OZARKS TRANSPORTATION ORGANIZATION

A METROPOLITAN PLANNING ORGANIZATION

In Cooperation With:

Transit Coordination Plan

2017

Board of Directors Adoption: April 20, 2017

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OZARKS TRANSPORTATION ORGANIZATION

A METROPOLITAN PLANNING ORGANIZATION

RESOLUTION FY2017-LCBT-001

A RESOLUTION OF THE LOCAL COORDINATING BOARD FOR TRANSIT APPROVING THE TRANSIT COORDINATION PLAN

We, the undersigned, do hereby attest that the Transit Coordination Plan has been approved by the Local Coordinating Board for Transit on March 16, 2017.

Signed, this 16th day of March, 2017:.

Diane Gallion

Chair- Diane Gallion

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Special Thanks

Local Coordination Board for Transit

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Background

Ozarks Transportation Organization (OTO) identifies an increasing need to plan for and address the mobility needs of the Springfield Region. A network of transportation providers and human service agencies support the transportation system, however gaps in service exist due to constrained resources and limitations in fixed-route and demand response services. Given the lack of available funding, coordination can help reduce the strain on resources by effectively applying the assets of multiple agencies to common problems.

The OTO Transit Coordination Plan (TCP) fulfills the federal requirements of a Human Services Transportation Plan (HSTP) enacted under the Moving Ahead for Progress in the 21st Century Act (MAP-21), as well as the recently adopted Fixing America's Surface Transportation (FAST) Act. This legislation builds upon three previous federal transportation bills: the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA), the Transportation Equity Act for the 21st Century (TEA-21), and the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy of Users (SAFETEA-LU).

The TCP is intended to identify needs and gaps in human service transportation services for seniors and individuals with disabilities in OTO study Region. The TCP will be used to guide the use of funds from the Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program.

Planning Process

This planning process was led by the OTO's Local Coordination Board for Transit. This group met six times from October 2016 to March 2017 to discuss the creation and administration of a survey, identify needs, and create and prioritize strategies and actions to met the identified needs. Community outreach included meeting press releases and a survey made available to seniors and individuals with disabilities. The survey was distributed to these groups through mailings and six site visits to locations throughout the region.

AUTHORIZATION

- Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy of Users (SAFETEA-LU)
- Moving Ahead for Progress in the 21st Century (MAP-21)
- Fixing America's Surface Transportation ACT (FAST Act)

Background

Transit Coordination Plan Requirements

- ◊ An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes;
- ◊ An inventory of available services that identifies areas of redundant service and gaps in service;
- ◊ Strategies to address the identified gaps in service;
- ◊ Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources; and,
- ◊ Prioritization of implementation strategies.

History

The Human Services Transportation Plan (HSTP) was created through the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), which guaranteed $244.1 billion in funding for highways, highway safety, and public transportation (Public Law No. 109, August 10, 2005). President Bush signed SAFETEA-LU into law on August 10, 2005, and the law was operating under a 9th extension up until June 30, 2012.

As a requirement of SAFETEA-LU, grantees under Section 5310: Elderly Individuals and Individuals with Disabilities, Section 5316: Job Access and Reverse Commute (JARC), and Section 5317: New Freedom grant programs must be under a "locally developed coordinated public transit-human services transportation plan" to receive funding for Federal Fiscal Year 2007 and beyond. This plan must be developed through a process that includes representatives of public, private, and non-profit transportation services, human service providers, and the public.

On July 6, 2012, President Obama signed into law Moving Ahead for Progress in the 21st Century (MAP-21), a two-year transportation bill. This new legislation replaced SAFETEA-LU and increased overall funding in transit investment for both FY 2013 and FY 2014. The legislation took us through to September 30, 2014, and is now replaced by the Fixing America's Surface Transportation bill, or FAST Act.

Like SAFETEA-LU and MAP-21, the FAST Act promotes efficient and effective federal surface transportation programs by focusing on transportation issues of national significance, while giving state and local transportation decision-makers flexibility for solving transportation problems in their communities. While MAP-21's authorization re-affirmed the statute mandating local coordination of transportation services, it also consolidated several funding programs by folding New Freedom into Section 5310 and JARC into both Sections 5311 (Rural Transit) and 5307 (Urban Transit). As a result, the coordination mandate expanded to cover both the Section 5311 and Section 5307 grant programs. The current FAST Act continues this method.

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service;

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- Prioritization of implementation strategies.

Funding Programs

The Section 5310 Transportation for Elderly Persons and Persons with Disabilities was established in 1975 as a discretionary capital assistance program, and changed to a formula program under ISTEA. MAP-21 affected designated recipient requirements. A designated recipient is the agency that assumes the responsibility for managing a FTA grant program, like Section 5310. Prior to MAP-21, only a state's department of transportation could be the designated recipient for Section 5310. The Missouri Department of Transportation (MoDOT) was designated as the recipient of the Section 5310, and the funding was apportioned based on the share of population of seniors and individuals with disabilities. MoDOT sub-allocated the funding to metropolitan planning organizations (MPO) and allowed the MPO to conduct the selection process.

The New Freedom Program was established in 2006 as a formula program under SAFETEA-LU. The OTO was designated as the recipient of the New Freedom funds for the Springfield Urbanized Area (UZA) and is responsible for the selection process. MAP-21 repealed the New Freedom Program and merged the New Freedom Program into Section 5310 to create the new Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program. As a result, activities eligible under the New Freedom Program are now eligible under Section 5310, and, consistent with New Freedom, funds are apportioned among large urbanized areas, small urbanized areas, and rural areas.

JARC was authorized in 1998 as a discretionary program under TEA-21 and changed to a formula program under SAFETEA-LU. Just like New Freedom, the OTO was the designated recipient of the JARC funds for Springfield Urbanized Area (UZA) and was responsible for the selection process. MAP-21 also repealed JARC as a stand-alone program. JARC activities are now eligible under the Urbanized Area Formula Grants (Section 5307) and the Rural Area Formula Grants (Section 5311) programs.

SECTION 5310 PROGRAM DESCRIPTION

The Section 5310 Program provides funding to help improve the mobility for seniors and individuals with disabilities, by removing barriers to transportation services and expanding the

Traditional 5310 Projects

◊Capital Projects Designed to Meet the Special Needs of Seniors and Individuals with Disabilities.

◊Vehicle Purchases are a common use of these funds

New Freedom Type Projects

◊Projects that Exceed ADA Requirements

◊Projects that reduce dependence on paratransit services

◊Alternatives to Public Transit for Seniors and Individuals with Disabilities

transportation mobility options available. MAP-21 required at least 55% of the Section 5310 Program to be spent on capital public transportation projects that are planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. The FAST Act, the current federal transportation authorization, maintains the 55% requirement. These projects are referred to as Section 5310 Traditional projects.

The other 45% may be used for capital and operating projects that 1) exceed the requirements of the ADA, 2) improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit, or 3) public transportation alternatives that assist seniors and individuals with disabilities with transportation. These projects are referred to as New Freedom Type projects.

MOBILITY MANAGEMENT

Mobility management is an innovative approach for managing and delivering coordinated transportation services to customers, including individuals with disabilities and seniors. Changes in demographics, shifts in land use patterns, and the creation of new and different job markets require new approaches for providing transportation services, particularly for customers with transportation needs. Mobility management focuses on meeting individual customer needs through a wide range of transportation options and service providers.

Mobility management involves the creation of staff resources to focus on the transportation needs of seniors and individuals with disabilities, matching them with the available transportation resources. Mobility managers apprise the public about available transportation options, allowing them to make better decisions. The mobility managers role can go beyond trip referrals or booking, and can include working to increase the availability of services and improving their efficiency, effectiveness, and quality. Mobility management activities eligible for funding include:

- Operating transportation brokerages to coordinate service providers, funding resources, and customer needs.
- Coordinating transportation services for older adults, individuals with disabilities, and individuals with low incomes.
- Supporting local partnerships that coordinate transportation services.
- Staffing for the development and implementation of coordination plans.
- Providing travel training and trip planning activities for customers.

"Mobility management involves the creation of staff resources to focus on the transportation needs of seniors and individuals with disabilities, matching them with the available transportation resources"

- Developing and operating traveler call centers to coordinate travel information, manage eligibility requirements, and arrange customer travel.
- Planning and implementing the acquisition and purchase of intelligent transportation technologies to operate a coordinated system.

OTO Program Structure

The OTO's current Section 5310 program is governed by a Memorandum of Understanding (MOU) negotiated between the OTO, MoDOT and City Utilities of Springfield. This MOU established CU as the designated recipient of Section 5310 funds and as responsible for grant management of funds it is awarded, the OTO as responsible for planning and project selection, and MoDOT as responsible for grant management for funds awarded to subrecipients other than CU. The grant management stipulation is specifically targeted toward the administration of vehicle purchases. This is inline with the 2012 decision by the LCBT to solely focus traditional Section 5310 funds on vehicle purchases. Any changes to the structure of the OTO's project selection process included in this plan could result in the need to renegotiate the MOU.

Geographic Boundaries

The OTO study area has a population of about 320,000 people covering 428 square miles. Greene County is the fifth-largest county in the state of Missouri and Christian County is among the fastest growing counties in the United States. The communities of Willard, Springfield, Strafford, Republic, Battlefield, Nixa, and Ozark are included in the study area. By the year 2040, the population of the OTO region is expected to reach about 480,000, an increase of 50 percent over the next 25 years.

OTO COMMUNITIES

Battlefield, Nixa, Ozark, Republic, Springfield, Strafford, Willard, Christian County (partial), and Greene County (partial)

Transportation Plan 2040

Transportation Plan 2040 is the Springfield Region's long-range transportation plan. The principles and strategies included in *Transportation Plan 2040* are carried out through a variety of short-range transportation plans and programs. All federally funded projects, including Section 5310, must be consistent with the principles identified in *Transportation Plan 2040*.

TRANSPORTATION IMPROVEMENT PROGRAM

The Transportation Improvement Program (TIP) is the short-term implementation element of *Transportation Plan 2040*. The TIP is the schedule of transportation improvements

planned by various agencies in the Springfield Region. This document is updated every year and covers a four-year period. All projects selected for inclusion in the TIP must be consistent with the principles in the long-range transportation plan.

COORDINATED TRANSPORTATION

Coordinated transportation arises when agencies, jurisdictions, and nonprofit organizations work together to eliminate duplications to improve the quality of service and maximize transportation services for seniors, individuals with disabilities and people with low-incomes. The benefits of coordinated transportation include:

- Increased productivity: more trips or more passengers per trip
- Increased efficiency: reduced costs
- Enhanced mobility: increased access to jobs, health care, services, social events, etc.

There are many levels of coordination, examples ranging from:

- Sharing information between agencies: this includes transportation providers, those who fund projects, and those with clients who have a transportation need.
- Sharing resources across agencies, such as allowing the use of agency vehicles by other agencies during down time periods, jointly scheduling services or vehicles and drivers, purchasing contracts, maintenance facilities, etc.
- Sharing rides and providing rides to clients of other agencies under cost-sharing agreements or purchasing rides on vehicles of other agencies.
- Consolidating the delivery and management of transportation services.

Numerous human service agencies in the Springfield Region face challenges or concerns related to coordinated transportation. Coordination can require staff time and expertise that may not be available because of constrained resources, and many agencies rely on funding programs that have their own restrictions regarding eligibility and trip purpose.

Federal agencies have been working to remove program barriers to coordination, to develop policies that would incentivize coordination, and to provide resources to support these efforts. Under the FAST Act, FTA announced a new discretionary pilot program, Section 3006(b), for innovative coordinated access and mobility, open to Section 5310 recipients and sub-recipients, to assist in financing projects for seniors and individuals with disabilities that improve coordination or transportation services and non-emergency medical transportation services.

Regional Profile

The OTO covers a geographical area of about 428 square miles in the Springfield region. The municipalities within the MPO area include the cities of Battlefield, Fremont Hills, Nixa, Ozark, Republic, Springfield, Strafford, Willard and the northern half of Christian County and a large portion of Greene County.

This regional profile includes important demographic characteristics and information on transit services available to residents of the OTO planning area. The OTO planning area has many regional transit assets. City Utilities, OATS, and several human service agencies provide transit services in the OTO planning area. Within Springfield, residents are served by fixed route and paratransit services. Outside of Springfield OATS and several human services provide transportation services.

Demographics

An understanding of the population makeup is vital for determining transit needs in an area such as the Ozarks Transportation Organization (OTO).

This section analyzes older adult, low income, and the disabled populations. Within the seven member communities in the OTO planning area, there are just over 32,600 individuals with at least one disability. Additionally, the population of seniors over 65 has increased 24% since 2000. City-level median household incomes in 2015 within the OTO planning area range from just over $33,000 to just over $63,000.

Older Adults

Older adults may experience a loss of independence as they age. Vision may fade, reaction times may slow, or arthritis may make driving physically painful. If these conditions occur, older adults can become dependent on public transportation. Table 1, on the next page, shows each jurisdiction's senior population in 2000, 2010, and 2015. Springfield, Greene County, and Strafford have more than 14% of their respective populations above the age of 65, with Strafford having the highest percentage. Battlefield has the highest percentage change in

"… there are just over 32,600 individuals with at least one disability."

Regional Profile

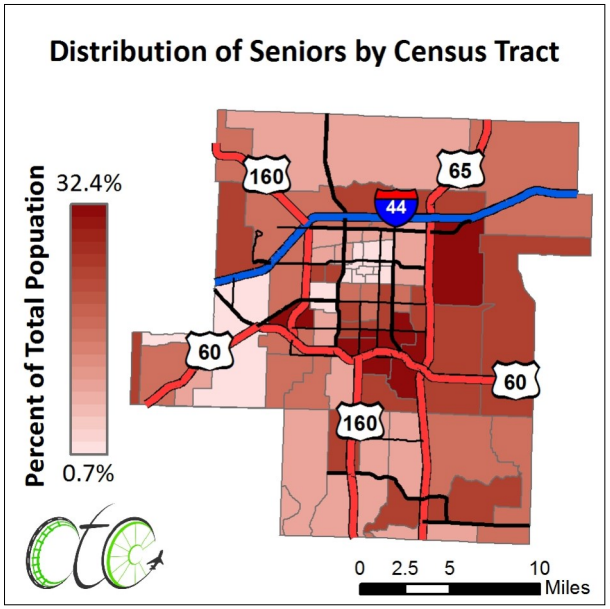

Figure 1

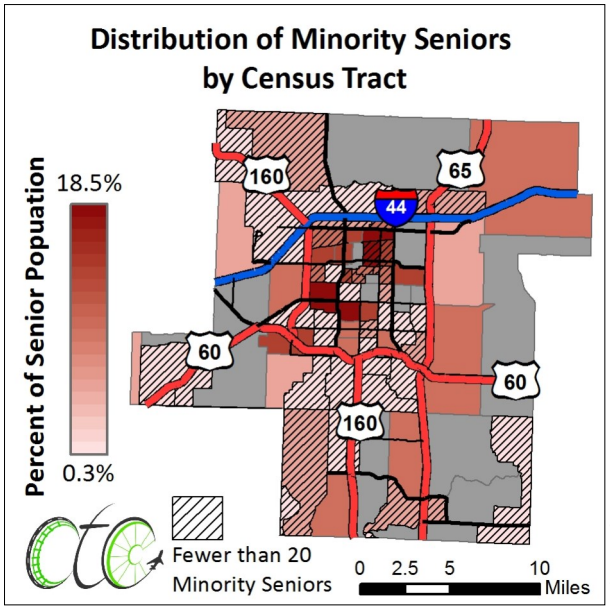

Figure 2

senior population from 2010 to 2015, with more than a 53% increase.

Within the OTO planning area, senior aged populations are concentrated in census tracts in southeastern Springfield, as shown in Figure 1 . Other tracts with high percentages of seniors can be found in northeast Springfield and Southwest Springfield. Figure 2 reveals that many census tracts in the OTO planning area have no seniors of minority races. Many minority seniors are located within the City of Springfield.

Seniors within the OTO planning area have limited access to public transit services. Traditional public transit, specifically fixed route buses, do not extend to communities with high concentrations of seniors, such as Strafford or unincorporated Greene County, or census tracts along the periphery of Springfield. Seniors in these areas rely on services such as OATS, that offer daily or weekly service, rather than hourly.

Individuals with Disabilities

An individual with a disability may be unable to drive a personal vehicle and thus be dependent on public transportation. A visual or ambulatory impairment may prevent a person from physically driving a vehicle, while a cognitive impairment may prevent an individual from making the complex decisions needed to drive on today's

Table 1: Population Age 65 and Over

Jurisdiction	2000		2010		2015		Percent Change from 2010 - 2015
	Number	Percent	Number	Percent	Number	Percent	
Battlefield	127	5.32%	487	8.71%	748	12.80%	53.59%
Nixa	1,386	11.43%	2,340	12.30%	2,603	12.90%	11.24%
Ozark	949	9.82%	1791	10.05%	2,568	13.80%	43.38%
Republic	1,036	12.28%	1,582	10.72%	1,637	10.50%	3.48%
Springfield	22,586	14.90%	23,121	14.50%	24,401	14.90%	5.54%
Strafford	190	10.30%	292	12.38%	327	15.30%	11.99%
Willard	323	10.12%	541	10.23%	592	10.90%	9.43%
Christian CO	5,751	10.59%	9,464	12.22%	11,084	13.80%	17.12%
Greene CO	32,668	13.59%	38,593	14.02%	42,481	15.00%	10.07%

Data Source: U.S. Census Bureau. Census 2000 SFI Table P12. Census 2010 Table P12. 2011-2015 American Community Survey Table SO 101

busy streets. A total of 32,624 people living in OTO communities have at least one form of disability, which is approximately 14% of the combined municipal population. The cities of Springfield and Willard each have over 14% of their population with some form of disability as shown in Table 2. The City of Battlefield has the lowest percentage of individuals with disabilities, only 6.4%. The City of Springfield has the highest percentage of individuals with ambulatory and independent living disabilities, 8.8% and 6.5% respectively. Residents with disabilities in Springfield are the only residents in the region with access to regular paratransit service, offered by Springfield's City Utilities.

Figure 3, on the following page, shows the spatial distribution of individuals with disabilities in the OTO planning area. There appears to be a concentration of disabled individuals in northern and south-central Springfield. Figure 4, also on the following page, shows the spatial distribution of individuals of minority races with disabilities. Up to 23.8% of disabled residents in area census tracts are minority individuals, as shown in Map x. These minority residents seem to be concentrated in central Springfield and in Nixa. The cluster of disabled minority residents in Nixa are only served by OATS or area human service agencies.

Table 2: Disabilities Across Jurisdictions

Jurisdiction	Total civilian noninstitutionalized population	Total population with disabilities		With a hearing difficulty		With a vision difficulty		With a cognitive difficulty		With an ambulatory difficulty		With a self-care difficulty		With an independent living difficulty	
		Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent	Total	Percent
Battlefield	5,844	372	6.4%	116	2.0%	54	0.9%	115	2.1%	181	3.3%	83	1.5%	130	3.0%
Nixa	20,085	2,462	12.3%	715	3.6%	477	2.4%	864	4.6%	1,072	5.7%	473	2.5%	833	6.0%
Ozark	18,303	2,546	13.9%	882	4.8%	449	2.5%	1,038	6.2%	1,306	7.8%	477	2.8%	851	6.4%
Republic	15,412	1,878	12.2%	529	3.4%	293	1.9%	703	5.0%	1,079	7.7%	373	2.6%	646	5.9%
Springfield	160,529	24,387	15.2%	6,369	4.0%	4,455	2.8%	9,825	6.5%	13,251	8.8%	4,905	3.3%	8,552	6.5%
Strafford	2,059	201	9.8%	59	2.9%	36	1.7%	43	2.2%	128	6.6%	18	0.9%	54	3.7%
Willard	5,372	778	14.5%	220	4.1%	115	2.1%	296	6.0%	334	6.8%	175	3.5%	164	4.5%
Christian CO	80,443	9,623	12.0%	3,056	3.8%	1,674	2.1%	3,288	4.4%	4,914	6.6%	1,807	2.4%	3,144	5.3%
Greene CO	279,368	37,616	13.5%	10,555	3.8%	6,507	2.3%	14,533	5.5%	20,231	7.7%	7,391	2.8%	12,800	5.8%

Source: 2011-2015 ACS Table, S1810

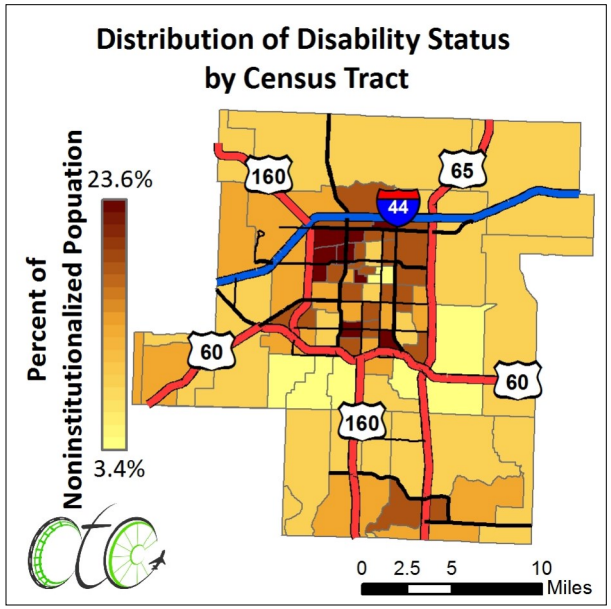

Figure 3

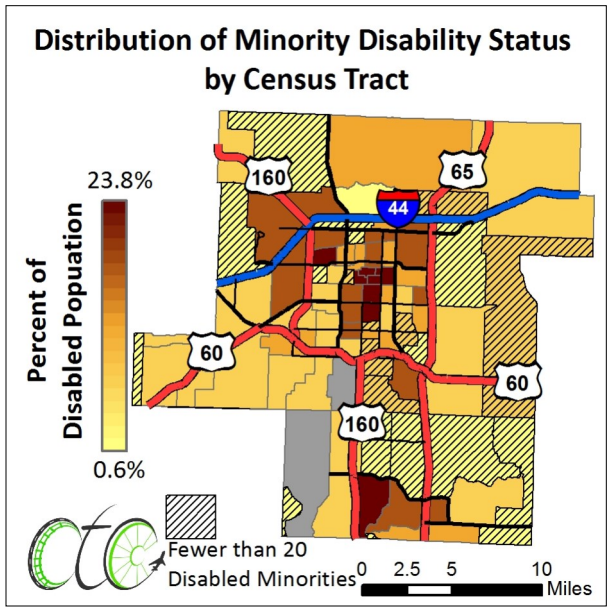

Figure 4

Individuals with Limited Incomes

Income has its effects on transportation related activities. Users of public transportation systems rely on transit fares to be affordable and generally do not use private vehicles as a daily transportation option because costs can be prohibitive.

City-level median household incomes in 2015 within the OTO planning area range from just over $33,000 to just over $63,000. The City of Battlefield has the highest median household income at $63,250, while the City of Springfield has the lowest at $33,557. When comparing counties, Greene County has a lower median household income at $41,227, with Christian County at $53,270.

The federal poverty guidelines are generated annually and are based on family size and composition. Poverty is defined as a family's total income being less than the family's threshold. Low -income individuals and families are more likely to seek public transportation or other alternatives to the automobile.

As seen in Table 3 , at least 12 percent of residents in Nixa, Ozark, Republic, Springfield, and the entirety of Greene County have with an income below the poverty level in 2015. Springfield and Willard have the highest percentage of elderly persons with an income below the poverty level.

Table 3: Income Characteristics in 2015

Jurisdiction	Median Household Income	Total Population			Age 65 and Over		
		Total	Below Poverty Level	% Below Poverty Level	Total	Below Poverty Level	% Below Poverty Level
Battlefield	$63,250	5,844	411	7.0%	748	65	8.7%
Nixa	$47,530	20,177	2,742	13.6%	2,603	172	6.6%
Ozark	$45,695	18,608	2,269	12.2%	2,568	152	5.9%
Republic	$50,972	15,594	2,428	15.6%	1,637	143	8.7%
Springfield	$33,557	163,763	39,370	24.0%	24,401	2,490	10.2%
Strafford	$44,696	2,137	186	8.7%	327	5	1.5%
Willard	$45,305	5,429	558	10.3%	592	66	11.2%
Christian CO	$53,270	80,904	8,879	11.0%	11,084	816	7.4%
Greene CO	$41,227	283,206	51,533	18.2%	42,481	3,331	7.8%

Data Source: 2011-2015 American Community Survey, Table B17001, S0101, S1903

The spatial distribution of seniors and individuals with disabilities below federal poverty levels are shown in Figures 5 and 6. Current data suggests no seniors are living below federal poverty levels in two census tracts east of US 65. There does appear to be concentrations of low income seniors in the Republic area and northern Springfield. Individuals with disabilities living below federal poverty levels are prevalent throughout the OTO planning area. There are no clear patterns to where these individuals live. Providers of public transportation will have to offer services throughout the region to serve these low income residents.

Regional Transit Assets

The OTO planning area has many regional transit assets. City Utilities provides fixed-route and paratransit services to Springfield residents. OATS Southwest Region offers a wide range of general public and specialty transportation services to 17 counties in Southwest Missouri. Area universities and human service agencies also provide valuable transportation services.

City Utilities

City Utilities is the primary fixed-route transit operator in the OTO planning area. Fixed-route service is provided within the City of Springfield seven days a week. City Utilities also offers a demand response paratransit service for those who cannot ride the fixed-route bus due to a disability or health condition. CU Transit operates both day and night routes, as well as on weekends and holidays.

City Utilities has 28 fixed-route buses and seven paratransit buses, as well as nearly 100 shelters and 200 benches. Hours of operation for transit in Springfield are Monday through Saturday 6:00 a.m. to 6:35 p.m., while night service is 6:10 p.m. to 11:10 p.m., Sundays are 7:10 a.m. to 11:10 p.m., and holidays are 8:10 a.m. to 6:10 p.m. The paratransit hours are the same as the fixed-route. City Utilities operates 365 days a year. There are 12 day routes, seven Saturday and evening routes, and four Sunday and holiday routes. There is also an app and web-based map available called “Where’s My Bus?” This allows users to select their route and see the location of the bus, helping riders better plan their transit trips.

As of May 8, 2016, City Utilities has started operating out of a new Transit Center located at 211 N. Main in downtown Springfield. This replaces the previous station built in the 1980s. The new Transit Center allows for more larger-sized buses when needed, as well as additional technology for bus ticketing and operations, including the utilization of real-time traveler information. The new station was also built to accommodate connections with other services,

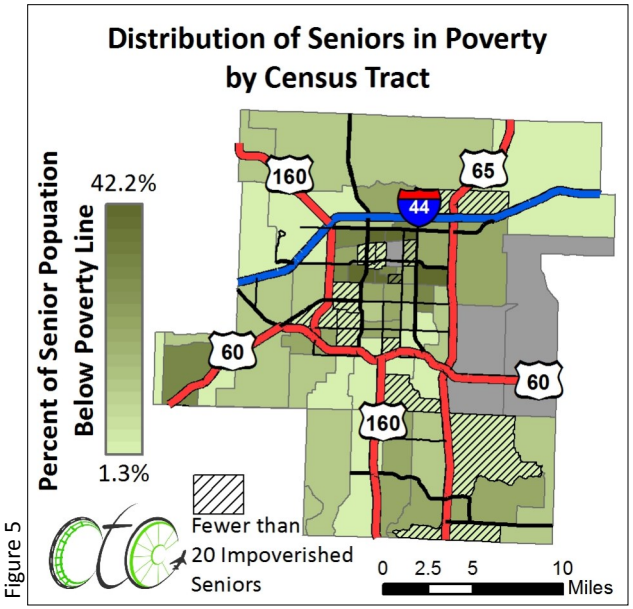

Figure 5

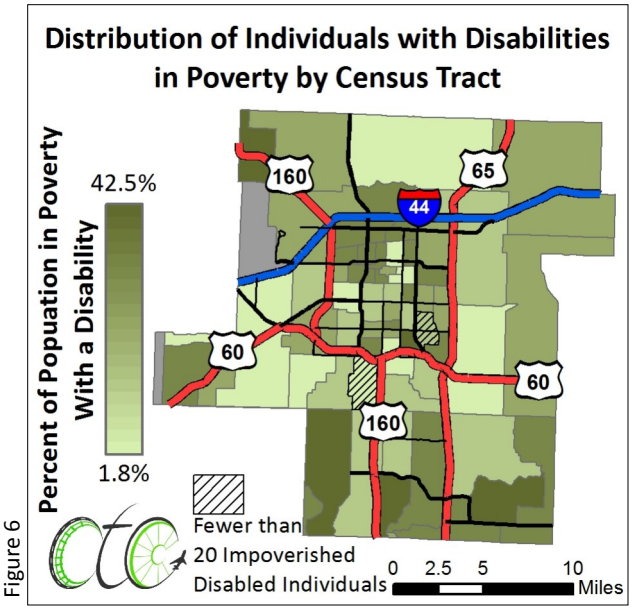

Figure 6

such as the Missouri State University Bear Line or interstate bus travel, such as Mega Bus.

Beyond operating the transit system, City Utilities has partnered with the City of Springfield to build sidewalks along bus routes and to construct ADA accessible bus stops. Using their Enhanced Mobility of Seniors and Individuals with Disabilities (Section 5310) and formerly New Freedom funding, this partnership has allowed for improved access along several major routes and near critical facilities.

Missouri State University

Missouri State University contracts with a private provider for regular shuttle service in and around the MSU campus. This service is available to the public at no charge. The MSU routes run days and evenings, with limited service when school is not in session.

MSU has multiple multi-modal parking facilities and transfer stations located across campus. The shuttle connects with downtown Springfield to service the University's expansion into the downtown area.

OATS, Inc

OATS is a private, not-for-profit transportation provider serving 87 counties in Missouri. The OATS Southwest region includes Barry, Barton, Christian, Dade, Dallas, Douglas, Greene, Jasper, Lawrence, Newton, McDonald, Ozark, Polk, Stone, Taney, Webster, and Wright counties. OATS providers demand response and nonemergency medical transportation to the general public for essential shopping, nutrition, medical, business, education, recreation, and employment. Schedules and fares vary by service area and service type.

In FY 2016, OATS provided transportation services to 4,665 individuals across their 17-county Southwest Region, supplying a total of 229,030 one-way trips. Greene County had the highest number of users with 30% of the total ridership, serving 1,418 individuals in FY 2016. In the Southwest region, approximately 19% of the trips were for medical purposes, 23% for employment purposes and 24% for essential shopping.

Inter-City Surface Transportation

The OTO planning area is currently served by one inter-city bus company, Greyhound Lines, Inc., which serves over 3,700 destinations in North America. This has grown since 2011. There are 39 Greyhound locations in Missouri, including Springfield, Kansas City, and St. Louis. Branson is also served by Greyhound. The Greyhound bus station in Springfield is in the northeast corner of Springfield. Greyhound's service to Kansas City and St. Louis provides a connection to Amtrak service.

"...this partnership [between CU and the City of Springfield] has allowed for improved access along several major route and near critical facilities."

Human Service Transportation Providers

Within the OTO planning area, several human service providers offer transportation services. Area sheltered workshops, Christian County Enterprises and SWI Industrial, offer transportation to and from work and to offsite jobsites. Burrell Behavioral Health offers transportation to clients receiving services, including youth residential treatment environments, substance abuse treatment centers and adults looking to better integrate into the independent living environment. The Council of Churches of the Ozarks runs Daybreak Adult Daycare. Daybreak clients are provided transportation to the facility and on recreational field trips. The region's Human Service Transportation Providers offer a vital service to the elderly and disabled population.

Private Transportation Providers

There are a number of private transportation providers in the OTO planning area. These include taxi companies, such as AB Taxi Service or Blue Express Taxi, charter services, such as J Howard Fisk Limousines, LTD, and companies specializing in non-emergency medical trips, such as Medi-Transit of Springfield, Inc. or Eldercare Transit Service, and specialty transportation providers, such as Ability Transportation or the Ozark Senior Center.

Transit Catchment Area

Within the OTO planning area, transit providers serve many residents. Some residents have hourly service while other have service a few days a week. Additionally, some local providers offer regional services from outside the OTO planning area to Springfield. All these services combine to create a varied transit Three newly created OATS Weekly Express services increases the number of people with transit access into Springfield, possibly creating a new population in need of transit service within the region.

Fixed-route Access

Residents living within the City of Springfield are the people in the OTO planning area with access to traditional fixed-route transit service, as seen in Figure 7 on the following page. By charter, CU can only provide service within the city limits of Springfield. Many residential areas commonly considered "in Springfield" are not eligible to receive fixed-route transit service. According to the 2015 OTO Performance Measure report, 83% of housing units in the CU service area are within 1/4 mile of a bus stop. Regionally, that number is 46%. Over the last few years, housing growth has occurred away from fixed-route bus routes, resulting in a declining percentage of housing

"According to the 2015 OTO Performance Measure report, 83% of housing units in the CU service area are within 1/4 mile of a bus stop."

units near a bus stop. Fixed-route service is not offered to the Springfield-Branson National Airport.

Bi-Weekly Transit Access to OTO planning area

While OATS has historically provided connections from outlying counties to Springfield, it has recently started operating bi-weekly deviated fixed-route service from Stone, Taney, and Wright counties to Springfield, as shown in Figure 8 on the following page. Additionally, OATS a budgeted funds in FY 18 to create a bi-weekly route from Barry or Newton County to Springfield along US 60. The primary purpose of these trips is for medical appointments. OATS is currently traveling to various clinics throughout Springfield. An idea has been raised to take these passengers to the CU Transit Center so connections can be made to existing fixed-route bus routes. If OATS and CU choose to work together in the future, a new subset of transit user may be created. These users from surrounding rural communities, will not be familiar with CU's transit system, or Springfield as a whole, so special efforts will have to be made to ensure successful integration.

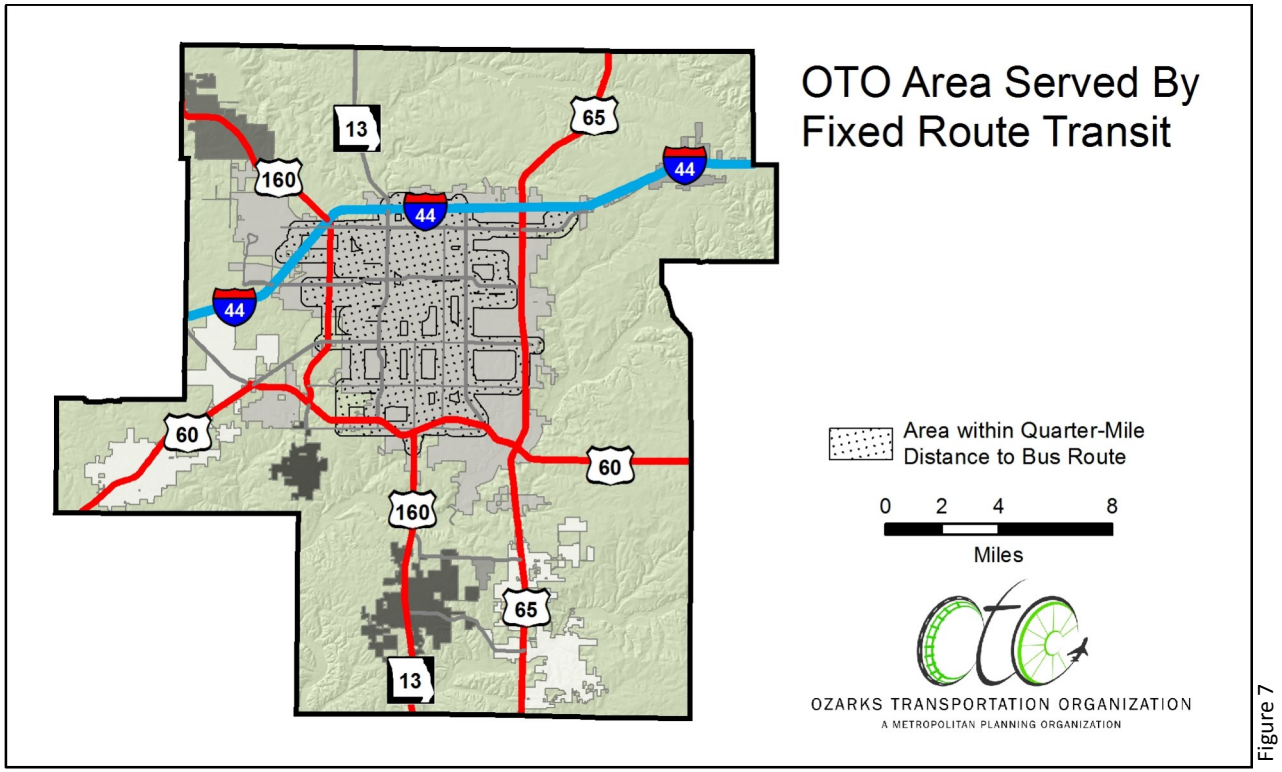

Figure 7

Christian County Service

OATS has recently entered into an agreement with CC-Links, the Christian County's Senate Bill 40 Board, to provide service to the county's disabled residents. OATS will also supplement this service for individuals with disabilities with the creation of a rural route to serve the general population. The primary purpose of this service will be to provide employment-priority trips in Christian County.

Summary

Within the seven communities in the OTO study area, there are just over 32,600 individuals with at least one disability. Additionally, the population of

seniors over 65 has increased 24% since 2000. The OTO planning area has many regional transit assets. City Utilities provides fixed-routes and paratransit services to Springfield residents. OATS Southwest Region offers a wide range of general public and specialty transportation services to 17 counties in Southwest Missouri. Area universities and human service agencies also provide valuable transportation services. Within the OTO planning area, transit providers serve many residents. Some residents have hourly service while other have service a few days a week.

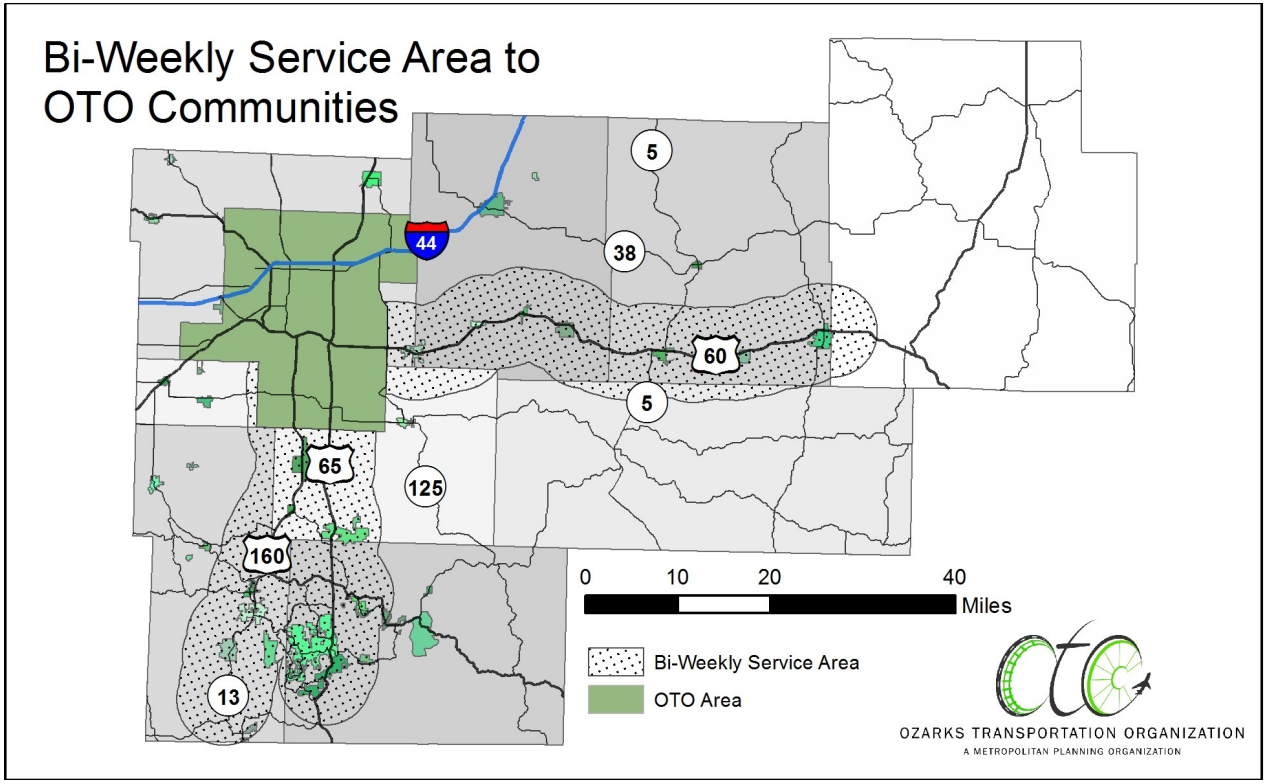

Figure 8

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Needs Assessment

Outreach was an important element of this planning process. Input was needed from seniors, individuals with disabilities, and other users of public transportation. Equally as important, the needs and long-term plan of area human service agencies and transportation providers gave useful input to the planning process. This information will be combined with the institutional knowledge of the LCBT to craft strategies and action items to address needs identified here.

The User Survey revealed two key themes. Users expressed a desire for spontaneity and for flexibility. They wanted access to a broader range of recreational destinations and service hours. They expressed a desire to schedule same day travel and have the flexibility to schedule a return as needed.

The human service agencies and transportation providers shared funding needs, needs to expand services to meet existing demand, and need to expand transportation related infrastructure. Capital was an important theme shared by these agencies.

User Survey

Seniors and individuals with disabilities were targeted by the user survey. The LCBT's key implementation tool is the Section 5310 program, a program focused on these individuals. Many of these individuals also have limited incomes and directly benefit from programs of OTO's partners, such as CU Transit. These groups were targeted through mailings and in-person site visits. The outreach resulted in the identification of two key themes: spontaneity and flexibility. The involvement process, survey results, themes, gaps, and needs will be discussed below.

Involvement Process

Outreach efforts to transportation users focused on reaching seniors and individuals with disabilities. A single survey was created to target both populations. The survey was distributed in several ways. A postcard about the survey, including a link to the web-based survey and a phone number to request a paper survey, was

OUTREACH

- **100** Completed User Surveys
- **6** Completed Human Service Agency Surveys
- **4** Completed Transportation Provider Surveys

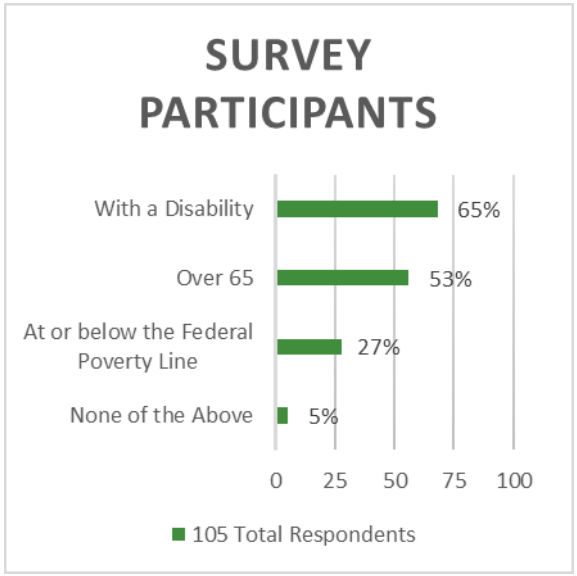

Figure 9

mailed to approximately 460 registered users of Access Express. OTO staff also visited three senior centers in Republic, Ozark, and north Springfield to distribute surveys to seniors who likely aren't users of the Access Express service. These visits were timed around the center's popular lunch programs. Additionally, OTO staff attended a regular meeting of the Springfield Chapter of the Missouri Council of the Blind to distribute surveys and answer questions. Finally, OTO staff visited two sheltered workshops, in Nixa and Springfield, to work one-on-one with individuals with disabilities to complete surveys. A total of 105 completed surveys were received.

Results

During the survey period 105 individuals completed the user survey. Eighty percent of those who responded to the survey live within the city limits (Springfield, Nixa, Battlefield, etc.), with most of them living in Springfield. Figure 9 shows that 65% of those surveyed have a disability, and that 53% are over the age of 65. Over half of the respondent's primary mode of transportation was their personal vehicles, with City Utilities and Oats being the next modes of transportation. Overall, 79% (83 of the 105) of the respondents were happy with their primary mode of transportation.

Overall, users of area transportation services are satisfied with their ability to travel in the region. They recognize the limits of their mobility and are happy to have choices. All primary modes of transportation were viewed in a positive or neutral way. Users simply wanted to see services expanded or improved.

Identifying Themes

Beyond looking for specific transportation needs, the purpose of the user survey was to identify broad general needs shared by users. By understanding these themes, the LCBT will be better able to improve transportation in the OTO planning area. Two themes stood out, spontaneity and flexibility.

Spontaneity: One theme evident in the User Survey was the desire to live spontaneously. It can be challenging for transportation users to secure a ride for a spontaneous trip. Transportation providers have limited schedules in many parts of the region and may require a few days' notice to secure a ride. One user spoke of not using Access Express in over two years because of the large lead times needed to secure a trip. Another spoke of wanting to secure a next day trip to spontaneously see a movie. A limited range of available destinations also impairs spontaneity. Users wanted to go to casinos, garage sales, Silver Dollar City, fairs, or bingo. Finally, there was some confusion about rider eligibility requirements that made it hard for some users to know if they could

use a particular service. They felt the confusion made it hard to try a new provider.

Flexibility: Another theme present in the User Survey is adaptability. To schedule many trips, a definitive start and end time is needed. It can be difficult to know how long it might take to visit the doctor, lawyer, or complete grocery shopping. Users wanted to the ability to call the transportation provider upon completion of a doctor's visit or other appointment. This adaptability would allow the rider to more comfortably complete scheduled errands. Additionally, users felt it would be useful if it would be possible for transportation providers to adapt to users' recurring trips. One user spoke of the need to call multiple times a week to schedule trips for his son's daily trips to the Developmental Center of the Ozarks (DCO).

Identifying Gaps

Five transportation gaps were identified in the User Survey. These gaps could be grouped into the concepts of Spontaneity and Flexibility. By addressing these gaps, OTO residents will be able to live life on their own terms. These gaps represent area needs.

Access to special events/destinations: Transportation users want to attend events like the First Friday Art Walk, nearby state parks, casinos near Joplin, and destinations around Branson and Silver Dollar City.

Inter-city Connections: Rural residents indicated a lack of connections to urban communities and regional residents indicated a need for connections to communities outside of the region. Workers at Christian County Enterprises regularly mentioned a desire to visit the Battlefield Mall, along with other destinations in Springfield. Inter-regional connections included Branson and West Plains.

Improved Trip Scheduling: Users expressed a need to schedule both long-term and short-term trips. Because of the limited operating schedules and first-come-first-served nature of reservations, it is difficult to secure a trip on short-notice and most policies prevent making trips too far into the future. Once a trip is secured, users also wanted improved flexibility in scheduling return trips. The ability to call for pick-up rather than schedule ahead of time was desired.

Expanded Hours of Service: Users spoke of the desire to go places in the evening after work and on the weekends. Limited evening services make attending events in the evening, like the First Friday Art Walk, difficult. The Southwest Center for Independent Living host events on the weekends, when OATS does not operate.

User Needs

Intercity Connections

Improved Trip Scheduling

Expanded Hours of Service

Veterinarian Trips

> *"The agencies targeted include nursing homes, area agencies on aging, autism support organizations, sheltered workshops, state mental health offices, and employment focused organizations."*

Veterinarian Trips: While only mentioned by one person, the need to care for pets is common to many people. Pets are rarely allowed on transportation vehicles, the only exception is for service animals.

Summary

The large number of participants has allow the LCBT to confidently identify themes and needs. Two themes clearly stood out: spontaneity and flexibility. These themes suggest respondents want to live as independent of a life as possible. Beyond these themes, the survey revealed needs for improved inter-city connections, improved trip scheduling, expanded hours of service, and veterinarian trips.

Human Services and Transportation Provider Survey

A diverse range of human service agencies and transportation providers were targeted for outreach. The agencies targeted include nursing homes, area agencies on aging, autism support organizations, sheltered workshops, state mental health offices, and employment focused organizations. Transportation providers included taxis, charter companies, public transportation providers, senior centers that offer transportation services, non-emergency medical transportation providers, among others. The overall response to this survey was low, but the input was useful. A total of ten agencies and transportation providers responded. The involvement process, survey results, themes, and needs will be discussed below.

Process

Regional human service agencies and transportation providers were sent letters and post cards to solicit participation. Two surveys were created to reach out to these groups. The "human service agency" survey was aimed at organization that did not own or provide transportation services. The survey focused on how they assisted their clientele with transportation needs. The "transportation provider" survey was aimed at local transportation companies and human service agencies that provider transportation services. The survey focused on how they assist their clientele and about the size and condition of their transportation fleet. The letters were sent to organizations included on the OTO Master Provider list, which contains human services agencies and transportation providers. It is updated as OTO staff learn of new providers around the region, as members of the LCBT provide input, and as letters are returned undeliverable. Four transportation providers and six human service agencies completed the survey.

Results

Of the four transportation providers completing the survey, two are Private Non-Profit Human Services providers, one is a Public Transit provider, and one is a Government Human Service Agency. Of these agencies one provides a Fixed Route service, two offer Door-Door service, one has Same Day service, and one offers On-Demand service. Three of the four providers offer services that are specifically targeted towards individuals with disabilities, while City Utilities offers paratransit service along with their fixed-route service.

The agencies surveyed provide services for those who have disabilities, older adults, and those with income restrictions. Six agencies completed this survey. Table 4 shows the mobility limitations of the agency's clientele, as reported in the survey. Most of the mobility limitations faced are due to disabilities: Physical, Cognitive, and Visual. Low incomes also play an important role in limiting the mobility of these individuals. Five of the six human service agencies reported financial limitation impacting mobililty. Overall, these humans service agencies depend on the transportation providers to help their clients achieve their transportation needs. All reported referring clientele to transportation providers. Only one agency reported helping clientele coordinate transportation connections.

Identifying Themes

The overall results of the two surveys paint a cohesive picture of transportation in the Ozarks. The system is nearing capacity. The results of the human service agency survey reveal that users desire access to a wider range of destinations. The results of the transportation provider survey most providers, with the exception City Utilities, recognize they are nearing capacity to meet the growing demand. Many providers do not have the capacity to expand services to the destinations identified by human service agencies.

Identifying Needs

Area human service agencies and transportation providers need additional rolling stock, support infrastructure, and operating capital. Ozark Senior Center, Springfield Park Board, and Burrell Behavioral Health identified a need to add vehicles to their fleets. City Utilities identified a need for bus stops, security cameras, and sidewalk improvements, along with additional operational funds. The human service agencies supported these needs. The agencies reported needs such as continued access to public transportation (K&C Stepping Stones), access to accessible transportation (Vocational Rehabilitation), and access to evening and

Table 4: Mobility Limitation as Reported by Human Service Agencies

Mobility Limitations of Clientele	Agency Response
Age-Related	2
Physical	5
Cognitive	5
Visual	5
Remote location	3
Financial limitations	5
Lack of transit for reasons other than financial	4

weekend transportation (Northview Senior Center).

Survey Synthesis

Commonalities can be found between the User and the Agency/Provider survey. The general satisfaction with available services corresponds with the high demand suggested by agencies and transportation providers. The high demand also limits providers' ability to add a wide range of recreational or one time event destinations desired by users. The results match up and reveal no surprising conclusions.

Strategies and Actions

The transportation landscape in the OTO planning area has not dramatically changed in the last five years. Awareness of available services, availability of funding, and a need to expand services still all challenge the region. As a result, actions from the 2012 Transit Coordination Plan have been carried forward. Consistency in strategy is important to solving large scale issues such as transportation for seniors and individuals with disabilities. The personal incomes of these individuals, or the operating budgets of transportation providers, cannot be expected to change dramatically over such a short period. The region would be ill-advised to regularly the change direction of its implementation strategy. Fine tuning is best.

The strategies, along with the process used to identify them, are described in the following section. Finally, a brief summary of identified action items follows.

Strategy Identification

Strategies were identified by looking at past policies, the current needs survey and drawing on the institutional knowledge of the LCBT. Each of these sources are described below.

Policy Consistency

The LCBT reviewed the strategies identified in the 2012 Transit Coordination Plan, shown to the left, in light of the current needs surveys. Some strategies were combined, some were separated, while others were dropped. It was recognized that the need to improve existing services and see to the creation of new services were two broad for a single strategy. Educating the public and increasing the utilization of services seemed to go hand in hand. Finally, the continuation of the LCBT seemed less like a strategy for improving services and more like an important consideration for implementation.

Addressing Themes

There are four strategies included in this plan intended to address the themes of spontaneity and flexibility identified in the needs surveys. They include expanding and improving services,

Strategies: 2012

- ◊ Educate public about services through a single source
- ◊ Increase/improve mobility services and infrastructure
- ◊ Increase utilization of services
- ◊ Sustain current mobility services
- ◊ Continuation of Local Coordinating Board for Transit
- ◊ Develop greater volunteer assistance
- ◊ Increasing services– other than those listed as a high priority
- ◊ Regionalize service availability
- ◊ Share funding programs and benefit information

education, volunteer development, and regionalization. By educating non-users about available services, they can become more spontaneous. By making simple changes to scheduling policies, those with an accommodating schedule can have flexibility in their travel schedule. The continued participation in the Section 5310 program will allow regional providers and agencies to address capacity, another important theme of the needs surveys.

LCBT Experiences

The strategies, and subsequent action items, also embody the institutional knowledge held by the LCBT. Transportation providers on the board understand the benefits of mobility management, a service not mentioned in the public outreach. A centralized mobility manager would help ensure potential riders, and existing riders, knew about services in the region that could benefit them. Additionally, board members understood the potential impacts of changes to the structure of Medicaid or to the rules governing sheltered workshops. Medicaid eligible non-emergency medical transportation is an important source of local transportation funding. A change to sheltered workshop policy could shift demand for transportation or disperse demand as disabled workers found new jobs.

Strategies

As previously stated, four strategies have been identified for the 2017 Transit Coordination Plan. These strategies will guide the types of action items included in this plan. The strong relationship between the strategies and the needs/themes will ensure future LCBT actions improve transportation opportunities in the OTO planning area.

Education: Education is an important component of any effort to improve transportation in the OTO planning area. For example, one user suggested better access to area senior center. The reality is OATS, Inc offers a dedicated bus for each center. There is a need to educate area residents about the services available. Additionally, another user group expressed frustration about the availability of transportation for their organization. The relationships and restrictions placed on OATS and CU Transit are complicated and continued efforts to explain these are important. The OTO's Let's Go Smart website will serve as a central source of information on transportation choices and will serve as important educational tool.

Improve Mobility Services and Infrastructure: There are many very beneficial transportation services offered in the OTO planning area, such as OATS and CU Transit's paratransit service. While these services are good, there is room for improvement. For example, CU Transit can respond to user needs by reforming its scheduling

procedures. Same day paratransit rides can be made available to those with flexible schedules as cancelations occur. Additionally, CU Transit could offer will-call return trip scheduling during non-peak periods of the day. Finally, the Section 5310 program can continue to be used to replace aging rolling-stock.

Expand Mobility Services and Infrastructure: The needs surveys revealed a need and desire to expand available services. These services include medical trips and recreational trips. Section 5310 funds can be used to help create these expanded opportunities. New scoring criteria can be developed by the LCBT to prioritize applications that create evening and/or weekend services or intercity connections.

Regionalize Available Services: There is also a recognized need to develop improved intercity and inter regional transportation connections. Workers at Christian County Enterprises expressed a desire to visit the Battlefield Mall in Springfield, and OATS has recently created regional express routes connecting Taney/Stone and Wright Counties to Springfield. While there are a number of funding rules that limit the types of intercity connections the existing transportation providers can create, these connections would be beneficial. Again, new scoring criteria can be created to prioritize Section 5310 applications that create intercity connections.

Action Identification

The action items shown to the left are clearly connected to the strategies outlined previously and to the themes and needs identified during the public outreach. Actions target the need for improved trip scheduling, expanded hours of service, intercity connections, and access to special events/destinations. A specific action, or strategy, or targeting veterinarian trips was not identified.

Previous Actions

The 2012 Transit Coordination Plan contain many action items. Many of the actions were either duplicative or beyond the scope of what the LCBT can influence implementation. Additionally, the action plan contained some actions that were expansive than some planning partners were willing to implement. In crafting the action plan for the 2017 plan, efforts were made to condense actions and better account for our partner organizations.

Efforts were made to discuss the possibility of expanding funding actions beyond vehicle purchases alone. It is recognized that organizations serving seniors and/or individuals with disabilities may need operating assistance or improvements to their passenger facilities. This possible change is consistent with the overall direction outlined in the 2012 Transit

Strategies: 2017

◊ Education

◊ Improve Mobility Services and Infrastructure

◊ Expand Mobility Services and Infrastructure

◊ Regionalize Services

Coordination Plan and the gaps identified in this study.

Actions

The actions included in the 2017 Transit Coordination Plan focus on how the LCBT can work with area transportation providers and human service agencies to improve and expand transportation options in the OTO planning area. The actions are shown in Table 5. The Section 5310 program is a key implementation tool. The award process will be amended to better target expanding services. The LCBT will also encourage educational efforts and the adoption of new policies by City Utilities Transit. A very important action will the deployment and marketing of the *Let's Go Smart* website. This site will serve as a single source of information on all modes of transportation.

Investigative actions are also included in this action plan. Mobility management has the real potential to benefit the region. However, paying for the service and finding qualified staff is a key obstacle to implementation. The existing MOU between the OTO, CU, and MoDOT complicate

Table 5: Action Items by Strategy

Strategy	Action
Education	• Update and expand distribution of OTO's transit provider brochure • Deploy and market OTO's '*Let's Go Smart*' and '*Ozarks Commute'* websites • Investigate feasibility of a mobility management program in OTO planning area • Resolve to support existing elderly and disabled service programs by educating local and state leaders
Improve Mobility Services and Infrastructure	• Policy changes allowing will-call return trip scheduling • Policy changes allowing expanded opportunity for same-day scheduling • Advocate for additional funding for recreational funding for area senior centers and human service agencies • Continue Section 5310 funding for replacement vehicles • Continue Section 5310 funding for non-traditional projects that improve ADA accessibility • Investigate feasibility of funding passenger facilities in conjunction with vehicle purchases
Expand Mobility Services and Infrastructure	• Continue Section 5310 funding for new vehicles • Create new Section 5310 scoring criteria to prioritize weekend/ after-hours services • Create new scoring criteria to prioritize intercity connections • Continue Section 5310 funding for non-traditional projects that expand ADA accessibility • Investigate feasibility of funding passenger facilities in conjunction with vehicle purchases
Regionalize Services	• Encourage use of available space at CU Transit Center by MSU and OATS • Create new Section 5310 scoring criteria to prioritize intercity connections

this opportunity. The responsibility for administration would have to be assigned to one of the three parties. Similarly, the funding of passenger facilities would require modifications to the MOU. The LCBT should be free to pursue these actions if it finds them beneficial to the region.

The LCBT considered actions related to the acquisition of transportation services. While it was a need identified in the Human Service Agency and Provider surveys, the federal procurement process seemed prohibitive for the OTO planning area. The LCBT believed other eligible 5310 activities would more effectively need local needs.

Actions related to new selection criteria will be addressed during a review and possible update of the Program Management Plan by the LCBT. This process should begin shortly after the adoption of this plan.

Summary

Strategies and action items have been identified through a robust public involvement process and through the institutional knowledge of the LCBT to address the unique travel needs of senior and individuals. Age, health, and limited incomes can all limit the ability of these individuals to access personal automobiles and other forms of independent transportation. By expanding and improving services, increasing education efforts, developing greater volunteer assistance, and regionalizing available services, the LCBT will help these individuals access the destinations they need during daily living. Implementing these actions will require the cooperation and participation of human service agencies, transportation providers, and funding agencies.

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Implementation

Implementation of the Transit Coordination Plan will involve the direct action of the LCBT and the cooperation of partner organizations. The LCBT continue project selection for Section 5310 funds. Partner organizations will be responsible for evaluating and implementing transportation policy changes identified in our needs assessment. A coordinated effort is need to improve transportation for seniors and individuals with disabilities.

Table 6, shown on the following page, describes implementation of the 2017 Transit Coordination Plan. Each action is associate with one of four strategies. A responsible party and a priority level have also been established for each action. This table will guide LCBT action in the next five years.

Responsible Agencies

Responsible agencies have been identified for each action included in the Transit Coordination Plan. The LCBT is responsible for many of the actions. Creating updated brochures, drafting resolutions, awarding funds, and revising scoring criteria are all the responsibility of the LCBT. The OTO will be responsible for the deployment and marketing "Let's Go Smart" and "Ozarks Commute." The OTO will also be responsible to renegotiation the MOU governing the Section 5310 program if necessary. Transportation partners, like OATS and CU Transit, will be responsible for evaluating their internal policies. Finally, all human service agencies, transportation providers, including the LCBT itself, will be responsible for educating local and state leaders. All agencies involved in this planning effort play an important role in implementation.

Prioritization

A simple prioritization method was used in this planning process. The current status of each action, initial estimates of feasibility, and overall impact on improving transportation for seniors and individuals with disabilities were considered in the prioritization of actions. The continuation of the section 5310 program was a high priority

because of its ongoing status, its direct impact on transportation, and proven feasibility. Encouraging use of the new Transit Center by OATS and MSU is feasible, but would only have limited improvements for transportation. As a result, this action was given a low priority. Priority levels will help guide implementation.

Prioritization Strategy

As stated previously, the LCBT gave high priority to vehicle replacements and purchases. The LCBT has one primary method for implementing the TCP, the Section 5310 grant program. The grant funds offer the LCBT a tangible way to influence

Table 6: Implementation Matrix

Strategy	Action	Responsible Agency	Priority
Education	Update and expand distribution of OTO's transit provider brochure	OTO	Medium
	Deploy and market OTO's '*Let's Go Smart*' and '*Ozarks Commute'* websites	OTO	High
	Investigate feasibility of mobility management program in OTO planning area	LCBT	Low
	Resolve to support existing Medicaid transportation funding by educating local and state leaders	All	Medium
Improve Mobility Services and Infrastructure	Policy changes allowing will-call return trip scheduling	Transportation Providers	Medium
	Policy changes allowing expanded opportunity for same-day scheduling	Transportation Providers	Medium
	Advocate for additional funding for recreational funding for area senior centers and human service agencies	LCBT	Low
	Continue Section 5310 funding for replacement vehicles	LCBT	High
	Continue Section 5310 funding for non-traditional projects that improve ADA accessibility	LCBT	High
	Investigate feasibility of funding passenger facilities in conjunction with vehicle purchases	OTO/LCBT	Medium
Expand Mobility Services and Infrastructure	Continue Section 5310 funding for new vehicles	LCBT	High
	Create new Section 5310 scoring criteria to prioritize weekend/ after-hours services	LCBT	Medium
	Create new scoring criteria to prioritize intercity connections	LCBT	Medium
	Continue Section 5310 funding for non-traditional projects that expand ADA accessibility	LCBT	High
	Investigate feasibility of funding passenger facilities in conjunction with vehicle purchases	OTO/ LCBT	Medium
Regionalize Services	Encourage use of available space at CU Transit Center by MSU and OATS	CU, OATS, MSU	Low
	Create new Section 5310 scoring criteria to prioritize intercity connections	LCBT	Medium

transportation for seniors and individuals with disabilities. The high priority actions associated with the 5310 program, including improving and expanding ADA accessibility and replacement and new vehicles, will continue to be the primary focus of the LCBT.

Summary

The implementation of the Transit Coordination Plan is dependent on the cooperation of all partner organizations. Table 6 contains an important listing of responsible agencies and priority levels.

Strategies and Actions

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OZARKS TRANSPORTATION ORGANIZATION

A METROPOLITAN PLANNING ORGANIZATION