PIONEEER 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>
<thead>
<tr>
<th></th>
<th>Male County Population</th>
<th>Male Total Population 65 and Older</th>
<th>Male % of male population 65 and older total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Johnson County</td>
<td>54,229</td>
<td>6,345 (11.7%)</td>
<td>10.8%</td>
</tr>
<tr>
<td>Lafayette County</td>
<td>32,789</td>
<td>5,836 (17.8%)</td>
<td>17.8%</td>
</tr>
<tr>
<td>Pettis County</td>
<td>42,193</td>
<td>6,456 (15.3%)</td>
<td>13.6%</td>
</tr>
<tr>
<td>Saline County</td>
<td>23,214</td>
<td>3,900 (16.8%)</td>
<td>14.4%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Female County Population</th>
<th>Female Total Population 65 and Older</th>
<th>Female % of female population 65 and older total</th>
</tr>
</thead>
<tbody>
<tr>
<td>65 &amp; 69 Years</td>
<td>3.7%</td>
<td>5.1%</td>
<td>4.8%</td>
</tr>
<tr>
<td>70 to 74 Years</td>
<td>3.3%</td>
<td>4.6%</td>
<td>3.7%</td>
</tr>
<tr>
<td>75 to 79 Years</td>
<td>2.8%</td>
<td>3.8%</td>
<td>2.8%</td>
</tr>
<tr>
<td>80 to 84 Years</td>
<td>1.7%</td>
<td>3.1%</td>
<td>2.8%</td>
</tr>
<tr>
<td>85+ Years</td>
<td>1.1%</td>
<td>3.0%</td>
<td>2.9%</td>
</tr>
<tr>
<td>% of female population 65 and older total</td>
<td>12.6%</td>
<td>16.1%</td>
<td>16.9%</td>
</tr>
</tbody>
</table>
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**

![Pioneer Trails Regional Planning Commission Elderly Map](image)

**Disabled Population**

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

**Table 2 Disabled Population by County, 2016**

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

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**

![Disabled Map Image]

**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**

<table>
<thead>
<tr>
<th>Poverty Level</th>
<th>Johnson County</th>
<th>Lafayette County</th>
<th>Pettis County</th>
<th>Saline County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Population</td>
<td>54,229</td>
<td>32,789</td>
<td>42,193</td>
<td>23,214</td>
</tr>
<tr>
<td>Less than 50 Percent of the poverty level</td>
<td>515</td>
<td>406</td>
<td>450</td>
<td>233</td>
</tr>
<tr>
<td>Less than 125 Percent of the poverty level</td>
<td>1510</td>
<td>1157</td>
<td>2163</td>
<td>955</td>
</tr>
<tr>
<td>Less than 150 Percent of the poverty level</td>
<td>2151</td>
<td>1596</td>
<td>2680</td>
<td>1,443</td>
</tr>
<tr>
<td>Less than 185 Percent of the poverty level</td>
<td>3341</td>
<td>2087</td>
<td>3413</td>
<td>1,815</td>
</tr>
</tbody>
</table>
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>
<thead>
<tr>
<th>County</th>
<th>Seniors in Poverty 2000</th>
<th>Senior Poverty Rate 2000</th>
<th>Seniors in Poverty 2015</th>
<th>Senior Poverty Rate 2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Johnson</td>
<td>468</td>
<td>10.8%</td>
<td>376</td>
<td>4.47%</td>
</tr>
<tr>
<td>Lafayette</td>
<td>402</td>
<td>9.1%</td>
<td>295</td>
<td>7.96%</td>
</tr>
<tr>
<td>Pettis</td>
<td>604</td>
<td>10.5%</td>
<td>730</td>
<td>9.75%</td>
</tr>
<tr>
<td>Saline</td>
<td>304</td>
<td>8.6%</td>
<td>418</td>
<td>10.98%</td>
</tr>
<tr>
<td>Missouri</td>
<td>70,476</td>
<td>9.9%</td>
<td>77,136</td>
<td>8.42%</td>
</tr>
</tbody>
</table>

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

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

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

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.
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
  o Example: Replace aging vehicles
• Increase utilization of mobility services
  o Example: Education, Driver training
• Increase mobility services
  o Example: Larger service area, ADA accessible vehicles
• Increase access to transit through coordination
  o 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

<table>
<thead>
<tr>
<th>Organization</th>
<th>Address</th>
<th>County</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Care Connection for Aging Services</td>
<td>P.O. Box 1078, 106 W. Young, Warrensburg MO 64093</td>
<td>Johnson</td>
<td>800-748-7826</td>
</tr>
<tr>
<td>Old Drum Transportation</td>
<td>102 South Holden St., Warrensburg MO 64093</td>
<td>Johnson</td>
<td>660-827-2611</td>
</tr>
<tr>
<td>Johnson County Board of Services</td>
<td>200 N. Devasher Rd., Warrensburg MO 64093</td>
<td>Johnson</td>
<td>660-747-2619</td>
</tr>
<tr>
<td>Missouri Veterans Home</td>
<td>1300 Veterans Rd., Warrensburg MO 64093</td>
<td>Johnson</td>
<td>660-543-5064</td>
</tr>
<tr>
<td>West Central Independent Living Solutions</td>
<td>610 N. Ridgeview Dr., Warrensburg MO 64093</td>
<td>Johnson</td>
<td>660-422-7883</td>
</tr>
<tr>
<td>ETS Taxi</td>
<td>112 NW 21 Rd., Warrensburg, MO 64096</td>
<td>Johnson</td>
<td>660-624-4120</td>
</tr>
<tr>
<td>E-Z Go Transport</td>
<td>344 SE 75th Rd., Warrensburg MO 64093</td>
<td>Johnson</td>
<td>660-909-9259</td>
</tr>
<tr>
<td>Warrensburg Senior Center</td>
<td>445 E Gay St. Warrensburg MO</td>
<td>Johnson</td>
<td>660-747-7178</td>
</tr>
<tr>
<td>Holden Senior Center</td>
<td>204 W 2nd St, Holden, MO 64040</td>
<td>Johnson</td>
<td>816-732-5757</td>
</tr>
<tr>
<td>Bi-County Service Inc.</td>
<td>1812 N. Main St., Higginsville MO</td>
<td>Lafayette</td>
<td>660-584-7421</td>
</tr>
<tr>
<td>Lafayette County Board of Sheltered Services</td>
<td>312 W. 19th St., Higginsville MO 64037</td>
<td>Lafayette</td>
<td>660-584-3101</td>
</tr>
<tr>
<td>Provide-A-Ride</td>
<td>101 W. 21st St., Higginsville MO 64037</td>
<td>Lafayette</td>
<td>660-584-3233</td>
</tr>
<tr>
<td>Health Care Coalition of Lafayette County</td>
<td>825 S. Hwy 13, Lexington, MO 64067</td>
<td>Lafayette</td>
<td>660-259-2440</td>
</tr>
<tr>
<td>Live Well Community Health Center</td>
<td>206 N. Bismark, Ste A., Concordia MO 64020</td>
<td>Lafayette</td>
<td>660-463-0234</td>
</tr>
<tr>
<td>Live Well Community Health Center</td>
<td>608 Missouri St., Waverly, MO 64096</td>
<td>Lafayette</td>
<td>660-493-2262</td>
</tr>
<tr>
<td>Concordia Senior Center</td>
<td>710 S Main St, CONCORDIA, MO</td>
<td>Lafayette</td>
<td>660-463-7393</td>
</tr>
<tr>
<td>Senior Higginsville Center</td>
<td>101 W 21st St, Higginsville, MO 64037</td>
<td>Lafayette</td>
<td>660-584-7040</td>
</tr>
<tr>
<td>Lexington Senior Center</td>
<td>811 State Route 13 Ste D, Lexington MO 64067</td>
<td>Lafayette</td>
<td>660-259-9019</td>
</tr>
<tr>
<td>Odessa Senior Citizens Center</td>
<td>217 S 2nd St, Odessa, MO 64076</td>
<td>Lafayette</td>
<td>816-633-4161</td>
</tr>
<tr>
<td>Center for Human Services</td>
<td>1500 Ewing Drive, Sedalia MO 65301</td>
<td>Pettis</td>
<td>660-826-4400</td>
</tr>
<tr>
<td>Sedalia Senior Center</td>
<td>312 S. Washington, Sedalia, MO 65301</td>
<td>Pettis</td>
<td>660-826-0713</td>
</tr>
<tr>
<td>Service</td>
<td>Address</td>
<td>City</td>
<td>Phone</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>----------------------------------------------</td>
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<td>----------</td>
</tr>
<tr>
<td>Fitzgibbon/OATS Services</td>
<td>2305 South 65 Highway, Marshall MO 65340</td>
<td>Saline</td>
<td>660-886-5017</td>
</tr>
<tr>
<td>I-70 Community Hospital</td>
<td>105 Hospital Drive, Sweet Springs MO 65351</td>
<td>Saline</td>
<td>660-335-4700</td>
</tr>
<tr>
<td>OATS, Inc - Midwest region</td>
<td>Sedalia</td>
<td>Saline</td>
<td>660-827-2611</td>
</tr>
<tr>
<td>Marshall Senior Center</td>
<td>14 E Morgan St, Marshall, MO 65340</td>
<td>Saline</td>
<td>660-886-9888</td>
</tr>
</tbody>
</table>
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
1. Ages served:
   - 65 to 74
   - 75 and older
   - Any age
   - Other _____________________________

2. 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

3. 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) _____________________________

4. Which days per week do your clients regularly need transit service? (Check all that apply)
   - Sunday
   - Monday
   - Tuesday
   - Wednesday
   - Thursday
   - Friday
   - Saturday
   - Other _____________________________

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

<table>
<thead>
<tr>
<th>Day</th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuesday</td>
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<tr>
<td>Wednesday</td>
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<tr>
<td>Thursday</td>
<td></td>
<td></td>
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<tr>
<td>Friday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturday</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

6. How many weeks per year do your clients regularly need transit service? _________
10. How many clients does your agency serve with transportation?

<table>
<thead>
<tr>
<th>Category</th>
<th>Average Daily</th>
<th>Average Weekly</th>
<th>Average Monthly</th>
<th>Peak</th>
<th>Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elderly (60+) Non-Disabled</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Elderly Disabled</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Non-Elderly Disabled</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Low Income</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>General Public</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

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?

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

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

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@trailsrpc.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.trailsrpc.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?

<table>
<thead>
<tr>
<th></th>
<th>Average Daily</th>
<th>Average Weekly</th>
<th>Average Monthly</th>
<th>Peak</th>
<th>Low</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elderly (60+) Non-Disabled</td>
<td></td>
<td></td>
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<tr>
<td>Non-Elderly Disabled</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Low Income</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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.

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

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

<table>
<thead>
<tr>
<th></th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sunday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Monday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuesday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wednesday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thursday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturday</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peak Period 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peak Period 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peak Period 3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Peak Period 4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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?

<table>
<thead>
<tr>
<th></th>
<th># of Vehicles</th>
<th># of Passengers (capacity)</th>
<th>Annual Average Mileage</th>
<th>Annual Average Age</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cars</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trucks</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vans</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Buses</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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.*

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

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

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

______________________________________________________________________________

Please contact Chris@trailsrpc.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.trailsrpc.org/transportation/transit-plan/
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?
   ___ Under 18        ___ 65 to 70
   ___ 18 to 25        ___ 71 to 75
   ___ 26 to 35        ___ 46 to 80
   ___ 36 to 45        ___ 81 and older
   ___ 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)
   ___ Personal Vehicle   ___ Service Agency
   ___ Taxi              ___ Public Transit Van
   ___ Friend or Family Member ___ Walk
   ___ Bicycle           ___ Other (please specify) ________________________
8. **What is your occupation?**
   ___ Homemaker
   ___ Laborer
   ___ Management/Professional
   ___ Production/Repair/Machine Operator
   ___ Sales
   ___ Unemployed
   ___ Other (please specify) ________________________________
   ___ Service Worker
   ___ College Student
   ___ Secondary Student
   ___ Technical Admin.
   ___ Teacher
   ___ Retired

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)**
    ___ Religious Services
    ___ School/College
    ___ Recreation
    ___ Bank
    ___ Medical Care (Doctors, Dentist, Therapist, ext.)
    ___ 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?**
    ___ $1 to $14
    ___ $15 to $19
    ___ $20 to $24
    ___ $25 to $29
    ___ $30 to $39
    ___ $40 to $50
    ___ $51 to $60
    ___ $61 or more
    ___ Other (please specify) ________________________________

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?

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<tr>
<th></th>
<th>Not Important</th>
<th>Desirable</th>
<th>Important</th>
<th>Very Important</th>
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<tbody>
<tr>
<td>More flexible in scheduling rides</td>
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<tr>
<td>Increased service from a park-and-ride locations</td>
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<tr>
<td>Increased service hours</td>
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<tr>
<td>Increased weekend service</td>
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<td>More express service (Fewer stop)</td>
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<td>Employer pays part of the cost</td>
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<tr>
<td>Guaranteed ride home</td>
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<tr>
<td>Service close to my home</td>
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<td>Accept different forms of payment</td>
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<tr>
<td>Cleaner vehicles</td>
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<td>More attractive vehicles</td>
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<tr>
<td>Other (please specify)</td>
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</tbody>
</table>

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/](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@trailsrpc.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