MODDC / Mid-MO RPC
Transportation Coordination
Implementation Strategy
A strategy to improve coordination among transportation stakeholder and human service providers within the Mid-Missouri region

12/17/2013
A partnering project between the Missouri Developmental Disabilities Council and Mid-Missouri Regional Planning Commission

DRAFT
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MMTCC SWOC Analysis

Strengths
The strengths portion of the SWOC analysis is used to determine what your group/organization does best -- your strengths are based on internal and external performance.

- There are three transportation planning agencies with the region
- There are a large number of transportation providers within the region
- Public transportation is available within both major urban areas

Weaknesses
Anything that your group/organization struggles with or lacks is considered a weakness.

- “Silo” mentality among agencies – focus on your agencies needs and challenges
- Accessibility to transportation service is greatly limited by geography
- No central source of educational materials on available services
- Limited hours of operation (days and hours)

Opportunities
Opportunities are emerging scenarios whereby your group/organization can grow and succeed with a new or existing project or idea.

- Get local elected officials and city staff involved in issue regarding coordination
- Expand coordination activities beyond the Mid-MO RPC Region
- Partnerships between similar agencies and/or religious institutions
- Expand services to assist community events

Challenges
The challenges facing your group/organization are perhaps the most important factors of a SWOC analysis. Knowing the challenges you face helps your organization to make informed and strategic decisions.

- Decreased federal and state funding
- Lack of participation in planning efforts
- Growth of senior and low-income population

Section 3: Regional Transportation Capabilities

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Executive Summary
Section 1: Introduction

Planning Process

Missouri Developmental Disabilities Council Grant 2013

In the spring of 2013 the Missouri Developmental Disabilities Council (MODDC) awarded grants to three regional planning commissions in Missouri. Boonslick Regional Planning Commission, Meramec Regional Planning Commission and Mid-Missouri Regional Planning Commission all applied for and received grant money to address the MODDC goal of developing and sustaining “local transportation solutions that are accessible, affordable and available to people with developmental disabilities.”

The MODDC sought to partner with MoDOT, Regional Planning Commissions, Metropolitan Planning Organizations, and Human Service Agencies to address issues surrounding access to transportation services. The objective was for the three regional planning commissions to achieve the MODDC goal in two phases; the Planning phase and the Implementation phase. The goal of the Planning phase is to develop an implementation plan, through local input and cooperation. The Implementation phase would be funded through a separate application to the MODDC for the match of DOT/FTA Federal Transportation Grant funding which are administered by MoDOT and require a separate application process through MoDOT. The Implementation phase would last an additional 2 years. Release of funding for this phase would be contingent on the approval of the grantee’s implementation plan and the ability to access Federal Transportation Grant funds.

*MoDOT recognizes the need for coordinated planning efforts. To achieve this goal, MoDOT works with the regional planning commissions (RPC’s) throughout the state. The RPCs were established as a result of the State and Regional Planning Community Development Act of 1965. Because RPCs coordinate local issues related to regional planning and development, they maintain an active working relationship with MoDOT. Federal law requires that states consult local officials in the transportation planning process. Regional planning commissions are consortiums of local governments. As such, they develop regional consensus and address transportation issues and are the most logical entities to help MoDOT fulfill federal requirements and capture local perspectives. MoDOT relies on RPCs to provide uniform planning services that reflect local needs and priorities. Metropolitan Planning Organizations (MPOs) are agencies or organizational arrangements that carry out the required planning process as described in the Federal-Aid Highway Act of 1962. The Act required, as a condition attached to federal transportation financial assistance, that transportation projects in urbanized areas of 50,000 or more in population be based on a continuing, comprehensive, urban transportation planning process undertaken cooperatively by the states and local governments. As such, MPOs have responsibility for planning, programming and coordination of federal highway and transit investments in the urban areas which they cover.

Human Service Transportation coordination must shift away from just providing rides to managing mobility.

Mid-Missouri Transportation Coordination Council

In June of 2013, Mid-Missouri transportation providers and human service agencies came together to form the Mid-Missouri Transportation Coordinating Council (MMTCC). The mission of this newly founded council it to:

“Sustain a regional partnership for better community access through transportation coordination and mobility management”
The MMTCC consists is the driving force behind the goals and strategies identified within this plan. With the assistants of staff from the University of Missouri Hospital Trauma Center, Mid-MO RPC, and MoDOT the group has been a success in bringing together several transportation providers and human service agencies to discuss common challenges, goals, and opportunities. Meetings in during the summer of 2013 have started the discussion of challenges such as funding, coordination, and access to service. It is the goal of Mid-MO RPC and other members of the MMTCC to continue regular meetings and networking opportunities to facilitate coordination and sharing ideas to

Meeting Dates:
June 7th, 2013
July 12th, 2013
August 22nd, 2013
September 26th, 2013
November 7th, 2013
December 13th, 2013
Section 2: Regional Transportation Needs

Coordinated Plan 2013 – Assessment of Transportation Needs

In January 2013, Mid-Missouri RPC staff developed separate survey instruments for both transportation providers and users to assess current transportation behaviors, gaps in services, and present and future needs.

Survey of Transportation Providers

Surveys were distributed to all participant providers in the 2008 Coordinated Plan as well as to other agencies, nonprofits, and for-profit businesses throughout the region who had not participated in the initial planning process. The survey results indicated that financial constraints, coordination with other agencies, accessibility, and hours of operation were the top challenges facing transportation providers in the region.

The survey found that most providers operate Monday through Friday with common hours of operation beginning around 8:00 a.m. and usually ending around 5:00 p.m. Some providers offer longer hours of operation, but this is not very representative of the region. Providers admitted that, in order to minimize costs, hours of operation and destinations are often contingent upon demand. Many providers agreed that with increased funding and other resources, they would be able to expand weekday hours of operation, provide services on the weekend, and offer a wider variety of destinations.

The survey also indicated a pattern of overlapping services among providers in some portions of the region, while other areas are underserved. Transportation providers admitted that they are often unable to coordinate services with other agencies due to a lack of both resources and a comprehensive collection of providers and hours of operation.

All nonprofit and public transportation providers responded that financial constraints were the biggest hurdle to providing consistent and efficient service. Many providers are dependent on state and federal grant programs that are being drastically reduced at the federal level. This reduction in state and federal funds results in services being modified or cut so that the provider can remain operational.
Survey of Transportation Users

Transportation users seemed to agree with much of what transportation providers indicated. Namely, they felt that while there are a wide variety of transportation providers in the region, these services either are not offered during periods in which they are needed, or they simply do not reach them at all. In fact, in many parts of the region, especially in the rural areas, users indicated it is much more convenient to ask a friend or neighbor to drive them to their particular destination than to coordinate pick-up with a transportation provider. Others suggested that they are not always aware of services available to them, and therefore do not use them.

Approximately 120 user surveys were distributed with a return of 52 surveys (43%). More than 88% of those surveyed were over the age of 65. The surveys indicated that 90% had a valid driver’s license; 10% said they were unable to drive a vehicle. When asked what modes of transportation were used, two primary modes emerged: 80% drive themselves while 20% rely on friends/family vehicles or public transportation. Other transportation modes, such as walking, taxi, and personal vehicle, were used minimally.

When asked specific reasons for not using transit services, most said they either lived too far to get service, didn’t qualify, or the hours of operation did not fit their schedule. Those that do use public transportation stated that it was for medical, shopping or nutritional needs.

User survey participants strongly indicated that regional service providers could better serve users with the extension of service hours that include nights, weekends, and greater flexibility in scheduling.

The Mid-MO RPC surveys were not distributed widely within the CAMPO and CATSO service areas and therefore produced results from mostly rural residents. Both CAMPO and CATSO conducted their own surveys in 2012; their results are included in their Coordinated Plans and were reviewed before strategy development for this plan.
MMTCC – SWOC Analysis

A Strengths, Weaknesses, Opportunities and Challenges (SWOC) analysis was conducted by the MMTCC to determine factors that directly affect transportation coordination. The SWOC was the first step towards creating an Implementation Strategy to assist the council with encouraging regional transportation coordination. The following graphic depicts the results of that SWOC analysis.

**MMTCC SWOC Analysis**

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- There are a large number of transportation providers within the region
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- Lack of participation in planning efforts
- Growth of senior and low-income population
Section 3: Regional Transportation Capabilities

Curb side services

Technology

Ridership

Advertising/Publications of Service Routes

United Way 211 http://www.211helps.org/
Transportation Service Overlap

Mid-MO RPC
Regional Transportation Implementation Strategy 2013

This map represents the service area of transportation providers in a given region and how overlap in service occurs.

Providers:
- OATS, CMCA, Job Point
- OATS, CMCA, Job Point, SIL
- OATS, CMCA, Job Point, SIL, CALTRAN
  Katy Flyer (Boonville only)
- OATS, CMCA, Job Point, SIL, CALTRAN, BCFR (Boone Co. only), JEFFTRAN (Cole Co. only)
- OATS, CMCA, Job Point, SIL, CALTRAN, BCFR, Columbia Transit
Section 4: Regional Stakeholders

In this section:

- Transportation Providers
- Sheltered Workshops
- Assisted Living
- Planning Partners
  - CAMPO
  - CATSO
  - MODDC
  - MoDOT
  - Mid-MO RPC
  - Etc…

The 2013 Coordinated Public Transit – Human Services Transportation Plan provided a wealth of information regarding the current level of available transportation services in the Mid-MO RPC area. A list of agencies, nonprofits, and for-profit businesses providing transportation in the region is shown in Table 3: some of these are specifically Transportation Providers while others are Human Service Providers providing transportation as a part of their program. Detailed information on the providers is included further in the section. Some for-profit providers are not included in this assessment because they did not respond to inquiries during the planning process and are not profiled in detail. In addition to the information gathered from the 2013 Coordinated Plan, more information about regional group has been added. A list of sheltered workshops and assisted living facilities has been added to this section.

Most nonprofit or public transportation providers in the region receive some type of federal and/or state funding. While most agencies only provide transportation within a single county or city boundary, there are a few that provide service across a larger geographic area.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Fixed Office Location</th>
<th>Phone</th>
<th>Boone</th>
<th>Callaway</th>
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<th>Transportation Providers in the Mid-MO RPC Area</th>
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<td>MO Vocational Rehabilitation</td>
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<td>OATS, Inc.</td>
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<td>Phoenix Programs</td>
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Transportation Providers

Transportation Providers, as profiled in this plan, are those organizations whose primary service is transportation. In the Mid-MO RPC region there are four major public transportation providers. Two of these providers, Columbia Transit and JEFFTRAN, provide service to the public within Columbia and Jefferson City respectively. The other two providers, OATS Inc. and SERVE/CALTRAN, provide more restrictive service based on eligibility and geographic availability. All of these transportation providers are profiled in more detail below.

Columbia Transit

Columbia Transit is the general public provider in the City of Columbia. Service began nearly 50 years ago in 1965. Under the umbrella of Columbia Transit, several services are offered: fixed-route, FastCAT, Paratransit, and MU shuttle services. Columbia Transit provides over two million passenger-trips annually. Currently, Columbia Transit does not coordinate with any other transportation provider. There are 39 full-time employees involved in transit and 50 part-time employees (including seasonal employees). The transit service has a fleet of 48 passenger vehicles, including various sizes of buses, vans, and smaller fleet vehicles. Columbia Transit is under the administration of the Columbia City Manager and Public Works Department.

The following points profile each service that is available through Columbia Transit:

- **Fixed-Route**: Fixed-route bus service within Columbia’s city limits uses seven routes designated by number and color. Bus service starts at 6:25 a.m. and operates on various schedules ending anywhere between 6:30 p.m. and 1:30 a.m., with scaled-back Saturday service. No service is provided on Sunday. Fixed-route service provides over 1.1 million annual passenger-trips. Passengers currently can flag down any fixed-route bus at the end of a block for a ride, where safe to do so.
• **Paratransit**: Columbia Paratransit provides specialized van service for persons with disabilities and elderly who are unable to use the fixed-route bus system. Service is provided curb-to-curb within the city limits of Columbia. Riders must meet eligibility requirements and become certified riders. The one-way fare is $2.00. Paratransit service is offered during the same hours as the fixed-route service. The service provides approximately 41,000 annual trips.

• **FastCAT**: FastCAT is Columbia Transit’s newest route and is geared towards student riders. There are 24 stops in a loop around campus and downtown which runs every fifteen minutes. Service days, times and amenities are expanded beyond the other service routes offered by Columbia Transit; FastCAT runs seven days a week and, until 2:30 AM Thursday through Sunday morning during the University of Missouri and Stephen’s College regular academic calendar. Free transfers and group rate discounts are available.

• **MU Tigerline Service**: The final service Columbia Transit provides is contract shuttle service with the University of Missouri. Service is provided with three day and three evening routes which cover the main campus and commuter parking lots. This service is operated seven days a week during the fall and spring semesters only. Over 880,000 annual trips are provided. Service is provided through student fees.

The map below, taken from the 2013 CATSO Coordinated Plan, shows the primary and campus bus routes for Columbia Transit:
Columbia Transit is funded through a combination of FTA 5307 (urbanized) funds, FTA 5309 (discretionary) funds, a state of Missouri annual grant, a local (City of Columbia) dedicated transportation sales tax, fares, advertising and contract revenue. Total operating costs are approximately $5.7 million dollars annually.

Columbia Transit operates out of two facilities. The first is the Wabash Station located at 126 North 10th Street in Columbia. This facility is the main transfer hub for both fixed-route and Paratransit routes. It serves as the bus dispatch center and is the main administrative office of Columbia Transit. Formerly the Wabash Train Station, the building celebrated its 100th anniversary in 2010. With the help of an FTA Capital grant, the facility was completely refurbished in 2007 and became the City’s first LEED certified building. The second facility is the Grissum Building, located at 1313 Lakeview. This is a shared maintenance and storage facility for the Public Works Department, of which Columbia Transit is a division. This facility is used to store, fuel, maintain, and clean all Columbia Transit vehicles that are maintained through the Fleet Operations Division of the Public Works Department.

More detailed information about Columbia Transit can be found in the CATSO plan.
JEFFTRAN

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

There are seven fixed routes and two shuttle routes. These routes provide transportation for roughly 480,000 passengers per year. According to a ridership survey done in 2006, 51% of riders use JEFFTRAN for getting to and from work. Rides for fixed route cost $1.00 and there is no charge for transfers. Students can buy a 20 ride bus pass for $18; children 6 and under ride for free. People over 60 are eligible for a half fare pass and Medicare cards are honored.

Handiwheels operates six vehicles and has two spares providing as many as 300 riders each day with curb to curb service. Individuals with disabilities that cannot travel fixed routes are eligible for Handiwheels. Applications are available at City Hall or by mail request. The cost to ride is $2 per ride and Medicare passes are honored. Drivers provide assistance for clients with getting into and out of the vehicle as well as securing wheelchairs. Ridership fees and contracts with Missouri Department of Social Services and Cole County Residential Services provide some funds for Handiwheels operation. Fares and ridership fees make up 30% of the operations budget. Capital funds come from FTA Section 5309.
JEFFTRAN transports clients on behalf of many different human service agencies. Among these agencies are Cole County Residential Services (CCRS), Department of Mental Health (DMH), Department of Social Services (DSS), Easter Seals, Job Point, New Horizons, and Vocational Rehabilitation (VR). Other agencies such as Central Missouri Community Action (CMCA) and Jefferson City Nursing & Rehabilitation Center serve clients who regularly use JEFFTRAN.

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

**OATS**

OATS is a private, nonprofit specialized transit provider which operates in 87 Missouri counties. Its mission is to provide reliable service for transportation disadvantaged Missourians so they can live independently in their own communities. The Mid-Missouri OATS Inc. region serves Audrain, Boone, Callaway, Camden, Cole, Cooper, Gasconade, Howard, Laclede, Maries, Miller, Moniteau, Morgan, Osage, and Pulaski Counties. The agency has been in operation since 1971 and provides door-to-door transportation services to individuals with little or no alternative form of transportation. OATS generally caters to the elderly, low income, and those with disabilities, but portions of the service are open to the
general public. Services are prioritized, however, for medical, essential shopping, and business. OATS provides service on differing schedules across the Mid-Missouri region. A quarterly newsletter, “The Wheel”, informs riders of service times in each county. “The Wheel” may be viewed online at: www.oatstransit.org

OATS is funded by a combination of federal, state, and local funds. Government funding through contracts with various agencies covers the cost for the elderly/disabled riders, while general public riders pay the full fare for service. Funding is acquired through FTA grants (Section 5309, Section 5339, Section 5310, Section 5311,Section 5316-JARC), Medicaid, Missouri Elderly and Handicapped Transportation Assistance Program (MEHTAP), county governments, city governments, Department of Mental Health, service contracts, and rider fares. Fares are $5 round trip in-town rural, $7 round trip within a county, and $9 round trip to adjacent counties.

OATS has its main Mid-Missouri Regional Office in Columbia. There is covered parking for the Boone County fleet, including wash bays and a fueling station. OATS has a total fleet of 19 vehicles. Primarily, vehicles are modified vans and several small buses. Most vehicles are wheelchair-equipped.

As of spring 2013, OATS operating costs are approximately $19.30 per trip and $23.53 per hour, a fairly efficient service by county demand-response standards.
Serve/CalTran is a private not-for-profit agency which provides transportation to qualified elderly, disabled, low-income, and youth living in Callaway County. It operates Monday through Friday. The fleet of ten vehicles includes nine minibuses with electronic wheelchair lifts and one seventeen passenger van; all are equipped with mobile radios. Serve/CalTran provides door to door transportation to dialysis, medical appointments, physical therapy, errands, beauty shops, work, and shopping. Serve/CalTran also refers clients to OATS and has a Non-Emergency Medical Transportation contract to work with taxi cab companies for out of county trips. On average, Serve/CalTran provides over 3,000 one-way trips a month and logs 18,000 miles per month. This level of service reflects Serve/CalTran’s commitment to safety, efficiency, and personal service to all riders.

Serve/CalTran has an annual operating budget of over $400,000 and its funding sources come from state, federal and local agencies. Many of the trips Serve/CalTran provides are paid for by contracts, grants, and private pay fees, donations, etc. Their office staff will work with individuals to ascertain eligibility and/or make the proper referrals to the funding sources they already have in place (Missouri Department of Health & Senior Services - Division of Aging, NEMT/Medicaid, Callaway County Special Services/Medicaid waiver, Central Missouri Regional Center-Missouri Department of Mental Health, Probation and Parole). Serve/CalTran also receives operating assistance funding through FTA Section 5311 that is administered by MODOT.

The basic service area includes in and around Fulton and an area within a 30 mile radius in adjacent Audrain, Boone, and Cole counties. Travel further away for necessary medical appointments is possible
through NEMT4. Individuals who are not eligible for or not enrolled in any of these funding programs are eligible for transportation services pending the assessment by office staff of ability to pay the nominal fee.

The fare for ambulatory persons residing in Fulton and traveling within the city limits is $2.50 round trip; an in-county round trip ride is $20. For ambulatory persons residing in town and traveling to Columbia, Jefferson City, or Mexico the fee is $40 round trip and must be scheduled ahead of time.

**Human Service Providers**

Human Service Providers, as it pertains to this planning process, are those organizations that provide direct services for people who may need assistance or support, such as: people with developmental disabilities; people with physical disabilities; people with mental illness; children; elders/senior citizens; veterans; people who are homeless; people who are poor; people who are incarcerated or just released; people with certain health needs; and people who are abused. These organizations may also directly provide transportation services or may contract out to other agencies to provide transportation for people who use their services.

All of the human service providers in the Mid-MO RPC region are profiled alphabetically below. Information contained in the profiles stems from returned provider surveys and information contained in the most current CAMPO and CATSO transportation plans.

**Alternative Community Training, Inc. (ACT)**

Alternative Community Training, Inc. helps disabled people find employment and housing. The organization hires people with and without disabilities. It operates a 15,000-square-foot facility where employees recycle software and other electronic media. The agency estimates they provide approximately 11,000 annual trips for clients using a combination of nine vans and one car.

All of ACT’s vehicles are leased or owned by ACT. The organization does not have actual direct revenue reimbursement for transportation costs, but it is included in rates received per program. The agency spends approximately $130,000 annually on transportation expenses. The organization expressed some interest in coordination. Funding limitations may inhibit coordination activities as trip purposes are limited to employment. Funding sources include both federal and state sources such as the Department of Mental Health, State of Missouri, and Vocational Rehabilitation funding.

**Boone County Council on Aging, Inc. (BCCA)**

Since 1973, BCCA has specialized in matching needs with resources like medical care, support groups, and housing assistance. They provide care management for seniors 55 and older with low incomes or
limited local family. The BCCA does not provide transportation services except through some limited volunteers. The agency is in favor of increased support for public transportation, which has been identified as a growing need among clients. The BCCA indicated coordination and the provision of formal transportation services was not of interest at this time.
**Boone County Family Resources (BCFR)**

Boone County Family Resources is a public agency of the county that serves individuals with developmental disabilities. BCFR provides purchased transportation to eligible clients of the agency in Columbia and some adjacent areas in Boone County. Thus, BCFR coordinates with other social service agencies (SIL), transportation providers (Columbia Transit, OATS), and cab companies. Additionally, BCFR will reimburse mileage if staff provides transportation for residential clients to go to work and doctor appointments. BCFR has 15 total vehicles (5 cars and 10 vans) which provide support to 46 clients. In the past, BCFR has shown interest in coordination activities if found to be applicable.

**Burrell Behavioral Health**

Burrell is a private, not-for-profit organization serving individuals in need of mental health services. Burrell operates out of two locations in Columbia, as well as elsewhere in central Missouri. Burrell has two active vehicles, one 15-passenger van, and one 12-passenger van. These vehicles were acquired with FTA Section 5310 grant funding. The vehicles are used to transport the agency's adult clients on group outings throughout the community, as well as to and from the agency clinics for therapy and doctor visits. The vans are also used to transport child clients to and from school or home to the clinics for visits.

**Central Missouri Area Agency on Aging (CMAAA)**
The Central Missouri Area Agency on Aging contracts with Checker Livery, J&J Taxi, SERVE, and Show-Me Medical Transportation to provide transportation services in the Mid-MO RPC area. It is funded through a combination of federal and state funding and donations. CMAAA provides transportation assistance in the following categories:

**Shopping/Essential Business Trips:** The maximum number of trips per month is 8 one-way trips. Note: A maximum of 24 additional shopping/business trips may be approved for a rider needing to visit their spouse in the nursing home or hospital.

**Senior Center Trips** for nutritional purposes: The maximum number of trips per month is 46 one-way trips.

**Non-Emergency Medical Trips** (for riders who aren’t eligible for Medicaid nor utilizing other subsidized medical transport services): The maximum number of trips per month is pre-authorized by CMAAA’s county care coordinator.

CMAAA purchases bus tickets for riders in Columbia and Jefferson City; these tickets can be used for paratransit service only, not for general bus service.

As of end of April 2013, CMAAA had spent $138,671 in transportation costs in the Mid-MO RPC region. The following is the breakdown for each county:

- Boone - $87,000
- Callaway - $9,000
- Cole - $23,000
- Cooper - $1,300
- Howard - $16,000
- Moniteau - $2,371

Differences in cost can be attributed to the use of various services such as OATS, SIL, and/or other transportation providers. CMAAA also offers “consumer-directed transportation.” With pre-authorization by their county care coordinator, CMAAA’s clients can choose their own provider to transport them for
shopping/essential business, lunch at the senior center, and medical appointments. These drivers are not
contracted private, for-profit providers.

Central Missouri Community Action (CMCA)

Central Missouri Community Action (CMCA) is a nonprofit corporation which provides an array of
services and program oversight. They provide the following services, as well as numerous others: Head
Start; Section 8 Rental Assistance; Employment and Training; Housing Development Activities; and
Family Support. CMCA indicated that they provide approximately 50,000 annual trips. Trips are provided
using bus passes and as cash to clients. The corporation spends approximately $27,000 annually on
transportation. The corporation is funded through a myriad of funding sources including federal and state
funding, donations, grants, and MEHTAP. Trips are limited to seniors, children, and low-income
residents of the county. They have indicated a high level of interest in coordination of transportation
resources.

Central Missouri Subcontracting Enterprises (CMSE)

Central Missouri Subcontracting Enterprises (CMSE) provides meaningful, dignified employment to
persons with disabilities in Missouri through the production of goods and services for the private sector.
CMSE also provides advocacy and support to persons with disabilities. CMSE currently provides
transportation services to 15 of their 124 employees. The remainder of employees either utilize Columbia
Transit or private or residential agency transportation. CMSE provides approximately 3,750 round trips
annually utilizing two agency vans and two cars for transporting employees to and from work sites. The
cost for this transportation is approximately $48,000 annually. CMSE reported being slightly interested in
some coordination opportunities.

Columbia Housing Authority (CHA)

The Housing Authority of the City of Columbia has 719 units targeted for affordable housing
opportunities for low-income persons and families. CHA also administers more than 1,000 Housing
Choice Vouchers for Section 8 Rental Assistance which provides rental assistance to very low-income
families. These Section 8 units are owned by more than 700 private landlords and are located throughout
Boone County but primarily within the City of Columbia. The Authority provides shuttle van service to
clients using three vans and provides approximately 18,000 annual trips. Cost for services is estimated at
approximately $18,000. They also assist residents in contacting both OATS and Columbia Transit for
additional transportation services. The Authority indicated that coordination activities were non-
applicable to the organization.

Job Point (formally Advent Enterprises)
Job Point provides youth services and vocational assessment, job training, and placement services to people with disabilities and the economically disadvantaged. Job Point is a comprehensive employment center, fully accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). Continuing education and youth mentoring support are also available.

Job Point serves northeast and central Missouri. Transportation services are provided with company-owned, grant-funded vehicles. Funding for Job Point comes through a variety of sources, including FTA 5310, the Missouri Department of Transportation, state funding, and tax credits. Trips are limited to those which are directly related to vocational needs. Job Point indicated an interest in coordination activities, particularly with Columbia Transit around provision of reduced or free transportation vouchers. Job Point identified the need for a more comprehensive municipal transit system.

**New Horizons**

New Horizons is a not-for-profit mental health provider in Cole and Boone County. While the agency does have a 14-passenger van to transport clients to and from the day program, most transportation is provided by staff in personal vehicles. Staff is reimbursed for mileage. As a part of their mission, New Horizons works to help clients integrate within the community. Thus, their life skills training efforts teach clients how to use public transit. New Horizons is interested in supporting increased public transit options and may be interested in any applicable coordination efforts.

**Phoenix Programs**

Phoenix Programs, a nonprofit agency located in Columbia, is an outpatient substance abuse program providing counseling for individuals, families, and groups. The agency provides transportation in the form of bus passes as well as using an agency van and two cars. They reported having an annual budget of approximately $44,000, which is federally-funded, and provide approximately 1,000 annual trips for the homeless. They have approximately 100 clients at any one time. Some level of interest in coordination opportunities was shown by Phoenix Programs.

**Rainbow House**

Rainbow House is a nonprofit child advocate agency that provides emergency shelter for abused and neglected children and families in dire need. They accommodate approximately 200 children in the shelter annually. They are funded through the State of Missouri and donations. The agency has two vans for transportation. Annually, the agency is estimated to provide approximately 1,600 trips. Rainbow House indicated some level of interest in coordination.
Services for Independent Living (SIL)

Services for Independent Living (SIL) is a nonprofit which promotes independence for persons with disabilities. Many individuals with disabilities cannot utilize traditional transportation. SIL offers accessible transportation with door-to-door service Sunday through Friday, 8:00a.m. to 5:00 p.m. SIL has eligibility requirements for clients and charges according to the following fee schedule: $2 per stop (City); $3 per stop (Outside City Limits); $5 per stop (County to County.) Within the past decade, SIL has applied for Section 5310 funding.

Vocational Rehabilitation

This program assists individuals with physical or mental disabilities in obtaining employment. Services include vocational counseling/exploration, vocational training, medical restorative services, and job placement services. Vocational Rehabilitation may provide those who financially qualify with transportation to and from these services in the form of bus passes, travel reimbursement, and taxi fares. The agency provides approximately 1,750 trips annually — 550 in the form of bus passes and 1,200 trips in the form of reimbursement. The agency expends approximately $29,000 annually on transportation for 300 individuals. Vocational Rehabilitation is required by Federal Law to access all comparable benefits and to coordinate with other transportation service providers.

Voluntary Action Center (VAC)

Voluntary Action Center (VAC) is a nonprofit organization that provides information on available human services in the area, provides emergency assistance when local programs are unable to meet community needs, collaborates and coordinates with various local agencies, and provides volunteer coordination and
training. They also provide services such as transportation, prescriptions, food, clothing, and shelter. Their service area includes all of Boone County. Funding sources include the United Way, Boone County, the City of Columbia, Boone Electric Trust, and churches in the area.

VAC provides both bus passes and gas for clients. In 2012, 4,720 bus tickets were provided for work trips. They reported that they provide approximately 6,700 trips annually. They are funded through a city grant and donations. Total operating costs were reported as approximately $5,700 annually. Some interest in coordination was indicated by VAC.

**Sheltered Workshops**

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<td>Unlimited Opportunities, Inc</td>
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**Kingdom Projects, Inc. (KPI)**

Kingdom Projects, Inc. (KPI) was incorporated in 1976 as an Extended Employment Sheltered Workshop. It employs more than 100 certified employees, who have been approved by the Missouri Department of Elementary and Secondary Education’s (DESE) Divisions of Vocational Rehabilitation. In addition to recycling, other activities include placement of recycling bins, a production department, janitorial service, maintenance of the Mineola Hill Rest Area on I-70, contract trash pick-up, and mowing. KPI financial support comes from DESE, Callaway County Special Services, Missouri Department of Natural Resources Solid Waste Program grants and income from work completed.

**Unlimited Industries, Inc. (formerly Boonslick Industries, Inc.)**

Boonslick Industries (BII) opened in the old Archway Cookie Factory in downtown Boonville on December 13, 1976, to provide employment for 17 men and women with disabilities.

In 1982 with the passage of Senate Bill 40, the Cooper County Board of Sheltered Services (CCBSS) was formed to administer the tax revenue collected to provide services for persons with developmental disabilities.

In 1990 Boonslick Residential Services (BRS) was formed to administer the HUD residential facilities.

In 1991, Boonslick Industries, Inc. and Boonslick Residential Services, Inc. were jointed to create Unlimited Opportunities, Inc., which administers and manages the services of the agency.
The extended employment center provides employment in a:

- Recycling center
- Savvy Seconds Unique Resale Store
- Rest area maintenance

A Work Training Program offers pre-employment orientation for employee candidates before they enter they begin work in the extended employment center.

**Capitol Projects**

Capitol Projects is a sheltered workshop for the handicapped in our community. Our disabled employees take pride in their work, and are closely supervised to ensure quality work. By supporting the workshop with your business you are not only improving your companies efficiency, you are also helping people with disabilities. Together, we are all giving back to a vital part of our community. If you have work that is not cost-effective for your operation, consider letting Capitol Projects handle the job. We are always looking for new ways to serve you. We are experienced in adapting to your unique needs. So, contact us and see how we can help you.

**Central Missouri Sheltered Enterprises**

For over 40 years, CMSE has been fostering growth by providing meaningful work for people with disabilities. This continuous dedication to growth has inspired us to create Giving Gardens, a retail nursery that features the most colorful perennials, annuals, herbs, vegetables, and hanging baskets.

Our employees will move from our warehouse to our brand new greenhouse where they are thrilled to get their hands a little dirty and assist our expert horticulturist in providing you with the most memorable shopping experience. For them, working outside with our variety of plants has proven to be very therapeutic and they can’t wait to come into work everyday. The only thing more exciting for our employees than bringing up one of these plants, is watching you take one home.

We aspire to create an environment than not only brings joy to our employees, but one that provides you with a delightful shopping experience where you’ll be sure to get both proper gardening advice and a smile every time you walk in.

Here at CMSE, it’s always been about growing, and that’s why we feel that our new nursery is the perfect venture for us. So next time you need a little more color in your life, stop by Giving Gardens and let’s grow together.

**Long Term Care Facilities**

**Residential Care Facility** *(formerly RCF I)*

Facility which provides 24-hour care to three or more residents who need or are provided with shelter, board, and protective oversight, which may include storage, distribution or administration of medications
and care during short-term illness or recuperation. Residents who live in a RCF are required to make a path to safety unassisted. A licensed Nursing Home Administrator is not required.

Residential Care Facility* (continues to comply with former RCFII requirements)

Facility which provides 24-hour accommodation, board, and care to three or more residents who need or are provided with supervision of diets, assistance in personal care, storage, distribution or administration of medications, supervision of health care under the direction of a licensed physician, and protective oversight, including care during short-term illness or recuperation. Residents who live in a RCF* are required to make a path to safety unassisted. A licensed Nursing Home Administrator is not required.

Assisted Living Facility

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Assisted Living Facility** (able to admit residents needing more than minimal assistance to safely evacuate)

Facility provides 24-hr care, services and protective oversight to residents who are provided with shelter and board, and who may need assistance with activities of daily living which include eating, dressing, bathing, toileting, transferring and walking. Facility also provides oversight for storage, distribution, or administration of medications; and health care supervision under the direction of a licensed physician, and consistent with a social model of care. A social model of care includes long-term care services based on the abilities, desires, and functional needs of individuals delivered in a setting that is more home-like than institutional and which promotes the dignity, privacy, independence, and autonomy of the individual. A licensed Nursing Home Administrator is required. This type of facility may accept or retain residents who require minimal assistance in their safe evacuation from the facility.

Facility provides 24-hr care, services and protective oversight to residents who are provided with shelter and board, and who may need assistance with activities of daily living which include eating, dressing, bathing, toileting, transferring and walking. Facility also provides oversight for storage, distribution, or administration of medications; and health care supervision under the direction of a licensed physician, and consistent with a social model of care. A social model of care includes long-term care services based on the abilities, desires, and functional needs of individuals delivered in a setting that is more home-like than institutional and which promotes the dignity, privacy, independence, and autonomy of the individual. A licensed Nursing Home Administrator is required. Facility which may accept or retain residents with an impairment that prevents their safe evacuation with minimal assistance only if the facility meets certain staffing requirements to assist in evacuations and include an individualized evacuation plan in the resident’s service plan.

Intermediate Care Facility
Facility provides 24-hour accommodation, board, personal care, and basic health and nursing care services under the daily supervision of a licensed nurse and direction of a licensed physician to three or more residents dependent for care and supervision. Licensed Nursing Home Administrator is required.

**Skilled Nursing Facility**

Facility provides 24-hour accommodation, board and skilled nursing care and treatment services to at least three residents. Skilled nursing care and treatment services are commonly performed by or under the supervision of a registered professional nurse for individuals requiring twenty-four hour care by licensed nursing personnel including acts of observation, care and counsel of the aged, ill, injured or infirm, the administration of medications and treatments as prescribed by a licensed physician or dentist, and other nursing functions requiring substantial specialized judgment and skill. Licensed Nursing Home Administrator is required.

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<th>FACILITY NAME</th>
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Section 5: Regional Goals and Implementation Strategy

Mid-MO RPC Public Transit – Human Services Transportation Plan 2013

The 2013 Mid-MO RPC Public Transit – Human Services Transportation Plan was written as an update to the 2008 plan of the same name. The original plan and the updated plan both identified regional goals to encourage coordination by transportation and human service providers. Those goals are listed below:

Goal 1: Increase efficiency through coordination and education

Strategies:

1. Educate both the public and service agencies about available services. This could be done through the creation of a coordination staff position, directory, or website.
   a. How will we achieve this????

2. Develop a regional plan for coordination between social service agencies and transportation providers.
   a. How will we achieve this????

Goal 2: Continue maintenance and/or expansion of accessibility

Strategies:

1. Secure funding necessary to sustain current system capabilities, including sufficient levels of qualified staff and equipment. This would include increase of staff capacity, training, equipment upgrades and expansion of hours of operation.
   a. How will we achieve this????

2. Promote and secure funding for additional services and programs.
   a. How will we achieve this????

Plan For Implementation

Buy in from stakeholders?

Schedule for implementation?
Section 6: MODOT and Funding

MODOT’s Long Range Transportation Plan

CAMPO
CATSO
Mid-MO RPC
MoDOT

Funding

MODOT's Transit Section

The Missouri Department of Transportation’s Transit Section assists in the planning, development and operation of the State’s public transit and specialized paratransit systems. This is carried out through the administration of state and federal programs relating to general public transportation and specific programs for the elderly and disabled. Small urban and rural general public transit systems receive financial and technical support from the department. Federal financial assistance is allocated to the various systems by the department.

Formula Capital and Operating Assistance

The FTA provides formula capital and operating assistance to transit systems in urban areas of more than 50,000 Population. The Multimodal Operations Division includes the Transit Section which administers this program for urban cities under 200,000 populations. These cities include Columbia, Joplin, Jefferson City and St. Joseph. Major urban centers, which include Kansas City, Springfield and St. Louis, apply for and receive formula capital and operating assistance directly through the Federal Transit Administration (FTA).

Missouri Elderly and Handicapped Transportation Assistance Program (MEHTAP)

MEHTAP provides state financial assistance for public and nonprofit organizations offering transportation services to the elderly and disabled at below-cost rates.
FTA Section 5310

The Transit Section purchases approximately 65 vehicles for about 35 grantees each year using funds allocated to the State through the FTA Elderly and Persons with Disabilities Capital Assistance Program (Section 5310). The program is open to all areas of the State (rural, urbanized and urban) for nonprofit organizations and qualifying public entities.

FTA Section 5311

FTA provides funding for capital, operating and planning expenditures to transit systems serving non-urban areas. MoDOT’s Transit Section receives the funds from FTA and administers the program for transit providers meeting the qualifying criteria for Section 5311.

FTA Rural Transportation Assistance Program

The Transit Section also administers this training and technical assistance program funded by the FTA. Training courses offered include defensive driving, CPR and first aid, passenger assistance techniques and emergency procedures. Technical assistance is offered in vehicle procurement and maintenance.

The previous transportation bill, SAFETEA-LU, includes a requirement that any funding for projects under the Federal Transit Administration (FTA) Section 5310 program, the Job Access Reverse Commute (JARC) program, or the New Freedom program be based on a local coordinated transportation plan.

With the changes brought about by the 2012 transportation bill, MAP-21, there have been many changes, consolidations, and deletions in funding programs. Funding is dependent on what type of service provider is applying. The chart below, provided by the Federal Transportation Administration, gives a brief overview of the changes that occurred with switch to MAP-21.
There are currently three main sources of funding:

- Urbanized Area Formula Grants
- Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities
- Formula Grants for Other Than Urbanized Areas (Rural Formula)

Because of the many changes between the previous transportation bill and MAP-21, program funding pools may be difficult to navigate. The following summary of changes to these programs is outlined below. This information is provided by the United States Senate Committee on Banking, Housing, and Urban Affairs.

**Urbanized Area Formula Grants**

Secs. 3008 and 3027, 49 USC 5307 and 5336

- Maintains the basic structure for urbanized area grants under Section 5307. The program continues to be the largest program for federal investment in public transportation. The “Job Access and Reverse Commute” program (JARC) has been moved to Section 5307.
• Maintains the existing criteria for use of 5307 funds for capital projects (operating expenses continue to be ineligible) in urban areas with a population greater than 200,000. In addition, the bill maintains language allowing rural areas to use up to 100 percent of their 5307 funding for operating expenses. A modified “100 bus rule” has been included, allowing systems with 75-100 buses operating in peak service to use up to 25% of their 5307 funding for operating expenses and those operating 75 or fewer buses to use up to 50% for operating expenses.

• Includes a provision establishing a program to allow public transportation providers temporary flexibility during periods of high unemployment to use a limited portion of their 5307 funds for up to two years, provided they meet the established criteria, for operating expenses.

**Formula Grants for the Enhanced Mobility of Seniors and Individuals with Disabilities**

Sec. 3011, 49 USC 5310

• Consolidates the existing “Elderly and Disabled” (Sec. 5310) and “New Freedom” (Sec. 5317) programs into a single program that increases the level of resources available beyond the level of funding available under existing programs.

• The consolidated program will continue to ensure support for nonprofit providers of transportation, and it will continue the make funds available to public transportation services that exceed the requirements of the Americans with Disabilities Act, as previously provided under the “New Freedom” program.

• Maintains the requirement for communities to develop a coordinated public transportation-human services transportation plan to improve the delivery of service.

**Formula Grants for Other Than Urbanized Areas (Rural Formula)**

Sec. 3012, 49 USC 5311

• Maintains the existing structure providing funding to states for public transportation in rural areas. The 5311 formula is expanded to include the rural component of the current “Job Access and Reverse Commute” program that is being eliminated, and the level of public transportation service that is provided within a state’s rural areas will be considered in the distribution of new funds.

• Funding for the “Public Transportation on Indian Reservations” program is increased to $30 million. The Secretary will distribute $10 million competitively each fiscal year, and $20 million will be available to Indian Tribes as formula grants to continue and expand public transportation services.
Establishes a new “Appalachian Development Public Transportation Program” to distribute $20 million to states within the Appalachian region with a goal of providing greater public transportation opportunities to residents in these challenged areas.
Section 7: Conclusion