of organization that provide services to the elderly, disabled, and low-income populations targeted by this proposal. The groups receiving this survey do not provide transportation to the people they serve, but the questions were targeted at transportation providers as a survey tool used to develop strategies for implementing and/or improving transit coordination.

2. Public Participation Workshop

A series of public meetings were held as well as correspondence with senior centers and human services providers, to gather firsthand information from service providers representing the different sectors of transportation including private, public, and non-profit as well as human service organizations. Any needs, concerns, or input from the attendees of these meetings were taken into consideration for needs assessment and implementation.

3. Identification of Coordination Needs

Information gathered in data collection process was compiled and possible problems or gaps in service areas were identified and presented at the public meetings for prioritization. The members attending the first meeting also provided direct input to these concerns and addressed possible gaps not targeted by the survey process.

4. Prioritizing of Strategies

Strategies that were identified during the identification of coordination needs were addressed and ranked by meeting attendees. Strategies were ranked high, medium or low priority.

5. Adoption of Plan

Area agencies and governments will be asked to approve this plan. PTRPC's board approved the plan and it will be used as guidance for future funding decisions regarding the funding categories.

IV. Study Population/Demographics

The Coordinated Transit Plan targets three specific populations eligible for federal funding programs. Populations specifically represent elderly persons, defined by the US Census Bureau as persons 65 years and older, persons who have a disability and persons of low-income. A disabled person is defined as “an individual who, because of illness, injury, age, congenital malfunction, or other incapacity or temporary or permanent disability (including an individual who is a wheelchair user or has a semi-ambulatory capability), cannot use effectively, without special facilities, planning, or design, mass transportation service or a mass transportation facility.” (49 U.S.C. 5302 (a)(5)). Low income persons refer to “an individual whose family income is at or below 150% of the poverty line as that term is defined in section 673(2) of the Community Services Block Grant Act (42 U.S.C. 9902(2)).”

Elderly

Table 1 Shows the number of elderly individuals within the PTRPC region. Johnson County has the lowest elderly population with 11.7% of the total population falling within the PTRPC study area. Lafayette County has the highest elderly population at 17.8%. Saline County’s elderly population is 16.8% of the total, and Pettis county has a 15.3% elderly population.

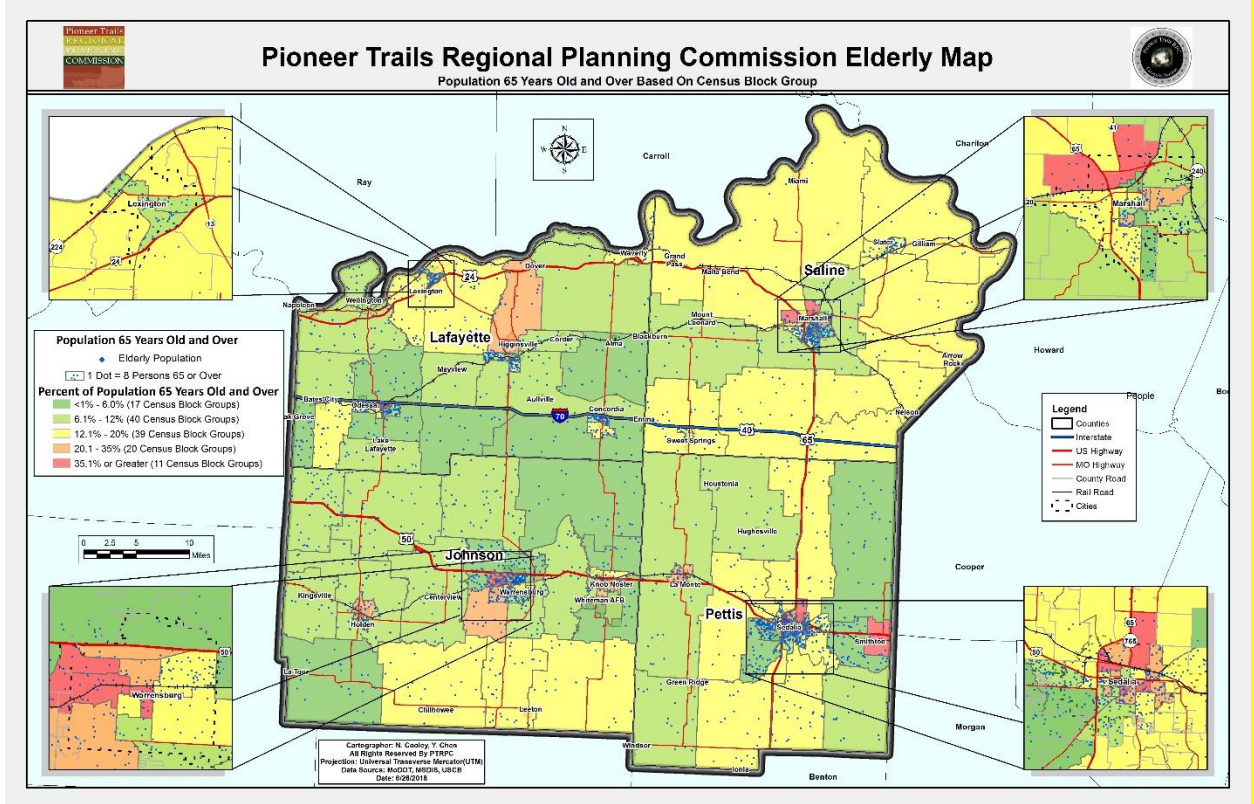
Table 1 Elderly Population by County, 2016 Estimates

Male	Johnson County	Lafayette County	Pettis County	Saline County
Total County Population	54,229	32,789	42,193	23,214
Total Population 65 and Older	6,345 (11.7%)	5,836 (17.8%)	6,456 (15.3%)	3,900 (16.8%)
65 to 69 Years	3.6%	4.8%	4.5%	4.2%
70 to 74 Years	2.7%	4.5%	3.2%	4.4%
75 to 79 Years	1.9%	2.9%	2.1%	2.1%
80 to 84 Years	1.5%	2.4%	1.7%	2.0%
85+ Years	1.1%	1.6%	2.1%	1.8%
% of male population 65 and older total	10.8%	17.8%	13.6%	14.4%
Female				
65 & 69 Years	3.7%	5.1%	4.8%	4.5%
70 to 74 Years	3.3%	4.6%	3.7%	4.6%
75 to 79 Years	2.8%	3.8%	2.8%	3.3%
80 to 84 Years	1.7%	3.1%	2.8%	2.4%
85+ Years	1.1%	3.0%	2.9%	4.4%
% of female population 65 and older total	12.6%	16.1%	16.9%	19.2%

Source: 2016 American Fact Finder, US Census Bureau

Figure 2 shows the percentage of the elderly population in the study area by census block group.

Figure 2 Population 65 years old and over Based on Census Block Group



Disabled Population

Table 2 shows the number of disabled individuals living within the PTRPC region.

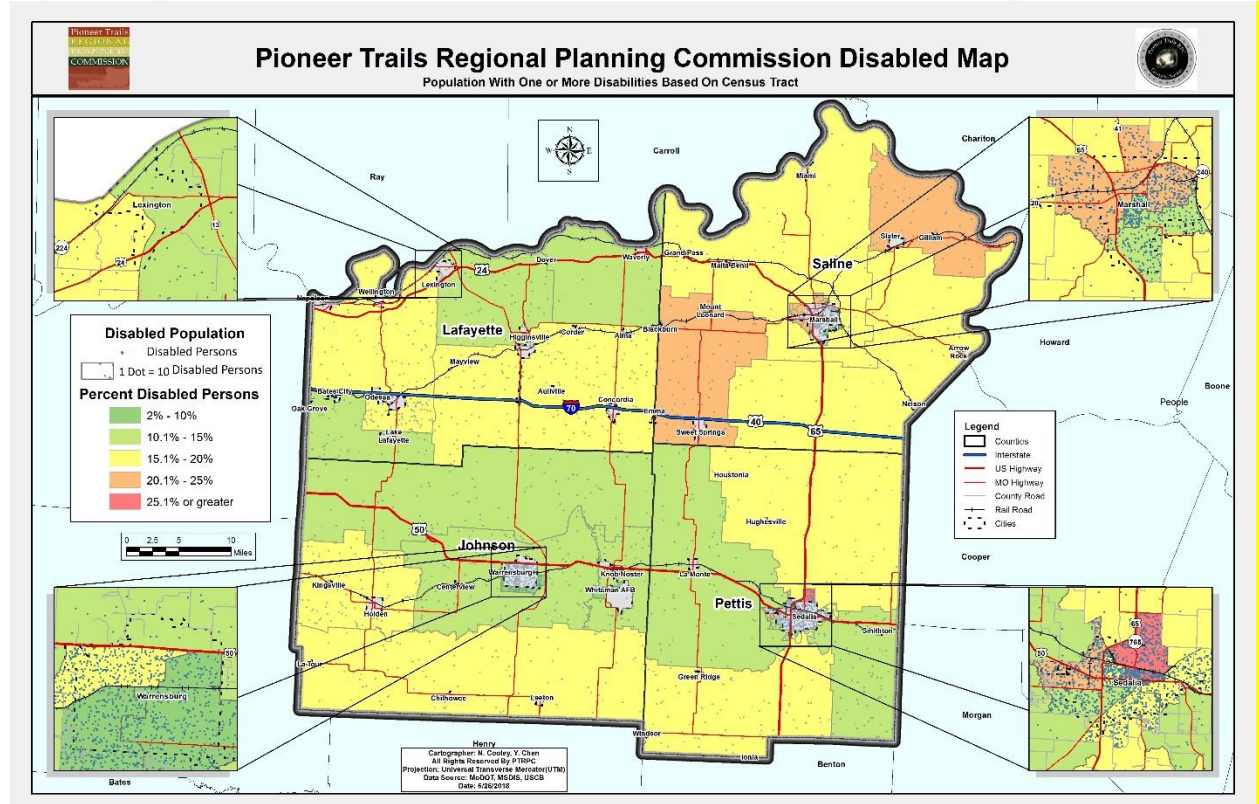
Table 2 Disabled Population by County, 2016

	Johnson County	Lafayette County	Pettis County	Saline County
Total Disabilities tallied	1,807	1,593	1,897	1,201
Hearing Difficulty	1,098	648	1,601	730
Vision Difficulty	2,180	1,507	2,717	1,431
Cognitive Difficulty	3,186	2,642	3,771	2,346
Ambulatory Difficulty	3,186	2,642	3,771	2,346
Self-Care Difficulty	1,032	1,108	1,282	883
Independent living difficulty	1,695	1,562	2,240	1,607

Source: U.S. Census Bureau, 2016 American Community Survey 5-Year Estimates

Figure 3 shows the special distribution of disabled persons in each county by Census Block Group.

Figure 3 Population with One or More Disabilities Based on Census Block Group



Low Income

Table 3 shows the number of low income individuals living within the study region. For this proposal “low income” is defined as anyone at or below 150% of the poverty line. The greatest percentage of low income individuals, 25.2%, can be found in Johnson County and the lowest percent, 15.7%, are in Pettis County.

Table 3 Low Income Population by County, 2016

Poverty Level	Johnson County	Lafayette County	Pettis County	Saline County
Total Population	54,229	32,789	42,193	23,214
Less than 50 Percent of the poverty level	515	406	450	233
Less than 125 Percent of the poverty level	1510	1157	2163	955
Less than 150 Percent of the poverty level	2151	1596	2680	1,443
Less than 185 Percent of the poverty level	3341	2087	3413	1,815

Source: Census Bureau, 2016 American Community Survey 5- Year Estimates

Table 4 shows the number of seniors in poverty living within the study region. This data was collected from the Missouri Valley Community Action Agency assessment of community needs for each county in the PTRPC region. For this proposal “poverty” is defined 100% of the federal poverty income guidelines. The greatest poverty rate of senior individuals, 10.98%, can be found in Saline County and the lowest rate, 4.47%, are in Johnson County.

Table 4 Seniors in Poverty

County	Seniors in Poverty 2000	Senior Poverty Rate 2000	Seniors in Poverty 2015	Senior Poverty Rate 2015
Johnson	468	10.8%	376	4.47%
Lafayette	402	9.1%	295	7.96%
Pettis	604	10.5%	730	9.75%
Saline	304	8.6%	418	10.98%
<i>Missouri</i>	<i>70,476</i>	<i>9.9%</i>	<i>77,136</i>	<i>8.42%</i>

Source: Census Bureau, ACS. Decennial Census. 2011-2015

Table 5 shows the number poverty of individuals ages 0-17 living within the study region. The greatest percentage of minors in poverty is 22.5%, in Pettis County and the lowest percent, 17.2%, are in Johnson County.

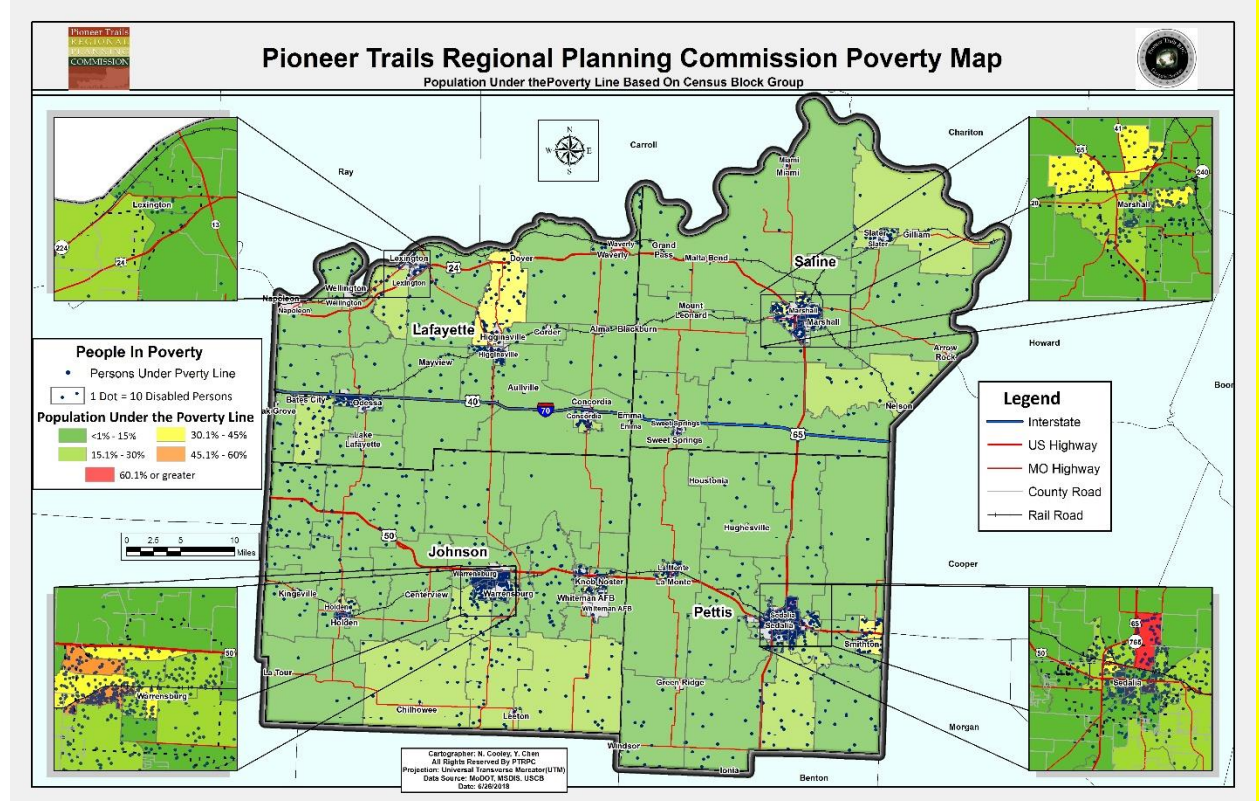
Table 5 Poverty ages 17 and younger

County	All Ages No. of Person	All Ages Poverty Rate	Age 0-17 No. of Persons	Age 0-17 Poverty Rate	Age 5-17 No. of Persons	Age 5-17 Poverty Rate
Johnson	8,147	16.3%	1,954	17.2%	1,286	16.4%
Lafayette	3,900	12.2%	1,329	18%	907	16.4%
Pettis	6,223	15.1%	2,314	22.5%	1,600	21.6%
Saline	3,616	16.5%	1,146	22.4%	193	21.6%
<i>Missouri</i>	<i>1,751,404</i>	<i>14.81%</i>	<i>555,371</i>	<i>19.86%</i>	<i>374,632</i>	<i>18.29%</i>
<i>United States</i>	<i>46,153,077</i>	<i>14.70%</i>	<i>15,000,273</i>	<i>20.36%</i>	<i>10,245,028</i>	<i>19.05%</i>

Source: Census Bureau, 2015 American Community Survey 5- Year Estimates

Figure 4 shows the distribution of the percentage of low income persons in the PTRPC area by census block. High concentrations can easily be seen in Warrensburg, Sedalia, Marshall with some concentration also evident in western Johnson and Lafayette Counties.

Figure 4 Percent Low Income, by County 2016



V. Public Involvement

Public involvement in the planning process is critical to the successful implementation of the coordination plan. To engage the public in the planning process, the Pioneer Trails Regional Planning Commission held public meetings with stakeholders of human service and transportation organizations in the region.

Public Participation Workshop

Notices for the first meeting were compiled and mailed to all known transportation providers and human service agencies (the meeting notice and list of service providers are found in the Appendix) in the PTRPC four county region. In the same manner notices for the second meeting were also mailed to the appropriate providers (also in Appendix). Efforts to contact members of these agencies included periodic updating of contact information and records of responses to the invitations. Attendees of each meeting are shown in Tables 4 and 5, respectively.

Table 4 – June 5, 2018 Meeting Attendance

Name	Agency
Suzanne Smith	MO Health Care Collaboration
Chris Comey	MO Health Care Collaboration
Tracy Walkup	OATS
Mary Gordon	MO Rural Health Association
Jamie Grohe	RISE Community Services
Chuck Samson	RISE Community Services
Marcus Whitloack	Lafayette County Board of Sheltered Services
Matt Van Vactor	Great Circle
Don Gibson	E-Z Go Transport
Carol Gibson	E-Z Go Transport

Further communications regarding the plan were handled either electronically or via phone due to conflicting schedules and distance.

The First meeting was held on June 5, 2018 at the Concordia Community Center, Concordia MO. At this meeting the attendees were introduced to the PTRPC staff and informed of the reasons requiring the need for a transportation coordination plan. The importance of public involvement and the role and goals of PTRPC were discussed. The main task for this meeting was to discuss and develop an inventory of strategies and challenges to transportation coordination process. Results of the survey were shared by a power point presentation with the attendees and four main strategies were agreed upon in this meeting. During this meeting, the members were also asked to prioritize them into categories of high, medium, and low.

Another notice was composed and mailed to all originally contacted services and transportation providers with a list of the strategies completed in the June 5, 2018 meeting (Notice is found in the Appendix). This notice was also followed up with calls to stakeholders. After the initial meeting all communications were handled via email and phone. During these communications the draft plan was reviewed, and questions were answered. After these conversations were held it was agreed that no further meetings were necessary.

VI. Service Assessment

Transportation and human service providers were identified and contacted through several methods for this plan. In 2008 the Pioneer Trails Regional Planning Commission wrote and updated the Public Transit-Human Services Transportation Plan and list of providers was established. This list was updated by the PTRPC staff. PTRPC staff consulted the most recent Community Needs Assessment, performed by Missouri Valley Community Action Agency under the auspices of the Community Services Block Grant Act (42 U.S.C. 9902(2)) for further data on populations served by the plan. Also, each participant was asked to share the information with any provider that they felt may have been overlooked in the process.

Survey

A paper survey was mailed to each service provider, along with a notice of an available online version in April of 2017. This survey asked generally about each provider and specifics about

each service area, clients, and any anticipated needs or gaps in service. A separate survey was composed of transportation providers and human service providers. Follow up by PTRPC staff included emails, call backs by phone and fax, and direction to the web site.

Survey Results

Sixteen copies of the survey were mailed or emailed to service providers. A total of nine completed surveys were returned by mail or fax. This is a return rate of approximately 56.25%. Public opinion surveys were distributed online and mailed to senior centers throughout the four counties. A total of 30 were returned to the Pioneer Trails office. Results of the survey follow in the next sections and raw totals can be found in the Appendix.

Transportation Providers

Transportation Service Type

Three main categories of service type were included in the survey; Demand-Response, Fixed-Route, and Route-Deviation. Demand-Response is a service that provides transit on a needs basis. Fixed-Route service provides transit at a specific time to and from set locations. Route-Deviation is a hybrid service that provides both Fixed-Route and Demand-Response. A majority of providers in the PTRPC region provide Demand-Response service. Demand response ride-share services were not included in the surveys distributed since no programs currently exist in the planning area. These services will be re-evaluated for the next plan due to the popularity of those services in urban areas, and their projected, constant growth.

Client Types Served

The types of clients served by the transportation providers responding to this survey were evenly distributed between elderly non-disabled, elderly disabled, non-elderly disabled, and general public. Low income individuals came in just behind these four main groups.

Service Frequency

Monday through Friday are the main days for operation for most organizations with a small percentage available on Saturdays and Sundays. This is reflected in the stated need for more services during the weekend hours. This is especially important for low income workers who must commute but do not have any other means of transportation.

Human Service Providers

Type of Client Served

Majority of client types served:

- Elderly non-disabled
- Elderly disabled
- Non-elderly disabled

Client Mobility Limitations

Types of mobility limitations are not limited to disabilities but also may be income related, Limitations include:

- Age Related
- Physical
- Zero Vehicle

- Cognitive
- Vision
- Remote Location

Days of Operation

As was shown in the transportation provider information, the days of operation for human service providers fall in the Monday through Friday range, with a small percentage open on the weekends.

Access to Human Service Agencies

A variety of providers of transportation are used to access agencies. They include:

- Family
- Private Vehicle
- Friends
- Van Service
- Private Taxi
- Fixed-Route

VII. Needs Assessment

The needs discussed in this section were compiled from responses to both the transportation provider and human-service provider surveys and discussion during both public workshop meetings. (Specific answers to the survey questions can be found in the Appendix)

Gaps

The Following needs were compiled from the two surveys:

- Provide Guaranteed ride home
- Increase weekend availability
- More flexible scheduling
- Increase hours of operation

Needs

Collectively all the identified needs were narrowed down into four major categories affecting transit coordination during the public meeting:

- Sustain mobility service
 - Example: Replace aging vehicles
- Increase utilization of mobility services
 - Example: Education, Driver training
- Increase mobility services
 - Example: Larger service area, ADA accessible vehicles
- Increase access to transit through coordination
 - Example: Dispatch, technology, and facilities

Barriers to Coordination

In addition to the above stated needs, and gaps meeting attendees mentioned concerns with barriers to their coordination efforts. Some of these barriers are individual to each provider and some affect each category of service provider (i.e. government and private).

A particularly weighty concern shared between each of the counties seems to be contracts that certain service providers have with the State of Missouri through MoDOT in regards to where they can pick up and transport clients to and from and what particular type of clients each organization is limited to servicing. These contracts with MoDOT, often regulated by funding, limit the access and availability of vehicles for certain tasks. For example, a van designated and receiving MoDOT funding for education/recreation users can not be used to provide medical transit. These regulations also dictate the service areas of each organization under their supervision and often are limited to the confines of their domiciled county.

Another example is a van operating in Pettis County under a contract with MoDOT that could not cross into neighboring Lafayette County to pick up clients for transit. These regulations will have to be amended before coordination in transit and transportation can be fully achieved.

Several other barriers to coordination were discussed in both meetings and shared in the surveys. Problems with sharing information between agencies and violations of HIPAA regulations will need to be addressed, possibly through education. The high cost of liability insurance that many private companies must assume to provide services for the demographic in this plan makes it impossible for them to break even financially and they often opt not to carry such insurance and therefore cannot provide services.

There is general agreement in the public and private sectors that there is a general decline in the number of drivers not only in this region, but probably in the country. Any organization whose drivers are unionized cannot contract any jobs that will or will appear to take work from their drivers. Each one of these concerns is important and will need to be addressed in order to have a completely coordinated transit system in the future.

VIII. Prioritization of Strategies

At the public meeting, attendees were asked to prioritize the strategies developed. The results are as follows:

- #1 Maintain existing services
- #2 Increase utilization of mobility services
- #3 Upgrade/Expand existing services
- #4 Increase access to transit through coordination

IX. Plan Adoption

This plan will be used as a roadmap for current and future funding strategies for improving transportation coordination. Funding from the three main programs; New Freedom Initiative (5317), Job Access and Reverse Commute (JARC-5316), and Elderly and Disabled Transportation Program (5310); will be guided by the prioritization of the strategies laid out in this plan.

The priority for any funding, whether from the three main identified sources or new funding in the future will need to be given with the most consideration to the items identified as “High” priority by the attending members of the public meetings. The strategies laid out in this plan are directly useful to any current grant funding priority and will provide guidance for any future projects relating to transit coordination.

Appendix A – Service Providers

List of Services by County

Organization	Address	County	Phone
Care Connection for Aging Services	P.O. Box 1078, 106 W. Young, Warrensburg MO 64093	Johnson	800-748-7826
Old Drum Transportation	102 South Holden St., Warrensburg MO 64093	Johnson	660-827-2611
Johnson County Board of Services	200 N. Devasher Rd., Warrensburg MO 64093	Johnson	660-747-2619
Missouri Veterans Home	1300 Veterans Rd., Warrensburg MO 64093	Johnson	660-543-5064
West Central Independent Living Solutions	610 N. Ridgeview Dr., Warrensburg MO 64093	Johnson	660-422-7883
ETS Taxi	112 NW 21 Rd., Warrensburg, MO 64096	Johnson	660-624-4120
E-Z Go Transport	344 SE 75th Rd., Warrensburg MO 64093	Johnson	660-909-9259
Warrensburg Senior Center	445 E Gay St. Warrensburg MO	Johnson	660-747-7178
Holden Senior Center	204 W 2nd St, Holden, MO 64040	Johnson	816-732-5757
Bi-County Service Inc.	1812 N. Main St., Higginsville MO	Lafayette	660-584-7421
Lafayette County Board of Sheltered Services	312 W. 19th St., Higginsville MO 64037	Lafayette	660-584-3101
Provide-A-Ride	101 W. 21st St., Higginsville MO 64037	Lafayette	660-584-3233
Health Care Coalition of Lafayette County	825 S. Hwy 13, Lexington, MO 64067	Lafayette	660-259-2440
Live Well Community Health Center	206 N. Bismark, Ste A., Concordia MO 64020	Lafayette	660-463-0234
Live Well Community Health Center	608 Missouri St., Waverly, MO 64096	Lafayette	660-493-2262
Concordia Senior Center	710 S Main St, CONCORDIA, MO	Lafayette	660-463-7393
Senior Higginsville Center	101 W 21st St, Higginsville, MO 64037	Lafayette	660-584-7040
Lexington Senior Center	811 State Route 13 Ste D, Lexington MO 64067	Lafayette	660-259-9019
Odessa Senior Citizens Center	217 S 2nd St, Odessa, MO 64076	Lafayette	816-633-4161
Center for Human Services	1500 Ewing Drive, Sedalia MO 65301	Pettis	660-826-4400
Sedalia Senior Center	312 S. Washington, Sedalia, MO 65301	Pettis	660-826-0713
Great Circle, Marshall	1126 E. Highway WW, Marshall MO 65340	Saline	660-886-2253

Fitzgibbon/OATS Services	2305 South 65 Highway, Marshall MO 65340	Saline	660-886-5017
I-70 Community Hospital	105 Hospital Drive, Sweet Springs MO 65351	Saline	660-335-4700
OATS, Inc - Midwest region	Sedalia	Saline	660-827-2611
Marshall Senior Center	14 E Morgan St, Marshall, MO 65340	Saline	660-886-9888

Appendix B – Surveys

Non-Transportation Provider Survey

Organization Information

Organization _____
Address 1 _____
Address 2 _____
City _____
State _____
Zip Code _____
Phone _____
Fax _____
Contact Person _____
Title/Department _____
E-Mail Address _____
Name of Person Completing the Survey _____

1. Please describe the geographic area you serve (Circle all that apply): Johnson, Lafayette, Pettis, Saline, Other _____
2. What type of agency is your organization?
___ Government Human Services Agency
___ Private Non-Profit Human Services Agency
___ Private For-Profit Human Services Provider
___ Other _____
3. Which clients does your agency provide service? (Check all that apply)
___ Elderly (60+) Non-Disabled
___ Elderly Disabled
___ Non-Elderly Disabled
___ Low Income
___ Youth
___ General Public
___ Other _____
4. What age group are your services designed for? (Check all that apply)
___ Under 18
___ 18 to 54
___ 55 to 59
___ 60 to 64

- ☐ 65 to 74
- ☐ 75 and older
- ☐ Any age
- ☐ Other _____

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

☐ Yes ☐ No

6. Please identify the types of mobility limitations: (Check all that apply)

- ☐ Age-related
- ☐ Physical
- ☐ Cannot afford motor vehicle
- ☐ Lack of motor vehicle (for reason other than income)
- ☐ Cognitive
- ☐ Vision
- ☐ Remote Location
- ☐ Other (Please Specify) _____

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

- ☐ Sunday
- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday
- ☐ Saturday
- ☐ Other _____

8. What hours of the day do your clients' needs access to transportation services? Please indicate time using AM and PM – i.e. 9:30 AM

	From	To
Sunday.....		
Monday.....		
Tuesday.....		
Wednesday.....		
Thursday.....		
Friday.....		
Saturday.....		

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

10. How many clients does your agency serve with transportation?

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

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

- ☐ Fixed-Route Bus Service
- ☐ Dial-a-ride service
- ☐ Van service for specific participants (for veterans, church members, senior centers)
- ☐ Private Taxi
- ☐ Medical Transportation (e.g. ambulance)
- ☐ Private vehicle driven by agency employees or volunteer
- ☐ Family
- ☐ Friends or neighbor
- ☐ Drive themselves
- ☐ Other _____

12. Does your agency coordinate with any transit providers? ☐ Yes ☐ No

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

13. Please rate the importance of the following services improvements for public transportation for seniors and people with disabilities in your community?

	Urgent	Very Important	Important	Would be nice	Not needed
Greater Number of door-to-door rides					
More fixed-route service					
Service easier to use for seniors and people with disabilities					
Longer hours of operation					
More days of operation					
More reliable service					
Vehicles in better condition					
Lower fares					
Easier trip scheduling over the phone					
Printed schedules easier to read and understand					
More reliable on-time pickups					
More reliable drop-offs					
Easier to identify vehicles					
Better/easier wheelchair securements within the vehicles					
Better/more convenient connections with other transit services					

General Transportation Service Questions

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

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

Transportation Conditions

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

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

Please list specific projects. Some examples include the following: Replacement of 4 large buses at a cost of \$150,000 each; 2 minibuses at \$50,000 each; New service to the shopping mall with 30 minutes headways at a cost of \$400,000 annually; 1 day per week demand-response service to the elderly apartments as a cost of \$15,000; New schedules printed, with an estimated cost with labor and materials.

16. What do you see as the major unmet transportation needs in the Pioneer Trails area within the next 5 to 10 years. (Counties of Johnson, Lafayette, Pettis, Saline)

Please contact Chris@trailsrc.org Phone: 660-463-7934 or Cell: 832-683-6014 if you have any questions regarding this survey.

Thank you for taking the time to complete this survey.

Please return survey by May 31st in the provided business reply envelope. Survey can also be taken online at the following address. <http://www.trailsrc.org/transportation/transit-plan/>

Transportation Provider Survey

Organization Information

Address 1 _____
Address 2 _____
City _____
State _____
Zip Code _____
Phone _____
Fax _____
Contact Person _____
Title/Department _____
E-Mail Address _____
Name of Person Completing the Survey _____

1. Please describe the geographic area you serve (Circle all that apply): Johnson, Lafayette, Pettis, Saline, Other _____
2. What type of agency is your organization?
☐ Public Transit System
☐ Government Human Services Agency
☐ Private Non-Profit Human Services Agency
☐ Private Non-Profit Transportation Provider
☐ Private For-Profit Transportation Provider
☐ Private For-Profit Human Services Provider
☐ Other _____
3. What type of service does your agency provide? (Check all that apply)
☐ Fixed-Route (FR)
☐ Demand Response (DR)
☐ Both FR and DR
☐ Route Deviation
☐ Other _____
4. Who is eligible for transportation services provided by your agency? (Check all that apply)
☐ Elderly (60+) Non-Disabled
☐ Elderly Disabled
☐ Non-Elderly Disabled
☐ Low Income
☐ Youth
☐ General Public
☐ Other _____

5. How many clients does your agency serve with transportation?

	Average Daily	Average Weekly	Average Monthly	Peak	Low
Elderly (60+) Non-Disabled					
Non-Elderly Disabled					
Low Income					
Other					

6. Which days per week do you regularly provide transit services? (Check all that apply)

☐ Sunday
☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☐ Friday
☐ Saturday
☐ Other _____

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

	Interested	Possible Interest	Not Interested	Not applicable
Providing transportation services, or more transportation services, under contract to another agency or agencies.				
Purchasing transportation services from another organization, assuming that the price and quality of services met your needs.				
Coordinating schedules and vehicle operation with nearby transit providers so that riders can transfer from one service to another.				
Joining together with another municipality or agency to consolidate the operation of transportation service.				
Joining together with another municipality or agency to consolidate the purchase (or contracting) of transportation services.				
Highlighting connections to other fixed-route or demand-responsive services on your schedules or other information materials.				

Adjusting hours or frequency of service.				
Coordinating activities such as procurement, training, vehicle maintenance, and public information with other providers.				
Participating in an organized area-wide transportation marketing program.				

8. What are your hours of operation? Please indicate time using AM and PM – i.e. 9:30 AM.

	From	To
Sunday		
Monday		
Tuesday		
Wednesday		
Thursday		
Friday		
Saturday		

9. What are your peak period hours? Please indicate time using AM and PM – i.e. 9:30 AM.

	From	To
Peak Period 1		
Peak Period 2		
Peak Period 3		
Peak Period 4		

10. How many weeks per year do you regularly provide transit service? _____

11. How many vehicles do you have in service on an average day? _____

12. How many vehicles do you have in service for peak providers? _____

13. How Many of each vehicle type do you operate?

	# of Vehicles	# of Passengers (capacity)	Annual Average Mileage	Annual Average Age
Cars				
Trucks				
Vans				
Buses				

Transportation Conditions

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

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

Please list specific projects. Some examples include the following: Replacement of 4 large buses at a cost of \$150,000 each; 2 minibuses at \$50,000 each; New service to the shopping mall with 30 minutes headways at a cost of \$400,000 annually; 1 day per week demand-response service to the elderly apartments as a cost of \$15,000; New schedules printed, with an estimated cost with labor and materials.

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Please contact Chris@trailsrpc.org Phone: 660-463-7934 or Cell: 832-683-6014 if you have any questions regarding this survey.

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Pioneer Trails Public Transit Customer Survey

1. In what City and County do you live?

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

3. What is your age?

- | | |
|-----------------------------------|---------------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 65 to 70 |
| <input type="checkbox"/> 18 to 25 | <input type="checkbox"/> 71 to 75 |
| <input type="checkbox"/> 26 to 35 | <input type="checkbox"/> 46 to 80 |
| <input type="checkbox"/> 36 to 45 | <input type="checkbox"/> 81 and older |
| <input type="checkbox"/> 46 to 65 | |

4. What is your gender?

- ☐ Male ☐ Female

5. Do you have a driver's license?

- ☐ Yes ☐ No

6. Are you able to drive?

- ☐ Yes ☐ No

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

- | | |
|--|---|
| <input type="checkbox"/> Personal Vehicle | <input type="checkbox"/> Service Agency |
| <input type="checkbox"/> Taxi | <input type="checkbox"/> Public Transit Van |
| <input type="checkbox"/> Friend or Family Member | <input type="checkbox"/> Walk |
| <input type="checkbox"/> Bicycle | <input type="checkbox"/> Other (please specify) _____ |

8. What is your occupation?

- | | |
|---|--|
| <input type="checkbox"/> Homemaker | <input type="checkbox"/> Service Worker |
| <input type="checkbox"/> Laborer | <input type="checkbox"/> College Student |
| <input type="checkbox"/> Management/Professional | <input type="checkbox"/> Secondary Student |
| <input type="checkbox"/> Production/Repair/Machine Operator | <input type="checkbox"/> Technical Admin. |
| <input type="checkbox"/> Sales | <input type="checkbox"/> Teacher |
| <input type="checkbox"/> Unemployed | <input type="checkbox"/> Retired |
| <input type="checkbox"/> Other (please specify) _____ | |

9. Do you use transit services such as OATS or another local transit provider?

- ☐ Yes ☐ No

10. If you answered YES to Question 9, how often do you use transit services?

- ☐ Daily
☐ Weekly
☐ Monthly
☐ Other (please specify) _____

11. If you answered YES to Question 9, for what reason do you use transit services? (Check all that apply)

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Religious Services | <input type="checkbox"/> Restaurant |
| <input type="checkbox"/> School/College | <input type="checkbox"/> Child Care |
| <input type="checkbox"/> Recreation | <input type="checkbox"/> Shopping |
| <input type="checkbox"/> Bank | <input type="checkbox"/> Work |
| <input type="checkbox"/> Medical Care (Doctors, Dentist, Therapist, ext.) | |
| <input type="checkbox"/> Other (please specify) _____ | |

12. If you answered YES to Question 9, do you currently pay for transit services?

- ☐ Yes ☐ No

13. If so how much do you currently pay for transit services?

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> \$1 to \$14 | <input type="checkbox"/> \$40 to \$50 |
| <input type="checkbox"/> \$15 to \$19 | <input type="checkbox"/> \$51 to \$60 |
| <input type="checkbox"/> \$20 to \$24 | <input type="checkbox"/> \$61 or more |
| <input type="checkbox"/> \$25 to \$29 | <input type="checkbox"/> Other (please specify) _____ |
| <input type="checkbox"/> \$30 to \$39 | |

14. If you do not pay, would you be willing to pay for transit service?

- ☐ Yes ☐ No ☐ Not Applicable

15. If you are willing to pay for transit services, what methods would be acceptable?

- ☐ Pay per use
☐ General sales tax to include transit services
☐ Increased Fuel tax to include transit services
☐ Not willing to pay for transit services
☐ Other (please specify) _____

16. Have you ever had a need for transit services and it was not available?

- ☐ Yes ☐ No

17. If you answered yes to Question 16, how often has this occurred in the past year?

- ☐ 0 to 2 ☐ 16 to 20
☐ 3 to 5 ☐ 21 to 30
☐ 6 to 10 ☐ 31 or more
☐ 11 to 15 ☐ Other (please specify) _____

18. If you answered YES to Question 16, for what reason(s) were transit services not available?

- ☐ Service not provided in area
☐ Service not scheduled for desired location
☐ Lack of drivers
☐ Lack of vehicles
☐ Lack of volunteers
☐ Reason not explained
☐ Other (please specify) _____

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

	Not Important	Desirable	Important	Very Important
More flexible in scheduling rides				
Increased service from a park-and- ride locations				
Increased service hours				
Increased weekend service				
More express service (Fewer stop)				

Employer pays part of the cost				
Guaranteed ride home				
Service close to my home				
Accept different forms of payment				
Cleaner vehicles				
More attractive vehicles				
Other (please specify)				

20. Of the changes you suggested above, which ONE if implemented would improve the service the most and increase your personal usage?

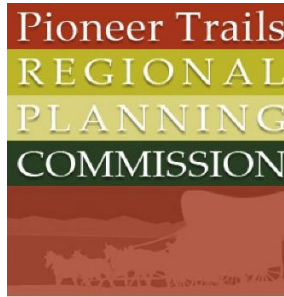
- ☐ More flexible in scheduling
- ☐ Increased service from park-and-ride locations
- ☐ Increased service hours
- ☐ Increased weekend services
- ☐ More express services (fewer stops)
- ☐ Employer pays part of cost
- ☐ Guaranteed ride home
- ☐ Service close to my home
- ☐ Accept different forms of payment
- ☐ Cleaner vehicles
- ☐ More attractive vehicles
- ☐ Other (please specify) _____

Thank you for taking the time to complete this survey.

Please contact Chris@trailsrpc.org Phone: 660-463-7934 or Cell: 832-683-6014 if you have any questions regarding this survey.

Please return survey by May 31st in the provided business reply envelope. Survey can also be taken online at the following address. <http://www.trailsrpc.org/transportation/transit-plan/>

Appendix C – Public Workshops



Public Meeting Notice June 5, 2018

To: Pioneer Trails Regional Public Transit – Human Services Providers,

Federal transportation law now requires projects funded in specific Federal Transit Administration Programs be derived from locally-developed, coordinated public transit-human service transportation plans. The Missouri Department of Transportation (MoDOT) anticipates that in the future additional federally funded mobility programs will be subject to this planning requirement. FTA Section 5310 (Vehicles for agencies serving seniors and/or persons with disabilities) is one such program utilized in our region.

Our initial meeting will be held June 5, 2018 to discuss needs, and strategies for meeting those needs, as well as barriers to implementation. The meeting will be held at:

Concordia Community Center
802 S Gordon St. Rm. 203
Concordia, MO 64020
From 2:00 PM – 4:00 PM

We look forward to working with you in developing an effective transit plan for our region. To RSVP for the meeting and for any special accommodations, please contact me at 660-463-7934 or via email: Chris@trailsrc.org.

Best regards,

Christopher Hess

Transportation Planner



Public Meeting Notice July 16, 2018

To: Pioneer Trails Regional Public Transit – Human Services Providers,

Sorry for the short notice, but the meeting that was scheduled originally for July 17, 2018 at 2:00PM will need to be rescheduled do to a conflict. Attached you will find the Draft Pioneer Trails 2018 Human Service-Transit Plan for your review. Please document any time spent reviewing the plan on the provided worksheet and return it to our office for the next meeting.

Federal transportation law now requires projects funded in specific Federal Transit Administration Programs be derived from locally-developed, coordinated public transit-human service transportation plans. The Missouri Department of Transportation (MoDOT) anticipates that in the future additional federally funded mobility programs will be subject to this planning requirement. FTA Section 5310 (Vehicles for agencies serving seniors and/or persons with disabilities) is one such program utilized in our region.

At our initial meeting held June 5, 2018 transit and human service providers were present to discuss needs, and strategies for meeting those needs, barriers to implementation, as well as rank the priorities of the identified strategies. The following four strategies were identified;

- Maintain existing services.
- Increase utilization of mobility services
- Upgrade/Expand existing services
- Increase access to transit through coordination

All reviews and discussion will be held via phone and electronic communications as per the wishes of all who participated in the plan.

We look forward to working with you in developing an effective transit plan for our region. To RSVP for the meeting and for any special accommodations, please contact me at 660-463-7934 or via email: Chris@trailsrpc.org.

Best regards,

Christopher Hess
Transportation Planner