

Coordinated Public Transit and Human Services Transportation Plan

2013

For the Counties Located in the South Central Ozarks



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INTRODUCTION

Access to public transportation is limited in rural areas. Because there are fewer mobility options for residents without access to automobiles, rural public transportation needs are growing. Few rural systems offer service to employment, schools, volunteer activities or community events. Better access to medical and nutritional services is especially important to certain segments of the population like the elderly and persons with disabilities.

In July of 2012, Congress passed the Moving Ahead for Progress in the 21st Century Act (P.L. 112-141), funding surface transportation programs at over \$105 billion for fiscal years (FY) 2013 and 2014. MAP-21 is the first long-term highway authorization enacted since 2005.

MAP-21 is a milestone for the U.S. economy and the Nation's surface transportation program. By transforming the policy and programmatic framework for investments to guide the system's growth and development, MAP-21 creates a streamlined and performance-based surface transportation program and builds on many of the highway, transit, bike, and pedestrian programs and policies established in 1991. (Source: [MoDOT](#))

As part of this reauthorization, grantees under the Elderly Individuals and Individuals with Disabilities (Section 5310), Job Access and Reverse Commute (JARC) (Section 5316), and New Freedom Initiative (Section 5317) grant programs must meet certain requirements in order to receive funding for fiscal 2013 (beginning 8/1/12) and beyond. One of the MAP-21 requirements is that projects from the programs listed above must be part of a "locally developed Coordinated Public Transit-Human Services Transportation Plan."

This Coordinated Plan is required to be developed through a process that includes representatives of public, private, and non-profit transportation services, human services providers and the general public. The South Central Ozarks Council of Governments (SCOCOG) has been assigned the task of developing this plan for the seven counties that makes up the SCOCOG area. The counties include: Douglas, Howell, Oregon, Ozark, Shannon, Texas, and Wright in Missouri. This plan will discuss the existing transit availability within each individual county; and the final chapter will discuss the regional possibilities of coordination, and establish a regional coordination plan. Identification of the target groups, (elderly, disabled, and low income) was accomplished through GIS analysis and help from MoDOT staff. Information was extracted for the South Central region using Census 2000 and 2010 data by block groups and census tracts. Maps were generated and can be found in Appendix A.

PLANNING PROCESS AND METHODOLOGY

The goal of any regional planning effort is to gain input from a wide variety of stakeholders across an extended geographic area, then identify and implement strategies that improve efficiency not only for individual communities, but the region as a whole.

Our first effort to gather user information was on March 14, 2012 when SCOCOG sent surveys out via U.S. Mail to members of the targeted populations identified by MoDOT and MAP-21. The resulting data gave us vital information as we scheduled meetings with many of our region's Senior Citizens Centers to further identify the needs of local transit users.

Demographic data regarding age and poverty were collected from the United States Census Bureau using 2011 estimates. Data regarding persons with disabilities has not been updated since the time of the last PTHST plan update; therefore, those data were carried over from the last plan. GIS maps were updated using the latest available data.

Supplied with numerous comments and concerns from transit users and transit providers throughout the region, we then held a public hearing and Planning Prioritization meeting at the SCOCOG office on February 11, 2013 to identify strategies to coordinate service regionally and provide for the needs of the transit user. Strategies were voted upon by the attendees using a simple score method: High, Medium, and Low.

Using input from regional stakeholders, SCOCOG staff developed the Regional Public Transit-Human Services Coordination Plan in late February 2013. The Plan's final draft was presented to the Transportation Advisory Committee board as well as SCOCOG's Executive Committee at the regular February meeting. The plan was reviewed by the board members and formally approved and adopted on March 19, 2013.

FEDERAL TRANSIT ADMINISTRATION & MODOT PROGRAMS

The Missouri Department of Transportation's transit section provides financial and technical assistance to public transit and specialized transit providers across the state. This function is carried out through the administration of state and federal programs related to general public transportation as well as specific transit programs for agencies serving senior citizens and/or persons with disabilities.

The transit section also administers the rural transportation assistance program by providing training and technical assistance functions funded by FTA. Free on-site training courses offered to rural transit agencies include defensive driving, CPR, first

aid, passenger assistance techniques, and emergency procedures.

State funded transit operating assistance is provided to both rural and urban public transit agencies. This general revenue funded program helps to defray a portion of the costs those agencies incur in providing mobility services in their communities.

Missouri Elderly and Handicapped Transportation Assistance Program

The Missouri Elderly and Handicapped Transportation Assistance Program (MEHTAP) is a state funded program that helps defray a portion of the transportation costs incurred by agencies providing mobility services to senior citizens and persons with disabilities. Half of the annual general revenue funding in this program is allocated to the 10 Area Agencies on Aging districts statewide.

The Missouri Elderly and Handicapped Transportation Assistance Program (MEHTAP) provides state funds to approximately 200 non-profit organizations statewide who offer transportation services to the elderly and/or disabled at below-cost rates. State general revenue funds are divided among grantees taking into account ridership, costs, and alternative services available (208.250 RSMo). Trips weighted by type (medical, essential services, recreation) determine total ridership. Costs are estimated by total vehicle miles operated by each recipient. Weighted trips and vehicle miles are given equal weights in computing a preliminary formula division of funds. The preliminary formula division is adjusted for alternative services available, local resources, and special client needs. Some discretion is exercised to adjust for inequities stemming from variances between past actual and projected future usage

Each year, project funding is contingent upon receipt of applications from eligible providers and an appropriation from the state legislature. Federal, local and private matching funds of over \$27,000,000 do not flow through MoDOT.

Section 5305 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

The department administers Federal Transit Administration Section 5205 (Formerly Section 5303) metropolitan planning grants for transit planning activities of the eight metropolitan planning areas within the state.

Funds are distributed to Metropolitan Planning Organizations on the basis of population from 2010 urbanized area Census data within the State of Missouri.

Section 5305 of Chapter 53, Title 46, U.S.C. Federal Transit Administration

The department administers Federal Transit Administration (FTA) state-wide transit planning (formerly Section 5313) and other technical assistance activities grants which can be used for planning support for non-urbanized areas, research, development and demonstration projects, fellowships for training in the public transportation field, university research and human resource development. Funds are allocated to the

department by FTA on the basis of the latest census information and the state's urbanized area as compared to the urbanized area of all states. For these planning and technical assistance activities, the maximum Federal share is 80 percent and the minimum local non- federal share is 20 percent.

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

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

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

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

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

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

Missouri's Congressional Delegation has been able to " earmark" some portion of Missouri's annual federal appropriation of Section 5309 funds to the State of Missouri. MoDOT administers funding from the statewide appropriation. Section 5309 funds administered by MoDOT typically assist grantees that usually do not receive these funds directly, such as non-urban transit systems and not- for-profit transit providers. Beginning in FFY 2013, MAP-21 federal transportation authorization restricts Sec. 5309 funding to transit rail "New Starts" projects.

First priority of MoDOT administered Sec. 5309 funds is given to vehicle purchases, second to vehicle maintenance as well as auxiliary equipment and lastly to facilities. Within the vehicle category, first priority is given to replacement vehicles that have met federal standards for useful life. Vehicles to expand service are the second priority. Availability of local matching funds and sufficient funds to operate vehicles over their useful life must be demonstrated prior to award.

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

Section 5310 funds provide capital assistance for non-profit organizations that deliver mobility services to seniors or persons with disabilities. Beginning with FFY 2013 funds, New Freedom Program (formerly FTA Sec. 5217) projects are also eligible for Sec. 5310 funding. Through FFY 2012, Missouri received an annual statewide allocation of federal assistance to purchase vehicles, primarily vans. Beginning with FFY 2013 funds, MoDOT administers the rural and small urbanized allocations of FTA Sec. 5310 with FTA providing direct allocations to the large urbanized area of the state. Capital assistance is funded at a maximum 80 percent federal and minimum 20 percent local share match.

With funds prior to FFY 2013, MoDOT sub-allocated the allocation to outstate and to urbanized areas of Columbia, Jefferson City, Joplin, Kansas City, Springfield, St. Joseph, St. Louis based on their respective elderly and disabled persons populations. Each of the urbanized areas has established their own project evaluation criteria. All section 5310 projects selected for funding must be derived from a locally developed, coordinated public transit-human service transportation plan

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

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

Eligible recipients of Section 5311 assistance include public bodies, private not-for-profit corporations and operators of service that provide general public transportation services. Beginning with FFY 2013 funds, the former Sec. 5316 Job Access and Reverse Commute Program projects are Sec. 5311 eligible. Private for-profit providers of service are eligible through purchase of service agreements with a local public body for the provision of public transportation services.

Planning, training and related technical studies are currently funded entirely with federal funds. Capital projects are funded 80 percent federal and 20 percent local. Operating assistance projects may receive up to 50 percent of their net loss from the federal grant. MoDOT administers these Sec. 5311 federal funds for eligible transit program costs.

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

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

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

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

Section 5317 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

The New Freedom grant program provides operating and capital assistance for projects that are new (as of 2005) and beyond the requirements of the Americans with Disabilities Act. MoDOT administers the grants for projects in small urbanized areas and non-urbanized areas. A non-urbanized area is an area outside a city of 50,000 or more inhabitants and its densely settle fringe areas. Capital projects are funded 80 percent federal and 20 percent local. Operating assistance projects may receive up to 50 percent of their net loss from the federal grant. All Section 5317 projects selected for funding must be derived from a locally developed, coordinated public transit-human services transportation plan. The final federal appropriation of FTA Sec. 5317 funds was in FFY 2012. For FFY 2013 and 2014, New Freedom project categories are eligible for funding in the FTA Sec. 5310 program.

Section 5339 of Chapter 53, Title 49, U.S.C. Federal Transit Administration

The Bus and Bus Facilities formula grant program created in the MAP-21 federal transportation authorization beginning in FFY 2013 provides capital funding to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities. Eligible sub-recipients include public agencies or private nonprofit organizations engaged in public transportation including those providing services open to a segment of the general public, as defined by age, disability or low income. The Missouri large urbanized areas receive a direct allocation of these program funds from the FTA.

REGIONAL TRANSIT PROVIDERS AND THEIR FUNDING SOURCES

Missouri FTA Section 5310 Active Recipients for State Fiscal Year 2013

GRANTEE	STREET/BOX	CITY	ZIP
OMC Behavioral Healthcare	PO Box 1100	West Plains	65775
Shannon Co. Council on Aging	PO Box 7	Winona	65588
Willow Healthcare	PO Box 309	Willow Springs	65793
OATS, Inc. Southwest Region	PO Box 4606	Springfield	65808-4606
Unique Services, Inc.	610 E. State St.	Mountain Grove	65711

Source: MoDOT

Missouri FTA Section 5311 Nonurban and Section 5311(f) Intercity Bus Providers for State Fiscal Year 2013

GRANTEE	STREET/BOX	CITY	ZIP
City of Houston	601 S Grand Ave.	Houston	65483
City of West Plains	PO Box 710	West Plains	65775
Licking Bridge Builders, Inc.	116 Green St.	Licking	65542

Source: MoDOT

2013 MEHTAP Recipient Agencies

GRANTEE	STREET/BOX	CITY/	ZIP
DoCo, Inc.	1306 NW 9 th St.	Ava	65608
Fun & Friends of Thayer Area, Inc.	PO Box 222	Thayer	65791
Opportunity Sheltered Industries	PO Box 122	Houston	65483
Ozark Independent Living	109 Aid Ave.	West Plains	65775
Ozark Sheltered Industries, Inc.	PO Box 160	Pomona	65789
Senior Citizens of Mountain View, Inc.	903 E. 5 th St.	Mountain View	65548
Three Rivers Sheltered Industries, Inc	PO Box 99	Birch Tree	65438
Unique Services, Inc.	610 E. State	Mountain Grove	65711
Shannon Co. Council on Aging, Inc.	PO Box 7	Winona	65588
Willow Health Care, Inc.	PO Box 309	Willow Springs	65793

Source: MoDOT

At this time there aren't any grantees under the Job Access and Reverse Commute (JARC) (Section 5316), and the New Freedom Initiative (Section 5317) grant programs within the South Central Ozark Region.

DOUGLAS COUNTY TRANSIT

Existing Transit Providers

Identifying the existing transportation services in the area is key to determining where service gaps and service overlaps are occurring.

DoCo, Inc.

DoCo, Inc. provides services to their clientele only. DoCo is a sheltered workshop and recycling center that provides employment for 27 developmentally disabled persons. Approximately 15 of those are riders.

Schedule: Buses start route around 7:00 a.m., bring clientele to workshop then do a reverse route in the afternoon; usually ending at 3:30, four days per week.

Service area: Douglas County

Vehicle inventory: 3-Dodge Ram Vans not wheelchair accessible

OATS, Inc.

A Private non-profit service provider, OATS, Inc., is available to anyone regardless of age or income. Their service area covers all of Douglas County.

Schedule:

DATE	ROUTE
1st Monday	Douglas County to Springfield, MO
2nd, 3rd, and 4th Monday	Rural Douglas County to Ava
Every other Tuesday	Ava to adjoining county
Wednesday & Friday	South Ava to Ava
Contact Information: Ava Senior Center 417-683-5712 and 417-683-2551	

County Committee Meetings: These are meetings of OATS volunteers. They are held on the last Tuesday of each month.

Vehicle inventory:

VEHICLE NUMBER	TYPE	NUMBER OF PASSENGERS	ACCESSIBILITY	DRIVER
1310	Mini-Van with Ramps	6	Wheelchair (1)	Martha Booth
1443	Van with lift	11	Wheelchair (2)	Paulette Waggle
1112	Van with lift	11	Wheelchair (2)	BACKUP

EZ Ride Taxi Service and Delivery
Rt. 4, Box 1319 Ava, Mo - *Private Taxi Service*

Alternative Opportunities, Inc.

Schedule:

TIME	ROUTE
Tuesday-Friday 7:30am - 8:30am	Transportation to the Sheltered Workshop
Tuesday-Friday 3:15pm - 4:15pm	Transportation home from the Workshop

Additional transportation provided on an as needed basis to volunteer sites, all medical appointments, grocery store, banking, social outings/events, haircuts, etc.

Service Area: Wright and Douglas Counties

County Population Data and Trip Information

According to the United States Census Bureau, the estimated 2011 population of Douglas County, MO is 13,548; summarized as follows (maps of the locations of the populations are located in Appendix A):

- Elderly Population (age 65 and over) - 2,723 (20.1% of total population)
- Disabled Population - 2,506 (18.4% of the total population)
- Population below Poverty - 2,858 (21.1% of total population)

In Douglas County, the main population center is in west central portion of the county; the remaining population of the county is scattered throughout the rural region. The same trend exists with the elderly, disabled, and low income populations of the county. See Composite Map of Special Consideration Groups in Appendix A. The map indicates that the county as a whole has medium to high levels of elderly, disabled, and low income populations.

Common transportation origins for this area include

- Ava Elderly Housing (Senior Housing) in Ava
- Housing Authority of Ava (Low Income Housing) in Ava
- Douglas County Senior Citizen Housing (Elderly Housing) in Ava
- Brookview Apartments of Ava (Low Income Housing) in Ava
- Brooke Care, Inc. (Assisted Living Facility) in Ava
- Individual homes

Common destinations include medical facilities, employers, schools, and childcare facilities; in addition to these destinations:

- Sheltered Workshop in Ava
- Shopping (Ava, Springfield, adjoining counties)
- Senior Center
- Library
- Courthouse

- Church
- Social Service Agencies
- Food Pantries

HOWELL COUNTY TRANSIT

Existing Transit Providers

SMTS, Inc.

A Public transit system and private non-profit provider. SMTS provides door-to-door service to the general public.

Service Area: Countywide

Local Contact: Karen Melvin 417-934-1575 or Willow Senior Center 417-469-3892

Drivers: Kathy Roche, Thelma Rogers, Karen Melvin, and Gloria Campbell

Local Schedule:

DATE	ROUTE
Tuesday	Willow Springs, Pomona, CC Hwy area to West Plains
Wednesday	Mountain View local service
Thursday	Willow Springs local service
1st and 3rd Friday	Mountain View and Willow Springs to West Plains
Note: Medical appointments take precedence over all other trips	

Long Distance Medical Schedule:

DATE	ROUTE
1st Monday	Medical service to Springfield, MO
3rd and 4th Tuesday	Medical service to Springfield, MO

Suggested contributions are for riders over 60 years of age and riders with a disability going to a medical appointment (Round Trip):

In-town	\$ 3.00
In-county	\$ 7.00
Adjoining county	\$ 14.00
3rd county	\$ 20.00
4th or 5th county	\$ 30.00

These rates apply if you are under 60 years of age or you are not a rider with a

disability going to a medical appointment (Round Trip):

In-town	\$ 6.00
In-county	\$ 14.00
Adjoining county	\$ 21.00
3rd county	\$ 30.00
4th or 5th county	\$ 40.00

Vehicle Inventory: Ten (10) passenger 2009 Ford van, wheelchair accessible (2)

The West Plains Transit System

The West Plains Transit System (WPTS) operates three 16-passenger buses within the city limits of West Plains. The service is available to the public between 7:45 a.m. and 3:45 p.m. Monday through Friday except for New Year's Day, Martin Luther King, Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans' Day, Thanksgiving Day, Friday after Thanksgiving and Christmas Day.

All service is curb-to-curb. WPTS vehicles are accessible to and usable by individuals with disabilities, including individuals who use wheelchairs. WPTS drivers will assist with operation of the wheelchair lift. Passengers are limited to carrying items they can load and unload themselves.

WPTS operates a regular route with deviations and a demand response service. The regular route is two hours long and includes at least one stop at 32 designated locations. The route is driven four times daily. With a 24-hour advance request, the route bus can deviate up to three-fourths a mile from the designated route if the deviation will not disrupt the posted schedule. Demand response service (curb to curb) is available with a 24-hour advance request for individuals farther than three-fourths of a mile away from the regular route or individuals unable to get to a designated stop. Phone numbers to call for route deviations or demand response service are 256-1241 or 293-0921. Requests for Monday service should be made Friday.

Route schedules and maps that indicate the stops and covered shelters as well as transit rules are available at City Hall, West Plains Public Library, Chamber of Commerce and numerous agencies throughout West Plains. Information is also available at the City of West Plains website www.westplains.net. Call 256-1241 or 256-7176 for additional information.

Bus fares: Regular fare \$1.50 (each way) - Group fares \$1.00 for a group of five or more riders (one way) and \$.75 for one or more riders (one way). Senior Citizen passes, ten rides to a pass, can be obtained (if available) at the Senior Citizen Center (SCC). These passes are paid for by the Division of Aging, State of Missouri and are

offered on a first come, first serve basis. Additional passes can made available through local donations.

The WPTS finds it necessary from time to time to adjust routes and times due to lack or ridership or the increase of ridership.

Phone numbers for the WPTS are **256-1241** or **257-4339**

Service Area: City of West Plains

Vehicle Inventory: Three 16-passenger buses

Ozark Independent Living

O.I.L. is a private, non-profit demand–response transportation provider, 501C3. Also, OIL is a resource center for anyone living with a disability.

Service Area: The seven counties in the South Central region

Schedule: On demand

Vehicle Inventory: Ozark Independent Living has 11 vehicles including one Chevy Entre Van equipped for two wheelchairs with folding ramp; most are used by staff to see consumers in the outer counties. The office has the modified Chevy van and a Toyota van that are used for consumer needs.

Ozark Sheltered Industries

Ozark Sheltered Industries contracts with SMTS as their transportation service provider. Ozark Sheltered Industries is a sheltered workshop that provides employment for 85 developmentally disabled persons.

Service Area: Howell County, but not limited to: West Plains, Mtn. View, Willow Springs, and Pomona

Schedule: Monday through Friday, 8:00am - 5:00pm

Vehicle Inventory:

VEHICLE NUMBER	TYPE	CAPACITY	WHEELCHAIR ACCESSIBLE
208687	2006 Chevy Van	15	No
208808	2006 Chevy Van	15	No
207647	2006 Chevy Van	15	No
208058	2006 Chevy Van	15	No
413063	2009 Chevy Van	20	Yes

Ozarks Medical Center (Behavioral Health Care)

Service Area: South Central Ozark region

Schedule: On demand

Vehicle Inventory:

VEHICLE NUMBER	TYPE	WHEELCHAIR ACCESSIBILITY
12	1994 Dodge Ram	No
23	2004 Dodge Mini G Caravan	No
25	2004 Dodge Mini G Caravan	No
26	2002 Dodge Maxi 350	No
27	2009 Dodge Mini Caravan	No
28	2010 Dodge Mini G Caravan	No
337	2008 Chevy Maxi Express	No
338	2010 Chevy Maxi Express	No
346	2008 Chevy Express	No

Willow Health Care

W.H.C. provides transportation service to the elderly.

Service Area: Howell County and surrounding areas

Schedule: Monday through Friday to accommodate appointments

Vehicle Inventory:

TYPE	CAPACITY	WHEELCHAIR ACCESSIBILITY
2000 Chevy Cargo Van	6	Yes
1995 El Dorado Minibus	24	Yes
2000 Chevy Cargo Van	9	Yes
2007 Ford E-350 Van	9	Yes
2008 Ford E-350 Van	12	Yes

Bus Fee Schedule:

	Willow Care	BrookHaven	Mountain View
Destination	PRICE (\$)	PRICE (\$)	PRICE (\$)
West Plains	15	5	15
Willow Springs	5	15	15
Springfield	85	85	100

Mountain View	15	15	5
Cabool	15	20	20
Mountain Grove	20	25	25
Poplar Bluff	100	100	85
Gainesville	60	50	60
Birch Tree	20	25	15
Ava	50	65	65
Mountain Home, AR	100	80	110

Mountain View Senior Center

Service Area: Howell, Texas, and Shannon Counties

Schedule: On demand

Vehicle Inventory:

TYPE	CAPACITY	WHEELCHAIR ACCESSIBILITY
Dodge Van	14	No

County Population Data and Trip Information:

According to the United States Census Bureau, the estimated 2011 population of Howell County, MO is 40,665; summarized as follows (maps of the locations of the populations are located in Appendix A):

- Elderly Population (age 65 and over) - 7,075 (17.4% of total population)
- Disabled Population - 6,319 (16.5% of the total population)
- Population below Poverty - 8,417 (20.7% of total population)

In Howell County, the main population centers are in central and northern portions of the county; around the fringes of the cities; and the rest of the population is scattered throughout the rural areas of the county. The elderly, disabled, and low income populations are depicted on the Composite Map of Special Consideration Groups in Appendix A. The map indicates that the county as a whole has medium to high levels of elderly, disabled, and low income populations, with a few areas of low levels.

Common transportation origins for this area include:

- West Vue (Senior and Low Income Housing) in West Plains
- Pleasant Valley Manor (Assisted Living Facility) in West Plains
- Pleasant Valley Village (Retirement Cottages) in West Plains

- Green Acres Home (Assisted Living Facility) in West Plains
- Southview (Assisted Living Facility) in West Plains
- Brookview (Low Income Housing) in West Plains
- Housing Authority of West Plains (Senior and Low Income Housing) in West Plains
- Willow Springs Senior Housing (Retirement Community) Willow Springs
- Willow Springs Villa (Low Income Housing) in Willow Springs
- Sunshine Village (Elderly Housing) in Willow Springs
- Valley View Apartments (Senior and Low Income Housing) in Mountain View
- Ridgeway (Elderly Housing) in Mountain View
- Brookview Senior Apartments of Mountain View (Elderly Housing) in Mountain View
- Individual Homes

Common destinations in most areas include medical facilities, employers, schools, retail shopping areas, and childcare facilities; in addition to these destinations:

- Sheltered Workshop in Pomona
- Senior Center
- Library
- Courthouse
- Church
- Social Service Agencies
- Food Pantries
- Adult Day Care

OREGON COUNTY TRANSIT

Existing Transit Providers

SMTS, Inc.

A Public transit system and private non-profit provider. SMTS provides door-to-door service to the general public.

Service Area: County-wide

Schedule:

DATE	ROUTE
1st and 3rd Monday	Oregon County residents to West Plains
2nd Monday	Oregon County residents to Thayer
4th Monday	In-town Alton service 8:30am - 2pm
1st and 3rd Tuesday	Oregon County residents to West Plains

2nd Tuesday	Wilderness to Poplar Bluff
4th Tuesday	In-town Alton service 8:30am - 2pm
1st and 3rd Wednesday	Alton and surrounding area to Thayer
4th Wednesday	In-town Alton service 8:30am - 2pm
1st, 2nd and 4th Thursday	In-town & surrounding area Thayer local service
3rd Thursday	Thayer to Alton
1st, 2nd and 4th Friday	Myrtle to Thayer
3rd Friday	Myrtle to West Plains
Note: Medical appointments take precedence over all other trips	

Long Distance Medical Schedule:

DATE	ROUTE
1st Monday	Medical service to Springfield, MO
3rd and 4th Tuesday	Medical service to Springfield, MO

Suggested contributions are for riders over 60 years of age and riders with a disability going to a medical appointment (Round Trip):

In-town	\$ 3.00
In-county	\$ 7.00
Adjoining county	\$ 14.00
3rd county	\$ 20.00
4th or 5th county	\$ 30.00

These rates apply if you are under 60 years of age or you are not a rider with a disability going to a medical appointment (Round Trip):

In-town	\$ 6.00
In-county	\$ 14.00
Adjoining county	\$ 21.00
3rd county	\$ 30.00
4th or 5th county	\$ 40.00

Vehicle Inventory: Ten (10) passenger 2009 Ford van, wheelchair accessible (2)

The Oregon County Sheltered Workshop contracts with SMTS to provide transportation services Monday through Friday to its staff.

County Population Data and Trip Information:

According to the United States Census Bureau, the estimated 2011 population of Oregon County, MO is 11,017; summarized as follows (maps of the locations of the populations are located in Appendix A):

- Elderly Population (age 65 and over) - 2,170(19.7% of total population)
- Disabled Population -2,056 (19.8% of the total population)
- Population below Poverty -2,776 (25.2% of total population)

In Oregon County, the main population centers are in central and southwest portions of the county. The elderly, disabled, and low income populations are depicted on the Composite Map of Special Consideration Groups in Appendix A. The map indicates that the county as a whole has medium to high levels of elderly, disabled, and low income populations.

Common transportation origins for this area include:

- Thayer Housing Authority (Low Income Housing) in Thayer
- Thayer Apts. (Low Income Housing) in Thayer
- Fun & Friends in Thayer
- Individual homes

Common destinations include medical facilities, employers, schools, retail shopping areas, and childcare facilities; in addition to these destinations:

- Senior Center
- Library
- Courthouse
- Church
- Social Service Agencies
- Food pantries
- Sheltered Workshop

OZARK COUNTY TRANSIT

Existing Transit Providers

OATS, Inc.

A Private non-profit service provider, OATS, Inc., is available to anyone regardless of age or income. Their service area covers all of Ozark County.

Service Area: All of Ozark County

Schedule:

DATE	ROUTE
5th Monday	To Branson from Pontiac
3rd Monday	To Mountain Home from Eastern Ozark County
Last Tuesday	To Gainesville and Ava from Dora, Caulfield, and Bakersfield
Every Wednesday	To West Plains from Dora, Pottersville
Every Thursday	To West Plains from Udall, Bakersfield, and Caulfield
2nd Monday	To Springfield from Pontiac
3rd Tuesday	To Mtn. Home from Gainesville, Theodosia area
1st Thursday	To Mtn. Home from Gainesville, Theodosia area
3rd Thursday	To Mtn. Home from Gainesville, Theodosia area
2nd Tuesday	To Ava from Gainesville, Theodosia area
2nd Thursday	To West Plains from Gainesville, Theodosia area
1st Friday	To West Plains from Gainesville, Theodosia area

Vehicle Inventory:

VEHICLE NUMBER	TYPE	CAPACITY	WHEELCHAIR ACCESSIBLE
1441	Van	11	Yes (2)
1674	Van	11	Yes (2)

County Population Data and Trip Information:

According to the United States Census Bureau, the estimated 2011 population of Ozark County, MO is 9,595; summarized as follows (maps of the locations of the populations are located in Appendix A):

- Elderly Population (age 65 and over) 2,293 (23.9% of total population)
- Disabled Population 1,782 (18.8% of the total population)
- Population below Poverty 1,659 (17.3% of total population)

In Ozark County, the main population centers are in the central and southern portions of the county. The elderly, disabled, and low income populations are depicted on the Composite Map of Special Consideration Groups in Appendix A. The map indicates that the county as a whole has medium to high levels of elderly, disabled, and low income populations.

Common transportation origins for this area include:

- Gainesville Health Care Center (Assisted Living Facility) in Gainesville
- Individual homes

Common destinations in most areas include medical facilities, employers, schools, retail shopping areas, and childcare facilities, in addition to these destinations:

- Senior Center
- Library
- Courthouse
- Church
- Social Service Agencies
- Food Pantries

SHANNON COUNTY TRANSIT

Existing Transit Services

Shannon County Council on Aging

Service Area: Shannon Howell, Greene, Butler, Carter Counties

Schedule: Monday through Friday

Vehicle Inventory:

VEHICLE TYPE	CAPACITY	WHEELCHAIR ACCESSIBLE
2005 Dodge Van	7	No

**Clients provide their own driver who must be licensed and insured.

Three Rivers Sheltered Industries

Three Rivers Sheltered Industries contracts transportation services exclusively for their 17 clients.

Service Area: Shannon County

Driver: Freddie Howell

Schedule: Monday through Friday 7:00am - 3:00pm

Vehicle Inventory: One 10-passenger bus, wheelchair accessible owned by Freddie Howell, a private citizen.

SMTS, Inc.

A Public transit system and private non-profit provider. SMTS provides door-to-door service to the general public.

Service Area: County-wide

Drivers: Contact the Eminence Nutrition Center at 573-226-3839

Schedule:

DATE	ROUTE
Tuesday	Winona, Eminence, and Birch Tree to Mountain View
Wednesday	Winona, Eminence, and Birch Tree to West Plains
Eminence contact: Eminence Nutrition Center at 573-226-3839	
Winona contact: Winona Senior Center at 573-325-4636	
Birch Tree contact: Francis Mizer at 573-292-3765	
Note: Medical appointments take precedence over all other trips	

Long Distance Medical Service:

DATE	ROUTE
1st Monday	Medical service to Springfield, MO
3rd Monday	Medical service to Springfield, MO
4th Wednesday	Medical service to Springfield, MO

Medical Appointments in Springfield should be scheduled between the hours of 10 a.m. & 2 p.m. only.

Suggested contributions are for riders over 60 years of age and riders with a disability going to a medical appointment (Round Trip):

In-town	\$ 3.00
In-county	\$ 7.00
Adjoining county	\$ 14.00
3rd county	\$ 20.00
4th or 5th county	\$ 30.00

These rates apply if you are under 60 years of age or you are not a rider with a disability going to a medical appointment (Round Trip):

In-town	\$ 6.00
In-county	\$ 14.00
Adjoining county	\$ 21.00
3rd county	\$ 30.00
4th or 5th county	\$ 40.00

Vehicle Inventory: Ten (10) passenger 2006 Ford van, lift equipped.

County Population and Trip Information

According to the United States Census Bureau, the estimated 2011 population of Shannon County, MO is 8,432; summarized as follows (maps of the locations of the populations are located in Appendix A):

- Elderly Population (age 65 and over) 1,501 (17.8% of total population)
- Disabled Population 1,515 (18.1% of the total population)
- Population below Poverty 1,965 (23.3% of total population)

In Shannon County, the main population centers are in the central and southern portions of the county. The elderly, disabled, and low income populations are depicted on the Composite Map of Special Consideration Groups in Appendix A. The map indicates that the county as a whole has medium to high levels of elderly, disabled, and low income populations.

Common transportation origins for this area include:

- Birch Tree Housing Corp (Low Income Housing) in Birch Tree
- Winona Apartments (Low Income Housing) in Winona
- Individual homes

Common destinations in most areas include medical facilities, employers, schools, retail shopping areas, and childcare facilities. In Oregon County, in addition to these destinations:

- Sheltered Workshop in Birch Tree
- Senior Center
- Library
- Courthouse
- Church
- Social Service Agencies
- Food Pantries

TEXAS COUNTY TRANSIT

Existing Transit Providers

Opportunity Sheltered Industries

O.S.I. receives some transportation services from the City of Houston, but also pay employees to provide their own transport. The city provides less than 10-percent of total expenses for employees.

Service Area: Texas County

Schedule: Monday through Friday 8:00am - 4:00pm

Vehicle Inventory: None, Purchase of Service (employees get 20 cents per mile round trip to make their own way to work)

SMTS, Inc.

A Public transit system and private non-profit provider. SMTS provides door-to-door service to the general public.

Service Area: County-wide

Driver: TBD

Schedule:

DATE	ROUTE
1st, 3rd, and 5th Tuesday	Cabool local service
2nd Tuesday	Cabool to West Plains
4th Tuesday	Cabool to Mountain Grove
1st Wednesday	Cabool to Houston or Mountain View
Fridays	Cabool local service
Cabool contact: Cabool Senior Center at 417-962-3860	
2nd Wednesday	Summersville to Houston
3rd Wednesday	Summersville to Mountain View or West Plains
Summersville contact: Avis Thomas at 417-932-4052	

Long Distance Medical Service:

DATE	ROUTE
1st Monday	Medical service to Springfield, MO
3rd Monday	Medical service to Springfield, MO
4th Wednesday	Medical service to Springfield, MO

Medical Appointments in Springfield should be scheduled between the hours of 10 a.m. & 2 p.m. only. Long Distance Service must be scheduled at least two (2) days in advance.

Suggested contributions are for riders over 60 years of age and riders with a disability going to a medical appointment (Round Trip):

In-town	\$ 3.00
In-county	\$ 7.00
Adjoining county	\$ 14.00
3rd county	\$ 20.00
4th or 5th county	\$ 30.00

These rates apply if you are under 60 years of age or you are not a rider with a disability going to a medical appointment (Round Trip):

In-town	\$ 6.00
In-county	\$ 14.00
Adjoining county	\$ 21.00
3rd county	\$ 30.00
4th or 5th county	\$ 40.00

Vehicle Inventory: Ten (10) passenger 2006 Ford van, lift equipped.

The City of Houston Transit System

The City of Houston’s bussing system works as a scheduled route only. It only provides service within the city limits of Houston.

The city’s transit system serves specific program clientele:

- Opportunity Sheltered Industries: 20 clients
- Senior Nutrition: 20 clients

Service Area: City of Houston

Schedule: Monday through Friday 8:00am - 4:00pm

Vehicle Inventory: One (1) 2005 Ford Van and one (1) 2009 Ford Van, wheelchair accessible.

Texas County Memorial Hospital

TCMH provides transportation to riders from their homes to clinics and hospitals.

Service Area: Texas and parts of the seven surrounding counties

Schedule: On demand

Vehicle Inventory: Three nine (9) passenger vans, all are wheelchair accessible

Houston Senior Center

Service Area: City of Houston

Schedule: 8:40am - 2:22pm

Vehicle Inventory: One 12 passenger van, wheelchair accessible

County Population Data and Trip Information:

According to the United States Census Bureau, the estimated 2011 population of Texas County, MO is 25,936; summarized as follows (maps of the locations of the populations are located in Appendix A):

- Elderly Population (age 65 and over) 4,720 (18.2% of total population)
- Disabled Population 4,193 (17% of the total population)
- Population below Poverty 5,239 (20.2% of total population)

In Texas County, the main population centers are in the northeastern, central and southwest portions of the county. The elderly, disabled, and low income populations are depicted on the Composite Map of Special Consideration Groups in Appendix A. The map indicates that the county as a whole has medium to high levels of elderly, disabled, and low income populations

Common transportation origins for this area include:

- Pineview Heights Senior Apts. (Senior and Low Income Housing) in Cabool
- Cabool Housing Authority (Low Income Housing) in Cabool
- Cabool Apartments (Low Income Housing) in Cabool
- Licking Apartments (Low Income Housing) in Licking
- Licking Park Manor (Senior Housing) in Licking
- Senior Citizen Housing Inc. in Licking
- Individual homes

Common destinations in most areas include medical facilities, employers, schools, retail shopping areas, and childcare facilities; in addition to these destinations:

- Sheltered Workshop in Houston
- Senior Center
- Library
- Courthouse
- Church
- Social Service Agencies
- Food Pantries

WRIGHT COUNTY TRANSIT

Existing Transit Providers

OATS, Inc.

A Private non-profit service provider, OATS, Inc., is available to anyone regardless of age or income. Their service area covers all of Wright County.

Service Area: All of Wright County

Schedule:

DATE	ROUTE
Driver: Janet Chapin	
1st and 3rd Monday	To Springfield from Mtn. Grove and Norwood
2nd Monday	To Cabool from Mtn. Grove
2nd Monday and 2nd Thursday	Mtn. Grove local service
Tuesdays	Mtn. Grove, Norwood, Macomb
Fridays	Manes, Dawson, Mtn. Grove
2nd Wednesday	Wright County to adjoining county
Driver: Marsha Tooley	
1st and 3rd Monday	To Springfield from Mansfield, Hartville, and Grovespring
1st, 3rd, and 5th Thursday	To Ava from Mansfield
1st Monday	To Lebanon from Grovespring
1st and 3rd Tuesday	To Lebanon from Hartville
Wednesday	To Lebanon from Grovespring
2nd and 4th Tuesday	To Mtn. Grove from Hartville
2nd and 4th Thursday	To Mtn. Grove from Mansfield
2nd Friday (if needed)	To Mtn. Grove from Mansfield

To schedule a ride on any of these routes, call the contact number in your town:

Hartville-----Margaret Addis---417-741-7774

Mansfield-----Elaine Rhoades---417-924-3341

Grovespring---Anna Merritt-----417-462-3174

Mtn. Grove----Becky Davis-----417-926-5867

Vehicle Inventory:

VEHICLE NUMBER	TYPE	CAPACITY	WHEELCHAIR ACCESSIBLE
1135	Van with lift	6	Yes (1)
1442	Van with lift	11	Yes (2)
1670	Van with lift	11	Yes (2)
1866	Van with lift	12	Yes (2)

Unique Services

Unique Services is a sheltered workshop that provides transport to their 20 clients.

Service Area: Wright County

Schedule:

Van #1 - 7:00am - 9:00am and 3:30pm - 5:30pm (long route)

Van #2 - 8:00am - 9:00am and 3:30pm - 4:00pm (short route)

Vehicle Inventory: Two vans; 29 passenger capacity in total; not wheelchair accessible.

County Population Data and Trip Information

According to the United States Census Bureau, the estimated 2011 population of Wright County, MO is 18,716; summarized as follows (maps of the locations of the populations are located in Appendix A):

- Elderly Population (age 65 and over) 3,350 (17.9% of total population)
- Disabled Population 2,995 (16.4% of the total population)
- Population below Poverty 4,884 (26.1% of total population)

In Wright County, the main population centers are in the central and southern portions of the county. The elderly, disabled, and low income populations are depicted on the Composite Map of Special Consideration Groups in Appendix A. The map indicates that the county as a whole has medium to high levels of elderly, disabled, and low income populations

Common transportation origins for this area include:

- Low income housing in Cabool and Mountain Grove
- Norwood Housing Authority (Low Income Housing) in Norwood
- Individual homes

Common destinations in most areas include medical facilities, employers, schools, retail shopping areas, and childcare facilities; in addition to these destinations,

- Senior Center
- Library
- Courthouse
- Church
- Social Service Agencies
- Food Pantries
- Sheltered Workshop

REGIONALLY COORDINATED PUBLIC TRANSIT-HUMAN SERVICES TRANSPORTATION PLAN

Stakeholder involvement is vital to the success of the Public Transit-Human Services Transportation Plan. Identifying and engaging the appropriate organizations and individuals in planning efforts was critical to identifying the needs of the target populations, the needs of the community/region, the transportation services available, and the identification of new solutions.

The stakeholder checklist provided by MoDOT was used to ensure that a wide range of stakeholders were involved in this assessment. Identifying and contacting as many stakeholders in the area provided a good foundation for establishing the existing services currently being used, any unmet needs for these services, any duplication of services, and any issues or challenges that might be addressed.

Outreach efforts have been documented and are located in Appendix B of this plan. Several meetings were held throughout the region, including a final prioritization meeting held at the SCOCOG office in Pomona, MO. The final planning meeting was well attended by a variety of different stakeholders willing to come to the table with solution-oriented ideas.

Existing Transportation Providers

Within the region there are two main transportation providers, OATS, Inc. which covers Ozark, Douglas, and Wright counties, and SMTS which covers Texas, Shannon, Oregon and Howell counties. Three cities in the region provide public transit; Licking, Houston, and West Plains. A map titled: *Transit Providers Service Areas* is included in Appendix A. Other providers include Senior Centers, Sheltered Workshops, and Independent Living among others. These provide transportation to their respective clientele and not the general public.

Assessment of Transportation Needs

Transit and human-services needs were identified by distribution of surveys to transit users, a series of meetings with South Central Ozark senior citizens centers, and a planning and prioritization meeting at SCOCOG.

The planning meeting for the South Central Ozark region was held February 11, 2013 at the SCOCOG office in Pomona, MO; participating in the meeting was:

NAME	REPRESENTING
Tonya Foster	City of Houston
Vicki Jones	West Plains Senior Center
James Heller	SMTS
Sherrill Thompson	City of West Plains

Helen Hoover	Ava
Ron Adkisson	Ozark Independent Living
Bill Bridges	Texas Co. Memorial Hospital
Scott Kosky	OATS, Inc.
Johnny Murrell	SCOCOG
Angie Ball	SCOCOG
Cody Dalton	SCOCOG

Once existing transportation services were identified and inventoried, the next step was to identify the various types of transportation challenges and "gaps" in existing transportation services. To do this, the existing services were compared with the origins and destinations of people, especially the transportation disadvantaged. By identifying the unmet needs of the region, stakeholders were able to determine the services that are most appropriate and useful to meeting the unmet needs.

Regional Needs and Weaknesses

- Weekend service
- Expanded evening service
- Creation of fixed daily routes
- More trips to Springfield, and other large cities where critical healthcare services are located
- The elderly and disabled are having problems doing personal shopping
- Disabled clientele from ages 18-59 having trouble affording transit service
- Lack of readily available handicapped accessible vans and busses
- Difficulties in serving "very rural" clients
- Lack of volunteers
- Elderly lacking transportation to-and-from the polls during elections
- Lack of safety accommodations for young children
- Inefficient or ineffective marketing of transit services.

Coordination Strategies

Strategies to implement coordination vary in each area being studied depending on the resources available, the size of the market for each alternative, the availability of existing services, and the extent to which these services are duplicated or gaps exist. It was found that coordination already occurs throughout much of the region because of necessity; there are a large number of people who need transportation and very

few providers; providers in the rural area try to “make do” with the resources they have. Unlike urban areas where it is possible to catch a bus practically any time of day in almost any part of the city; in rural areas a bus may only come to your area once a week, a trip to the doctor may be possible just once a month and you must coordinate your doctor visit to coincide with the bus trip.

There are effective coordination strategies currently being implemented in the South Central Ozark region. One example is the coordination of services between SMTS, Inc. and sheltered workshops in Oregon, Shannon, Texas, and Howell counties. SMTS provides local service to these organizations as well as medical trips on the regional level. Coordination is also occurring within the City of Houston with their transit system and with Texas County Memorial Hospital. Patients sometimes travel to the Hospital on the city bus and are transported home by the hospital’s van.

Based on the results of the stakeholder assessment, transportation service inventory, and study of the population distribution by GIS, plus the location of travel origins and destinations, the following strategies were developed:

- **Increase transportation opportunity**
 - Identify and engage new clientele
 - Additional vehicles to serve more clientele
 - Increased handicapped accessibility
- **Increase productivity**
 - Focus funds on maintaining fleet at current levels
 - Create a coordinated effort to inform public of all the transportation opportunities available in the region
- **Improve quality of service**
 - Extend or expand service hours later into weekends and evenings
 - Expand the geographical area of service
 - Increase service frequency and/or number of routes
 - Expand semi-local routes (intra-county service).

Prioritization

Establishing priorities of coordination efforts and strategies to view the success of the alternatives is an important aspect to a Coordination Plan. Creating strategies that are attainable with the fiscal constraints that are on many agencies was of vital importance for the execution and success of the Plan. Measurement of the success of these strategies will be seen very easily in the anticipated increased riders of the providers of transportation in the region.

The strategies were prioritized at the regional planning meeting held at the SCOCOG office on February 11, 2013 using a simple score methodology. Participants were given red, green, and blue stickers—each indicating a different priority level. Results were summed and divided into three classes of Low, Medium, and High.

PTHSTP PLAN PRIORITIZED STRATEGIES	
HIGH PRIORITY	SCORE
Increase service frequency and/or number of routes	30
Increased handicapped accessibility	26
Extend or expand service hours later into weekends and evening	22
Additional vehicles to serve more clientele	22
MEDIUM PRIORITY	
Focus funding on current fleet maintenance	20
Create a coordinated effort to inform public of all the transportation opportunities available in the region—improve marketing	18
LOW PRIORITY	
Identify and engage new clientele	16
Expand the geographical area of service	14
Expand “semi-local” routes (intra-county)	14

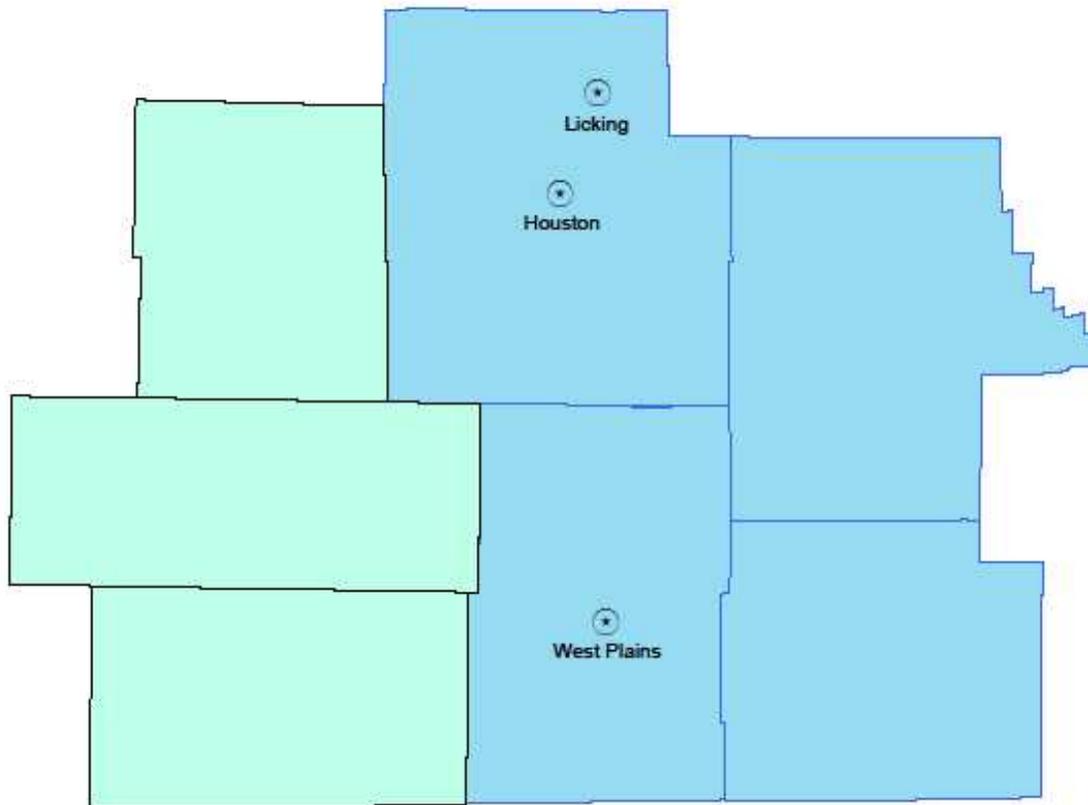
Adoption of the Regional PTHSTP

From the information gathered from surveys and meetings, SCOCOG staff prepared a draft plan and presented it to the South Central Ozarks Transportation Advisory Committee for review and comment. Following the review and comment period, adjustments to the plan were made (if necessary); the plan was then presented to the South Central Ozarks Council of Governments Executive Committee for formal review and approval.

This Coordinated Public Transit-Human Services Transportation Plan was presented to the South Central Ozarks Council of Governments Executive Committee and the South Central Ozark Transportation Advisory Committee for review and approval and was adopted by those two committees on March 19, 2013. Appendix B contains the signed resolutions.

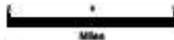
APPENDIX A - MAPS OF THE SOUTH CENTRAL OZARK REGION

SOUTH CENTRAL OZARKS TRANSIT SERVICE AREAS



Legend

-  OATS Inc. Service Area
-  Southeast Missouri Transportation Service
-  Cities with Transit Service

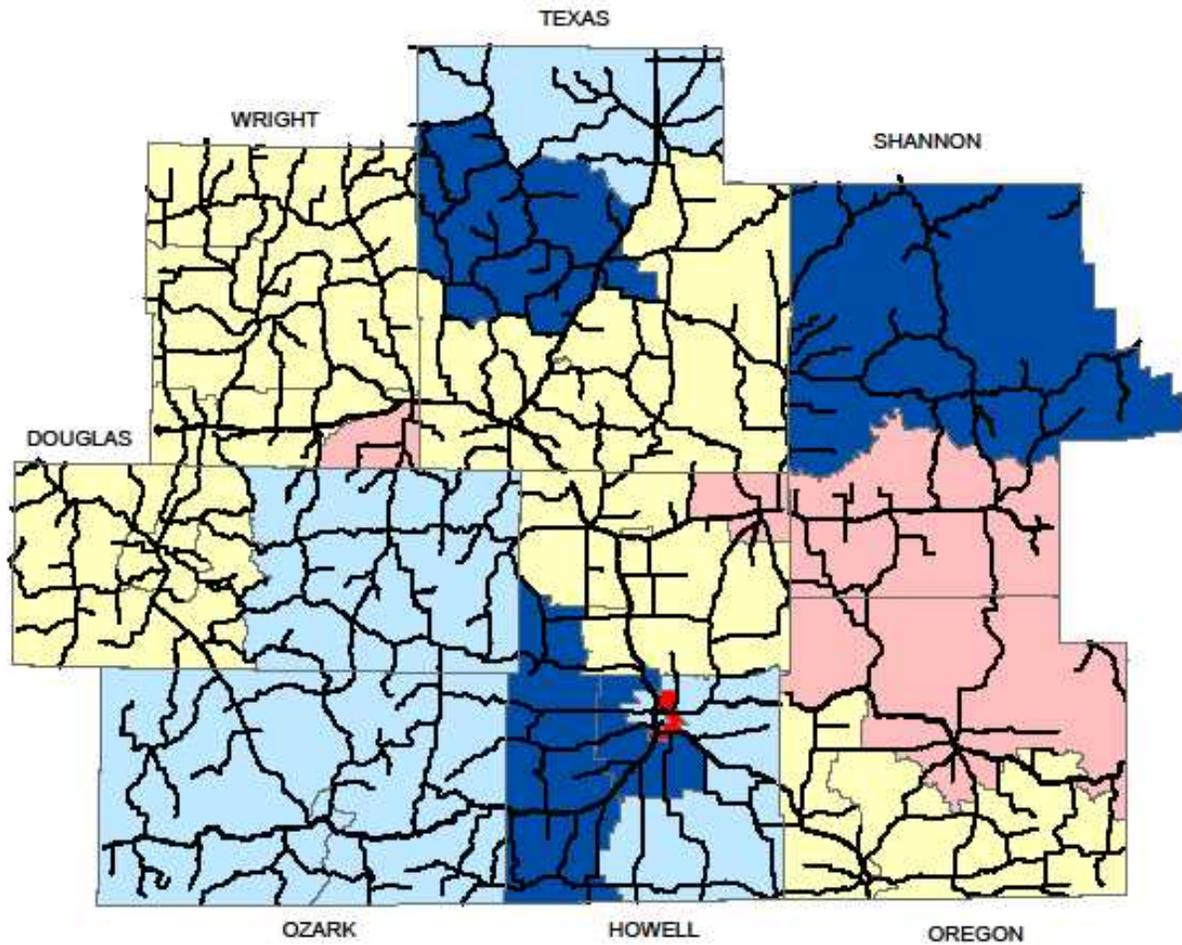


STATE OF MISSOURI



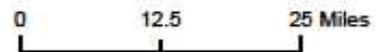
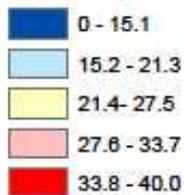
Prepared by:
South Central Ozarks Council of Governments
Source: MSDIS and MODOT
Not to be used for legal purposes

SOUTH CENTRAL OZARK COG REGION PERCENTAGE PERSONS LIVING BELOW THE POVERTY LEVEL (BY CENSUS TRACT)



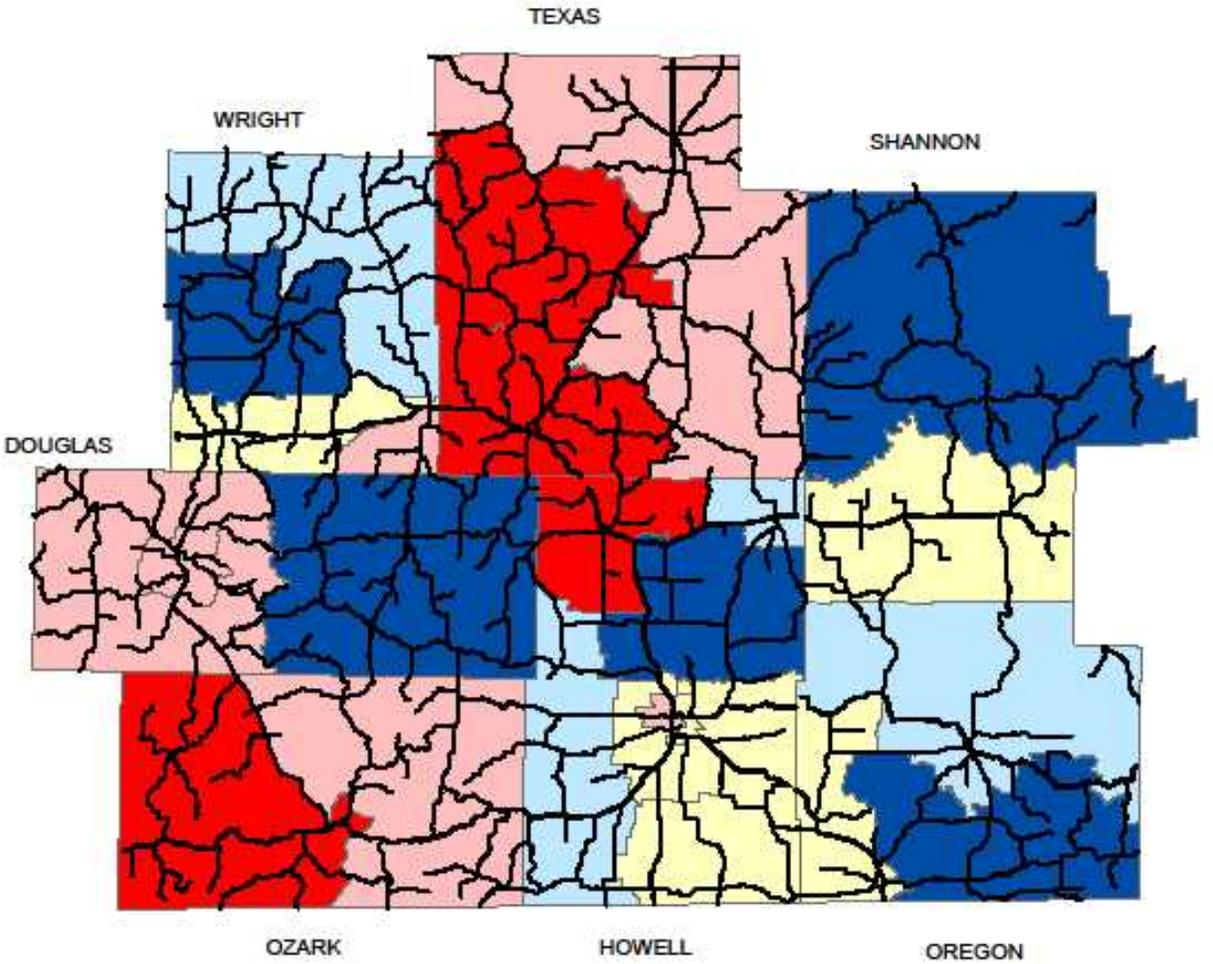
Legend

Percentage Persons Below Poverty Level



Map created by South Central Ozark Council of Governments on February 13, 2013 and is reference purposes only. Data displayed provided by MSDIS and the 2010 American Community Survey.

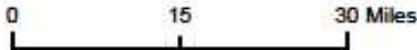
SOUTH CENTRAL OZARK COG REGION PERSON OVER AGE 65 (BY CENSUS TRACT)



Legend

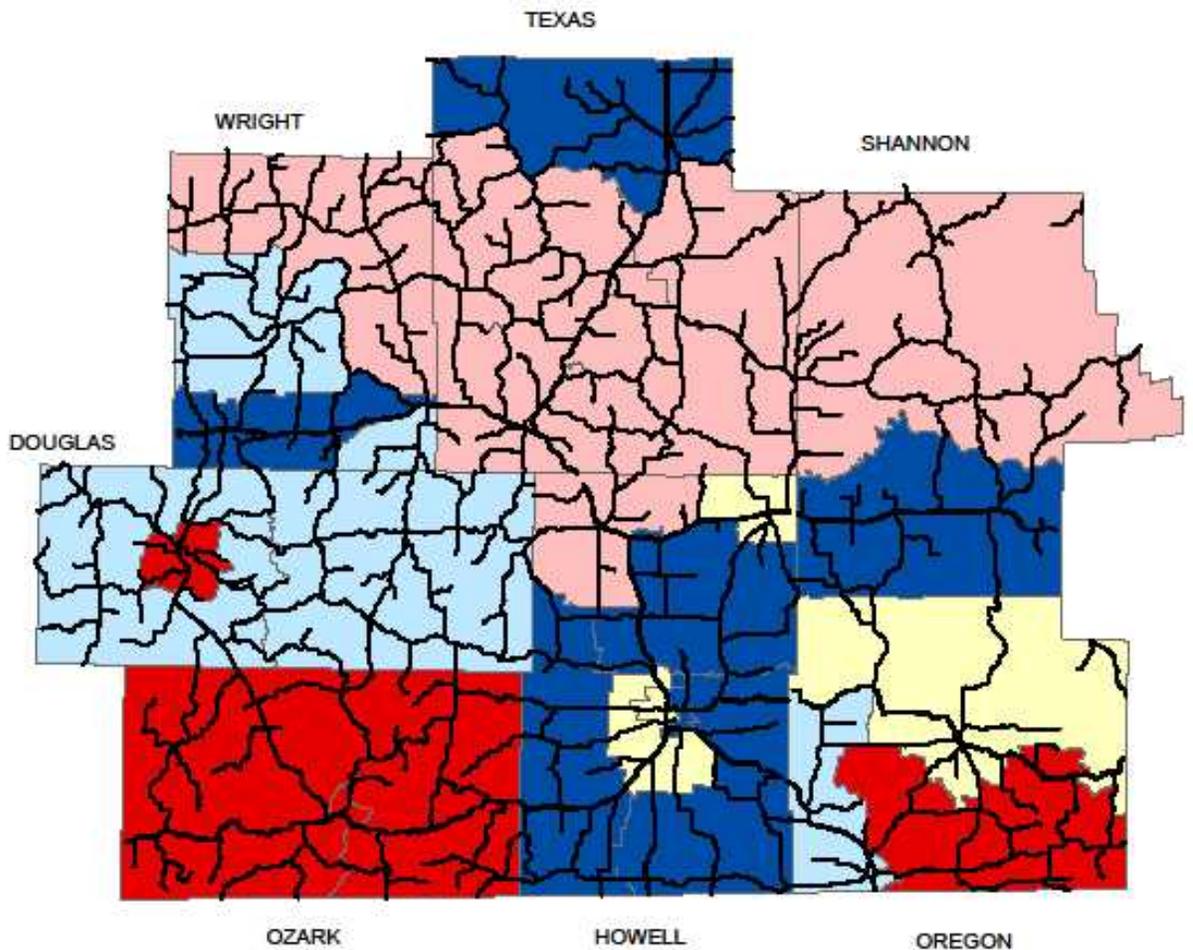
Person over 65

- 0-850
- 851 - 725
- 726 - 825
- 826 - 1050
- 1051 - 1325



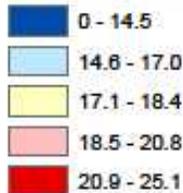
Map created by South Central Ozark Council of Governments on February 13, 2013 and is reference purposes only. Data displayed provided by MSDIS and the 2010 American Community Survey.

SOUTH CENTRAL OZARK COG REGION PERCENTAGE PERSONS OVER AGE 65 (BY CENSUS TRACT)



Legend

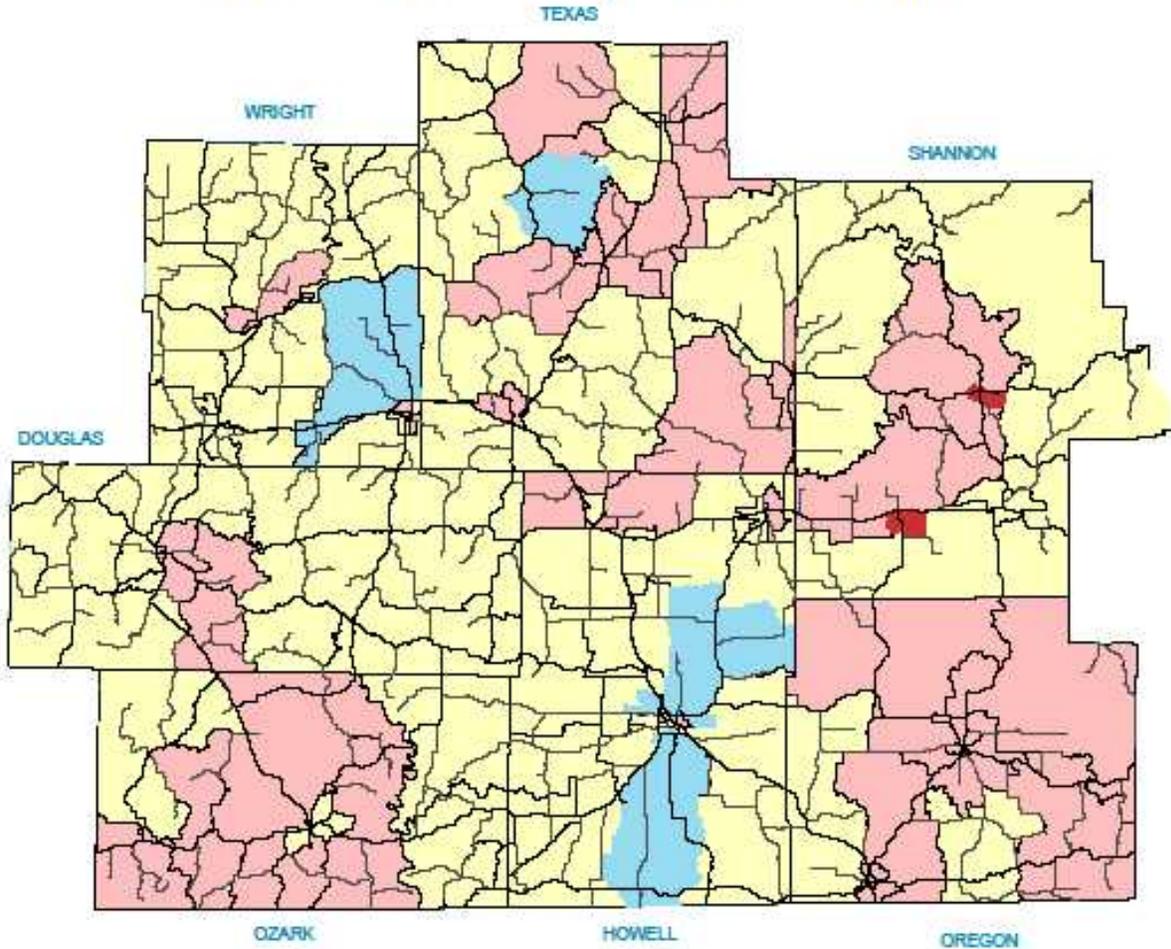
Percentage Persons over 65



0 15 30 Miles

Map created by South Central Ozark Council of Governments on February 13, 2013 and is reference purposes only. Data displayed provided by MSDIS and the 2010 American Community Survey.

SOUTH CENTRAL OZARKS PERCENTAGE OF DISABLED PERSONS BY BLOCK GROUP, US CENSUS 2000



Legend

-  South Central Ozark Region
-  County Boundary

Disabled Persons

-  0% - 13%
-  14% - 20%
-  21% - 26%
-  27% - 35%
-  36% - 60%

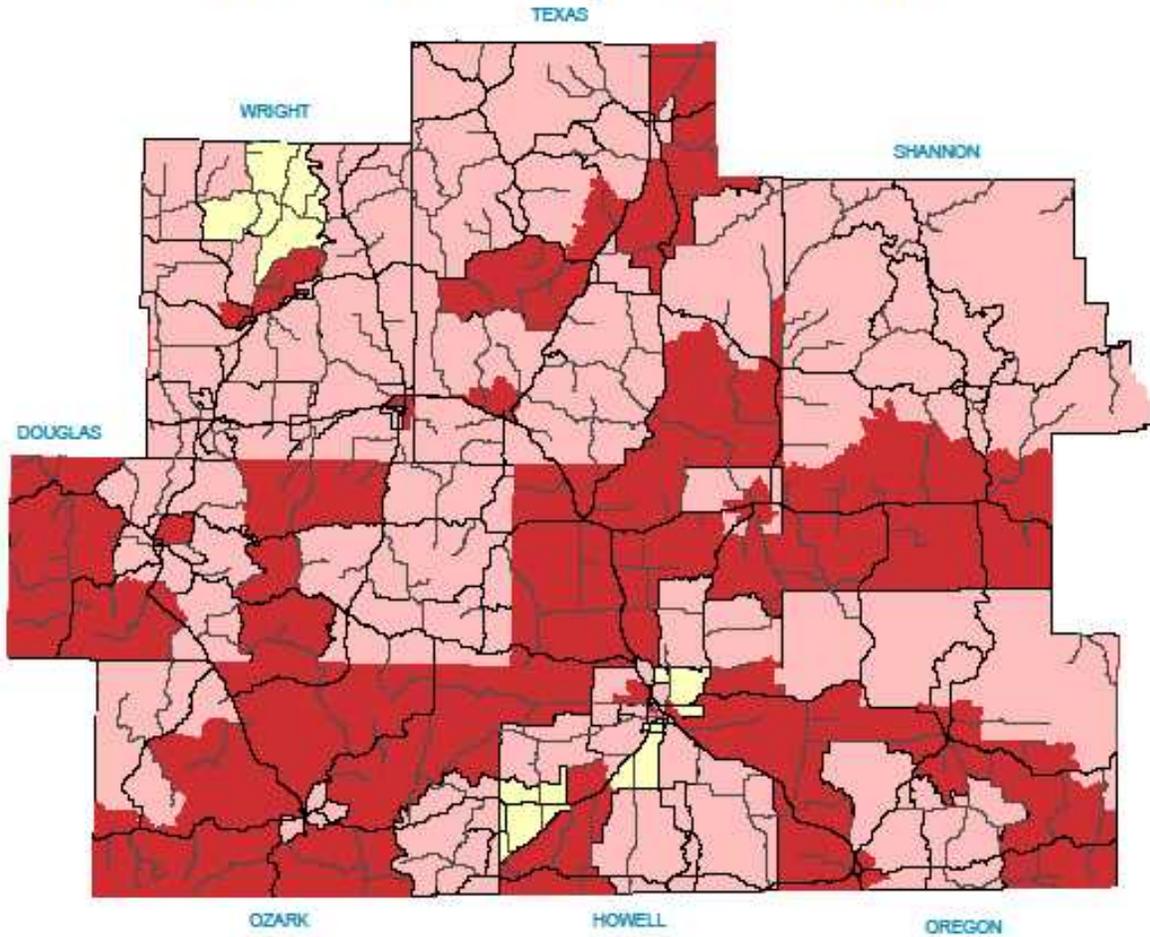


STATE OF MISSOURI



Prepared by:
South Central Ozarks Council of Governments
Source: MSDIS and MODOT
Not to be used for legal purposes

SOUTH CENTRAL OZARKS COMPOSITE MAP OF SPECIAL CONSIDERATION GROUPS BY BLOCK GROUP, US CENSUS 2000



- Legend**
- South Central Ozark Region
 - County Boundary

- Occurrence of Special Consideration Groups**
- LOW
 - MEDIUM
 - HIGH



STATE OF MISSOURI



Prepared by:
South Central Ozarks Council of Governments
Source: MSDIS and MODOT
Not to be used for legal purposes

APPENDIX B - RESOLUTION



SCOCOG

South Central Ozark
Council of Governments

P.O. Box 100

Pomona, Missouri 65789-0100

(417) 256-4226

RESOLUTION

WHEREAS, the United States Department of Transportation, Federal Transit Administration requires that certain projects be included in and be consistent with a local transit coordination plan; and,

WHEREAS, the Missouri Department of Transportation, Division of Public Transit contracted with the South Central Ozark Council of Governments to prepare said transit coordination plan for the rural areas of the South Central Ozarks region; and,

WHEREAS, staff has worked closely with interested transit providers, regional stakeholders, and the public to develop said plan; and,

WHEREAS, the COORDINATED PUBLIC TRANSIT—HUMAN SERVICES TRANSPORTATION PLAN is presented for consideration.

NOW THEREFORE BE IT RESOLVED, that the Board of Directors of the South Central Ozark Council of Governments hereby approves the COORDINATED PUBLIC TRANSIT—HUMAN SERVICES TRANSPORTATION PLAN for the South Central Ozarks region.

APPROVED THIS 19TH DAY OF MARCH, 2013

Zach Williams, Chairman

ATTEST:

John Murrell, Executive Director

*Project Administration • Community Planning & Development • Revolving Loan Fund
Demographic & Census Information • Desktop Publishing • Computerized Mapping • Signs
• A Designated Economic Development District •
• Your Regional Planning Commission •*



SCOCOG

South Central Ozark
Council of Governments

P.O. Box 100

Pomona, Missouri 65789-0100

(417) 256-4226

RESOLUTION

WHEREAS, the United States Department of Transportation, Federal Transit Administration requires that certain projects be included in and be consistent with a local transit coordination plan; and,

WHEREAS, the Missouri Department of Transportation, Division of Public Transit contracted with the South Central Ozark Council of Governments to prepare said transit coordination plan for the rural areas of the South Central Ozarks region; and,

WHEREAS, staff has worked closely with interested transit providers, regional stakeholders, and the public to develop said plan; and,

WHEREAS, the COORDINATED PUBLIC TRANSIT—HUMAN SERVICES TRANSPORTATION PLAN is presented for consideration.

NOW THEREFORE BE IT RESOLVED, that the Transportation Advisory Committee of the South Central Ozarks Region hereby approves the COORDINATED PUBLIC TRANSIT—HUMAN SERVICES TRANSPORTATION PLAN.

APPROVED THIS 19TH DAY OF MARCH, 2013

Royce Fugate PE, Chairman

ATTEST:

John Murrell, Executive Director

*Project Administration • Community Planning & Development • Revolving Loan Fund
Demographic & Census Information • Desktop Publishing • Computerized Mapping • Signs
• A Designated Economic Development District •
• Your Regional Planning Commission •*

APPENDIX C - OUTREACH

Outreach Documentation Summary

Meetings:

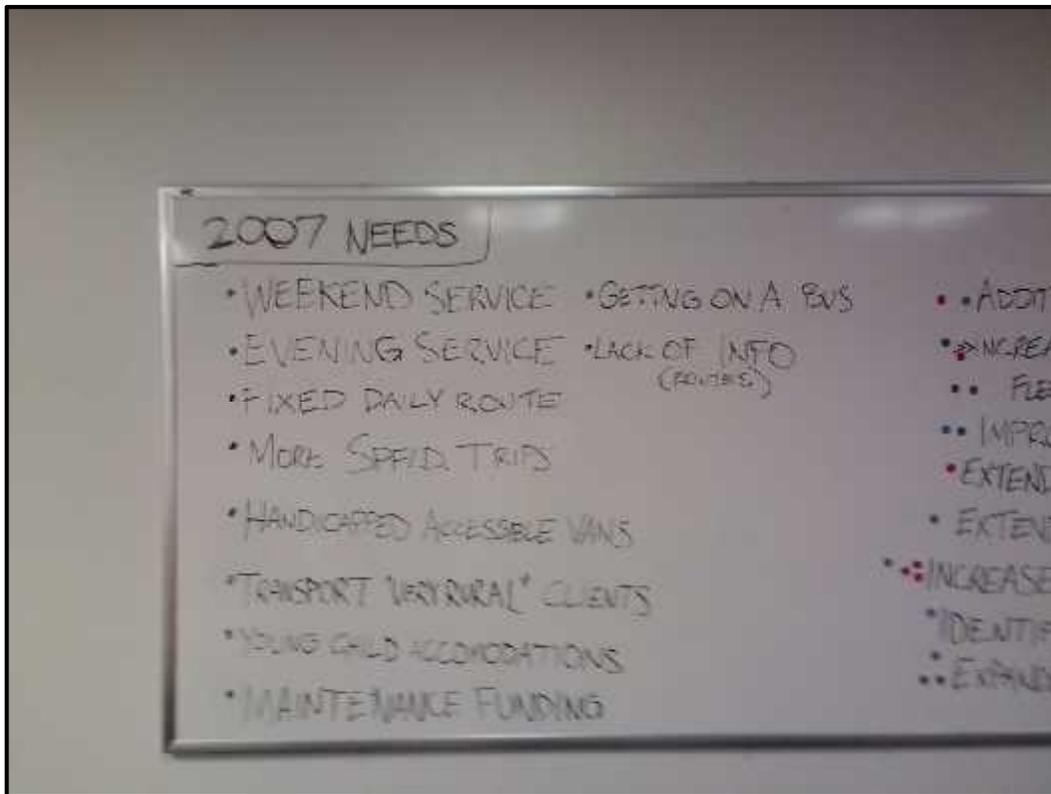
LOCATION	DATE
Thayer Senior Center/Thayer Fun & Friends	November 13, 2012
West Plains Senior Center	November 13, 2012
Ava Senior Center	November 19, 2012
Mountain Grove Senior Center	November 19, 2012
Shannon Co. Council of Aging/Winona Senior Center	November 14, 2012
Alton Senior Center	November 14, 2012
Houston/Licking Senior Center	January 16, 2013

Public Hearing/Prioritization Meeting:

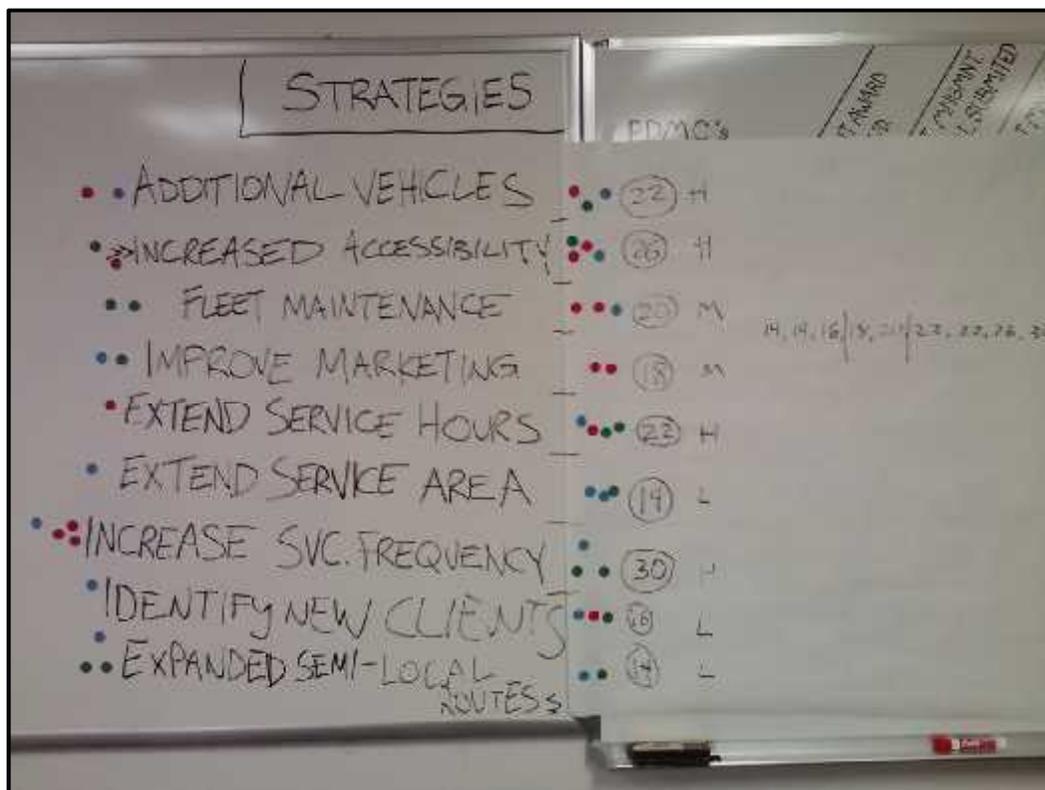
LOCATION	DATE
South Central Ozark Council of Governments	February 11, 2013

- Events were open to all individuals, including hearing impaired
- Sign-in sheets attached
- Copy of flyer attached
- Minutes of meeting attached
- A press release was sent to the following newspapers:

NEWSPAPER	DATE SENT	PRINTED NOTICE
West Plains Daily Quill	January 24th, 2013	February 8th, 2013
Mountain Grove Standard	January 24th, 2013	Online-February 8th, 2013
Current Wave	January 24th, 2013	No
Douglas County Herald	January 24th, 2013	Online-February 8th, 2013
Houston Herald	January 24th, 2013	No
Ozark County Times	January 24th, 2013	No



Results of prioritization meeting identified needs (above) and strategies (below).



Surveys:

Date(s) Surveys Were Distributed:

U.S. Mail: March 14, 2012

Number distributed: 58

Number returned: 39

Other Outreach Efforts:

Flyers available in:

- Senior Centers
- Community Centers
- City/County Offices

Flyers were distributed to all 60 stakeholders to be posted in location they serve. The following page contains copies of the letter and flyer distributed.

TO: Public Transit - Human Service Transportation providers and stakeholders

Recent changes to federal transportation law now require projects funded in three specific Federal Transit Administration Programs be derived from locally-developed, coordinated public transit-human service transportation plans. The Missouri Department of Transportation (MoDOT) anticipates that in the future additional federally funded mobility programs will be subject to this planning requirement as well. The three grant funded programs now affected are:

FTA Section 5310 - Vehicles for agencies serving seniors and/or persons with disabilities
FTA Section 5317 - New Freedom Program

MoDOT has contracted the South Central Ozark Council of Governments (SCOCOG) to coordinate and prepare the public transit - human service transportation plan for our seven county region: Douglas, Howell, Oregon, Ozark, Shannon, Texas, & Wright Counties

SCOCOG would like to schedule a meeting for the current transportation service providers in our area that in the past have utilized these federal grant programs, and the general public for their input to the plan. The meeting is scheduled for:

February 11, 2013 from 12 p.m. to 2 p.m. at the SCOCOG Office, 4407 County Road 2340, Pomona. The meeting will be in the conference room.

At the meeting, we will review the planning process, discuss your involvement and assistance, and begin the service inventory and needs identification.

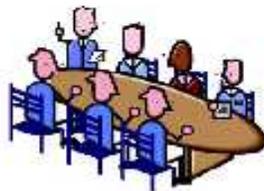
Please display the enclosed meeting flyer in a prominent place for the general public.

We look forward to working with you in developing a comprehensive and effective public transit - human service transportation plan for our region. If you have any questions or would like to discuss the planning process in more detail, please feel free to call me at (417) 256-4226 or via e-mail: cdalton@scocog.org

Best Regards, Cody Dalton
SCOCOG Regional Planner

enclosure

REGIONAL PUBLIC TRANSIT-HUMAN SERVICES COORDINATION MEETING



Please Plan to Attend

A regional meeting will be held to start the process of developing a public transit-human services coordination plan. The meeting will be facilitated by the South Central Ozark Council of Governments

Date: February 11, 2013

Time: 12 p.m. to 2 p.m

Location: SCOCOG, 4407 County Road 2340,
Pomona, MO 65789

For information about the meeting, or transportation assistance to the meeting, please contact Angle Ball at (417) 256-4226 or email abalix@scocog.org

An example of the **User Survey** used in the planning process.

- Filter Responses
- Crosstab Responses
- Download Responses
- Share Responses

Displaying 12 of 401 respondents

Response Type: Normal Response	Collector: Web Link (Web Link)
Custom Value: empty	IP Address: 207.119.170.88
Responses Started: Wednesday, September 12, 2012 7:44:49 AM	Response Modified: Wednesday, September 12, 2012 7:49:41 AM

1. In what city and county do you live?

City - Astoria

County - Oregon

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

City - Astoria

County - Oregon

3. What is your age?

71

4. What is your gender?

Male

5. Do you have a driver's license?

Yes

6. Are you able to drive?

Yes

7. What means of transportation do you use at this time? Check all that apply

Personal vehicle

8. What is your occupation?

Managerial/Professional

9. Do you use transit services such as OATS or another local transit provider?

Yes

10. If you answered YES to Question 9, how often do you use transit services?

Daily

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401

13. If so, how much do you currently pay for transit service?

about \$20,000 per year

14. If not, would you be willing to pay for transit service?

No: applicable

15. If you are willing to pay for transit services, what methods would be acceptable?

Other options (please list)

Monthly billing based on miles and fuel price

16. If you answered NO to Question 9, for what reasons do you not use transit services?

No Response

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

No

18. If you answered YES to Question 17, how often has this occurred in the past year?

No Response

19. If you answered YES to Question 17, for what reason(s) were transit services not available?

No Response

20. What changes could be made in transit services that would allow you to use the service for the first time or to use the service more often?

	Not Important (1)	Desirable (2)	Important (3)	Very Important (4)
More flexible in scheduling rides	X			
Increased service from a park-and-ride lot to work	X			
Increased service hours	X			
Increased weekend service	X			
More express service (very few stops)	X			
Employer pays part of the cost		X		
Guaranteed ride home		X		
Service close to my home		X		
Accept different forms of payment	X			
Cleaner buses	X			
More attractive buses	X			
Other	X			
Other (please specify)				

21. Of the changes you suggested above, which ONE, if implemented, would improve transit service the most and increase your personal usage?

Friday, February 8, 2013
West Plains Daily Quill, West Plains, Mo.

The next three pages are copies of the public notices for the planning and prioritization meeting

Prioritization meeting

Mon. at SCOCOG

A prioritization meeting for the public transit-human services transportation plan for the counties located in the south central Ozarks will be held at 1:15 p.m. Monday at the South Central Ozark Council of Governments office at Pomona.

Any existing transportation provider, such as OATS or senior centers, are especially invited, said SCOCOG Administrative Assistant Angie Hall.

She said the meetings are held every five years to fulfill Missouri Department of Transportation requirements. The meetings address transportation issues, needs, progress made since the last plan meeting and identification of new coordination strategies to better serve those who rely on public transportation in this part of the Ozarks.

Douglas County Herald

SINCE 1887

Home » Events » Prioritization Meeting for the Public Transit-Human Services Transportation Plan

Prioritization Meeting for the Public Transit-Human Services Transportation Plan

Prioritization Meeting for the Public Transit-Human Services Transportation Plan for the counties located in the South Central Ozarks.

February 11, 2014 - 11:15 PM at South Central Ozark Council of Governments Office, 4407 County Road 2940 Potosi, MO

The meeting is being held to fulfill the MoDOT requirement for participation and strategy prioritization by local stakeholders. The meeting will be an open discussion on the previously identified strategies from the 2008 PT-HSTP Plan, the progress made since the time of the last plan, and identification of new coordination strategies to better serve those who rely on public transit in the South Central Ozarks.

Prioritization Meeting for the Public Transit-Human Services Transportation Plan

Posted: Friday, February 8, 2013 1:41 pm

Prioritization Meeting for the Public Transit-Human Services Transportation Plan for the counties located in the South Central Ozarks.

February 11, 2013 – 1:15 PM at South Central Ozark Council of Governments Office, 4407 County Road 2340 Pomona, MO

The meeting is being held to fulfill the MoDOT requirement for participation and strategy prioritization by local stakeholders.

The meeting will be an open discussion on the previously identified strategies from the 2008 PTHSIP Plan, the progress made since the time of the last plan, and identification of new coordination strategies to better serve those who rely on public transit in the South Central Ozarks.

**Prioritization Meeting for the Public Transit-Human Services
Transportation Plan
February 11, 2013**

<u>NAME:</u>	<u>REPRESENTING:</u>	<u>EMAIL ADDRESS</u>
<u>Tonya Foster</u>	<u>City of Houston</u>	<u>citytonya@yahoo.com</u>
<u>Dicki Jones</u>	<u>W.P. Senior Center</u>	<u>dickij@swmca.com</u>
<u>James Heller</u>	<u>SMTS</u>	<u>janos@rideamts.org</u>
<u>Anjie Baal</u>	<u>SCOCOG</u>	_____
<u>Cathy Daxton</u>	<u>SCOCOG</u>	_____
<u>Johnny Maxwell</u>	<u>SCOCOG</u>	_____
<u>Shermee Thompson</u>	<u>West Plains</u>	<u>inveiling@westplains.net</u>
<u>Heleen Hoover</u>	<u>Ad Aramo</u>	<u>hhoover@adinc.org</u>
<u>Rad Adkisson</u>	<u>Ozark Int'l Living</u>	<u>Radkisson@OzarkLiving.com</u>
<u>Bill Bridges</u>	<u>Texas County Memorial Hosp</u>	<u>billb@tcmh.org</u>
<u>Scott Kosky</u>	<u>COATS INC</u>	<u>ScottK@COATSTRANSIT.ORG</u>
<u>Johnny Maxwell</u>	<u>SCOCOG</u>	<u>jmaxwell@scocog.org</u>
_____	_____	_____
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_____	_____	_____

**Public Transit-Human Services Transportation Plan
Transportation Providers Meeting
February 11, 2013**

At 12:55, Cody Dalton introduced himself and explained the purpose of the meeting and plan. He explained the required elements of the plan, and the planning process requirements. Cody passed out a paper with the 2007 plan needs and discussion ensued as to whether or not they were still relevant. Those 2007 needs were as follows: Weekend service, evening service, fixed daily routes, more Springfield routes, more handicapped accessible vans, transportation of the "very rural" clients, accommodations for young children and maintenance funding.

Sherree Thompson with the City of West Plains said that there is a lack of awareness within the City of West Plains about new routes.

Vicki Jones with the West Plains Senior Center said that a lot of senior citizens feel they have no aid with getting on/off of the buses. She stated that she gets calls requesting information on the route schedule, as there is a lack of information on that available.

Cody addressed the Senior Center needs list that was gathered over the course of several meetings with those centers. He stated that one of the needs mentioned was to have personal shopping on the weekend. James Heller from SMTS said that funds are already spread thin, and he will also look into more Thayer to West Plains trips, as this was a need mentioned by the Thayer Senior Citizens Center during the visit there.

Cody then presented a goal and strategy list, and addressed the issue of how to increase the transportation opportunities in the area. Ron Adkisson from Texas County Memorial Hospital asked if there were funds available to increase service. Cody said that there was an 80/20 match grant for new vehicles, but those grants were competitive grants. He also stated that if transportation providers are to remain eligible for those grants, participation in the plan is required.

Cody then asked if there were any additional needs or strategies that should be discussed. He also stated that according to MAP 21, grant funding will stay at the same level for the next two years.

All participants then voted on priority rankings for the aforementioned strategies, and open discussion ensued. Cody encouraged all present providers that also serve outside of the seven county region to contact their Regional Planning Commission to see if they have started work on their Public Transit-Human Services Transportation plan.

The rankings for strategies were as follows: High priority strategies included additional vehicles, increased accessibility, extended service hours, and increased service frequency. Medium priority strategies included fleet maintenance and improved marketing. Low priority strategies included extended service areas, identifying new clients and expanding semi-routes.

Meeting was adjourned at 1:30.