



# COORDINATED HUMAN SERVICES PUBLIC TRANSIT PLAN

Mark Twain Region

Audrain, Macon, Marion, Monroe, Pike, Ralls, Randolph, and Shelby Counties

Population 136,123  
(2020 US Census)

February 2023

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## Introduction – 2023 Coordinated Human Services Public Transit Plan for the Mark Twain Region

The Missouri Department of Transportation contracted with the Mark Twain Regional Council of Governments (MTRCOG) to prepare a plan to improve the coordination and cooperation of transportation providers within Audrain, Macon, Marion, Monroe, Pike, Ralls, Randolph, and Shelby counties. Barriers and gaps in services were identified to identify future transportation needs in the Mark Twain region.

The objective of this plan is to meet the requirements of the Safe, Accountable, Flexible, Efficient, and Transportation Equity Act: A Legacy for Users (SAFETEA-LU). SAFETEA-LU became the Moving Ahead for Progress in the 21st Century Act (MAP-21) and was a funding and authorization bill to govern United States federal surface transportation spending. It was passed by Congress on June 29, 2012, signed by President Barack Obama on July 6, 2012.

MAP-21 was a two-year program that was replaced by Fixing America's Surface Transportation Act (Fast Act), reauthorizing surface transportation programs through Fiscal Year 2020. This federal bill requires grantees under the Section 5317: New Freedom Initiative, Section 5316, and Section 5310 Elderly and Disabled Transportation Program to meet certain requirements to receive federal funding for fiscal year 2013 and beyond. One of the requirements of SAFETEA-LU was the creation of a locally developed coordinated public transit-human services transportation plan.

This plan has been developed in agreement with the Missouri Department of Transportation to meet the requirements of SAFETEA-LU and assist the region in identifying future transportation needs. The plan was developed by the Mark Twain Regional Council of Governments with representation from local government, public, and private interests.

The following key elements are proposed by the Federal Transit Administration when developing the plan:

- Identify current transportation providers.
- Identify transportation needs for older adults, people with low income, and individuals with disabilities.
- Identify strategies to address gaps in service.
- Prioritize strategies for implementing specific strategies/activities based on resources, time, and feasibility.

A meeting was held with each of the eight county's commissions, with a focus on reviewing the demographics of the region and identifying transportation partners within the region. Transportation partners were invited to a public forum at the Mark Twain Regional Council of Governments (MTRCOG) on December 13, 2022. At this meeting, area transportation partners reviewed the previous plan, expressed their individual needs and strengths, and networked with other public transit and human service transportation partners.

As part of this planning process, a survey (Appendix E) was sent out to 103 organizations that provide, or possibly provide, transportation services within the Mark Twain Regional Council of Governments (MTRCOG) region. The list of organizations was created with input from each of the County Commissions within the region. The survey was used to conduct an inventory of available transit service in the region as well as identify where gaps and duplications of service may exist.

## Mark Twain Region

Mark Twain Regional Council of Governments serves Audrain, Macon, Marion, Monroe, Pike, Ralls, Randolph, and Shelby counties in northeast Missouri. The eight-county region covers 4,708 square miles and contains 50 communities. The total population of the eight counties that comprise the Mark Twain Region is 136,123 (2020, US Census Bureau). The region is situated along the Mississippi



River from Hannibal in the north to the edge of the St. Louis region to the south, stretching west into mid-Missouri. The region contains major north-south and east-west transportation routes, including the Avenue of the Saints (US 61) and US 36, and Missouri State Highways 79, 54, 24 and 63.

The transportation planning structure for the Mark Twain region consists of the Mark Twain Regional Council of Governments (MTRCOG), the Missouri Department of Transportation (MoDOT), and the Mark Twain Regional Council of Government's Transportation Advisory Committee (TAC).

The Mark Twain Regional Council of Governments was organized in 1968 following the passage of Chapter 251 RSMo by the General Assembly in 1968. The MTRCOG planning responsibilities for the area consists of housing, economic development, and transportation for the eight counties and 50 communities of Audrain, Macon, Marion, Monroe, Pike, Ralls, Randolph, and Shelby counties.

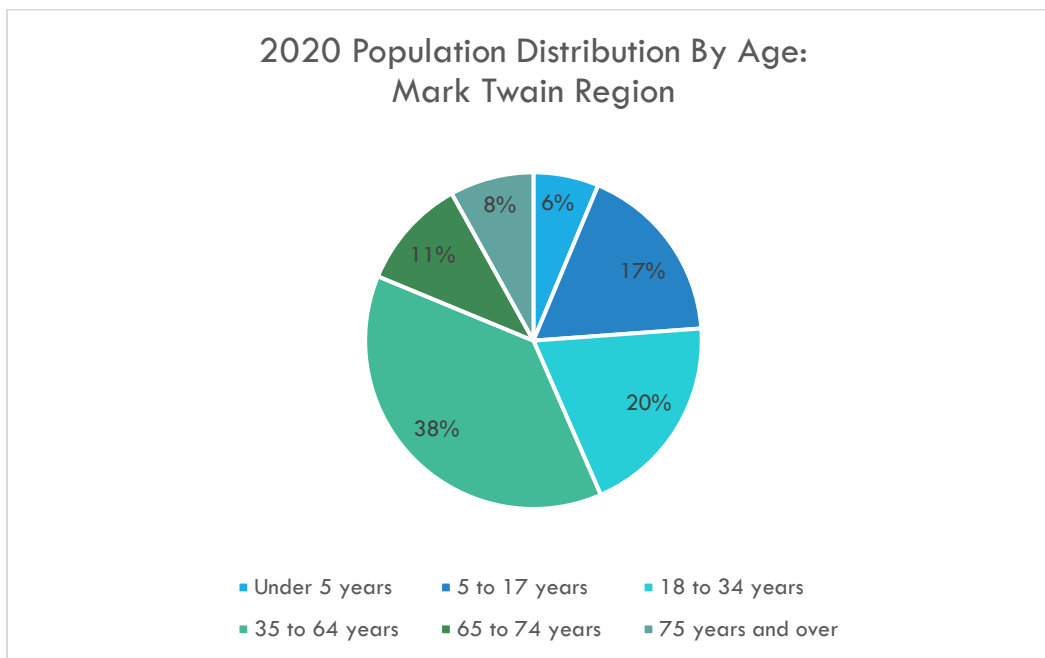
## Demographic Profiles for the Mark Twain Region

The eight counties of the Mark Twain region have a total population of 136,123, based on the 2020 American Community Survey (ACS) data. This is a slight decrease in regional population based on the 2016 American Community Survey, which indicated a regional population of 138,696. While the overall region's population remains relatively stable, the table below shows some counties in the region with slightly negative growth since 2016.

COUNTY	POPULATION 2020	POPULATION 2016	POPULATION CHANGE
<b>MACON</b>	15,209	15,399	-190
<b>SHELBY</b>	6,103	6,148	-45
<b>MONROE</b>	8,666	8,642	-24
<b>MARION</b>	28,525	28,858	-333
<b>PIKE</b>	17,587	18,475	-888
<b>RALLS</b>	10,355	10,225	130
<b>AUDRAIN</b>	24,962	25,868	-906
<b>RANDOLPH</b>	24,716	25,081	-365
<b>REGION</b>	136,123	138,696	-2,573
<b>MISSOURI</b>	6,154,913	6,059,651	95,262

Data Source: 2020 American Community Survey (ACS)

The chart below illustrates the age distribution of the population of the region based on 2020 American Community Survey (ACS) figures. Over half of the population are between the ages of 18 and 64, which is significant for transit planning as these populations make up a major portion of the public and paratransit ridership within the region.

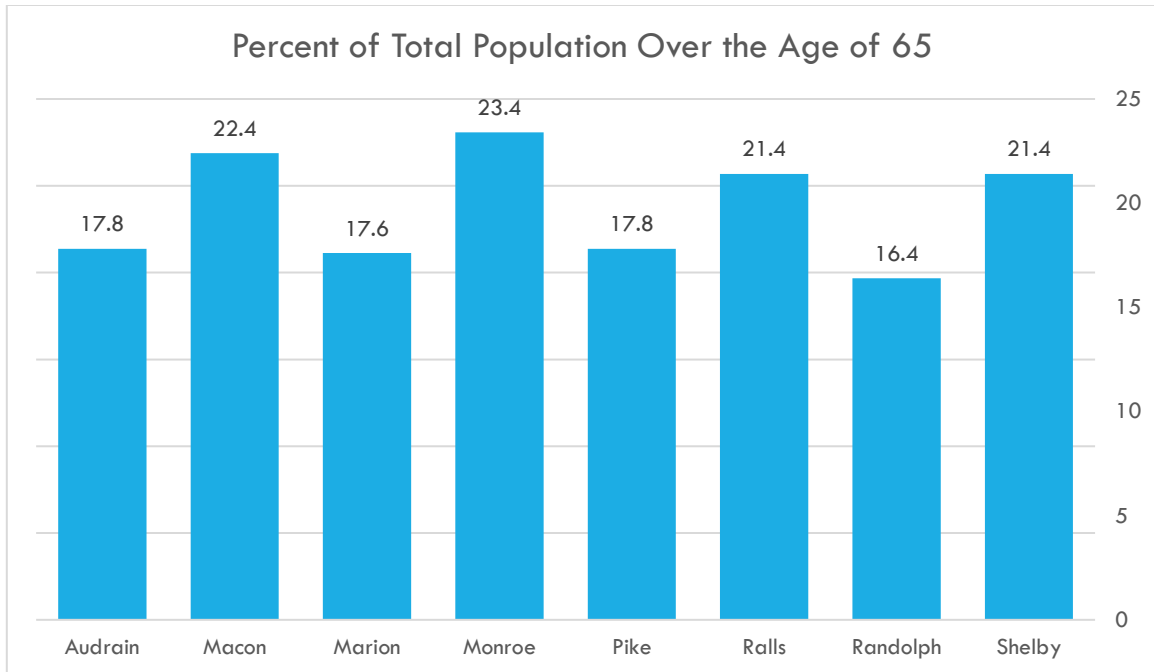


## Disadvantaged Populations in the Mark Twain Region

A regional transportation system must provide travel services appropriate to the needs of its residents, especially disadvantaged residents. With this as the focus, the region can effectively enhance the quality of life for those facing disadvantages and, thereby, the entire community. The three major populations affected by federal transit programs within the scope of this plan are the senior population, the disabled population, and the economically disadvantaged population.

### **Senior Population in the Mark Twain Region**

For this plan, the senior population is defined as individuals 65 years or older. The State of Missouri is comprised of 16.9 percent of citizens 65 years or older. On a county-wide basis, Macon, Monroe, Ralls, and Shelby have the most sizable percentage of residents above the age of 65, while all counties except Randolph are above the state's percentage. Since the 2016 American Community Survey (ACS), each county in the region has slightly increased its population over the age of 65.



Data Source: 2020 American Community Survey (ACS)

### **Disabled Population in the Mark Twain Region**

#### **Disabled Working Age Adults (18-64)**

According to the 2020 American Community Survey (ACS) 5-Year Estimates, 12.6% of Missouri residents ages 18-64 report having a disability, while 14.3% of the Mark Twain Region within the same age range report having a disability. All counties in the Mark Twain Region report a percentage of residents between the ages of 18 and 64 that is higher than the state's percentage, except for Ralls County.



#### **Percent of Working Age (18-64) Population Reporting a Disability**

Missouri	Mark Twain	Audrain	Macon	Marion	Monroe	Ralls	Randolph	Pike	Shelby
12.6%	14.3%	13.8%	18.3%	12.6%	14.5%	11.7%	16.5%	13.1%	13.9%

Data Source: 2020 American Community Survey (ACS)

When considering the effects of a disability on working age adults, persons with a disability are nearly twice as likely to be unemployed. While this is undoubtedly a multi-causal issue, the region's predominantly rural character, combined with available workforce transit options, certainly play a role.

### Disabled Senior Adults (65 or Older)

A look at the percentage of the population ages 65 or older shows an even larger number of individuals with disabilities. According to the 2020 American Community Survey (ACS) 5-Year Estimates, 37% of Missouri residents ages 65 or older report having a disability, while 38.4% of the Mark Twain Region within the same age range report having a disability. Six of the eight counties in the Mark Twain Region report a percentage of residents aged 65 or older with a disability that is higher than the state's percentage, as shown below.

Percent of Seniors Reporting a Disability (2000 Census)									
Missouri	Mark Twain	Audrain	Macon	Marion	Monroe	Ralls	Randolph	Pike	Shelby
37.0%	38.4%	35.6%	40.1%	33.8%	37.9%	37.6%	44%	40.8%	37.2%

Data Source: 2020 American Community Survey (ACS)

Over one-third of the state and regional populations ages 65 and older report a disability, and this is a significant factor for transit planning. Individuals with disabilities, especially seniors, may be more likely to need public or paratransit services, and they may have fewer options for physical activity due to barriers in the environment. With a disability, it is often more difficult to navigate towns and get to daily destinations. Seniors with disabilities who drive themselves are also more at risk of a collision in difficult traffic situations and may recover more slowly when injured. Additionally, seniors with disabilities are often at risk of having very low incomes, as their ability to work full time is often limited. This may leave them unable to meet their basic needs, which may require additional assistance.

### Economically Disadvantaged Population in the Mark Twain Region

Defined as an annual income below 185% of the poverty threshold, the poverty rate of the Mark Twain Region, 15.3%, is slightly higher than the state average of 13.0%. Macon County is the only county in the Mark Twain Region with a poverty rate below the state average.

Percent of Persons in Poverty, 2021									
Missouri	Audrain	Macon	Marion	Monroe	Pike	Ralls	Randolph	Shelby	Missouri
12.7%	16.3%	13.7%	13.8%	15.0%	16.6%	9.8%	15.35	14.3%	12.7%

Data Source: U.S. Bureau of Labor Statistics, 2021

The poverty in these counties underscores the need for transit options for those who may not be able to afford an automobile. The likelihood of not having reliable, personal transportation increases with poverty. Many of the counties listed above do not have the employment opportunities necessary on a local level to help residents escape from poverty, and given the predominantly rural character of the region, commuting to locations outside the immediate vicinity are generally required. These factors combine to create a situation where transit options have an enormous impact on a community's economic outlook.

Poverty often leads to poor health, as there is often a lack of funds for healthy food choices, proper health care, and recreational activities that provide physical activity (i.e., joining a health club or soccer league). As a result, low income populations are especially at risk for poor health. Neighborhoods with higher-than-average levels of poverty also tend to be the ones with the least recreational infrastructure, the most unsafe streets for walking (structurally and due to crime), and the poorest access to health care services and healthy food options.

## Labor Force in the Mark Twain Region

The Mark Twain Region's main economic driving force is its population and labor force. Local area unemployment statistics for 2021, as shown by the U.S. Bureau of Labor Statistics, put Mark Twain region's total labor force at 61,833 from a total population of 136,123. As shown in the table below,

the average 2021 unemployment rate of all counties in the Mark Twain region are at or below the State of Missouri's unemployment rate.

According to the Bureau of Labor Statistics the unemployment rate average for the Mark Twain region for December 2022 was below the State of Missouri's average unemployment rate of 4.4%. Shelby County saw the lowest unemployment at 3.3%, while Monroe County was the highest at 4.4%. As this plan will show, workforce transit is one of the most pressing needs in the region. These figures are not seasonally adjusted.

December 2022 Labor Force and Unemployment Rate										
	Missouri	Mark Twain	Audrain	Macon	Marion	Monroe	Pike	Ralls	Randolph	Shelby
Labor Force	---	61,833	10,122	7,364	13,977	3,823	7,344	5,501	10,342	2,983
Unemployment Rate	4.4%	3.7%	3.7%	3.7%	3.5%	4.4%	3.9%	3.4%	4.2%	3.3%

Data Source: U.S. Bureau of Labor Statistics, 2021 Annual Averages

## Income in the Mark Twain Region

The average per capita income for the region according to the U.S. Census Bureau's Quick Facts 2021 ranges from \$23,697 in Pike County to \$27,202 in Ralls County. All counties in the Mark Twain region were below the statewide average of \$33,770. The median household income for each of the eight counties in the Mark Twain Region is also below the state's median income of \$61,043.

Per Capita Income (in 2021 dollars)								
Missouri	Audrain	Macon	Marion	Monroe	Ralls	Randolph	Pike	Shelby
\$33,770	\$24,625	\$24,283	\$26,958	\$26,178	\$27,202	\$24,324	\$23,697	\$25,878
Median Household Income (in 2021 dollars)								
Missouri	Audrain	Macon	Marion	Monroe	Ralls	Randolph	Pike	Shelby
\$61,043	\$47,178	\$48,583	\$56,213	\$46,441	\$58,829	\$51,403	\$47,382	\$46,178

Source: U.S. Census Bureau Quick Facts 2021

## Commuting Patterns

Commuting patterns for the Mark Twain region in relation to all Missouri counties are illustrated in the chart below. Data from 2020 ACS show that while the average travel time for Missouri is 23.9 minutes, average travel time for the Mark Twain Region ranges from 18.6 minutes (Marion) to 28 minutes (Monroe).

Average Travel Time by Minutes, Age 16 and Over								
AUDRAIN	RALLS	PIKE	MARION	MONROE	SHELBY	MACON	RANDOLPH	MISSOURI
22.9	22	24.2	18.6	28.0	21.2	21.7	21	23.9

Data Source: 2020 American Community Survey (ACS)



The data that is depicted in the chart below again shows that one of the biggest challenges facing public transit in a rural area is the low population density and individuals desire to be self-sufficient. It also illustrates that given commuting rates and overall driving habits, there is ample room for improving transportation options for the region's workers.

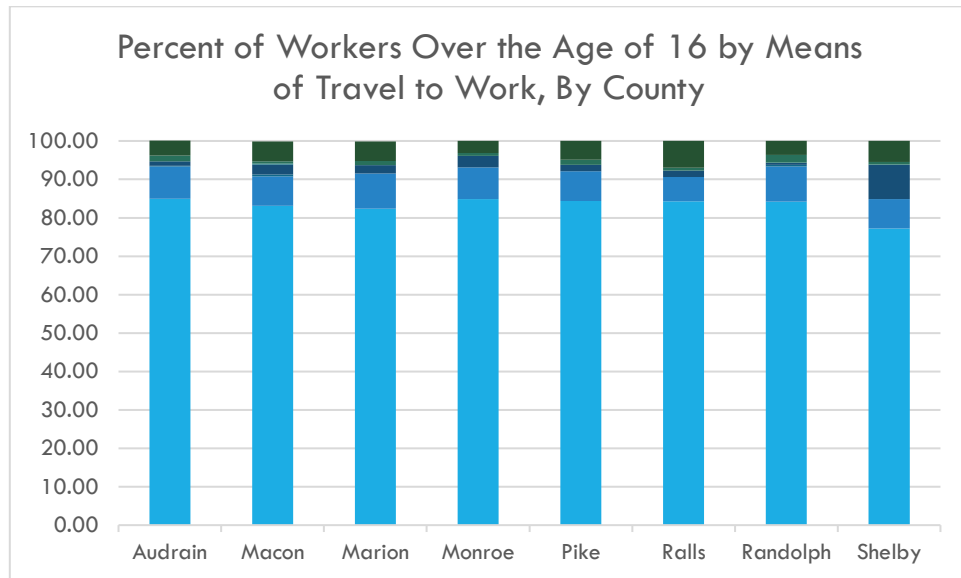


Chart Legend: Percent of Workers Over the Age of 16 by Means of Travel to Work, By County

- Drove alone
- Carooled
- Public transportation (excluding taxicab)
- Walked
- Bicycle
- Taxicab, motorcycle, or other means
- Worked from home

Data Source: 2020 American Community Survey (ACS)



## Transit in the Mark Twain Region

Publicly funded transit programs in the eight counties of the Mark Twain Region are primarily provided by OATS, Inc. without regard to age, income, or disability status. Paratransit services are provided generally by OATS, as well as in-house transportation services provided by numerous service agencies within the region.

## Assessment of Current Transit Services

Several methods of community outreach were employed to assess the current level of public and paratransit services in the region, including public meetings, a task force of mobility stakeholders, and surveys for both transit users and transit providers. These outreach programs will be discussed in depth later in the plan.

Public transit in the region is provided by OATS, Inc. OATS, Inc. operates in all eight counties in the region. Annually between January 1, 2022, and December 12, 2022, OATS, Inc. completed 30,420

total trips in the eight counties that make up the Mark Twain Region, with 17,674 of these trips for those 60 years of older. There were 1,217 unique riders in the regions. 917 of these unique riders were 60 years of older, and 300 were under the age of 60. 6,813 trips were for physically, mentally, or visually disabled riders. The age range of riders on trips during this time was between the age of 1 and 105. Business, shopping, medical, senior center, leisure, employment, and food pantry were the primary reasons given for using OATS, Inc., transit, with employment making up more than 35% of the requests for the stated time period.

Most paratransit services within the region are needs-specific services offered by an array of non-profit human service providers. These services are generally in-house and are limited to the clients or customers of the agency, though OATS often provides transportation services for agencies without in-house transportation options. These services include workforce and medical appointment transit for people with disabilities and need-based transportation for customers of service providers.

Taxi services are sparse to non-existent in the Mark Twain Region and provide limited transportation services to customers able to utilize them. However, as noted by numerous respondents in the survey and in public meetings, the cost of using taxis is prohibitive to a large segment of the population. An additional downfall to traditional taxi services is that their availability is typically limited to larger communities.

## Missouri's Transportation Long Range Plan

According to the Citizen's Guide to Transportation Funding in Missouri (2022), Missouri's transportation system is the nation's seventh largest state highway system. It is counted on to connect people safely and reliably with jobs and services, businesses with suppliers and customers, students with schools, and visitors with destinations. Input from Missourians resulted in five goals for the state's transportation system over the next 20 years:

1. Take care of the transportation system and services we enjoy today.
2. Keep all travelers safe – no matter the mode of transportation.
3. Invest in projects that spur economic growth and create jobs.
4. Give Missourians better transportation choices.
5. Improve reliability and reduce congestion on Missouri's transportation system.

The State of Missouri's focus on these five goals will improve the transportation of the entire state, including the Mark Twain Region.

## Gap Analysis

After reviewing existing transit services and options within the region, the task force identified the following gaps in service and needs which, if met, would benefit the region. The gaps are not listed in high to low rank order, as all gaps impact the transit services that are provided in the region.

### **Funding & Rising Operational Costs**

Constraints in funding are a constant theme in transit, especially in rural areas. The rising costs of fleet maintenance, fuel costs, and vehicle replacement are taking a larger share of operating budgets for transit providers. At the same time, many traditional funding sources are not keeping pace with rising costs – and rising demand. The issue of funding will be in the forefront of any discussion of other needs.

Increased demands for transit services may spell disaster for transit providers. Increasing funding mechanisms to match the demand for services was identified as a top priority by transit providers. Added to the cost of fleet replacement, the rising costs of vehicle maintenance, fuel and other operating costs are a constant challenge for providing transit service in the region.

While funding for senior and disabled transit users is lacking, the situation for economically disadvantaged populations in the region is much worse. Access to jobs, especially in a predominantly rural area with a few regional economic hubs, is too often tied to availability of transportation. Given the high cost of operating transit in an area of low population density and long travel distances, additional funding opportunities for low income transit options is a critical need in the region.

### **COVID**

Since COVID became a part of our nation's infectious diseases in late 2019, area agencies continue to feel the effects of the pandemic in their roles as transit providers. Most riders of public transit in the Mark Twain Region are over the age of 60. This population is also one of the most at-risk populations for serious complications and/or death related to COVID. Because of this, agencies report that riders over the age of 60 are slow to return to the use of public transit. These riders are fearful of exposure that comes from public transit and the possible complications when infected with COVID-19. It is impossible for agencies to know if, or when, senior adults will resume their use of public transportation in numbers that were seen pre-COVID.

Another residual impact of COVID is impacting agency's abilities to hire and retain drivers for their existing fleets and schedules. Agencies at the stakeholder meeting, including OATS, Inc., the largest public transportation provider in the Mark Twain Region, report being short on drivers for one of two reasons. First, local agencies find it hard to compete with the salaries offered by for-profit agencies, so non-profit organizations' lower than average driver salaries have limited agencies from expanding service, offering more operating hours, or adding days to their service. Second, and maybe in combination with the first reason, agencies are reporting struggles to find qualified drivers willing to secure the licensing required to provide transportation services. A note, but not documented, trend among stakeholders is the growing number of young adults, ages 16 to 30, who are not getting their non-commercial driver's license. Without the license and the experience that comes with driving on a regular basis, the pool of potential drivers for non-profits that require commercial drivers license appears to be dwindling.

### **Accessibility**

Accessibility to transit was identified as one of the greatest challenges facing transit providers in the Mark Twain region. The catch-all term "accessibility" includes a number of issues: increasing the number of transit vehicles in service; increasing the number of vehicles equipped for special needs riders; increasing the number of routes and expanding hours of operation; increasing awareness of transit options to persons currently not using public or paratransit; and combining these issues to increase overall access to transit options in the region. The special issues which arise when transporting people with differing disabilities were also mentioned as a challenge facing providers. The needs for different types of vehicles, different accessories, as well as additional staff assistance are all factors that must be considered when planning transit services.



### **Fleet Maintenance and Replacement**

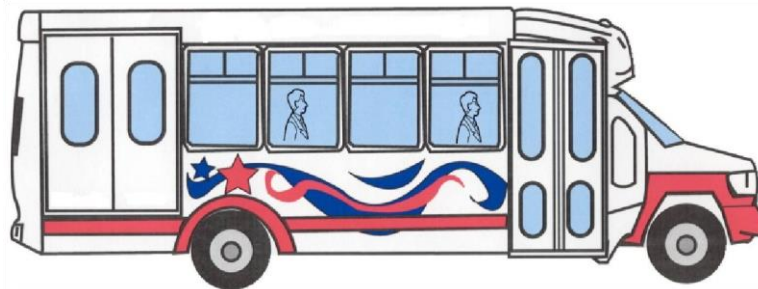
Aging vehicles and the lack of funds to adequately replace vehicles is a concern of all stakeholders, even those that participate in the 5310 program with MODOT. All agencies in attendance concurred that bus replacement is a major, critical need for the region. OATS, Inc., reported that they have 71 vehicles, ranging from 2003 to 2019 models. With the useful life of a bus estimated at five to seven years, this causes concern to agencies, with OATS, Inc., reporting that 38 of their 71 vehicles are over 10 years old. All agencies expressed the urgent need to replace a percentage of their fleet, but there simply are not funds available to make this replacement. While federal funds are available for fleet replacement, local agencies often struggle to have the match

funds needed to receive these federal funds. Agencies expressed a need for local and state funding to maintain and potentially expand their demand-response and same day service in the region. When funds are available, agencies have noted that it is still sometimes difficult to find vehicles for purchase, noting that while they can get larger vans, they sometimes struggle to purchase smaller vehicles that may or may not need to be handicapped assessable.

In addition to the need to replace existing vehicles, agencies also reported that the cost of maintaining their existing fleet is an obstacle to transportation services in the region. Agencies need access to affordable vehicles for their organizations and a repair program to assist with the costs of maintaining their existing fleet.

### **Scheduling and Routes**

Another common obstacle in increasing the level of service in non-urban areas is the issue of low density versus distance. The distances associated with the most frequent destinations for regional transit users were discussed by the task force as a major obstacle in the region, both for regularly scheduled routes and demand response trips. Combined with a relatively low ridership that affects the number of vehicles it is feasible to keep in the fleet, the geography of the region impacts efforts to increase routes and improve scheduling issues. The overwhelming view of task force members and survey respondents is that OATS and the various service agencies which provide transit services do an outstanding job in the region. However, one limiting factor in making transit a more viable option to many people is the lack of regular, daily service, or at least additional and more frequent route schedules. Of the ridership surveyed, many of them requested more availability for weekend transit services.



While conventional wisdom holds that public transit is viable only in urban areas with enough population density to make it cost effective, both the task force discussions, survey results, and a review of a service offered in a neighboring county indicate that an increased investment in public transportation, if tailored to the geography and demographics of the region, would be a great asset. Several issues present themselves in this discussion. The number one concern is adding more routes and more frequent trips on those routes, to make it feasible as a public transit option, as opposed to simply a demand-response system for special needs. Cost is another factor, both in terms of accessible pricing for potential transit users, as well as necessary cost effectiveness for providers. The theme heard again and again in this discussion is: convenience. Without it, any attempt at boosting the level of public transit in the region will not be successful.

### **Funding to Assist Low Income Populations**

While funding for senior and disabled transit users is lacking, the situation for the economically disadvantaged populations in the region is much worse. Access to jobs, especially in a predominantly rural area with a few regional economic hubs, is too often tied to availability of

transportation. Given the high cost of operating transit in an area of low population density and long travel distances, additional funding opportunities for low-income transit options is a critical need in the region.

### **Communication**

Mobility stakeholders in the region identified communication as an issue that affects many aspects of transit service. Awareness of transportation options, combined with knowing how to access what is available, is one area cited by transit riders that needs improvement. Schedules, fees, availability, and types of services can all be pushed out to the community to increase awareness of transit opportunities. Better communication in this area should positively affect ridership, thereby boosting the feasibility of providing service.

### **Rural Transit**

Taking all the needs together, the overarching needs of rural transit revolve around the high cost of providing service to a smaller, geographically dispersed user population. With the lack of available capital funding for fleet replacement needs, meeting current level of service demands are challenging. Further complicating this challenge is the anticipated increased demand for service from an aging population. The task force identified the need to systematically study this challenge, with the hope that by bringing transit users, transit providers and civic leaders together, hidden opportunities might be discovered.

## Strategies for Coordinated Public Transit – Human Services in the Mark Twain Region

The Mark Twain Public Transit – Human Services Coordination Task Force identified three overall strategies to implement in the eight-county region.

1. Maintain the Current Level of Service in the Region
2. Expand Transit Opportunities in the Mark Twain Region
3. Increase Communication and Coordination Among Transit Providers, Users, and the General Public

The strategies are being carried over from the previous plan, as the current task force believes the three identified strategies need to continue to be the priorities of the region for the next five years. These strategies grew from the comparison of current transit services in the region with identified gaps and needs. The task force desired strategies that would be broad enough to encompass both current and future activities to be undertaken in the region, yet specific enough to assist in the identification and practical application of those activities.

As part of the FTA requirements for this plan, the task force prioritized the strategies it identified. The task force concluded that these three strategies were broad enough to accommodate its varied needs. Therefore, it was determined to prioritize them in rank order, as opposed to high/medium/low. They are listed here in order of priority.

### **Strategy I: Maintain the Current Level of Service in the Region**

Current transit users depend on transportation services. Due to funding concerns, issues of transit viability arise. Adequate investment must be dedicated to maintaining the public and paratransit services which currently exist in the region. As new activities, projects and opportunities present themselves, an eye must be kept on ensuring that existing services do not suffer from implementation of new services or activities. Funding must be identified at levels necessary to maintain the current level of service in the face of increasing operational costs, and to provide for

fleet maintenance and replacement, including finding new and innovative ways for local agencies to have the cash match necessary to participate in available grant opportunities.

Funding concerns, as previously stated, touch on all aspects of strategic transit planning. Several areas will need attention in order to maintain the existing level of service in the Mark Twain region. Fleet maintenance, vehicle replacement, and the employment of drivers will obviously take center stage. Federal guidelines, as well as practical concerns, will necessitate capital investment if OATS and other transit providers are to continue to offer safe, reliable transportation options to the citizens of the region.

### **Strategy II: Expand Transit Opportunities in the Mark Twain Region**

Issues of accessibility are a driving force in this strategy. Increasing the number of routes and the flexibility of scheduling options are among the goals identified. Additional vehicles and specialized equipment for special needs groups are part and parcel of this goal. This requires a robust investment in both funding and strategic planning to ensure that growing transit needs are met. Expansion of fleets, expansion of routes and demand-response capabilities, additional staffing requirements, and other related concerns will all need to be addressed as transit needs grow.

Accessibility to convenient transit affects not only the ability of existing transit users to increase their mobility and have their transportation needs met; it also affects the feasibility of expanding transit options and the cost-effectiveness of current transit services by limiting the number of potential users. As part of maintaining existing services and expanding to meet growing need, transit in the Mark Twain region must be made more accessible to current and potential users.

### **Strategy III: Increase Communication and Coordination Among Transit Providers, Users, and the General Public**

Mobility stakeholders must work toward the creation of a connected transit system; one which includes transit and paratransit providers, service agencies, and users. This system must not only look at traditional, van-based rural transit, but should also include other modes of transportation and identify creative solutions to overcome service and funding roadblocks.

A primary goal of the region must be to increase awareness of mobility issues and transit opportunities among the public, as well as traditional rural transit customers. Issues of transit funding, options for scheduling rides, and a concerted public outreach to gain insight into transit needs of which providers may not currently be aware will all strengthen the system.

A more viable and cost-effective transit network may be created by collaboration and coordination among stakeholders. In recent years, the importance of public transportation in rural areas has been demonstrated by the key providers, and by seeking innovative funding options and coordinated transit programs.

## **Implementing Regional Transit Strategies**

The task force adopted three broad and overlapping strategies which addressed the varied needs within the region. Second, those needs identified by the task force are pressing and often interrelated, making a distinction of high versus low impractical.

As stated previously, these strategies may be seen as connected and complementary; therefore, many activities which may be drawn from one strategy will tend to have a positive effect on the others.

- Maintain current service levels in the region. The highest priority strategy for transit in the Mark Twain region is to maintain the current level of service in the face of shrinking funding



levels and growing demand (see strategy two). Activities and projects aimed at this strategy will be in the forefront of provider needs.

- Expand transit opportunities in the Mark Twain region where available. Increase accessibility to meet the needs of all transit user populations in the region. One of the most pressing needs identified by the task force is that of accessibility. Increasing ridership positively influences the feasibility of transit services. Making transit options more accessible to a greater number of people, with more convenient routes and schedules, handicap-accessible vehicles, etc., is a constant challenge. Activities and projects applicable to this strategy will be an important part of the region's effort to boost transit services.
- Increase communication and coordination among transit providers, users, and the public. One of the most promising ideas discussed by the transit task force is implementing a vehicle for coordination between and among transit providers and human service agencies. Potential new ways of communicating between transit providers and the ridership in the region may be accomplished through social media, cellular text alerts and other computerized options.

## Process for Review and Adoption of Coordinated Human Services Public Transit Plan

Public outreach is a critical component of successful transportation planning, and as one of the purposes of this plan is to facilitate coordination between the various mobility stakeholders in the region, it is vital. Mark Twain Regional Council of Governments used several methods of soliciting public input for this process.

First, Mark Twain Regional Council of Governments gathered existing regional data relevant to transit issues from a variety of public sources, including its own Regional Transportation Plan, MoDOT, the US Census Bureau, the American Community Survey, and transit providers in the region.

Next, Mark Twain Regional Council of Governments met with county commissions to identify available transit services for each of the eight counties. Using this information, a task force of mobility stakeholders from the region was convened, including transit providers, human services agencies, and users. The list of agencies invited to participate in the meeting and/or complete surveys during this public outreach are documented in Appendix A. The stakeholders involved in this process assessed the current level of service in the Mark Twain region, developed priorities for inclusion in the public transit human services coordination plan, and identified existing obstacles to overcome in improving transit opportunities in the region.

To gather additional input from transit riders and transit providers, Mark Twain Regional COG released two regional transit surveys: one for transit users and one for transit providers, including public and paratransit providers, as well as service agencies providing transportation to their clients.

The draft of this plan underwent several stages of review and adoption. Initial drafts were reviewed and edited by Mark Twain Regional Council of Government staff. The Mark Twain Transportation Advisory Committee (TAC) was given the draft of the transit plan for its review and comment, as was the Mark Twain Regional Council of Governments' Executive Board.

## Appendix A – Plan Task Force

Mark Twain Regional Council of Governments wishes to thank the following people for their invaluable contributions to this project. With assistance from Mark Twain Council of Governments staff, these public transit, paratransit, and mobility stakeholders were tasked with assessing the current level of transit services in the eight-county region, analyzing gaps in the service and identifying the system's needs, and formulating strategies for meeting those needs.

### Mark Twain Regional Public Transit – Human Services Coordination Task Force

- Cindy Hultz, Executive Director, MTRCOG
- Delores Woodhurst, Community Planner, MTRCOG
- Anna Gill, Transportation Planner, MTRCOG
- Sharon Whisenand, Randolph County Health Department
- Chris Newbrough, Audrain County Health Department
- Tad Dobyns, Central Missouri Community Action
- Mary Hopke, Pike County Health Department
- Milan Berry, Pike County Judge
- Cathy Yager, Learning Opportunities/Quality Works
- Carmen Gamm, Options for Women
- Lisa Harrison, Audrain Developmental Disability Services
- Kristen Davis, Department of Health and Senior Services
- Mindy Olstad, Department of Health and Senior Services
- Terry Laughlin, Northeast Community Action Corporation (NECAC)
- Lisa Blickhan, Northeast Community Action Corporation (NECAC)
- Kyra Davis, Northeast Community Action Corporation (NECAC)
- Brooke Kendrick, NEILS



## Appendix B – Plan Approval Statements



February 21, 2023

The Mark Twain Regional Council of Governments Executive Committee  
unanimously approved the 2022 Coordinated Human Services Public Transit Plan  
for the Mark Twain Region on Wednesday, February 21, 2023.



Alan Winders  
President



mark twain regional  
council of governments

February 21, 2023

The Mark Twain Regional Council of Governments Transportation Advisory Committee unanimously approved the 2022 Coordinated Human Services Public Transit Plan for the Mark Twain Region on Wednesday, February 21, 2023.

Audrain

Macon

Marion

Monroe

Pike

Ralls

Randolph

Shelby

Alan Winders  
Acting Chairman

(573) 565-2203  
Fax (573) 565-2205  
42494 Delaware Lane  
Perry, MO 63452

## Appendix C – 2022 Transit Ridership Survey

In what county do you live?

- |                                  |                                   |
|----------------------------------|-----------------------------------|
| <input type="checkbox"/> Audrain | <input type="checkbox"/> Pike     |
| <input type="checkbox"/> Macon   | <input type="checkbox"/> Ralls    |
| <input type="checkbox"/> Marion  | <input type="checkbox"/> Randolph |
| <input type="checkbox"/> Monroe  | <input type="checkbox"/> Shelby   |

In which city do you live?

- |   |  |                                       |
|---|--|---------------------------------------|
| <input type="checkbox"/> Benton City          | <input type="checkbox"/> Hannibal      | <input type="checkbox"/> Perry        |
| <input type="checkbox"/> Farber               | <input type="checkbox"/> Palmyra       | <input type="checkbox"/> Cairo        |
| <input type="checkbox"/> Laddonia             | <input type="checkbox"/> Holliday      | <input type="checkbox"/> Clark        |
| <input type="checkbox"/> Martinsburg          | <input type="checkbox"/> Madison       | <input type="checkbox"/> Moberly      |
| <input type="checkbox"/> Mexico               | <input type="checkbox"/> Monroe City   | <input type="checkbox"/> Clifton Hill |
| <input type="checkbox"/> Village of Rush Hill | <input type="checkbox"/> Paris         | <input type="checkbox"/> Higbee       |
| <input type="checkbox"/> Vandalia             | <input type="checkbox"/> Bowling Green | <input type="checkbox"/> Huntsville   |
| <input type="checkbox"/> Vandiver Village     | <input type="checkbox"/> Clarksville   | <input type="checkbox"/> Jacksonville |
| <input type="checkbox"/> Atlanta              | <input type="checkbox"/> Curryville    | <input type="checkbox"/> Renick       |
| <input type="checkbox"/> Bevier               | <input type="checkbox"/> Annada        | <input type="checkbox"/> Clarence     |
| <input type="checkbox"/> Callao               | <input type="checkbox"/> Eolia         | <input type="checkbox"/> Bethel       |
| <input type="checkbox"/> Elmer                | <input type="checkbox"/> Paynesville   | <input type="checkbox"/> Leonard      |
| <input type="checkbox"/> Ethel                | <input type="checkbox"/> Frankford     | <input type="checkbox"/> Hunnewell    |
| <input type="checkbox"/> LaPlata              | <input type="checkbox"/> Louisiana     | <input type="checkbox"/> Shelbyville  |
| <input type="checkbox"/> Macon                | <input type="checkbox"/> Center        |                                       |
| <input type="checkbox"/> New Cambria          | <input type="checkbox"/> New London    |                                       |

Are you currently employed?

- ☐ Yes, full time  
☐ Yes, part time  
☐ No

If employed, what county do you work in?

If employed, what city do you work in?

What is your age?

- |                                |                                |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> 18-24 | <input type="checkbox"/> 45-54 |
| <input type="checkbox"/> 25-34 | <input type="checkbox"/> 55-64 |
| <input type="checkbox"/> 35-44 | <input type="checkbox"/> 65+   |

What is your gender?

- ☐ Male  
☐ Female

Do you have a valid driver's license?

- ☐ Yes  
☐ No

Are you able to drive?

- ☐ Yes  
☐ No

What modes of transportation to you use at this time? (Check all that apply)

- ☐ Personal vehicle  
☐ Taxi  
☐ Public transit vans  
☐ Friend/family vehicle  
☐ Walk  
☐ Bicycle  
☐ Van/bus provided by my service agency

- ☐ Other (please specify below)

If other, please explain below.

What is your occupation?

- |  |   |
|--|---|
| <input type="checkbox"/> Production/Machine Operator | <input type="checkbox"/> Homemaker              |
| <input type="checkbox"/> Service Worker              | <input type="checkbox"/> Student                |
| <input type="checkbox"/> Laborer                     | <input type="checkbox"/> Retired                |
| <input type="checkbox"/> Managerial/Professional     | <input type="checkbox"/> Unemployed             |
| <input type="checkbox"/> Technical/Administration    | <input type="checkbox"/> Other (please specify) |
| <input type="checkbox"/> Sales                       |   |

If other, please explain below.

Do you currently use public transit services such as OATS or another local transit provider?

- ☐ Yes  
☐ No

### Public Transit Destinations

Which of the following destinations do you use public transit services for? (Check all that apply)

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Bank             | <input type="checkbox"/> School/College/University       | <input type="checkbox"/> Veterinarian             |
| <input type="checkbox"/> Cemetery         | <input type="checkbox"/> Senior Center                   | <input type="checkbox"/> Volunteer Organizations  |
| <input type="checkbox"/> Church           | <input type="checkbox"/> Shopping Center                 | <input type="checkbox"/> WIC Office               |
| <input type="checkbox"/> Community Center | <input type="checkbox"/> Social Security Office          | <input type="checkbox"/> Nursing Homes            |
| <input type="checkbox"/> Daycare          | <input type="checkbox"/> Social Services                 | <input type="checkbox"/> Long distance medical    |
| <input type="checkbox"/> Employment       | <input type="checkbox"/> Social/Recreational Facilities  | <input type="checkbox"/> Local Hospital or Clinic |
| <input type="checkbox"/> Grocery Store    | <input type="checkbox"/> Department of Veteran's Affairs | <input type="checkbox"/> Other (Please explain)   |
| <input type="checkbox"/> hairdresser      |  |   |
| <input type="checkbox"/> Pharmacy         |  |   |
| <input type="checkbox"/> Post Office      |  |   |

If other, please explain below.

### No Public Transit Use

You indicated you do not use public transportation. Why do you not use public transportation?

### More Information about Public Transit

What changes could be made to public transit services that would allow you to use the service or to use the service more often? (Check all that apply)

- ☐ More flexibility in scheduling rides  
☐ Increased service from park and ride lot to work  
☐ Expanded service hours per day  
☐ Expanded days of service between counties  
☐ Expanded weekend service  
☐ More express service (fewer stops)  
☐ Coast share program with employer  
☐ Guaranteed ride home  
☐ Service close to my home  
☐ Expanded forms of payment accepted  
☐ Cleaner buses  
☐ Newer buses  
☐ Other (Please specify)

If other, please explain below.

Of the choices you selected above, which ONE would improve public transit services the most and increase your personal usage?

- ☐ More flexibility in scheduling rides
- ☐ Increased service from park and ride lot to work
- ☐ Expanded service hours per day
- ☐ Expanded days of service between counties
- ☐ Expanded weekend service
- ☐ More express service (fewer stops)
- ☐ Coast share program with employer
- ☐ Guaranteed ride home
- ☐ Service close to my home
- ☐ Expanded forms of payment accepted
- ☐ Cleaner buses
- ☐ Newer buses
- ☐ Other (Please specify)

If other, please explain below.

Do you currently pay for the transit service?

- ☐ Yes
- ☐ No

Would you be willing to pay for public transit services?

- ☐ Yes
- ☐ No

Have you ever had a need for transit services and there were none available?

- ☐ Yes
- ☐ No

If you answered yes to the question above, how often has this occurred in the past year?

If you answered yes, for what reason were transit services not available?

## Appendix D – 2022 Transit Ridership Survey Results

In what county do you live? (157 responses)

- Audrain: 59.9%
- Macon 6.4%
- Marion: 1.9%
- Monroe: 12.1%
- Pike 6.4%
- Ralls: 3.8%
- Randolph: 3.8%
- Shelby: 5.7%

In which city do you live? (152 responses)

- Mexico: 49.3%
- Village of Rush Hill: 1.3%
- Vandalia: 3.3%
- Atlanta: 0.7%
- LaPlata: 0.7%
- Macon: 5.3%
- Hannibal: 1.3%
- Holliday: 2.0%
- Madison: 0.7%
- Monroe City: 5.3%
- Paris: 3.9%
- Bowling Green: 2.0%
- Curryville: 1.3%
- Eolia: 1.3%
- Frankford: 0.7%
- Louisiana: 1.3%
- Center: 0.7%
- New London: 1.3%
- Perry: 2.0%
- Moberly: 3.3%
- Higbee: 0.7%
- Jacksonville: 0.7%
- Clarence: 0.7%
- Hunnewell: 1.3%
- Shelbina: 2%
- Shelbyville: 2.6%
- Farber: 2.6%
- Benton City: 0.7%
- Laddonia: 1.3%

Are you currently employed? (158 responses)

- Yes, full time: 35.4%
- Yes, part time: 19.0%
- No: 45.6%

If employed, what county do you work in? (87 responses)

- Adair: 1.2%
- Audrain: 61.4%
- Boone: 2.4%
- Callaway: 3.6%
- Cole: 1.2%
- Macon 3.6%
- Marion: 3.6%
- Monroe: 9.6%
- Montgomery: 1.2%
- Pike: 2.4%
- Ralls: 2.4%
- Randolph: 3.6%
- Shelby: 3.6%

If employed, what city do you work in? (81 responses)

- Auxvasse: 1.4%
- Bowling Green: 2.8%
- Columbia: 2.8%
- Farber: 4.3%
- Hannibal: 4.3%
- Holliday: 1.4%
- Jefferson City: 1.4%
- Kingdom City: 1.4%
- Kirksville: 1.4%
- Laddonia: 1.4%
- Macon: 4.3%
- Mexico: 56.5%
- Moberly: 4.3%
- Monroe City: 4.3%
- Montgomery City: 1.4%
- Paris: 2.8%
- Perry: 1.4%
- Shelbina: 1.4%
- Shelbyville: 1.4%
- Vandalia: 8.7%

What is your age? (155 responses)

- 18-24: 10.3%
- 25-34: 15.5%
- 35-44: 10.3%
- 45-54: 11.6%
- 55-64: 21.3%
- 65+: 31.0%

What is your gender? (157 responses)

- Male: 22.9%
- Female: 77.1%

Do you have a valid driver's license? (158 responses)

- Yes: 86.1%
- No: 13.9%

Are you able to drive? (156 responses)

- Yes: 82.1%
- No: 17.9%

What modes of transportation to you use at this time? Check all that apply. (158 responses)

- Personal vehicle: 76.6%
- Taxi: 1.9%
- Public transit vans: 11.4%
- Friend/family vehicle: 20.3%
- Walk: 8.9%
- Bicycle: 1.9%
- Van/bus provided by my service agency (8.2%)
- Other (please specify below): 1.2%

Other responses:

- Abilities
- Insurance sends someone for doctor's appointments.

What is your occupation? (139 responses)

- Production/Machine Operator: 2.9%
- Service Worker: 12.9%
- Laborer: 1.4%
- Managerial/Professional: 12.2%
- Technical/Administration: 0.7%
- Sales: 5.0%
- Homemaker: 7.9%
- Student: 0.0%
- Retired: 20.1%
- Unemployed: 11.5%
- Other (please specify): 25.2%
  - Extended employment Sheltered Workshop program
  - Social worker
  - CNA
  - Non-profit
  - Librarian assistant
  - Librarian
  - Community health worker
  - Disabled (2)
  - Manager at county branch library
  - Retired with a part-time job
  - Nurse at MU Healthcare Clinic
  - Part time Farber library
  - LPN
  - Home exterior contractor
  - Library
  - Pastor
  - Health Department
  - I clean office buildings after hours
  - Emergency 911 dispatcher
  - Cattle farmer, auctioneer
  - HandiShop
  - Massage therapist
  - Daycare
  - Residential facility
  - Restaurant
  - Currently unemployed because I am pregnant
  - Warehouse associate
  - Fast food, customer service
  - Farm
  - Farm and build barns
  - Janitorial

Do you currently use public transit services such as OATS or another local transit provider?

- Yes: 19%
- No: 81%

You indicated you do not use public transportation. Why do you not use public transportation? (98 responses)

- Have own car: 48
- Not needed: 13
- Didn't know it is available/none available/not an option: 10
- I live in the country: 4
- Family member drives me: 3
- My age: 1
- I don't qualify: 1
- Restrictive hours: 1
- Not available the day/time I need it: 1
- Route not frequent enough: 1
- Not convenient: 1
- Limited access: 1
- Limited and unreliable: 1
- Not readily available when I need it/scheduling: 2
- Atrocious and not accessible nor does it have adequate stops: 1

Which of the following destinations do you use public transit services for? Check all that apply. (27 responses)

- Bank: 14.8%
- Cemetery: 0%
- Church: 7.4%
- Community Center: 0%
- Daycare: 0%
- Employment: 7.4%
- Grocery Store: 51.9%
- Hairdresser: 11.1%
- Pharmacy: 14.8%
- Post Office: 11.1%
- School/College/University: 0%
- Senior Center: 11.1%
- Shopping Center: 48.1%
- Social Security Office: 11.1%
- Social Services: 3.7%
- Social/Recreational Facilities: 7.4%
- Department of Veterans Affairs: 3.7%
- Veterinarian: 7.4%
- Volunteer organizations: 3.7%
- WIC Office: 3.7%
- Nursing homes: 3.7%
- Long distance medical: 37%
- Local hospital or clinic: 51.9%
- Other (explain): 11.1%
  - Dialysis
  - Doctor's appointments
  - Getting old and not able to drive



What changes could be made to public transit services that would allow you to use the service or to use the service more often? Check all that apply. (88 responses)

- More flexibility in scheduling rides: 52.3%
- Increase service from park and ride lot to work: 14.8%
- Expanded service hours per day: 38.6%
- Expanded days of service between counties: 38.6%
- Expanded weekend service: 34.1%
- More express service (fewer stops): 15.9%
- Cost share program with employer: 9.1%
- Guaranteed ride home: 34.1%
- Service close to my home: 40.9%
- Cleaner buses: 10.2%
- Newer buses: 8%
- Other (Please specify): 17%
  - Available to me for my specific needs: 1
  - Free: 1
  - I don't need public transportation at this time: 5
  - More information on services: 1
  - Availability and more drivers: 1
  - Train service to bigger cities: 1
  - Everything is good: 1
  - Slower driving. I'm very scared when they drive fast. There are a lot of deer around here.: 1
  - Visit private parties, such as relatives; rides to dr. appt. on days other than only Thursdays.
  - Nothing: 1
  - I am not familiar with public transportation service in rural areas: 1
  - Schedule of available transit, safety, cost, and area the transit covers are all driving concerns.: 1
  - I don't feel comfortable using it: 1
  - Easier access to information about public transit: 1

- Other than OATS, none available: 1
- Taxis are expensive, so make it cheaper: 1
- Shorter wait time, having different ways to pay for taxi (like punch card); cabs are too expensive when you don't have much income: 1

Of the choices you selected above, which ONE would improve public transit services the most and increase your personal usage? (82 responses)

- More flexibility in scheduling rides: 28.0%
- Increase service from park and ride lot to work: 1.2%
- Expanded service hours per day: 17.1%
- Expanded days of service between counties: 7.3%
- Expanded weekend service: 4.9%
- More express service (fewer stops): 3.7%
- Cost share program with employer: 1.2%
- Guaranteed ride home: 7.3%
- Service close to my home: 15.9%
- Cleaner buses: 1.2%
- Newer buses: 1.2%
- Other (Please specify): 11%
  - More rides to Columbia and Quincy doctors and hospitals: 1
  - More buses: 1
  - Nothing: 1
  - Able to replace bus when needed: 1
  - Having something available for the rural areas: 1
  - I don't use it/not needed: 4
  - Cheaper: 1
  - Pick up time so I'm on time for things needed: 1

Do you currently pay for transit service?

- Yes: 11.5%
- No: 88.5%

Would you be willing to pay for public transit services?

- Yes: 58.6%
- No: 41.4%

Have you ever had a need for transit services and there were none available?

- Yes: 29.9%
- No: 70.1%

If you answered yes to the question above, how often has this occurred in the last year?

- I don't know: 3
- None (0): 3
- Several: 1
- Not often: 1
- Weekly: 1
- A few: 1
- Several: 1
- Once: 3
- Once on a weekend: 1
- 1 time: 1
- 2 times: 4
- 3 times: 1
- 3-4 times: 1
- 6 times: 1
- 10 or more times: 3
- Numerous: 1
- A lot: 1
- Constantly: 1

If you answered yes, for what reason were transit service not available? (36 responses)

- Family/friend not available to help: 1
- Can't afford to pay: 1
- Needed on a day that wasn't a scheduled day: 1
- Not available in my area: 9
- No close stops: 1
- Didn't know it was available/Didn't know how to access it: 6
- Not enough/no drivers: 2
- Service not available at the time I needed it: 5
- No taxi or personal transportation service available
- Cancellation by transit provider: 3
- Schedule conflict: 1
  - I must ask my doctor in Hannibal to schedule me only on the 3<sup>rd</sup> Thursday of the month. Must wait longer times for visits/services. For instance, there was a free COVID shot clinic at HRC but only every Tuesdays, no other times.
- Too full: 1
- Bus needed elsewhere: 1
- Budget, I assume: 1

## Appendix E – Transit Provider Survey

Information in this form is being collected by Mark Twain Regional Council of Governments (MTRCOG) and will be used to identify the transportation needs of the eight counties that make up the MTRCOG.

### Section 1: Transportation Provider Information

Organization

Address 1

Address 2

City

State

ZIP Code

Telephone Number

Fax Number

Contact Person

Title/Department

Email Address

Name of Person Completing This Survey

Please describe the geographic area you serve.

What type of agency are you?

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

### Section 2: Service Information

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

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

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

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

What age groups are your services designed for? (Check all that apply)

- ☐ Under 18

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

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

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

What are your hours of operation? Please indicate time using AM and PM, i.e., 8:00 AM to 4:00 PM

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

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

How many full time employees are involved in your agency?

How many part time employees are involved in your agency?

How many administrative employees are involved in your agency?

How many volunteers are involved in your agency?

How many full time employees at your agency are involved in transportation services?

How many part time employees at your agency are involved in transportation services?

How many administrative employees at your agency are involved in transportation services?

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

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

- ☐ Yes
- ☐ No

If yes, please identify the types of mobility limitations. (Check all that apply)

- ☐ Age related
- ☐ Physical
- ☐ Cannot afford motor vehicle
- ☐ Lack of motor vehicle (for reasons other than income)
- ☐ Cognitive
- ☐ Vision
- ☐ Remote location
- ☐ Other (Please specify below.)

If you selected "Other" above, please describe below.

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

Elderly (60+) Non-Disabled Transportation Numbers

How many elderly (60+) non-disabled clients does your agency serve with transportation....

#### Elderly (60+) Disabled Transportation Numbers

How many elderly (60+) disabled clients does your agency serve with transportation....

- Average Daily
- Average Weekly
- Average Monthly
- Peak
- Low

#### Non-Elderly Disabled (Mental/Physical) Transportation Numbers

How many non-elderly disabled clients does your agency serve with transportation....

- Average Daily
- Average Weekly
- Average Monthly
- Peak
- Low

#### Low Income Transportation Numbers

How many low income clients does your agency serve with transportation....

- Average Daily
- Average Weekly
- Average Monthly
- Peak
- Low

#### Youth Transportation Numbers

How many youth does your agency serve with transportation....

- Average Daily
- Average Weekly
- Average Monthly
- Peak
- Low

#### General Public Numbers

How many general public clients does your agency serve with transportation....

- Average Daily
- Average Weekly
- Average Monthly
- Peak
- Low

#### Other Transportation Numbers

How many other clients does your agency serve with transportation....

- Average Daily
- Average Weekly
- Average Monthly
- Peak
- Low

#### Methods of Transportation

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

- ☐ Fixed route bus service
- ☐ Dial-a-ride service
- ☐ Van services for specific participants (veterans, church members, senior centers, etc.)
- ☐ Private taxi
- ☐ Medical transportation (example: ambulance)
- ☐ Private vehicle drive by agency employee or volunteer
- ☐ Family
- ☐ Friends or neighbors

- ☐ Drive themselves
- ☐ Other

Does your agency coordinate with any transit providers?

- ☐ Yes
- ☐ No

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

### Section 3: General Transportation Service Questions

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

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

In your opinion, how much would people in your community support an increase in taxes or fees for improvements to public transportation for seniors and people with disabilities?

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

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

Strongly Oppose  
Somewhat Oppose  
Somewhat Support  
Strongly Support

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

	Urgent	Very Important	Important	Would Be Nice	Not Important
Greater number of door-to-door rides					
More fixed-route service					
Services easier to use for seniors and people with disabilities					
Longer hours of operation					
More days of operation					
More reliable service					
Vehicles in better conditions					
Lower fares					
Easier trip scheduling over the phone					
Printed schedules easier to read and understand					
More reliable on-time pick-ups					
More reliable drop-offs					
Easier to identify vehicles					

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

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

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

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

- ☐ Education
- ☐ Nutrition/M meal Programs
- ☐ Shopping
- ☐ Work
- ☐ Medical
- ☐ Personal business (i.e., banking, post office, etc.)
- ☐ Social/Recreational
- ☐ Other (please explain below)

Other Explanation

If you serve specific program clients (Head Start, Senior Nutrition, etc.), please list the program(s) below and the number of clients in each program.

#### Section 4: Transportation Conditions

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

What are major transportation needs of your agency in the short term (1-6 years)? Please list specific projects.

Some examples may include the following:

- Replacement of 4 large buses at a cost of \$250,000 each
- Replacement of 2 mini-buses 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 at a cost of \$20,000 annually
- 4 new bus shelters at \$1,000 each
- New schedule printed, estimated cost of labor and materials \$5,000
- Hire 1 dispatcher at \$18,000 annually

What are the major transportation needs of your agency in the long term (7-20 years)? Please list specific projects. See examples in the previous question.

What do you see as the major unmet transportation needs in the Mark Twain Region (Audrain, Macon, Marion, Monroe, Ralls, Randolph, Pike, & Shelby Counties) within the next 5-10 years?

#### Section 5: Service Information

Trip Information: Please list the most popular destinations for your customers/clients. Be as specific as possible, listing in descending order or priority. Only use as many responses as needed, leaving others blank.

- Highest Priority: Location (name and address) and type of trip (medical, shopping, etc.)
- High Priority: Location (name and address) and type of trip (medical, shopping, etc.)
- High Priority: Location (name and address) and type of trip (medical, shopping, etc.)
- High Priority: Location (name and address) and type of trip (medical, shopping, etc.)
- Priority: Location (name and address) and type of trip (medical, shopping, etc.)
- Priority: Location (name and address) and type of trip (medical, shopping, etc.)
- Priority: Location (name and address) and type of trip (medical, shopping, etc.)
- What destinations/trip categories do you see as gaps for your clients/customers?
- What other information do you feel we should consider as we revise/develop our region's transit plan?



## Appendix F – Transit Provider Survey Results

### Organizations Completing Survey

- Macon County Sheltered Workshop
- Champ Clark Association for Challenged Children, Inc., dba The Learning Center
- Options for Women
- OATS, Inc., dba OATS Transit
- Learning Opportunities/Quality Works, Inc.
- Marion County Services, Inc., dba Abilities

Please describe the geographic area you serve.

- Macon County
- Bowling Green, Curryville, Frankford, Vandalia, Farber, Cyrene, Ashley, St. Clement
- Pike County MO, Hannibal MO and beyond
- Northeast MO, Western Illinois
- OATS Transit serves 87 counties out of the 114 counties in Missouri.
- Marion, Monroe, Ralls, Shelby, Macon, Adair, Schuyler, Scotland, Knox, Clark, Lewis, Putnam, Sullivan
- We serve individuals currently living in Marion County and a few in Ralls County. Marion County (Hannibal, Palmyra, Philadelphia) and Ralls (New London)

What type of agency are you?

- Public Transit System: 0%
- Government Human Services Agency: 0%
- Private Non-Profit Human Services Agency: 71.4%
- Private Non-Profit Transportation Provider: 38.6%
- Private For-Profit Transportation Provider: 0%
- Other: 0%

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

- Elderly (60+) Non-Disabled: 14.3%
- Elderly Disabled: 57.1%
- Non-Elderly Disabled (mental/physical): 57.1%
- Low Income: 42.9%
- Youth: 38.6%
- General Public: 42.9%
- Other: 0%

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

- Alcohol, Tobacco, or Drug Education & Treatment: 0%
- Diagnosis and Early Evaluation: 0%
- Education/Training: 42.9%
- Employment Opportunities/Job Placement: 28.6%
- Health Care: 14.3%
- Housing: 0%
- Child Care: 0%
- Community Support Networks: 42.9%
- Family Support & In-Home Assistance: 14.3%
- Family Safety & Protection Housing: 0%

- Nutrition: 0%
- Life Skills Development & Assistance: 57.1%
- Transportation: 14.3%
- Residential Care: 14.3%
- Other: 14.3%

What age groups are your services designed for? (Check all that apply)

- Under 18: 42.9
- 18 to 54: 57.1%
- 55-59: 28.6%
- 60-64: 28.6%
- 65-74: 28.6%
- 74 and older: 14.3%
- Any age: 42.9%
- Other: 14.3%

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

- ☐ Monday: 100%
- ☐ Tuesday: 100%
- ☐ Wednesday: 100%
- ☐ Thursday: 100%
- ☐ Friday: 85.7%
- ☐ Saturday: 14.3%
- ☐ Sunday: 14.3%

What are your hours of operation? Please indicate time using AM and PM, i.e., 8:00 AM to 4:00 PM

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• Monday               <ul style="list-style-type: none"> <li>○ 10:00 a.m. to 4:00 p.m.: 28.6%</li> <li>○ 6:00 a.m. to 6:00 p.m.: 14.3%</li> <li>○ 7:30 a.m. to 5:30 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 6:00 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 4:00 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 5:30 p.m.: 14.3%</li> </ul> </li> <li>• Tuesday               <ul style="list-style-type: none"> <li>○ 10:00 a.m. to 4:00 p.m.: 28.6%</li> <li>○ 6:00 a.m. to 6:00 p.m.: 14.3%</li> <li>○ 7:30 a.m. to 5:30 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 6:00 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 4:00 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 5:30 p.m.: 14.3%</li> </ul> </li> <li>• Wednesday               <ul style="list-style-type: none"> <li>○ 10:00 a.m. to 4:00 p.m.: 28.6%</li> <li>○ 6:00 a.m. to 6:00 p.m.: 14.3%</li> <li>○ 7:30 a.m. to 5:30 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 6:00 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 4:00 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 5:30 p.m.: 14.3%</li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>• Thursday               <ul style="list-style-type: none"> <li>○ 10:00 a.m. to 4:00 p.m.: 28.6%</li> <li>○ 6:00 a.m. to 6:00 p.m.: 14.3%</li> <li>○ 7:30 a.m. to 5:30 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 6:00 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 4:00 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 5:30 p.m.: 14.3%</li> </ul> </li> <li>• Friday               <ul style="list-style-type: none"> <li>○ 10:00 a.m. to 4:00 p.m.: 28.6%</li> <li>○ 6:00 a.m. to 6:00 p.m.: 14.3%</li> <li>○ 7:30 a.m. to 5:30 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 6:00 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 4:00 p.m.: 14.3%</li> <li>○ 8:00 a.m. to 5:30 p.m.: 14.3%</li> </ul> </li> <li>• Saturday               <ul style="list-style-type: none"> <li>○ None: 75%</li> <li>○ 24-hour residential ISL: 25%</li> </ul> </li> <li>• Sunday               <ul style="list-style-type: none"> <li>○ None: 75%</li> <li>○ 24-hour residential ISL: 25%</li> </ul> </li> </ul> |
|---|--|

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

- 12: 16.7%
- 30: 16.7%
- 45: 16.7%
- 52: 50.0%

How many full time employees are involved in your agency?

- 3: 33.3%
- 10: 16.7%
- 26: 16.7%
- 53: 16.7%
- 356 (30 hours or more, statewide): 16.7%

How many part time employees are involved in your agency?

- 1: 33.3%
- 3: 16.7%
- 20: 16.7%
- 40: 16.7%
- 218 (<30 hours, statewide): 16.7%

How many administrative employees are involved in your agency?

- 1: 16.7%
- 2: 16.7%
- 4: 33.3%
- 7: 16.7%
- 101, statewide: 16.7%

How many volunteers are involved in your agency?

- 0: 50%
- 0, 200 statewide ambassadors: 16.7%
- 30 : 33.3%

How many full time employees at your agency are involved in transportation services?

- 0: 20%
- 4: 20%
- 8: 20%
- 40: 20%
- 356 statewide: 20%

How many part time employees at your agency are involved in transportation services?

- 0: 50%
- 2: 16.7%
- 30: 16.7%
- 218 statewide: 16.7%

How many administrative employees at your agency are involved in transportation services?

- 0: 50%
- 2: 33.3%
- 101 statewide: 16.7%

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

- 0: 83.3%
- 200 statewide: 16.7%

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

- Yes: 85.7%
- No: 14.3%

If yes, please identify the types of mobility limitations. (Check all that apply)

- Age related: 33.3%
- Physical: 83.3%
- Cannot afford motor vehicle: 50%
- Lack of motor vehicle (for reasons other than income): 50%
- Cognitive: 100%
- Vision: 66.7%
- Remote location: 50%
- Other (Please specify below.): 16.7%

If you selected "Other" above, please describe below.

- We serve preschool children.

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

- Range: 2, 5, 25, 40, 48, 95 or higher, 98

#### Elderly (60+) Non-Disabled Transportation Numbers

How many elderly (60+) non-disabled clients does your agency serve with transportation....

- Aggregate Information from Respondent #6, Annual 1/1/2022 to 12/12/2022:
  - 30,420 total trips in these 8 counties.
  - 1,217 unique riders in these 8 counties.
  - 917 are 60; 300 are under the age of 60.
  - 17,674 trips were for those ages 60+
  - 6,813 trips were for disabled riders (physical, mental, or visual)
  - Youngest rider less than age 1; oldest rider's age 105
  - Business, shopping, medical, senior center, leisure, employment & food pantry.

Respondent	1	2	3	4	5
Average Daily	0	0	0	0	0
Average Weekly	0	0	0	0	0
Average Monthly	0	0	0	0	0
Peak	0	0	0	0	0
Low	0	0	0	0	0

#### Elderly (60+) Disabled Transportation Numbers

How many elderly (60+) disabled clients does your agency serve with transportation....

Respondent	1	2	3	4	5
Average Daily	0	0	0	8	2
Average Weekly	0	0	0	8	2
Average Monthly	0	0	0	8	2
Peak	0	0	0	8	2
Low	0	0	0	6	1

#### Non-Elderly Disabled (Mental/Physical) Transportation Numbers

How many non-elderly disabled clients does your agency serve with transportation....

Respondent	1	2	3	4	5
Average Daily	0	0	0	100	12
Average Weekly	0	0	0	100	12
Average Monthly	0	0	0	100	12
Peak	0	0	0	100	12
Low	0	0	0	80	10

### Low Income Transportation Numbers

How many low income clients does your agency serve with transportation....

Respondent	1	2	3	4	5
Average Daily	0	0	0	0	13
Average Weekly	0	0	0	0	13
Average Monthly	0	0	0	30 (Summer)	13
Peak	0	0	0	0	13
Low	0	0	0	0	11

### Youth Transportation Numbers

How many youth does your agency serve with transportation....

Respondent	1	2	3	4	5
Average Daily	0	0	0	0	0
Average Weekly	0	0	0	0	0
Average Monthly	0	0	0	0	0
Peak	0	0	0	0	0
Low	0	0	0	0	0

### General Public Numbers

How many general public clients does your agency serve with transportation....

Respondent	1	2	3	4	5
Average Daily	0	0	0	0	0
Average Weekly	0	0	0	0	0
Average Monthly	0	0	0	0	0
Peak	0	0	0	0	0
Low	0	0	0	0	0

### Other Transportation Numbers

How many other clients does your agency serve with transportation....

Respondent	1	2	3	4	5
Average Daily	0	0	0	0	0
Average Weekly	0	0	0	0	0
Average Monthly	0	0	0	0	0
Peak	0	0	0	0	0
Low	0	0	0	0	0

### Methods of Transportation

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

- Fixed route bus service: 0%
- Dial-a-ride service: 0%
- Van services for specific participants (veterans, church members, senior centers, etc.) 33.3%
- Private taxi: 33.3%
- Medical transportation (example: ambulance): 0%
- Private vehicle drive by agency employee or volunteer: 50%
- Family: 50%
- Friends or neighbors: 50%
- Drive themselves: 50%
- Other: 16.7%

Does your agency coordinate with any transit providers?

- Yes: 57.1%
- No: 42.9%

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

- If we had all 3 vehicle break down we would hire OATS or another nonprofit to transport employees of the workshop.
- We work with the public schools we serve to ensure children are picked up for school and returned home after school.
- We are a transportation provider
- For private vehicle, they are referring to agency vehicles

### Section 3: General Transportation Service Questions

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

All numbers are percentage of total responses	Interested	Possibly Interested	Not Interested	Not Applicable
Providing transportation services, or more transportation services, under contract to another agency	12.5	25.0	37.5	25.0
Purchasing transportation services from another organization, assuming that the price and quality of service meet your needs	0.0	33.3	50.0	16.7
Coordinating schedules and vehicle operation with nearby transit providers so that riders can transfer from one service to another	0.0	66.7	16.6	16.6
Joining together with another municipality or agency to consolidate the operation of transportation services	0.0	50.0	25.0	25.0
Joining together with another municipality or agency to consolidate the purchase (or contracting) of transportation services	0.0	50.0	50.0	0.0
Highlighting connections to other fixed-route or demand-responsive services on your schedules or other information materials	0.0	50.0	33.3	46.7
Adjusting hours or frequency of service	12.5	12.5	37.5	37.5
Coordinating activities such as procurement, training, vehicle maintenance, and public information with other providers	12.5	0.0	50.0	33.5
Participating in an organized area-wide transportation marketing program	0.0	28.5	43%	28.5

In your opinion, how much would people in your community support an increase in taxes or fees for improvements to public transportation for seniors and people with disabilities?

- Strongly Oppose: 14.3%
- Somewhat Oppose: 28.6%
- Somewhat Support: 42.9%
- Strongly Support: 14.3%

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

- Strongly Oppose: 14.3%
- Somewhat Oppose: 0.0%
- Somewhat Support: 71.4%
- Strongly Support: 14.3%

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

All numbers are percentage of total responses	Urgent	Very Important	Important	Would Be Nice	Not Important
Great number of door-to-door rides	28.5	42.8	28.5	0.0	0.0
More fixed-route service	0.0	14.2	28.5	57.1	0.0
Services easier to use for seniors and people with disabilities	57.1	0.0	42.9	0.0	0.0
Longer hours of operation	28.5	42.9	0.0	14.2	14.2
More days of operation	28.5	42.9	14.2	14.2	0.0
More reliable service	28.5	42.9	14.2	14.2	0.0
Vehicles in better conditions	28.5	28.5	14.2	0.0	28.5
Lower fares	16.6	16.6	33.3	16.6	16.6
Easier trip scheduling over the phone	0.0	57.1	14.3	14.3	14.3
Printed schedules easier to read and understand	14.3	42.8	14.3	14.3	14.3
More reliable on-time pick-ups	16.3	33.3	16.6	16.6	16.6
More reliable drop-offs	16.3	33.3	16.6	16.6	16.6
Easier to identify vehicles	0.0	33.3	0.0	50.0	16.6

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

- Individuals not being able to investigate the services available to them, on their own, and/or understanding who to ask about finding services. Service providers not readily sharing their program information with other providers of the target audience.
- None that I know.
- Unsure
- We need more local (City & County) funding, and state funding, put into transit services. Local agencies do not understand these are the barriers that make it hard for us to add more hours, or days per week, to our service model. 50% of our funding MUST come from local sources, which includes state funding.

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

- No existing services: 28.6%
- No service to our location: 28.6%
- Service does not run during hours when rides are needed: 28.6%
- Accessing service is too difficult (e.i., waiting, reservation requirements, etc.) 0.0
- Do not qualify for the services available: 14.3%
- Lack of money for fares: 28.6%
- Do not know how to access the system: 51.7%
- Live too far away: 0.0%
- They have been turned away in the past and have given up asking: 0.0%
- Other factors (please explain) 14.3%
  - Public transportation with OATS Transit is available in all 8 counties within the MT Council of Gov area, Mond-Friday. Hours and days per week are limited in some areas due to a lack of local/matching funds.
  - We only provide services to our clients based on tan annual budget (per state contract).

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

- Education: 33.3%
- Nutrition/Meal Programs: 33.3%
- Shopping: 33.3%
- Work: 66.7%
- Medical: 66.7%
- Personal business (i.e., banking, post office, etc.): 66.7%
- Social/Recreational: 33.3%
- Other (please explain below): 0.0%

Other Explanation

- We only provide rides to program employees, hired into the extended employment program.
- Often times limited due to hours of operation in each county.

If you serve specific program clients (Head Start, Senior Nutrition, etc.), please list the program(s) below and the number of clients in each program.

- 20 DESE certified employees in the extended employment sheltered workshop.
- Head Start - unknown
- We transport clients to the senior center and shopping on the days we operate in their areas.
- We operate a day program in our community for approximately 10 clients.
- Day program 27; community networking 16; individual support living (ISL homes) 8

#### Section 4: Transportation Conditions

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

What are major transportation needs of your agency in the short term (1-6 years)? Please list specific projects.

- Funds recovery for the project - \$10,400 annually
- replacement of 1 mini bus at \$55,000
- Dependable vehicles
- Bus replacement is a major, critical need for us. In these 8 counties, we have 71 vehicles, 2003 to 2019 models. Useful life is 5-7 years on our vehicles. 38 of them are over 10 years old, 47 of those are minibuses, with a current cost of \$110,000 each. We have an immediate need to replace at least 15 of those. We need 20% local match of \$22,000 per bus. This local match is needed before we can purchase them. The remaining 80% comes from federal capital grants. Total capital needs: \$300,000. Local/state funding is needed to expand our demand-response and same day service offering in these 8 counties. 50% comes from federal operating grants; the remaining 50% must come from local/state funds. Total operating need: \$400,000 which would give us an addition 10,000 operating hours in these 8 counties.
- Replacement of 6 vans we use for transportation; 4 of these are wheelchair accessible; Replacement of 6 other sedans for transferring clients to community services
- Replacement of 1 large bus at cost of \$95,000; Replacement of 2 vans at cost of \$100,000; Replacement of mini-van (w/ramp) at cost of \$35,000



What are the major transportation needs of your agency in the long term (7-20 years)? Please list specific projects. See examples in the previous question.

- Funds recovery for the project - \$10,400 annually
- Replacement of a second min bus at \$55,000
- Dependable vehicles, communication about schedules
- We rely on operating grants from the Federal Transit Administration to fund 50% of our service, and must seek local support for the remaining 50%. Likewise, with vehicles, we receive 80% from federal grants, and rely on local support for the remaining 20% match. This local match is often times what prevents us from expanding service, or increasing number of buses in your area, because we don't have the local buy-in needed. We are very short on drivers to fully cover our service area. We find it hard to compete with the salaries offered by for-profit agencies, so our lower than normal driver salaries are usually what prevents us from expanding service, offering more operating hours, or adding days to our schedule.
- Vehicle replacement; Vehicle Repair Assistance
- Continued upkeep of vehicles maintenance at a cost of \$15,000 per vehicle. We have a fleet of 6 vehicles currently; continued cost of transportation driver at a cost of \$35,360 annually

What do you see as the major unmet transportation needs in the Mark Twain Region (Audrain, Macon, Marion, Monroe, Ralls, Randolph, Pike, & Shelby Counties) within the next 5-10 years?

- Lack of options for the individuals
- Dependable vehicles, communication about schedules
- No public transportation
- See above.
- Access to affordable vehicles for our agency; repair program to assist with vehicle maintenance.
- Transportation available for county residents after the hours of 5pm (reliable, clean, and safe vehicles)

## Section 5: Service Information

Trip Information: Please list the most popular destinations for your customers/clients. Be as specific as possible, listing in descending order or priority. Only use as many responses as needed, leaving others blank.

High Priority:

- Requests in order of past trips provided by OATS Transit: employment, medical, essential shopping, education, business, dialysis treatments, day hab, senior center, recreation/leisure, and food pantry. Employment makes up more than 35% of our requests.
- The Learning Center, 801 S. Business 61, Bowling Green, MO for school
- Medical, treatments, and mental health
- Requests in order of past trips provided by OATS Transit: employment, medical, essential shopping, education, business, dialysis treatments, day hab, senior center, recreation/leisure and food pantry. Employment makes up more than 35% of our request.
- All LOQW offices for community service
- Walmart -Hannibal (groceries, shopping); Hannibal Clinic-Hannibal (medical)
- Employment, Court ordered, Routine Medical
- Nutrition center in Monroe City and Hannibal
- Dollar Tree (Shopping) Hannibal
- court appointments,
- Walmart-Hannibal, Kirksville, Macon

- Abilities (Hannibal (day program); Two Rivers Workshop - Hannibal (work)
- Grocery stores in all our locations
- Skills Development-Hannibal (day program; Nutrition center-Hannibal (meals.

Priority:

- child visits, parental care
- Medical facilities in our locations.
- Bowling Alley (Hannibal & Quincy) recreational

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

- Places of recreation and/or socializing

What other information do you feel we should consider as we revise/develop our region's transit plan?

- No responses