

Capital Area Metropolitan Planning Organization

**Coordinated Public Transit Human
Services Transportation Plan**



For the Jefferson City, Missouri Metropolitan Region

Adopted November 28, 2007

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

The preparation of this report was financed in part by the U.S. Department of Transportation, Federal Highway Administration, and Federal Transit Administration in cooperation with the Missouri Department of Transportation. The opinions, findings, and conclusions expressed in this report are not necessarily those of the Federal Highway Administration, Federal Transit Administration, or the Missouri Highway and Transportation Department.

MPO Administration is provided by the City of Jefferson
Department of Community Development/Planning Division
Room 120 John G. Christy Municipal Building 320 East McCarty
Jefferson City, Missouri Telephone 573-634-6410
<http://www.jeffcitymo.org/cd/campo/campo.html>
Plan Produced by: Alan Morrison and Elizabeth Pafford

For questions or comments, contact Janice McMillan or Alan Morrison at the Planning Division

RESOLUTION RS2008-01

**A RESOLUTION OF THE
CAPITAL AREA METROPOLITAN PLANNING ORGANIZATION
ADOPTING THE
COORDINATED PUBLIC TRANSIT-HUMAN SERVICE TRANSPORTATION PLAN**

WHEREAS, the Capital Area Metropolitan Planning Organization is the designated MPO for the Jefferson City, Missouri metropolitan planning area and is responsible for the "3C" transportation planning process; and

WHEREAS, the development of a locally developed Coordinated Public Transit-Human Service Transportation Plan is required for compliance with federal SAFETEA-LU legislation; and

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

NOW, THEREFORE, BE IT RESOLVED, by the Board of Directors of the Capital Area Metropolitan Planning Organization that the Coordinated Public Transit-Human Services Transportation Plan for the Jefferson City, Missouri metropolitan planning area is hereby approved and adopted.

The above resolution is hereby adopted on this 19th day of December, 2007.

Kenneth Ferguson
Chairman, Board of Directors

Attest:

Anne Stratman
Administrative Assistant

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Table of Contents

Introduction..... 1
 Goals 2
What is a Coordinated Public Transit Human Services Transportation Plan? 2
Programs Affected By This Coordination Plan 2
Identification of Existing Transportation Services 2
Identified Unmet Transportation Needs, Gaps, and Overlaps?..... 7
 Overlaps in Services 7
 Comments and Concerns of Agencies 7
Identified Strategies..... 9
Prioritization of Strategies 10
Recommendations for Continued Coordination..... 10
Public Outreach/Public Participation..... 11
Appendix 1: Survey Results 12
Appendix 2: Abbreviations and Acronyms Used 21
Appendix 3: Definitions..... 22
Appendix 4: Affected Programs 25
 Section 5310 25
 Section 5316 26
 Section 5317 28
Appendix 5: Contact List 30
Appendix 6: Federal Funding Programs Available from MODOT 33
Appendix 7: Inventory of Agencies With Vehicles 37
Appendix 8: Inventory of Agencies Using Contracts 38
Appendix 9: Inventory of Agencies Providing Contracted Transportation 39
Appendix 10: A Compendium of Responses Received During Plan Development..... 40
Appendix 11: Transit Development Plan Public Involvement..... 43

Coordinated Public Transit Human Services Transportation Plan Capital Area MPO

Introduction

The Capital Area Metropolitan Planning Organization (CAMPO), in conjunction with the City of Jefferson Department of Community Development has developed this Coordinated Public Transit Human Services Transportation Plan.

CAMPO was established in 2003 to provide a forum for coordinated transportation planning for portions of Cole and Callaway Counties, the cities of Jefferson and Holts Summit, and the towns of St. Martins, and Lake Mykee. The MPO is administered by the City of Jefferson and staffed by planners within the City of Jefferson planning division.

The Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU)¹ requires that projects selected for funding under the *5310 Program for Elderly Individuals and Individuals with Disabilities*; the *Job Access and Reverse Commute*; and the *New Freedom programs* be “derived from a locally developed, coordinated public transit human services transportation plan” and that the plan be “developed through a process that includes representatives of public, private, and nonprofit transportation and human services providers and participation by the public.”

A coordinated public transit human services transportation plan contains four components. First, the plan identifies the current transportation providers. The second component of a coordinated plan identifies the transportation needs of individuals with disabilities, older adults, and people with low-incomes as well as the gaps and duplications in transportation services. Developing strategies for meeting the local needs and addressing the gaps in service is the third part of the coordinated plan followed by a prioritization of transportation services for funding and implementation.

This Coordinated Public Transit Human Services Transportation Plan was developed through a combination of meetings, surveys, written recommendations, and discussions with human services agencies that have an interest in transportation, the clients and users of the transportation services, and with transportation agencies such as the MPO, the State, and Federal transportation agencies.

The draft plan was presented to the CAMPO technical committee for their review, and discussion. The plan goes through a 30 day public comment period before being presented to the CAMPO Board of Directors for adoption, so copies of the plan are made available, and agencies and the public are notified that the MPO is seeking additional comments and recommendations. After all this, the plan is presented to the Technical Committee and the Board of Directors for approval and adoption. After the plan is adopted, agencies in the MPO area can apply for any of the three funding programs through a competitive application process and participate in the ongoing coordination activities outlined in the plan.

¹ Public Law (PL)109-59, August 10, 2005

Coordinated Public Transit Human Services Transportation Plan Capital Area MPO

Goals

It is the goal of the Capital Area Metropolitan Planning Organization to enhance transportation services through the coordination of existing and future services. In order to achieve this goal, this plan provides for the following:

1. An assessment of available services that identifies current providers (public, private and nonprofit); Inventory and evaluate existing transportation services
2. An assessment of transportation needs for individuals with disabilities, older adults, and people with low incomes; Identification of unmet needs
3. Strategies and/or activities to address the identified gaps and achieve efficiencies in service delivery; and
4. Relative priorities for implementation based on resources, time, and feasibility for implementing specific strategies/activities identified. Recommendations

What is a Coordinated Public Transit Human Services Transportation Plan?

The Coordinated Public Transit – Human Services Transportation Plan is a locally developed transportation plan that has as its goal the enhancement of existing transportation services through agency coordination and addressing the unmet transportation needs of the elderly, disabled, and low-income populations. In accordance with SAFETEA-LU, the Coordinated Plan needs to be in place before agencies can apply for Federal Transit Administration (FTA) Sections 5310, 5316, or 5317 funding.

The Coordinated Public Transit – Human Services Transportation Plan complements the Transit Development Plan completed in March of 2006 that evaluated the public transportation system and developed recommendations for future transit planning.

Programs Affected By This Coordination Plan

Programs affected by this required plan are programs for elderly and disabled populations (FTA Section 5310), low-income individuals for transportation to and from work (FTA Section 5316) and transportation programs that go above and beyond the standards of the Americans with Disabilities Act (FTA Section 5317 programs).

Identification of Existing Transportation Services - An Assessment of Available Transportation Services

The initial step in coordinating transportation services is identifying agencies that use or provide transportation services. From May 21 through May 31 agencies were contacted by phone. Contact lists started from a 2006 list of tax-exempt organizations, a list of social service agencies, and an agency member list for the Missouri Reentry Process Network. Verbal references, internet searches, and phone book searches added to the original contact lists totaling over 170 agencies. Of these agencies, 63 contacts were identified to participate in the initial survey. Surveys were sent via postal, e-mail, or fax and 32 agencies responded providing almost a 50% return rate.

Nineteen private not-for-profit agencies, ten state or federal agencies, one public agency, and two private for-profit agencies responded to the survey. Over half of the agencies specifically serve the elderly, disabled or low-income populations. Other demographic descriptors, such as youth, penal, and general public, can also include the three target demographics. For their respective client base, most agencies provide transportation related services for multiple purposes. However, the majority of trip purposes are medical, job access, or program related.

Coordinated Public Transit Human Services Transportation Plan Capital Area MPO

Of the 32 agencies, 14 have their own vehicles eleven of which have specially equipped vehicles. Ten agencies provide reimbursements, vouchers or gas cards to their clients and eight agencies buy third party transportation services. Coordinating volunteers is a part of four agencies' transportation operation and three agencies provide transportation services in other ways. The majority of transportation services are provided Monday through Friday, 8am-5pm with only two or three agencies operating transportation services on Saturday.

Current coordination between human service agencies is minimal. However, many agencies contract or coordinate with the public transit services to meet the transportation needs of their clients. According to the survey, from a scale of "not at all" to "very well," 18 (56%) of the respondents say their agency is able to "somewhat" meet the needs of their client base. Seven (22%) say "not at all." Transportation coordination is seen as a positive idea and 28 (88%) of the respondents feel their agency and clients would benefit from improved transportation coordination. (See appendix A for survey results.)

Agencies Providing Public Transportation Services

There are three agencies that provide public transportation services within the CAMPO region. These agencies contract and coordinate with many human services organizations to best meet the transportation needs in their respective areas. All agree that funding constraints impede further expansion of services. However, most organizations and agencies polled are open to coordinated efforts between agencies.

JEFFTRAN

JEFFTRAN, a City of Jefferson agency and public transit provider, serves the general public inside the city limits of Jefferson. The system consists of a fixed route transit system and for people with disabilities and a curb to curb service called Handiwheels. All JEFFTRAN services run Monday through Friday from 6:45am to 5:45pm. JEFFTRAN is a city department, and therefore accountable to the City Council. Operating funds for JEFFTRAN come from FTA Section 5307, and State of Missouri Transit Assistance funds.

There are seven fixed routes and two shuttle routes. These routes provide transportation for roughly 480,000 passengers per year. According to a ridership survey done in 2006², 51% of riders use JEFFTRAN for getting to and from work. Rides for fixed route cost \$1.00 and students can buy a 20 ride bus pass for \$18. Children 6 and under ride for free and there is no charge for transfers. People over 60, are eligible for a half fare pass and Medicare cards are honored.

Handiwheels operates six vehicles and has two spares providing roughly 212 passengers a day³ with curb to curb service. Individuals with disabilities that cannot travel fixed routes are eligible for Handiwheels. Applications are available at City Hall or by mail request. The cost to ride is \$2 per ride and Medicare passes are honored. Drivers provide assistance to clients getting into and out of the vehicle as well as securing the wheelchair. Ridership fees and contracts with Missouri Department of Social Services and Cole County Residential Services provide some funds for Handiwheels operation. Fares and ridership fees make up make up 30% of the operations budget. Capital funds come from FTA Section 5309.

JEFFTRAN transports clients on behalf of many different human service agencies. Among these agencies are Cole County Residential Services, (CCRS), Department of Mental Health, (DMH), Department of Social Services, (DSS), Easter Seals, Job Point, New Horizons, and Vocational Rehabilitation, (VR). Other agencies like Central Missouri Community Action, (CMCA) and Jefferson City Nursing & Rehabilitation Center serve clients who regularly use JEFFTRAN.

A review of the Transit Development Plan completed in March of 2006 showed that passengers rate the service very high in all performance areas.

² Jefferson City Transit Development Plan. Transystems Corp. Final Report March, 2006

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

OATS

OATS is a private not-for profit transportation provider for the general public that serves 87 counties in the state of Missouri including the non-urbanized areas of Callaway and Cole Counties. OATS provides transportation, without restrictions to age, disability, or income for essential shopping, nutrition, personal business, recreation, employment, and medical purposes. Using four vehicles in the non-urbanized areas of Cole County, OATS provided 7,065 trips in 2006, and with one vehicle in the non-urbanized portions of Callaway County, Oats provided 1,955 trips. OATS vehicles run Monday through Friday mostly between the hours of 7am and 6pm.

OATS is funded through FTA grants, (JARC,) Medicaid, Missouri Elderly and Handicapped Transportation Assistance Program, (MEHTAP), County government, city governments, United Way, contracts with the Department of Mental Health, and rider contributions. Suggested rider donations are \$3 round trip in city limits, \$6 round trip in the county, and \$8 round trip to adjacent counties.

SERVE/CALTRANS

SERVE - Caltran Systems is a private not-for-profit agency that provides transportation in Callaway County to qualified elderly, disabled, low-income, and youth Monday through Friday. The fleet of nine vehicles includes seven modified school buses which can accommodate wheelchairs, one small seven passenger mini van, and one twelve passenger mini van. On average, SERVE provides 2,850 trips a month; 71% percent being for medical, 13% for job access, 14% for personal, and 2% for miscellaneous purposes. SERVE also refers clients to OATS and has a Non-Emergency Medical Transportation contract to work with taxi cab companies for out of county trips.

The funding sources for SERVE come from contracts with Central Missouri Area Agencies on Aging, (CMAAAA), Non-Emergency Medical Transportation, (NEMT)/Medicaid, FTA Section 5311 and Callaway County Special Services/Medicaid waiver contract. Callaway County United Way, Catholic Diocese, Dialysis Clinics, and private pay fees also provide funds for the SERVE operation. Individuals who are not eligible for or not enrolled in any of these funding programs are eligible for transportation services pending the assessment by office staff of being able to pay the nominal fee. The fare for ambulatory persons residing in Fulton and traveling within the city limits is \$2.50 round trip. For ambulatory persons residing in town and traveling to Columbia, Jefferson City, or Mexico the fee is \$20 round trip and must be scheduled ahead of time.

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Human Service Agencies Survey Results

According to survey responses, the following agencies provide transportation related services through four different categories. Due to program and funding restrictions, these agencies provide services only for their specific client base.

Participating state human service agencies and divisions providing transportation related services for their clients:					
State Participating Agency	Reimbursements/ Gas Cards	Coordinate Volunteers	Purchase Third Party Services	Owens Vehicles	Client Base
Algoa Correctional Center				✓	Penal or parolees
Department of Corrections/ Probation & Parole	✓		✓		Probationers Parolees
Department of Social Services	✓		✓		Elderly, disabled, low-income, youth, parolee
Department of Medical Services			✓		Elderly, disabled, low-income, youth
Rehabilitation Services To the Blind	✓		✓		Disabled
Vocational Rehabilitation	✓				Disabled

Participating private for-profit agencies providing transportation services:					
Participating Agency	Reimbursements/ Gas Cards	Coordinate Volunteers	Purchase Third Party Services	Owens Vehicles	Client Base
Checker Cab				✓	Paying to hire
Jefferson City Nursing & Rehabilitation Center				✓	Elderly, disabled

Participating agencies providing administrative functions relating to transportation for their respective human services agencies:		
Participating Agency	Function	Client Base
Missouri Dept. of Health & Senior Services	Oversee service mandates	Elderly, disabled
Missouri Planning Council for DD	Funding	Disabled

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Participating private not-for-profit agencies providing transportation related services for their clients					
Participating Agency	Reimbursements/ Gas Cards	Coordinate Volunteers	Purchase Third Party Services	Owens Vehicles	Client Base
American Cancer Society	✓				Cancer patients
Capital City Area Council for Special Services: Special Learning Center				✓	Youth
Capital Projects – Sheltered Workshop	✓	✓ on occasion			Disabled
Central Missouri Area Agency on Aging – Cole & Callaway Counties	✓	✓	✓		Elderly
Central Missouri Community Action Agency- Callaway County Family Resources	✓				low-income, unemployed
Central Missouri Community Action Agency- Career Center	✓				Low-income, youth, dislocated workers
Cole County Residential Services	✓	✓	✓	✓	Elderly, disabled
Easter Seals Adult Day Services				✓	Elderly, disabled
Heisinger Bluffs/St. Joseph's Home (Assisted Living)				✓	Elderly, disabled
Hospice of Jefferson City and Mid-Missouri		✓		✓	Referrals
Independent Living Resource Center				✓	Elderly, disabled
Job Point				✓	Disabled
New Horizons				✓	Elderly, disabled
Preferred Family Healthcare Counseling Center				✓	Counseling clients
Salvation Army Center of Hope				✓	Elderly, disabled, low- income, youth, parolee

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Participating Agencies Interested in Coordinated Transportation on Behalf of Their Clients	
Participating Agency	Client Base
Central Missouri Community Action- Jefferson City Community Service	Elderly, disabled, low-income, youth
Department of Mental Health: Alcohol & Drug Abuse	Elderly, disabled, low-income, youth, parolees
Dynamic Educational Systems, Inc.-Missouri Job Corps	Low-income, youth
Missouri Veteran Commission	Veterans

Identified Unmet Transportation Needs, Gaps, and Overlaps

The surveys provided initial insight into the transportation needs from an agency perspective. Two agency coordination meetings were held, on June 25, 2007 and on July 5, 2007 to further develop those identified needs. Seventeen people attended the first meeting representing 16 agencies and 14 people came to the second meeting representing 12 agencies. The purpose of the first two meetings was for agencies to meet each other and become familiar with what a coordinated plan is. During the discussions, agency representatives were encouraged to share who their agency serves, how their agency provides transportation services, and describe the transportation needs of their clients.

Assessment of Transportation Needs/Gaps in Service

The following unmet transportation needs and gaps in service have been identified and as a result of the survey and subsequent meetings:

1. Coordinated programs of transportation providers, employers, and human service agencies
2. Transportation service options in the evening and on the weekend for work, personal, recreational, and program related transportation
3. Additional funds for capital investment and transportation service operation
4. Public transportation coverage outside Jefferson City limits.
5. Increase in specialized transportation services such as regular trips to chemo treatment facilities, non Medicaid services to Columbia, St. Louis, and/or Kansas City

Overlaps in Services

Surveys and questions indicate overlaps in the following areas:

1. Under Utilization of vehicles
2. Agencies may be operating multiple vehicles for similar purposes

Comments and Concerns of Agencies

Agency representatives that came to the table expressed the transportation needs and gaps in service on behalf of their agency and clients. The needs and gaps in service have been ranked by the representatives with the first being the area in which there is the largest need and the fifth being the areas in which there is the least need.

Coordination

Agency representatives have expressed a need for more coordination and communication between transportation providers, human service agencies, and employers. Though JEFFTRAN has bus routes through major sections of Jefferson City there remains a gap in the scope of coordination in transportation, employer, and human service programs. Businesses and industries areas have work shifts throughout the twenty-four hour period but there are limited transportation options for those who work second and third

Coordinated Public Transit Human Services Transportation Plan Capital Area MPO

shifts. Some agencies have program meetings that start after 5pm and they have identified a need for more transportation options for their clients. Agency representatives expressed the desire to see more coordination because of the gaps in current programs.

Demand

The highest demand for transportation is between the hours of 8am and 5pm. Yet, agencies express the need for extended hours of transportation services including on the weekend. Agency participants have communicated that their clients have a hard time getting to and from work using the public transportation system. Usually they can get to work but have to find an alternative way of getting home. Others say that their clients have personal and program activities after 5pm. Activities such as religious services, group meetings, and visiting family tend to happen after business hours across all demographics. The survey results show that most agencies have a peak in their vehicle usage between 8am and 4pm leaving vehicles not in use after 4pm. There is a lack of public and private transportation options after 5pm, identifying a gap in hours of service.

Funding

Agencies generally agree that additional funding is needed for expanding service operations. For example, some agencies have outdated wheelchair lifts on their vans and would like to replace them. Agencies that serve people with disabilities may have difficulty with insurance coverage due to high premiums. Insurance companies and funding resources restrict usage when the contract is tied to a program instead of a need. This creates a system in which multiple agencies are providing transportation for the same purposes and to the same locations but only for their specific client base. This type of duplication may be more efficient for insurers and agencies dealing with scheduling, but it is an inefficient use of fuel, equipment, labor and it increases expenses. The restrictions are barriers to coordination in many cases and agency representatives have identified a need for more funding resources. The need for funding is felt by all the agencies needing to expand their capital and operational resources.

Coverage

Several agencies expressed a need for regularly scheduled services to be available for rural residents to get into Jefferson City for work, shopping, and more distant cities like Columbia, Kansas City, and St. Louis for medical appointments. SERVE and Independent Living Resource Center, (ILRS) serve elderly, disabled, and low-income populations in the non-urban Metropolitan Planning Organization areas but there is still a gap in the services available for the general public outside city limits. Cab companies are said to be too expensive for regular use and OATS, according to the agency representative, is often mistaken for a service that just provides rides for older adults.

In terms of geographic expansion in transportation options to include areas outside the city limits, policy makers will have to consider the condition of infrastructure. Rural roads may be gravel, uneven, and there are many blind spots. This condition is not accommodating to large transportation vehicles. City roads as well can be very hilly or narrow causing more strain on vehicles.

Agency representatives agree that expansion of geographic coverage or regular scheduled trips from rural areas to larger cities for medical treatments, personal trips, and job access would require more money and/or dramatic coordination efforts.

Unique situations

Agency representatives have communicated many special case transportation needs for their clients. Human service agencies serve a wide range of demographics which create many unique demands. With the Algoa Correctional Center in Jefferson City, for example, there is a high demand for secure, affordable, and reliable job access during non traditional business hours. With medical research facilities located in larger

Coordinated Public Transit Human Services Transportation Plan Capital Area MPO

cities, specialized treatments can be difficult to receive, especially for those not covered by Medicaid and those who do not have flexible work schedules.

The concept of coordination is seen as a positive approach to addressing the barriers and gaps in service. Agency participants have discussed and agreed on this list of needs and have considered strategies to address these identified gaps in services.

Strategies: Identification and Prioritization

The third component to the coordinated transportation plan is to identify strategies for addressing the needs, gaps, and overlaps in existing services. The agency coordination meeting held on July 20, 2007 was designed for participants to review a draft of the CAMPO Coordinated Public Transit Human Service Transportation Plan to date and make recommendations for a final draft. Three agencies were represented at that meeting so all other participating agencies were sent the meeting packet and asked to review the plan and comment on proposed strategies.

The strategies that were identified to address the needs within the CAMPO area transportation systems are as follows:

1. Develop and maintain a directory of human service agencies and transportation providers that incorporates transportation into their activities. Include services, transportation capabilities and resources.
2. Develop and maintain a directory of federal, state and local Government contacts for human service and transportation information and consultation.
3. Increase awareness, access, and funding for paratransit service vehicles for agencies providing service to elderly and disabled populations. Increase the use of FTA Section 5310 program funding for vehicles.
4. Improve and/or maintain job access and reverse commuting opportunities for transportation disadvantaged populations or those residing in the city core with employment opportunities outside the city core through FTA Section 3516.
5. Promote and encourage actions, programs and funding that remove barriers, and improve the mobility and access for persons with disabilities and mobility limitations above the requirements of ADA regulations. Use incentives to encourage agencies and municipalities to exceed minimal ADA requirements through additional New Freedom (FTA Section 5317) funding.
6. Identify and maintain a clearinghouse for information on regulations, funding, organizations and opportunities for improved coordination.
7. If there is enough interest, continue meeting periodically to provide a forum to assist agencies in improving services.

Agency representatives commented that these strategies are appropriate based on the discussions regarding needs and gaps in services. Participants recommended that continued meetings happen on an annual basis for agencies to update each other on transportation issues and service developments.

Prioritization of Strategies

The fourth component of a coordinated plan is to prioritize the strategies for funding and implementation. Agency representatives were asked to prioritize the strategies based on time, resources, and feasibility.

The following is the prioritized strategies based on participants' response to the mailed out questionnaire from the July 20, 2007 meeting.

1. Develop and maintain a directory of human service agencies and transportation providers that incorporate transportation into their activities. Include services, transportation capabilities and resources.
2. Improve and/or maintain job access and reverse commuting opportunities for transportation disadvantaged populations or those residing in the city core with employment opportunities outside the city core through FTA section 3516.
3. Promote and encourage actions, programs and funding that remove barriers, and improve the mobility and access for persons with disabilities and mobility limitations above the requirements of ADA regulations. Use incentives to encourage agencies and municipalities to exceed minimal ADA requirements through additional New Freedom (FTA section 5317) funding.
4. Increase awareness, access, and funding for paratransit service vehicles for agencies providing service to elderly and disabled populations. Increase the use of FTA section 5310 program funding for vehicles.
5. Identify and maintain a clearinghouse for information on regulations, funding, organizations and opportunities for improved coordination.
6. Develop and maintain a directory of Federal State and Local Government contacts for human service and transportation information and consultation.
7. Participating and new interested parties meet annually to provide a forum to assist agencies in improving services

Recommendations for Continued Coordination

Coordination plays a significant role in the function and purpose of CAMPO. It also is heavily emphasized in associated activities at the state, federal and local levels of transportation planning. As the regional organization responsible for comprehensive transportation planning and programming in urbanized areas, CAMPO will continue to support the coordination and cooperation concepts as contained in this plan.

The MPO will include continuing coordination and planning as described by the Coordinated Public Transit Human Service Transportation Plan through inclusion of coordinated human services transportation planning in the three documents that CAMPO is required to produce; the Unified Planning Work Program, the Transportation Improvement Program, and the Metropolitan Transportation Plan.

As part of the increasing work program for the MPO, the MPO staff will develop and maintain directories for Federal State and local government contacts and a directory of human service agencies and transportation providers that incorporates transportation into their activities.

CAMPO will explore the possibility of acting as an information clearinghouse, or investigate alternate resources.

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

CAMPO will encourage participating and new interested parties to meet at least annually, and assist in providing a forum for agencies as they improve their capacity and services.

CAMPO will also support utilization of funding under FTA Sections 5310, 5316, and 5317 through projects derived from the strategies of this Coordinated Plan.

Public Outreach/Public Participation

Two public meetings were arranged to solicit input from the target demographics. The first public outreach was held at Cole County Residential Services. A press release was issued and advertising was accomplished through agency e-mail distributions and flyers posted at agencies that serve the elderly and disabled. A short supplemental survey was developed to accommodate alternative feedback opportunities. The second public outreach was held at Central Missouri Community Action Career Center. Invitations were sent to the agencies that served low-income individuals to be distributed among the client base as well as to the transportation providers. A press release was also issued for this public meeting.

Public input will be ongoing as the online tools are utilized for feedback and information sharing regarding the Coordinated Transportation Plan. Participating agencies will be updated periodically in an additional effort to distribute information to the populations the Coordinated Plan targets.

No comments were received during the period set aside for public comment, prior to adoption of the plan.

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Appendix 1: Survey

1a: Survey Respondents

To identify agency background, functions, concerns, and needs, 63 surveys were sent out via post mail, e-mail, and fax on June 8 and 11, with a request that the surveys be returned by June 20. Thirty-two responses were received, giving a return rate of almost 50%. The agencies listed below replied to our survey providing the following data.

Organizations

- Algoa Correctional Center
- American Cancer Society
- Capital City Area Council for Special Services: Special Learning Center
- Capital Projects
- Central Missouri Area Agency on Aging- Callaway County
- Central Missouri Area Agency on Aging- Cole County
- Central Missouri Community Action- Callaway County Family Resources
- Central Missouri Community Action- Jefferson City Community Service
- Central Missouri Community Action- Jefferson City Career Center
- Checker Cab
- Cole County Residential Service
- Dept. of Mental Health: Alcohol & Drug Abuse
- Easter Seals Adult Day Services
- Heisinger Bluffs/St. Joseph's Home
- Hospice of Jefferson City and Mid-Missouri
- Independent Living Resource Center
- Jefferson City Nursing & Rehabilitation Center
- JEFFTRAN
- Job Point
- Missouri Dept. of Corrections/ Probation & Parole
- Missouri Dept. of Desi-Missouri Job Corps
- Missouri Dept. of Health & Senior Services
- Missouri Dept. Of Social Services
- Missouri Division of Medical Services
- Missouri Division of Vocational Rehabilitation
- Missouri Planning Council for Developmentally Disabled
- Missouri Veteran Commission
- New Horizons
- Preferred Family Healthcare
- Salvation Army Center of Hope
- SERVE Inc.
- State of Missouri Rehabilitation Services To the Blind

1b: Survey Results

1. Which of the following best describes your agency?

<i>Agency Description</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Private, not-for profit agencies	19	59%
State or Federal agencies	10	31%
Public	1	3%
Private for-profit agency	2	6%

2. Please identify your affiliation:

<i>Agency Affiliation</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Human service agencies with consumers in need of transportation service	23	59%
Advocates for one or more of the target populations	4	10%
State associations representing a human service agency	3	8%
Human service transportation provider agencies	4	10%
Public transportation provider	2	5%
Local government agency	0	0%
Other - Includes one funding agency, one as an overseer of other human service agencies, and one with an agency for probation and parole.	3	8%

3. What type of primary services does your agency provide?

<i>Services Provided</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Alcohol, tobacco or drug education and/or treatment	6	8%
Diagnosis and early evaluation	1	1%
Various education/training services	11	15%
Employment services	10	14%
Health care	7	10%
Housing	9	13%
Child Care	3	4%
Community Support Networks	14	19%
Family Support & In-home assistance	8	11%
Family safety & protection housing	3	4%
Nutrition	5	7%
Life skills	12	17%
Transportation	11	15%
Residential Care	7	10%
Other - Including VA benefits, advocacy, adult day-care, senior volunteer programs, carry out federal mandates, child abuse/neglect prevention, medical service administrator.	7	10%

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

4. Which of the following populations do you represent/serve?

<i>Populations represented/served</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Elderly	14	23%
Disabled	16	27%
Low-income	12	20%
Youth	6	10%
General Public	2	3%
Penal or parolees	2	3%
Other - Includes pregnant women, women with children, unemployed, dislocated workers, children to 7 years old with developmental disabilities, retired seniors, any cancer patient, program specific, referrals	8	13%

5. Which of the following best describes how your agency provides transportation services for your clients?

<i>Transportation Service Provided</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Operate transportation system with own vehicles	15	36%
Purchase third party transportation services from other provider	8	19%
Reimburse clients for transportation services provided by others	11	26%
Coordinated volunteers who provide services with private vehicles	5	12%
Other - Includes staff owned vehicles, oversight of federal mandates and funding	3	7%

6. Does your agency provide contract services? Contract service providers offer transportation as their primary service and offer that service for sale to consumers, usually agencies.

Yes	7
-----	---

7. Does your agency contract with another agency for transportation services? Contracting with another agency means that your agency is the buyer of transportation services provided by an outside party.

Yes	10
-----	----

8. Does your agency coordinate with any other transportation providers? Coordination does not have to happen by contract.

Yes	11
-----	----

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

9. What are the purposes of your transportation services?

<i>Purposes of Service</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Job access	15	19%
Medical services access	20	26%
Recreational	12	15%
Personal	10	13%
Program related	13	17%
Other - Includes release, meet federal mandates, and unspecified	8	10%

10. What type(s) of vehicle does your agency use to provide transportation service?

<i>Vehicle Types</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Van	11	24%
Specially- Equipped Van	11	24%
Bus	4	9%
Automobile	8	18%
Other - Taxi	1	2%
Not Applicable	10	22%

Questions 11-13

Number of Agencies Operating Their Own Vehicles (Days/Peak Time Periods)							
Time/Day	<u>Sunday</u>	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>	<u>Saturday</u>
<u>6am</u>		1	1	1	1	1	
<u>7am</u>	0	4	4	4	4	4	0
<u>8am</u>	1	12	12	12	12	12	3
<u>9am</u>	1	11	11	11	11	11	3
<u>10am</u>	1	11	11	11	11	11	3
<u>11am</u>	1	11	11	11	11	11	3
<u>12pm</u>	1	10	10	10	10	10	3
<u>1pm</u>	1	9	9	9	9	9	3
<u>2pm</u>	1	9	9	9	9	9	3
<u>3pm</u>	1	11	11	11	11	11	3
<u>4pm</u>	1	11	11	11	11	11	3
<u>5pm</u>	1	8	8	8	8	8	3
<u>6pm</u>	0	3	3	3	3	3	2
<u>8pm</u>	0	2	2	2	2	2	2

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

14. Does your agency charge a fare for providing services?

Yes	5
-----	---

15. How well do you feel that your agency is capable of meeting all the transportation needs of your client base?

	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Very Well	4	13%
Somewhat	18	56%
Not at all	7	22%
No response	3	9%

16. Do you feel that your agency and clients would benefit from improved coordination with other agencies in this region that currently provide similar transportation services?

<i>Need Improved Coordination</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Yes	28	88%
No	3	9%
No response	1	3%

17. Which of the following activities is your agency now responsible for that may benefit from improved coordination?

<i>Possible Benefits with Coordination</i>	<i>Number of agencies</i>	<i>Percentage of Agencies</i>
Coordinating use of vehicles/vehicle scheduling	7	23%
Shared responsibility for vehicle maintenance	4	13%
Centralized dispatching	0	0%
Identifying/pursuing opportunities for funding	12	40%
Shared operations/general planning	4	13%
Other - Includes serving larger geographic region, night and weekend services, directory	3	10%

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

18. The following is an overview of the needs as voiced by agencies:

- Additional funding
- Replacement/additional vehicles
- More cost efficient vehicles
- More functional wheelchair vehicles
- Centralized dispatching
- Coordinating with current transportation providers
- Larger geographic transit coverage so agency can reach more people
- Transportation options for evening programs
- Vouchers for public transportation
- Increased number of stretcher vans
- Transportation providers to show up, and show up on time

19. The following are the needs of consumers from the agencies' perspective.

- Evening and weekend access
- Service to Jefferson City from rural areas
- Expanded geographic coverage
- Dependable and affordable transportation to and from jobs, medical appointments, religious services, and recreational events
- Extended hours of service
- Regular scheduled trips for dialysis and chemo treatments
- Service to industrial areas 24 hours/day, 7 days/week
- Lack of stretcher vans in rural areas

20. The following is an overview of the transportation needs for the MPO area:

- Transit service for non-Medicaid individuals to Columbia, St. Louis, and/or Kansas City for specialized medical services
- Extended service hours
- Extended geographic coverage into rural area
- More affordable alternative transportation
- More pick-up points near human service agencies
- Transit coordination with employers' day/evening shift schedules
- Better roads in rural areas to support large transit vehicles

21. Evaluation of the efficiency of the current transportation system:

<i>Efficiency Rating</i>	<i>Number of Agencies</i>	<i>Percentage of Agencies</i>
Good	7	22%
Somewhat good	11	34%
Somewhat poor	7	22%
Poor	5	16%
No response	2	6%

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

22. Evaluation of the current transportation coordination efforts:

<i>Rating of Current Coordination Efforts</i>	<i>Number of Agencies</i>	<i>Percentage of Agencies</i>
Good	3	9%
Somewhat good	12	38%
Somewhat poor	7	22%
Poor	6	19%
No response	4	13%

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

1c: Alternative Human Services Agency Client Survey

How old are you? _____ What is your annual income? _____

Do you have a disability? Yes No What City do you live in? _____

What organization(s) you are associated with?

Which transportation services do you use? (Circle all that apply)

JEFFTRAN HANDIWHEELS OATS SERVE ILRS
Cab Co. OTHER (please identify) _____

“I Go To...” (Circle all that apply)

Medical Appointments		Community events
	Pharmacy	
Work/Day Program		Mall
	Beauty parlor	
School		Movies
	Religious services	
Grocery store		Visit friends and family

“I Can Not Get...” (Circle how important it is for you to be able to do these things.)

1(not important) 2 (a little important) 3 (one of the most important) 4 (the most important)

Rides to where I want to go in the evening	1	2	3	4
Rides to where I want to go in the afternoon	1	2	3	4
Rides to where I want to go in the morning	1	2	3	4
Rides to where I want to go on weekends	1	2	3	4
On and off a bus or van without difficulty	1	2	3	4
Door to door service when I want it	1	2	3	4
Someone to help me on my outings	1	2	3	4
Money for transportation	1	2	3	4

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Please explain in words what your *unmet* transportation needs are:

What do you think could be done to make the transportation services you use better able to serve you?

Using your suggestions from the question above, please rank them in order of highest priority to last priority.

May we contact you if we have any questions? (If yes, please provide the information below.)

YES NO

Name: _____

Phone: _____ E-mail _____

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Appendix 2: Abbreviations and Acronyms Used:

Coordinated Plan - Coordinated Public Transit Human Services Transportation Plan

CAMPO – Capital Area Metropolitan Planning Organization

COG – Council of Government

FFY – Federal Fiscal Year

FTA – Federal Transit Administration

USDOT – United States Dept. of Transportation

JARC – Job Access & Reverse Commute

MoDOT – Missouri Dept. of Transportation,

MPO – Metropolitan Planning Organization,

RPC – Regional Planning Commission,

SAFETEA-LU: Safe, Accountable, Flexible, Efficient Transportation Equity Act – A Legacy for Users,
(current federal transportation act)

NEMT – Non-Emergency Medical Transportation

Appendix 3: Definitions⁴

Brokerage (also referred to as Transportation Brokerage) means any entity that takes trip requests and distributes the trips to more than one service provider.

Brokerages come in all sizes, with different functions and levels of responsibility. Some brokerages are statewide (either for-profit or state operated); others are regional or “community based” (including many transit agencies). The regional and community-based broker is typically in charge of all aspects of the local program, including trip and client eligibility verification, trip assignment, scheduling, billing, and monitoring.

Missouri is one of three states among those surveyed for the TCRP Synthesis 65 study that used a single statewide broker.⁵

Chief Executive Officer of a State means the Governor of any of the 50 States or Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the U.S. Virgin Islands, the Mayor of the District of Columbia, or his/her designee.

Complementary Paratransit is a requirement of ADA— each transit system that operates fixed-route service must operate paratransit within three-quarters of a mile of the fixed route. There are no restrictions on the use of this service other than an eligibility requirement.

Elderly Individual includes, at a minimum, all persons 65 years of age or older. Grantees may use a definition that extends eligibility for service to younger (e.g., 62 and older, 60 and over) persons.

Fixed-route service is typically found in most cities and employs buses following a designated route according to a timetable. Passengers come to the bus stop to wait for the bus. Virtually all fixed-route buses are wheelchair accessible.

Human Service Transportation means transportation services provided by or on behalf of a human service agency to provide access to agency services and/or to meet the basic, day-to-day mobility needs of transportation-disadvantaged populations, especially individuals with disabilities, older adults, and people with low incomes.

Individual With a Disability means 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 semi-ambulatory capability), cannot use effectively, without special facilities, planning, or design, public transportation service or a public transportation facility. 49 U.S.C. 5302(a)(5).

Job Access and Reverse Commute Program (JARC) means the FTA formula grant program for projects relating to the development and maintenance of transportation services designed to transport welfare recipients and eligible low-income individuals to and from jobs and activities related to their employment, and for public transportation projects designed to transport residents of urbanized areas and non-urbanized areas to suburban employment opportunities. 49 U.S.C. 5316.

Medicaid - Medicaid is a large funding resource for transportation across the country. In rural areas, NEMT funding is often greater than public transit funds and virtually dwarfs other human service transportation programs in terms of funding and priorities. Any coordination effort that does not include Medicaid risks omitting the largest participant.

⁴ Definitions from US Department of Transportation. *FTA Circular* May 2007

⁵ TCRP SYNTHESIS 65. Transit Agency Participation in Medicaid Transportation Programs. A Synthesis of Transit Practice. CONSULTANTS – KENNETH I. HOSEN and ELISABETH FETTING–KFH Group, Inc. 2006
Transportation Research Board

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Mobility Management consists of short-range planning and management activities and projects for improving coordination among public transportation and other transportation-service providers carried out by a recipient or subrecipient through an agreement entered into with a person, including a government entity, under 49 U.S.C. Chapter 53 (other than Section 5309). Mobility management does not include operating public transportation services.

NEMT stands for Non-Emergency Medical Transportation, which is part of Title XIX of the Social Security Act (Medicaid). The program itself is state run, with each state determining its approach to NEMT. (see brokerage)

New Freedom Program means the FTA formula grant program for new public transportation services and public transportation alternatives beyond those required by the Americans with Disabilities Act of 1990 (ADA) (42 U.S.C.12101 et seq.) that assist individuals with disabilities with transportation, including transportation to and from jobs and employment support services. 49 U.S.C. 5317.

Non-profit Organization means a corporation or association determined by the Secretary of the Treasury to be an organization described by 26 U.S.C. 501(c) which is exempt from taxation under 26 U.S.C. 501(a) or one which has been determined under State law to be non-profit and for which the designated State agency has received documentation certifying the status of the non-profit organization.

Other than Urbanized (Non-urbanized) Area means any area outside of an urbanized area. The term "non-urbanized area" includes rural areas and urban areas under 50,000 in population not included in an urbanized area.

Paratransit means comparable transportation service required by the American Disabilities Act (ADA) for individuals with disabilities who are unable to use fixed route transportation systems.

Pre-award Authority means authority given under specific and limited circumstances to incur costs for eligible projects before a grant is made without prejudice to possible Federal participation in the cost of the project(s). Applicants must comply with all Federal requirements. Failure to do so will render a project ineligible for FTA financial assistance.

Program of Projects means a list of projects to be funded in a grant application submitted to FTA by a State. The Program of Projects (POP) lists the sub-recipients and indicates whether they are private non-profit agencies or local governmental authorities, designates the areas served (including rural areas), and identifies any tribal entities.

Public Transit means Passenger transportation services, usually local in scope that is available to any person who pays a prescribed fare. It operates on established schedules along designated route or lines with specific stops and is designed to move relatively large numbers of people at one time.

Public Transit Agencies means a public entity responsible for administering and managing transit activities and services. Public transit agencies can directly operate transit service or contract out for all or part of the total transit service provided.

Public Transit System means an organization that provides transportation services owned, operated, or subsidized by any municipality, county, regional authority, state, or other governmental agency, including those operated or managed by a private management firm under contract to the government agency owner.

Public Transportation means transportation by bus, rail, or other conveyance, either publicly or privately owned, which provides to the public general or special service on a regular and continuing basis. Also known as "mass transportation", "mass transit" and "transit."

Purchased Transportation means transportation service purchased by a public agency from a public or private provider on the basis of a written contract.

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Recipient means a State agency designated by the chief executive officer of a State to receive funds apportioned by formula to the States under Section 5310(b)(1), or a local government authority when Federal Highway Administration (FHWA) funds are flexed to Section 5310 to support services for individuals with disabilities.

Sub-recipient means a private non-profit organization, if the public transportation service provided is unavailable, insufficient, or inappropriate; or a governmental authority that is approved by the State to coordinate services for elderly individuals and individuals with disabilities or certifies that there are not any non-profit organizations readily available in the area to provide the services.

Transportation Clearinghouse means a central agency for the collection, classification, and distribution of transportation information. It is an informal channel for distributing information such as fares, schedules, gas prices, contact numbers... etc.

Urbanized Area means an area encompassing a population of not less than 50,000 people that has been defined and designated in the most recent decennial census as an "urbanized area" by the Secretary of Commerce. Small urbanized areas as used in the context of FTA formula grant programs are urbanized areas with a population of at least 50,000 but less than 200,000.

APPENDIX 4: AFFECTED PROGRAMS

Elderly Individuals and Individuals with Disabilities (FTA Section 5310) Program

The goal: Improve mobility of the elderly and disabled individuals in urbanized, small urban and rural areas. This program provides funds to projects that meet the special transportation needs of these populations. Such projects must be developed through coordinated transportation plans.

The target population: Elderly individuals include, at a minimum, all persons 65 years of age or older. The second target population is Individuals with disabilities. According to 49 U.S.C. 5302(a)(5), this means 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 semi-ambulatory capability), cannot use effectively, without special facilities, planning, or design, public transportation service or a public transportation facility.

The funds: Funds for the FTA Section 5310 program are available for capital expenses as defined in Section 5302(a)(1) to support the provision of transportation services to meet the special needs of elderly persons and persons with disabilities. These funds are distributed using a formula based on the amount of elderly persons and persons with disabilities in each state. For eligible capital projects, the Federal share of costs may not exceed 80% of the net cost of the activity, with a local share of no less than 20%. Up to 10% of the apportionment may be used to support program administrative costs, and these funds require no local match.

Eligible subrecipients are private non-profit organizations, Governmental authorities that certify to the chief executive officer of a State that no non-profit corporations or associations are readily available in an area to provide the service, and governmental authorities approved by the State to coordinate services for elderly individuals and individuals with disabilities.

Eligible activities: including, but not limited to:

1. Purchase of:
 - a. buses
 - b. vans
 - c. radios and communication equipment
 - d. vehicle shelters
 - e. wheelchair lifts and restraints
 - f. vehicle rehabilitation; manufacture, or overhaul, or preventive maintenance, as defined in the National Transit Database (NTD)
 - g. extended warranties which do not exceed the industry standard
 - h. computer hardware and software
 - i. initial component installation costs
 - j. vehicle procurement, testing, inspection, and acceptance costs
 - k. lease of equipment when lease is more cost effective than purchase. (State must establish criteria for determining cost effectiveness in accordance with FTA regulations.)
2. Acquisition of transportation services under a contract, lease, or other arrangement. (Subject to eligibility determined by MoDOT.)
3. The introduction of new technology, through innovative and improved products, into public transportation
4. Transit related intelligent transportation systems (ITS)
5. Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management activities may include:
 - a. The promotion, enhancement, and facilitation of access to transportation services
 - b. Support for short term management activities to plan and implement coordinated services

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

- c. The support of State and local coordination policy bodies and councils
- d. The operation of transportation brokerages to coordinate providers, funding agencies and customers
- e. The provision of coordination services
- f. The development and operation of one-stop transportation traveler call centers
- g. Operational planning for the acquisition of intelligent transportation technologies

Application Process: Applicants must submit their requests to the MPO. Based on selection criteria, the MPO will review and select projects for approval and forward this review along with the application to MoDOT.

Selection Criteria: Pending Mileage (max 25 pts), Number of trips per month (max 25 pts), Types of trips (max 25 pts), Hours of service (0-10 pts).

Job Access and Reverse Commute (FTA Section 5316) Program

The goal: The JARC program has two goals. First, to improve access to transportation services to employment and employment related activities for welfare recipients and eligible low-income individuals. The second goal is to transport residents of urbanized and non-urbanized areas to employment opportunities in suburban areas.

The target population: The target population for job access is low-income individuals and the reverse commute target population is those who live in urbanized and non-urbanized area who are employed or seeking employment in suburban areas regardless of income.

The funds: Of the total JARC funds available, FTA apportions 60 percent among designated recipients in large urbanized areas; 20 percent to the States for small urbanized areas; and 20 percent to the States for rural and small urban areas under 50,000 in population. The apportioning formula is based on the ratio that the number of eligible low-income and welfare recipients in each such area bears to the number of eligible low-income and welfare recipients in all such areas.

Eligible subrecipients are private non-profits organizations, state or local govt. authority, and operators of public transportation services, including private operators of public transportation services.

Eligible activities: may include, but are not limited to capital, planning, and operating assistance to support activities such as:

1. Late-night and weekend service
2. Guaranteed ride home service
3. Shuttle service
4. Expanding fixed-route public transit routes
5. Demand-responsive van service
6. Ridesharing and carpooling activities
7. Transit-related aspects of bicycling
8. Local car loan programs that assist individuals in purchasing and maintaining vehicles for shared rides
9. Promotion, through marketing efforts, of the:
 - a. Use of transit by workers with non-traditional work schedules
 - b. Use of transit voucher programs by appropriate agencies for welfare recipients and other low-income individuals
 - c. Development of employer-provided transportation such as shuttles, ridesharing, carpooling
 - d. Use of transit pass programs and benefits under Section 132 of the Internal Revenue Code of 1986
10. Supporting the administration and expenses related to voucher programs

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

11. Acquiring Geographic Information System (GIS) tools
12. Implementing Intelligent Transportation Systems (ITS)
13. Integrating automated regional public transit and human service transportation information, scheduling and dispatch functions
14. Deploying vehicle position-monitoring systems
15. Subsidizing the costs associated with adding reverse commute bus, train, carpool van routes or service from urbanized areas and nonurbanized areas to suburban work places
16. Subsidizing the purchase or lease by a non-profit organization or public agency of a van or bus dedicated to shuttling employees from their residences to a suburban workplace
17. Otherwise facilitating the provision of public transportation services to suburban employment opportunities
18. Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management activities may include:
 - a. The promotion, enhancement, and facilitation of access to transportation services
 - b. Support for short-term management activities to plan and implement coordinated services
 - c. The support of State and local coordination policy bodies and councils
 - d. The operation of transportation brokerages to coordinate providers, funding agencies and customers
 - e. The provision of coordination services
 - f. The development and operation of one-stop transportation traveler call centers
 - g. Operational planning for the acquisition of intelligent transportation technologies

Application Process: Applicant must submit application to MoDOT to undergo a competitive application process. Please review the Handbook on Applications for Assistance before submitting an application. This handbook and JARC applications can be found on MoDOT's website.

New Freedom (FTA Section 5317) Program

The goal: The New Freedom program is to reduce barriers to transportation services and expand the transportation mobility options available to people with disabilities seeking employment and to be active participants in society. These efforts must go beyond the requirements of the ADA of 1990.

The target population: An individual with a disability means 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 semi-ambulatory capability), cannot use effectively, without special facilities, planning, or design, public transportation service or a public transportation facility. 49 U.S.C. 5302(a)(5). This program targets individuals with disabilities with accessing transportation to and from employment as well as employment support services, (child care, training etc).

The funds: Of the total New Freedom funds available, FTA apportions 60 percent among designated recipients in large urbanized areas; 20 percent to the States for small urbanized areas; and 20 percent to the States for rural and small urban areas under 50,000 in population. The apportioning formula is based on the ratio that the number of individuals with disabilities in each such area bears to the number of individuals with disabilities in all such areas.

Eligible subrecipients: Private non-profit, state or local government authority, operators of public transportation services including private operators of public transportation services.

Eligible activities: The following activities are examples of eligible projects meeting the definition of new public transportation:

1. Enhancing paratransit beyond minimum requirements of the ADA.
 - a. Expansion of paratransit service parameters beyond the three-fourths mile required by the ADA
 - b. Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route services
 - c. The incremental cost of providing same day service
 - d. The incremental cost of making door-to-door service available to all eligible ADA paratransit riders, but not as a reasonable modification for individual riders in an otherwise curb-to-curb system
 - e. Enhancement of the level of service by providing escorts or assisting riders through the door of their destination
 - f. Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for common wheelchairs under the ADA and labor costs of aides to help drivers assist passengers with over-sized wheelchairs
 - g. Installation of additional securement locations in public buses beyond what is required by the ADA.
2. Feeder services
3. Making accessibility improvements to transit and intermodal stations not designated as key stations. This may include:
 - a. Building an accessible path to a bus stop that is currently inaccessible, including curbcuts, sidewalks, and accessible pedestrian signals or other accessible features
 - b. Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA
 - c. Improving signage, or way-finding technology
 - d. Implementation of other technology improvements
4. Travel training
5. New Public Transportation Alternatives beyond the ADA. The following activities are examples:

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

- a. Purchasing vehicles to support new accessible taxi, ride sharing, and/or vanpooling programs.
- b. Supporting the administration and expenses related to new voucher programs
- c. Supporting new volunteer driver and aide programs.
- d. Supporting new mobility management and coordination programs among public transportation providers and other human service agencies providing transportation.
- a. Mobility management activities may include:
 - i. The promotion, enhancement, and facilitation of access to transportation services
 - ii. Support for short term management activities
 - iii. The support of State and local coordination policy bodies and councils
 - iv. The operation of transportation brokerages to coordinate providers, funding agencies and customers
 - v. The provision of coordination services
 - vi. The development and operation of one-stop transportation traveler call centers
 - vii. Operational planning for the acquisition of intelligent transportation technologies

Application Process: Applicant must submit application to MoDOT to undergo a competitive application process. Please review the Handbook on Applications for Assistance before submitting an application. This handbook and a New Freedoms application can be found on MoDOT's website.

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Appendix 5: Contact List

Agency	Contact Person	Address	Phone	Replied	Keep in contact	Attend meetings
Algoa Correctional Center	Scott Kinter	8501 No More Victims Rd. Jefferson City	(573) 751-3977	Yes	Yes	Yes
Alliances for Mentally Ill	Karen Jones	1001 Southwest Blvd. Jefferson City	(573) 634-7727	No		
American Cancer Society	Keri Burk	2413 Hyde Park Jefferson City	(573) 635-4821	Yes	Yes	No
American Federation of Labor of Industrial Organizations	Hugh McVey	227 Jefferson St. Jefferson City	(573) 634-2115	No		
American Redcross – Capital Area Chapter	Melissa Farce	431 E McCarty St. Jefferson City	(573) 635-1132	No		
Boone County Partnership	Josef Carr	601 BL 70 W. Columbia	(573) 256-1890	No		
Bureau of Home and Community Services: Senior Disabilities Services	Vickie Keller	DHSSS PO Box 570 Jefferson City	(573) 526-8537	No		
Callaway County/ Fulton Senior Center	Karen Elwood	350 Sycamore St. Fulton	(573) 642-6772	No		
Capital Area Council for Special Services: Special Learning Center	Terry Glassner	204 Adams St. Jefferson City	(573) 636-6311	Yes	Yes	Yes
Capital Projects	Ken Wagner	2001 E McCarty St. Jefferson City	(573) 634-3660	Yes	No	
Central Missouri Area Agency on Aging – Callaway County	Kate King	1121 BL 70 E Columbia	(573) 443-5823	Yes	Yes	No
Central Missouri Area Agency on Aging – Cole County	Karen Henry	10 Jackson St. Suite 118 Jefferson City	(573) 634-8828	Yes	Yes	No
Central Missouri Community Action – Callaway Family Resources	Brenda Rose	610 Collier Ln. Fulton, MO 65251	(573) 642-3316	Yes	Yes	Yes
Central Missouri Community Action – Career Center	Judy Widner	1716 Four Season Dr. Ste. 101 Jefferson City	(573) 522-9497	Yes	Yes	Yes
Central Missouri Community Action – Community Service	Lupe Buckingham	2010 William St. Jefferson City	(573) 635-4480	Yes	Yes	Yes
Checker Cab	Tom Landwher	1000 St. Mary’s Blvd Jefferson City	(573) 636-7101	Yes	Yes	No
Community Action Partnership Administration	Joyce Davis	870 N Providence Rd. Columbia	(573) 443-8706	No		
Cole County Family Services	Nancy Zumbahl	1716 Four Seasons Dr. Jefferson City	(573) 751-5688			
Cole County Residential Services	Jim Lowery	1908 Boggs Creek Rd Jefferson City	(573) 634-4555	Yes	Yes	No
Easter Seals	Angela Martin	1719 Southridge Dr. Suite 110, Jefferson City	(573) 761-7300	Yes	Yes	No
Friendship House	Mary Jensen	601 E High St. Jefferson City	(573) 636-2088	No		
Handiwheels	Richard Turner	820 E. Miller St. Jefferson City	(573) 634-6599	Yes	Yes	Yes
Heisinger Bluffs/ St. Joseph’s Home	Nina Meeks	1002 W. Main St Jefferson City	(573) 636-6288	Yes	Yes	No

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Agency	Contact Person	Address	Phone	Replied	Keep in contact	Attend meetings
Heisinger Lutheran Home	Kent Kirkwood	1002 W Main St. Jefferson City	(573) 636-6288	No		
Hospice	Megan Brondel	601 E High St. Jefferson City	(573) 636-2088	Yes	Yes	Yes
Independent Living Resource Center	Melinda Hayes	3620 W Truman Blvd. PO 6787 Jefferson City	(573) 556-0400	Yes	Yes	Yes
Jefferson City Nursing and Rehabilitation Center	Dana Barhorst	1221 Southgate Ln Jefferson City	(573) 635-3131	Yes	Yes	No
JEFFTRAN	Richard Turner	820 E Miller St. Jefferson City	(573) 634-6599	Yes	Yes	Yes
Job Corp	John Ross	514 E. High Suite 30 Jefferson City	(573) 634-5686	Yes	Yes	Yes
Job Point	Cindy Quinn	315 Ellis Blvd # 301 Jefferson City	(573) 636-8186	Yes	Yes	No
Logisticare	Jeff Willhite	6700 Corporate Dr.	(816) 243-3100	No		
State of Missouri Rehabilitation Services to the Blind	Stephen Carter	308 E High St. Jefferson City	(573) 522-4671	Yes	Yes	No
Mid-Missouri Medical Foundation	-	3400 W Truman Jefferson City	(573) 893-5252	No		
Missouri Assisted Living Association	Kerry Hock	428 E Capital Ave. Jefferson City	(573) 635-8750	No		
Missouri Department of Corrections/Board of Probation and Parole	Sharon Dunn	2705 W Main Jefferson City	(573) 751-4949	Yes	Yes	Yes
Missouri Department of Economic Development	Melvin Smith	301 W. High St. Jefferson City	(573) 681-5271	No	Yes (rep Bryon Davis)	Yes
Department of Social Services, Family Support Division	Jeanna Machon	615 Howerton Ct. Jefferson City	(573) 751-0472	No		
Missouri Department of Health and Senior Services	Sally McKee	920 Wildwood Dr. Jefferson City	(573) 526-8534	Yes	Yes	Yes
Department of Social Services, Family Support Division	Amy Kelsey	615 Howerton Ct. Jefferson City	(573) 751-9290	Yes	Yes	Yes
Missouri Department of Mental Health- Division of Alcohol & Drug Abuse	Debra McBaine	P.O. Box 687 Jefferson City	(573) 751-4942	Yes	Yes	Yes
Missouri Department of Social Services, Children's Division	Dena Driver	1716 Four Seasons Ste. 104, Jefferson City	(573) 751-4688	Yes	No	
Missouri Department of Social Services, Systems/FAMIS	Derk Elrod	1014 Madison St. Jefferson City	(573) 522-1385	No		
Missouri Planning Council for the Developmentally Disabled	Chaz Nickolaus	1706 E. Elm Box 687 Jefferson City	(573) 751-8611	Yes	Yes	Yes
Missouri Recovery Network	Brenda Schell	428 E. Capitol Ave. Jefferson City	(573) 635-6669	No		
Missouri Veterans Commission	Jill Talken	P.O. Drawer # 147 Jefferson City	(573) 751-3779	Yes	Yes	Yes
Missouri Dept. of Transportation	Steve Billings	1511 Missouri Blvd. Jefferson City	(573) 751-2523	No		Yes
Missouri Dept. of Transportation	Bill Robinett	1511 Missouri Blvd. Jefferson City	(573) 526-1308	No		Yes

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Agency	Contact Person	Address	Phone	Replied	Keep in contact	Attend meetings
Missouri Division of Vocational Rehabilitation	Neil Harms	1500 A. Southridge Dr. Jefferson City	(573) 751-2343	Yes	Yes	Yes
New Horizons	Elaine Wehnes	2013 Williams St. Columbia	(573) 636-8108	Yes	Yes	Yes
Oak Tree Villas	Kimberly Bolton	3108 W Truman Blvd. Jefferson City	(573) 893-3063	No		
OATS, Inc.	Jack Heusted		(573) 449-3789	No	Yes	Yes
Preferred Family Health Care	Fran Joy	210 Hoover Jefferson City	(573) 632-4321	Yes	Yes	No
Missouri Department of Social Services, Rehabilitation Services to the Blind	Karl Hirsch	Capital Building Level B Jefferson City	(573) 634-2411	No		
Salvation Army Center of Hope	Roger Wilson	927 Jefferson St. Jefferson City	(573) 634-2990	Yes	Yes	No
SERVE	Patti Jo Peevy	4901 Cr. Rd. 304 Fulton	(573) 642-6388	Yes	Yes	Yes
Special Olympics Missouri	Diane Brymer	520 Dix Rd Suite C Jefferson City	(573) 635-1660	No		
VISTA	Michael Harper	mharper@booncountypartnership.com		No		

Appendix 6: Federal Funding Programs Available from MODOT

Missouri Elderly and Handicapped Transportation Assistance Program

The Missouri Elderly and Handicapped Transportation Assistance Program (MEHTAP) provides state funds to approximately 200 non-profit organizations statewide who offer transportation services to the elderly and/or disabled at below-cost rates. State general revenue funds are divided among grantees taking into account ridership, costs, and alternative services available (208.250 RSMo). Trips weighted by type (medical, essential services, recreation) determine total ridership. Costs are estimated by total vehicle miles operated by each recipient. Weighted trips and vehicle miles are given equal weights in computing a preliminary formula division of funds.

The preliminary formula division is adjusted for alternative services available, local resources, and special client needs. Some discretion is exercised to adjust for inequities stemming from variances between past actual and projected future usage.

Each year, project funding is contingent upon receipt of applications from eligible providers and an appropriation from the state legislature. Federal, local and private matching funds of over \$19,000,000 do not flow through this department.

Section 5303 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

The department administers Federal Transit Administration Section 5303 planning grants for transit planning activities of the seven metropolitan planning areas of East-West Gateway Coordinating Council (St. Louis area), Mid-America Regional Council (Kansas City area), and the cities of Joplin, St. Joseph, Springfield, Columbia and Jefferson City.

Funds are distributed to Metropolitan Planning Organizations on the basis of population from 2000 urbanized area Census data within the State of Missouri.

Section 5307 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

Funds come to Missouri on the basis of a national formula that provides capital assistance to transit systems in urban areas over 200,000 population and both capital assistance and operating assistance to transit systems in small urbanized areas with populations between 50,000 – 200,000. The department allocates these federal funds on behalf of the Governor based on amounts published in the Federal Register to the small urbanized areas of Columbia, Joplin, Jefferson City and St. Joseph on the basis of the same formula. The Federal Transit Administration allocates funds directly to the St. Louis, Kansas City and Springfield urbanized areas.

This Federal assistance does not flow through MoDOT. Federal regulations on the use of capital funds for maintenance have been relaxed. Some traditional operating expenses such as major preventative maintenance are now eligible for capital funding.

Additionally, State transit assistance funds to urbanized area transit providers are a part of the annual appropriation of these general revenue funds with 3% held in Governor's reserve. Mid-year reductions of general revenue based funds may occur depending upon the actual receipt of revenues by the state. MoDOT does not handle locally derived matching funds.

Section 5309 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

Section 5309 is a national discretionary capital grant program funded from the Mass Transit Account of the Highway Trust Fund. It restricts funds to capital assistance for general public transportation systems and/or systems which provide community-wide assistance to all persons with disabilities. These funds are applicable statewide. Eligible recipients of Section 5309 assistance are public entities and not-for-profit organizations who provide general public transit services. Section 5309 assistance has become the major source of funding transit capital projects throughout the state. Capital purchases are funded at a maximum 80 percent federal share and a minimum 20 percent local share.

Since 1993, (with the exception of 2002) Missouri's Congressional Delegation has been able to " earmark " some portion of Missouri's annual federal appropriation of Section 5309 funds to the State of Missouri. MoDOT administers

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

funding from the statewide appropriation. Section 5309 funds administered by MoDOT typically assist grantees that usually do not receive these funds directly, such as non-urban transit systems and not-for-profit transit providers.

First priority of MoDOT administered Sec. 5309 funds is given to vehicle purchases, second to vehicle maintenance equipment and facilities and third to auxiliary equipment.

Within the vehicle category, first priority is given to replacement vehicles that have met federal standards for useful life. Vehicles to expand service are the second priority.

Availability of local matching funds and sufficient funds to operate vehicles over their useful life must be demonstrated prior to award.

Section 5310 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

Section 5310 funds provide capital assistance for non-profit organizations that provide service to the elderly or persons with disabilities. Missouri receives an annual statewide allocation of federal assistance to purchase vehicles, primarily vans. Capital assistance is funded at a maximum 80 percent federal and minimum 20 percent local share match.

MoDOT sub-allocates this allocation to outstate and to urbanized areas of Columbia, Jefferson City, Joplin, Kansas City, Springfield, St. Joseph, St. Louis based on their respective elderly and disabled persons populations. Each of the urbanized areas has established their own project evaluation criteria.

Non-urbanized funds are programmed directly by the department on the basis of trips provided by the recipient organizations with extra weight given to medical, nutrition and other necessary trips. Replacement vehicles are given a priority over expansion vehicles.

Financial capability to provide the local match and operate the vehicles must be demonstrated.

Section 5311 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

Section 5311 provides capital, operating and planning assistance to public transportation systems in non-urbanized areas. A non-urbanized area is an area outside a city of 50,000 or more inhabitants and its densely settled fringe areas. Section 5311 projects include planning and technical studies, system design, capital acquisition, and assistance in defraying operating losses.

Eligible recipients of Section 5311 assistance include public bodies, private not-for-profit corporations and operators of service that provide general public transportation services.

Private for-profit providers of service are eligible through purchase of service agreements with a local public body for the provision of public transportation services.

Planning, training and related technical studies are currently funded entirely with federal funds. Capital projects are funded 80 percent federal and 20 percent local. Operating assistance projects may receive up to 50 percent of their net loss from the federal grant.

MoDOT administers these Sec. 5311 federal funds for eligible transit program costs.

Additionally, State transit assistance funds to non-urbanized area transit providers are annually appropriated with 3% held in Governor's reserve. Mid-year reductions of general revenue based funds may occur depending upon the actual receipt of revenues by the state. Changes in individual contract amounts up to 10% may be made as circumstances warrant. MoDOT does not handle local matching funds.

Section 5311 (b) of Chapter 53, Title 49, U.S.C. Federal Transit Administration

The department administers the Federal Transit Administration Section 5311 (b) Rural Transit Assistance Program for the development and implementation of training, technical assistance and other support services for use by local transit providers in nonurbanized areas.

FTA allocates RTAP funds to each state based on an administrative formula. FTA first allocates \$65,000 to each state and then distributes the balance of the annual funding according to the non-urbanized population of each state.

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Section 5313 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

The department administers Federal Transit Administration (FTA) state-wide transit planning and other technical assistance activities grants which can be used for planning support for non-urbanized areas, research, development and demonstration projects, and fellowships for training in the public transportation field, university research and human resource development.

Funds are allocated to the department by FTA on the basis of the latest census information and the state's urbanized area as compared to the urbanized area of all states.

For these planning and technical assistance activities, the maximum Federal share is 80 percent and the minimum local non- federal share is 20 percent.

Job Access and Reverse Commute, Section 3037 of the Transportation Equity Act for the 21st Century

The JARC grant program provides operating and capital assistance to entities that provide transportation to persons who are transitioning from welfare-to-work and other low income persons. The grant program is available statewide; MoDOT administers the grants for projects in the non- urbanized areas. A non- urbanized area is an area outside a city of 50,000 or more inhabitants and its densely settled fringe areas.

Recipients may provide transportation not only to employment but also to employment related activities such as training, job search, and interviews. Transportation for children to childcare is also an eligible activity. JARC funding is intended to provide funds for new and expanded services, not to replace funding for service already in place.

Eligible recipients for JARC program funds include public entities and private not- for-profit corporations. Private for-profit providers of service are eligible through purchase of service agreements with a local public body for the provision of public transportation services.

Capital projects are funded 50 percent federal and 50 percent local. Operating assistance projects may receive up to 50 percent of their net loss from the federal grant. Matching funds may come from local and state funds, or any federal source except other FTA funds.

Appendix 7: Inventory of Agencies with Vehicles

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Organization	Type	Population Served	No. of Vehicles	Van/Bus	Auto	Capacity	Population Served	No. of Vehicles	Van/Bus	Auto	Capacity	Days Provided	Funding Source	No. of Trips per month	Primary Trip Purpose
Algoa Correctional Center	state agency	penal and work release	8	X	X		penal and work release	8	X	X		Mon-Sat			release
CSS: Special Learning Center	private not-for-profit	youth, (birth to 7 w/ developmental delays)	2	X		12 pass	youth, (birth to 7 w/ developmental delays)	2	X		12 pass	Mon-Fri	MEHTAP, United Way	1,000	transport to and from center
Checker Cab	private for-profit	private pay-to-hire	20	X	X		private pay-to-hire	20	X	X		Sun-Sat			any
Cole County Residential Services	private not-for-profit	elderly, disabled, low-income	20	X	X	1: 15 pass, 1: 15 pass lift, 2: conversion lift, 4: 5 seat autos, 12 mini vans	elderly, disabled, low-income	20	X	X	1: 15 pass, 1: 15 pass lift, 2: conversion lift, 4: 5 seat autos, 12 mini vans	Sun-Sat	FTA Section 5310, SB40, Medicare/Medicaid	roughly 14500 miles a month	any
Easter Seals Adult Day Services	private not-for-profit	elderly, disabled	1	X			elderly, disabled	1	X			Mon-Fri	donated van	30-40	program related
Heisinger Bluffs/St. Joseph's Home	private not-for-profit	elderly, disabled	3	X		12 pass, 6 pass, 25 pass	elderly, disabled	3	X		12 pass, 6 pass, 25 pass	Mon-Fri	donated van, co. purchase	120-160	medical, recreational
Hospice of Jefferson City and Mid-MO	private not-for-profit	elderly, disabled, low-income	2	X	X		elderly, disabled, low-income	2	X	X		Mon-Fri			medical
Independent Living Resource Center	private not-for-profit	elderly, disabled	2	X		20 pass w/ space for 2 wheelchairs	elderly, disabled	2	X		20 pass w/ space for 2 wheelchairs	Mon-Fri	FTA Section 5310, MEHTAP, pass sales	185	job access, recreational
Jefferson City Nursing & Rehabilitation Center	private for-profit	elderly, disabled	1	X		16 pass bus	elderly, disabled	1	X		16 pass bus	Mon-Fri	Lead Agency	200-240	medical, recreational, personal
Job Point	private not-for-profit	disabled	1	X		6 pass	disabled	1	X		6 pass	Mon-Sat	Lead Agency	30	job access, program related
New Horizons	private not-for-profit	elderly, disabled, low-income	1	X			elderly, disabled, low-income	1	X			Mon-Fri	FTA Section 5310		medical, program related
Preferred Family Healthcare	private not-for-profit	counseling clients	1	X		up 7 people	counseling clients	1	X		up 7 people	na			medical
Salvation Army Center of Hope	private not-for-profit	Elderly, disabled, low-income, youth	2	X	X		Elderly, disabled, low-income, youth	2	X	X		Sun-Sat			any
SERVE Inc.	private not-for-profit	elderly, disabled, low-income, & youth not enrolled in these funding programs	9	X		7: 20 pass bus, 1: 7 pass van, 1: 12 pass van	elderly, disabled, low-income, & youth not enrolled in these funding programs	9	X		7: 20 pass bus, 1: 7 pass van, 1: 12 pass van	Mon-Fri	FTA Section 5311, CMAAAA, NEMT/Medicaid, Cal City Special Service, United Way, Catholic Diocese, Dialysis Clinic, Private fees	237	medical, personal, recreational
JEFFTRAN	public	general public inside Jefferson City limits	22	X		9 28 seats, 8 20 seats all with room for wheelchairs	general public inside Jefferson City limits	22	X		9 28 seats, 8 20 seats all with room for wheelchairs	Mon - Fri	FTA Section 5307, FTA Section 5309, contracts, fares	4000 passengers	any
OATS, Inc.	private not-for-profit	general public of non-urbanized areas	1 (Callaway), 4 (Cole)	X		FTA Section 5316, Medicaid, MEHTAP, City Government United Way, DMH	general public of non-urbanized areas	1 (Callaway), 4 (Cole)	X			Mon-Fri	FTA Section 3037, Medicaid, METHAP, County Commissions, City Gov., United Way, DMH, 588 (Cole)	163 (Callaway)	any

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Appendix 8: Inventory of Agencies Using Contracts

Agencies Purchasing Contracted Transportation Services									
Organization	Type	Population Served	Contracted Agency	Van/Bus	Auto	Days	Funding Source	No. of Trips per month	Primary Trip Purpose
Central Missouri Area Agency on Aging –Callaway County	private not-for-profit	elderly	SERVE	X	X	-	Older American Act, MEHTAP	343	medical, personal
Central Missouri Area Agency on Aging -Cole County	private not-for profit	elderly, Low-income	SERVE	X	X	Mon-Fri (peak)	Older American Act, MEHTAP	33	personal, recreational/nutrition
Cole County Residential Services	private not-for-profit	elderly, disabled, low-income	JEFFTRAN	X	X	Sun-Sat	FTA Section 5310, SB40, Medicare / Medicaid	roughly 14500 miles month	any
Dept. of Corrections/ Probation & Parole	state agency	Penal/Parolee	OATS	X	X	Tues	through department	76	job access, appointment w/ PO
Department of Medical Services	state agency	elderly, disabled, low-income, youth	JEFFTRAN	X	X	Sun-Sat	NEMT		medical
Rehabilitation Svc. To the Blind	state agency	disabled	ILRS Checker Cab - ("agreement")	X		As needed	-	40	Job access, medical, program related

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

Appendix 9: Agencies Providing Contracted Transportation

Agencies Providing Contracted Transportation Services													
Organization	Type	Population Served	Number of Vehicles	Van/ Bus	Auto	Vehicle Capacity	Agency Contracts	Days Provided	Peak Period	Fare	Funding Source	No. of Trips per month	Primary Trip Purpose
Checker Cab (Jefferson City and immediate surrounding area)	private for-profit	private pay-to-hire	20	X	X		Logisticare	Sun-Sat	5am & 3pm/8am & 6pm	y	Medicaid, rider-fees		any
Independent Living Resource Center (Cole & Holts Summit)	private not-for-profit	elderly, disabled	2	X		20 pass w/ space for 2 wheelchairs	Rehab Services to the Blind, DMH	Mon-Fri	8am-10am, 3:30-7pm	y	FTA Section 5310, MEHTAP, pass sales	185	job access, recreational
SERVE Inc. (Callaway County)	private not-for-profit	elderly, disabled, low-income, youth, general public	9	X		7: 20 pass bus, 1: 7 pass van, 1: 12 pass van	CMAAA, CSS	Mon-Fri	7:15am-4:40pm	y	FTA Section 5311, CMAAA, NEMT/Medicaid, Cal County Special Service, United Way, Catholic Diocese, Dialysis Clinic, Private pay fees	237	medical, personal, recreational
JEFFTRAN (Jefferson City Limits)	public agency	general public	22	X		9: 28 seats, 8: 20 seats all with room for wheelchairs	DSS, DMH	Mon-Fri	6:45am-5:30pm	y	FTA Section 5307, FTA Section 5309, contracts, fares	4,000 passengers	all
OATS- (rural Callaway & Cole)	Private not-for profit	General public	1 (Callaway) 4 (Cole)	X			DMH, DOC	Mon-Fri	7am-6pm	Donation	FTA Section 3037, Medicaid, METHAP, County Commissions, City Gov., United Way, DMH	163 (Callaway) 588 (Cole)	all

Appendix 10: A Compendium of Responses Received During Plan Development

What are the major transportation needs of agencies.

- Transportation of elderly for shopping, business, and non-Medicaid medical appointments.
- Clients attending evening groups over by 8:30pm
- Access to public transportation which can deliver clients to and from prospective employers prior and from daily shifts including Saturday service eventually.
- Possible funding or coordination with transportation services provider who can accommodate both clients and employer's needs for manpower.
- Transportation needed on daily basis. Van/bus designated for P&P offenders only. To and from job (24hr service for all shifts), to and from txt. Provider, to and from visits with PO's, to and from looking for a job.
- Centralized dispatching
- Affordable transportation for clients Mon-Sat 7am-7pm. Client with no transportation tend to live outside of current bus routes.
- Additional company vehicles
- Operation of public transportation in the evening and weekends.
- More functional wheelchair van and step van
- Additional wheelchair accessible van
- Serve larger geographical area
- No access for res. To go to church
- A more cost efficient vehicle
- Additional funding
- For clients- more bus pick up points
- Evening and weekend bus services
- Lower fares
- We do need replacement vehicles for several of the aging buses that seem to be more costly in repairs and upkeep.
- Funding always helps
- Alternative options for weekend independent svc
- Coordination with current providers

What are the unmet transportation needs of clients.

- Clients from rural areas are most significantly impacted; in urban areas, access to public transportation during the evening hours would be beneficial.
- Elderly living in the rural areas of Cole County desperately need affordable transportation services to Jefferson City.
- Public transportation after 6pm
- Employment
- Medical
- General transportation
- Our clients generally will not have transportation of their own, may not possess a license, have limited monies or minimum available funds, often live distances from prospective employers and need dependable transportation to and from work.
- Daily service 24 hours to all areas in Cole County (industrial area out by prisons ACC & JCCC) so offenders can get to and from work 24/7
- Significant problem getting veterans to medial appointments
- People needing to get back and forth to work
- Extend bus hours
- Extend boundary for bus service
- Alternate affordable transportation
- Unable to get to jobs
- Vehicles not available all day for medial visits-must be shared with recreational needs
- We serve clients in 7 surrounding counties- those clients have unmet transportation needs

Coordinated Public Transit Human Services Transportation Plan Capital Area MPO

- Weekend transportation
- The limits which the current transit system currently covers along w/ time frames
- The hours in which the buses run is the main issue
- Not enough buses running
- Rides to Columbia
- Weekend services, service outside area
- ILRC is providing evening/weekend trans but cost is high for individuals on SSI only
- Transportation for rural seniors to medical appointments, particularly regular scheduled dialysis or chemo therapy or long-distance medical trans to St. Louis or KC for specialized medical visits.
- Persons that work shifts-employed at factories-that live out in the county... rural roads are poor at best for traveling with large vehicles.
- Independent access to public
- Employment related

What are the unmet needs within the MPO area?

- I've had numerous requests for transportation to Columbia for medical appointments. OATS will not transport non-Medicaid individuals in Cole County to Columbia.
- Clients are willing to use public transportation but must be at the bus stop by 5pm and there is nothing after 6pm.
- No public transportation in Callaway especially out of county.
- There are no available services to employers located outside city limits, do not run in junction with day/evening shifts (beginning/ending time schedules). Eg: scholastic, APLA, Von Hoffman. There are other employers in Apache Flats or surrounding areas which are only accessible with private transportation.
- Daily service, 24 hour service
- Extend bus hours
- Extend the boundary for bus service
- Alternate affordable transportation
- Unable to get to jobs
- Evening and weekend public transportation
- No evening services. No bus stop within 2 blocks for our facilities (Heisinger Bluffs).
- Long waits for pickup by handi-wheels
- Longer hours for the elderly
- Transportation service with minimal cost and no waiting period.
- Coverage area for existing transit system
- Funds to support transportation fees
- Time frames that transit runs
- No daily transportation to and from Columbia.
- Buses do not run long enough for people that have to work late shifts.
- Rides to Columbia
- Improve weekend service for individuals with disabilities
- No public transportation is available outside of the JC city limits
- Service is not available on evenings or weekends.
- Handiwheels is \$4 for round trip and this is expensive when on limited income (maximum SSI income = \$623 a month)
- Longer service hours
- More public options on weekends
- Evening transportation

Value of transportation clearing house or brokerage

- Great value both agencies and families seeking transportation services for the elderly in Cole County.
- Not sure have never participated- would like to hear more
- Good to expand program to include regular routes to Jefferson City → Mexico and for shift work even if meeting points in H.S./N.B/Aux/Fulton

Coordinated Public Transit Human Services Transportation Plan
Capital Area MPO

- If clearing house or brokerage will assist in resolving transportation needs for Jefferson City and surrounding areas within short term (next year or two) we can see the benefits. Please send more information regarding both clearinghouse and brokerage.
- Not sure what this means
- Veterans can make scheduled appts. Knowing transportation is available.
- Clients would be able to get to work, doctor appts, and take children to child care. This would help them become self-sufficient.
- Don't know what this it- How would it work? What are the benefits?
- Has potential
- Prevent replicated miles traveled
- Assess kind of assistance needed
- A listing of all options for low income disabled individuals would be beneficial.
- I will be very interested in seeing what transpires between MODOT's coordinated transportation project with the regional planning commission. The majority of our transportation service is provided by vendors who receive MODOTs 5310/5311 funding.
- It would be good to have, but need to ensure coordination among the MPO area orgs and agencies.
- Currently we work with 2 brokerages in connection with the NEMT/Medicaid contract- there are some advantages with the one-stop shopping offered by the brokerages. However, feel it is better if they are in-state in lieu of out state.
- Might help in identifying needs and helping provide svc.
- Would be wonderful, a great idea!

Appendix 11: Transit Development Plan Public Involvement

In March, 2006, Transystems Corp. completed the Transit Development Plan for JEFFTRAN.

The plan contained options on transfer centers, system expansion, ridership surveys and public involvement. A brief schedule of public involvement activities and results from passenger surveys and questionnaires has been included in this appendix. The following public involvement activities were completed:

Public Involvement Component	Date Completed
Passenger Survey	27-Apr-05
Stakeholder Meeting	10-May-05
Transit Riders Focus Group	10-May-05
Employees Focus Group	10-May-05
Public Meeting	14-Jun-05 - March 9, 2006
Public Meeting Survey	14-Jun-05 - March 9, 2006
Public Comments (via phone, email or mail)	Through March 9, 2006
Community Survey	Aug-05
Final Public Meeting	20-Sep-05

Passenger Survey Findings

Perceptions of the Overall Quality of Public Transportation in Jefferson City.

The overall quality of public transportation services in Jefferson City was rated highly by persons currently using the service. More than three-fourths (82%) of those surveyed rated the overall quality of public transportation service in Jefferson City as either "excellent" or "good"; only three percent (3%) of the respondents rated the quality of public transportation services as "poor".

- **Service Characteristics Rated Best.** The service characteristics that were rated best (based on the percentage of respondents who were "very satisfied" or "satisfied") were:
 - Courtesy of drivers
 - Feeling of safety using bus
 - Bus fees
- **Service Characteristics Rated Worst.** The service characteristics that received the lowest ratings (based on the percentage of respondents who were "very satisfied" or "satisfied") were:
 - The hours bus service is offered
 - Availability of bus shelters
 - Availability of bus service on weekdays
- **Other Findings.**
 - The top three reasons respondents were using public transportation services in Jefferson City were:
 - getting to/from work (51%),
 - conducting personal business (27%), and
 - going shopping (26%).
 - The top three items that would encourage current riders to use public transportation services more often were:
 - having more service offered on weekends (66%),
 - having service offered later in the evening (54%), and
 - providing more frequent service (35%).

84% of those surveyed thought they would still be using public transportation services in Jefferson City in 12 months.

Bus drivers were the top source of information about public transportation services for current users.

62% of those surveyed indicated that a bus stop was located within one block of their home.

The study team was also noted that approximately 51% of those surveyed were using transit to get to work. In addition, approximately twenty-five percent of the transit riders ride by choice.