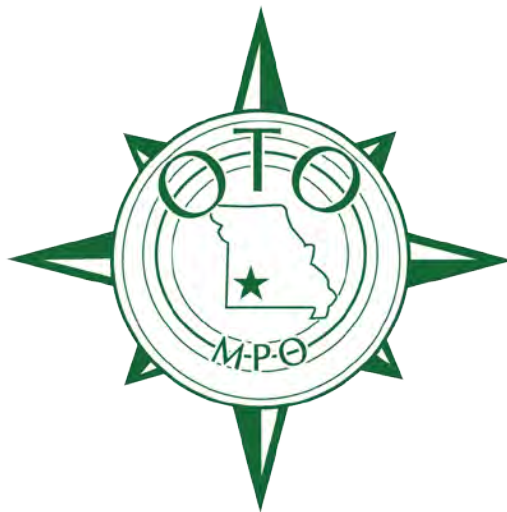


OTO Transit Coordination Plan



**Ozarks Transportation Organization
Springfield, Missouri**

Approved by the Board of Directors

19 April 2012

Transit Coordination Plan



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This report was prepared in cooperation with the USDOT, including FHWA and FTA, as well as the Missouri Department of Transportation.



Transit Coordination Plan Approval by the Local Coordination Board for Transit

We, the undersigned, do hereby attest that the Transit Coordination Plan has been approved by the Transit Coordination Plan Advisory Team on March 30, 2012.

Signed, this 30th day of March, 2012:

Chair – Howard Fisk

3.30.12

Date

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Chapter 1

The following chapter outline identifies each chapter's description in the plan:

- Chapter 1 summarizes the scope and recommendations of the plan.
- Chapter 2 outlines the scope of work for this plan.
- Chapter 3 includes a special needs population analysis of the OTO study area.
- Chapter 4 outlines public participation in the plan.
- Chapter 5 discusses the service assessment results.
- Chapter 6 discusses the needs assessment results.
- Chapter 7 addresses the prioritization of strategies and actions.
- Chapter 8 identifies the steps for plan implementation.

Summary

Funding-SAFETEA-LU

On August 10, 2005, then President George W. Bush signed into law the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU), providing \$286.4 billion in guaranteed funding for federal surface transportation programs over a five-year period. As part of the SAFETEA-LU reauthorization requirements, projects funded through the programs of Transportation of Elderly Persons and Persons with Disabilities (5310), Job Access and Reverse Commute (JARC-5316), and New Freedom Initiative (5317) must be part of a "locally developed coordinated public transit-human services transportation plan."

This plan has been developed through the Local Coordination Board for Transit with participation extended to an Advisory Team comprised of transportation and human service providers. Through a series of monthly meetings beginning in November 2011, the team has been key in the guidance for the plan's development.

Plan results consist of prioritized strategies and subsequent actions which will guide future funding for human service transportation in the Ozarks Transportation Organization (OTO) area.

Chapter 2

Funding Programs

Below is a list of the three federal funding programs (5310, 5316, 5317) which require a decision-making process within the confines of a coordinated plan.

5310 Transportation for Elderly Persons and Persons with Disabilities: This program provides assistance to private non-profit groups “in meeting the transportation needs of the elderly and persons with disabilities when the transportation service provided is unavailable, insufficient, or inappropriate to meeting these needs.”

5316 Job Access and Reverse Commute (JARC): This grant program, originally authorized through TEA-21, is meant to “develop transportation services designed to transport welfare recipients and low income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities.” In particular, emphasis is placed on projects that use mass transportation services.

5317 New Freedom: The purpose of the New Freedom program is to “encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act.”

Introduction and Background

Introduction

The Transit Coordination Plan (TCP) was originally developed in response to a 2005 federal legislation requirement, a requirement for those seeking certain federal funds to satisfy recommendations of a locally developed TCP. The purpose of this five-year update is to inventory, assess, strategize and help continue implementation of equitable transportation solutions for older adults, people with disabilities, and people with low incomes who historically have been at a transportation disadvantage.

On August 10, 2005 the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) was signed into law, providing \$286.4 billion in funding for federal surface transportation programs over a five-year period, the largest investment in surface transportation in the nation’s history. As part of the SAFETEA-LU authorization, requirements stipulated that projects funded through the following three programs: Transportation of Elderly Persons and Persons with Disabilities (5310), Job Access and Reverse Commute (JARC-5316), and New Freedom Initiative (5317) must be part of a “locally developed coordinated public transit-human services transportation plan.” This plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, human service providers and the general public.

Reauthorization Extensions

The Federal Surface Transportation program, SAFETEA-LU, expired on September 30, 2009 and has since been extended nine times at the SAFETEA-LU original levels of funding. The current extension is set to expire June 30, 2012 and will need to be extended or replaced with a new transportation bill. The American Public Transit Association stresses the benefits of coordinating public transportation service with human services programs for vulnerable populations. “Existing public transportation systems have the expertise to serve clients of social service agencies in areas such as dispatching, route creation, and point-to-point services; and most significantly, the infrastructure to provide these services is already in place¹.” Coordination will also “enhance transportation access, minimize duplication of services, and facilitate the most appropriate cost-effective transportation possible with available resources².”

SAFETEA-LU Requirement

The Federal Transit Administration has developed guidelines for human services transportation coordination plans. Statutory references to these requirements can be found in 49 U.S.C. Sections 5302, 5303, 5310, 5311, 5314, 5316, and 5317, as well as SAFETEA-LU Section 3046. FTA’s direction can also be found in the Federal Register Volume 71, Number 50, page 13456.

FTA has proposed that a coordination plan should maximize the programs’ collective coverage by minimizing duplication of services while being developed through a process that includes representatives of public, private, and non-profit transportation and human service providers, and participation by the public. Specific required elements are not identified in SAFETEA-LU; however, FTA has proposed the key elements which should be included:

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

Ozarks Transportation Organization

The Ozarks Transportation Organization (OTO) MPO is the federally designated regional transportation planning organization that serves as a forum for cooperative transportation decision-making by state and local governments, and regional transportation and planning agencies. MPO’s are charged with maintaining and conducting a “continuing, cooperative, and comprehensive” regional transportation planning and project programming process for the MPO’s study area.

The study area is defined as the area projected to become urbanized within the next 20 years. See **Figure 1 (OTO Study Area Map)** for the study area boundary.

The OTO Board of Directors include local elected and appointed officials from Christian and Greene Counties, and the cities of Battlefield, Nixa, Ozark, Republic, Springfield, Strafford and Willard. It also

¹ APTA Testimony before the House Committee on Transportation and Infrastructure and the House Committee on Education and Workforce on Coordinating Transportation Services and Social Service Programs. May 19, 2003. http://www.apta.com/government_affairs/aptatest/testimony030520.cfm

² FTA Authorization Fact Sheet – Human Services Transportation Coordination

includes technical staffs from the Missouri Department of Transportation, Federal Highway Administration, Federal Transit Administration, Federal Aviation Administration, and a Citizen-at-Large.

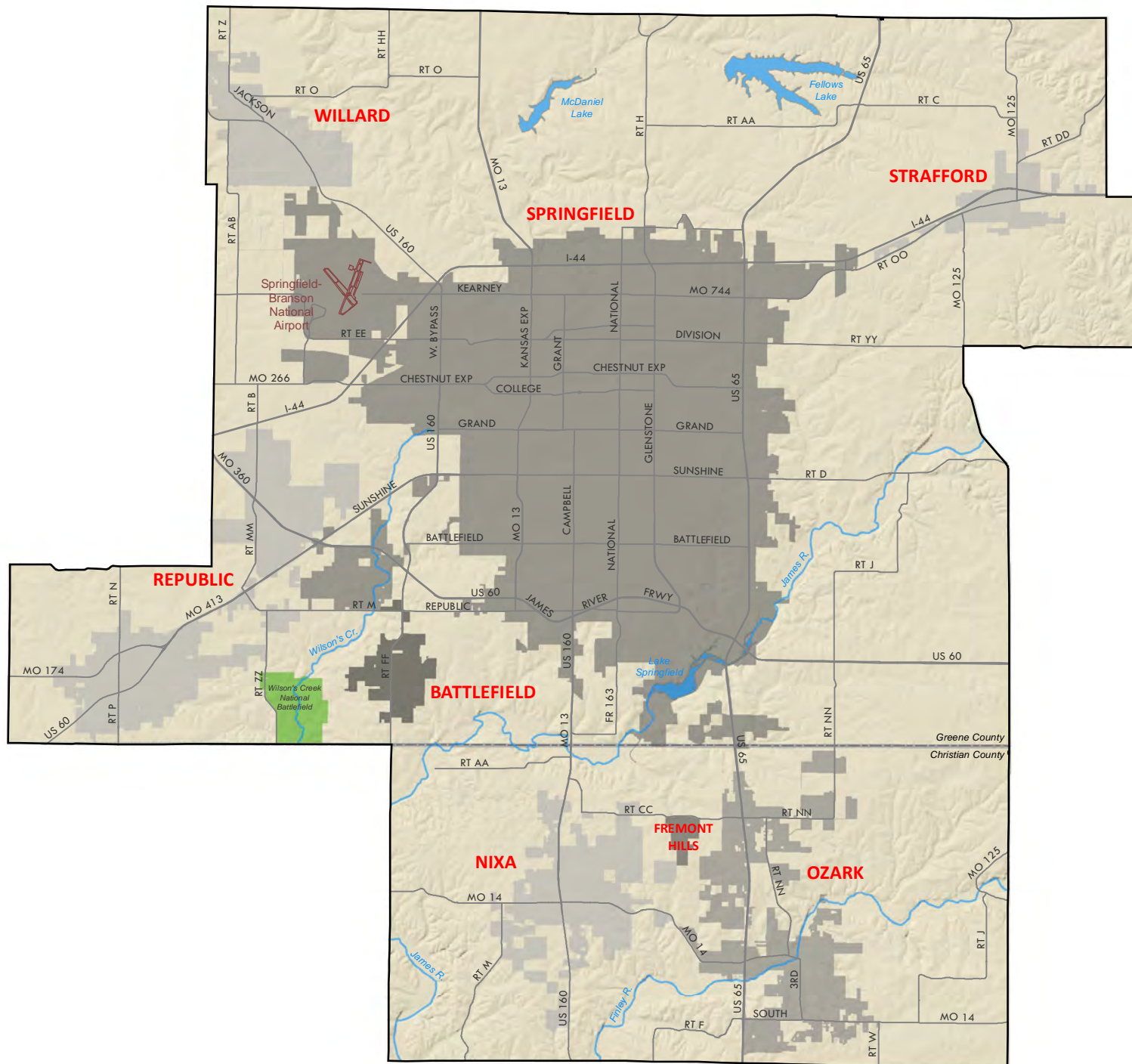
Staff from local human service agencies, as well as private and public transportation providers serve on OTO's Local Coordinating Board for Transit (LCB for Transit) who analyzes transit coordination issues. The LCB for Transit, from the perspective of a human service agency, makes recommendations to the OTO Board of Directors.

Scope

The Ozarks Transportation Organization's Transit Coordination Plan will encompass portions of Christian and Greene Counties, as well as the jurisdictions of Battlefield, Nixa, Ozark, Republic, Springfield, Strafford, and Willard. This plan will include participation from City Utilities and their fixed route and paratransit services; OATS, the private and non-profit transportation providers; and local area human service providers. An invitation letter was sent out on October 21, 2011 to request participation from these groups. An advisory team of such local agencies was established to guide the data collection and recommendations for the Transit Coordination Plan five-year update. The public will also be involved at key moments within the development and adoption process. The timing of such involvement will be determined in conjunction with the advisory team.

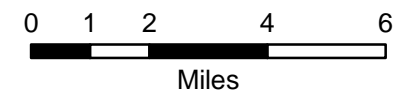
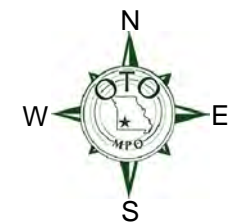
Ozarks Transportation Organization Study Area

Figure 1



Legend

- Major Road
- Airport
- River
- City Limits
- Lake
- National Park
- OTO Study Area



Disclaimer: This map is provided "as is" without warranty, representation, or guaranty as to the accuracy or completeness of the data herein.

Process

1. Form Advisory Team (*the LCB for Transit will participate*)
2. Guided Data Collection
3. Identification of Service Gaps and Service Problems (*including service coordination*)
4. Goals and Objectives
5. Plan Development
6. Implementation Schedule and Strategies (*including ranking and competitive selection processes*)
7. Implementation Agreement
8. Performance Measures

Task 1 – Form Advisory Team

An Advisory Team will be established from known local human service and public, private, and non-profit transportation agencies. The team will be responsible for monitoring and providing input on the plan update during the planning process. The advisory team will meet as scheduled with OTO staff and will also be utilized starting with Task 1 – Develop or adopt the mission statement.

The first task of the advisory team will be to review the mission statement and accept or update the mission statement from the initial Transit Coordination Plan. This will reflect the willingness of and reasoning for the advisory team to work together on this plan update.

Mission Statement “Collectively assist in the development of a transit coordination plan that improves transportation services for vulnerable individuals within the Ozarks Transportation Organization region.”

Task 2 – Guided Data Collection

An online Transit Provider and Non-Transit Provider survey will be developed to help collect agency service information. A catalogue of common origins and destinations will also be developed from this information. The demographic, economic and transportation data for the study area will be collected by OTO staff with assistance from the advisory team. All transit and non-transit human services for the region will be identified.

Task 3 – Identification of Service Gaps and Service Problems

Combining the information from Task 2 and guided advisory team discussions of individual services and service needs will aid in identifying service gaps and overlaps. This information will be recognized and presented to the advisory team to aid the team as strategies and actions are developed.

Task 4 – Goals and Objectives

The advisory team and OTO staff will determine the strategies and actions through data collected from surveys and discussions during regularly scheduled meetings. These strategies and actions will provide guidance for the Transit Coordination Plan. A process will also be developed to guide the prioritization of identified needs.

Task 5 – Plan Development

This work will aid in the development of the updated plan and in efforts to continue improvements in coordinating existing transit services and human service operations. The plan will also include recommendations for meeting the strategies and actions, as well as possible funding sources for regional projects. The plan will serve as a framework for decision making, assisting with benchmarking and performance monitoring. The plan should be updated at a minimum of every five years.

Task 6 – Implementation Schedule and Strategies

This process will address the ranking of identified needs as well as the procedure for the competitive selection of projects. The overall goal of this document is to better guide the selection of transit projects in relation to their federal funding categories thus resulting in better coordinated systems and funding streams.

Task 7 – Implementation Agreement

Area agencies and governments will be asked to agree to the recommendations of the coordination plan. Such an agreement will provide a basis on which future decisions relating to the plan are made.

Task 8 – Performance Measures

A series of performance measures will be put into place to aid the implementation and revision of this plan and its recommendations. These will be developed by the advisory team and OTO staff. Depending upon the factors required, various agencies will be responsible for the collection of data for such measures. OTO will carry the responsibility of determining that goals are being met.

Chapter 3

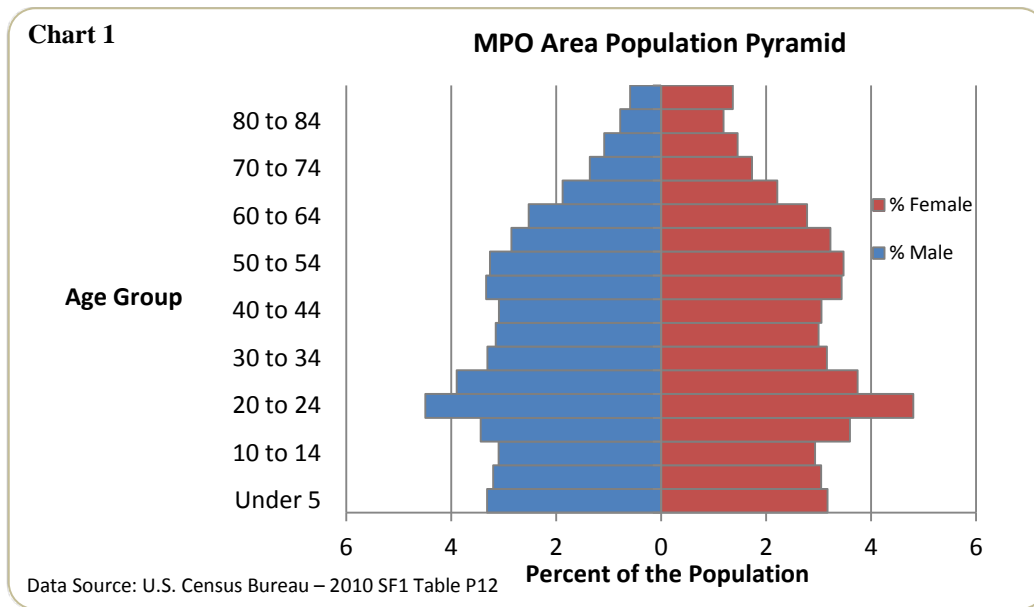
Special Needs Population

Introduction

An understanding of the population makeup is a vital key in determining transit needs in an area such as the Ozarks Transportation Organization (OTO). This section analyzes older adult, low income, and the disabled populations.

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.

From 2000 to 2010, the population for the MPO area increased about 16 percent, from roughly 258,000 to more than 310,000. Data shows evidence of an aging population and a large number of persons in their early to mid-twenties. See **Chart 1 MPO Area Population Pyramid**.



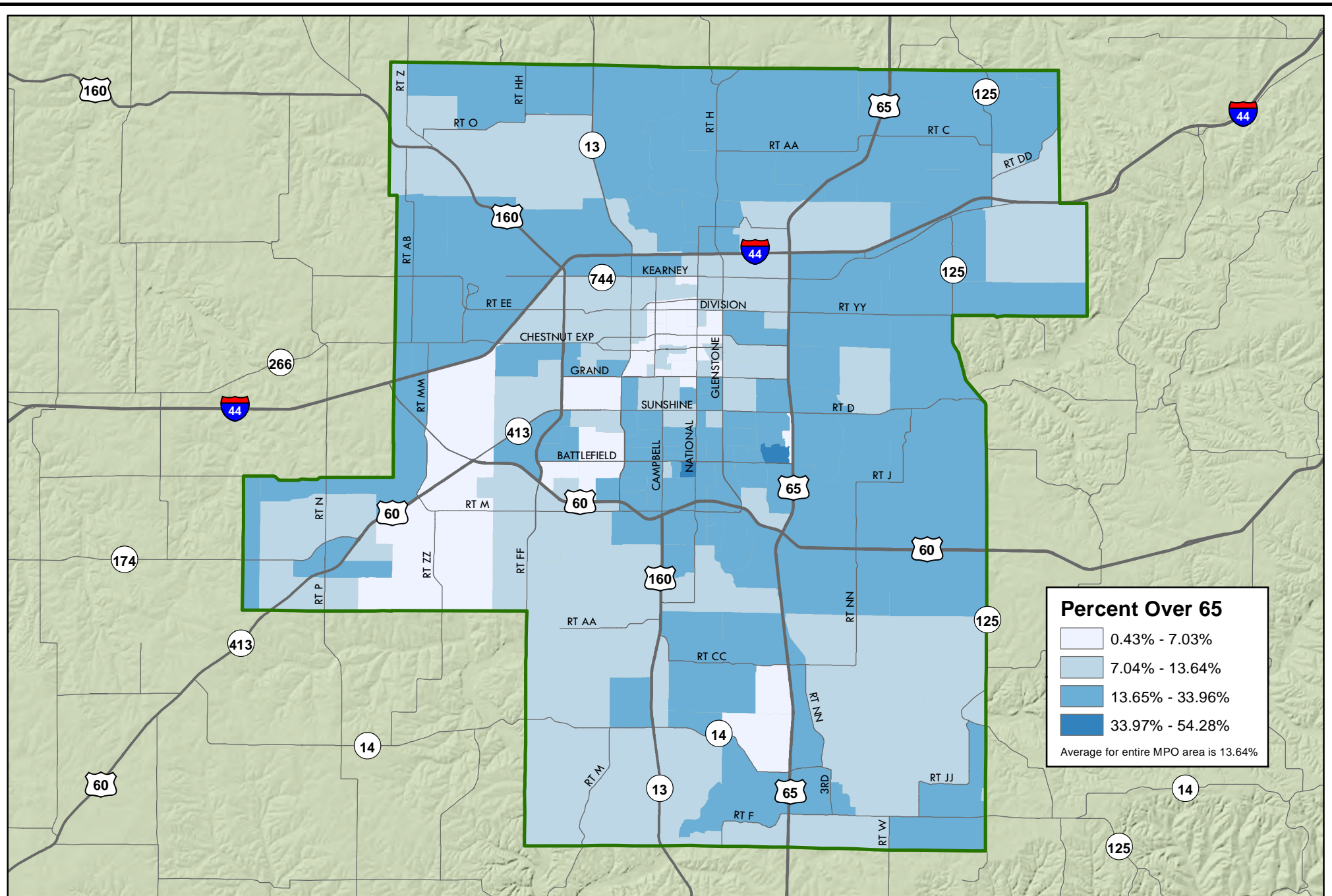
Older Adults

In 2000, more than 13 percent of the MPO population was age 65 or older. The table below shows each jurisdiction's older population in 1990, 2000, and 2010. Springfield, with 14 percent, and Greene County, with 14.5 percent, have the highest percentage of elderly persons. Battlefield had the lowest percent of elderly persons at 8.71 percent, but has the highest percentage change in population from 2000 to 2010, with more than a 283 percent increase.

Table 1 (Population Age 65 and Over) shows the percentage of elderly persons within the individual jurisdictions in 1990, 2000, and 2010. (See **Figure 3 Persons Over the Age of 65**)

Jurisdiction	1990		2000		2010		Percent Change from 2000 - 2010
	Number	Percent	Number	Percent	Number	Percent	
Battlefield	53	3.47%	127	5.32%	487	8.71%	283.46%
Nixa	542	11.51%	1,386	11.43%	2,340	12.30%	68.83%
Ozark	653	15.39%	949	9.82%	1,791	10.05%	88.72%
Republic	782	12.43%	1,036	12.28%	1,582	10.72%	52.70%
Springfield	21,329	15.18%	22,586	14.90%	23,121	14.50%	2.37%
Strafford	101	8.66%	190	10.30%	292	12.38%	53.68%
Willard	246	11.30%	323	10.12%	541	10.23%	67.49%
Christian CO	3,643	11.16%	5,751	10.59%	9,464	12.22%	64.56%
Greene CO	27,740	13.34%	32,668	13.59%	38,593	14.02%	18.14%
MPO	n/a	n/a	34,204	13.36%	n/a	n/a	n/a

Data Source: U.S. Census Bureau, Census 1990 STFI Table P11. Census 2000 SFI Table P12. Census 2010 Table P12.



Data Source: Census 2010 - Table P12

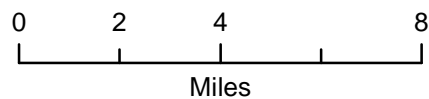


Fig. 2 - Persons Over the Age of 65
by Census Block Group - 2010



Income

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 too expensive.

City-level median household incomes in 2009 within the OTO region range from just under \$33,000 to just over \$57,000. The City of Battlefield has the highest median household income at \$57,188, while the City of Springfield has the lowest at \$32,858. When comparing counties, Greene County has a lower median household income at \$40,271, while Christian County is at \$50,830.

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 2 (Household Income Characteristics in 2009)**, Springfield, Strafford, Willard, Ozark, and the entirety of Greene County have at least 12 percent of residents with an income below the poverty level in 2009. Springfield and Republic have the highest percentage of elderly persons with an income below the poverty level.

Table 2: Income Characteristics in 2009

Jurisdiction	Median Household Income in 2009	Total Sample Population in 2009	Household Income in 2009 below poverty level			
			All		Aged 65 and Older	
			Number	Percent of Total Sample	Number	Percent of Total Sample
Battlefield	\$57,188	4,081	253	6.20	0	0.00
Nixa	\$51,207	18,086	1,258	6.96	86	0.48
Ozark	\$46,425	16,664	2,138	12.83	136	0.82
Republic	\$49,522	12,417	1,087	8.75	176	1.42
Springfield	\$32,858	143,994	29,289	20.34	1,978	1.37
Strafford	\$39,036	1,646	273	16.59	14	0.85
Willard	\$51,214	3,404	453	13.31	11	0.32
Christian CO	\$50,830	72,084	6,160	8.55	563	0.78
Greene CO	\$40,271	250,578	38,047	15.18	2,687	1.07
Data Source: 2005-2009 American Community Survey 5-Year Estimates Table B17001						

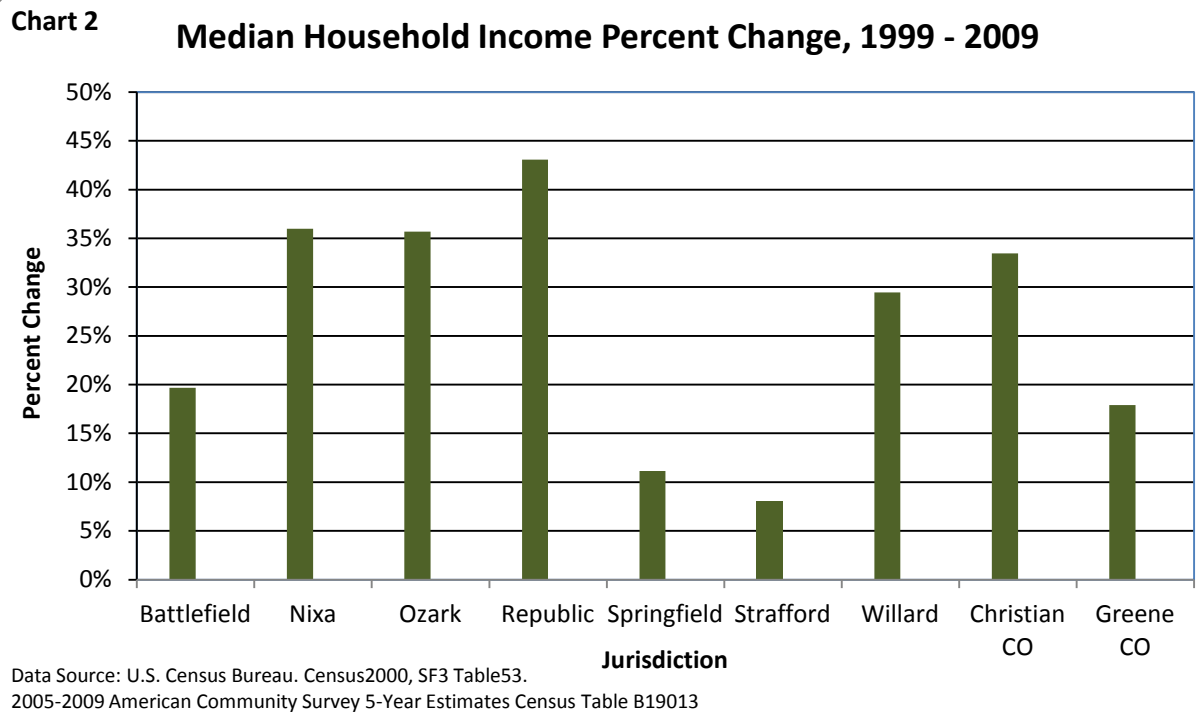
Table 3 (Ratio of Income to Poverty Levels in 2009) stratifies the ratio of income to poverty level. The Cities of Springfield and Strafford have the largest percentage of population below 50 percent of the poverty level; these levels are at 8.36 percent and 6.01 percent, respectively.

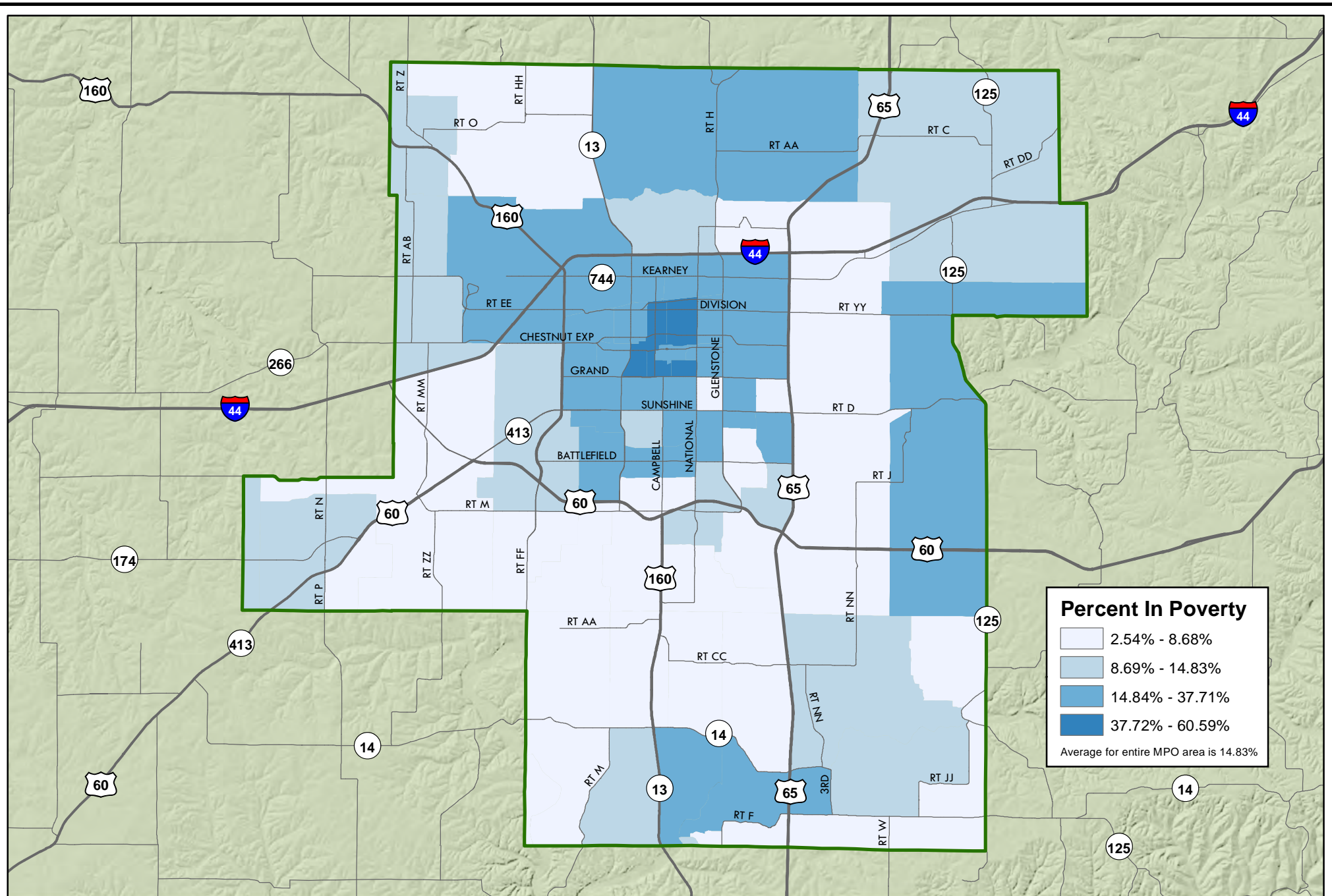
Table 3: Ratio of Income to Poverty Level in 2009								
Jurisdiction	Total sample population	Percent of total						
		Under .50	.50 to .99	1.00 to 1.24	1.25 to 1.49	1.50 to 1.84	1.85 to 1.99	2.00 and over
Battlefield	4,081	3.26	2.94	2.01	2.57	4.85	3.41	80.96
Nixa	18,086	1.88	5.08	3.62	5.44	8.73	2.44	72.82
Ozark	16,664	5.9	6.93	2.91	5.11	9.55	3.53	66.06
Republic	12,417	2.26	6.49	6.5	4.42	8.26	0.8	71.27
Springfield	143,994	8.36	11.98	7.44	6.12	8.62	3.77	53.71
Strafford	1,646	6.01	10.57	1.22	4.5	6.74	4.13	66.83
Willard	3,404	5.05	8.25	1.41	1.67	5.02	7.02	71.56
Christian CO	72,084	3.21	5.33	3.49	5.02	8.13	3.04	71.78
Greene CO	250,578	6.56	8.63	5.76	5.11	7.45	3.34	63.16
Data Source: 2005-2009 American Community Survey 5-Year Estimates Table C17002								

As seen in **Table 4 (Median Household Income from 1989 - 2009)**, median household income increased in all OTO jurisdictions from 1999 to 2009. On average, median household income increased by nearly 20 percent, with Republic having the highest percent change at 43 percent. Strafford and Springfield had the lowest percent change in median household income with 8.10 percent and 11.15 percent, respectively. See **Figure 3 (Persons Below Poverty Level)**

Table 4: Median Household Income from 1989 - 2009				
Jurisdiction	Median Household Income			Percent Change from 1999-2009
	1989	1999	2009	
Battlefield	\$43,549	\$47,788	\$57,188	19.67%
Nixa	\$32,353	\$37,655	\$51,207	35.99%
Ozark	\$30,170	\$34,210	\$46,425	35.71%
Republic	\$29,246	\$34,611	\$49,522	43.08%
Springfield	\$28,150	\$29,563	\$32,858	11.15%
Strafford	\$30,170	\$36,111	\$39,036	8.10%
Willard	\$34,111	\$39,565	\$51,214	29.44%
Christian CO	\$33,914	\$38,085	\$50,830	33.46%
Greene CO	\$31,683	\$34,157	\$40,271	17.90%
Data Source: U.S. Census Bureau. Census 1990, STF3. Census2000, SF3 Table P53 & P88. 2005-2009 American Community Survey 5-Year Estimates Census Table B19013				

Chart 2 (Median Household Income Percent Change, 1999 – 2009) demonstrates graphically the change in median household income from 1999 to 2009.





Data Source: 2006-2010 American Community Survey - Table B17024

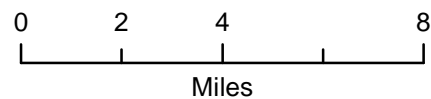


Fig. 3 - Persons Below Poverty
Level by Census Tract - 2010

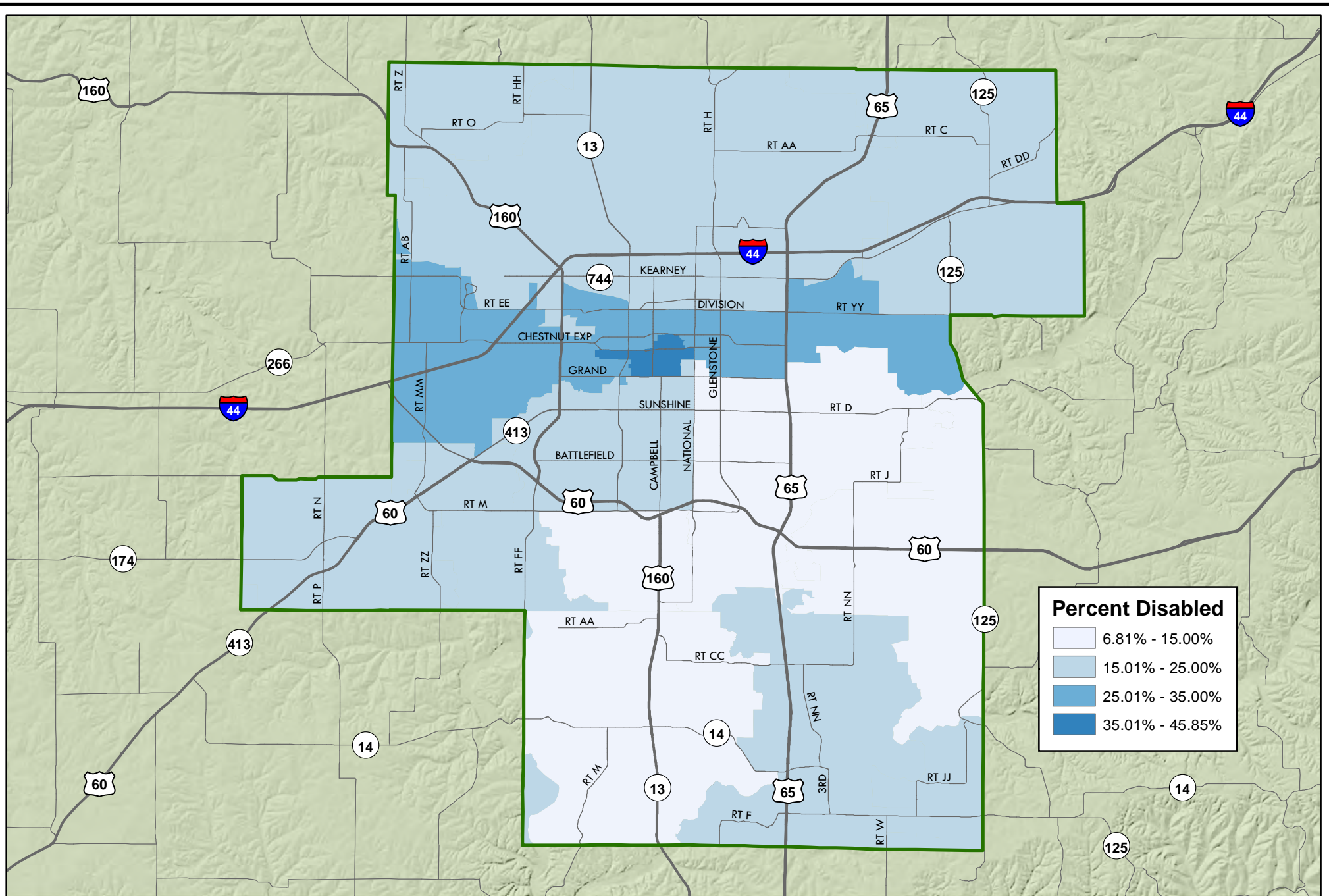


Disabled

The 2010 US Census disabled population data at the census block level is not currently available for areas with less than a population of 50,000. The **Table 5: (Population with Disabilities)** includes Christian and Greene Counties and the City of Springfield's disabled population data.

See Figure 4 (Disabled Workers by Zip Code of Residence – 2010) which shows a graphical representation of disabled workers in the MPO area.

Table 5: Population with Disabilities						
	Christian County		Greene County		City of Springfield	
	Number	Percent	Number	Percent	Number	Percent
Total civilian not institutionalized population	76,032	100	268,530	100	155,158	100
Population under 5 years	5,733	7.54	16,921	6.30	8,939	5.76
Total population under 5 years with disabilities	86	0.11	120	0.04	41	0.03
With a hearing difficulty	86	0.11	79	0.03	0	0.00
With a vision difficulty	86	0.11	89	0.03	41	0.03
Population 5 to 17 years	15,080	19.83	39,965	14.88	18,638	12.01
Total population 5 to 17 years with disabilities	844	1.11	3,009	1.12	1,578	1.02
With a hearing difficulty	170	0.22	300	0.11	194	0.13
With a vision difficulty	112	0.15	318	0.12	205	0.13
With a cognitive difficulty	606	0.80	2,470	0.92	1,325	0.85
With an ambulatory difficulty	236	0.31	388	0.14	168	0.11
With a self-care difficulty	135	0.18	217	0.08	126	0.08
Population 18 to 64 years	46,148	60.70	175,727	65.44	106,023	68.33
Total population 18 to 64 years with disabilities	4,083	5.37	20,456	7.62	14,590	9.40
With a hearing difficulty	905	1.19	3,529	1.31	2,356	1.52
With a vision difficulty	658	0.87	3,655	1.36	2,883	1.86
With a cognitive difficulty	1,255	1.65	9,050	3.37	6,452	4.16
With an ambulatory difficulty	2,126	2.80	11,555	4.30	8,391	5.41
With a self-care difficulty	741	0.97	4,001	1.49	2,889	1.86
Independent living difficulty	1,194	1.57	7,973	2.97	5,616	3.62
Population 65 years and over	9,071	11.93	35,917	13.38	21,558	13.89
Total population 65 years and over with disabilities	3,190	4.20	12,867	4.79	8,126	5.24
With a hearing difficulty	1,515	1.99	5,031	1.87	3,225	2.08
With a vision difficulty	321	0.42	2,312	0.86	1,417	0.91
With a cognitive difficulty	413	0.54	3,320	1.24	2,102	1.35
With an ambulatory difficulty	1,859	2.45	8,340	3.11	5,341	3.44
With a self-care difficulty	538	0.71	3,400	1.27	2,259	1.46
Independent living difficulty	1,044	1.37	5,909	2.20	4,060	2.62
TOTAL Disabled	8,203	10.79	36,452	13.57	24,335	15.68
Data Source: 2008-2010 American Community Survey, Table S1810						



Data Source: Social Security Administration

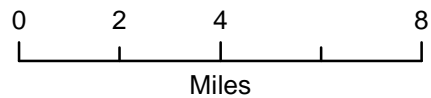


Fig. 4 - Disabled Workers by
Zip Code of Residence - 2010



Chapter 4

Plan Participants

- ✓ **Participated in either a meeting(s) or survey or both.**
 - * **Non-Transit provider survey**
 - ****Transit provider survey**
- ✓ * Adult Tendercare Center
- ✓ Alternative Opportunities Inc.
- ✓ * Abilities First
- ✓ **Blue Express Taxi
- ✓ * Burrell Center - Admin
- ✓ CCC Taxi Service
- ✓ **City Utilities Transit Services
- ✓ **Daybreak Adult Daycare and Eldercare Transit
- ✓ Debra Brawley-Private Citizen
- ✓ **J. Howard Fisk Limousines LTD
- ✓ MoDOT Southwest District
- ✓ * National Alliance on Mental Illness
- ✓ **OATS Transportation Services
- ✓ **Retired Senior Volunteer Program
- ✓ **Southwest Center for Independent Living
- ✓ Southwest Missouri Council of Governments
- ✓ * Southwest Missouri Office on Aging
- ✓ * New Springfield Association for the Blind
- ✓ **Springfield-Greene County Park Board
- ✓ * Missouri Department of Mental Health – Springfield Regional Office
- ✓ * Springfield Workshop
- ✓ * Safe At Home-Seniorlink

Public Involvement

Introduction

Public involvement is a major component of the development of this plan update. In developing public participation for the Transit Coordination Plan, the Ozarks Transportation Organization staff revisited the human services agency and transportation provider lists and then mailed invitation letters to those potential participants on October 21, 2011. For the list of agencies see **Appendix A**. OTO staff made numerous phone calls and emailed kick-off meeting information to those human service agencies and private transportation providers inviting them to participate in the planning process. This solicitation of participation was successful; throughout the course of this planning process more than 20 representatives participated in the first meeting and in one or more of the scheduled six working meetings.

The informational November 10, 2011 kick-off meeting included an overview of the purpose of the plan, scope of work, role of each advisory team member, and a review of the survey process, **Appendix C**. At this meeting, the group also reviewed the list of agencies with pertinent updates and accepted the previously adopted mission statement for this plan update. The meeting was held at the CU Transit conference room.

Advisory Team Meetings

In an effort to more easily prepare for the LCB for Transit/Advisory Team meetings, OTO staff moved all future meeting starting with December 14th and beyond to the new OTO office conference room at 205 Park Central East, Suite 212. See **Appendix E** for meeting agenda and minutes.

At the December 14th, 10 A.M. meeting the advisory team was tasked with reviewing the survey data results. A total of nine transit provider and nine non-transit provider surveys were completed either online or as hard copy. This information generated valuable discussion of gaps in service. The team requested survey drill down information to aid in the development of the gaps, strategies and actions discussion. The team started developing a list of service gaps that would continue into the next meeting.

At the January 11th, 2 P.M meeting, the advisory team was tasked with continuing discussions and identifying service gaps with the aid of the drill down and population information. The team also identified some opportunities and strengths of the current services.

At the January 25th, 2 P.M meeting, the advisory team was tasked with reviewing the special need population section. This included elderly, disabled and low income populations. The team continued identifying gaps, opportunities, and strengths, developing them into strategies. The key gaps included services and education.

At the February 1st, 2 P.M meeting, the advisory team continued in the development of turning the identified gaps into strategies. The team felt that no low priorities were identified and the only high and medium priorities would be identified in the plan.

At the February 29th, 2 P.M meeting, the advisory team reviewed and confirmed the high and medium priorities. The Plan's first draft included the list as identified by the advisory team.

Prior to March 30th, 2 P.M. meeting the advisory team received the first complete draft of the updated transit coordination plan. The final task of the advisory team was to review and approve the draft plan and a make recommendation of adoption to the OTO Board of Directors. At this meeting the LCB discussed the plan content and motioned to approve the draft.



Comment Period

The update plan draft was made available to the LCB for Transit/Advisory Team, the Technical Planning Committee, MoDOT, and the general public for a comment period of 30 days.

Service Assessment

The advisory team reviewed and commented on the draft survey made available to all human services agencies and transportation providers. The OTO staff requested comments back prior to the survey availability on the web. A total of 16 surveys were completed. The survey assessment is discussed further in Chapter Five.

Adoption

This plan is to be approved by the Local Coordination Board for Transit and adopted by the OTO Board of Directors. This adoption process requires input from and a notice to the public. This adoption will be affixed to the plan once it occurs.

Chapter 5

Service Assessment

Introduction

The OTO staff revisited an actively updated list of human service agencies and transportation providers used by LCB for Transit for related activities. The updated list of known human service agencies and transportation providers provided a potential participant list. Each contact person from the list was asked for help in updating his/her agency information and to share his/her knowledge of agencies not on the list. For a complete list of agencies, see **Appendix B**.

Survey

The OTO staff and advisory team developed two surveys in an effort to collect as much information as possible. Each participant was asked to complete the appropriate online survey that matched his/her transportation service. The transit provider survey included 41 questions and was available at <http://www.surveymonkey.com/s/TransitProvider>. The Non-Transit Provider survey included 18 questions and was made available at <http://www.surveymonkey.com/s/NonProvider>. Both links were emailed to all known human service and transportation providers and a paper copy of the survey was also available by request, **Appendix D** Transit page 1-25 & Non-Transit page 32-42. The survey questions included information such as the agency/business location, service area, available service, active projects, project needs and identified gaps in service.

Survey Results

The results of the completed surveys represent strong participation of the advisory team. Most of those that attended the kick-off meeting did participate by completing a survey. A total of 18 surveys were completed with nine being transit providers and nine being non-transit providers. See **Appendix D** Transit page 26-31 & Non-Transit page 43-48 for summary of survey results.

Service Frequency

City Utilities is a provider of fixed-route service seven days a week 6 A.M. to 11 P.M. with limited services on nights, weekends and holidays. Other agencies, such as OATS Inc, provide service during the weekdays as a scheduled service. Other agencies either provide client service or contract with other agencies for transportation services. Private transportation service is available through taxi and charter service for a fee.

Vehicles Limitation

Vehicle service options exist from agency to agency with limitations due to funding source requirements. Service for specific populations may include vehicle allowance only for elderly, disabled, paratransit or specific needs such as wheelchair lift, car seat, or personal care attendant.

Identified Barriers to Coordination

Many transportation providers encounter numerous barriers of transit coordination options. Some of the obvious known barriers include, fixed-route door-to-door service, limitations of services in local area, shortage in funding, volunteer services, and user education of available services.

Chapter 6

Needs Assessments

Introduction

As mentioned in Chapter Four, needs were identified by surveying transit and non-transit human service providers. During the advisory team working meetings the, survey drill down information was reviewed and discussed. Needs were identified by the team.

Review

Review of the survey results identified many service needs that included but are not limited to service availability, routes, connection, medical services, as well as basic necessities and social events. For complete survey results see Chapter Five survey section.

Client Services

The 18 survey participants both transit and non-transit providers indicated some level of service considered for coordination in this plan.

- Elderly Non-Disabled (*11 survey responses*)
- Elderly Disabled (*15 survey responses*)
- Non-Elderly Disabled (*14 survey responses*)
- Low-income (*8 survey responses*)
- Youth (*7 survey responses*)
- General Public (*7 survey responses*)

Types of Mobility Limitations

The eight non-transit providers indicated user limitation of mobility not only included physical, but financial limitations.

- Age-related (*5 survey responses*)
- Physical (*8 survey responses*)
- Cannot afford motor vehicle (*7 survey responses*)
- Lack of motor vehicle (reason other than income) (*7 survey responses*)
- Cognitive (*3 survey responses*)
- Vision (*3 survey responses*)
- Remote Location (*0 responded*)
- Other (*2 survey responses*)
 - Mental illness
 - Developmental disability

Access to Human Services Agencies

A variety of transportation options are provided and utilized, but agencies do not use medical transportation for access to agency services. This does not reduce opportunity to utilize services for medical treatment.

- Fixed-route bus service (*4 survey responses*)
- Dial-a-ride service (*1 survey responses*)
- Van services for specific participants (for veterans, church members, senior centers, etc.) (*3 survey responses*)
- Private Taxi (*3 survey responses*)
- Medical Transportation (e.g. ambulance) (*3 survey responses*)
- Family (*5 survey responses*)
- Friend or Neighbor (*6 survey responses*)
- Private vehicle driven by agency employee or volunteer (*5 survey responses*)
- Drive themselves (*4 survey responses*)
- Other (*1 survey response*)
 - Agency service provide to client

Services Needs

The following list of services needs were identified as gaps and are in no particular order.

- More weekends, holidays fixed route service
- Ride home from hospital
- Fixed route service outside the city of Springfield
- Extended daytime hours on fixed route service
- User education of available services

Why services are limited

The survey respondents identified the difficulties that users had in obtaining transit services.

- Fare increase to users
- No service to desired destination
- No existing service available
- Knowledge of available service
- No transportation options from surrounding jurisdictions

Additional needs identified include establishment of commuter routes to jurisdiction outside Springfield including surrounding counties.

Chapter 7

Strategies and Actions

Introduction

The process of identifying gaps in service was the first step in developing strategies and actions for this plan update. The advisory team's efforts to develop this updated list were for the purpose of better coordinating transit services. The strategies were prioritized according to the importance of the service need.

Gaps

The team identified the gaps in service first and these are listed as the group defined them.

- Lack of coverage on nights and weekends
- Limited service on weekends, holidays and frequency of service
- City Utilities and Missouri State University provided extended but limited evening transit services
- CU – more frequent service – need 30 minute service
- Accessible bus stops with ADA sidewalks
- Lack of service outside of the city limits of Springfield
- Limited seniors opportunity for social outings
- Bus trips take too much time and can negatively impact a riders medical issue
- Senior fear of exposure and ability to walk between bus stops
- Quantification of data
- Ride home from hospital
- Advance notice for scheduling can be a hindrance
- Last minute scheduling is difficult
- More clients than buses available
- Certain populations have specific needs
- Getting information out to aging population is a challenge
- Some seniors still want to drive their cars
- Seniors fear of getting lost or limited personal mobility
- Changing mindset of independency
- Limited case worker and client transportation discussions
- Funding challenges
- Education
 - Lack of training on how to find needed services
 - Lack of updated single source of agencies' services
- Lack of connecting sidewalks
- Limited accessible wheelchair seats on vehicles
- On-time performance issues that affect ability to make transfers
- Specialized agencies are limited on vehicles and available drivers
- Users' non-traditional work schedules

Opportunities and Strengths

The team's next step was to identify the opportunities and strengths with the currently available services.

What is already in place

- Many different services, but all have own niche
- Connectivity – between MSU and CU
- Coordination for future CU transfer facility with other services
- Cooperation
- Great drivers

- Ample medical service transportation
- Cab vouchers
- Generosity of donations in area
- Missouri is one of few states that gives the blind pension
- Springfield area is more attractive to blind population than KC or St Louis
- Service providers are very helpful, friendly

The strategies are prioritized high and medium only and according to service needs and gaps. This list and the prioritization of this list have been unanimously approved by the advisory team. The team did not identify any strategies as low priority because they felt that everything was a priority as identified and the term “low priority” might be misleading.

Strategies

High Priorities (not listed in priority order)

- Educate public about services through a single source
- Increase/improve mobility services and infrastructure
- Increase utilization of services
- Sustain current mobility services

Medium Priorities (not listed in priority order)

- Continuation of Local Coordination 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

The following actions are listed under their appropriate strategy and are not prioritized. These actions are examples representing areas of focus for each strategy without specifying a project or agency. The goal of these actions is to provide direction for the Local Coordination Board and future groups, which may rely on this plan, as to the intent of each strategy. This list of actions is not inclusive and as actions are implemented, it is recognized that additional actions may become necessary.

Actions

High Priorities (not listed in priority order)

Educate public of service through a single source

- Education with comprehensive literature handout packet during user application process
- Share agency service information
- Single source website of agency information
- Assist through frequently asked question webpage
- Enhance and promote the 211 system locally and statewide
- Actively promote local agency brochures
- Encourage agencies/organizations to update 211
- Establish a 511 transportation information system
- Create a plan to develop and research feasible transportation options

- Media
 - Organize a committee to develop and promote agencies' information;
 - Utilize media outlets to advertise agencies' events;
 - Utilize media outlets to focus on special series on seniors and disabilities;
 - Develop and promote biweekly ads of agencies services

Increase/improve mobility services and infrastructure

- ADA accessible vehicles
- ADA accessibility at bus stops
- Expanded coverage area
- Accessibility to community services and amenities
- Expand service options to commercial locations

Sustain current mobility services

- Sustain service funding
- Maintain current funding for existing services
- Replace vehicles at the end of useful life
- Rebuild vehicles to extend life
- Get people to/from work, education, job training, shopping, medical, social services

Increase utilization of services

- Utilize agencies' resource list
- Guidance for non-available services
- Rideshare and dispatch program
- Ride coordination program
- Dispatch program
- Scheduling program

Medium Priorities (not listed in priority order)

Continuation of Local Coordination Board for Transit

- Continuation of Local Coordination Board for Transit meetings and project development
- Coordinate services with agencies and caregivers
- Collecting information of available services

Develop greater volunteer assistance

- CU Transit Ambassador Program
- Continue donation funds for vouchers/bus passes
- Educate public on transit travel training

Increasing services – other than those listed in high priority

- Maintain and increase extended hours of route service
- Optional rides home from the hospital
- Same day and flexible, urgent-needs scheduling

Regionalize service availability

- Increase service times of day
- Increase CU services beyond current boundaries

Share funding program and benefit information

- Continuous sharing of agency service information
- Continue bus passes for clients through multiple agencies
- Encourage client independence through using public transit

Chapter 8

Implementation

Introduction

The Local Coordination Board for Transit (LCB for Transit) will use the strategies and actions identified in this plan to determine funding priorities through three separate programs: Transportation for Elderly Persons and Persons with Disabilities, Job Access and Reverse Commute, and New Freedom.

The LCB for Transit will also utilize the identified elements for specific and future work activities.

Implementation of Strategies and Actions

The high priority strategies will mostly need to be addressed through funding and education activities. Though this plan is geared toward three federal programs, the identification of new funding may aid the ability to fully implement said priorities.

Current grant applications will immediately benefit from the identification of strategies for improved transportation coordination. Future applications will rely upon guidance from this plan to promote projects at the state and national levels.

The LCB for Transit will be responsible for the oversight of the implementation of this plan.

Appendices

Appendix A

Advisory Team Invitation Letter



Ozarks Transportation Organization

21 October 2011

Name

Address

City, State, Zip

To the Director of *Name*:

I would like to invite your agency to participate on the Advisory Team for the Ozarks Transportation Organization's Transit Coordination Plan. This plan is due for a five year update and will involve a series of meetings ending in late February 2012. You have received this invitation because your agency represents a local/county/state government agency or advocacy group who provides service to, or advocates for, individuals who have public or specialized (elderly and or persons with disabilities) transportation service needs.

In August of 2005, Congress passed the Safe, Accountable, Flexible, Efficient, Transportation, Equity Act: A legacy for Users (SAFETEA-LU), reauthorizing the surface transportation act. As part of this reauthorization, grantees under the New Freedom Initiative, Job Access and Reverse Commute (JARC) and Elderly and Disabled Transportation Program (5310) must meet certain requirements in order to receive funding for fiscal year 2005 and beyond.

One of the SAFETEA-LU requirements is that projects from the programs listed above must be part of a "locally developed coordinated public transit-human services transportation plan." This plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers and the general public.

Included with this invitation is a list of the other invited agencies. An introductory meeting to review the planning process and the role of the advisory team is scheduled for November 10, 2011 from 2:30 pm to 4:00 pm at City Utilities Transit Training Room located at 1505 Boonville Avenue, Springfield, MO. Please RSVP no later than November 4, 2011 with the names of those who would like to participate on your agency's behalf. You may call or email me at (417) 865-3042 ext. 100 or cowens@ozarkstransportation.org.

Sincerely,

Curtis Owens
Planner

Enclosure

Ozarks Transportation Organization
205 Park Central East, Suite 202
Springfield, MO 65806

Appendix B

Human Service Agencies and Transportation Providers

<p>Adult Tendercare Center 3729 N. Glenstone Springfield, MO 65803 Phone: (417) 866-1559 Fax: (417) 866-3846 www.adulttendercarecenter.com</p>	<p>City Utilities Transit Services 1505 Boonville Ave. Springfield, MO 65803 Phone: 417-831-8368 Fax: 417-831-8803 www.cityutilities.net/transit/transit.htm</p>
<p>Alternative Opportunities Inc. 1111 S. Glenstone, Suite 2-100 Springfield, MO 65802 Phone: (417) 869-8911 Fax: (417) 865-4267 www.aoinc.org</p>	<p>Community Partnership of the Ozarks 330 N. Jefferson Springfield, MO 65806 Phone: 417-888-2020 Fax: 417-888-2322 www.commpartnership.org/</p>
<p>American Diabetes Association 2833 E. Battlefield, Suite 100 Springfield, MO 65804 Phone: (417) 890-8400 Fax: (417) 890-8484 www.diabetes.org</p>	<p>Council of Churches of the Ozarks P.O. Box 3947 Springfield, MO 65808 Phone: 417-862-3586 Fax: 417-862-2129 www.ccozarks.org</p>
<p>Arc Employment Service Arc of the Ozarks 1501 E. Pythian Springfield, MO 65802 Phone: 417-864-7400 www.thearcoftheozarks.org</p>	<p>Cox Senior Advantage 1000 E. Walnut Lawn Springfield, MO 65807 Phone: 417-269-3616 www.coxhealth.com/body.cfm?id=1481</p>
<p>Blue Express Taxi 1433 E. Kearney St. Springfield, MO 65806 Phone: (417) 865-2583</p>	<p>Daybreak Adult Daycare and Eldercare Transit 1461 E. Seminole Springfield, MO 65804 Phone: 417-881-0133 www.ccozarks.org</p>
<p>Burrell Center - Transitions 323 E. Grand Springfield, MO 65803 Phone: 417-761-5600 www.burrellcenter.com</p>	<p>Developmental Center of the Ozarks 1545 E. Pythian Springfield, MO 65802 Phone: 417-831-1545 Fax: 417-831-7539 www.dcoonline.com</p>
<p>CCC Taxi Service 3850 W. Edgewood Springfield, MO 65807 Phone: 942-0921</p>	<p>Greene County Board for Developmentally Disabled 300 John Q. Hammons Parkway, Suite 102 Springfield, MO 65806 Phone: 417-831-0007</p>

Greene County Council on Aging 2215 S. Fremont Springfield, MO 65804	Missouri Department of Mental Health - Springfield Regional Center 1515 E. Pythian Springfield, MO 65802 Phone: (417) 895-7412 www.dmh.mo.gov/springfield/
Greene Valley State School 1601 E. Pythian Springfield, MO 65802 Phone: 417-895-6848	Missouri State University Speech Language and Hearing Center 901 South National Springfield, MO 65897 Phone: 417-836-5275 www.missouristate.edu/csd/clinic/
J. Howard Fisk Limousines LTD Drawer 10405 Springfield, MO 65808 Phone: 417-862-2900 Fax: 417-866-1542 www.fisklimo.com	MoDOT Southwest District 3025 E. Kearney Street P.O. Box 868 Springfield, MO 65801 Phone: 417-895-7600 Fax: 417-895-7652 modot.mo.gov/
Lakeland Regional Medical Center 440 S. Market Springfield, MO 65806 Phone: 417-865-5581 lrmc.com/	Muscular Dystrophy Association 425 S. Union Ave Springfield, MO 65802 Phone: 417-866-5117 www.mda.org
Lakes Country Rehabilitation Center 2626 W. College Road Springfield, MO 65802 Phone: 417-862-1753	National Alliance on Mental Illness 1701 S. Campbell Springfield, MO 65807 Phone: 417-864-7119 Fax: 417-864-5011 www.namiswmo.com
Maranatha Village, Inc. 233 E. Norton Springfield, MO 65801 Phone: 417-833-0016 maranathavillage.ag.org	National Federation for the Blind 2215 N. Travis Springfield, MO 65803 Phone: 417-864-4039 www.nfb.org
Missouri Council of the Blind 5453 Chippewa St. Louis, MO 63109 Phone: 314-832-7172 Fax: 314-832-7796 moblind.org	Ozarks Chapter of Multiple Sclerosis 1675-J E. Seminole Springfield, MO 65804 Phone: 417-882-5213 www.nationalmssociety.org

<p>New Springfield Association for the Blind 1453 E. Portland Springfield, MO 65804 Phone: 417-869-1572</p>	<p>Ozarks Dialysis Services 3525 S. National Springfield, MO 65803 Phone: 417-269-3005</p>
<p>North View Senior Center 301 N. Talmage Springfield, MO 65803 Phone: 417-837-5908 Fax: 417-837-5905 www.parkboard.org/info/facilities/northview/index.html</p>	<p>Rehabilitation Services for the Blind 149 Park Central Square, Room 640 Springfield, MO 65806 Phone: 417-895-7726 Fax: 417-895-6392 www.dss.mo.gov/fsd/rsb/</p>
<p>Nova Center of the Ozarks 524 S. Union Ave Springfield, MO 65802 Phone: 417-889-3121 Fax: 417-881-2214 www.novacenteroftheozarks.org</p>	<p>Retired Senior Volunteer Program P.O. Box 3947 627 N. Glenstone Springfield, MO 65808 Phone: 417-862-3595 Fax: 417-862-2129 www.seniorcorps.gov/</p>
<p>OATS Transportation Services P.O. Box 4606 3259 E. Sunshine, Suite L Springfield, MO 65808 Phone: 417-887-9272 Fax: 417-887-8784 www.oatstransit.org/</p>	<p>Safe At Home – Seniorlink 1736 E. Sunshine, Suite 718 Springfield, MO 65804 Phone: (417) 863-7233 Fax: (417) 823-0390 www.livesafeathome.org/</p>
<p>Ozarks Transportation Organization 205 Park Central East, Suite 205 Springfield, MO 65086 Phone: (417) 865-3042 Fax: (417) 862-6013 http://www.ozarkstransportation.org/index.html</p>	<p>Southwest Center for Independent Living 2864 S. Nettleton Springfield, MO 65807 Phone: 417-886-1188 Fax: 417-886-3619 www.swcil.org/</p>
<p>Southwest Missouri Council of Governments Center for Resource Planning and Management 901 South National Springfield, MO 65897 Phone: 417-836-6900 Fax: 417-836-4146 smcog.missouristate.edu</p>	<p>Springfield Workshop 2835 W. Bennett Springfield, MO 65802 Phone: 417-866-2339 Fax: 417-866-6485 www.springfieldworkshop.com</p>

<p>Southwest Missouri Office on Aging 1735 S. Fort Springfield, MO 65807 Phone: 417-862-0762 Fax: 417-865-2683 www.swmoa.com</p>	<p>Springfield Regional Center 1515 E. Pythian P.O. Box 5030 Springfield, MO 65802 Phone: 417-895-7400 Fax: 417-895-7412 dmh.mo.gov/springfield/</p>
<p>Springfield-Greene County Park Board 1923 N. Weller Springfield, MO 65803 Phone: 417-864-1049 Fax: 417-837-5811 www.parkboard.org</p>	<p>Springfield Yellow Cab Co. 1718 N. Benton Springfield, MO 65803 Phone: (417) 862-5511</p>
<p>Vocational Rehabilitation 613 E. Kearney Springfield, MO 65803 Phone: 417-895-5858</p>	

Appendix C

Advisory Team Presentation






Funding Programs

- **New Freedom**
 - The purpose of the New Freedom program is to "encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act."




FTA Guidance

- **Key Elements**
 - Assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes
 - Inventory of available services that identifies areas of redundant service and gaps in service
 - Strategies to address identified gaps in service
 - Identification of coordination actions to eliminate or reduce duplication in services
 - Prioritization of implementation strategies

Scope of Work

- Task 1 – Advisory Team
- Task 2 – Guided Data Collection
- Task 3 – Identification of Service Gaps and Problems
- Task 4 – Goals and Objectives
- Task 5 – Plan Development
- Task 6 – Implementation Schedule and Strategies
- Task 7 – Performance Measures



Roles of Each Member

- **Advisory Team Participation**
 - Guided Data Collection (Task 2)
 - Identification of Service Gaps and Problems (Task 3)
 - Development of Goals and Objectives (Task 4)



Timeline For Completion

Task	2011		2012			
	Nov 11	Dec 11	Jan 12	Feb 12	Mar 12	Apr 12
1. Advisory Team						
2. Guided Data Collection						
3. Identification of Service Gaps and Problems						
4. Goals and Objectives						
5. Plan Development						
6. Implementation Schedule and Strategies						
7. Performance Measures						
8. Public Outreach						
9. Final Report						



Questions?

Gurtis Downs
Ph. (417) 886-3042 X101
Email: cdowns@ozarkstransportation.org











Appendix D

Needs Assessment Survey






Transit Provider



1. Provider Information

		Response Percent	Response Count
Organization Name:		100.0%	8
Mailing Address:		100.0%	8
City:		100.0%	8
State:		100.0%	8
Zip Code:		100.0%	8
Phone Number:		100.0%	8
Fax Number:		100.0%	8
Website:		100.0%	8
E-mail Address:		100.0%	8
Contact Person:		100.0%	8
answered question			8
skipped question			0







2. What type of agency are you?

		Response Percent	Response Count
Public Transit System		25.0%	2
Government Human Services		0.0%	0
Private Non-Profit Human Services		37.5%	3
Private Non-Profit		12.5%	1
Private For-Profit		25.0%	2
Other (please specify)			2
	answered question		8
	skipped question		0





3. Please describe the geographic area you serve:

	Response Count
	8
answered question	8
skipped question	0

4. Who is eligible for services with your agency? (check all that apply)

		Response Percent	Response Count
Elderly (60+) Non-Disabled		75.0%	6
Elderly (60+) Disabled		87.5%	7
Non-Elderly Disabled (mental/physical)		87.5%	7
Low Income		50.0%	4
Youth		50.0%	4
General Public		50.0%	4
answered question			8
skipped question			0

5. What type of service does your agency provide? (check all that apply)

		Response Percent	Response Count
Fixed-Route (FR)		25.0%	2
Demand-Response (DR)		50.0%	4
Both FR and DR		25.0%	2
Route Deviation		12.5%	1
Other (please specify)			3
answered question			8
skipped question			0

6. During an average week, how many clients use your service?

	Response Average	Response Total	Response Count
Average Number of Clients	6,968.88	55,751	8
	answered question		8
	skipped question		0

7. What percentage of your clients do you estimate have transportation limitations?

	Response Average	Response Total	Response Count
Percent of Clients	56.25	450	8
	answered question		8
	skipped question		0




8. What percentage of your clients who use any of your transportation services require special equipment or assistance?

	Response Average	Response Total	Response Count
% Wheelchair Lift	21.33	128	6
% Car Seat	7.17	43	6
% Personal Care Attendant	5.83	35	6
% Other	70.57	494	7
	answered question		7
	skipped question		1

9. Do you contract out your transportation services?

		Response Percent	Response Count
Yes		37.5%	3
No		62.5%	5
If Yes, who do you contract service is with			3
answered question			8
skipped question			0

10. What type of Driver License do your require for your drivers?

		Response Percent	Response Count
Class F-Full		25.0%	2
Class E-For Hire		25.0%	2
CDL		50.0%	4
Other (please specify)			4
answered question			8
skipped question			0

11. How many drivers does your agency employ?

	Response Average	Response Total	Response Count
Year Round Full Time Drivers	8.50	68	8
Year Round Part Time Drivers	9.63	77	8
Year Round Volunteer Drivers	3.75	30	8
Seasonal Full Time Drivers	0.00	0	8
Seasonal Part Time Drivers	0.13	1	8
Seasonal Volunteer Drivers	0.00	0	8
	answered question		8
	skipped question		0

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

	Response Average	Response Total	Response Count
Total Number of Vehicles	13.67	82	6
	answered question		6
	skipped question		2

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

	Response Average	Response Total	Response Count
Cars	1.67	10	6
Trucks	0.00	0	6
Vans	6.00	36	6
Buses	10.83	65	6
	answered question		6
	skipped question		2

14. How many passengers are accommodated per vehicle type?

	Response Average	Response Total	Response Count
Cars	0.00	0	4
Trucks	0.00	0	4
Vans	5.60	28	5
Buses	12,535.75	50,143	4
	answered question		5
	skipped question		3

15. What is the annual average mileage per vehicle type?

		Response Average	Response Total	Response Count
	Cars	0.00	0	4
	Trucks	0.00	0	4
	Vans	25,600.00	128,000	5
	Buses	31,835.75	127,343	4
		answered question		5
		skipped question		3

16. What is the annual average age per vehicle type in your fleet?

		Response Average	Response Total	Response Count
	Cars	0.00	0	4
	Trucks	0.00	0	4
	Vans	3.80	19	5
	Buses	5.00	20	4
		answered question		5
		skipped question		3

17. List the number of cars in service between during the day between 6:00 am - 6:00 pm:				
		Response Average	Response Total	Response Count
	Sunday	0.00	0	4
	Monday	0.00	0	4
	Tuesday	0.00	0	4
	Wednesday	0.00	0	4
	Thursday	0.00	0	4
	Friday	0.00	0	4
	Saturday	0.00	0	4
		answered question		4
		skipped question		4

18. List the number of trucks in service during the day between 6:00 am - 6:00 pm:				
		Response Average	Response Total	Response Count
	Sunday	0.00	0	4
	Monday	0.00	0	4
	Tuesday	0.00	0	4
	Wednesday	0.00	0	4
	Thursday	0.00	0	4
	Friday	0.00	0	4
	Saturday	0.00	0	4
		answered question		4
		skipped question		4

19. List the number of vans in service during the day between 6:00 am - 6:00 pm:				
		Response Average	Response Total	Response Count
	Sunday	0.33	1	3
	Monday	1.67	5	3
	Tuesday	1.67	5	3
	Wednesday	1.67	5	3
	Thursday	1.67	5	3
	Friday	1.67	5	3
	Saturday	0.33	1	3
answered question				3
skipped question				5

20. List the number of buses in service during the day between 6:00 am - 6:00 pm:				
		Response Average	Response Total	Response Count
	Sunday	1.25	5	4
	Monday	7.00	28	4
	Tuesday	7.00	28	4
	Wednesday	7.00	28	4
	Thursday	7.00	28	4
	Friday	7.00	28	4
	Saturday	2.75	11	4
		answered question		4
		skipped question		4

21. List the number of cars in service overnight between 6:00 pm - 6:00 am:

	Response Average	Response Total	Response Count
Sunday	0.00	0	3
Monday	0.00	0	3
Tuesday	0.00	0	3
Wednesday	0.00	0	3
Thursday	0.00	0	3
Friday	0.00	0	3
Saturday	0.00	0	3
	answered question		3
	skipped question		5

22. List the number of trucks in service overnight between 6:00 pm - 6:00 am:				
		Response Average	Response Total	Response Count
Sunday		0.00	0	3
Monday		0.00	0	3
Tuesday		0.00	0	3
Wednesday		0.00	0	3
Thursday		0.00	0	3
Friday		0.00	0	3
Saturday		0.00	0	3
		answered question		3
		skipped question		5

23. List the number of vans in service overnight between 6:00 pm - 6:00 am:				
		Response Average	Response Total	Response Count
	Sunday	0.00	0	3
	Monday	0.00	0	3
	Tuesday	0.00	0	3
	Wednesday	0.00	0	3
	Thursday	0.00	0	3
	Friday	0.00	0	3
	Saturday	0.00	0	3
answered question				3
skipped question				5

24. List the number of buses in service overnight between 6:00 pm - 6:00 am:

		Response Average	Response Total	Response Count
	Sunday	1.25	5	4
	Monday	1.75	7	4
	Tuesday	1.25	5	4
	Wednesday	1.25	5	4
	Thursday	1.25	5	4
	Friday	1.75	7	4
	Saturday	1.25	5	4
		answered question		4
		skipped question		4

25. Are the transportation trips restricted in any way to clients?

		Response Percent	Response Count
Yes	<div><div></div></div>	66.7%	4
No	<div><div></div></div>	33.3%	2
answered question			6
skipped question			2






26. How are the trips restricted? (check all that apply)

	Response Percent	Response Count
Agency service only	0.0%	0
Emergency only	0.0%	0
Job training only	0.0%	0
Medical visits only	100.0%	1
Geographic area only	0.0%	0
School only	0.0%	0
Veterans only	0.0%	0
Other (please specify)		3
answered question		1
skipped question		7



27. Is the restriction on trips an agency policy or funding resource restriction?

	Response Percent	Response Count
Agency Policy	75.0%	3
Funding Restriction	75.0%	3
Other (please specify)		1
answered question		4
skipped question		4



28. How are the transportation services funded at your agency? (check all that apply)

		Response Percent	Response Count
Charging Clients		66.7%	4
City, county, or special transportation districts		16.7%	1
Donations, United Way, fundraising, volunteer		50.0%	3
Federal Funds		50.0%	3
State Funds		66.7%	4
Other (please specify)			3
answered question			6
skipped question			2




29. Do your clients routinely have transportation needs that you cannot serve?

		Response Percent	Response Count
Yes		83.3%	5
No		16.7%	1
If Yes, please explain			5
answered question			6
skipped question			2



30. Is your transportation funding restricted to specific groups of clients?

		Response Percent	Response Count
Yes		66.7%	4
No		33.3%	2
answered question			6
skipped question			2

31. How are the funds restricted? (check all that apply)

		Response Percent	Response Count
People with disabilities		100.0%	4
Veterans		0.0%	0
Seniors only		75.0%	3
Low Income		0.0%	0
Jurisdiction residents only		25.0%	1
Children		0.0%	0
Students		0.0%	0
Other (please specify)			1
answered question			4
skipped question			4

32. Does your agency coordinate transit services with any other transit provider?

		Response Percent	Response Count
Yes		50.0%	3
No		50.0%	3
If Yes, please describe those coordinated activities and with which agencies:			3
answered question			6
skipped question			2






33. In the next five-year period, please estimate the number of vehicles you may need for expansion or replacement:

	Response Average	Response Total	Response Count
Cars	0.67	2	3
Trucks	0.00	0	2
Vans	3.50	14	4
Buses	2.80	14	5
Other	0.00	0	1
answered question			6
skipped question			2

34. In the next five-year period, please estimate the number of vehicles you may need for expansion or replacement:

	Response Average	Response Total	Response Count
Cars	3.33	10	3
Trucks	0.00	0	2
Vans	8.00	24	3
Buses	11.00	55	5
Other	2.50	5	2
answered question			6
skipped question			2

35. Please estimate the cost per unit for each vehicle type:

		Response Percent	Response Count
Cars		33.3%	2
Trucks		16.7%	1
Vans		66.7%	4
Buses		83.3%	5
Other		16.7%	1
answered question			6
skipped question			2

36. What are the major transportation needs of your agency in the short term (1 to 6 years)? Please list specific projects. Example: New service to shopping mall at a cost of \$500,000 annually.

	Response Count
	5
answered question	5
skipped question	3

37. What are the major transportation needs of your agency in the long term (7 to 20 years)? Please list specific projects.

	Response Count
	5
answered question	5
skipped question	3

38. Please describe the destinations that your clients mostly frequent:

	Response Count
	5
answered question	5
skipped question	3

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

	Response Count
	4
answered question	4
skipped question	4

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

	Interested	Possibly Interested	Not Interested	Not Applicable	Response Count
Providing transportation services, or more transportation services, under contract to another agency or agencies.	40.0% (2)	20.0% (1)	0.0% (0)	40.0% (2)	5
Purchasing transportation services from another organization, assuming that the price and quality of service met your needs.	20.0% (1)	20.0% (1)	0.0% (0)	60.0% (3)	5
Coordinating schedules and vehicle operation with nearby transit providers so that riders can transfer from one service to another.	40.0% (2)	20.0% (1)	0.0% (0)	40.0% (2)	5
Joining together with another municipality or agency to consolidate the operation of transportation services.	20.0% (1)	60.0% (3)	0.0% (0)	20.0% (1)	5
Joining together with another municipality or agency to consolidate the purchase (or contracting) of transportation services.	20.0% (1)	40.0% (2)	20.0% (1)	20.0% (1)	5
Highlighting connections to other fixed-route or demand-responsive services on your schedules or other information materials.	60.0% (3)	0.0% (0)	0.0% (0)	40.0% (2)	5
Adjusting hours or frequency of service.	60.0% (3)	0.0% (0)	0.0% (0)	40.0% (2)	5
Coordinating activities such as procurement, training, vehicle maintenance, and public information with other providers.	60.0% (3)	0.0% (0)	0.0% (0)	40.0% (2)	5
Participating in an organized area-wide transportation marketing	40.0% (2)	60.0% (3)	0.0% (0)	0.0% (0)	5

program.		
	answered question	5
	skipped question	3
41. We invite any other comments you have on transportation. Use this space to add any explanation, remarks, or comments.		
		Response Count
		2
	answered question	2
	skipped question	6

Transit Provider Survey Drill Down

Organization Name:

Southwest Center for Independent Living
 J Howard Fisk Limousines, Inc.
 Daybreak/Eldercare Transit Service
 OATS Inc.
 RSVP
 Springfield-Greene County Park Board
 City Utilities of Springfield, MO
 Blue Express Taxi

What type of agency are you?

Private Non-Profit Human Services
 Private For-Profit
 Private Non-Profit Human Services
 Private Non-Profit
 Private Non-Profit Human Services
 Public Transit System
 Public Transit System
 Private For-Profit

Please describe the geographic area you serve:

Greene, Christian, Stone, Taney, Lawrence, Dallas, Polk and Webster Counties
 Southwest Missouri and 4 State region. Chicago, Dallas, and Memphis and Others
 Greene and Christian Counties, Metro Springfield and some outlying in Laclede, Lawrence and Dade.
 87 Counties including the OTO service area
 Our Transportation is in the city limits of Springfield
 City of Springfield & all of Greene County
 The City of Springfield and the ADA service area, which is 3/4 of a mile from any fixed bus route.
 Springfield Based but not limited.

Who is eligible for services with your agency? (check all that apply)

Elderly (60+) Non-Disabled	6
Elderly (60+) Disabled	7
Non-Elderly Disabled (mental/physical)	7
Low Income	4
Youth	4
General Public	4

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

Fixed-Route (FR)	2	Other Identified
Demand-Response (DR)	4	Programmatic and Individual Need Requests
Both FR and DR	2	All charter
Route Deviation	1	Greenway Trails, Park Trails

During an average week, how many clients use your service?

Southwest Center for Independent Living	110
J Howard Fisk Limousines, Inc.	25000
Daybreak/Eldercare Transit Service	60
OATS Inc.	160
RSVP	125
Springfield-Greene County Park Board	20
City Utilities of Springfield, MO	29926
Blue Express Taxi	350

Transit Provider Survey Drill Down

What percentage of your clients do you estimate have transportation limitations?

Southwest Center for Independent Living	50
J Howard Fisk Limousines, Inc.	80
Daybreak/Eldercare Transit Service	100
OATS Inc.	100
RSVP	10
Springfield-Greene County Park Board	5
City Utilities of Springfield, MO	30
Blue Express Taxi	75

What percentage of your clients who use any of your transportation services require special equipment or assistance?

% Wheelchair Lift	% Car Seat	% Personal Care Attendant	% Other
50	40	10	0
25	1	10	64
25	2	5	68
1	0	5	94
			100
27	0	5	68
0	0	0	100

Do you contract out your transportation services?

Yes	3
No	5

Explain if Yes: MSU - Transit, many others, Some Churches use the vans on Sunday Mornings, Medical transportation private and government

What type of Driver License do you require for your drivers?

CDL	4
Class E-For Hire	2
Class F-Full	2

How many drivers does your agency employ?

Year Round Full Time Drivers	Year Round Part Time Drivers	Year Round Volunteer Drivers	Seasonal Full Time Drivers	Seasonal Part Time Drivers	Seasonal Volunteer Drivers
1	1	0	0	1	0
0	60	0	0	0	0
2	4	0	0	0	0
10	9	0	0	0	0
0	0	30	0	0	0
0	0	0	0	0	0
47	0	0	0	0	0

Transit Provider Survey Drill Down

8	3	0	0	0	0
68	77	30	0	1	0

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

Southwest Center for Independent Living	2
J Howard Fisk Limosines, Inc.	50
Daybreak/Eldercare Transit Service	2
OATS Inc.	0
RSVP	4
Springfield-Greene County Park Board	
City Utilities of Springfield, MO	24
Blue Express Taxi	

How many of each vehicle type do you operate?

Cars	Trucks	Vans	Buses
0	0	0	2
10	0	20	20
0	0	2	4
0	0	10	9
0	0	4	0
0	0	0	0
0	0	0	30

How many passengers are accommodated per vehicle type?

Cars	Trucks	Vans	Buses
0	0	0	14
n/a	n/a	n/a	n/a
0	0	9	26
0	0	7	15
n/a	n/a	12	n/a
n/a	n/a	n/a	n/a
0	0	0	50088

What is the annual average mileage per vehicle type?

Cars	Trucks	Vans	Buses
0	0	0	27000
0	0	80000	40000
0	0	18000	18000
		30000	
0	0	0	42343

Transit Provider Survey Drill Down

What is the annual average age per vehicle type in your fleet?

Cars	Trucks	Vans	Buses
0	0	0	4
0	0	8	3
0	0	3	3
		8	
0	0	0	10

Are the transportation trips restricted in any way to clients?

YES - 4

NO - 2

How are the transportation services funded at your agency? (check all that apply)

Charging Clients	4	Other: SCIL Funds, Grants, City Utilities Ratepayers and Advertising Revenue
City, county, or special transportation districts	1	
Donations, United Way, fundraising, volunteer	3	
Federal Funds	3	
State Funds	4	

Do your clients routinely have transportation needs that you cannot serve?

Yes	5
No	1

We have more requests than available transportation, in addition, areas and counties that need additional transportation that we are unable to accommodate.

When funds run out we are not able to transport

Minimum identified unfunded needs of 300 hours per month

At this time we only transport volunteers

Needing door to door bus service and trips outside the ADA service area.

How are the funds restricted? (check all that apply)

People with disabilities	4
Veterans	0
Seniors only	3
Low Income	0
Jurisdiction residents only	1
Children	0
Students	4

Transit Provider Survey Drill Down

Other: MoHealthNet clients

Does your agency coordinate transit services with any other transit provider?

Yes 3
No 3

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

Return of corporate customers. Return of grants to non-profits that paid for service.

\$450,000 in repeating expenses that are not funded. All are door-through-door non-emergency medical.

Additional in town Springfield service for medical appointments and senior services. \$125,000 per year

Transport volunteers to and from volunteer service and a New service to transport homeless to and from shelters, and clients to and from Dr. Appt. at a cost of \$100,000 annually

Federal grant funding to purchase replacement buses and other capital needs. A site location to build the new bus transfer station.

What are the major transportation needs of your agency in the long term (7 to 20 years)? Please list specific projects.

establish commuter routes to/with other nearby cities

Long term would include expansion of services to all of the OTQ area coordinated by a transit authority.

We would like to transport clients (our volunteers) to their Dr. Appt.

New bus transfer station, replacement buses and new buses for expansion, more federal grant funding, increased bus service frequency and bus coverage in areas of the city currently not served and new bus service to outlying communities.

Please describe the destinations that your clients mostly frequent

business, education, and personal use

Doctors offices, dialysis centers, clinics and hospitals

Medical mile, senior centers, sheltered workshop, grocery stores.

Their volunteer stations.

Jobs, education, medical appointments, shopping, Wal-Mart, dialysis, church, grocery stores, etc.

Transit Provider Survey Drill Down

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

Doctors offices, dialysis centers, clinics and hospitals

Medical mile, senior centers, sheltered workshop, grocery stores

most say they need transportation to a Dr. Appt or the store.

Frequency of service and lack of bus coverage to areas of Springfield for the fixed route buses.

Repeat trips needed for jobs, dialysis, and medical appointments for paratransit bus service.

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

Answer Options	Interested	Possibly Interested	Not Interested	Not Applicable
Providing transportation services, or more transportation services, under contract to another agency or agencies.	2	1	0	2
Purchasing transportation services from another organization, assuming that the price and quality of service met your needs.	1	1	0	3
Coordinating schedules and vehicle operation with nearby transit providers so that riders can transfer from one service to another.	2	1	0	2
Joining together with another municipality or agency to consolidate the operation of transportation services.	1	3	0	1
Joining together with another municipality or agency to consolidate the purchase (or contracting) of transportation services.	1	2	1	1
Highlighting connections to other fixed-route or demand-responsive services on your schedules or other information materials.	3	0	0	2
Adjusting hours or frequency of service.	3	0	0	2
Coordinating activities such as procurement, training, vehicle maintenance, and public information with other providers.	3	0	0	2
Participating in an organized area-wide transportation marketing program.	2	3	0	0
Total	18	11	1	15

We invite any other comments you have on transportation. Use this space to add any explanation, remarks, or comments.







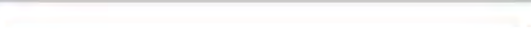



We are fee based but offer a great deal of flexibility and many resources

The OTO is currently sponsoring a route study to analyze the current public transit system in Springfield; to make recommendations on ways to improve the current system and to determine the need for transit services between Springfield and surrounding communities. Results of this study will be factors in determining growth of the current bus system.

Non-Transit Provider



1. Provider Information

		Response Percent	Response Count
Organization Name:		100.0%	8
Mailing Address:		100.0%	8
City:		100.0%	8
State:		100.0%	8
Zip Code:		100.0%	8
Phone Number:		100.0%	8
Fax Number:		100.0%	8
Website:		100.0%	8
E-mail Address:		87.5%	7
Contact Person:		87.5%	7
answered question			8
skipped question			0







2. What type of agency are you?

		Response Percent	Response Count
Government Human Services		25.0%	2
Private Non-Profit Human Services		37.5%	3
Private Non-Profit		25.0%	2
Private For-Profit		12.5%	1
Other (please specify)			1
answered question			8
skipped question			0







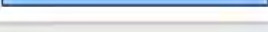
3. Please describe the geographic area you serve:

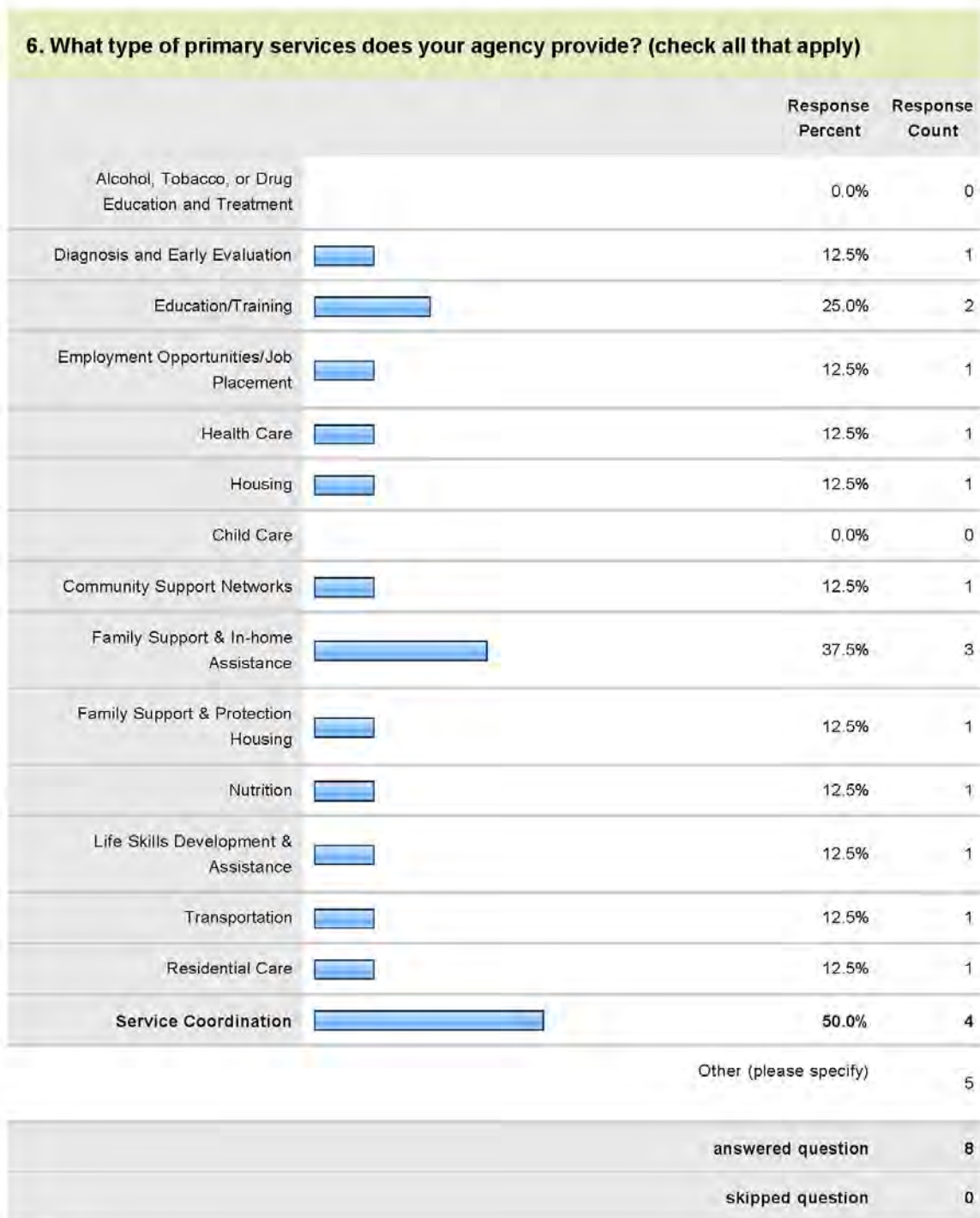
	Response Count
	8
answered question	8
skipped question	0

4. Who is eligible for services with your agency? (check all that apply)

		Response Percent	Response Count
Elderly (60+) Non-Disabled		50.0%	4
Elderly (60+) Disabled		87.5%	7
Non-Elderly Disabled (mental/physical)		75.0%	6
Low Income		37.5%	3
Youth		25.0%	2
General Public		37.5%	3
answered question			8
skipped question			0

5. What age group are your services designed for? (check all that apply)

		Response Percent	Response Count
Any age		37.5%	3
Under 18		12.5%	1
18 to 54		50.0%	4
55 to 59		50.0%	4
60 to 64		50.0%	4
65 to 74		50.0%	4
75 and older		50.0%	4
answered question			8
skipped question			0



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

	Response Percent	Response Count
Yes	100.0%	8
No	0.0%	0
answered question		8
skipped question		0

8. Please identify the types of mobility limitations: (check all that apply)

	Response Percent	Response Count
Age-related	28.6%	2
Physical	85.7%	6
Cannot afford motor vehicle	28.6%	2
Lack of motor vehicle (reasons other than income)	28.6%	2
Cognitive	71.4%	5
Vision	28.6%	2
Remote Location	0.0%	0
Other (please specify)		2
answered question		7
skipped question		1



9. What percentage of your participants and/or residents do you estimate have transportation limitations?

	Response Count
	7
answered question	7
skipped question	1








10. During the average week, how many clients use your services?

	Response Average	Response Total	Response Count
Number of Clients	286.67	1,720	6
answered question			6
skipped question			2










11. Does your agency coordinate transit services with any other transit provider?

	Response Percent	Response Count
Yes 	57.1%	4
No 	42.9%	3
If Yes, please describe those coordinated activities and with which agencies:		4
answered question		7
skipped question		1

**12. For what types of trips do your participants have difficulty obtaining transportation?
(check all that apply)**

		Response Percent	Response Count
Education		66.7%	4
Nutrition/Meal Programs		50.0%	3
Shopping		66.7%	4
Work		50.0%	3
Medical		100.0%	6
Personal business (banking, post office, etc.)		100.0%	6
Social/Recreational		83.3%	5
Other (please specify)			1
answered question			6
skipped question			2

13. Which of the following transportation methods do your clients use to access your services?

		Response Percent	Response Count
Fixed-route bus service		57.1%	4
Dial-a-ride service		14.3%	1
Van services for specific participation (veterans, church membership, senior centers, etc.)		28.6%	2
Private taxi		28.6%	2
Medical Transport (e.g. ambulance)		28.6%	2
Family		71.4%	5
Friend or neighbor		71.4%	5
Private vehicle driven by agency employee or volunteer		71.4%	5
Drive themselves		57.1%	4
Other (please specify)			1
	answered question		7
	skipped question		1

14. What are the major transportation needs of your agency in the short term (1 to 6 years)? Please list specific projects. Example: New service to shopping mall at a cost of \$500,000 annually.

	Response Count
	5
answered question	5
skipped question	3

15. What are the major transportation needs of your agency in the long term (7 to 20 years)? Please list specific projects.

	Response Count
	3
answered question	3
skipped question	5

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

	Response Count
	3
answered question	3
skipped question	5

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

	Interested	Possibly Interested	Not Interested	Not Applicable	Response Count
Providing transportation services, or more transportation services, under contract to another agency or agencies.	0.0% (0)	16.7% (1)	50.0% (3)	33.3% (2)	6
Purchasing transportation services from another organization, assuming that the price and quality of service met your needs.	16.7% (1)	66.7% (4)	16.7% (1)	0.0% (0)	6
Coordinating schedules and vehicle operation with nearby transit providers so that riders can transfer from one service to another.	33.3% (2)	16.7% (1)	33.3% (2)	16.7% (1)	6
Joining together with another municipality or agency to consolidate the operation of transportation services.	16.7% (1)	0.0% (0)	33.3% (2)	50.0% (3)	6
Joining together with another municipality or agency to consolidate the purchase (or contracting) of transportation services.	16.7% (1)	16.7% (1)	16.7% (1)	50.0% (3)	6
Highlighting connections to other fixed-route or demand-responsive services on your schedules or other information materials.	40.0% (2)	20.0% (1)	40.0% (2)	0.0% (0)	5
Adjusting hours or frequency of service.	33.3% (2)	16.7% (1)	33.3% (2)	16.7% (1)	6
Coordinating activities such as procurement, training, vehicle maintenance, and public information with other providers.	16.7% (1)	50.0% (3)	33.3% (2)	0.0% (0)	6
Participating in an organized area-wide transportation marketing	33.3% (2)	50.0% (3)	16.7% (1)	0.0% (0)	6

program.		
	answered question	6
	skipped question	2
18. We invite any other comments you have on transportation. Use this space to add any explanation, remarks, or comments.		
		Response Count
		2
	answered question	2
	skipped question	6

Non-Transit Providers Survey Drill Down

What type of agency are you?

Answer Options	Response Percent	Response Count
Government Human Services	25.0%	2
Private Non-Profit Human Services	37.5%	3
Private Non-Profit	25.0%	2
Private For-Profit	12.5%	1
Other (please specify)		2

Please describe the geographic area you serve:

17 counties Barry, Christian, Dade, Dallas, Douglas, Greene, Lawrence, Oregon, Ozark, Polk, Shannon, Stone, Taney, Texas, Webster and Wright

Nationwide but focus on Southwest Missouri Counties.

10 counties including the City of Springfield, MO

Greene, Christian and Howell Counties

Greene, Christian, Stone, Webster, Taney, Polk, Dallas Counties

We serve the Springfield area.

Greene County, MO

Counties: Christian, Dallas, Douglas, Greene, Hickory, Laclede, Ozark, Polk, Stone, Taney, Webster, Wright

Who is eligible for services with your agency? (check all that apply)

Answer Options	Response Percent	Response Count
Elderly (60+) Non-Disabled	55.6%	5
Elderly (60+) Disabled	88.9%	8
Non-Elderly Disabled (mental/physical)	77.8%	7
Low Income	44.4%	4
Youth	33.3%	3
General Public	33.3%	3

What age group are your services designed for? (check all that apply)

Answer Options	Response Percent	Response Count
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Non-Transit Providers Survey Drill Down

Any age	33.3%	3
Under 18	11.1%	1
18 to 54	55.6%	5
55 to 59	55.6%	5
60 to 64	55.6%	5
65 to 74	55.6%	5
75 and older	55.6%	5

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

Answer Options	Response Percent	Response Count
Alcohol, Tobacco, or Drug Education and Treatment	0.0%	0
Diagnosis and Early Evaluation	11.1%	1
Education/Training	33.3%	3
Employment Opportunities/Job Placement	11.1%	1
Health Care	11.1%	1
Housing	11.1%	1
Child Care	0.0%	0
Community Support Networks	22.2%	2
Family Support & In-home Assistance	33.3%	3
Family Support & Protection Housing	11.1%	1
Nutrition	11.1%	1
Life Skills Development & Assistance	22.2%	2
Transportation	11.1%	1
Residential Care	11.1%	1
Service Coordination	44.4%	4
Other (please specify)		6

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

Answer Options	Response Percent	Response Count
Yes	100.0%	9
No	0.0%	0

Please identify the types of mobility limitations: (check all that apply)

Answer Options	Response Percent	Response Count
Age-related	25.0%	2
Physical	87.5%	7
Cannot afford motor vehicle	25.0%	2
Lack of motor vehicle (reasons other than income)	37.5%	3
Cognitive	62.5%	5
Vision	37.5%	3

Non-Transit Providers Survey Drill Down

Remote Location	0.0%	0
Other (please specify)		2

What percentage of your participants and/or residents do you estimate have transportation limitations?

100

50%

70

75

65%

%20

75%

ten percent

During the average week, how many clients use your services?

Answer Options	Response Average	Response Total	Response Count
Number of Clients	286.67	1,720	6
		<i>answered question</i>	6
		<i>skipped question</i>	3

Does your agency coordinate transit services with any other transit provider?

Answer Options	Response Percent	Response Count
Yes	62.5%	5
No	37.5%	3
If Yes, please describe those coordinated activities and with which agencies:		5
	<i>answered question</i>	8
	<i>skipped question</i>	1

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

Answer Options	Response Percent	Response Count
Education	57.1%	4
Nutrition/M meal Programs	57.1%	4
Shopping	57.1%	4
Work	42.9%	3
Medical	85.7%	6
Personal business (banking, post office, etc.)	100.0%	7
Social/Recreational	85.7%	6
Other (please specify)		2

Non-Transit Providers Survey Drill Down

Which of the following transportation methods do your clients use to access your services?

Answer Options	Response Percent	Response Count
Fixed-route bus service	50.0%	4
Dial-a-ride service	12.5%	1
Van services for specific participation (veterans, church membership, senior centers, etc.)	37.5%	3
Private taxi	37.5%	3
Medical Transport (e.g. ambulance)	37.5%	3
Family	62.5%	5
Friend or neighbor	75.0%	6
Private vehicle driven by agency employee or volunteer	62.5%	5
Drive themselves	50.0%	4
Other (please specify)		1

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

Start Jan. 2012. Rides to and from meetings probably will increase. Rides for training and classes. Rides to grocery store - more needed. Rides for low income blind to food banks. Rides for shopping - other than grocery. Rides for medical. Rides out of town. Low income rides to eat at salvation army, etc. when out of groceries.

Ability to get clientele to doctors and other medical related venues.

outside of city limits; curb to curb; for employment; cost for ACCESS EXPRESS and scheduling of this service

New Service for new housing projects for Mentally Ill. Cost of New Van.

We need transportation (ACCESS & OATS) to the outer limits of Greene Co. not serviced by any agencies now available. We need bigger buses to accommodate our employees so when they get off at 3 pm they aren't getting home until 6 pm

Access transportation from Ozark, Taney and Stone Counties.

What are the major transportation needs of your agency in the long term (7 to 20 years)? Please list specific projects.

Rides to and from meetings - membership increasing hence more monthly meetings. Rides for medical increase with growing membership. Rides to grocery store needed to increase. Rides for low-income to food BANKS increase with more members. Rides for shopping other than groceries. Rides out of town. Rides for members who have no groceries and must eat at local churches, etc. Rides for socialization. All above should increase as we grow in members. more training necessary. Starting classes JAN 2012 but must go to a different location (south side senior center) as we are only approved for rides to our

Non-Transit Providers Survey Drill Down

present meeting place (1661 W. Elfindale) twice monthly.

Expanding service in Housing - Var's needed.

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

grocery shopping, necessary shopping on demand (without having to give a weeks notice) needing a prescription, etc. Low income shopping to food BANKS and to for meals at locations where they will be fed free when they have no food which is a problem. Getting out of town when they no longer drive is a problem - bus service limited here. Rides back from hospital when clients have had to go by ambulance. Week-end rides when buses here only go every hour, OATS doesn't ride, etc. Seniors, then stay home due to lack of rides to churches, social centers, can't carry many groceries on buses and taxi vouchers are used up quickly.

outside city limits or bus boundaries

Still working on getting clients that live in their own home to appointments.

Number of buses available to take our clients home

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

Answer Options	Interested	Possibly Interested	Not Interested	Not Applicable	Response Count
Providing transportation services, or more transportation services, under contract to another agency or agencies.	0	1	3	2	6
Purchasing transportation services from another organization, assuming that the price and quality of service met your needs.	1	4	1	0	6
Coordinating schedules and vehicle operation with nearby transit providers so that riders can transfer from one service to another.	2	1	2	1	6
Joining together with another municipality or agency to consolidate the operation of transportation services.	1	0	2	3	6
Joining together with another municipality or agency to consolidate the purchase (or contracting) of transportation services.	1	1	1	3	6
Highlighting connections to other fixed-route or demand-responsive services on your schedules or other information materials.	2	1	2	0	5
Adjusting hours or frequency of service.	3	1	2	1	7
Coordinating activities such as procurement, training, vehicle maintenance, and public information with other providers.	1	3	2	0	6
Participating in an organized area-wide transportation marketing program.	2	3	1	0	6

Non-Transit Providers Survey Drill Down

<i>answered question</i>	7
<i>skipped question</i>	2

We invite any other comments you have on transportation. Use this space to add any explanation, remarks, or comments.

1) outside city limits transportation is problem 2) transportation to areas like Columbia/Jefferson City - may not have transportation to Capitol or MU in Columbia - or just to go to that area 3) not transportation that is immediate, that you don't have to place days or weeks in advance 4) also, disabled people wonder??? have not as many options. 5) Transportation on weekends

While we are not a transportation provider we do work with individuals who need transportation and their families. We sometimes contract or purchase transportation for our individuals as well.

We are pretty self-sufficient when it comes to our transportation needs. We maintain a privately owned fleet of buses that we use to transport our clients to and from our two locations in Springfield. Our largest location, 3729 N. Glenstone, actually falls just outside of city limits so the coordination of public transportation with our services seems unlikely. I do hope, however, that these answers help you with your goals! Have a wonderful day!

Appendix E

Advisory Team Meeting Agenda and Minutes



Ozarks Transportation Organization

Ozarks Transportation Organization
Transit Coordination Plan
November 10, 2011
City Utilities' Transit Conference Room
1505 Boonville, Springfield, MO

- I. Welcome and Introductions
- II. Purpose of Study Update
 - Federal Regulations
- III. Review of Scope of Work
- IV. Role of Each Member
 - Assistance with Data Collection
 - Service Gaps and Concerns
 - Development of Goals and Objectives
- V. Survey Review
- VI. Questions and Comments about Process
- VII. Schedule of Future Meetings
- VIII. Adjournment



OZARKS TRANSPORTATION ORGANIZATION

TRANSIT COORDINATION PLAN KICK-OFF MEETING

10 November 2011

2:30 p.m.

City Utilities Transit Center Conference Room
1505 Boonville, Springfield, Missouri

ATTENDIES

Lara Ashbaugh, Burrell	Leslie McCafferty, Burrell
Sharon Bradford, RSVP	Dennis McMan, Springfield/Greene Co. Parks
Debra Brawley	Frank Pike, Alternative Opportunities
Sheri Davis, SGCPB Northview	Andrew Seiler, MoDOT Southwest District
Kathleen Featherstone, Department of Mental Health	Dena Simmons, Safe At Home
Diane Gallion, City Utilities Transit	Marie Smith, CCC Taxi
Dorothy Knowles, SW Mo. Office of Aging	Linda Starr, Springfield Workshop
Scott Kosky, OATS	Rick Stephenson, Daybreak
Louise Lathrop, CU Fixed Route	Dan Watts, SMCOG

STAFF PRESENT

Sara Edwards Natasha Longpine Curtis Owens

1. WELCOME AND INTRODUCTIONS

Introductions were made of everyone in attendance.

2. NOTES

1. OTO Staff gave an introductory presentation covering the Transit Coordination Plan. This presentation included chapter information, the Federal Transit Administration (FTA) guidelines, and program descriptions of Transportation for Elderly Persons and Persons with Disabilities 5310, Job Access and Reverse Commute (JARC) 5316, and New Freedom 5317, as well as the role of committee members during the planning process.
2. Mr. Owens explained that the plan update will included the following Federal Transit Administration (FTA) guidelines:
 - 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.



OZARKS TRANSPORTATION ORGANIZATION

3. Mr. Owens discussed the provider and non-provider surveys. The committee was requested to review the survey and provide comments by November 11. Staff will then send out the surveys for completion by agencies before December 12.
4. Committee members were asked to accept or update the Mission Statement. The committee recommended to keep the mission statement as it is written:
"Collectively assist in the development of a transit coordination plan that improves transportation services for vulnerable individuals within the Ozarks Transportation Organization region."
5. A review and update of the agency information was requested by the OTO staff and was completed by the end of the meeting. The committee recommended that OTO be added to the list.
6. The next Transit Coordination Plan committee meeting will be held at the Holland Building located at 205 Park Central East, Springfield, MO 65806. The OTO offices are located on the 2nd floor and are accessible by elevator or stairs. The next meeting will likely be scheduled in the second week of December.



Ozarks Transportation Organization

**Local Coordination Board for Transit
Transit Coordination Plan Advisory Team
December 14, 2011
205 Park Central East, Suite 212
Springfield, MO**

- 1) Welcome and Introductions**
- 2) Approval of Agenda**
- 3) Approval of Minutes**
- 4) Review of Survey Results**
 - a) Identify Gaps**
 - b) Identify Opportunities/Strengths**
- 5) Questions and Comments About Process**
- 6) Schedule January Meetings**
 - a) January Meeting; Special Needs Population Summary**
 - b) January Meeting; Turn Gaps to Strategies**
- 7) Adjournment**

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OZARKS TRANSPORTATION ORGANIZATION

TRANSIT COORDINATION PLAN ADVISORY TEAM

14 December 2011

10:00 a.m.

Ozarks Transportation Organization Conference Room
205 Park Central East, Suite 212

ATTENDEES

Howard Fisk, Fisk Limo
Diane Gallion, City Utilities Transit
Dorothy Knowles, SW Mo. Office of Aging
Scott Kosky, OATS
Louise Lathrop, CU Fixed Route

Dennis McMan, Springfield/Greene Co. Parks
Andrew Seiler, MoDOT Southwest District
Sue Phillips, Rehab Services for the Blind
Angela Tate, Abilities First/Senate Bill 40
Cari Wright, SW Center for Independent Living

STAFF PRESENT

Natasha Longpine Curtis Owens

1. WELCOME AND INTRODUCTIONS

Introductions were made of everyone in attendance.

2 AND 3. NOVEMBER 10, 2011 AGENDA AND MINUTES

Dorothy Knowles made the motion to approve the November 10, 2011 Meeting Agenda and Minutes, Diane Gallion seconded. The motion passed unanimously.

4. REVIEW OF SURVEY RESULTS

The Advisory Team reviewed both the Transit and Non-Transit provider surveys. While reviewing the non-provider surveys, potential gaps were identified. These included the scheduling and cost of medical transportation, transportation needs for personal business and social/recreational trips, as well as transportation for education. It was discussed that agencies are not necessarily a client's primary transportation provider; that they will rely on family and friends. There were also issues identified with transportation outside of Springfield and Greene County and service/agency assistance on weekends. Finally, it was brought up that there are a limited number of seats available for clients through various providers. This includes accessible seats. Many providers can only handle one or two wheelchairs at a time, and then they are considered "full" for additional wheelchair riders. Adding wheelchairs to a vehicle also reduces the total number of passengers that may ride.

Strategies identified through the non-provider surveys included purchasing services from another organization, highlighting connections to services on information materials, coordinating activities, and area-wide marketing.



OZARKS TRANSPORTATION ORGANIZATION

A variety of observations were made through review of the provider surveys as well. Most serve an area larger than the OTO. Monday through Friday service is typical. There is very little overnight service. There is a need for both vans and buses. Funding issues revolve around operating versus capital expenditures. Though most provide clients with medical, shopping, and work trips, gaps also exist for medical, shopping, and work. Strategies identified include all mentioned in the survey on question 40 about coordination, but focus was on highlighting connections, adjusting hours, coordinating activities, and marketing.

The Advisory Team also discussed the survey in general. Some were unsure of what certain questions were asking; that some definitions would help. It would have been good to get more details on the number of wheelchair seats and enhanced vehicles, as well as information on door-to-door, curb-to-curb, and door-through-door service.

5. QUESTION AND COMMENTS ABOUT PROCESS

The committee did not have questions or comments about the planning process, but requested that the next meeting be in the afternoon. This was a recommendation to see if more participation could be developed in the afternoon meeting due to possible scheduling issues for some participants.

6. SCHEDULE JANUARY MEETINGS

Only one January meeting was scheduled at this time. The time is 2 – 3:30 p.m. on January 11th. This meeting will be at the Ozarks Transportation Organization conference room, Suite 212.

7. ADJOURNMENT



Ozarks Transportation Organization

Local Coordination Board for Transit
Transit Coordination Plan Advisory Team
January 11, 2012
2:00 – 3:30 p.m.
205 Park Central East, Suite 212
Springfield, MO

- 1) Welcome and Introductions
- 2) Approval of Agenda and Minutes
- 3) Identify Service Gaps
- 4) Identify Opportunities and Strengths
- 5) Special Needs Population Summary
- 6) Turn Gaps to Strategies
- 7) January Meetings
- 8) Adjournment

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OZARKS TRANSPORTATION ORGANIZATION

TRANSIT COORDINATION PLAN ADVISORY TEAM

11 January 2012
2:00 p.m.
Ozarks Transportation Organization Conference Room
205 Park Central East, Suite 212

ATTENDEES

Kathleen Featherstone, DMH-Spfd	Louise Lathrop, WSAB
Sharon Bradford, RSVP	Andrew Seiler, MoDOT Southwest District
Howard Fisk, Fisk Limo	Linda Starr, Springfield Workshop
Diane Gallion, City Utilities Transit	Dan Watts, SMCOG
Scott Kosky, OATS	

STAFF PRESENT

Natasha Longpine Curtis Owens

1. WELCOME AND INTRODUCTIONS

Introductions were made of everyone in attendance.

2. APPROVAL OF AGENDA AND MINUTES

Sharon Bradford made the motion to approve the January 11, 2012 Agenda and Minutes. Louise Lathrop seconded. The motion passed unanimously.

3. IDENTIFY SERVICE GAPS

The Advisory Team reviewed both the Transit and Non-Transit drill down information from the surveys. The first task for the team was to develop a list of gaps in service. The team identified several gaps during the discussion, which included significant points such as the lack of or minimal coverage for overnight and weekend transit user. It was mentioned that the CU bus system provided minimal or reduced coverage. Other significant gaps identified included lack of funding, educating the users on available services and a single source of transit provider information such as a website.

4. IDENTIFY OPPORTUNITIES AND STRENGTHS

The Advisory Team also developed a list of opportunities and strengths. A general theme of ideas was to build on the foundation that is already in place. The team discussed the opportunities and strengths of the current transit providers and identified key providers such as the CU bus system and the MSU bus system. The group commented that the connection of services between CU and MSU bus systems could provide opportunity for better service to the community.



OZARKS TRANSPORTATION ORGANIZATION

The group began to develop a list of potential strategies that included client savings for bus passes, donations, education, and developing an agency resources list.

5. SPECIAL NEEDS POPULATION SUMMARY

The Advisory Team reviewed portions of the updated special needs population information. The team requested more information about the elderly population to further the discussion at the next meeting.

6. TURNING GAPS INTO STRATEGIES

The Advisory Team was assigned with reviewing the list of gaps for preparation of the next meeting.

7. SCHEDULE JANUARY MEETINGS

The next meeting was scheduled for January 25, 2012. This meeting will be held at the Ozarks Transportation Organization conference room, Suite 212.

8. ADJOURNMENT



Ozarks Transportation Organization

**Local Coordination Board for Transit
Transit Coordination Plan Advisory Team
January 25, 2012
2:00 – 3:30 p.m.
205 Park Central East, Suite 212
Springfield, MO**

- 1) Welcome and Introductions**
- 2) Approval of Agenda and Minutes**
- 3) Special Needs Population Summary**
- 4) Turn Gaps to Strategies**
- 5) February Meetings Possibly 2/8/2012 and 2/22/2012**
- 6) Adjournment**

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OZARKS TRANSPORTATION ORGANIZATION

TRANSIT COORDINATION PLAN ADVISORY TEAM

25 January 2012
2:00 p.m.
Ozarks Transportation Organization Conference Room
205 Park Central East, Suite 212

ATTENDEES

Jenny Dimsho, SMCOG Intern
Kathleen Featherstone, DMH-SpRO
Howard Fisk, Fisk Limo
Diane Gallion, City Utilities Transit
Scott Kosky, OATS
Louise Lathrop, WSAB

Dennis McMan, Springfield-Greene Co. Parks
Andrew Seiler, MoDOT Southwest District
Linda Starr, Springfield Workshop
Dan Watts, SMCOG
Cari Wright, SW Center Independent Living

STAFF PRESENT

Natasha Longpine Curtis Owens

1. WELCOME AND INTRODUCTIONS

Introductions were made of everyone in attendance.

2. APPROVAL OF AGENDA AND MINUTES

Linda Starr made the motion to approve the January 25, 2012 Agenda and January 11, 2012 Minutes. Diane Gallion seconded. The motion passed unanimously.

3. SPECIAL NEEDS POPULATION SUMMARY

The Advisory Team reviewed information of the special needs population that included a population pyramid, breakout table by communities of the MPO area elderly defined as age 65 and older, and 2009 American Community Survey estimates sex by age by disability table. It was discussed that Springfield and Greene County both have steady growth of the elderly population. The 2010 US Census shows that both jurisdictions had growth of more than 14 percent since 2000. Most other communities had around a 10 percent growth.

4. TURN GAPS TO STRATEGIES

The Advisory Team reviewed the service gaps, opportunities and strengths list. The team discussed limited coverage, vouchers for late night coverage, media participation in LCB meetings and educating the public about current services. The team felt these were key points to helping close gaps in service. The discussion focus continued on educating the public about available services.



OZARKS TRANSPORTATION ORGANIZATION

Chairman Fisk led the discussion about developing a single source of information such as a website that would provide all agencies' service information. Each agency was asked to provide a web link to their agencies and provide a brochure of services at the next meeting. Discussion continued about the role that media outlets could provide in educating the public, and that media publicity of LCB meetings should be a part of the education process. It was discussed that a local radio station, newspaper or other media outlets should be approached by the LCB for Transit to participate as a way to educate the public.

The team discussed how to address transit service for hospital patients after medical treatment is complete. Chairman Fisk mentioned that he would do some research on transit opportunities for released patients and report to the team at the next meeting.

For the next meeting the team asked that the gaps and strategies be grouped by similarity in the high, medium, low categories from the previous plan and redistributed through email. This was to help expedite the process of developing the strategies.

5. SCHEDULE JANUARY MEETINGS

The next meeting is scheduled for February 8, 2012. This meeting will be held at the Ozarks Transportation Organization conference room, Suite 212.

6. ADJOURNMENT

A motion was made by Kathleen Featherstone to adjourn the meeting. Dan Watts seconded the motion. The motion passed and meeting was adjourned.



Ozarks Transportation Organization

Local Coordination Board for Transit
Transit Coordination Plan Advisory Team
February 1, 2012
2:00 – 3:30 p.m.
205 Park Central East, Suite 212
Springfield, MO

- 1) Welcome and Introductions
- 2) Approval of Agenda and Minutes
- 3) Turning Gaps to Strategies
- 4) February Meeting Date
- 5) Adjournment

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OZARKS TRANSPORTATION ORGANIZATION

TRANSIT COORDINATION PLAN ADVISORY TEAM

1 February 2012

2:00 p.m.

Ozarks Transportation Organization Conference Room
205 Park Central East, Suite 212

ATTENDEES

Kathleen Featherstone, DMH-SpRO
Howard Fisk, Fisk Limo
Diane Gallion, City Utilities Transit
Leslie McCafferty, Burrell

Andrew Seiler, MoDOT Southwest District
Linda Starr, Springfield Workshop
Cari Wright, SW Center Independent Living

STAFF PRESENT

Natasha Longpine Curtis Owens

1. WELCOME AND INTRODUCTIONS

Introductions were made of everyone in attendance.

2. APPROVAL OF AGENDA AND MINUTES

Cari Wright made the motion to approve the February 1, 2012 Agenda and January 25, 2012 Minutes. Kathleen Featherstone seconded. The motion passed unanimously.

3. TURNING GAPS TO STRATEGIES

The Advisory Team reviewed three maps, including the Ozarks Transportation Organization boundary, the persons below poverty, and the persons over age 65. Mr. Owens explained that mapping of the disabled population was not yet available because the 2010 US Census American Community Survey data is only available for the larger population of the City of Springfield, Christian and Greene Counties. The team was informed that data for smaller communities will not be available until later in 2012.

At the last meeting, the team requested a list of local human service agencies websites and a collection of available service brochures. Mr. Owens reviewed OTO's current list of human service providers and verified each website was active and provided the web links for the Yellow Book and the Library Directory. The team reviewed the list and discussed the opportunities of an agency developing a single point information website or call center. The team discussed a 211 and 511 call site while viewing the 211 state sponsored website that was developed through the United Way agency. It was discussed that the local United Way agencies managed the update portions of 211.

The Advisory Team reviewed the gaps and strategy determining that priorities should only be labeled as high and medium.



OZARKS TRANSPORTATION ORGANIZATION

The high priorities include: sustain current mobility services, increase utilization of services, increase or improved mobility services and infrastructure, and educate public of service through a single source. The medium priorities include: increasing services – other than those listed in high, service availability – region is more than Springfield, services aren't comprehensive outside of Springfield; need for volunteers; continuation of Local Coordination Board for Transit; and share information about funding programs and benefits available to local organizations. It was mentioned that that training for application of 5310, 5316 and 5317 programs should be available. Ms Longpine stated that MoDOT provided this training in the past.

The team's discussion for implementation of actions included media coverage in both radio broadcasting and newspaper. Mr. Fisk mentioned several opportunities that included the Wayne Glenn AM radio program and the Dan Vaughn radio program. He also mentioned that as space permits, the Springfield Business Journal and other outlets could possibly run agency information ads as a service to the public education component.

4. FEBRUARY MEETING DATE

The next meeting is scheduled for February 29, 2012. This meeting will be held at the Ozarks Transportation Organization conference room, Suite 212.

5. ADJOURNMENT

A motion was made by Diane Gallion to adjourn the meeting. Cari Wright seconded the motion. The motion passed and this meeting was adjourned.



Ozarks Transportation Organization

**Local Coordination Board for Transit
Transit Coordination Plan Advisory Team
February 29, 2012
2:00 – 3:30 p.m.
205 Park Central East, Suite 212
Springfield, MO**

- 1) Welcome and Introductions**
- 2) Approval of Agenda and Minutes**
- 3) Finalize Strategies**
- 4) Implementation**
- 5) Draft Section Review**
- 6) Adjournment**

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OZARKS TRANSPORTATION ORGANIZATION

TRANSIT COORDINATION PLAN ADVISORY TEAM

29 February 2012
2:00 p.m.
Ozarks Transportation Organization Conference Room
205 Park Central East, Suite 212

ATTENDEES

Sharon Bradford, RSVP	Louise Lathrop, NSAB
Sheri Davis, SGCPB Northview	Leslie McCafferty, Burrell
Kathleen Featherstone, DMH-SpRO	Linda Starr, Springfield Workshop
Howard Fisk, Fisk Limousines	Dan Watts, SMCOG
Diane Gallion, City Utilities Transit	Cari Wright, SW Center for Independent Living
Scott Kosky, OATS	

STAFF PRESENT

Curtis Owens

1. WELCOME AND INTRODUCTIONS

Introductions were made of everyone in attendance.

2. APPROVAL OF AGENDA AND MINUTES

Diane Gallion made a motion to approve the February 29, 2012 Agenda and February 1, 2012 Minutes. Sheri Davis seconded. The motion passed unanimously.

3. FINALIZE STRATEGIES

The Advisory Team completed a review of the transit improvement strategies developed in prior meetings and identified four high priority items and five medium priority items. The team discussed these items in depth and decided there were no identifiable low priority items. The high priority items are: sustain current mobility services, increase utilization of services, increase/improve mobility services and infrastructure, and educate the public of services via a single source. The medium priority items are: increase services (other than those items listed in the high priority section), expand service availability beyond Springfield, offer more comprehensive services outside of Springfield, locate additional volunteers (e.g., Transit Ambassador Program) and travel trainers, continue the Local Coordination Board for Transit, and share information about funding programs and benefits available to local organizations.

The team reviewed the actions list and emphasized the need to educate the public on available agency services. Curtis Owens mentioned that he was recently at an Older Drivers Summit for a plan update and two of the three committees included enhancing the 211 system as a statewide priority action item. He also mentioned the Southwest Missouri Office on Aging called the



OZARKS TRANSPORTATION ORGANIZATION

Rideshare phone line to verify current information for the Yellow Book. Chairman Fisk also mentioned that he had talked with Cox Hospital staff about how patient releases were handled, specifically when someone needed assistance with transportation. The conclusion was that Cox is working on this issue and some action items are currently under review, hopefully allowing Cox to fully address this issue in the future.

Based on a review of the actions list, the team identified nine high priority action items and seven medium priority items. The high priority action items (not listed in priority order) are: (1) Create a website with a landing page that includes contact information for all local transit agencies and services; (2) Provide instructions on the website for how to solve problems when services aren't available; (3) List other mobility solutions on the website for those with disabilities and list disability-specific options; (4) Publicize 211, which provides human services information updates; (5) Research the feasibility of and create a plan to develop 511 service, which would provide transportation information to the community; (6) Create a media committee and plan to organize and strategize how and when to send information to various media outlets, including the News-Leader; (7) Increase community accessibility to the homebound- Meals on Wheels, mobile books, grocery deliveries, etc.; (8) Education; and (9) Maintain current funding levels in order to sustain existing services.

The medium priority action items (not listed in priority order) are: (1) Determine what service information is collected and available on an ongoing basis and what information should be shared; (2) Maintain and increase transit services - e.g., extend bus service on nights and weekends, provide rides home from the hospital, etc.; (3) Coordinate services with agencies and caregivers; (4) Offer same-day and flexible/urgent-needs ride scheduling; (5) Expand the transit system's daily service hours; (6) Have service agencies provide bus passes to their clients so their clients can save money and gain independence; (7) Create a donation program/fund where people can donate money for bus vouchers (adopt a voucher/bus pass) - people prefer short-term financial commitments; (8) Continue Local Coordinating Board for Transit meetings and project development activities.

4. IMPLEMENTATION

The Advisory Team reviewed Chapter 8 - Implementation of the Draft Transit Coordination Plan and recommended two minor changes. First, education should be included as a component of the strategies/actions implementation process as it was determined to be a high priority strategy. Secondly, the sentence "the first step will be to create a Local Coordination Board for Transit" should be removed as this action is not applicable due to the LCBT already currently meeting on a regular schedule.

5. DRAFT SECTION REVIEW

The Advisory Team received a draft of chapters one, two and three. A motion was made by Linda Starr to have OTO staff complete the Draft Transit Coordination Plan with the finalized gaps, strategies and actions; and to make changes to the implementation section to reflect high and medium priority items and actions. The motion was seconded by Scott Kosky and passed unanimously. OTO staff should have the first draft available to email to the Advisory Team by March 8, 2012.



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6. ADJOURNMENT

A motion was made by Diane Gallion to adjourn the meeting. Sharon Bradford seconded the motion. The motion passed and the meeting was adjourned.



Ozarks Transportation Organization

**Local Coordination Board for Transit
Transit Coordination Plan Advisory Team
March 30, 2012
2:00 – 3:30 p.m.
205 Park Central East, Suite 212
Springfield, MO**

- 1) **Welcome and Introductions**
- 2) **Approval of Agenda and Minutes**
- 3) **Comment Review**
- 4) **Plan Approval**
- 5) **Adjournment**



OZARKS TRANSPORTATION ORGANIZATION

TRANSIT COORDINATION PLAN ADVISORY TEAM

DRAFT

30 March 2012

2:00 p.m.

Ozarks Transportation Organization Conference Room
205 Park Central East, Suite 212

ATTENDEES

Kathleen Featherstone, DMH-SpRO
Howard Fisk, Fisk Limo
Scott Kosky, OATS

Linda Starr, Springfield Workshop
Cari Wright, SW Center Independent Living

STAFF PRESENT

Natasha Longpine Curtis Owens

1. WELCOME AND INTRODUCTIONS

Introductions were made of everyone in attendance.

2. APPROVAL OF AGENDA AND MINUTES

Cari Wright made a motion to approve the March 30, 2012 Agenda and February 29, 2012 Minutes. Scott Kosky seconded. The motion passed unanimously.

3. COMMENT REVIEW

Curtis Owens discussed the process of the Plan's comment period and informed the Advisory Team that the Local Coordination Board for Transit/Advisory Team, MoDOT and FHWA had either received a digital copy of the draft plan or been sent a web link to the draft plan. He also requested that each of these groups submit comments to him. In addition to comments from the aforementioned groups, a 30-day public comment period is also open. A hard copy of the draft plan is available at the OTO office and at the City Utilities bus garage. A press release requesting public input was submitted to local media outlets, posted at the OTO public notice bulletin board and sent to the City Utilities bus garage. The public comment period will run from March 13, 2012 through April 13, 2012.

The Advisory Team reviewed two minimal content adjustments to the draft plan:

Chapter 2 - "Reauthorization Extension" section: SAFETEA-LU was extended for an additional 90 days and will expire on June 30, 2012.

Chapter 7 - "Share funding program and benefit information" medium priority action item: The pass programs bullet should read "continue bus pass for clients through multiple agencies."



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No other content in the plan was modified.

Discussion for future LCB for Transit activities included collecting transportation data through local veteran's agencies and collecting data for homeless transportation needs. The team recommended that OTO staff should gather information as it becomes available and educate the LCB for Transit on the current Veterans Grant that provides some service activities.

4. PLAN APPROVAL

Kathleen Featherstone made a motion to approve the Transit Coordination Plan with the minor updates to the reauthorization extension and strategies and actions sections, and including a review of any public comments that may be received. Cari Wright seconded the motion. The motion passed unanimously. The Plan will be submitted to the Ozarks Transportation Organization Board of Directors for adoption at the April 19, 2012 Board meeting.

5. ADJOURNMENT

A motion was made by Kathleen Featherstone to adjourn the meeting. Scott Kosky seconded the motion. The motion passed and meeting was adjourned.