

Coordinated Human Services Public Transit Plan

for the Mark Twain Region



mark twain regional
council of governments

AUDRAIN PIKE RALLS MONROE RANDOLPH MACON SHELBY MARION

Welcome to the
Mark Twain Region
Population 138,696
(2016 Estimate)

February 2018



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Introduction – 2018 Coordinated Human Services Public Transit Plan for the Mark Twain Region

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

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

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

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

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

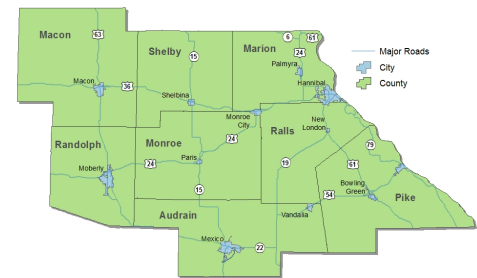
- Identify current transportation providers
- Identify transportation needs for older adults, people with low income, and individuals with disabilities
- Identify strategies to address gaps in service
- Prioritize strategies for implementing specific strategies/activities based on resources, time, and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

As part of this planning process a nine-page survey (See Appendix B) was sent out to 26 transit providers and non-transit providers identified in the Mark Twain Regional Council of Governments region. The survey was used to conduct an inventory of available transit service in the region as well as identified where gaps and duplication of service may exist. The surveys had a response rate of 46 percent.

A public forum was conducted on November 29, 2017 to allow area transportation partners to review the previous plan, express their individual needs or ideas, participate in the prioritization of plan strategies, and network with other public transit and human service transportation partners.

Mark Twain Region

The Mark Twain Regional Council of Governments serves Audrain, Macon, Marion, Monroe, Pike, Ralls, Randolph and Shelby counties in northeast Missouri. The eight-county region covers 4,708 square miles and contains 50 communities. US Census Bureau estimates for 2016 put the total population of the region at 138,696. The region is situated along the Mississippi River from Hannibal in the north to the edge of the St. Louis region to the south, stretching west into mid-Missouri. The region contains major north-south and east-west transportation routes, including the Avenue of the Saints (US 61) and US 36, and Missouri State Highways 79, 54, 24 and 63.



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

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

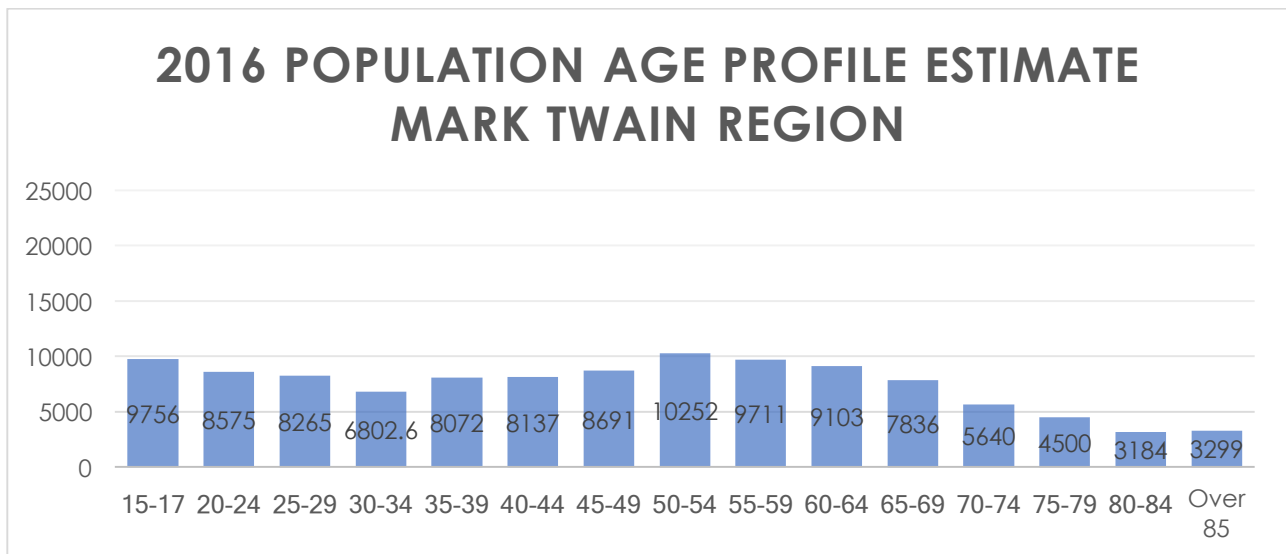
Demographic Profiles for the Mark Twain Region

The eight counties of the Mark Twain region have a total population of 138,696, based on the 2016 American Community Survey. This is a slight decrease in regional population based on the 2010 U.S. Census data. In 2010, the regional population was 139,087. While the overall regional population remains relatively stable, the table below shows some counties in the region showing a slight negative growth since 2010.

COUNTY	POPULATION 2016 ESTIMATE	POPULATION 2010 CENSUS	POPULATION CHANGE	PERCENT CHANGE
MACON	15,399	15,566	-167	-0.11
SHELBY	6,148	6,373	-225	-0.37
MONROE	8,642	8,840	-198	-0.23
MARION	28,858	28,781	77	0.27
PIKE	18,475	18,516	-41	-0.22
RALLS	10,225	10,167	58	0.06
AUDRAIN	25,868	25,529	339	0.13
RANDOLPH	25,081	25,414	-333	-0.13
REGION	138,696	139,186	-490	-0.04
MISSOURI	6,059,651	5,988,927	70,724	.012

Data Source: 2016 American Community Survey (ACS) and 2010 U.S. Census

The chart below illustrates the age profile in the region based on the 2016 American Community Survey figures. The high percentages of working age persons and seniors among the total population are significant for transit planning, as these populations make up a major portion of the public transit and paratransit ridership within the region.



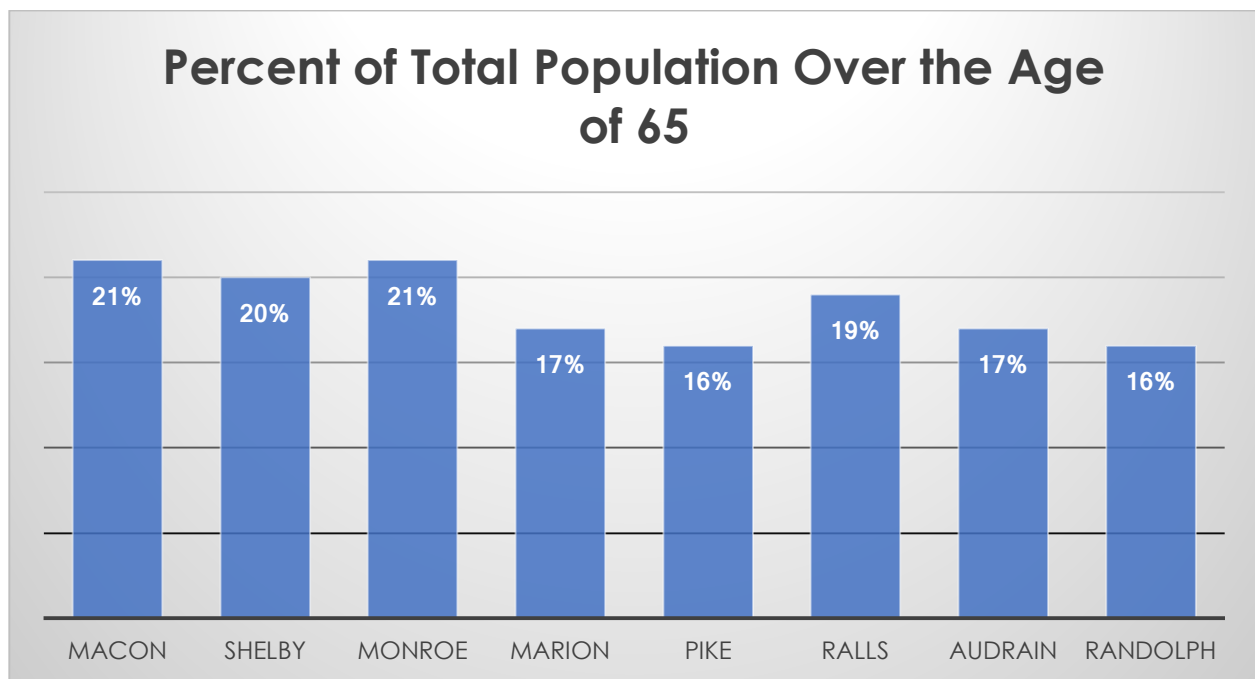
Data Source: 2016 American Community Survey (ACS)

Disadvantaged Populations in the Mark Twain Region

A regional transportation system must provide travel services appropriate to the needs of the residents; especially disadvantaged residents. By holding this goal in the forefront, we can effectively enhance the major quality of life for those facing disadvantages and, thereby the community as a whole.

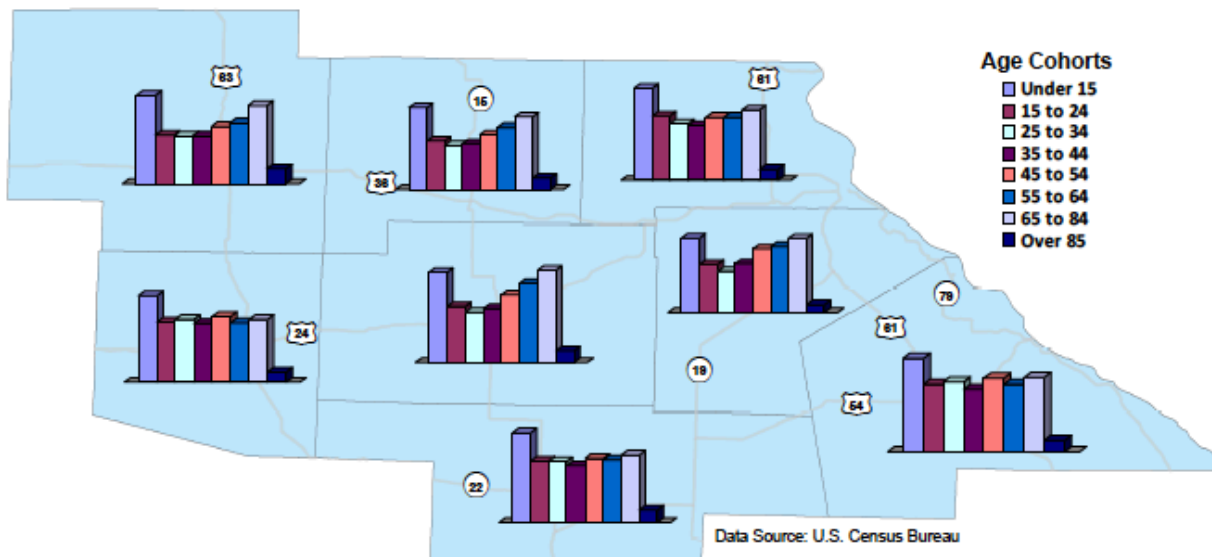
The three major populations affected by federal transit programs within the scope of this plan are seniors, those with a disability, and economically disadvantaged.

Seniors in the Mark Twain region make up a slightly larger percentage of the total regional population in comparison with Missouri and every county in the region follows this trend. Another significant indicator for transit planning is the number of seniors reporting a disability, as these persons may be more likely to need public or paratransit services. On a county-wide basis, Macon, Shelby, and Monroe have the most sizable percentage of residents above the age of 65, while Monroe and Ralls are also significantly higher than the state's average of 15.3 percent. Since the 2010 Census each county in the region has stayed about the same or as slightly increased in population over the age of 65.



Data Source: 2016 American Community Survey (ACS)

Percent of Total Population by Age Cohort



Poverty in the Mark Twain Region

The poverty rate (defined as an annual income below 185% of the poverty threshold) is slightly higher in the Mark Twain region overall than the state average. Ralls, and Pike counties have poverty rates lower than the state average, while several counties (Macon, Marion, Audrain, and Randolph) are significantly higher.

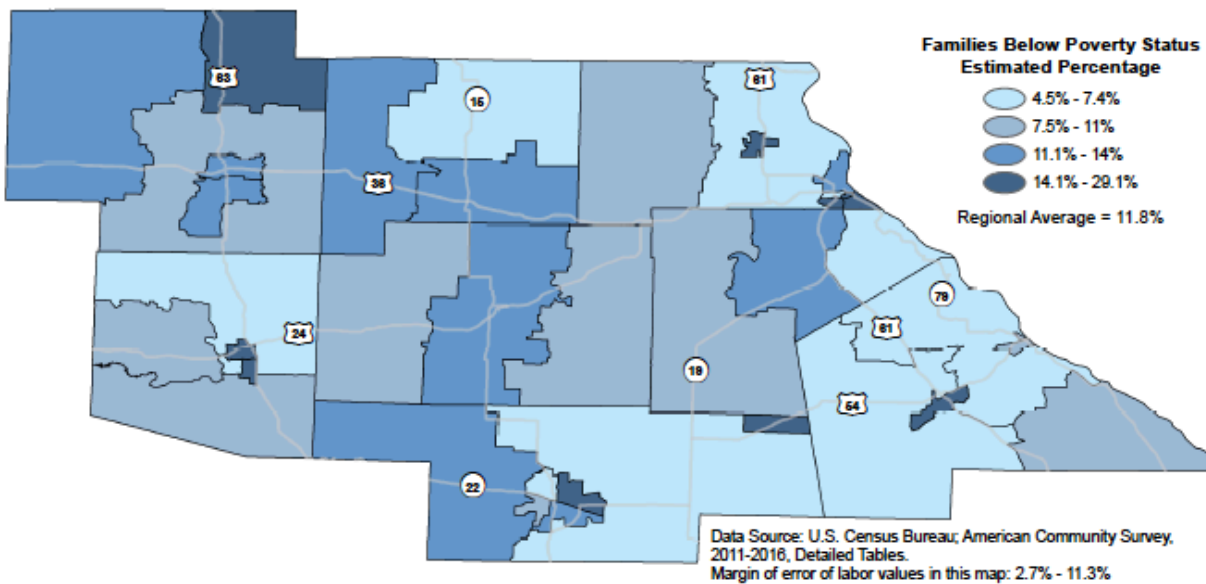
Poverty Rates in the Mark Twain Region									
(2016 ACS Estimates)									
MACON	SHELBY	MONROE	MARION	PIKE	RALLS	AUDRAIN	RANDOLPH	MARK TWAIN	MISSOURI
18.8%	15.7%	15.7%	17.3%	15.2%	12.6%	17.7%	17.6%	16.3%	15.3%

Source: 2012-2016 American Community Survey 5-Year Estimates

The poverty in these communities underscores the need for transit options for those who may not be able to afford an automobile. The likelihood of not having reliable, personal transportation increases with poverty. Many of the counties listed above do not have the employment opportunities necessary on a local level to help residents escape from poverty, and given the predominantly rural character of the region, commuting to locations outside the immediate

vicinity are generally required. These factors combine to create a situation where transit options have an enormous impact on a community's economic outlook.

Percent of Families Below Poverty Status, By Census Tract 2011-2016 Five-Year Estimates



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

Disabled Population in the Mark Twain Region

According to the 2012-2016 American Community Survey 5-Year Estimates, the region's disabled population tends to gravitate toward cities in a pattern similar to its senior population. Compared to the state of Missouri, the Mark Twain region represents a slightly higher percentage of seniors reporting disabilities than the state average. The



percentage of working age persons reporting a disability tracks with the state average in the region, with some counties in the region posting higher than average disability rates and other counties reporting percentages lower than the state average. As with all disadvantaged groups, one of the greatest challenges in providing access to transportation is the isolated nature of rural populations.

Individuals with disabilities may have fewer options for physical activity due to barriers in the built environment. It is often more difficult to navigate the city and get to daily destinations. People with disabilities are also more at risk of a collision in difficult traffic situations and may recover more slowly when injured. Additionally, they are often at risk of having very low incomes, as their ability to work full time is often limited. This may leave them unable to meet their basic needs and require additional assistance.

Population 65 years and over

- a hearing difficulty
- With a vision difficulty
- With a cognitive difficulty
- With an ambulatory difficulty
- With a self-care difficulty
- With an independent living difficulty

Percent of Working Age (18-64) Population Reporting a Disability									
Missouri	Mark Twain	Audrain	Macon	Marion	Monroe	Ralls	Randolph	Pike	Shelby
12.6%	14.3%	13.8%	18.3%	12.6%	14.5%	11.7%	16.5%	13.1%	13.9%
Percent of Seniors Reporting a Disability (2000 Census)									
Missouri	Mark Twain	Audrain	Macon	Marion	Monroe	Ralls	Randolph	Pike	Shelby
37.0%	38.37%	35.6%	40.1%	33.8%	37.9%	37.6%	44%	40.8%	37.2%

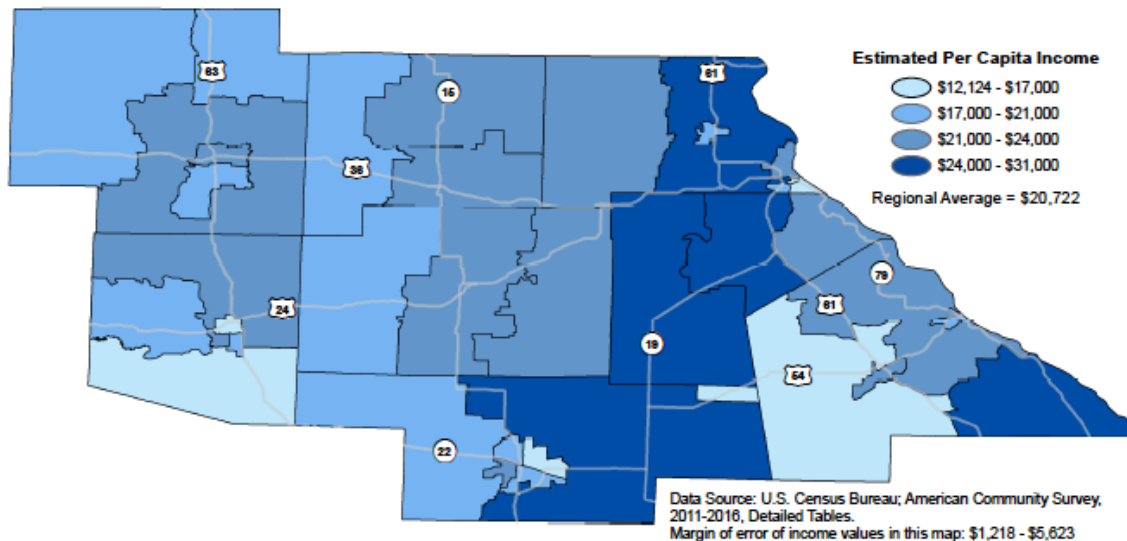
When considering the effect of disability on working age adults, persons with a disability are nearly twice as likely to be unemployed. While this is undoubtedly a multi-causal issue, the region's predominantly rural character, combined with available workforce transit options, certainly play a role.

Labor Force in the Mark Twain Region

The Mark Twain region's main economic driving force is its population. The 2016 American Community Survey figures put the region's labor force at 63,456 people, from a total population of approximately 139,186. The average per capita income for the region according to the American Community Survey 2012-2016 five-year estimates ranged from \$18,615 in Randolph County to \$24,909 in Ralls County. All counties in the Mark Twain region were below the statewide average of \$27,044. The median household income for the region of \$37,068 is significantly lower than the state median income of \$49,593.

Per Capita Income in the Mark Twain Region									
Missouri	Mark Twain	Audrain	Macon	Marion	Monroe	Ralls	Randolph	Pike	Shelby
\$27,044	\$20,970	\$19,692	\$19,941	\$22,303	\$21,690	\$24,099	\$18,615	\$19,900	\$21,521
Unemployment in the Mark Twain Region									
Missouri	Mark Twain	Audrain	Macon	Marion	Monroe	Ralls	Randolph	Pike	Shelby
6.6%	6.7%	7.9%	8.5%	6%	5.7%	6.6%	7.5%	5.6%	5.8%

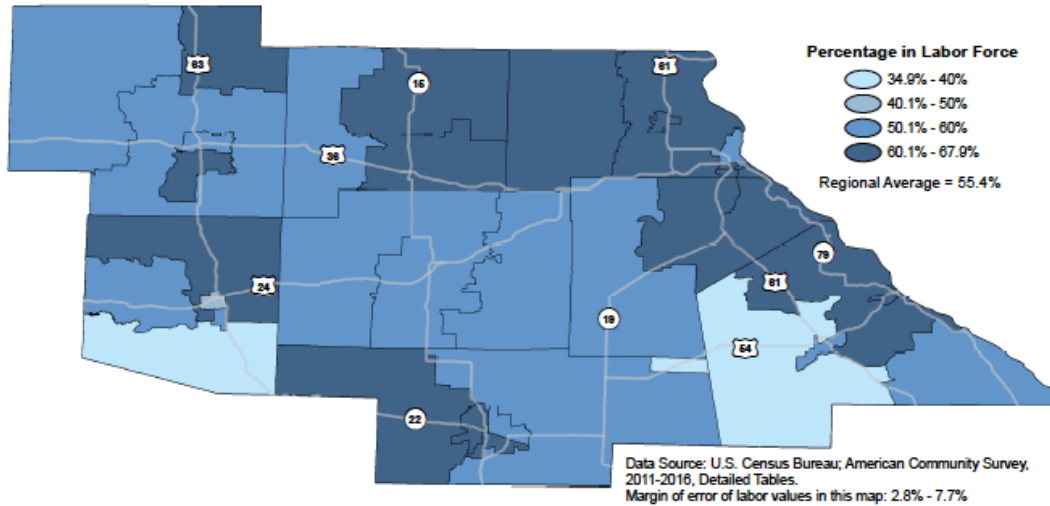
**Per Capita Income, by Census Tract
2011-2016 Five-Year Estimates**



According to the Bureau of Labor Statistics the unemployment rate average for the Mark Twain region for 2016 was comparable to the State of Missouri's average rate of 6.6%. Pike county saw the lowest unemployment at 5.6%, while Macon County was the highest at 8.5%. As this plan will

show, workforce transit is one of the most pressing needs in the region. These figures are not seasonally adjusted.

**Percent of Population 16 Years or Older in the Civilian Labor Force, By Census Tract
2011-2016 Five-Year Estimates**

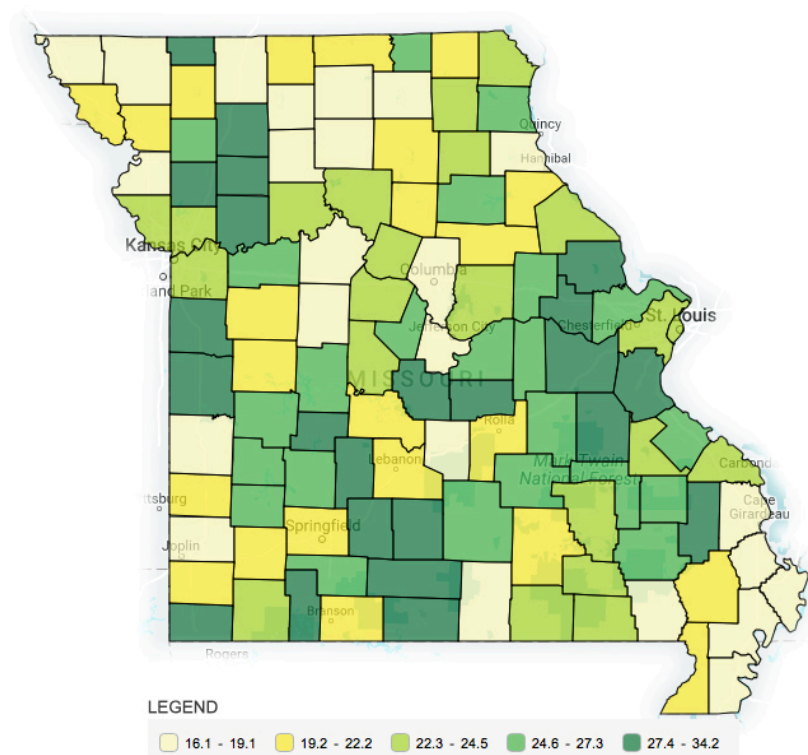


Commuting Patterns

Commuting patterns for the Mark Twain region in relation to all Missouri counties are illustrated on the map below. Data from the 2012-2016 ACS show that the average commute within the region was just over 21 minutes. Monroe County had the highest commute time, at 25 minutes; with Marion County having the lowest commute time, at 17.8 minutes. The mean travel time for Missouri is 23.5 minutes.

Mean Travel Time by Minutes, Age 16 and Over
2016 American Community Survey 5-Year Estimates

AUDRAIN	RALLS	PIKE	MARION	MONROE	SHELBY	MACON	RANDOLPH	MARK TWAIN REGION	MISSOURI
20.7	22	23.7	17.8	25	22.3	20.1	21.4	21.6	23.5



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

Percent of Workers by Means of Travel to Work, by County
2012-2016 American Community Survey 5-Year Estimates



Transit in the Mark Twain Region

Publicly-funded transit programs in the eight counties of the Mark Twain region are primarily provided by OATS, Inc. without regard to age, income or disability status (see table on page 14). Paratransit services are provided generally by OATS, as well as in-house transportation services provided by numerous service agencies within the region.

Assessment of Current Transit Services

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

Public transit in the region is provided by OATS, Inc. OATS operates in all eight counties in the region, serving in the previous fiscal year 2,515 people, for a total of 91,065 one way trips and a total of 963,426 miles (information courtesy OATS, Inc.). Regionally, medical visits are the number one trip generator, accounting for approximately 33% of trips. Given the number of seniors and disabled persons served by public transit



in non-urban areas, this is not surprising. Employment was the second most frequent trip generator, totaling 26% of all OATS trips in the region. This is an indication of the close connection between transportation needs and employment opportunity, a need often overlooked in rural transit planning. Essential shopping accounted for 13% of all OATS trips in the Mark Twain region, and in Marion County business and employment both exceeded medical visits in one way trips generated.

The majority of paratransit services within the region are needs-specific services offered by an array of non-profit human service providers. These services are generally in-house and are limited to the clients or customers of the particular agency, though OATS often provide transportation services for agencies without in-house transportation options. These services

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

Mark Twain Regional Transit Ridership									
OATS Ridership Information for the Period July 1, 2016 to June 30, 2017									
Trip Purpose (One Way Trips)	Audrain	Macon	Marion	Monroe	Pike	Ralls	Randolph	Shelby	Total
Essential	838	1,442	4,762	561	1,314	65	2,102	374	11,458
Shopping									
Nutrition	5	22	413	148	124	4	147	52	915
Medical	399	6,980	7,511	1,280	4,120	202	8,898	996	30,386
Business	148	1,153	10,961	76	142	142	2,045	182	14,849
Education	0	15	100	0	0	0	29	0	144
Recreation	69	238	18	202	86	4	4	238	859
Employment	385	964	11,995	4	12	219	9,792	5	23,376
En Route Stops	442	906	2,068	1,717	1,220	30	2,011	704	9,098
Total	2,286	11,720	37,828	3,988	6,998	666	25,028	2,551	91,065
Trip Type (One Way Trips)									
In-Town	1,224	5,583	28,487	139	1,378	360	17,776	152	55,099
Within One County	114	1,009	5,301	252	2,828	90	1,211	365	11,170
Adjoining County	420	2,492	418	1,238	253	94	3,580	770	9,265
Beyond Adjoining County	86	1,730	1,554	642	1,339	92	450	560	6,453
En route Stops	442	906	2,068	1,717	1,200	30	2,011	704	9,078
Total	2,286	11,720	37,828	3,988	6,998	666	25,028	2,551	91,065
Total Miles Traveled	26,449	186,293	252,220	52,647	117,182	14,361	206,254	108,020	963,426
Information courtesy OATS, Inc., Macon, Missouri									

Gap Analysis

After reviewing existing transit services and options within the region, the task force identified the following gaps in service and needs which, if met, would benefit the region.

Funding & Rising Operational Costs

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

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

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

Accessibility

Accessibility to transit was identified as one of the greatest challenges facing transit providers in the Mark Twain region. The catch-all term “accessibility” includes a number of issues: increasing the number of transit vehicles in service; increasing the number of vehicles equipped for special needs riders; increasing the number of routes and expanding hours of operation; increasing awareness of transit options to persons currently not using public or paratransit; and combining these issues to increase overall access to transit options in the region. The special issues which arise when transporting persons with differing disabilities was also mentioned as a



challenge facing providers. The needs for different types of vehicles, different accessories, as well as additional staff assistance are all factors that must be considered when planning transit services.

Scheduling & Routes

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



While conventional wisdom holds that public transit is viable only in urban areas with enough population density to make it cost effective, both the task force discussions and survey results indicate that an increased investment in public transportation, if tailored to the geography and demographics of the region, would be a great asset. Several issues present themselves in this discussion. The number one concern is adding more routes and more frequent trips on those routes, in order to make it feasible as a public transit option, as opposed to simply a demand-response system for special needs. Cost is another factor, both in terms of accessible pricing for potential transit users, as well as necessary cost effectiveness for providers. The theme heard

again and again in this discussion is: convenience. Without it, any attempt at boosting the level of public transit in the region will not be successful.

Funding to Assist Low Income Populations

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



In the USDA paper “Public Transportation on the Move in Rural America” by Dennis M. Brown, the author links transit service directly to employment in rural areas. According to Brown, “the importance of public transportation in rural areas has been demonstrated by the key role it has played in the implementation of welfare reform (Stommes, Brown, and Houston, 2002).

Communication

Mobility stakeholders in the region identified communication as an issue that affects many aspects of transit service. Awareness of transportation options among potential riders is one area that was cited as needing improvement. Schedules, fees, and types of services can all be pushed out to the community to increase awareness of transit opportunities. Better communication in this area should positively affect ridership, thereby boosting the feasibility of providing service.

Rural Transit

Taking all of the aforementioned needs together, the overarching needs of rural transit revolve around the high cost of providing service to a smaller, geographically dispersed user population. According to MoDOT’s 2017 Long Range Plan Update, in fiscal year 2017, MoDOT administered \$31 million of transit funds. The majority of these funds are from federal programs that support

operating costs and bus purchases for transit agencies across the state. There is a small amount of state and General Revenue funding to support operating costs for transit agencies.

With the lack of available capital funding for fleet replacement needs, meeting current level of service (LOS) demands are challenging. Further complicating this challenge is the anticipated increased demand for service from an aging population. The task force identified the need to systematically study this challenge, with the hope that by bringing transit users, transit providers and civic leaders together, hidden opportunities might be discovered.

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

The Mark Twain Public Transit – Human Services Coordination Task Force identified three overall strategies to implement in the eight-county region. The strategies are being carried over from the previous plan, the current task force believes the three identified strategies need to be the priorities of the region over the next five years. These strategies grew from the comparison of current transit services in the region with identified gaps and needs. The task force desired strategies that would be broad enough to encompass both current and future activities to be undertaken in the region, yet specific enough to assist in the identification and practical application of those activities.

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

Strategy I: Maintenance

Maintain the Current Level of Service in the Region

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

necessary to maintain the current level of service in the face of increasing operational costs, and to provide for fleet maintenance and replacement.

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

Strategy II: Expansion

Expand Transit Opportunities in the Mark Twain Region

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

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

Strategy III: Coordination

Increase Communication and Coordination among Transit Providers, Users and the General Public

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

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

A more viable and cost-effective transit network may be created by collaboration and coordination among providers, and by seeking innovative funding options and coordinated transit programs.

In recent years, the importance of public transportation in rural areas has been demonstrated by the key role it has played in the implementation of welfare reform

Implementing Regional Transit Strategies

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

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

1. Maintain current service levels in the region. The highest priority strategy for transit in the Mark Twain region is to maintain the current level of service in the face of shrinking funding levels and growing demand (see strategy two). Activities and projects aimed at this strategy will be in the forefront of provider needs.

2. Expand transit opportunities in the Mark Twain region where available. Increase accessibility to meet the needs of all transit user populations in the region. One of the most pressing needs identified by the task force is that of accessibility. Increasing ridership positively influences the feasibility of transit services. Making transit options more accessible to a greater number of people, with more convenient routes and schedules, handicap-accessible vehicles, etc., is a constant challenge. Activities and projects applicable to this strategy will be an important part of the region's effort to boost transit services.

***Public transportation
is available in
approximately sixty
percent of all rural counties
nationwide,
for a total of about
1,200 systems***

3. Increase communication and coordination among transit providers, users and the general public. One of the most promising ideas discussed by the transit task force is implementing a vehicle for coordination between and among transit providers and human service agencies. Potential new ways of communicating between transit providers and the ridership in the region may be accomplished through social media, cellular text alerts and other computerized options.

Process for Review and Adoption of Public Transit-Human Services Coordination Plan

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

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

Second, Mark Twain Regional COG convened a task force of mobility stakeholders from the region, including transit providers, human services agencies and users. The list of agencies participating in this public outreach included: Learning Opportunities Quality Works, OATS, Inc., Mark Twain Behavioral Health, The Learning Center, Pike County Senate Board 40, Audrain County Handicapped Services, Monroe City Sheltered Workshop, Randolph County Sheltered Industries, Handi-Shop, Inc, Macon Diversified Industries, Central Missouri Community Action, The Helping

Center, Inc. and Audrain County Disability Services. In an effort to gather as much public input as possible the Mark Twain COG held a public hearing on November 29, 2017. The public hearing notice sent to newspapers all across the region, posted on the MTRCOG website, and directly delivered to all of the agencies mentioned above. All agencies were encouraged to post the public notice in a highly-traveled area of their facility. The stakeholders involved in this process assessed the current level of service in the Mark Twain region, developed priorities for inclusion in the public transit – human services coordination plan, and identified existing obstacles to overcome in improving transit opportunities in the region.

Third, Mark Twain Regional COG, in conjunction with the Missouri Association of Councils of Government (MACOG) released two regional transit surveys: one for transit users; and one for transit providers, (including public and paratransit providers, as well as service agencies providing transportation to their clients).

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

Appendix A – Plan Task Force

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

Mark Twain Regional Public Transit – Human Services Coordination Task Force

Cathy Kendrick, *Learning Opportunities Quality Works*

Sheree Webb, *OATS, Inc.*

Tim Crews, *Audrain County Developmental Disability Services*

Bev Borgeson, *Audrain Developmental Disability Services*

Rhonda Byers, *Mark Twain Behavioral Health*

Rebecca Glenn, *The Learning Center—Bowling Green*

Connie Thurman, *Monroe City Sheltered Workshop*

Bev Borgeson, *Audrain Developmental Disability Services*

Thomas A. Dobyys, II, *Central Missouri Community Action*

Phillip Inman, *The Helping Center, Inc.*

Pete Breting, *Pike County Senate Board*

Dede Spidle, *Macon Workshop*

Jessica Embree, *RCSI & ICAN Employment*



mark twain regional
council of governments

February 21, 2018

Let it be known that as of February 21, 2018 the Mark Twain Regional Council of Governments Executive Board formally approved and adopted the 2018 Coordinated Human Services – Public Transit Plan for the Mark Twain Region.

Audrain

Macon

Marion

Monroe

Pike

Ralls

Randolph

Shelby

A handwritten signature in blue ink, appearing to read 'Steve Hobbs'.

Steve Hobbs
Chairman

(573) 565-2203

Fax (573) 565-2205

42494 Delaware Lane

Perry, MO 63462



mark twain regional
council of governments

February 21, 2018

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A handwritten signature in blue ink that reads 'Glenn H. Eagan'.

Glenn Eagan
Chairman

(573) 565-2203

Fax (573) 565-2205

42494 Delaware Lane

Perry, MO 63462

Appendix C – Transit Ridership Survey Results

Appendix B – Transit Provider Survey



TRANSIT PROVIDER SURVEY

SECTION 1: TRANSPORTATION PROVIDER INFORMATION

ORGANIZATION:

ADDRESS 1:

ADDRESS 2:

CITY:

STATE:

ZIP:

TELEPHONE:

FAX:

CONTACT PERSON:

TITLE/DEPARTMENT:

E-MAIL ADDRESS:

NAME OF PERSON COMPLETING THIS SURVEY:

PLEASE DESCRIBE THE GEOGRAPHIC AREA YOU SERVE:

WHAT TYPE OF AGENCY ARE YOU?

- ☐ PUBLIC TRANSIT SYSTEM
- ☐ GOVERNMENT HUMAN SERVICES AGENCY
- ☐ PRIVATE NON-PROFIT HUMAN SERVICES AGENCY
- ☐ PRIVATE NON-PROFIT TRANSPORTATION PROVIDER
- ☐ OTHER

SECTION 2: SERVICE INFORMATION**WHICH CLIENTS DOES YOUR AGENCY SERVE? (CHECK ALL THAT APPLY)**

- ☐ ELDERLY (60+) NON-DISABLED
- ☐ ELDERLY DISABLED
- ☐ NON-ELDERLY DISABLED (MENTAL/PHYSICAL)
- ☐ LOW INCOME
- ☐ YOUTH
- ☐ GENERAL PUBLIC
- ☐ OTHER

WHAT TYPE OF PRIMARY SERVICES DOES YOUR AGENCY PROVIDE? (CHECK ALL THAT APPLY)

- ☐ ALCOHOL, TOBACCO OR DRUG EDUCATION & TREATMENT
- ☐ DIAGNOSIS AND EARLY EVALUATION
- ☐ EDUCATION/TRAINING
- ☐ EMPLOYMENT OPPORTUNITIES/JOB PLACEMENT
- ☐ HEALTH CARE
- ☐ HOUSING
- ☐ CHILD CARE
- ☐ COMMUNITY SUPPORT NETWORKS
- ☐ FAMILY SUPPORT & IN-HOME ASSISTANCE
- ☐ FAMILY SAFETY AND PROTECTION HOUSING
- ☐ NUTRITION
- ☐ LIFE SKILLS DEVELOPMENT & ASSISTANCE
- ☐ TRANSPORTATION
- ☐ RESIDENTIAL CARE
- ☐ OTHER

WHAT AGE GROUPS ARE YOUR SERVICES DESIGNED FOR? (CHECK ALL THAT APPLY)

- ☐ UNDER 18 ☐ 18 TO 54 ☐ 55 TO 59 ☐ 60 TO 64
- ☐ 65 TO 74 ☐ 75 AND OLDER ☐ ANY AGE ☐ OTHER

WHICH DAYS PER WEEK DO YOUR CLIENTS REGULARLY NEED TRANSIT SERVICE? (CHECK ALL THAT APPLY)

- ☐ SUNDAY ☐ MONDAY ☐ TUESDAY ☐ WEDNESDAY

☐ THURSDAY☐ FRIDAY☐ SATURDAY

WHAT ARE THE HOURS OF YOUR OPERATION? PLEASE INDICATE TIME USING AM & PM, E.G. 8:30 PM

DAY	FROM	TO
SUNDAY		
MONDAY		
TUESDAY		
WEDNESDAY		
THURSDAY		
FRIDAY		
SATURDAY		

WHAT HOURS OF THE DAY DO YOUR CLIENTS NEED ACCESS TO TRANSPORTATION SERVICES?

PLEASE INDICATE TIME USING AM AND PM, E.G. 8:30 PM

DAY	FROM	TO
SUNDAY		
MONDAY		
TUESDAY		
WEDNESDAY		
THURSDAY		
FRIDAY		
SATURDAY		

HOW MANY WEEKS PER YEAR DO YOUR CLIENTS REGULARLY NEED TRANSIT SERVICES?

HOW MANY PEOPLE ARE INVOLVED IN YOUR AGENCY?

NUMBER OF FULL-TIME EMPLOYEES:

NUMBER OF PART-TIME EMPLOYEES:
 NUMBER OF ADMINISTRATIVE EMPLOYEES:
 NUMBER OF VOLUNTEERS:

HOW MANY PEOPLE AT YOUR AGENCY ARE INVOLVED IN TRANSPORTATION SERVICES?

NUMBER OF FULL-TIME EMPLOYEES:
 NUMBER OF PART-TIME EMPLOYEES:
 NUMBER OF ADMINISTRATIVE EMPLOYEES:
 NUMBER OF VOLUNTEERS:

**DOES YOUR AGENCY SERVE PEOPLE WITH MOBILITY LIMITATIONS?
 (MOBILITY LIMITATIONS ARE PHYSICAL, MENTAL, OR OTHER CONDITIONS THAT
 LIMIT THEIR AGILITY OR CAUSE DIFFICULTY IN GETTING PLACES THEY NEED OR
 WANT TO GO)?**

☐ YES

☐ NO

IF YES, PLEASE IDENTIFY THE TYPES OF MOBILITY LIMITATIONS. (CHECK ALL THAT APPLY)

☐ AGE RELATED ☐ PHYSICAL ☐ CANNOT AFFORD MOTOR VEHICLE

☐ LACK OF MOTOR VEHICLE (FOR REASONS OTHER THAN INCOME)

☐ COGNITIVE ☐ VISION ☐ REMOTE LOCATION

☐ OTHER (PLEASE SPECIFY)

**WHAT PERCENTAGE OF YOUR PARTICIPANTS AND/OR RESIDENTS DO YOU ESTIMATE
 HAVE MOBILITY LIMITATIONS?** %

HOW MANY CLIENTS DOES YOUR AGENCY SERVE WITH TRANSPORTATION

	DAILY AVG	WEEKLY AVG	MONTHLY AVG	PEAK	LOW
ELDERLY (60+) NON-DISABLED					
ELDERLY DISABLED					
NON-ELDERLY DISABLED (MENTAL/PHYSICAL)					
LOW INCOME					
YOUTH					
GENERAL PUBLIC					
OTHER					

WHICH OF THE FOLLOWING TRANSPORTATION METHODS DO YOUR PARTICIPANTS USE TO ACCESS YOUR SERVICES?

(CHECK ALL THAT APPLY)

- ☐ FIXED ROUTE BUS SERVICE ☐ DIAL-A-RIDE SERVICE ☐ PRIVATE TAXI
☐ VAN SERVICES FOR SPECIFIC PARTICIPANTS (VETERANS, CHURCH MEMBERS, SENIOR CITIZENS, ETC.)
☐ MEDICAL TRANSPORTATION (E.G., AMBULANCE) ☐ FAMILY
☐ PRIVATE VEHICLE DRIVEN BY AGENCY EMPLOYEE OR VOLUNTEER ☐
 DRIVE THEMSELVES
☐ OTHER

DOES YOUR AGENCY COORDINATE WITH ANY TRANSIT PROVIDERS?

- ☐ YES ☐ NO

IF YES, PLEASE DESCRIBE THOSE COORDINATION ACTIVITIES AND WITH WHICH AGENCIES.

SECTION 3: GENERAL TRANSPORTATION SERVICE QUESTIONS

LISTED 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
Providing transportation services, or more transportation services, under contract to another agency.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Purchasing transportation services from another organization, assuming the price and quality of service met your needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinating schedules and vehicle operation with nearby transit providers so that riders can transfer from one service to another.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Joining together with another municipality or agency to consolidate the operation of transportation services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Joining together with another municipality or agency to consolidate the purchase (or contracting) of transportation services.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Highlighting connections to other fixed-route or demand-responsive services on your schedules or other information materials.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Adjusting hours or frequency of service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordinating activities such as procurement, training, vehicle maintenance, and public information with other providers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Participating in an organized area-wide transportation marketing program.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IN YOUR OPINION, HOW MUCH WOULD PEOPLE IN YOUR COMMUNITY SUPPORT AN INCREASE IN TAXES OR FEES FOR IMPROVEMENTS TO PUBLIC TRANSPORTATION FOR SENIORS AND PEOPLE WITH DISABILITIES?

- ☐ STRONGLY OPPOSE ☐ SOMEWHAT OPPOSE
☐ SOMEWHAT SUPPORT ☐ STRONGLY SUPPORT

IN YOUR OPINION, HOW MUCH WOULD PEOPLE IN YOUR COMMUNITY SUPPORT INCREASED STATE FUNDING FOR IMPROVEMENTS TO PUBLIC TRANSPORTATION FOR SENIORS AND PEOPLE WITH DISABILITIES?

- ☐ STRONGLY OPPOSE ☐ SOMEWHAT OPPOSE
☐ SOMEWHAT SUPPORT ☐ STRONGLY SUPPORT

PLEASE RATE THE IMPORTANCE OF THE FOLLOWING SERVICE IMPROVEMENTS FOR PUBLIC TRANSPORTATION FOR SENIORS AND PEOPLE WITH DISABILITIES IN YOUR COMMUNITY.

	URGENT	VERY IMPORTANT	IMPORTANT	WOULD BE NICE	NOT IMPORTANT
Greater number of door-to-door rides.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More fixed-route service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Services easier to use for seniors and people with disabilities.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Longer hours of operation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More days of operation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More reliable service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vehicles in better condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lower fares.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easier trip scheduling over the phone.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Printed schedules easier to read and understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More reliable on-time pick-ups.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More reliable drop-offs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Easier to identify vehicles.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

DO YOU FEEL THERE ARE ANY REAL OR PERCEIVED BARRIERS TO THE COORDINATION OF EXISTING TRANSPORTATION SERVICES IN YOUR AREA? (E.G. STATUTORY BARRIERS TO POOLING FUNDS, LIABILITY CONCERNS, "TURF ISSUES", UNIQUE CLIENT CHARACTERISTICS, ETC.)?

MORE SPECIFICALLY, FOR THOSE PARTICIPANTS WHO HAVE TROUBLE OBTAINING PUBLIC TRANSPORTATION TO YOUR SERVICES, WHY DO YOU THINK THEIR OPTIONS ARE LIMITED (CHECK ALL THAT APPLY)

- ☐ NO EXISTING SERVICE
- ☐ NO SERVICE TO OUR LOCATION
- ☐ SERVICE DOES NOT RUN DURING HOURS WHEN RIDES ARE NEEDED
- ☐ ACCESSING SERVICE IS TOO DIFFICULT (E.G., WAITING, RESERVATION REQUIREMENTS, ETC.)
- ☐ DO NOT QUALIFY FOR THE SERVICES AVAILABLE
- ☐ LACK OF MONEY FOR FARES
- ☐ DO NOT KNOW HOW TO ACCESS THE SYSTEM
- ☐ LIVE TOO FAR AWAY
- ☐ THEY HAVE BEEN TURNED AWAY IN THE PAST AND HAVE GIVEN UP ASKING
- ☐ OTHER FACTORS

FOR WHAT TYPES OF TRIPS DO YOUR PARTICIPANTS HAVE DIFFICULTY OBTAINING TRANSPORTATION?

(CHECK ALL THAT APPLY)

- ☐ EDUCATION
- ☐ NUTRITION/MEAL PROGRAMS
- ☐ SHOPPING
- ☐ WORK
- ☐ MEDICAL
- ☐ PERSONAL BUSINESS (E.G., BANKING, POST OFFICE, ETC.)
- ☐ SOCIAL/RECREATIONAL
- ☐ OTHER (PLEASE EXPLAIN)

IF YOU SERVE SPECIFIC PROGRAM CLIENTS, PLEASE INDICATE THE NUMBER OF CLIENTS IN EACH PROGRAM.

(E.G., HEAD START, SENIOR NUTRITION, ETC.)

PROGRAM	# OF PARTICIPANTS

SECTION 4: TRANSPORTATION CONDITIONS

THE FOLLOWING QUESTIONS WILL HELP MEASURE EXISTING CONDITIONS. THE INFORMATION IS ALSO NEEDED TO DETERMINE CURRENT DEFICIENCIES, FUTURE NEEDS, AND PROJECT COSTS FOR THE PLANNING HORIZON. PLEASE BE AS SPECIFIC AS POSSIBLE WHEN ANSWERING THE QUESTIONS.

WHAT ARE THE MAJOR TRANSPORTATION NEEDS FOR YOUR AGENCY IN THE SHORT TERM (1 TO 6 YEARS)?

PLEASE LIST SPECIFIC PROJECTS

SOME EXAMPLES MAY INCLUDE THE FOLLOWING: replacement of 4 large buses at a cost of \$250,000.00 each; 2 mini-buses at \$50,000.00 each; new service to the shopping mall with 30 minute headways at a cost of \$400,000.00 annually; 1-day per week demand-responsive service to the elderly apartments at a cost of \$20,000.00 annually; 4 new bus shelters at \$1,000.00 each; new schedules printed, estimated cost with labor and materials \$5,000.00; hire one dispatcher at \$20,000.00 annually.

WHAT ARE THE MAJOR TRANSPORTATION NEEDS OF YOUR AGENCY IN THE LONG TERM (7 TO 20 YEARS)?

PLEASE LIST SPECIFIC PROJECTS SEE EXAMPLES ON PREVIOUS QUESTION.

(AUDRAIN, MACON, MARION, MONROE, RALLS, RANDOLPH, PIKE, AND SHELBY COUNTIES) WITHIN THE NEXT 5 TO 10 YEARS?

TRIP INFORMATION: PLEASE LIST THE MOST POPULAR DESTINATIONS FOR YOUR CUSTOMERS/CLIENTS. BE AS SPECIFIC AS POSSIBLE, LISTING IN DESCENDING ORDER OF PRIORITY.

LOCATION (NAME, ADDRESS IF NECESSARY)	TYPE OF TRIP (MEDICAL, SHOPPING, ETC.)

Appendix C – Transit Ridership Survey Results

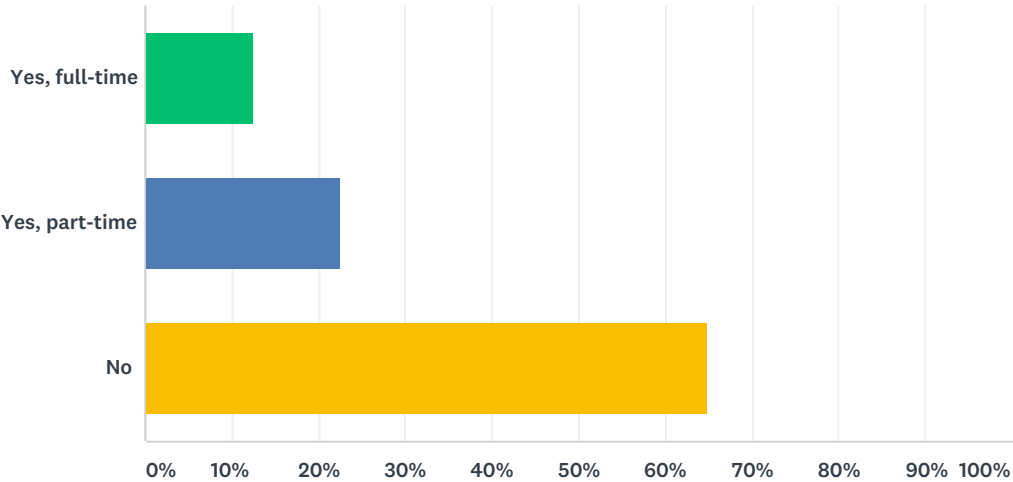
Q1 In what City and County do you live in?

Answered: 155 Skipped: 6

ANSWER CHOICES	RESPONSES	
City:	97.42%	151
County:	99.35%	154

Q2 Are you currently employed?

Answered: 159 Skipped: 2



ANSWER CHOICES		RESPONSES	
Yes, full-time		12.58%	20
Yes, part-time		22.64%	36
No		64.78%	103
TOTAL			159

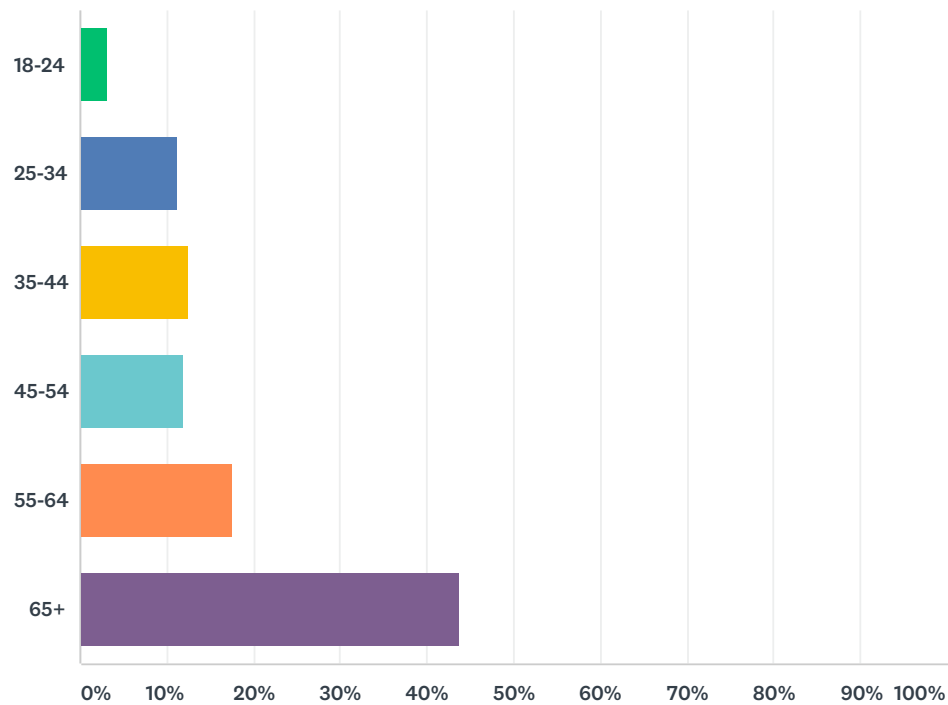
Q3 If employed, in what city and county do you work?

Answered: 57 Skipped: 104

ANSWER CHOICES	RESPONSES	
City:	98.25%	56
County:	98.25%	56

Q4 What is your age?

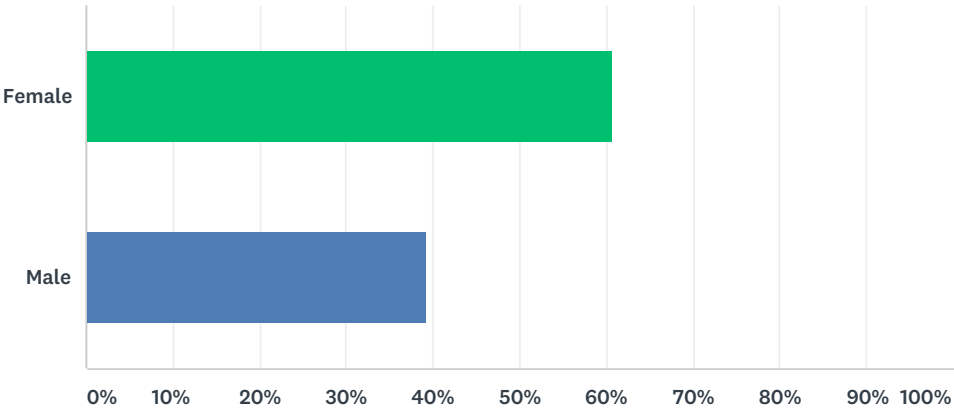
Answered: 160 Skipped: 1



ANSWER CHOICES	RESPONSES	
18-24	3.13%	5
25-34	11.25%	18
35-44	12.50%	20
45-54	11.88%	19
55-64	17.50%	28
65+	43.75%	70
TOTAL		160

Q5 What is your gender?

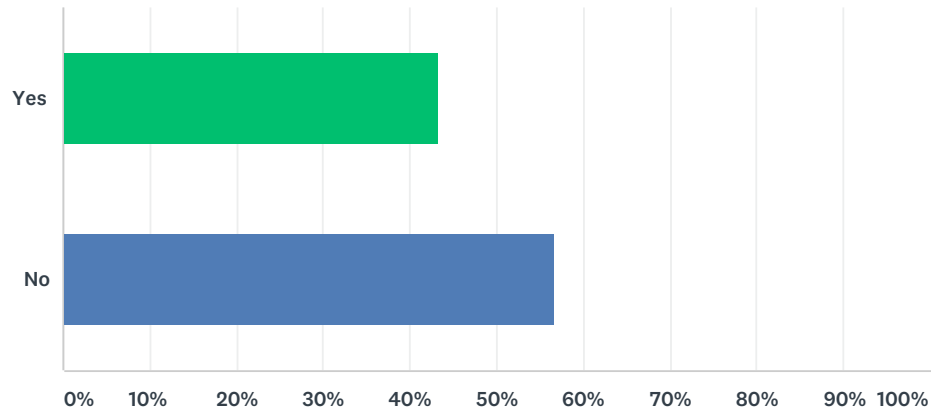
Answered: 160 Skipped: 1



ANSWER CHOICES		RESPONSES	
Female		60.62%	97
Male		39.38%	63
TOTAL			160

Q6 Do you have a valid drivers license?

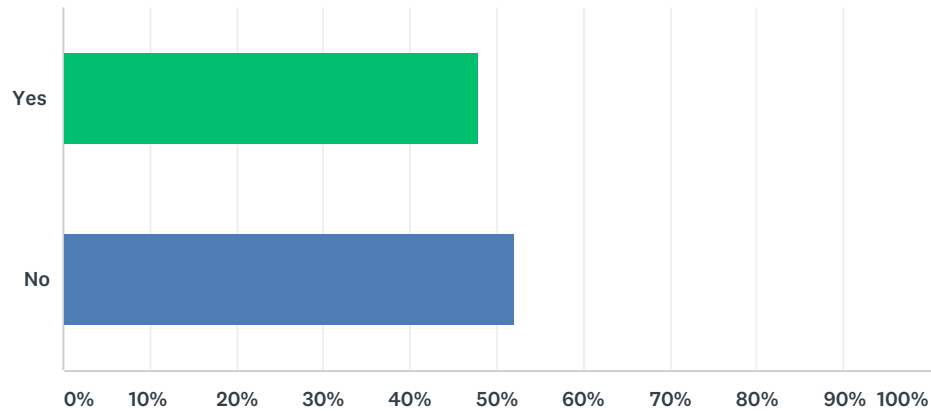
Answered: 159 Skipped: 2



ANSWER CHOICES		RESPONSES	
Yes		43.40%	69
No		56.60%	90
TOTAL			159

Q7 Are you able to drive?

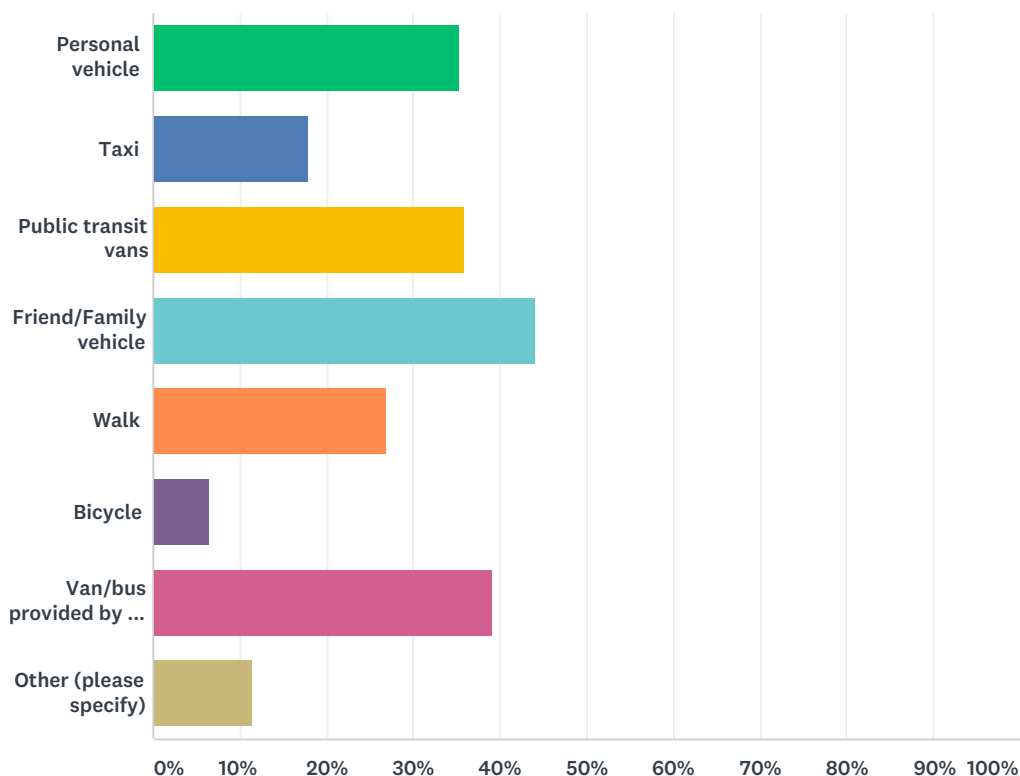
Answered: 161 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	47.83%	77
No	52.17%	84
TOTAL		161

Q8 What modes of transportation do you use at this time? (check all that apply)

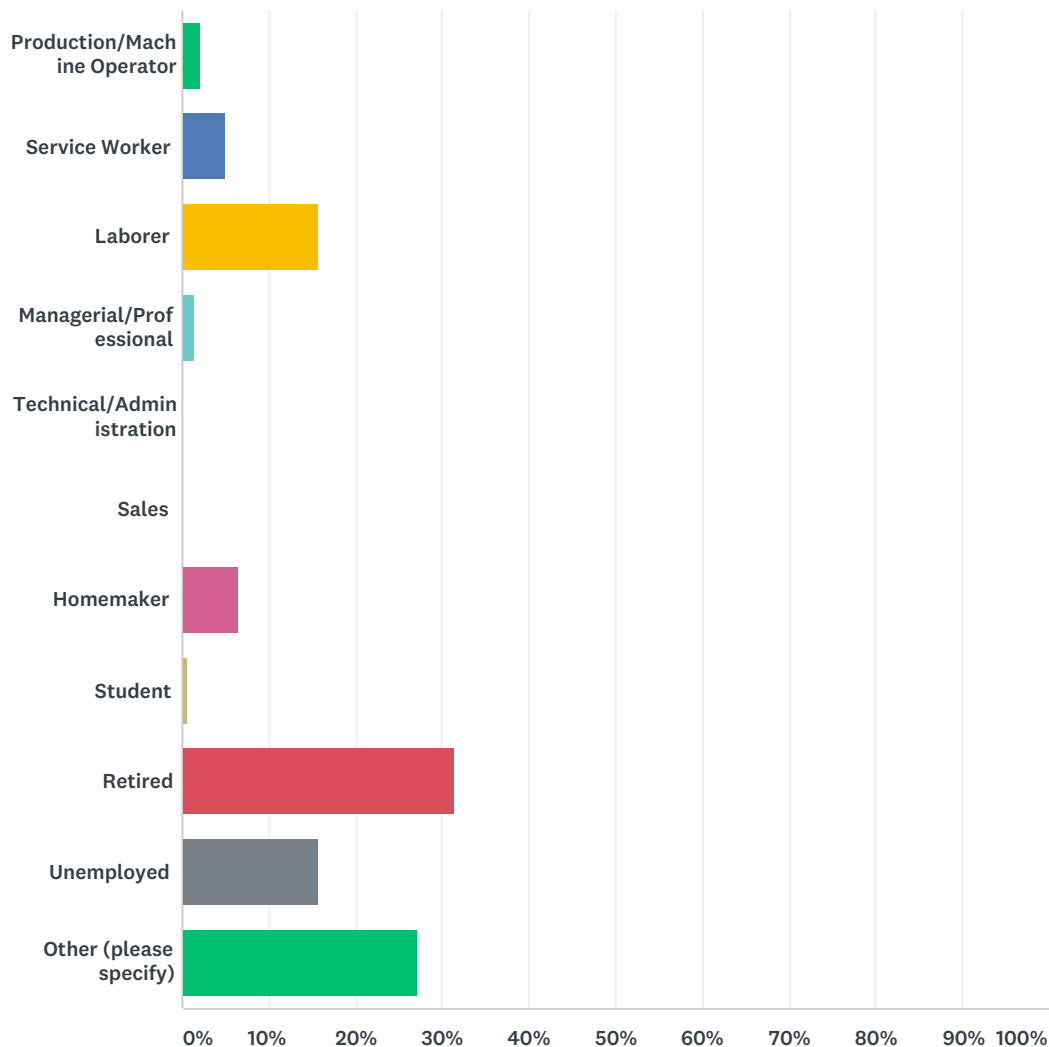
Answered: 156 Skipped: 5



ANSWER CHOICES	RESPONSES	
Personal vehicle	35.26%	55
Taxi	17.95%	28
Public transit vans	35.90%	56
Friend/Family vehicle	44.23%	69
Walk	26.92%	42
Bicycle	6.41%	10
Van/bus provided by my service agency	39.10%	61
Other (please specify)	11.54%	18
Total Respondents: 156		

Q9 What is your occupation?

Answered: 140 Skipped: 21

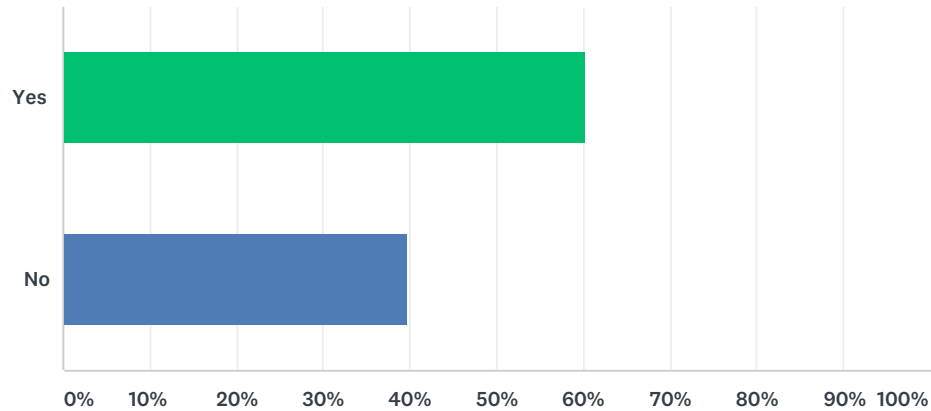


ANSWER CHOICES	RESPONSES	
Production/Machine Operator	2.14%	3
Service Worker	5.00%	7
Laborer	15.71%	22
Managerial/Professional	1.43%	2
Technical/Administration	0.00%	0
Sales	0.00%	0
Homemaker	6.43%	9
Student	0.71%	1
Retired	31.43%	44
Unemployed	15.71%	22

Other (please specify)	27.14%	38
Total Respondents: 140		

Q10 Do you currently use public transit services such as OATS or another local transit provider?

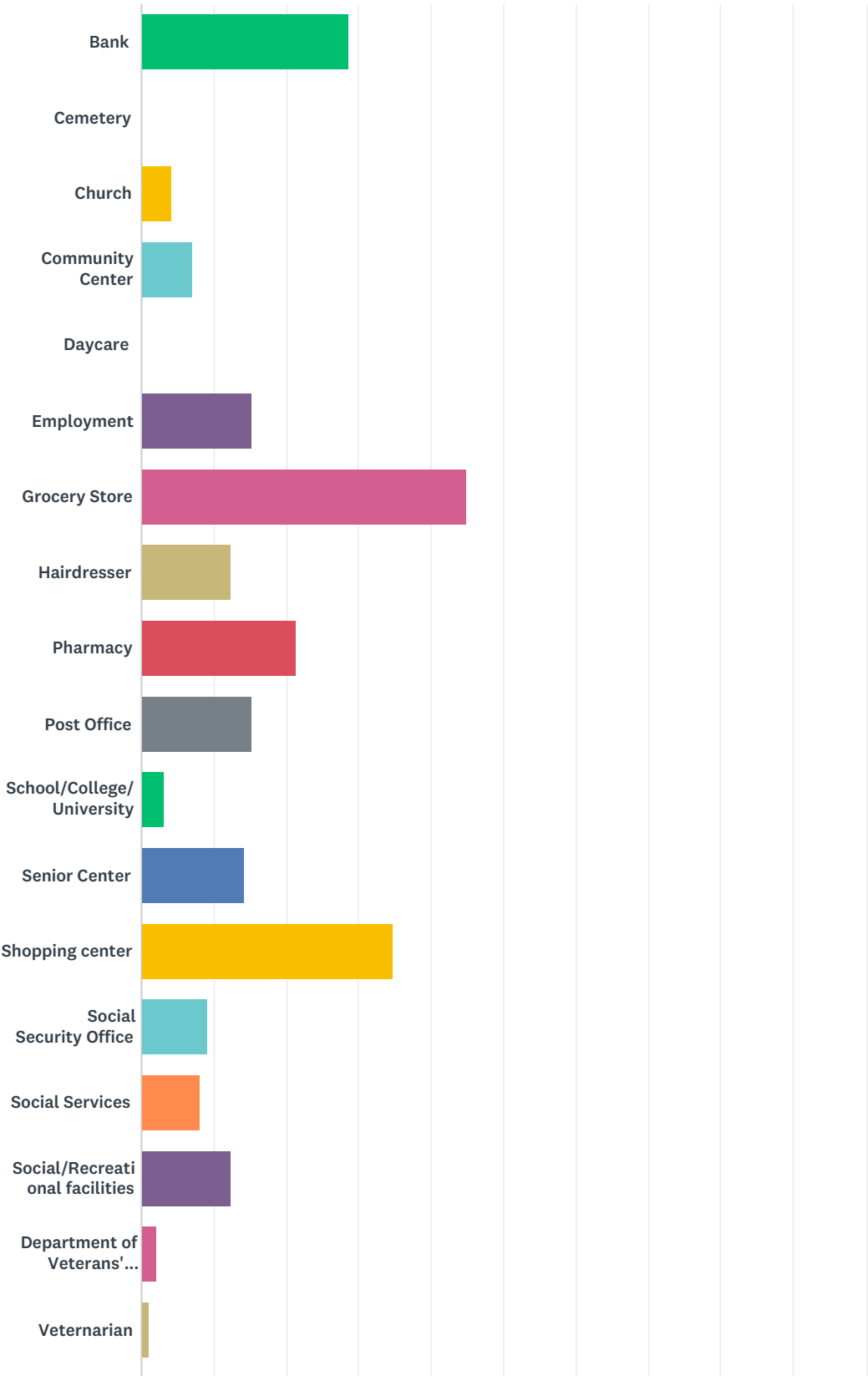
Answered: 156 Skipped: 5

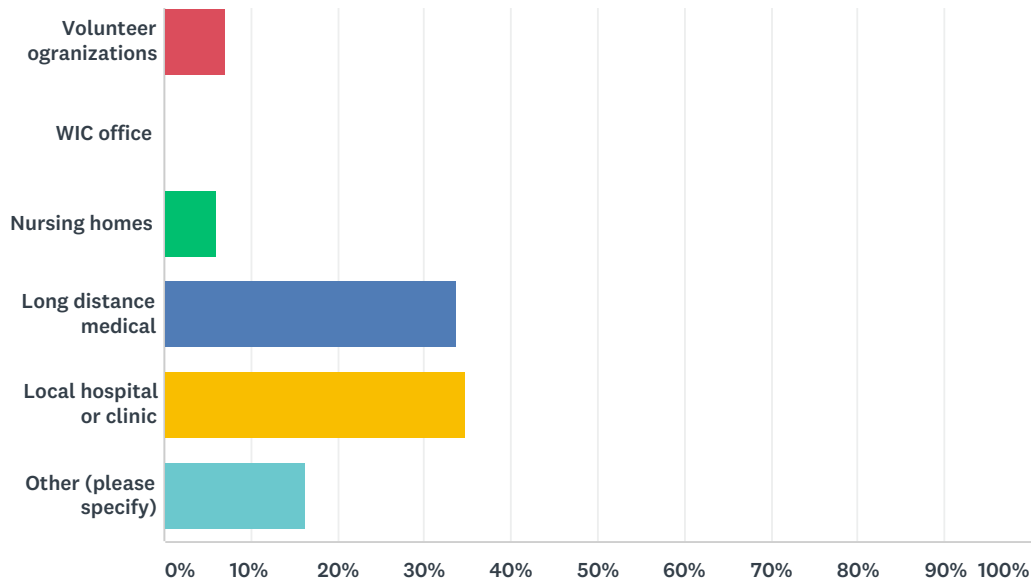


ANSWER CHOICES		RESPONSES	
Yes		60.26%	94
No		39.74%	62
TOTAL			156

Q11 If you answered YES to Question 10, what destinations do you use public transit services for? (check all that apply)

Answered: 98 Skipped: 63





ANSWER CHOICES	RESPONSES	
Bank	28.57%	28
Cemetery	0.00%	0
Church	4.08%	4
Community Center	7.14%	7
Daycare	0.00%	0
Employment	15.31%	15
Grocery Store	44.90%	44
Hairdresser	12.24%	12
Pharmacy	21.43%	21
Post Office	15.31%	15
School/College/University	3.06%	3
Senior Center	14.29%	14
Shopping center	34.69%	34
Social Security Office	9.18%	9
Social Services	8.16%	8
Social/Recreational facilities	12.24%	12
Department of Veterans' Affairs	2.04%	2
Veternarian	1.02%	1
Volunteer ogranizations	7.14%	7
WIC office	0.00%	0
Nursing homes	6.12%	6
Long distance medical	33.67%	33

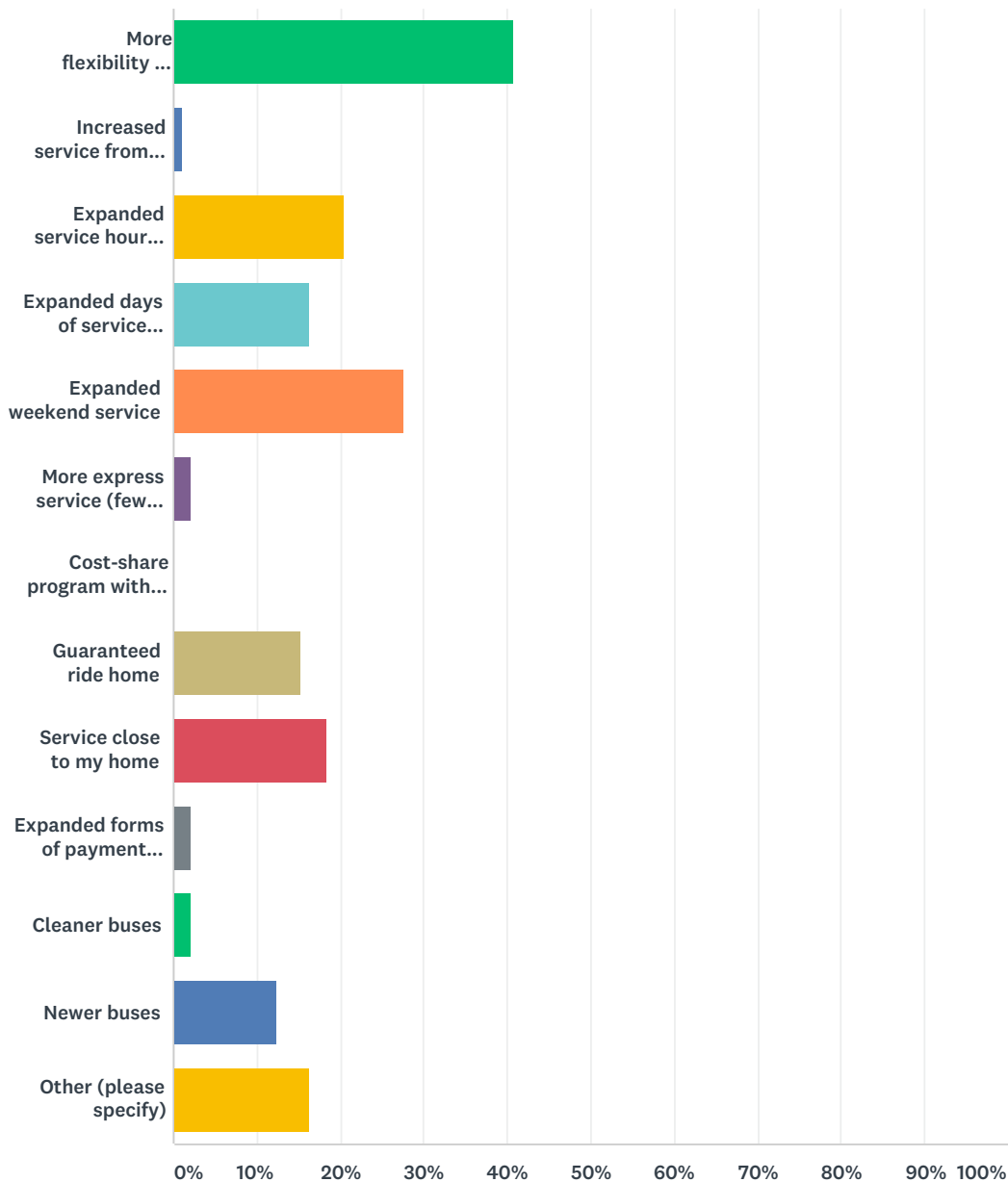
Local hospital or clinic	34.69%	34
Other (please specify)	16.33%	16
Total Respondents: 98		

Q12 If you answered NO to Question 10, why do you not use public transportation?

Answered: 52 Skipped: 109

Q13 What changes could be made to public transit services that would allow you to use the service or to use the service more often?

Answered: 98 Skipped: 63



ANSWER CHOICES	RESPONSES	
More flexibility in scheduling rides	40.82%	40
Increased service from a park-and-ride lot to work	1.02%	1
Expanded service hours per day	20.41%	20
Expanded days of service between counties	16.33%	16
Expanded weekend service	27.55%	27

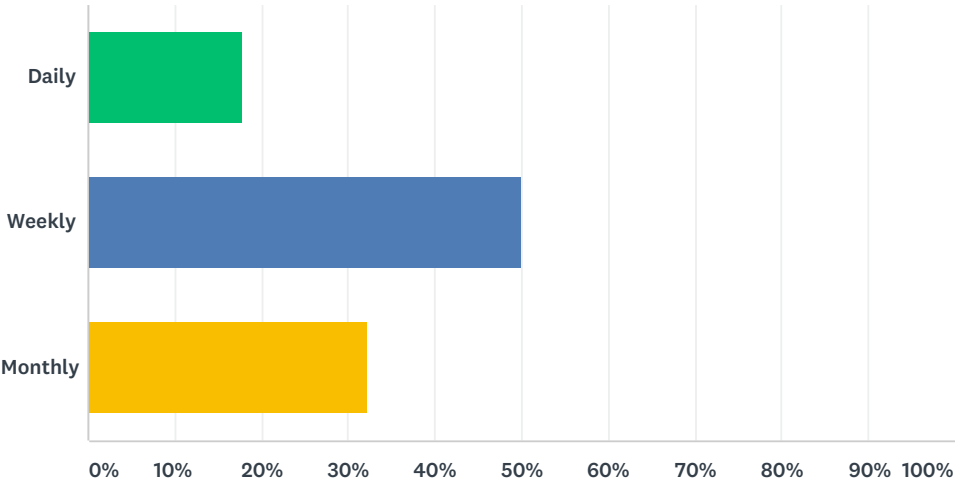
More express service (fewer stops)	2.04%	2
Cost-share program with employer	0.00%	0
Guaranteed ride home	15.31%	15
Service close to my home	18.37%	18
Expanded forms of payment accepted	2.04%	2
Cleaner buses	2.04%	2
Newer buses	12.24%	12
Other (please specify)	16.33%	16
Total Respondents: 98		

Q14 Of your choices in Question 13, which ONE would improve public transit services the most and increase your personal usage?

Answered: 46 Skipped: 115

Q15 If you answered YES to Question 10, how often do you use transit services?

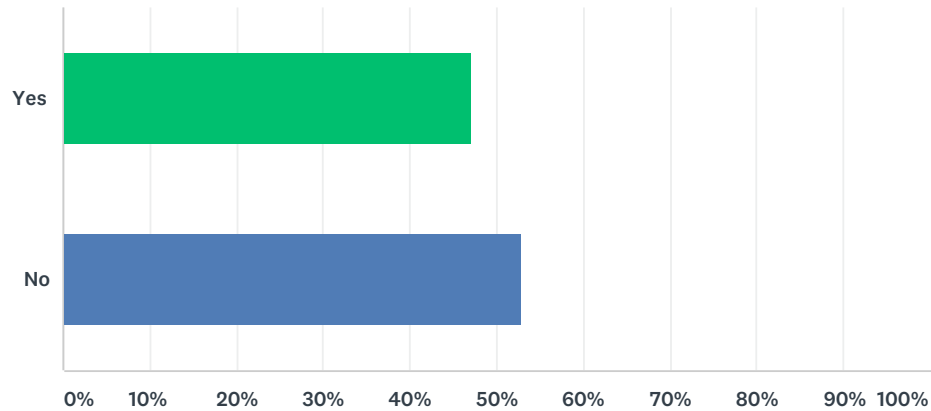
Answered: 84 Skipped: 77



ANSWER CHOICES		RESPONSES	
Daily		17.86%	15
Weekly		50.00%	42
Monthly		32.14%	27
TOTAL			84

Q16 Do you currently pay for the transit service?

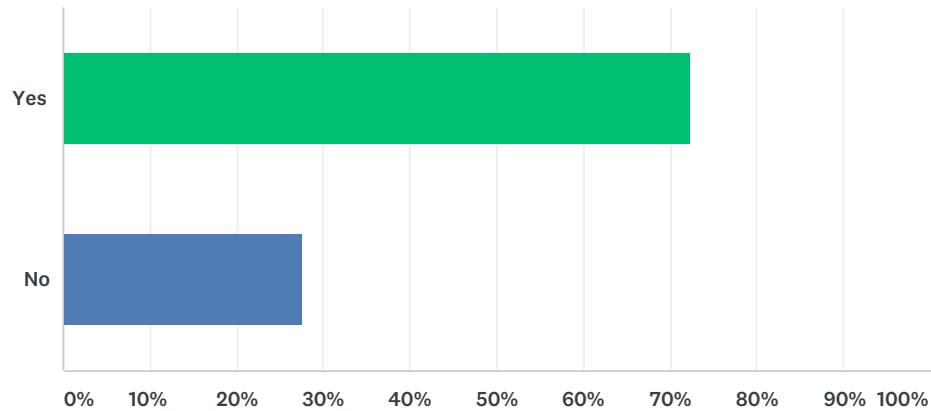
Answered: 121 Skipped: 40



ANSWER CHOICES	RESPONSES	
Yes	47.11%	57
No	52.89%	64
TOTAL		121

Q17 Would you be willing to pay for public transit services?

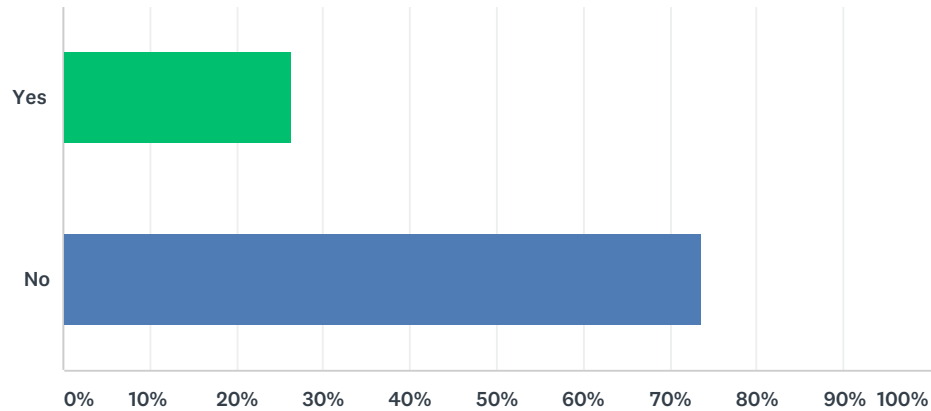
Answered: 130 Skipped: 31



ANSWER CHOICES		RESPONSES	
Yes		72.31%	94
No		27.69%	36
TOTAL			130

Q18 Have you ever had a need for transit services and it was not available?

Answered: 129 Skipped: 32



ANSWER CHOICES	RESPONSES	
Yes	26.36%	34
No	73.64%	95
TOTAL		129

Q19 If you answered YES to Question 18, how often has this occurred in the past year?

Answered: 31 Skipped: 130

Q20 If you answered YES to Question 19, for what reason(s) were transit services not available?

Answered: 28 Skipped: 133