Coordinated Public Transit-Human Services

TRANSPORTATION PLAN

Southwest Missouri Council of Governments

ADOPTED MARCH 28, 2018

901 S National Ave, Springfield MO 65897

Phone: (417)836-6900 • Fax: (417)836-4146

www.smcog.org

DIRECTOR'S MESSAGE

To: Membership of the Southwest Missouri Council of Governments

State and Federal Legislators

Local, State, and Federal Agencies

Ladies and Gentlemen:

It is a pleasure to present to you the Coordinated Public Transit-Human Services Transportation Plan (CPTHSTP) for Southwest Missouri. The document, prepared by the Southwest Missouri Council of Governments (SMCOG), presents an evaluation of the ten county region's transportation needs of senior citizens, individuals with disabilities, and low-income individuals while identifying and prioritizing strategies for addressing these needs. The CPTHSTP includes opportunities for input from transportation users, providers, and agencies, in order to identify the gaps in transportation services.

This Plan is intended to provide the SMCOG region with a roadmap for implementing the identified strategies to advance local efforts in improving transportation options for the public. The Coordinated Public Transit-Human Services Transportation Plan shall be used to promote adequate utilization of federally funded resources to promote mobility efforts in Southwest Missouri.

We hope that you will review the document for information on planning efforts intended to address unnecessary service duplications, improve use of transportation dollars, and overall enhance the transportation services offered in the region.

Respectfully,

Jason Ray, AICP, Executive Director

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EXECUTIVE SUMMARY

The Missouri Department of Transportation contracted with the Southwest Missouri Council of Governments (SMCOG) to prepare a plan to improve the coordination and cooperation of transportation providers within the region, which includes Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties. Gaps in services were identified to prepare for future transportation needs in the SMCOG region. The objective of this plan is to meet the requirements of the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy for Users (SAFETEA-LU). This federal bill requires grantees under the Section 5317: New Freedom Initiative, Section 5316: Job Access and Reverse Commute (JARC), Section 5311: Formula Grants for Rural Areas, and Section 5310: Elderly and Disabled Transportation Program to meet certain requirements in order to receive federal funding for fiscal year 2017 and beyond. One of the requirements of SAFETEA-LU was the creation and subsequent updates of a locally developed coordinated public transit-human services transportation plan.

This plan has been developed in agreement with the Missouri Department of Transportation to meet the requirements of SAFETEA-LU and assist the region in identifying future transportation needs. The plan was developed by the Southwest Missouri Council of Governments, in coordination with the Springfield MPO Ozarks Transportation Organization, with representation from local governmental, public, and private interests. The following key elements are proposed by the Federal Transit Administration when developing the plan:

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

INTRODUCTION

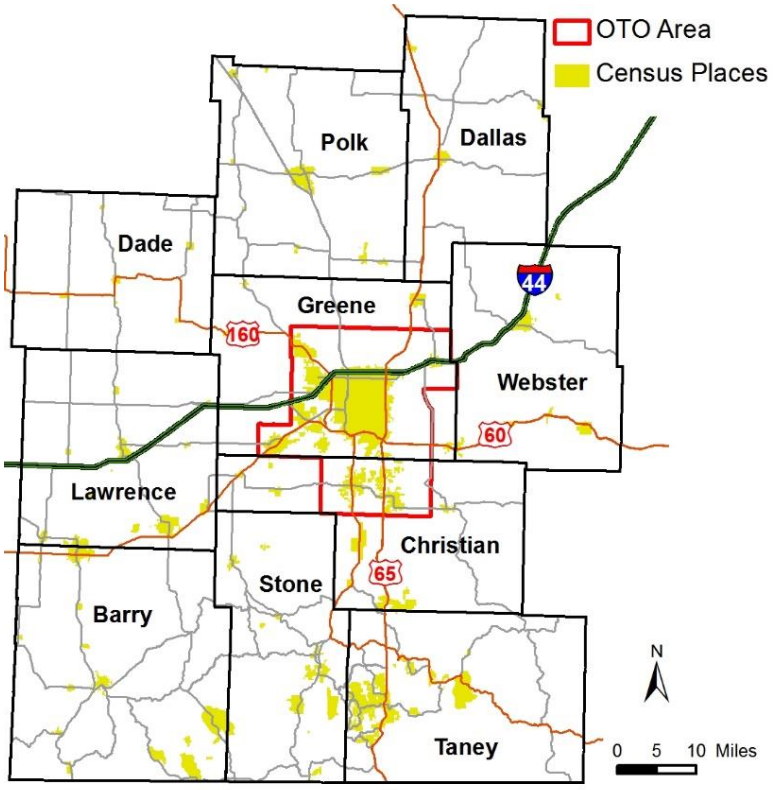
For many members of the community, public transit is not a choice but a necessity of life, be it a taxi, van, bus or other form of transit service. Complications arising from age, disability, or low income create situations where access to a personal vehicle may be limited. This creates a situation where simple daily trips that many may take for granted, such as going to the grocery store, doctor, or work, would be impossible without these transportation alternatives.

The issue of transit coordination has been discussed for years at the federal, state and local levels. It has been the consensus that coordination can "reduce federal transportation costs by clustering passengers, utilizing fewer one-way trips, and sharing the use of transportation personnel, equipment and facilities." As part of this planning process, a survey (See Appendix A) was sent to a variety of transit providers in the SMCOG region. The survey was used to conduct an inventory of available transit services in the region, as well as identify where gaps and duplication of service may exist. Survey respondents included 10 human service agencies, 5 transportation providers, and 27 users.

Service Area

The Missouri Department of Transportation (MoDOT) contracted with the Southwest Missouri Council of Governments (SMCOG) to conduct a Coordinated Public Transit Human Services Transportation Plan (CPTHSTP) for the 10 counties comprising the SMCOG transportation planning area. Those counties include all of Barry, Dade, Dallas, Lawrence, Polk, Stone, Taney and Webster; and portions of Greene and Christian. SMCOG is one of 19 regional planning commissions (RPCs) in Missouri. These RPCs are responsible for rural transportation planning in the state.

The Ozarks Transportation Organization (OTO) is the designated Metropolitan Planning Organization for the Springfield region and comprises portions of both Greene and Christian counties. Additionally, the OTO is one of three areas designated by the federal government as a Transportation Management Area (TMA). SMCOG staff participated in the update process for OTO's transit plan by attending coordination planning meetings; however, SMCOG and OTO have a separate planning process and follow a different timeline. Figure 1 shows the SMCOG planning area with the OTO portions outlined.



Source: 2010 Census TIGER Lines, Ozarks Transportation Organization (OTO)
Southwest Missouri Council of Governments, January 2013

Figure 1. SMCOG and OTO Service Area

CURRENT SERVICES

The SMCOG planning area has a variety of transportation services.

OATS

OATS bus, source: visitcolumbiamo.com

OATS is the primary transit provider for much of rural Missouri and currently operates in all of SMCOG's ten counties. OATS is a not-for-profit 501(c)3 corporation that provides transportation to 87 counties in Missouri. It provides transportation for the rural public, senior citizens, and people with disabilities. OATS is funded through a variety of means, thus affecting who can be transported. The funding varies by county. In some counties, only the senior board pays into OATS, therefore only senior citizens may be provided transportation. In other counties, the senior board, developmental disability board, and the county pay into OATS, so transportation is open to the public in those counties. OATS provides a variety of trips from rural areas in the SMCOG ten counties to major cities such as Springfield. Most trips into Springfield may be monthly. Express trips into Springfield are available from Barry, Stone, and Taney County twice monthly. Overall, OATS provides transportation throughout counties for shopping, to senior centers, doctor appointments, etc.

Local Community Transportation Services

Mt. Vernon taxi service, source: mtvernon-cityhall.org

Some jurisdictions have transportation options that are provided by the community or city. The City of Mt. Vernon provides a taxi service that is a part of the Mt. Vernon Transportation Department. This service is primarily for seniors and handicap citizens. The cost is $1.00 per ride each way, with a reduced fare for Senior and handicapped citizens of $.50 per ride each way. The City of Branson offers the Branson trolley, which allows riders to hop on or off at any of its thirteen stops through downtown Branson. It is free for residents or visitors. The trolley was funded by a Community Improvement District (CID).

Private Companies

There are a number of private transportation providers in the SMCOG region. These include taxis, shuttles, and transportation network companies such as Uber that service some of the areas larger and smaller communities. The City of Branson has a taxi service, Uber, and shuttle services such as the Branson Loop. Greenfield nursing home provides a van for some residents to get to medical appointments. Other communities such as Bolivar and Cassville have private taxi services. Additionally, Uber has begun servicing some of the smaller communities, such as Miller.

Branson Trolley, source: ridesparky.com

Senior Centers

Some area senior centers have transportation services to medical appointments and offer home delivered meals. For example, the Marshfield Senior Center provides transportation to medical appointments if other transportation options are not available. Many of the regions senior centers offer home delivered meals to homebound adults through Senior Age.

Sheltered Workshops

Sheltered workshops provide work experiences to accommodate individuals with disabilities. Burrell Working Solutions is a sheltered workshop with a location in Bolivar, MO that provides transportation to and from work to individuals with a disability. Many other sheltered workshops contract with OATS to provide transportation for employees.

FUNDING OVERVIEW

On October 1, 2012, a new federal transportation bill, Moving Ahead for Progress in the 21st Century (MAP-21), took the place of SAFETEA-LU. MAP-21 calls for section 5310 projects "selected by the recipient to be included in a locally developed, coordinated public transit-human services transportation plan." It also requires that the Plan was "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public." In MAP-21, section 5310 merges sections 5310 and 5317 from SAFETEA-LU. The FAST Act, passed on December 4, 2015, provides transit increases of 9% to 11% over five years and increases the annual statewide allocation for buses and bus facilities. Enhanced Mobility of Seniors and Individuals with Disabilities program is expected to see modest increased funding from $4.86 million in 2016 to $5.37 million in 2020 (9%).

Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310)

Purpose:

Provides funding through a formula program to increase mobility for the elderly and persons with disabilities, by removing barriers to transportation services and expanding the transportation mobility options available.

- STATUTORY REFERENCES
  49 U.S.C. Section 5310 / Fixing America's Surface Transportation Act 3006 (FAST)

Features:

- Section 5310 funds are apportioned among the states by a formula that is based on the number of seniors and people with disabilities in each state according to the latest available U.S. Census data.
- As in the past, States may sub-allocate funds to private non-profit organizations and to public agencies if they are designated to provide coordinated service.
- The federal share of eligible capital costs may not exceed 80%, and 50% for operating assistance.
- The 10% that is eligible to fund program administrative costs including administration, planning, and technical assistance may be funded at 100% federal share.

- Increases coordination requirements by requiring that projects be on a locally developed human service transportation coordination plan. That planning process includes representatives of public, private, and non-profit transportation and human services providers and the public.
- Applies grant requirements of Section 5307 to the extent the Secretary determines appropriate.

Formula Grants for Rural Areas (Section 5311)

Purpose:

Provides funding through a formula program to provide capital, planning, and operating assistance to states to support public transportation in rural areas with populations of less than 50,000, where many residents often rely on public transit to reach their destinations. The program also provides funding for state and national training and technical assistance through the Rural Transportation Assistance Program.

- STATUTORY REFERENCES
  49 U.S.C. Section 5311 / Fixing America's Surface Transportation Act 3006 (FAST)

Features:

- Section 5311 funds are apportioned through a formula that is 83.15% of funds apportioned based on land area and population in rural areas. 16.85% of funds are apportioned based on land area, revenue-vehicle miles, and low-income individuals in rural areas.
- The federal share is 80% for capital projects, 50% for operating assistance. Federal share is 80% for Americans with Disabilities Act (ADA) non-fixed-route paratransit service, using up to 10% of a recipient's apportion.
- Recipients may now use up to 20% of their 5311 allocation (previously 10%) for the operation of paratransit service, if certain conditions are met

Job Access and Reverse Commute (Section 5316)

Purpose:

To provide funding for local programs that offer job access and reverse commute services to provide transportation for low income individuals who may live in the city core and work in suburban locations.

- STATUTORY REFERENCES
  49 U.S.C. Section 5316

Features

- The program is entirely funded from the Mass Transit Account of the Highway Trust Fund.
- Formula allocations are based on the number of low-income persons, and apportioned as follows:
  - 60% of funds go to designated recipients in large urban areas
  - 20% of funds go to States for small urbanized areas
  - 20% of funds go to States for non-urbanized areas
  - States may transfer funds between urbanized and non-urbanized area program
- States and designated recipients must select grantees competitively.
- Projects must be included in a locally developed human service transportation coordinated plan.

- 10% of funds may be used for planning, administration and technical assistance.
- The local share of eligible capital and planning costs shall be no less than 20% of the net cost of the activity, and the local share for eligible operating costs shall be no less than 50% of the net operating costs.
- Sources for matching funds are expanded (non-DOT Federal funds can be used as match) to encourage coordination with other programs such as those funded by the Department of Health and Human Services.

New Freedom Program (Section 5317)

Purpose:

To encourage services and facility improvements to address the transportation needs of persons with disabilities that go beyond those required by the Americans with Disabilities Act. Provides a new formula grant program for associated capital and operating costs.

- STATUTORY REFERENCES
  49 U.S.C. SECTION 5317

Features:

- Funds allocated through a formula based upon population of persons with disabilities.
- Formula allocations are based on the number of low-income persons, and apportioned as follows:
  - 60% of funds go to designated recipients in large urban areas
  - 20% of funds go to States for small urbanized areas
  - 20% of funds go to States for non-urbanized areas
  - States may transfer funds between urbanized and non-urbanized area program
- States and designated recipients must select grantees competitively.
- Matching share requirements are flexible to encourage coordination with other federal programs that may provide transportation, such as Health and Human Services or Agriculture.
- Projects must be included in a locally developed human service transportation coordinated plan.
- 10% of funds may be used for planning, administration and technical assistance.

Planning Process

The first step in updating the CPTHSTP was to compile an updated list of known transit and human service providers either located in or providing services to counties in the SMCOG planning area. SMCOG staff utilized a list from previous plans and performed internet searches to add to the existing list. Public meeting notices and survey instruments were sent to all agencies. Additionally, where available, email lists were updated. The full list is available in Appendix B.

Data Collection

A survey was developed in coordination with Ozarks Transportation Organization in January 2017 via www.questionpro.com. A link to the survey was put on the SMCOG website. Additionally, a paper copy of the web survey was mailed to organizations on the list. Finally, the survey was provided to those attending the community meetings in February and March.

Community Meetings

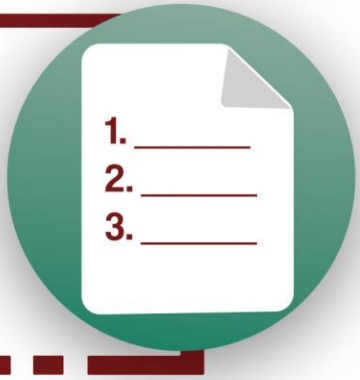
10 community meetings were conducted throughout the SMCOG region in order to garner participation from the providers of transit and human-services.

Identifying the Needs

Surveys and attendees of the community meetings provided direct input into the needs gathering portion of this plan, with an emphasis on the transportation needs of older adults, people with low income, and individuals with disabilities

Prioritization Strategy

Needs that were identified during the survey process and the first round of meetings were synthesized into strategies and prioritized by attendees of the second round of public input meetings.



Plan Adoption

This plan will be used as a road map for improving transportation coordination in Southwest Missouri. The strategies identified in the plan will provide guidance for future projects to promote adequate utilization of federal grants. The SMCOG board approved this plan update on *March 28 2018.*

REGIONAL DEMOGRAPHICS

As stated, the programs outlined in this plan designate funding to projects that benefit three specific population groups: elderly, disabled and low income. These focus areas provided insight into the targets of demographic research.

Elderly Persons

Table 1. Elderly Populations in 2010

County	65 to 69	70 to 74	75 to 79	80 to 84	85 to 89	90+	Totals	65+	65 + (%)	2000-2010 Percent Change
Barry	2,071	1,599	1,167	755	441	238		**6,271**	**17.6%**	**14.5%**
Christian	3,282	2,302	1,735	1,166	652	327		**9,464**	**12.2%**	**64.6%**
Dade	494	366	307	226	129	95		**1,617**	**20.5%**	**0.4%**
Dallas	939	675	535	350	211	143		**2,853**	**17.0%**	**19.7%**
Greene	11,260	8,607	7,189	5,715	3,818	2,004		**38,593**	**14.0%**	**18.1%**
Lawrence	1,832	1,512	1,185	856	608	307		**6,300**	**16.3%**	**14.8%**
Polk	1,511	1,144	1,005	692	425	248		**5,025**	**16.1%**	**21.8%**
Stone	2,766	2,246	1,395	847	417	199		**7,870**	**24.4%**	**45.0%**
Taney	3,111	2,388	1,689	1,090	599	273		**9,150**	**17.7%**	**43.0%**
Webster	1,588	1,193	899	578	330	164		**4,752**	**13.1%**	**33.7%**

Source: 2010 US Census

Table 1, Elderly Populations Source: 2010 US Census

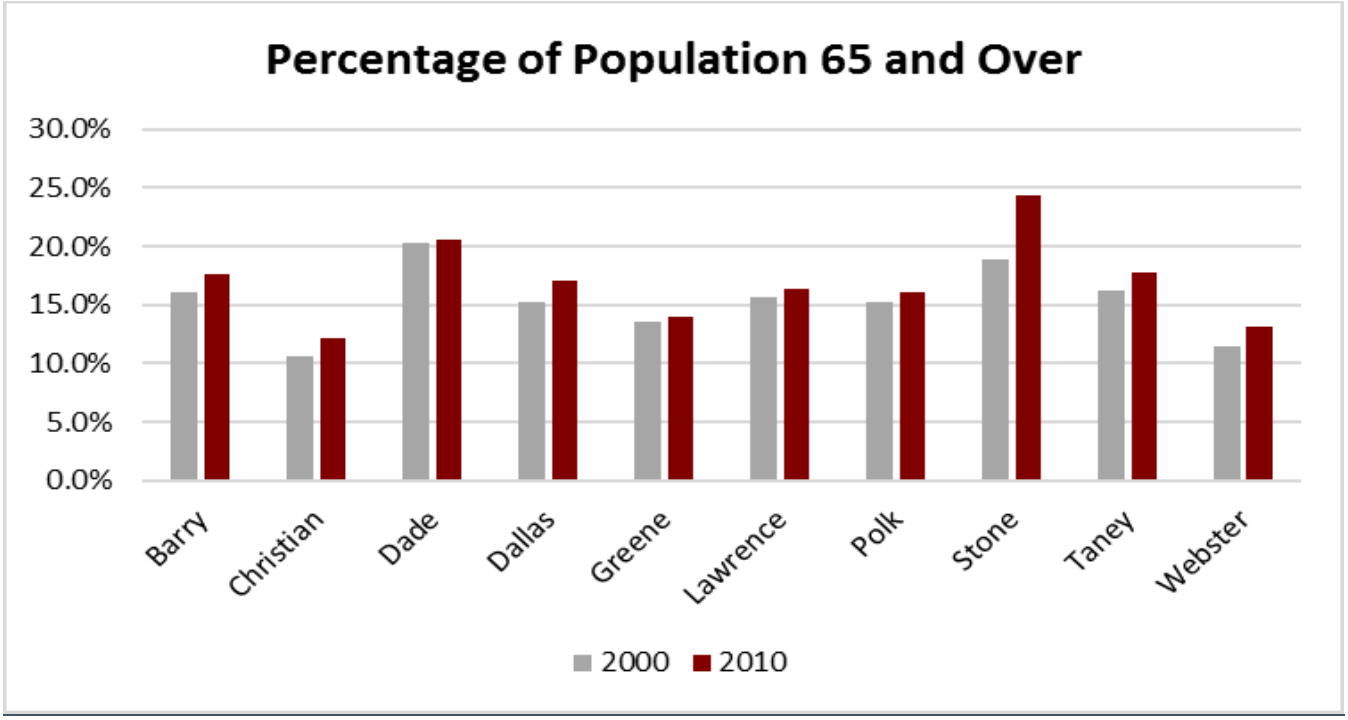


Figure 2, Percentage of Population 65 and Over. Source: American Fact Finder

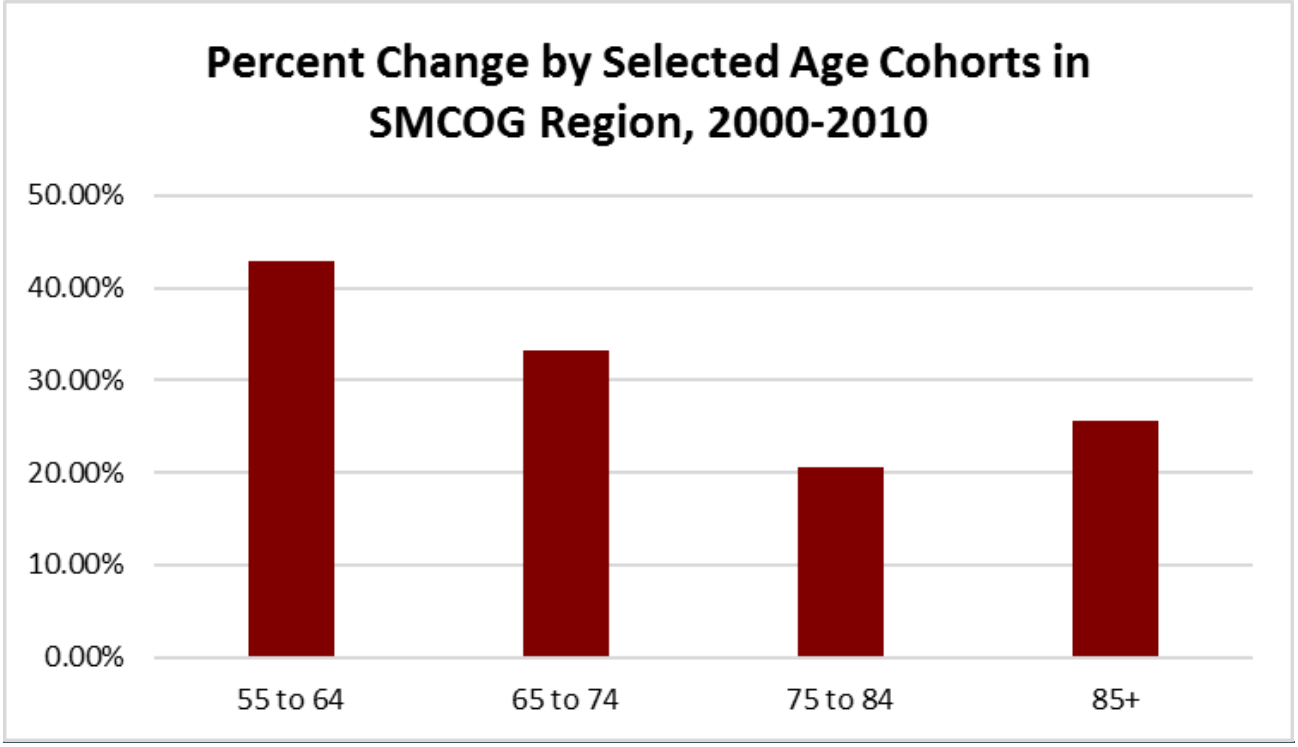


Figure 3, Percent Change by Selected Age Cohorts. Source: American Fact Finder

It is important to note that the region has seen a significant increase in its elderly population from 2000 to 2010, based on figure 3. Figure 4 shows the population distribution by census block group for the SMCOG region. Heavy concentrations are identified in the southeastern portions of Barry County and the southern portion of Stone County. Additional pockets of concentration occur in the eastern portion of Dade County, the eastern portion and far southwest part of Taney County, and the northern portion of Dallas County. Greene and Christian Counties are fairly even in distribution of the elderly population outside of the OTO boundary with the highest concentrations appearing within the OTO service boundary. The highest percent of individuals over 65 are seen in rural areas, where there are limited transportation options.

Percent of Individuals Age 65 and Over

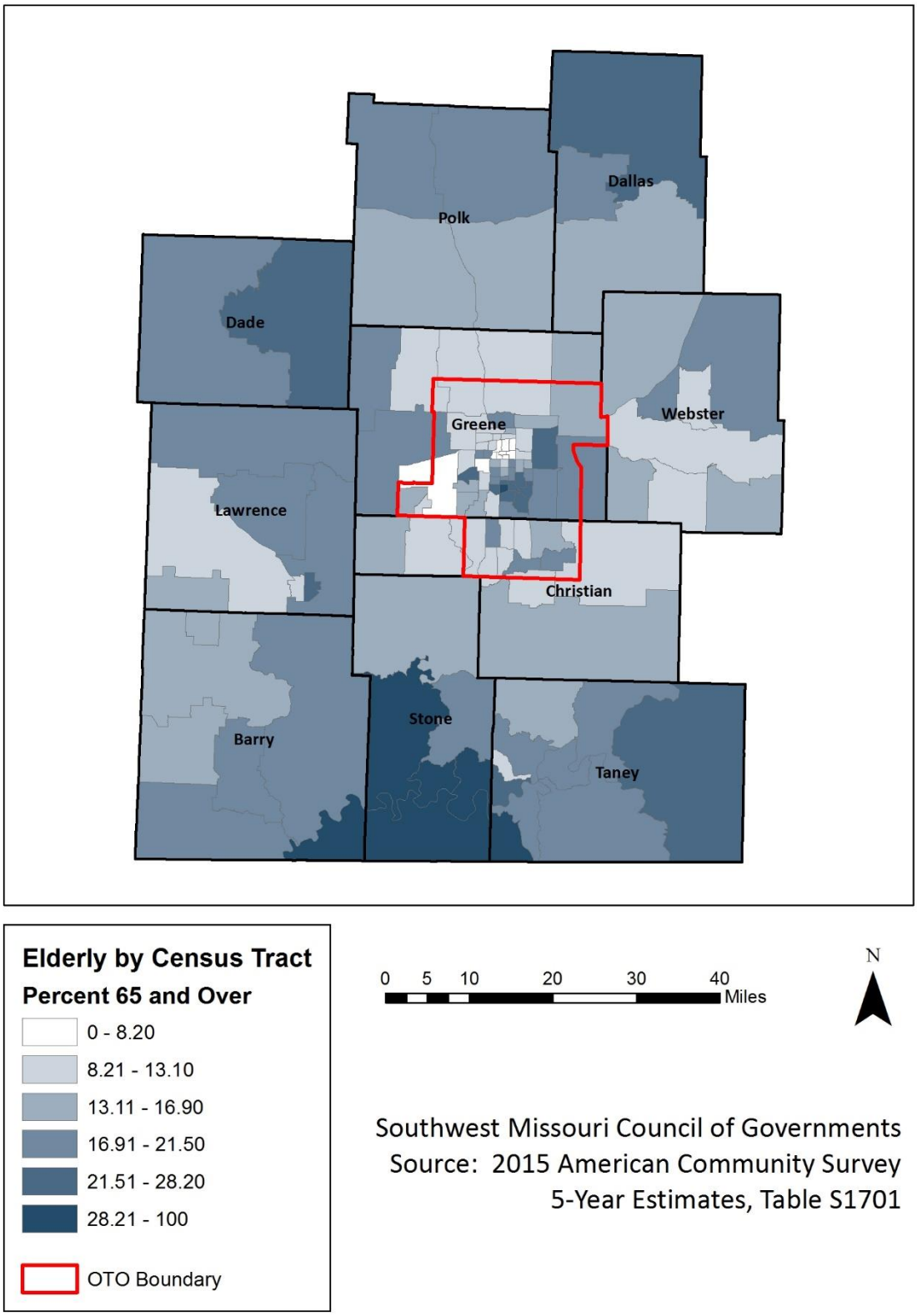


Figure 4, Percent Elderly Map

Persons with Disabilities

Seven of the ten counties have disability compositions similar to the national average of 19%. Christian, Greene, and Webster Counties, are much lower with 12.0%, 13.5%, and 14.3%, respectively. Dade, Lawrence, and Polk also have significantly higher levels of disability among populations 65 and older. The most common disability reported was "ambulatory difficulty", with a regional average of 10.1%. The subsequently high-ranking answers were "independent living difficulty" at 7.3%, and "cognitive difficulty" at 6.2%.

Table 2. Total Population with Disabilities by Age Cohort

County	Total Civilian Noninstitutionalized Population	Disabled Civilian Noninstitutionalized Population	Disabled Population 18-64 Years (%)	Disabled Population 65+ (%)	2015 Total Disabled Population (%)
Barry	35,431	6,322	15.9%	38.1%	17.8%
Christian	80,443	9,623	10.4%	33.4%	12.0%
Dade	7,484	1,417	16.6%	41.5%	18.9%
Dallas	16,370	3,316	21.8%	36.2%	20.3%
Greene	279,368	37,616	11.6%	34.6%	13.5%
Lawrence	37,657	6,053	14.5%	40.5%	16.1%
Polk	30,705	5,290	15.1%	42.7%	17.2%
Stone	31,121	5,642	16.1%	32.6%	18.1%
Taney	53,103	8,822	15.3%	35.4%	16.6%
Webster	35,820	5,137	13.4%	39.4%	14.3%

Source: American Community Survey 5 Year Estimates, Table S1810

Table 2, Total Population with Disabilities by Age Cohort. Source: American Fact Finder

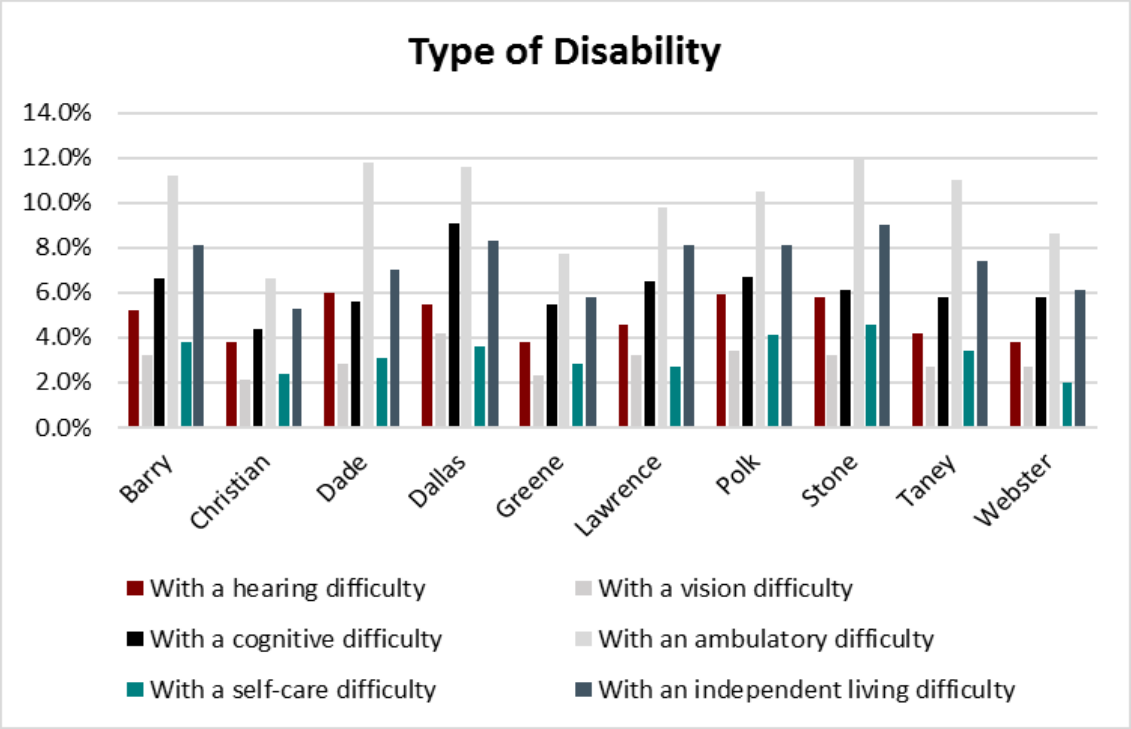


Figure 5, Type of Disability. Source: American Fact Finder

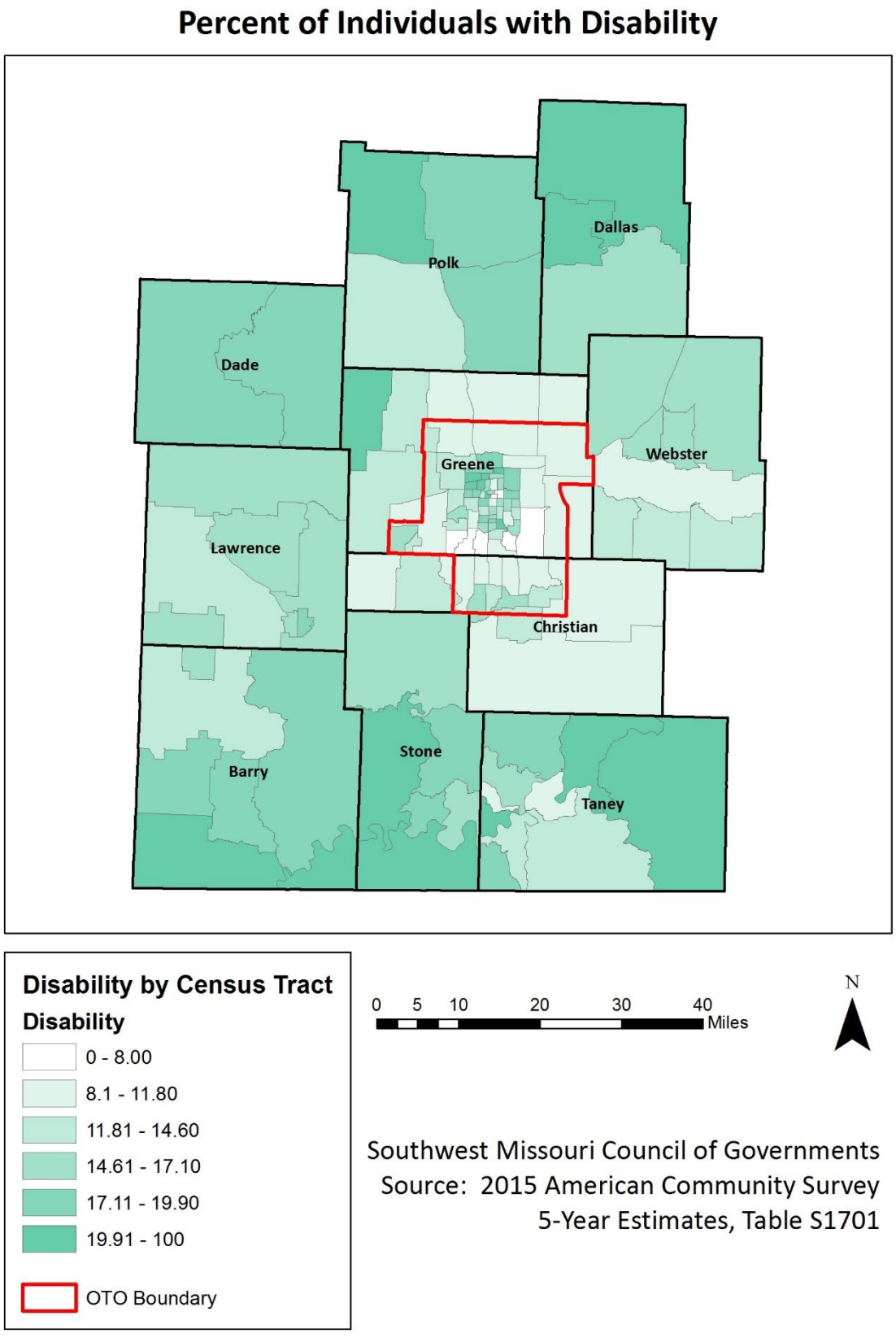


Figure 6, Percent with Disability

Figure 6 displays the population of individuals with disabilities by census block for the SMCOG region. High concentrations of individuals with disabilities are seen in rural areas such as southern Barry County, eastern Taney County, central and southern Stone County, northern Polk and Dallas Counties, the northwest corner of Greene County, and all of Dade County. Individuals with disabilities in rural areas have limited to no transportation options available to them. This is a great disadvantage to individuals with disabilities as they usually rely on transportation assistance in order to travel. Persons with disabilities often have high medical needs and may struggle with getting transportation to appointments.

Low- to Moderate-Income Persons

Christian County had the lowest percentage of people below the 150% poverty line, at 17.7%. Stone, Taney, and Christian also had the lowest instances of poverty among the elderly, at 6.6% and 7.5%, respectively. Five of the ten SMCOG counties have 10% or more of its population that is over 65 and below poverty level (Dade, Dallas, Lawrence, Polk, and Webster).

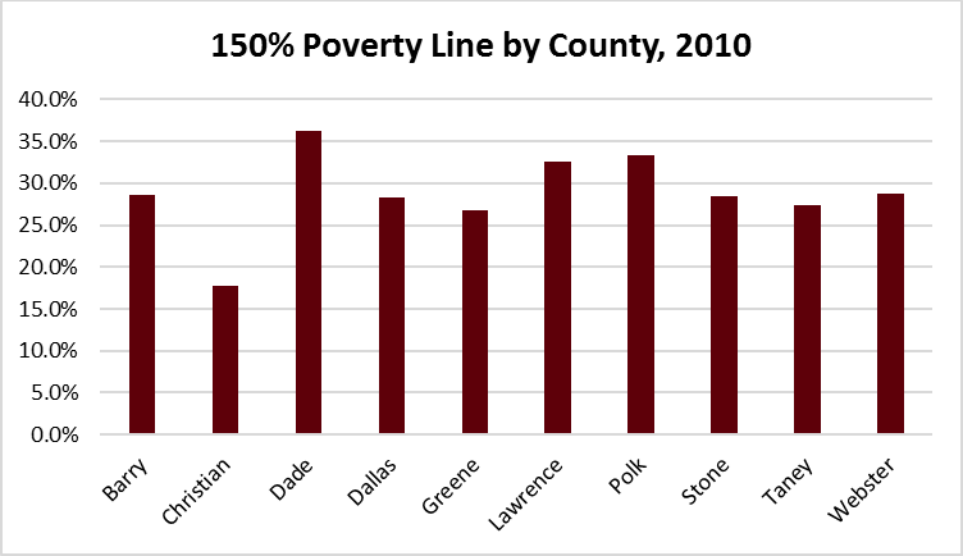


Figure 7, Percent Below 150% Poverty Line. Source: US Census

Table 3. LMI by County

County	Population Below Poverty	< 150% of Poverty Level (%)	65+ and Below Poverty Level (%)
Barry	6,031	28.6%	9.9%
Christian	6,981	17.7%	7.5%
Dade	1,614	36.2%	13.9%
Dallas	2,709	28.3%	10.9%
Greene	41,467	26.8%	8.3%
Lawrence	6,505	32.6%	11.5%
Polk	6,235	33.4%	13.9%
Stone	5,075	28.4%	6.6%
Taney	7,002	27.4%	7.5%
Webster	5,846	28.8%	12.3%

Source: 2010 American Community Survey 5-Year Estimates

Table 3, Poverty Rates

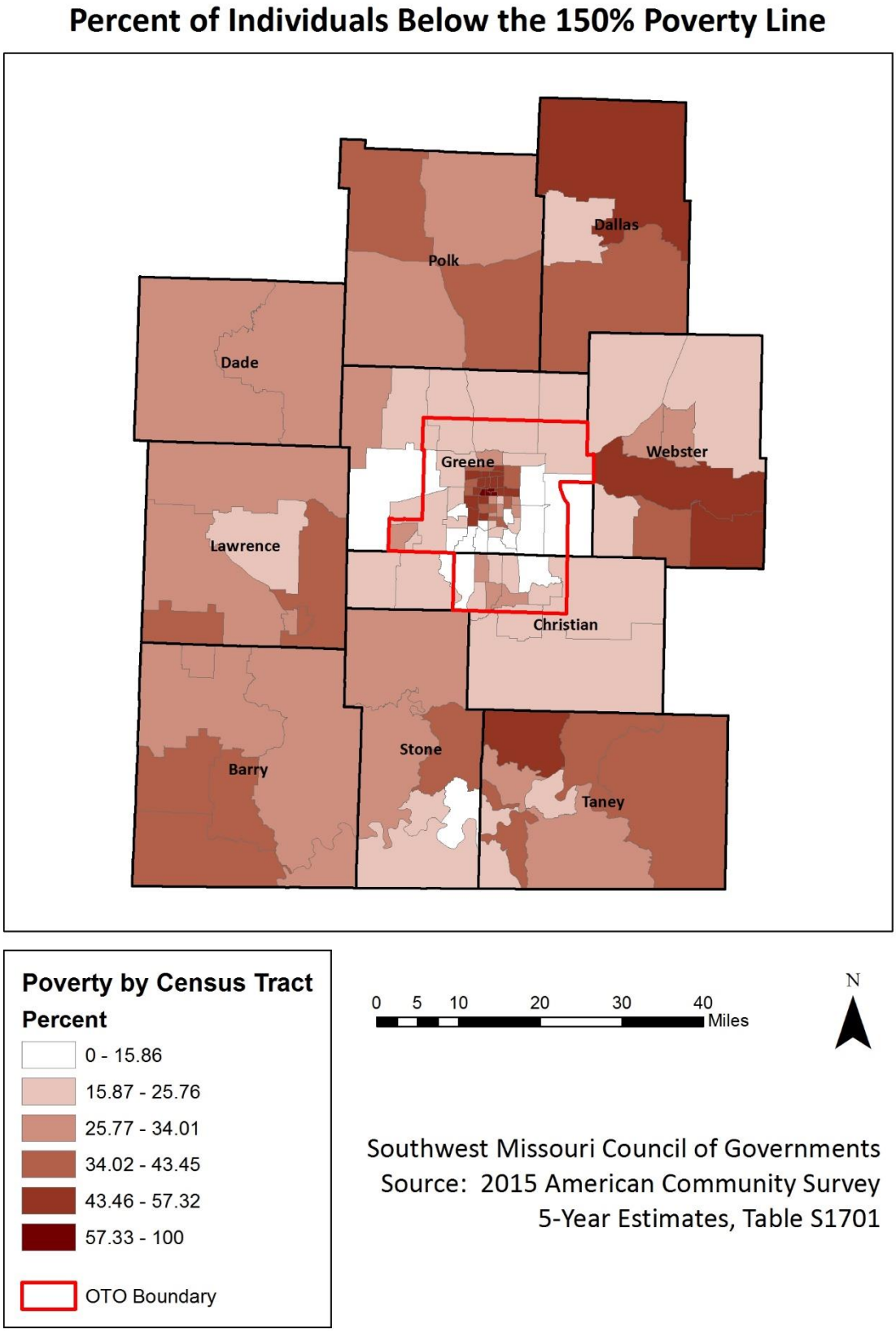


Figure 8, Percent-Impoverished Map

Figure 8 displays percent of individuals below the 150% poverty line by census tracks in the SMCOG region. The highest concentrations of individuals in poverty are in northern Dallas County, central and southern portions of Webster County, northern and eastern Taney County, the southwestern portion of Barry County, and the southern and eastern portions of Lawrence County. Areas of Greene County that are in the OTO boundaries have a high percentage of residents in poverty, but they have access to more transportation options. The census tracts in largely rural counties have larger areas of residents in poverty, and have little to no access to public transportation. Areas with the greatest need for efficient access to transportation options have limited resources and availability.

REGIONAL TRANSPORTATION TRENDS

As shown in figure 9, Christian, Dallas, and Webster County have the greatest percentage of residents who work outside of the county that they live in. These people rely on transportation to get to and from work every day.

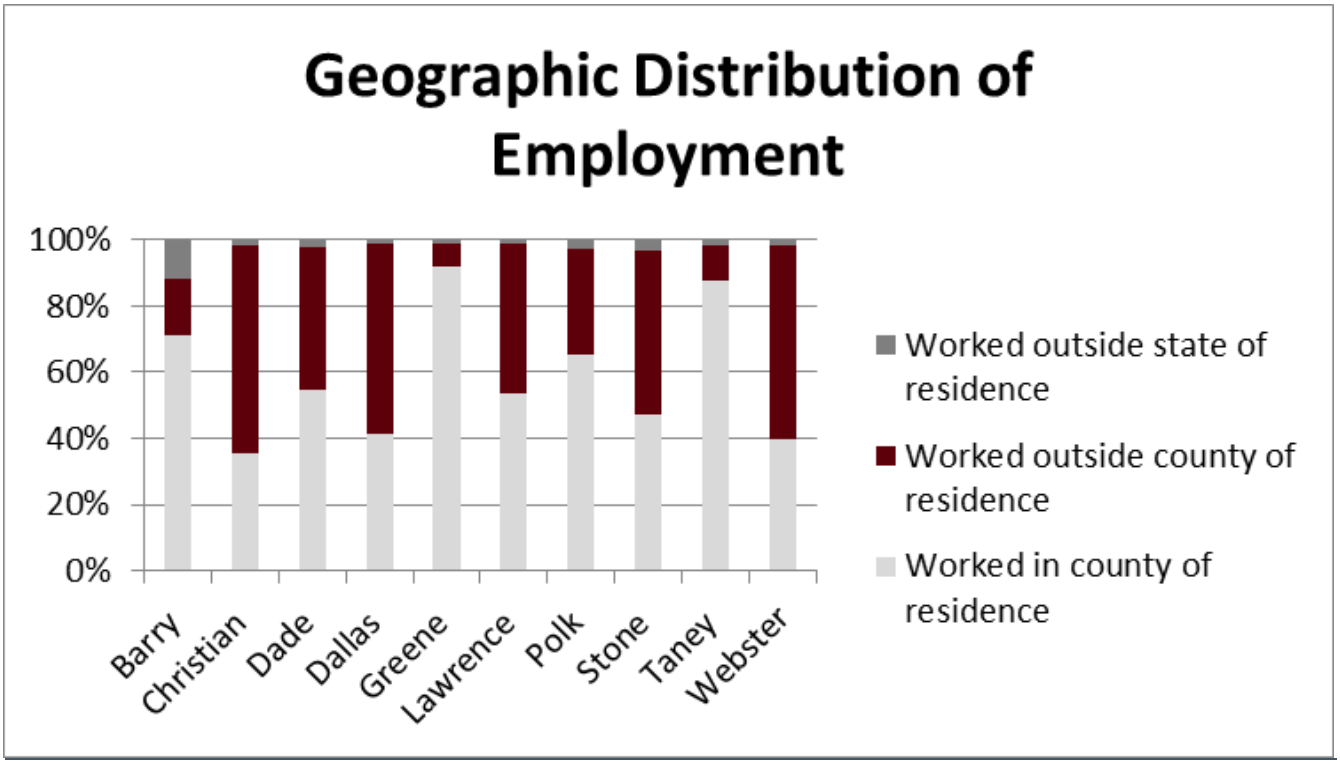


Figure 9, Geographic Distribution of Employment

Figure 10 (see following page) displays the commute times for residents of the SMCOG region. There are 60,000 residents who have a travel time 15-30 minutes, and 55,000 residents have a commute time of 30 minutes or more. This is a long distance if you do not have reliable transportation. There is an obvious need for transportation that is both efficient and dependable.

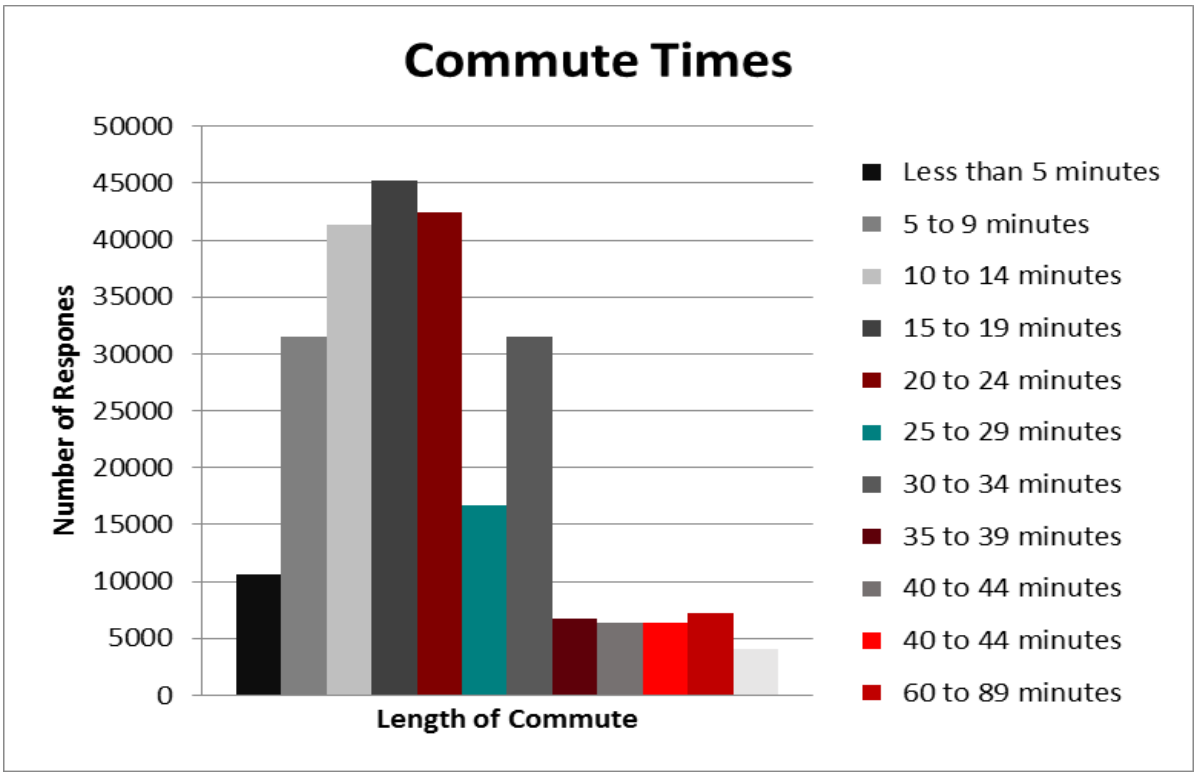


Figure 10, Commute Times

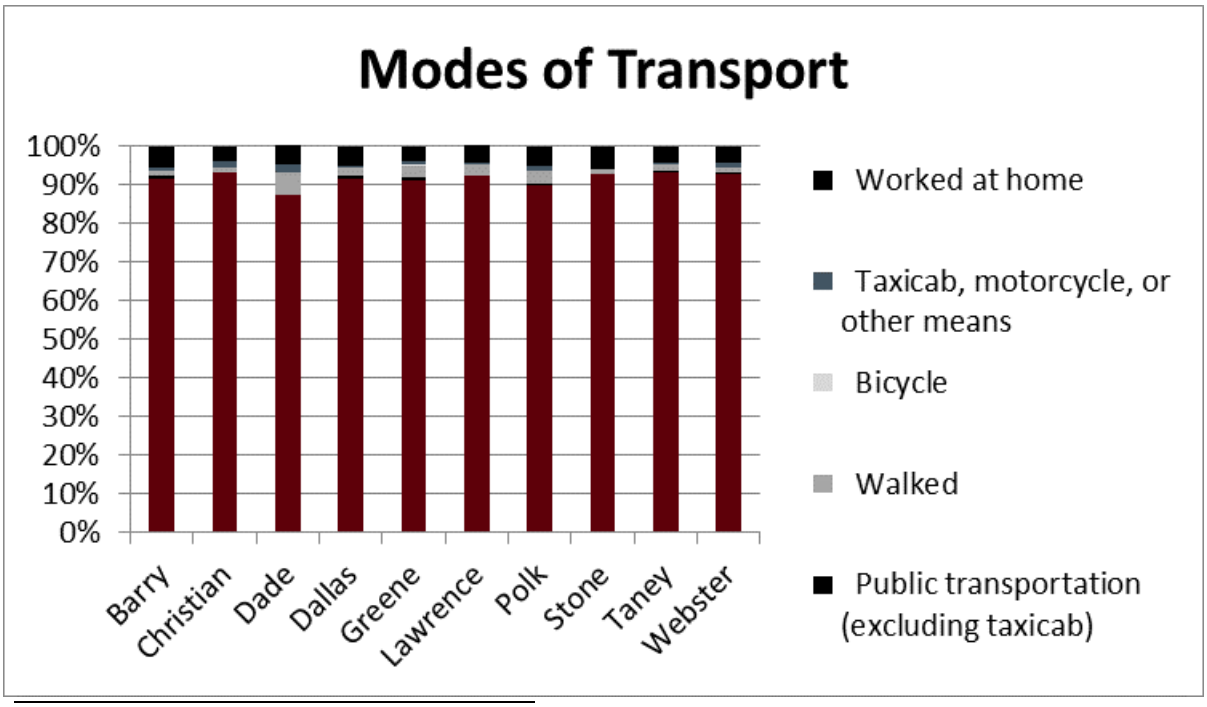


Figure 11, Modes of Transport

The main modes of transportation are by car, truck, or van, according to Figure 11. However, these people may want the option to use public transit. This may include people who depend on other's personal vehicle to get to and from work. Having alternate transportation options is important.

PUBLIC INVOLVEMENT

Public involvement in the planning process is critical to the successful implementation of the CPTHSTP. To engage the public in the planning process, SMCOG held community meetings throughout the region. Invitation letters were sent to human service agencies, transportation providers, and other community stakeholders. Press releases were sent to local newspapers and media sources and are included in Appendix C.

Kickoff Meetings

Community Kickoff Meetings were held in all ten counties of the SMCOG region. Table 4 shows the meeting dates, locations, and times for all ten counties.

Kickoff Meetings Schedule			
Barry County	27-Feb	Cassville City Hall	9-11am
Lawrence County	27-Feb	Monett Justice Center	2-4pm
Taney County	28-Feb	Forsyth City Hall	1-3pm
Christian County	1-Mar	Highlandville City Hall	9-11am
Stone County	1-Mar	Kimberling City Community Ctr.	2-4pm
Dade County	2-Mar	Greenfield City Hall	1-3pm
Greene County	3-Mar	Fair Grove City Hall	9-11am
Polk County	6-Mar	Bolivar City Hall	9-11am
Webster County	6-Mar	Marshfield Senior Center	2-4pm

Table 4, Kickoff Meeting Schedule

The purpose of these meetings was to talk with transportation providers, human service agencies, and transportation users. At the meetings, the attendees were introduced to the SMCOG staff and informed of the reasons requiring the need for the CPTHSTP. The importance of public involvement and the role of SMCOG were also discussed. The main task of the meetings was to discuss and gather information regarding the challenges and needs of community members as it pertains to public transportation.

Information gathered from the first round of public meetings is summarized below. It should be noted that some public meetings did not have attendees and are therefore not listed below.

Barry County

- City of Cassville repealed an ordinance that prohibited taxis- a new taxi service has since started
- Most people use OATS in the county

Christian County

- OATS has trouble receiving 5310 operation funds
- Christian County has recently worked to establish an employment bus for competitive employment. It works with people that have cognitive disabilities
- There is a desire for a senior center in Highlandville that could help with transportation

Dade County

- Greenfield nursing home, which has about 50-55 residents, provides a van for some residents to get to medical appointments
- Refer some patients to Medicaid transportation, which is provided by a contractor
- OACAC of Dade County refers most people to OATS, unless it is medical and they are on Medicaid

- OACAC has helped with minor vehicle repairs and gas cards to individuals, but they have to prove where they went (i.e. return with documentation)
- There is no transportation service in Dade County other than OATS
- Most people go to Springfield, Bolivar and sometimes Joplin for doctor appointments
- There are a few doctor offices in Greenfield, but most are along Hwy 39 which makes it difficult to walk there
- Greenfield is losing its counseling center and the county drug court requires counseling, so now individuals recovering from substance abuse, who may not have transportation, will have to travel to Springfield or other communities for counseling services

Dallas County

- There is a need for a more direct way of getting around
- There are three clinics in Buffalo, but people have difficulties getting there
- Some people have spouses with disabilities that cannot be left alone and there is no transportation to accommodate those needs
- Some taxi services will not take people because of the liability insurance and liability of transporting those with special needs/disabilities/seniors
- OATS provides limited service in the area

Greene County

- OACAC has provided bus passes and gas cards, refers people to OATS in rural areas
- Refer Medicaid recipients to the Medicaid transport company, Logisticare
- Most people need to go to food pantries, doctor's appointments, or the job center

Lawrence County

- Low income residents have concerns with the lack of transportation throughout county
- Difficult to get to good jobs from rural areas. Can't get to Springfield, Republic or even Monett and Aurora
- Mt. Vernon has a City taxi service

Polk County

- Would like to see evening and weekend service for seniors needing to go grocery shopping on off hours
- Need to spread information that OATS could provide special reserved service for a special price (i.e. if a City wanted to contract to provide evening service)
- Refer many to Logisticare, the Medicaid transport contractor, but have to schedule those appointments and rides at least five days in advance
- Have had seniors that have missed doctors' appointments because they could not get transportation scheduled in time due to the 5 day notice requirement.
- Bolivar has one taxi provider, but does not necessarily service rural areas

Taney County

- Misunderstanding of OATS transportation; Seniors are told that OATS will not transport disabled unless they are seniors
- Forsyth Senior Center has transportation dollars to help people/seniors but they are limited
- There is a big gap in transportation for those with disabilities
- Smaller communities have no options other than OATS and that service is limited
- Senior Tax Board Forum educated residents on OATS option and other services, which expanded meals on wheels service to over double what was being provided
- Need other flexible options such as a taxi or bus
- Have issues in Forsyth with prisoners being released from the county jail and have no transportation to get out of town
- Branson has some taxi options, but this option is not available in rural areas

Webster County

- Senior center provides meals on wheels delivery but no transportation
- Some seniors use OATS in Marshfield to get to the senior center
- Webco Industries provides employee transportation of which 60 of the 95 employees ride the bus

Follow-up Meetings

The second round of meetings were held throughout the region in January and February of 2018. A detailed meeting schedule is included in *table 5*. The purpose of these meeting is to collect public input regarding identified transportation needs and strategies for senior citizens, persons with disabilities, and those with low incomes. This information will follow in the public prioritization section. Attendees were also asked to provide feedback on any information regarding transportation services. The information gathered is listed below.

Follow-up Meetings Schedule			
Stone County	9-Jan	Kimberling Area Senior Center	9-10am
Taney County	9-Jan	Branson Senior Center	12:45-1:45pm
Dallas County	11-Jan	Engles Memorial Senior Center	10:30-11:30am
Greene County	11-Jan	Fair Grove Board Room	1:30-2:30pm
Polk County	18-Jan	Polk County Senior Center	11-12pm
Christian County	22-Jan	Clever City Hall	1-2pm
Barry & Lawrence	25-Jan	Monett Senior Center	11-12pm
Webster County	7-Feb	Marshfield Senior Center	11-12pm
Dade County	12-Feb	Dade County Senior Center	12:30-1:30pm

Table 5, Meeting #2 Schedule

Barry/Lawrence Counties

- Have issues with Medicaid transport (Logisticare), they don't always show up and have poor customer service
- Specific need for increased door-to-door service
- Need more than existing service operations because the current level is poor

Christian County

- Christian County Enterprises has six employees that come to Nixa from Crane (Stone County) for work. They are transported by an employee of their housing provider since there are no other options. Christian County Enterprises mentioned that one of the OATS drivers lives in Crane, thus a new transportation route would be a rational option of transportation for the employees.

Dade County

- OATS in the only transportation provider in the county

Dallas County

- There is a concern with the Amish population that uses a truck with a trailer attached to it to transport people to the grocery store.

Greene County

- Concern with the cost of bus passes
- There are limited evening and weekend bus routes
- OATS is only transporting individuals with disabilities on Monday, Tuesday, and Wednesday between 8:00 a.m. – 5:00 p.m. in Greene County
- There is limited access to restrooms at the public bus transit center

Polk County

- Desire for more transportation options to Springfield
- Need to get to Springfield for cancer treatments

Stone County

- Newly formed developmental disabilities board. The board members are still trying to understand the best transportation options and usage for tax dollars.
- School district representatives noted that students with disabilities have limited transportation options once they graduate.

Taney County

- It is unclear if OATS offers free rides to the senior center
- The senior population cannot afford to pay for transportation to the senior center plus the price of the meal
- Need to have collaborative efforts with all ten counties

Webster County

- Desire for routes to food pantries
- OATS only goes to the senior center on Fridays from Eckland
- There is desire to have leadership from transportation services and agencies such as Webco Industries, Meditransit, OACAC, etc. to create a system where all providers and agencies can collaborate and work together.

- The area has had issues with Logisticare efficiency
- OATS only goes to the Dade County Senior Center one day a week (Thursdays)

SURVEY RESULTS

Input was needed from seniors, individuals with disabilities, residents below the poverty line, transportation providers, and human service agencies for this plan. Transportation providers and human service agencies were identified and contacted by letter and email if information was available. In addition, each participant was asked to share the information with any provider that might have been overlooked in the process.

Survey

Surveys were created with assistance from the Ozarks Transportation Organization (OTO). A single survey was created to address each target area: seniors and individuals with disabilities, human service providers, and a survey for transportation providers. The surveys were distributed in several ways; paper copies of the survey were available at all ten-community meetings and available online from February 15, 2017 to September 15, 2017 at *www.smcog.org*. and 160 letters were sent to county service providers and agencies. A copy of the surveys can be found in Appendix A.

COMPLETED SURVEY RESPONSES

- 11 Human Service Provider Surveys
- 5 Transportation Provider Surveys
- 27 User Surveys

Results

Forty-two surveys were completed. Results of the survey will follow in the next sections and raw totals can be found in Appendix D.

Human Service Agencies

A variety of human service agencies provided input for this plan and are listed in Table 6. Of the eleven agencies that completed the survey, six were a private non-profit agency, two were a government human service agency, and three identified as other. Figure 13 displays what type of clientele the agencies serve.

When asked what type of transportation services the agencies clients utilized, ten agencies responded fixed route with fixed schedule, seven responded with door-to-door service, seven answered same-day service, six responded with demand response/on-demand services, and two providers answered thru-the door.

Human Service Agencies
Countryside Care Center LLC
OCAC - Lawrence County
OACAC Dade County Neighborhood Center
OCAC - Greene County
Taney County Health Department
Faith Community Health
Cox Medical Center - Branson
University of MO Extension
DCNC
Polk County Senior Center
Monett Area Extended Employment Workshop Inc.

Table 6, Human service agencies survey respondents

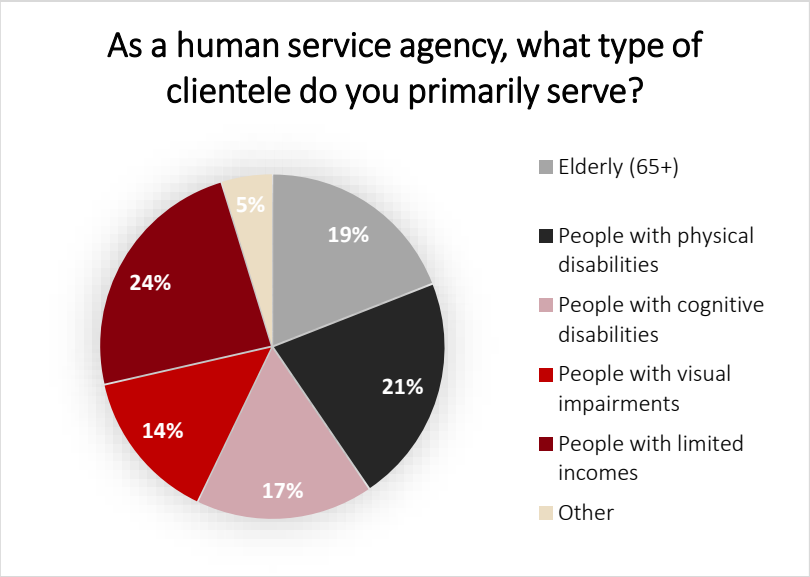


Figure 12, Clientele

Destinations requested/needed by the clients included five respondents saying to health care services, four responded that clients request out of town destinations, and three need transportation to and from their job.

Transportation Providers

Transportation Providers
• Lawrence County Council on Aging
• Web-Co Custom Industries, Inc.
• Developmental Center of the Ozarks
• Marshfield Senior Center
• Burrell Working Solutions

Table 7, Transportation provider's survey respondents

The transportation providers allow for medical, recreation, and education trips; some are limited to the City of Springfield, while some providers travel to rural areas such as Sparta, Nixa, Branson, and Bolivar. Table 7 lists the transportation providers that responded to the survey. Service type included in this survey are fixed route with fixed schedule and door-to-door.

- Fixed-Route with fixed schedule service provides transit at specific times to and from set locations.
- Door-to-Door services allow users to be picked up and dropped off directly from their location of choice. Door-to-door usually includes assistance from the transportation provider.

Of the five transportation providers that responded to this survey, three provide fixed route with fixed schedule services, one provides door-to-door services, and one identified as providing home delivered meals.

The types of clients served by the transportation provider respondents were citizens who have a disability and are over the age of 60. Most service providers have eligibility requirements for a person to use their services; most require a person to either have some type of disability or be over the age of 60. According to the survey, all five of the transportation provider's respondents said that their services were restricted in some way (i.e. age requirements, medical visits only, geographic restriction).

The transportation providers' primary days of operation are Monday through Friday, with a few open on the weekends. This is reflected in the users request for more weekend and evening trips.

Users

Outreach to transportation users focused on reaching individuals with disabilities, seniors, and residents below the poverty line. The survey was distributed through an online survey and paper copies at the public meetings. Paper copies were also dropped off at the Monett Senior Center, Taney County Senior Housing, Highlandville City Hall, Kimberling City Senior Center, Stone County Health Department, Greenfield Nursing Home, Dade County OACAC, Greene County OACAC, Fair Grove Library branch, Marshfield Senior Housing, Buffalo Senior Center, Buffalo Prairie Care Center, and the Dallas County Health Department.

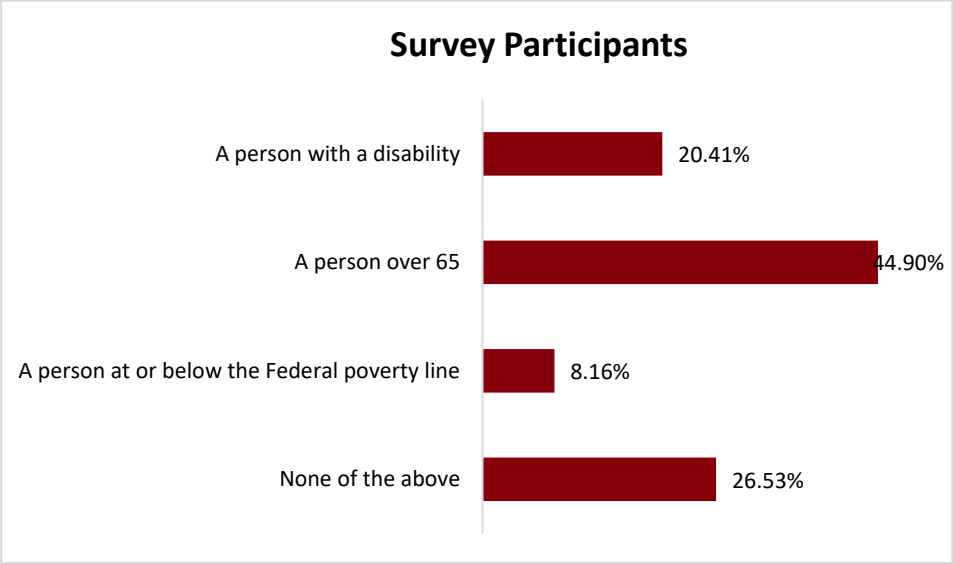


Figure 13, Survey participants

Figure 13 summarizes the participants that completed the user survey. The largest survey group is participants who identified as over 65, which was 45% of the total users. It should be noted that individuals might identify as a person who belongs in multiple categories. Of those who took the survey and have a disability, 60% have a physical disability, 20% have a cognitive disability, and 20% have a visual disability. When asked the open-ended question of what destinations users would like to see improved access to, respondents stated the following destinations:

- Medical facilities – 6
- Recreational destinations – 3
- Grocery store – 2
- Weekend/evening trips – 2

Figure 14 displays information on what can be changed to better meet user's transportation needs. The top answers were:

- Medical destinations – 10
- Affordability – 9
- Weekend Service – 8

We see a repeated desire for improved transportation to medical destinations and weekend services in a number of the survey responses. Affordability for services is also requested by users. One respondent answered the open-ended survey question on other comments regarding transportation saying: "Too expensive to get anywhere- would like cheaper taxi service- currently pay friend gas money & car- can't afford insurance for car- don't have # for OATS- too much work to get reimbursed by Medicaid. Wait

forever for reimbursement." Addressing affordability, service hours, and medical destination trips will greatly benefit user's transportation needs.

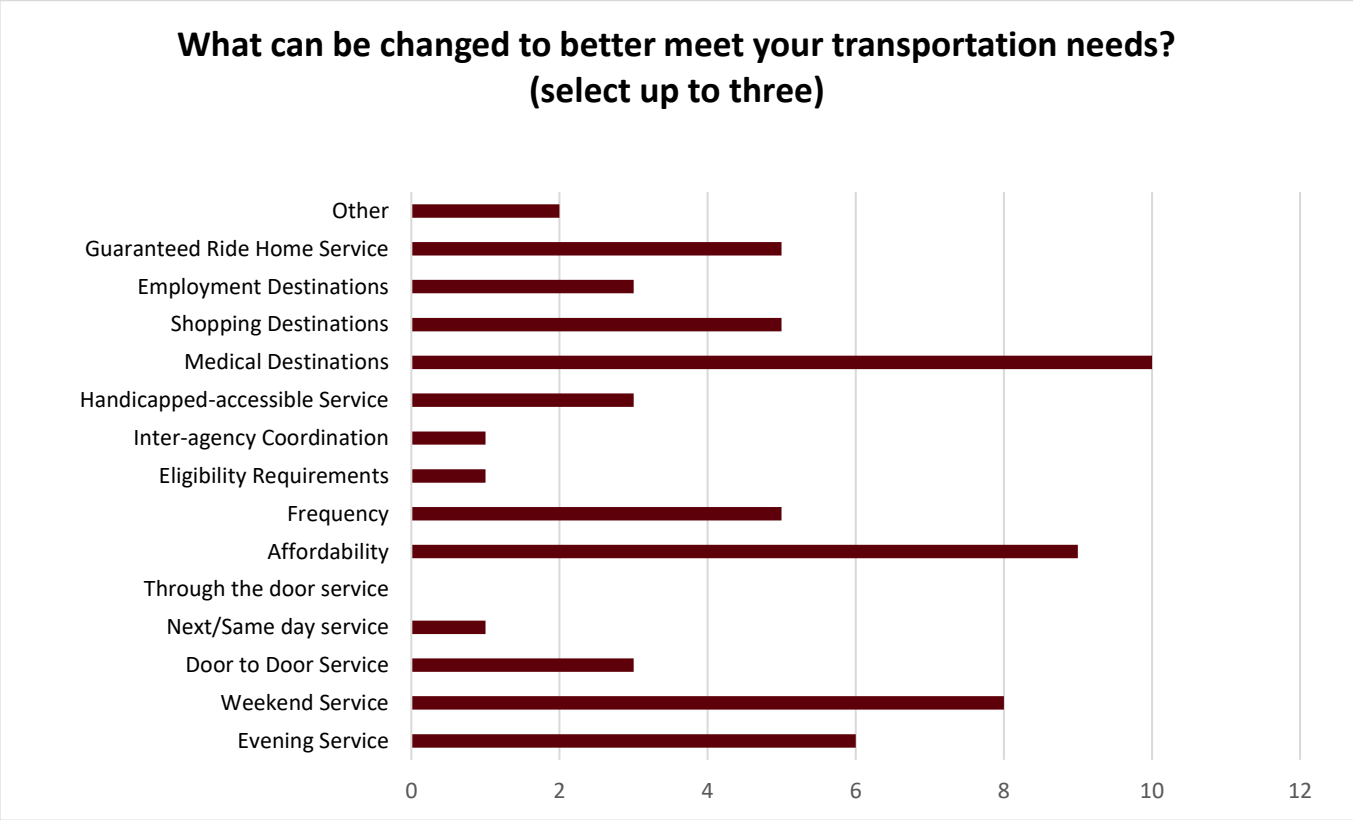


Figure 14, Transportation improvements

NEEDS ASSESMENT

Based on survey responses for human service agencies, transportation providers, and users, all groups would like to see expanded or improved services for the region. The identified needs are summarized below.

Human Service/Transportation Provider Needs:

- Additional funds for new vehicles
- Increased number of staff and volunteers
- Monetary support for low income users
- Increased flexibility for short term notice

User Needs:

- Increased service on weekends and evenings
- Increased service to medical destinations
- Lower consumer cost for transportation services
- Expand travel to rural areas
- Increased travel to grocery shopping and shopping destinations

The following needs were identified at the community meetings:

- OATS has issues receiving 5310 operation funds
- Misunderstanding of available transportation options
- Increased transportation options in rural areas

Strategies:

Many of the needs identified may be addressed by similar strategies. To help address the needs identified, the following strategies and activities were developed.

- Sustain, at a minimum, the current service levels
- Encourage funding of OATS and other rural transit providers
- Increase mobility services in SMCOG region
- Educate general public about current transportation services
- Increase collaboration efforts in order to support mobility services

PRIORITIZATION OF NEEDS AND STRATEGIES

A second round of public meetings were held for all 10 counties in the SMCOG region. During each of the public meetings, attendees were asked to prioritize the needs and strategies by placing dots on a board that displayed the identified needs and strategies. They were asked to place one dot on whichever need that they felt was the most important in the human service/transportation provider needs section, and one dot in the user needs section. They could then use the remaining three dots in the strategies section. The dots in the strategies section could all three be placed on one strategy or on different ones. Attendees also provided additional comments regarding transportation needs/concerns. These comments were listed in the follow-up meetings section. The needs/strategies boards used at the follow-up meetings can be found in Appendix E. The prioritized list of needs/strategies identified in the meetings is listed below:

Human Service/Transportation Provider Needs:

- Monetary support for low-income users (35)
- Additional funds for new vehicles (27)
- Increased number of staff and volunteers 24)
- Increased flexibility for short term notice (16)

User Needs:

- Expand travel to rural areas (40)
- Increased service on weekends and evenings (21)
- Increased travel to grocery shopping and shopping destinations (19)
- Increased service to medical destinations (18)
- Lower consumer cost for transportation services (8)

Strategies:

- Encourage funding of OATS and other rural transit providers (76)
- Increase collaboration efforts in order to support mobility services (40)
- Increase mobility services in SMCOG region (33)
- Educate general public about current transportation services (31)
- Sustain, at a minimum, the current service levels (28)

Based on the prioritized strategies, the top strategy identified was to encourage funding of OATS and other rural transit providers. In all of the public meetings, it was noted that OATS is the main form of public transportation in the SMCOG area. People would like to see an increase in funding for OATS so that the offered services can expand.

The strategy that residents believed was the second most important was to increase collaboration efforts in order to support mobility services. The need for a regional system and collaboration effort that brings all 10 counties together to discuss funding options, routes, and populations served could be of great

benefit for senior citizens, persons with disabilities, low income residents, and also the general work force of the SMCOG region.

The third prioritized strategy was increased mobility services in SMCOG region. There were many comments made at the public meetings about the need for small town "bus" systems, but the communities are aware of the inability to sustain such a program. Increased funding for OATS would allow for increased services in the counties of the region.

Educate the general public about current transportation services was the fourth highest prioritized strategy. Communication is the key to educate the public on transportation services. At the public meetings, comments were made that most residents do not know what services are offered and available to them. Communicating to the public on what options are available and how to utilize them would give the public greater access to these services.

The last strategy identified was to sustain, at a minimum, the current service levels. Many of the comments at the meetings showed that most users were not happy with the current services, as there are times that transportation is late or does not show up at all. People would like to see improved transportation options, this is why this strategy was the least voted on by the public.

PLAN ADOPTION

This plan will be used as a roadmap for improving transportation coordination in Southwest Missouri. The strategies identified in the plan are connected to grant funding identified in the funding overview section and will provide guidance for future projects to promote adequate utilization of federal grants.

The CPTHSTP draft was put on the SMCOG website (www.smcog.org) on February 15, 2018 for a thirty-day public comment period. Public notices were sent throughout the region to request that the public review the plan and provide input. The plan was reviewed and adopted by the SMCOG Transportation Advisory Committee (TAC) on March 21, 2018. The final plan was adopted by the SMCOG Board on March 28, 2018.

Appendix a

Survey

This free survey is powered by QuestionPro

Questions marked with a * are required

Transit Coordination Plan: Human Service Agency Survey

You are invited to participate in the *Southwest Missouri Council of Government's* Transit Coordination Plan: Human Service Agency Survey. This survey will provide insights into how area human service agencies serve the transportation needs of seniors and individuals who have disabilities or who are impoverished. The results of this survey will be combined with the results of a *transportation provider* survey and a *transportation user* survey to provide information for an updated Transit Coordination Plan. It will take approximately 15 to 20 minutes to complete the questionnaire.

This survey is intended for human service agencies that do NOT provide transportation services for their clientele. If your agency owns and operates vehicles for the purposes of transporting seniors and individuals who have disabilities or who are impoverished, please take our transportation provider survey.

Your participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinions. If you have questions at any time about the survey or the procedures, you may contact Megan Clark (MeganClark@missouristate.edu) or by phone at (417)836-6901.

Thank you very much for your time and support.

Return completed surveys to:

CRPM/SMCOG
901 S National Ave.
Springfield, MO 65897

The following questions will ask for basic information about your organization, including contact information, clientele served, and geographic service area.

Contact Information

Name of Organization * :

Person Completing Survey * :

Phone :

Email Address * :

What type of organization are you? *

- Government Human Service Agency
- Private Non-Profit Human Service Agency
- Other

This free survey is powered by QuestionPro

As a human service agency, what type of clientele do your primarily serve (Select all that apply)?

- [ ] Elderly (65+)
- [ ] People with physical disabilities
- [ ] People with cognitive disabilities
- [ ] People with visual impairments
- [ ] People with limited incomes
- [ ] Other

Please describe your geographic service area (Please include names of cities and counties). *

Please provide a mission statement for your agency or general description of services provided. *

The following questions will ask about how you assist your clientele, your clientele's transportation needs, and how you coordinate with other area agencies.

How do you help your clients obtain transportation (Select all that apply)?

- [ ] We do not provide assistance with obtaining transportation
- [ ] Reserve/schedule transportation
- [ ] Refer clients to transportation providers
- [ ] Coordinate transportation connections
- [ ] Coordination with other agencies to schedule transportation
- [ ] Cover part of the cost for transportation
- [ ] Purchase transportation from a provider
- [ ] Other

This free survey is powered by QuestionPro

If you purchase transportation services, from what sources do the funds come (Select all that apply)? *

- [ ] State funds
- [ ] Federal funds
- [ ] Donations/Fundraising/Volunteers
- [ ] City/County/Special transportation district funding
- [ ] Other

What type of mobility limitations do your clientel have (Select all that apply)? *

- [ ] Age-Related
- [ ] Physical
- [ ] Cognitive
- [ ] Visual
- [ ] Remote location
- [ ] Financial limitations
- [ ] Lack of transit for reasons other than financial
- [ ] Other

What types of trips do your clients make? *

What type of transportation services do your clients utilize (Select all that apply)? *

- [ ] Fixed Route with Fixed Schedule
- [ ] Door-to-door
- [ ] Thru-the-door
- [ ] Demand response/on-demand
- [ ] Same-day service
- [ ] Other

This free survey is powered by QuestionPro

When do your clients need services (Select all that apply)? *

- [ ] Weekdays
- [ ] Weekends
- [ ] Evenings
- [ ] 24/7
- [ ] Holidays
- [ ] Other

What destination are needed/most often requested by your clients that are not served? Please include names of cities or specific destinations. *

How many of your clients rely on transportation services in an average week? *

The following questions will ask about your organization's short-term and long-term needs.

What do you think the needs of your agency are in the short term (1-6 years) ? Please be as specific as possible. *

What do you think the needs of your agency are in the long term (7-15 years)? *

In what ways would you consider coordinating with other agencies in providing transportation services for your clientele? *

Please provide any additional information you deem relevant to the transportation needs of seniors and individuals with disabilities.

This free survey is powered by QuestionPro

Questions marked with a * are required

Transit Coordination Plan: Transportation Provider Survey

You are invited to participate in the *Southwest Missouri Council of Government's* Transit Coordination Plan: Transportation Provider Survey. This survey will provide insights into how area transportation providers serve the transportation needs of seniors and individuals who have disabilities or who are impoverished. The results of this survey will be combined with the results of a *human service agencies* survey and a *transportation user* survey to provide information for an updated Transit Coordination Plan. It will take approximately 15 to 20 minutes to complete the questionnaire.

This survey is intended for transportation providers and human service agencies that provide transportation services for their clientele. If you do not own or operate vehicles for the purposes of transporting seniors and individuals who have disabilities or who are impoverished, please take our human service agency survey.

Your participation in this study is completely voluntary. There are no foreseeable risks associated with this project. However, if you feel uncomfortable answering any questions, you can withdraw from the survey at any point. It is very important for us to learn your opinions. If you have questions at any time about the survey or the procedures, you may contact Megan Clark (MeganClark@missouristate.edu) or by phone at (417)836-6900.

Thank you very much for your time and support.

Return completed surveys to:
CRPM/SMCOG
901 S National Ave.
Springfield, MO 65897

The following questions will ask for basic information about your organization, including contact information, clientele served, and geographic service area.

Contact Information

Name of Organization * :

Person Completing Survey * :

Phone :

Email Address * :

What type of transportation provider are you (Select all that apply)? *

- [ ] Private/Commercial provider with handicapped accessibility
- [ ] Taxi Service
- [ ] Public Transit System
- [ ] Government Human Service Agency
- [ ] Private Non-Profit Human Service Agency
- [ ] Private Non-Profit Transportation Provider
- [ ] Private For-Profit Provider
- [ ] Other

This free survey is powered by QuestionPro

Please describe your geographic service area (Include names of cities and counties served). *

Please provide a mission statement for your organization or general description of services provided. *

The following questions will ask about the services you provide and efforts at coordinating with area agencies.

What services do you provide (Select all that apply)? *

- [ ] Fixed Route with Fixed Schedule
- [ ] Door-to-Door
- [ ] Thru-the-door
- [ ] Demand Response/On Demand
- [ ] Same-day service
- [ ] Other

What types of trips do you provide (medical, general transportation, social)? *

What destinations or areas do you serve most frequently? *

This free survey is powered by QuestionPro

When is your service available (Select all that apply)? *

- [ ] Weekdays
- [ ] Weekends
- [ ] Evenings
- [ ] 24/7
- [ ] Holidays
- [ ] Selected Days Only

Are your transportation services restricted in any way (i.e. medical visits only, job training only, geographic restriction)? *

- ( ) Yes
- ( ) No

Please describe any coordination you have with other organizations regarding your transportation services. *

The following question will ask about the individuals that utilitze your transportation services.

For what age groups are your transportation services designed (Select all that apply)? *

- [ ] Under 18
- [ ] 18-54
- [ ] 55-65
- [ ] Over 65
- [ ] Any Age
- [ ] Other

Are your transportation services specifically targeted towards low-income individuals? *

- ( ) Yes
- ( ) No
- ( ) Other

This free survey is powered by QuestionPro

Are your transportation services specificially targeted towards individuals with disabilities *

- Yes
- No
- Other

Please describe any eligibility requirements users must meet to utilize your transportation services? *

In what ways are you unable to meet know needs of your users/clients? *

The following questions will ask about the type and condition of vehicles in your transportation fleet.

What types of do you own (Select all that apply)? *

- Cars
- Trucks
- Van
- Light Duty Buses
- Medium Duty Buses
- Other

This free survey is powered by QuestionPro

Please indicate how many vehicles of each type your organization owns.

Cars * XTR

Trucks * XTR

Van * XTR

Light Duty Buses * XTR

Medium Duty Buses * XTR

Other * XTR

On average, how many miles do each type of vehicle owned by your organization have?

Cars * XTR

Trucks * XTR

Van * XTR

Light Duty Buses * XTR

Medium Duty Buses * XTR

Other * XTR

How many people to you have the capacity to transport with each type of vehicle in your fleet?

Cars * XTR

Trucks * XTR

Van * XTR

Light Duty Buses * XTR

Medium Duty Buses * XTR

Other * XTR

This free survey is powered by QuestionPro

The following questions will ask about how your transportation services are funded and your transportation budget.

How are your transportation services funded (Select all that apply)? *

- [ ] Charging Clients
- [ ] State Funds
- [ ] Federal Funds
- [ ] Donations/Fundraising/Volunteers
- [ ] City/County/Special transportation district funding
- [ ] Other

Do you provide services for those unable to pay? *

- ( ) Yes
- ( ) No

Please provide your agency's annual transportation revenues.

Fares *

FTA Grants *

Other Sources of Revenue (please break down by source) *

The following questions will ask about your organization's short-term and long-term needs.

Please list specific planned projects and costs related to your transportation services (i.e. replacement of 2 vans : $50,000) *

This free survey is powered by QuestionPro

What do you think the needs of your transportation services are in the short term (1-6 years)? Please be as specific as possible. *

What do you think the needs of your transportation services are in the long-term (7-15 years)? *

Are you interested in expanding your specialized transportation services (Select all that apply)? *

- [ ] No
- [ ] Evening service
- [ ] Handicapped-accessible service
- [ ] Lower fares
- [ ] Non-medical trips
- [ ] Inter-agency coordination
- [ ] Geographic coverage
- [ ] Weekend service
- [ ] Door-to-door
- [ ] Medical trips
- [ ] Employment trips
- [ ] Other

Transportation Provider Survey
Southwest Missouri Council of Governments
Springfield, MO

Online Survey Software Powered by QuestionPro

This free survey is powered by QuestionPro

Questions marked with a * are required

Transit Coordination Plan: User Survey

You are invited to please take our survey regarding the transportation needs of SENIORS, PERSONS WITH A DISABILITY, and PERSONS OF LIMITED INCOME.

For questions, go to www.SMCOG.org or contact Megan Clark at meganclark@missouristate.edu or 913-731-6301.

Please return completed surveys to:

SW Mo Council of Governments
901 S National Ave.
Springfield, MO 65897

Contact Information

First Name :

Last Name :

Phone :

Email Address :

Please provide your 5-digit Zip Code.

*

Please indicate where you live:

*

- Within a City (i.e. Monett, Greenfield, Rogersville, etc.) _____
- Not within a City (northern Stone County, west of Buffalo, etc)_____

This free survey is powered by QuestionPro

Please check the statements you identify with (Select all that apply).

2015-2016 Federal Poverty Guidelines		
Size of Family Unit	Annual	Monthly
1	11,880	990
2	16,020	1,335
3	20,160	1,680
4	24,300	2,025

*

- [ ] A person with a disability
- [ ] A person over 65
- [ ] A person at or below the Federal poverty line
- [ ] None of the above

What types of disabilities do you have (Select all that apply)?

- [ ] Physical
- [ ] Cognitive
- [ ] Visual
- [ ] N/A

Please check the statements you identify with (Select all that apply).

*

- [ ] Full-time Employee
- [ ] Retired
- [ ] Student
- [ ] Part-time Worker
- [ ] Full-time Volunteer
- [ ] Part-time Volunteer
- [ ] Unable to Work

This free survey is powered by QuestionPro

Where do you go on a regular basis (Select all that apply)?

*

- [ ] Work
- [ ] Restaurants
- [ ] School/College
- [ ] Bank or other local businesses
- [ ] Child Care
- [ ] Religious Services
- [ ] I am unable to leave my home on a regular basis
- [ ] Senior Center
- [ ] Food Pantry
- [ ] Medical Facilities
- [ ] Visiting (family/friends)
- [ ] Shopping Centers
- [ ] Recreation
- [ ] Other

Where do you find it difficult to visit (Select all that apply)?

*

- [ ] Work
- [ ] Restaurants
- [ ] School/College
- [ ] Bank or other local businesses
- [ ] Child Care
- [ ] Religious Services
- [ ] I am unable to leave my home on a regular basis
- [ ] Senior Center
- [ ] Food Pantry
- [ ] Medical Facilities
- [ ] Visiting (family/friends)
- [ ] Shopping Centers
- [ ] Recreation
- [ ] Other

Please rank your top three most-used modes of transportation.

*

- ( ) Personal Vehicle
- ( ) OATS
- ( ) Taxi
- ( ) Bike
- ( ) Other
- ( ) Friend or Family Vehicle
- ( ) Van or Bus provided by my agency
- ( ) Walk
- ( ) I am unable to leave my home on a regular basis

This free survey is powered by QuestionPro

Please indicate how well your ranked top three modes of transportation serve your needs.

	Very Poorly	Poorly	Neutral	Well	Very Well	Do Not Use
Personal Vehicle *						
Friends and Family *						
OATS *						
Agency Vehicle *						
Taxi *						
Walking *						
Biking *						
Other *						

How do you pay for your transportation (Select all that apply)?

*

- [ ] Earned Income
- [ ] Government Assistance
- [ ] Help from Family and Friends
- [ ] I don't have to pay for transportation

What can be changed to better meet your transportation needs (select up to three)?

- [ ] Evening Service
- [ ] Door to Door Service
- [ ] Through the door service
- [ ] Frequency
- [ ] Inter-agency Coordination
- [ ] Medical Destinations
- [ ] Employment Destinations
- [ ] Other
- [ ] Weekend Service
- [ ] Next/Same day service
- [ ] Affordability
- [ ] Eligibility Requirements
- [ ] Handicapped-accessible Service
- [ ] Shopping Destinations
- [ ] Guaranteed Ride Home Service

What destinations would you like improved access to? *

This free survey is powered by QuestionPro

What other comments would you like to make about transportation choices in the Ozarks?

User Survey
Southwest Missouri Council of Governments
Springfield, MO

Online Survey Software Powered by QuestionPro

Appendix b

Contact List

Organization	Address		County
Barry County Care Center, Inc.	1300 County Farm Rd	Cassville, MO 65625	Barry
Blue Castle of the Ozarks	8130 E Lavern	Bolivar, MO 65613	Barry
Cassville Red Rose Inn Nursing Center	812 Old Exeter Rd	Cassville, MO 65625	Barry
Cedar Ridge Care Center	71 Sycamore St	Cassville, MO 65625	Barry
City of Cassville	300 Main Street	Cassville, MO 65625	Barry
Countryside Care Center	385 South Eisenhower Street	Monett, MO 65708	Barry
Easy Living Inc.	3367 S Springfield Ave	Bolivar, MO 65613	Barry
Lacoba Nursing Home Inc	850 E US Highway 60	Monett, MO 65708	Barry
Leisure Living	305 5th St	Monett, MO 65708	Barry
Lifecare Family Services	104 West 7th Street	Cassville, MO 65625	Barry
Magnolia Manor	Rural Route 2, Box 265C	Purdy, MO 65734	Barry
Mashburn Residential Center	807 N Briarwood Dr.	Bolivar, MO 65613	Barry
Monett Area Extended Employment	204 S Central, PO Box 474	Monett, MO 65708	Barry
Monett Area Sheltered Workshop	204 S Central Ave	Monett, MO 65708	Barry
Monett Health Care Center	410 W Benton	Monett, MO 65708	Barry
Peach Wood Manor	HC81, Box 8240	Cassville, MO 65625	Barry
Polk County Adult Day Care	1850 W Broadway St	Bolivar, MO 65613	Polk
Webb Gale Transportation	600 N 17th Street	Monett, MO 65708	Barry
Community Springs Healthcare	400 E Hospital Rd.	El Dorado Springs, MO 64744	Cedar
Alliance Bus Company	1083 Kathryn St	Nixa, MO 65714	Christian
Bridges Medical Service	155 Village Drive	Sparta, MO 65753	Christian
Christian County Workshop	825 Enterprise Lane	Nixa, MO 65714	Christian
Masters Transportation	171 Shady Oaks Dr	Ozark, MO 65721	Christian
Show Me USA	5034 N 17th St	Ozark, MO 65721	Christian
Dade County Nursing Home & Residential Care	400 Broad	Greenfield, MO 65661	Dade
Good Shepherd Nursing Home	200 W 12th	Lockwood, MO 65682	Dade
OACAC Neighborhood Center	408 W Water	Greenfield, MO 65661	Dade
Bristol Manor of Buffalo	1002 S Birch	Buffalo, MO 65622	Dallas
Dallas County Care Center	PO Box 1232	Buffalo, MO 65622	Dallas
Questover	211 N Main St	Urbana, MO 65767	Dallas
Engles Center	103 S. Maple Street	Buffalo, MO 65622	Dallas
Urbana Rest Home	310 Walnut	Urbana, MO 65767	Dallas
Arc Employment Service - Arc of the Ozarks	1501 E. Pythian	Springfield, MO 65806	Greene

Burrell Center - Transitions	323 E. Grand	Springfield, MO 65806	Greene
Developmental Center of the Ozarks	1545 E. Pythian	Springfield, MO 65806	Greene
Greene County Board for the Developmentally	300 John Q Hammons Pkwy, Suite 102	Springfield, MO 65806	Greene
Greene County Council on Aging	2215 S. Fremont	Springfield, MO 65806	Greene
Greene Valley State School	1601 E. Pythian	Springfield, MO 65806	Greene
Lakeland Regional Hospital	440 S. Market	Springfield, MO 65806	Greene
Maranatha Village, Inc.	233 E. Norton	Springfield, MO 65806	Greene
Missouri State University Speech Language and Hearing Center	901 S. National	Springfield, MO 65806	Greene
MoDOT Southwest District	PO Box 868	Springfield, MO 65806	Greene
Retired Senior Volunteer Program	PO Box 3947	Springfield, MO 65806	Greene
Southwest Missouri Office on Aging	1735 S. Fort	Springfield, MO 65806	Greene
Springfield Association for the Blind	1600 Washington	Springfield, MO 65806	Greene
Aurora Nursing Center	1700 S Hudson Ave	Aurora, MO 65605	Lawrence
Bristol Manor of Aurora	740 S Hudson	Aurora, MO 65605	Lawrence
City of Mt. Vernon	PO Box 71	Mt. Vernon, MO 65712	Lawrence
Hudson House	1700-B S Hudson Ave	Aurora, MO 65605	Lawrence
Lawrence County Council on Aging	700 South Hudson Avenue	Aurora, MO 65605	Lawrence
Lawrence County Manor	915 Carl Allen St	Mt Vernon, MO 65712	Lawrence
Missouri Veterans Home	1600 S Hickory St	Mt Vernon, MO 65712	Lawrence
Mount Vernon Place Care Center, Inc	1425A S Landrum	Mount Vernon, MO 65712	Lawrence
Ozarks Methodist Manor	205 S College Rd, PO Box	Marionville, MO 65705	Lawrence
OACAC Lawrence County	203 S Washington Ave	Aurora, MO 65605	Lawrence
Albany Place	520 South Albany Avenue	Bolivar, MO 65613	Polk
Arc of the Ozarks	800 E Aldrich Rd	Bolivar, MO 65613	Polk
Big Spring Care Center	202 E Mill St	Humansville, MO 65674	Polk
Bolivar Manor House	404 East Broadway Street	Bolivar, MO 65613	Polk
Bolivar Taxi	1605 E Broadway St	Bolivar, MO 65613	Polk
Casablanca Care Center	524 South Albany Avenue	Bolivar, MO 65613	Polk
Citizens Memorial Health Transit Services	112 N Missouri Ave	Bolivar, MO 65613	Polk
Citizens Memorial Healthcare	1500 N Oakland	Bolivar, MO 65613	Polk
Lakeshore Residential Care Center	102 S Bolivar Rd, PO Box 221	Humansville, MO 65674	Polk
Senior Age	1850 W Broadway St	Bolivar, MO 65613	Polk
Northwood Hills Care Center	800 North Arthur Street	Humansville, MO 65674	Polk

Ozark Mountain Regional Healthcare Center	509 Meadowlark Lane	Crane, MO 65633	Stone
Stone County Senior Citizens Service Fund Board	PO Box 1236	Kimberling City, MO 65686	Stone
Table Rock Healthcare	276 Fountain Lane	Kimberling City, MO 65686	Stone
Wedgewood Gardens	17996 State Hwy 13	Reeds Spring, MO 65737	Stone
ABC Cab Company	830 Norman Rd	Kirbyville, MO 65679	Taney
All Around Branson Shuttle	177 Travis Trail	Branson, MO 65616	Taney
B & B Transportation	1150 Kentucky Hollow Rd	Bradleyville, MO 65614	Taney
Branson City Cab	156 Lilac Dr	Branson, MO 65616	Taney
Branson Motor Coach Specialists, Inc	2652 Shepherd of the Hills Expy	Branson, MO 65616	Taney
Branson Taxi Service	438 MacBeth Avenue	Branson, MO 65615	Taney
Branson West Medical Care	22317 Hwy 13	Branson, MO 65616	Taney
Bridges Medical Service	PO Box 1240	Forsyth, MO 65653	Taney
Culpepper Place Senior Living at Branson	5351 Gretina Rd	Branson, MO 65616	Taney
DCO Adult Day Care	1627 E State Hwy 76	Branson, MO 65616	Taney
Foraker's Summerhouse	2163 Round Mountain Rd	Walnut Shade, MO 65771	Taney
Forsyth Care Center	477 Coy Blvd PO Box 640	Forsyth, MO 65653	Taney
Golden Living Center - Branson	996 W State Hwy 248	Branson, MO 65616	Taney
Grayline/Branson Shuttle	155 Industrial Park Dr	Hollister, MO 65672	Taney
Happy Trails Charter	167 Gooseberry Court	Branson, MO 65616	Taney
Life Enhancement Village of Branson	421 Oakridge Rd	Walnut Shade, MO 65771	Taney
Ozark Mountain Manor/Lakeside Mountain	238 Harmony Heights	Forsyth, MO 65653	Taney
Ozark's Hospitality	120 1/2 N Commercial	Branson, MO 65616	Taney
Point Lookout Nursing & Rehab	11103 Historic Hwy 165	Hollister, MO 65672	Taney
Skaggs Community Health Center	PO Box 650	Branson, MO 65615	Taney
Spirit of Branson Tours	304 Truman Dr	Branson, MO 65616	Taney
Sweet Magnolia Tours	3044 Shepherd of the Hills Expy	Branson, MO 65616	Taney
Tantone Industries Inc	1629 E State Hwy 76	Branson, MO 65616	Taney
City of Marshfield	798 S Marshall	Marshfield, MO 65706	Webster
Fordland Clinic	1059 Barton Dr	Fordland, MO 65652	Webster
Glenwood Healthcare	PO Box 399	Seymour, MO 65746	Webster
Marshfield Care Center	800 S White Oak	Marshfield, MO 65706	Webster
WebCo	PO Box 486	Marshfield, MO 65706	Webster
Christian Associates	13192 St Hwy 13	Kimberling City, MO 65686	Stone
Tri-Lakes Community Health Center	11863 St Hwy 13	Kimberling City, MO 65686	Stone

Cox Family Health	2 Kimberling Blvd	Kimberling City, MO 65686	Stone
Workforce Development Board	2900 E Sunshine St	Springfield, MO 65806	Greene
Workforce Development Board	1143 N Robberson	Springfield, MO 65802	Greene
Workforce Development Board	2720 Shepherd of the Hills Expwy, Ste. B	Branson, MO 65616	Taney
HealthTran	2412 Hyde Park Road	Jefferson City, MO 65109	
OACAC Central Office	215 S. Barnes Ave.	Springfield, MO 65802	Greene
OATS Southwest Region	2909 N. Martin Avenue	Springfield, MO 65803	All

Appendix C
Press Releases

Southwest Missouri
Council of Governments

Southwest Missouri
Council of Governments

• P R E S S R E L E A S E •

FOR IMMEDIATE RELEASE
February 22, 2017

Megan Clark, Planner
417-836-6901

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments will be hosting a public meeting on Monday, February 27, 2017 from 9 am to 11 am, located at the Cassville City Hall, 300 Main St, Cassville, MO 65625. This meeting is to gather public input on the transportation needs of seniors and individuals who have disabilities or who are impoverished.

The regional Public Transportation and Human Services Transit Coordination Plan (TCP) will help to identify projects and organizations eligible for FTA Section 5310 grant funding. The input of area human service agencies and transportation providers will be combined with the results of a transportation user survey to update the current regional TCP.

The Transit Coordination Plan contains five key elements regarding transportation in the Ozarks. It contains demographic information about the area's population and information about local service providers. The TCP will also have a needs assessment and have identified strategies for addressing those needs; this survey will provide important information for that assessment. Finally, the document will outline an implementation strategy for improving transportation options for the area.

If you have any questions, please contact Megan Clark (MeganClark@missouristate.edu) or by phone at (417)836-6901.

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• PRESS RELEASE •

FOR IMMEDIATE RELEASE
February 22, 2017

Megan Clark, Planner
417-836-6901

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments will be hosting a public meeting on Wednesday, March 1, 2017 from 9 am to 11 am, located at the Highlandville City Hall, 216 Kentling Ave, Highlandville, MO 65669. This meeting is to gather public input on the transportation needs of seniors and individuals who have disabilities or who are impoverished.

The regional Public Transportation and Human Services Transit Coordination Plan (TCP) will help to identify projects and organizations eligible for FTA Section 5310 grant funding. The input of area human service agencies and transportation providers will be combined with the results of a transportation user survey to update the current regional TCP.

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FOR IMMEDIATE RELEASE
February 22, 2017

Megan Clark, Planner
417-836-6901

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments will be hosting a public meeting on Friday, March 3, 2017 from 9 am to 11 am, located at the Fair Grove City Hall, 81 S Orchard Blvd, Fair Grove, MO 65648. This meeting is to gather public input on the transportation needs of seniors and individuals who have disabilities or who are impoverished.

The regional Public Transportation and Human Services Transit Coordination Plan (TCP) will help to identify projects and organizations eligible for FTA Section 5310 grant funding. The input of area human service agencies and transportation providers will be combined with the results of a transportation user survey to update the current regional TCP.

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FOR IMMEDIATE RELEASE
February 22, 2017

Megan Clark, Planner
417-836-6901

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments will be hosting a public meeting on Monday, March 6, 2017 from 9 am to 11 am, located at the Marshfield Catholic Church, 515 E Washington St, Marshfield, MO 65706. This meeting is to gather public input on the transportation needs of seniors and individuals who have disabilities or who are impoverished.

The regional Public Transportation and Human Services Transit Coordination Plan (TCP) will help to identify projects and organizations eligible for FTA Section 5310 grant funding. The input of area human service agencies and transportation providers will be combined with the results of a transportation user survey to update the current regional TCP.

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FOR IMMEDIATE RELEASE
February 22, 2017

Megan Clark, Planner
417-836-6901

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments will be hosting a public meeting on Tuesday, February 28, 2017 from 1 pm to 3 pm, located at the Forsyth City Hall, 15405 US Hwy 160, Forsyth, MO 65653. This meeting is to gather public input on the transportation needs of seniors and individuals who have disabilities or who are impoverished.

The regional Public Transportation and Human Services Transit Coordination Plan (TCP) will help to identify projects and organizations eligible for FTA Section 5310 grant funding. The input of area human service agencies and transportation providers will be combined with the results of a transportation user survey to update the current regional TCP.

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FOR IMMEDIATE RELEASE
February 22, 2017

Megan Clark, Planner
417-836-6901

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments will be hosting a public meeting on Monday, March 6, 2017 from 9 am to 11 am, located at the Bolivar City Hall, 345 S Main Ave, Bolivar, MO 65613. This meeting is to gather public input on the transportation needs of seniors and individuals who have disabilities or who are impoverished.

The regional Public Transportation and Human Services Transit Coordination Plan (TCP) will help to identify projects and organizations eligible for FTA Section 5310 grant funding. The input of area human service agencies and transportation providers will be combined with the results of a transportation user survey to update the current regional TCP.

The Transit Coordination Plan contains five key elements regarding transportation in the Ozarks. It contains demographic information about the area's population and information about local service providers. The TCP will also have a needs assessment and have identified strategies for addressing those needs; this survey will provide important information for that assessment. Finally, the document will outline an implementation strategy for improving transportation options for the area.

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FOR IMMEDIATE RELEASE
February 22, 2017

Megan Clark, Planner
417-836-6901

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments will be hosting a public meeting on Wednesday, March 1, 2017 from 2 pm to 4 pm, located at the Kimberling City Community Center, 34 Kimberling Blvd, Kimberling City, MO 65686. This meeting is to gather public input on the transportation needs of seniors and individuals who have disabilities or who are impoverished.

The regional Public Transportation and Human Services Transit Coordination Plan (TCP) will help to identify projects and organizations eligible for FTA Section 5310 grant funding. The input of area human service agencies and transportation providers will be combined with the results of a transportation user survey to update the current regional TCP.

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FOR IMMEDIATE RELEASE
February 22, 2017

Megan Clark, Planner
417-836-6901

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments will be hosting a public meeting on Monday, February 27, 2017 from 2 pm to 4 pm, located at the Monett Justice Center, 1501 E Cleveland Ave, Monett, MO 65708. This meeting is to gather public input on the transportation needs of seniors and individuals who have disabilities or who are impoverished.

The regional Public Transportation and Human Services Transit Coordination Plan (TCP) will help to identify projects and organizations eligible for FTA Section 5310 grant funding. The input of area human service agencies and transportation providers will be combined with the results of a transportation user survey to update the current regional TCP.

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FOR IMMEDIATE RELEASE
February 22, 2017

Megan Clark, Planner
417-836-6901

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments will be hosting a public meeting on Friday, March 3, 2017 from 9 am to 11 am, located at the Fair Grove City Hall, 81 S Orchard Blvd, Fair Grove, MO 65648. This meeting is to gather public input on the transportation needs of seniors and individuals who have disabilities or who are impoverished.

The regional Public Transportation and Human Services Transit Coordination Plan (TCP) will help to identify projects and organizations eligible for FTA Section 5310 grant funding. The input of area human service agencies and transportation providers will be combined with the results of a transportation user survey to update the current regional TCP.

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FOR IMMEDIATE RELEASE
February 22, 2017

Megan Clark, Planner
417-836-6901

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments will be hosting a public meeting on Wednesday, March 8, 2017 from 9 am to 11 am, located at Engels Memorial Senior Center, 103 S Maple, Buffalo, MO. This meeting is to gather public input on the transportation needs of seniors and individuals who have disabilities or who are impoverished.

The regional Public Transportation and Human Services Transit Coordination Plan (TCP) will help to identify projects and organizations eligible for FTA Section 5310 grant funding. The input of area human service agencies and transportation providers will be combined with the results of a transportation user survey to update the current regional TCP.

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• P R E S S R E L E A S E •

FOR IMMEDIATE RELEASE
February 2, 2018

Megan Clark, Planner
meganclark@missouristate.edu

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments (SMCOG) will be hosting a public meeting on Wednesday, February 7 at 11 a.m. at the Marshfield Senior Center located at 427 W. Washington, Marshfield, MO. This purpose of this meeting is to collect public input regarding identified transportation needs and strategies for senior citizens, persons with disabilities, and those with low incomes. This is the final stage in the updating of the regional Public Transit Human-Services Transportation Coordination Plan (TCP).

Public input from human service agencies, transportation providers, and transportation users was sought via online survey and public meetings over the past 6-8 months. SMCOG staff has reviewed the survey results, and other public input provided, and identified regional needs pertaining to public transit. In order to address these needs, staff then developed strategies. SMCOG is now hosting a second round of public meetings to confirm that the identified needs are accurate, and assist in prioritizing strategies. The public is invited to attend the meeting and participate in the prioritization.

The regional TCP is updated every five years and covers Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties. This plan identifies transportation needs and enables eligible organizations to apply for FTA Section 5310 grant funding.

If you have any questions, please contact Megan Clark (MeganClark@missouristate.edu) or by phone at (417) 836-6901.

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Southwest Missouri
Council of Governments

• P R E S S R E L E A S E •

FOR IMMEDIATE RELEASE
January 4, 2018

Megan Clark, Planner
meganclark@missouristate.edu

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments (SMCOG) will be hosting a public meeting on Tuesday, January 9, 12:45 p.m.-1:45 p.m. at the Branson Senior Center located at 201 Compton Dr, Branson, MO. This purpose of this meeting is to collect public input regarding identified transportation needs and strategies for senior citizens, persons with disabilities, and those with low incomes. This is the final stage in the updating of the regional Public Transit Human-Services Transportation Coordination Plan (TCP).

Public input from human service agencies, transportation providers, and transportation users was sought via online survey and public meetings over the past 6-8 months. SMCOG staff has reviewed the survey results, and other public input provided, and identified regional needs pertaining to public transit. In order to address these needs, staff then developed strategies. SMCOG is now hosting a second round of public meetings to confirm that the identified needs are accurate, and assist in prioritizing strategies. The public is invited to attend the meeting and participate in the prioritization.

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If you have any questions, please contact Megan Clark (MeganClark@missouristate.edu) or by phone at (417) 836-6901.

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Southwest Missouri
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• PRESS RELEASE •

FOR IMMEDIATE RELEASE
January 4, 2018

Megan Clark, Planner
meganclark@missouristate.edu

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments (SMCOG) will be hosting a public meeting on Tuesday, January 9, 9 a.m.-10 a.m.at the Kimberling Area Senior Center located at 63 Kimberling Hills Blvd, Kimberling City, MO. This purpose of this meeting is to collect public input regarding identified transportation needs and strategies for senior citizens, persons with disabilities, and those with low incomes. This is the final stage in the updating of the regional Public Transit Human-Services Transportation Coordination Plan (TCP).

Public input from human service agencies, transportation providers, and transportation users was sought via online survey and public meetings over the past 6-8 months. SMCOG staff has reviewed the survey results, and other public input provided, and identified regional needs pertaining to public transit. In order to address these needs, staff then developed strategies. SMCOG is now hosting a second round of public meetings to confirm that the identified needs are accurate, and assist in prioritizing strategies. The public is invited to attend the meeting and participate in the prioritization.

The regional TCP is updated every five years and covers Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties. This plan identifies transportation needs and enables eligible organizations to apply for FTA Section 5310 grant funding.

If you have any questions, please contact Megan Clark (MeganClark@missouristate.edu) or by phone at (417) 836-6901.

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Southwest Missouri
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• PRESS RELEASE •

FOR IMMEDIATE RELEASE
January 11, 2018

Megan Clark, Planner
meganclark@missouristate.edu

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments (SMCOG) will be hosting a public meeting on Thursday, January 18 at 11 a.m. at the Polk County Senior Center located at 1850 W. Broadway, Bolivar, MO. This purpose of this meeting is to collect public input regarding identified transportation needs and strategies for senior citizens, persons with disabilities, and those with low incomes. This is the final stage in the updating of the regional Public Transit Human-Services Transportation Coordination Plan (TCP).

Public input from human service agencies, transportation providers, and transportation users was sought via online survey and public meetings over the past 6-8 months. SMCOG staff has reviewed the survey results, and other public input provided, and identified regional needs pertaining to public transit. In order to address these needs, staff then developed strategies. SMCOG is now hosting a second round of public meetings to confirm that the identified needs are accurate, and assist in prioritizing strategies. The public is invited to attend the meeting and participate in the prioritization.

The regional TCP is updated every five years and covers Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties. This plan identifies transportation needs and enables eligible organizations to apply for FTA Section 5310 grant funding.

If you have any questions, please contact Megan Clark (MeganClark@missouristate.edu) or by phone at (417) 836-6901.

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Southwest Missouri
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• PRESS RELEASE •

FOR IMMEDIATE RELEASE
December 20, 2017

Megan Clark, Planner
meganclark@missouristate.edu

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments (SMCOG) will be hosting a public meeting on Thursday, January 11 at 1:30 p.m. at the Fair Grove City Hall located at 81 S Orchard Blvd, Fair Grove, MO. This purpose of this meeting is to collect public input regarding identified transportation needs and strategies for senior citizens, persons with disabilities, and those with low incomes. This is the final stage in the updating of the regional Public Transit Human-Services Transportation Coordination Plan (TCP).

Public input from human service agencies, transportation providers, and transportation users was sought via online survey and public meetings over the past 6-8 months. SMCOG staff has reviewed the survey results, and other public input provided, and identified regional needs pertaining to public transit. In order to address these needs, staff then developed strategies. SMCOG is now hosting a second round of public meetings to confirm that the identified needs are accurate, and assist in prioritizing strategies. The public is invited to attend the meeting and participate in the prioritization.

The regional TCP is updated every five years and covers Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties. This plan identifies transportation needs and enables eligible organizations to apply for FTA Section 5310 grant funding.

If you have any questions, please contact Megan Clark (MeganClark@missouristate.edu) or by phone at (417) 836-6901.

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Southwest Missouri
Council of Governments

• P R E S S R E L E A S E •

FOR IMMEDIATE RELEASE
January 4, 2018

Megan Clark, Planner
meganclark@missouristate.edu

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments (SMCOG) will be hosting a public meeting on Thursday, January 11 at 10:30 a.m. at the Engels Memorial Senior Center located at 103 S. Maple in Buffalo, MO. This purpose of this meeting is to collect public input regarding identified transportation needs and strategies for senior citizens, persons with disabilities, and those with low incomes. This is the final stage in the updating of the regional Public Transit Human-Services Transportation Coordination Plan (TCP).

Public input from human service agencies, transportation providers, and transportation users was sought via online survey and public meetings over the past 6-8 months. SMCOG staff has reviewed the survey results, and other public input provided, and identified regional needs pertaining to public transit. In order to address these needs, staff then developed strategies. SMCOG is now hosting a second round of public meetings to confirm that the identified needs are accurate, and assist in prioritizing strategies. The public is invited to attend the meeting and participate in the prioritization.

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Southwest Missouri
Council of Governments

• P R E S S R E L E A S E •

FOR IMMEDIATE RELEASE
February 2, 2018

Megan Clark, Planner
meganclark@missouristate.edu

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments (SMCOG) will be hosting a public meeting on Monday, February 12 at 12:30 p.m. at the Dade County Senior Center located 58 N Allison Ave, Greenfield. This purpose of this meeting is to collect public input regarding identified transportation needs and strategies for senior citizens, persons with disabilities, and those with low incomes. This is the final stage in the updating of the regional Public Transit Human-Services Transportation Coordination Plan (TCP).

Public input from human service agencies, transportation providers, and transportation users was sought via online survey and public meetings over the past 6-8 months. SMCOG staff has reviewed the survey results, and other public input provided, and identified regional needs pertaining to public transit. In order to address these needs, staff then developed strategies. SMCOG is now hosting a second round of public meetings to confirm that the identified needs are accurate, and assist in prioritizing strategies. The public is invited to attend the meeting and participate in the prioritization.

The regional TCP is updated every five years and covers Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties, outside of the metro Springfield area. This plan identifies transportation needs and enables eligible organizations to apply for FTA Section 5310 grant funding.

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Southwest Missouri
Council of Governments

Southwest Missouri
Council of Governments

• PRESS RELEASE •

FOR IMMEDIATE RELEASE
January 18, 2018

Megan Clark, Planner
meganclark@missouristate.edu

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments (SMCOG) will be hosting a public meeting on Monday, January 22 at 1:00 p.m. at the Clever City Hall located at 304 S Clarke Ave in Clever, MO. This purpose of this meeting is to collect public input regarding identified transportation needs and strategies for senior citizens, persons with disabilities, and those with low incomes. This is the final stage in the updating of the regional Public Transit Human-Services Transportation Coordination Plan (TCP).

The regional TCP is updated every five years and covers Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties, outside of the metro Springfield area. SMCOG's TCP includes communities such as Billings, Clever, Boaz, Highlandville, Spokane, Sparta, and Chadwick. This plan identifies transportation needs and enables eligible organizations to apply for FTA Section 5310 grant funding.

Public input from human service agencies, transportation providers, and transportation users was sought via online survey and public meetings over the past 6-8 months. SMCOG staff has reviewed the survey results, and other public input provided, and identified regional needs pertaining to public transit. In order to address these needs, staff then developed strategies. SMCOG is now hosting a second round of public meetings to confirm that the identified needs are accurate, and assist in prioritizing strategies. The public is invited to attend the meeting and participate in the prioritization.

The regional TCP is updated every five years and covers Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties, outside of the metro Springfield area. This plan identifies transportation needs and enables eligible organizations to apply for FTA Section 5310 grant funding.

If you have any questions, please contact Megan Clark (MeganClark@missouristate.edu) or by phone at (417) 836-6901.

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Southwest Missouri
Council of Governments

• P R E S S R E L E A S E •

FOR IMMEDIATE RELEASE
January 22, 2018

Megan Clark, Planner
meganclark@missouristate.edu

Public Transportation Needs Meeting

The Southwest Missouri Council of Governments (SMCOG) will be hosting a public meeting on Thursday, January 25 at 11 a.m. at the Monett Senior Center located at 405 Dairy Street in Monett, MO. This purpose of this meeting is to collect public input regarding identified transportation needs and strategies for senior citizens, persons with disabilities, and those with low incomes. This is the final stage in the updating of the regional Public Transit Human-Services Transportation Coordination Plan (TCP).

Public input from human service agencies, transportation providers, and transportation users was sought via online survey and public meetings over the past 6-8 months. SMCOG staff has reviewed the survey results, and other public input provided, and identified regional needs pertaining to public transit. In order to address these needs, staff then developed strategies. SMCOG is now hosting a second round of public meetings to confirm that the identified needs are accurate, and assist in prioritizing strategies. The public is invited to attend the meeting and participate in the prioritization.

The regional TCP is updated every five years and covers Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney, and Webster counties. This plan identifies transportation needs and enables eligible organizations to apply for FTA Section 5310 grant funding.

If you have any questions, please contact Megan Clark (MeganClark@missouristate.edu) or by phone at (417) 836-6901.

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Appendix d

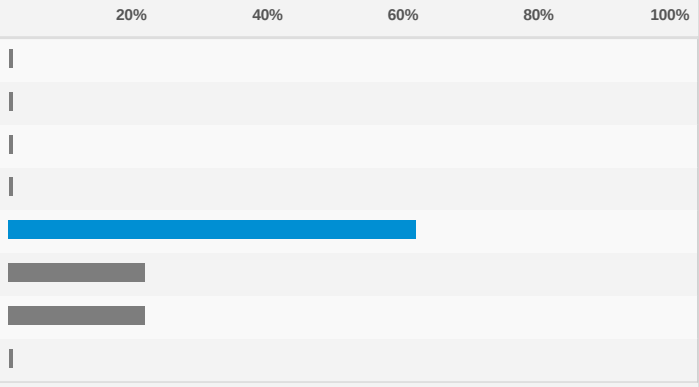
Survey Results

TCP Transportation Provider - COPIED - Dashboard

VIEWED	STARTED	COMPLETED	COMPLETION RATE	DROP OUTS	TIME TO COMPLETE
266	5	5	100%	0	11 mins

What type of transportation provider are you (Select all that apply)?

Answer	Count	Percent
Private/Commercial provider with handicapped accessibility	0	0%
Taxi Service	0	0%
Public Transit System	0	0%
Government Human Service Agency	0	0%
Private Non-Profit Human Service Agency	3	60%
Private Non-Profit Transportation Provider	1	20%
Private For-Profit Provider	1	20%
Other	0	0%
Total	**5**	**100 %**



What type of transportation provider are you (Select all that apply)? - Text Data for Other

Please describe your geographic service area (Include names of cities and counties served).

Please describe your geographic service area (Include names of cities and counties served).

04/21/2017	22898041	Bolivar city limits
03/27/2017	22124082	Marhsfield and surrounding area, including Niangua, north of James River, Northview, Ellkland, Fair Grove (Webster county side)
02/28/2017	21603052	Transportation-Greene & Christian Counties
02/27/2017	21588324	Webster County; Marshfield, Niangua, Fordland, Seymour, Rogersville, Radar
02/27/2017	21587518	Lawrence County

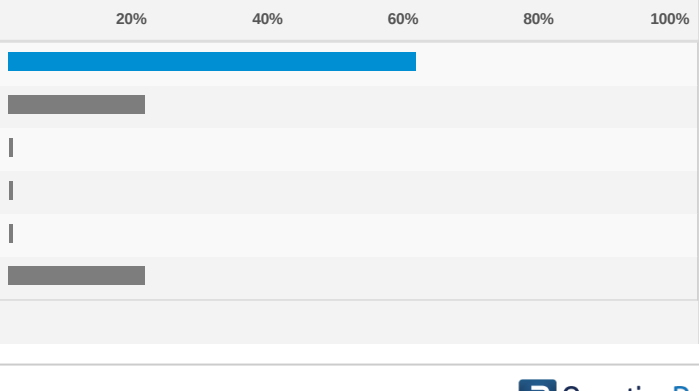
Please provide a mission statement for your organization or general description of services provided.

Please provide a mission statement for your organization or general description of services provided.

04/21/2017	22898041	Sheltered workshop. Provide meaningful work to people with disabilities.
03/27/2017	22124082	We want to be the provider for all things that apply to "aging". Information, Medicare, tax prep, meals DME - anything to people at home and out of
02/28/2017	21603052	Developmental Center of the Ozarks makes a positive difference in the community by providing services, which enable individuals to reach and maintain their optimal level of development.
02/27/2017	21588324	Web-co Custom Industries, Inc. is a community-based organization dedicated to providing paid, meaningful employment opportunities for people with disabilities in a safe, supportive and productive environment, which allows each person to achieve their potential and become as self-sufficient as possible.
02/27/2017	21587518	Our mission is to provide our seniors with transportation and homework/respite. Our goal is to maintain independence, self-respect and self-esteem and to enrich the lives of those in our care.

What services do you provide (Select all that apply)?

Answer	Count	Percent
Fixed Route with Fixed Schedule	3	60%
Door-to-Door	1	20%
Thru-the-door	0	0%
Demand Response/On Demand	0	0%
Same-day service	0	0%
Other	1	20%
Total	**5**	**100 %**



What services do you provide (Select all that apply)? - Text Data for Other

03/27/2017	22124082	Home delivered meals

What types of trips do you provide (medical, general transportation, social)?

What types of trips do you provide (medical, general transportation, social)?

04/21/2017	22898041	To and from work
03/27/2017	22124082	We have volunteers who provide transportationt o medical appts if OATS is unavailable on those days
02/28/2017	21603052	Transportation for adults enrolled in 2 programs at DCO, based on need and location
02/27/2017	21588324	We provide transportation to and from work only, Monday - Friday, only for our disabled employees, at no charge to them.
02/27/2017	21587518	Medical and necessary shopping

What destinations or areas do you serve most frequently?

What destinations or areas do you serve most frequently?

04/21/2017	22898041	Bolivar, MO
03/27/2017	22124082	All of Webster county north of james River
02/28/2017	21603052	Springfield (within a 10 mile radius of Center) and Christian County (1 pick up and drop off site)
02/27/2017	21588324	Fordland, Marshfield, Seymour, Niangua
02/27/2017	21587518	Springfield, Joplin

When is your service available (Select all that apply)?

Answer	Count	Percent	20% 40% 60% 80% 100%
Weekdays	5	100%	
Weekends	0	0%	
Evenings	0	0%	
24/7	0	0%	
Holidays	0	0%	
Selected Days Only	0	0%	
Total	**5**	**100 %**	

When is your service available (Select all that apply)? - Dynamic Text / Comments

04/21/2017	22898041	[Weekdays] Normal operating hours
03/27/2017	22124082	[Weekdays] n/a
02/28/2017	21603052	[Weekdays] Transportation 7:45am-8:45am and 3pm-4:15pm
02/27/2017	21588324	[Weekdays] 8 am to 2:30pm
02/27/2017	21587518	[Weekdays] 8:30-3:30

Are your transportation services restricted in any way (i.e. medical visits only, job training only, geographic restriction)?

Answer	Count	Percent	20% 40% 60% 80% 100%
Yes	5	100%	
No	0	0%	
Total	**5**	**100 %**	

Are your transportation services restricted in any way (i.e. medical visits only, job training only, geographic restriction)? - Dynamic Text / Comments

04/21/2017	22898041	[Yes] To and from work only
03/27/2017	22124082	[Yes] Medical visits and geographic restrictions
02/28/2017	21603052	[Yes] Only to and from DCO. Based on need and distance from Center. Budget and staffing.
02/27/2017	21588324	[Yes] the employees must arrive on time to work each morning

02/27/2017	21587518	[Yes] Our services are for medical appts and necessary shopping. That is how it was set up.

Please describe any coordination you have with other organizations regarding your transportation services.

Please describe any coordination you have with other organizations regarding your transportation services.

04/21/2017	22898041	When needed, we use OATS
03/27/2017	22124082	n/a
02/28/2017	21603052	Looking at a partnership with a transportation provider. Some individuals use Access Express or City Bus
02/27/2017	21588324	None
02/27/2017	21587518	N/A

For what age groups are your transportation services designed (Select all that apply)?

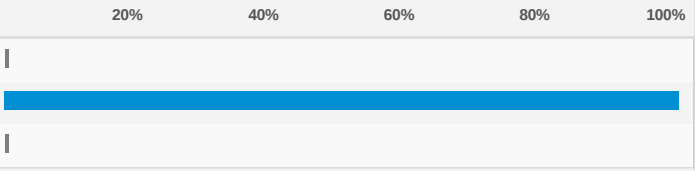
Answer	Count	Percent	20% 40% 60% 80% 100%
Under 18	0	0%	
18-54	2	22.22%	
55-65	2	22.22%	
Over 65	3	33.33%	
Any Age	0	0%	
Other	2	22.22%	
Total	**9**	**100 %**	

For what age groups are your transportation services designed (Select all that apply)? - Text Data for Other

02/28/2017	21603052	18 and over
02/27/2017	21587518	60 and over

Are your transportation services specifically targeted towards low-income individuals?

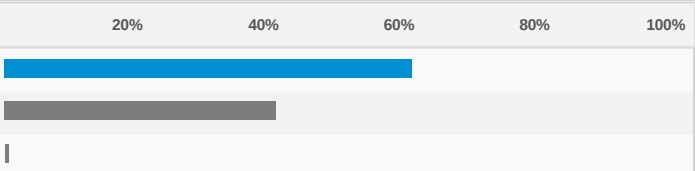
Answer	Count	Percent
Yes	0	0%
No	5	100%
Other	0	0%
Total	**5**	**100 %**



Are your transportation services specifically targeted towards low-income individuals? - Text Data for Other

Are your transportation services specificially targeted towards individuals with disabilities

Answer	Count	Percent
Yes	3	60%
No	2	40%
Other	0	0%
Total	**5**	**100 %**



Are your transportation services specificially targeted towards individuals with disabilities - Combined text data for OTHER & Dynamic Comment box

04/21/2017	22898041	[Yes] n/a
02/28/2017	21603052	[Yes] Developmental disabilities
02/27/2017	21588324	[Yes] Any that are certifiable by the DESE

Please describe any eligibility requirements users must meet to utilize your transportation services?

Please describe any eligibility requirements users must meet to utilize your transportation services?

04/21/2017	22898041	Must be working at BWS
03/27/2017	22124082	Over 60 with no other transportation options
02/28/2017	21603052	Enrolled at DCO (Adult Day Center or Day Habilitation) within 10 mile radius of Center or at Christian County pick up/drop off site with no other options
02/27/2017	21588324	They must be employees of Web-Co Custom Industries
02/27/2017	21587518	Our clients must be over 60 years of age and live in Lawrence County. They must be able to walk on their own and have no other means of transportation.

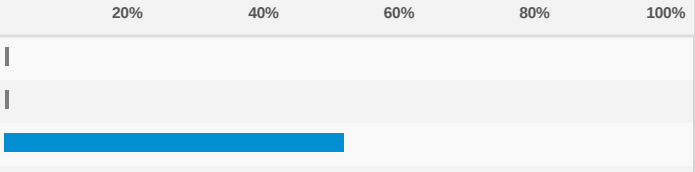
In what ways are you unable to meet know needs of your users/clients?

In what ways are you unable to meet know needs of your users/clients?

04/21/2017	22898041	Unable to transport employees outside of city limits due to lack of vans
03/27/2017	22124082	Funding - we have little, most people cannot afford and drivers want to be reimbursed
02/28/2017	21603052	We use primarily vans that hold 9 passengers including 1 or 2 people using wheelchairs. We have an older fleet of vans and limited staffing
02/27/2017	21588324	n/a
02/27/2017	21587518	Our service is done by volunteers. We have limited volunteers in the county, so we may not always have a driver for a trip.

What types of do you own (Select all that apply)?

Answer	Count	Percent
Cars	0	0%
Trucks	0	0%
Van	3	50%
Light Duty Buses	1	16.67%
Medium Duty Buses	1	16.67%
Other	1	16.67%
Total	**6**	**100 %**



Cars

No Data To Display

Cars

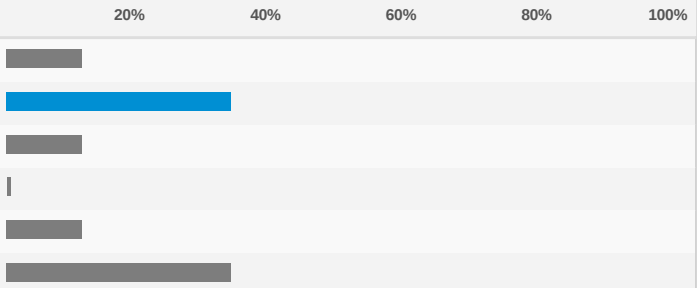
No Data To Display

Cars

No Data To Display

How are your transportation services funded (Select all that apply)?

Answer	Count	Percent
Charging Clients	1	11.11%
State Funds	3	33.33%
Federal Funds	1	11.11%
Donations/Fundraising/Volunteers	0	0%
City/County/Special transportation district funding	1	11.11%
Other	3	33.33%
Total	**9**	**100 %**

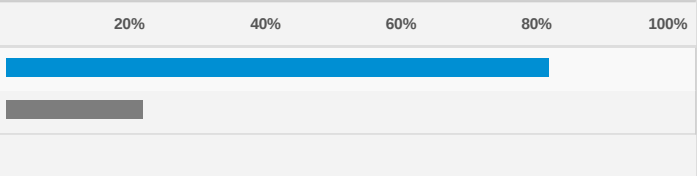


How are your transportation services funded (Select all that apply)? - Text Data for Other

04/21/2017	22898041	Income from products
02/27/2017	21588324	Self Funded, SB40, MoDot/Mehtap
02/27/2017	21587518	Tax Funds

Do you provide services for those unable to pay?

Answer	Count	Percent
Yes	4	80%
No	1	20%
Total	**5**	**100 %**



Fares

Fares

04/21/2017	22898041	$2/day/passenger ~ $6k/yr
03/27/2017	22124082	n/a
02/28/2017	21603052	Reimbursement rate for transportation services through Regional office
02/27/2017	21588324	$0, N/A
02/27/2017	21587518	0

FTA Grants

FTA Grants

04/21/2017	22898041	n/a
03/27/2017	22124082	n/a
02/28/2017	21603052	Not applicable
02/27/2017	21588324	N/A
02/27/2017	21587518	0

Other Sources of Revenue (please break down by source)

Other Sources of Revenue (please break down by source)

04/21/2017	22898041	SB40 funds
03/27/2017	22124082	Mileage is reimbursed by Agency on Aging
02/28/2017	21603052	Not applicable
02/27/2017	21588324	N/A
02/27/2017	21587518	LCTXBD

Please list specific planned projects and costs related to your transportation services (i.e. replacement of 2 vans : $50,000)

Please list specific planned projects and costs related to your transportation services (i.e. replacement of 2 vans : $50,000)

04/21/2017	22898041	Add a van ($25,000) - we currently do not have enough room to transport all employees
03/27/2017	22124082	Replacement of 1 van during the next 2 years
02/28/2017	21603052	Looking at collaboration with a transportation provider, cost TBD. Replacement of 2 vans $80,000
02/27/2017	21588324	We have a MoDot Rural grant request in now for a new light duty bus, $50,000
02/27/2017	21587518	We need more volunteer drivers

What do you think the needs of your transportation services are in the short term (1-6 years)? Please be as specific as possible.

What do you think the needs of your transportation services are in the short term (1-6 years)? Please be as specific as possible.

04/21/2017	22898041	2 vans; add another wheelchair-accessible van to help get all employees to work. Help w/ transportation costs to keep fares down for employees
03/27/2017	22124082	Continue as presently
02/28/2017	21603052	Replacement of 2 vans (minimum)
02/27/2017	21588324	It will increase as our employees numbers increase, I look for 3 additional buses
02/27/2017	21587518	Same as above

What do you think the needs of your transportation services are in the long-term (7-15 years)?

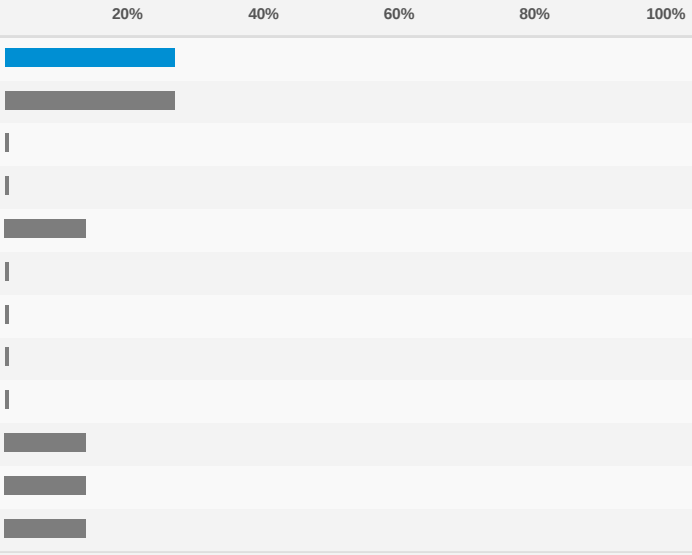
What do you think the needs of your transportation services are in the long-term (7-15 years)?

04/21/2017	22898041	Same - if company grows, more vans.

03/27/2017	22124082	n/a
02/28/2017	21603052	Replacement of 2 or more vans
02/27/2017	21588324	Same
02/27/2017	21587518	Same as above

Are you interested in expanding your specialized transportation services (Select all that apply)?

Answer	Count	Percent
No	2	25%
Geographic coverage	2	25%
Evening service	0	0%
Weekend service	0	0%
Handicapped-accessible service	1	12.5%
Door-to-door	0	0%
Lower fares	0	0%
Medical trips	0	0%
Non-medical trips	0	0%
Employment trips	1	12.5%
Inter-agency coordination	1	12.5%
Other	1	12.5%
Total	**8**	**100 %**



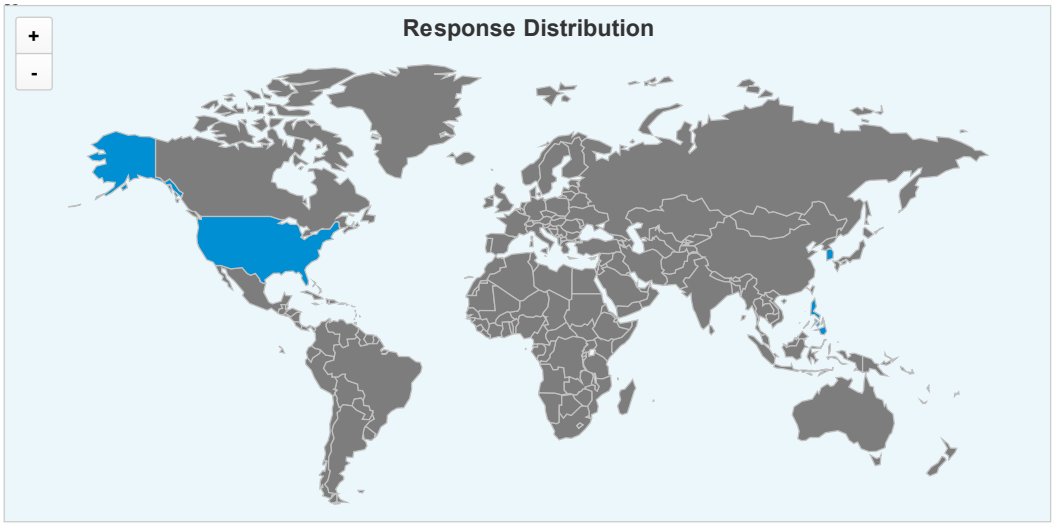
Are you interested in expanding your specialized transportation services (Select all that apply)? - Text Data for Other

03/27/2017	22124082	YES

QuestionPro

TCP Agency - Dashboard

VIEWED	STARTED	COMPLETED	COMPLETION RATE	DROP OUTS	TIME TO COMPLETE
323	25	10	40%	15	8 mins



Countries	Responses
US	92.00%
PH	4.00%
KR	4.00%
Total	**100.00%**

What type of organization are you?

Answer	Count	Percent
Government Human Service Agency	3	20%
Private Non-Profit Human Service Agency	7	46.67%
Other	5	33.33%
Total	**15**	**100 %**

What type of organization are you? - Text Data for Other

04/27/2017	23129224	Urban planning
03/14/2017	21885458	Education
03/14/2017	21885324	Hospital
03/10/2017	21797542	501c3
02/20/2017	21470023	Assisted Living Facility

As a human service agency, what type of clientele do your primarily serve (Select all that apply)?

Answer	Count	Percent
Elderly (65+)	8	19.05%
People with physical disabilities	9	21.43%
People with cognitive disabilities	7	16.67%
People with visual impairments	6	14.29%
People with limited incomes	10	23.81%
Other	2	4.76%
Total	**42**	**100 %**

As a human service agency, what type of clientele do your primarily serve (Select all that apply)? - Combined text data for OTHER & Dynamic Comment box

11/27/2017	30094972	All residents
04/27/2017	23129224	Everyone
04/05/2017	22338272	[People with physical disabilities] 18 years and up
04/05/2017	22338272	[People with cognitive disabilities] 18 and up

04/05/2017	22338272	[People with visual impairments] 18 and up
03/14/2017	21885324	[People with physical disabilities] NO
03/14/2017	21885324	[People with visual impairments] NO
03/14/2017	21885324	[People with limited incomes] Yes
03/14/2017	21883900	[People with limited incomes] No
03/13/2017	21874495	[People with physical disabilities] No
03/13/2017	21874495	[People with cognitive disabilities] No
03/13/2017	21874495	[People with visual impairments] No
03/13/2017	21874495	[People with limited incomes] No
03/03/2017	21653836	[People with limited incomes] Our services are income-based. Because of this, we serve all age ranges and a wide range of people with disabilities.
02/21/2017	21478604	[People with physical disabilities] We serve all ages of clients with physical disabilities
02/21/2017	21478604	[People with cognitive disabilities] We serve all ages of clients with cognitive disabilities
02/21/2017	21478604	[People with limited incomes] We serve all ages of clients with limited incomes.

Please describe your geographic service area (Please include names of cities and counties).

Please describe your geographic service area (Please include names of cities and counties).

11/27/2017	30094972	Corporate limits of City of Cassville
04/27/2017	23129224	SW Missouri
04/05/2017	22338272	Barry and Lawrence counties in Missouri, Cities of Monett, Purdy, Cassville, Aurora, Mt Vernon and Pierce City.
03/27/2017	22124035	All of Polk Co
03/27/2017	22123980	Lockwood, Greenfield, Dadeville, Everton, & rural areas in Dade county
03/27/2017	22123893	Lawrence County MO Miller to Monett
03/14/2017	21885458	SW MO
03/14/2017	21885324	Southwest Missouri
03/14/2017	21885182	Taney County is a rural county in Southwest Missouri. Taney County has approximately 59,000 population yet serves a tourist population of nearly 7 million persons annually. We do not have a public transit system.
03/14/2017	21883900	Stone and Taney counties
03/13/2017	21874495	Taney county, Branson, Hollister, Forsyth, Merriam woods, rockaway beach, kirbyville, Taneyville, Bradleyville, bull creek,
03/10/2017	21797542	same ten county area as smcog.org
03/03/2017	21653836	Our centers are county-based. I supervise the offices for Greene and Lawrence Counties. We also serve Barry, Christian, Dade, Dallas, Stone, Taney, Polk, and Webster.
02/21/2017	21478604	Dade County -Greenfield -South Greenfield -Lockwood -Dadeville -Everton -Arcola
02/20/2017	21470023	N/A

Please provide a mission statement for your agency or general description of services provided.

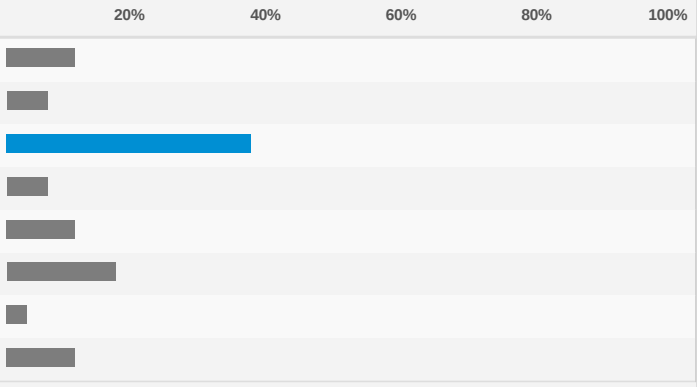
Please provide a mission statement for your agency or general description of services provided.

11/27/2017	30094972	Municipal services
04/27/2017	23129224	Urban Development Planning consultant
04/05/2017	22338272	It is the goal of the Monett Area Workshop to attain the highest level of employment possible for all disabled citizens, through diversified employment opportunities that compliment, or fairly compete with, the local business community.
03/27/2017	22124035	n/a
03/27/2017	22123980	To provide services to the low income socio-economic demographics. ultimately, we work to help them reach self-sufficiency
03/27/2017	22123893	Service individuals/families to graduate to self-sufficiency with respect & dignity
03/14/2017	21885458	Education
03/14/2017	21885324	To be the best for those who need us.
03/14/2017	21885182	We will improve the health of our community through leadership, collaboration, education and service.
03/14/2017	21883900	We seek to share God's love through whole person care.
03/13/2017	21874495	Local public health services, immunizations, family planning, wic, regulatory functions, food safety, disease prevention, etc.

03/10/2017	21797542	To empower, enrich lives of familys in our communities, provide opportunity, offer assistance, to make positive change.
03/03/2017	21653836	To enrich the lives of families and individuals within our communities by providing opportunities, offering assistance and empowering people to make positive change.
02/21/2017	21478604	OACAC is a nonprofit agency working to alleviate the causes and conditions of poverty in the Ozarks.
02/20/2017	21470023	Countryside Care Center, LLC is committed to the creation and maintenance of an environment that supports excellence in resident care.

How do you help your clients obtain transportation (Select all that apply)?

Answer	Count	Percent
We do not provide assistance with obtaining transportation	3	10%
Reserve/schedule transportation	2	6.67%
Refer clients to transportation providers	11	36.67%
Coordinate transportation connections	2	6.67%
Coordination with other agencies to schedule transportation	3	10%
Cover part of the cost for transportation	5	16.67%
Purchase transportation from a provider	1	3.33%
Other	3	10%
Total	**30**	**100 %**

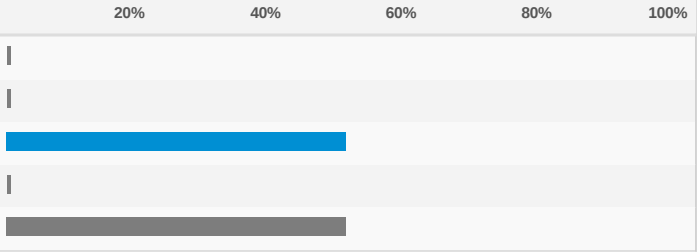


How do you help your clients obtain transportation (Select all that apply)? - Combined text data for OTHER & Dynamic Comment box

04/27/2017	23129224	Community development
04/05/2017	22338272	[Coordination with other agencies to schedule transportation] Barry and Lawrence Co. D.D. Boards and Oats
03/27/2017	22124035	[Coordination with other agencies to schedule transportation] OATS
03/27/2017	22123893	Occassionally provide financial assist. to clients for transportation needs
02/21/2017	21478604	gas vouchers

If you purchase transportation services, from what sources do the funds come (Select all that apply)?

Answer	Count	Percent
State funds	0	0%
Federal funds	0	0%
Donations/Fundraising/Volunteers	1	50%
City/County/Special transportation district funding	0	0%
Other	1	50%
Total	**2**	**100 %**

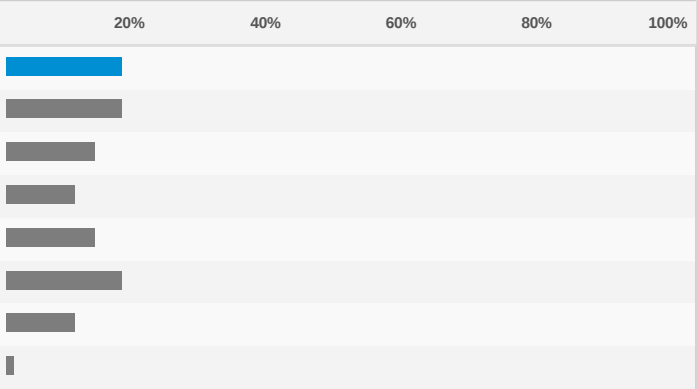


If you purchase transportation services, from what sources do the funds come (Select all that apply)? - Text Data for Other

03/10/2017	21797542	emergency funds

What type of mobility limitations do your clientel have (Select all that apply)?

Answer	Count	Percent
Age-Related	12	17.39%
Physical	12	17.39%
Cognitive	9	13.04%
Visual	7	10.14%
Remote location	9	13.04%
Financial limitations	12	17.39%
Lack of transit for reasons other than financial	7	10.14%
Other	1	1.45%
Total	**69**	**100 %**



What type of mobility limitations do your clientel have (Select all that apply)? - Text Data for Other

03/10/2017	21797542	poverty

What types of trips do your clients make?

What types of trips do your clients make?

04/27/2017	23129224	Urban
04/05/2017	22338272	We only are involved with to and from work.
03/27/2017	22124035	Doctors, dentists, stores, and churches
03/27/2017	22123980	Work, drs appts, etc.
03/27/2017	22123893	Dr appt. childcare, groceries, school, work, school activity/homework
03/14/2017	21885458	To attend classes
03/14/2017	21885182	Trips for medical appointments, screening tests and treatments.
03/14/2017	21885324	Medical and Healthcare needs
03/14/2017	21883900	primary and urgent medical care
03/13/2017	21874495	?
03/10/2017	21797542	Medical, work, shopping, general, job-seeking
02/21/2017	21478604	Medical appointments are the main thing our clients seem to need help with.
02/20/2017	21470023	Doctor's appointments, etc

What type of transportation services do your clients utilize (Select all that apply)?

Answer	Count	Percent	20% 40% 60% 80% 100%
Fixed Route with Fixed Schedule	12	33.33%	
Door-to-door	8	22.22%	
Thru-the-door	2	5.56%	
Demand response/on-demand	6	16.67%	
Same-day service	7	19.44%	
Other	1	2.78%	
Total	**36**	**100 %**	

What type of transportation services do your clients utilize (Select all that apply)? - Text Data for Other

03/14/2017	21885182	OATS Bus, Cabs

When do your clients need services (Select all that apply)?

Answer	Count	Percent	20% 40% 60% 80% 100%
Weekdays	13	44.83%	
Weekends	6	20.69%	
Evenings	6	20.69%	
24/7	2	6.9%	
Holidays	2	6.9%	
Other	0	0%	
Total	**29**	**100 %**	

When do your clients need services (Select all that apply)? - Text Data for Other

What destination are needed/most often requested by your clients that are not served? Please include names of cities or specific destinations.

What destination are needed/most often requested by your clients that are not served? Please include names of cities or specific destinations.

04/27/2017	23129224	Jobs, health Care
04/05/2017	22338272	n/a
03/27/2017	22124035	evening - weekend same day
03/27/2017	22123980	To drs appts and work out of county
03/27/2017	22123893	Work to & from local towns - Springfield/Joplin for work - groceries -libraries
03/14/2017	21885458	Taney OACAC office
03/14/2017	21885182	Rural Taney County, Protem, Cedarcreek, Ridgedale, Bradleyville, Taneyville
03/14/2017	21885324	Cox Medical Center Branson and its clinics
03/14/2017	21883900	Springfield, medical specialists
03/13/2017	21874495	Branson, Forsyth
03/10/2017	21797542	same day, emergency, out of town
02/21/2017	21478604	Bolivar Springfield Joplin Lamar
02/20/2017	21470023	N/A

How many of your clients rely on transportation services in an average week?

How many of your clients rely on transportation services in an average week?

04/27/2017	23129224	100%
04/05/2017	22338272	All of them to and from work. 35 employees
03/27/2017	22124035	20 to 30
03/27/2017	22123980	20
03/27/2017	22123893	80% +
03/14/2017	21885458	Don't know
03/14/2017	21885182	10
03/14/2017	21885324	1-3
03/14/2017	21883900	unknown
03/13/2017	21874495	?
03/10/2017	21797542	n/a; usually if they own a vehicle, lack of money for gas/attempts to use public transportation are limited by health or destination
02/21/2017	21478604	10
02/20/2017	21470023	15

What do you think the needs of your agency are in the short term (16 years) ? Please be as specific as possible.

What do you think the needs of your agency are in the short term (16 years) ? Please be as specific as possible.

04/05/2017	22338272	continue with Oats
03/27/2017	22124035	Same day service
03/27/2017	22123980	Funding for emergencies
03/27/2017	22123893	Provide $25 gas card per household
03/14/2017	21885458	Transportation to attend classes.
03/14/2017	21885324	Not sure
03/14/2017	21883900	Not sure how to reply since the definitions of short term and long term appear to be reversed. Short term we need consistent grant funding to fulfill our care model. Door to door transportation would make our clinic accessible to many more low income families in remote locations of Stone and Taney counties.
03/10/2017	21797542	Improved access for low income. Vehicle repair services. More limited notice transportation options

02/21/2017	21478604	I am unable to answer that at this time
02/20/2017	21470023	n/a

What do you think the needs of your agency are in the long term (7-15 years)?

What do you think the needs of your agency are in the long term (7-15 years)?

04/05/2017	22338272	continue with Oats
03/27/2017	22124035	More transportation with longer hours
03/27/2017	22123980	Funding is always huge
03/27/2017	22123893	Regional transportation system; distance and flexiblity; need to get from Monett/Aurora/Cassville to other cities for jobs
03/14/2017	21885458	Transportation to attend classes.
03/14/2017	21885324	Not sure
03/14/2017	21883900	Long term we need to develop a larger base of private donor funding to ensure continuity of care when grant funding fluctuates. Most of our clients have transportation, because we have few affordable alternatives. We are not in a position to know how many families cannot access our services because of transportation issues, but presumably that is a significant barrier for many elderly and low income households.
03/10/2017	21797542	Easier access, more user-friendly resources
02/21/2017	21478604	I am unable to answer that at this time
02/20/2017	21470023	n/a

In what ways would you consider coordinating with other agencies in providing transportation services for your clientele?

In what ways would you consider coordinating with other agencies in providing transportation services for your clientele?

04/05/2017	22338272	n/a
03/27/2017	22124035	n/a
03/27/2017	22123980	We work with every community resource the ability.
03/27/2017	22123893	Heritage Harmony House (Aurora) - volunteers provide transportation
03/14/2017	21885458	Not sure.
03/14/2017	21885324	Administration of the hospital would determine this
03/14/2017	21883900	We could schedule patients at times convenient to transportation schedules. We can provide information about transportation services to our clients.
03/10/2017	21797542	Information resources
02/21/2017	21478604	We focus on referrals to outside agencies
02/20/2017	21470023	n/a

Please provide any additional information you deem relevant to the transportation needs of seniors and individuals with disabilities.

Please provide any additional information you deem relevant to the transportation needs of seniors and individuals with disabilities.

04/05/2017	22338272	n/a
03/27/2017	22124035	
03/27/2017	22123980	OATS needs to keep being funded
03/27/2017	22123893	Need to get medical appointment (elderly mental health needs)
03/14/2017	21885458	
03/14/2017	21885324	I teach tobacco cessation classes and some need this service.
03/14/2017	21883900	I know of other areas with door to door public transportation services serving multi-county areas successfully. I don't know the cost to operate, but the model is used effectively elsewhere.
03/10/2017	21797542	Lack of income restricts access
02/21/2017	21478604	
02/20/2017	21470023	

TCP User - COPIED - Dashboard

VIEWED	STARTED	COMPLETED	COMPLETION RATE	DROP OUTS	TIME TO COMPLETE
66	57	27	47.37%	30	5 mins

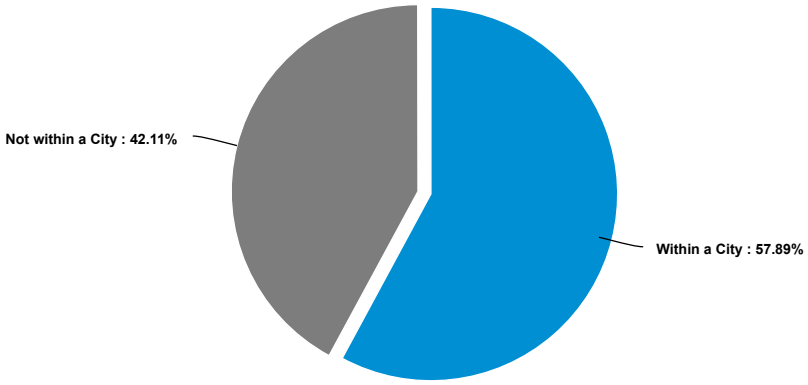
6. Please provide your 5-digit Zip Code.

Please provide your 5-digit Zip Code.

06/01/2017	24022817	65613
04/26/2017	23110683	65708
04/26/2017	23110619	65708
04/26/2017	23110564	65708
04/26/2017	23110513	0000
04/26/2017	23109658	65708
04/26/2017	23109546	000
04/12/2017	22453969	65803
04/05/2017	22336703	65613
03/30/2017	22207671	65807
03/30/2017	22202124	65648
03/27/2017	22123844	65622
03/27/2017	22123810	65622
03/27/2017	22123759	65644
03/27/2017	22123723	65622
03/27/2017	22123668	65622
03/27/2017	22123629	65622
03/27/2017	22123556	65663
03/27/2017	22123475	65767
03/27/2017	22123434	65622
03/27/2017	22123372	65625
03/27/2017	22123295	65706
03/27/2017	22122864	65613
03/27/2017	22122792	65706
03/27/2017	22122745	65706
03/27/2017	22122651	00000
03/21/2017	22018481	65613
03/15/2017	21907785	65613
03/15/2017	21907476	65625
03/15/2017	21904217	65613
03/14/2017	21894825	65616
03/12/2017	21846149	65624
03/10/2017	21797613	65803
03/02/2017	21636226	65624
03/01/2017	21617066	65616
02/28/2017	21602966	65802
02/27/2017	21587492	65605
02/23/2017	21542249	65706

02/17/2017	21443514	65806
02/17/2017	21443483	65806

8. I live:



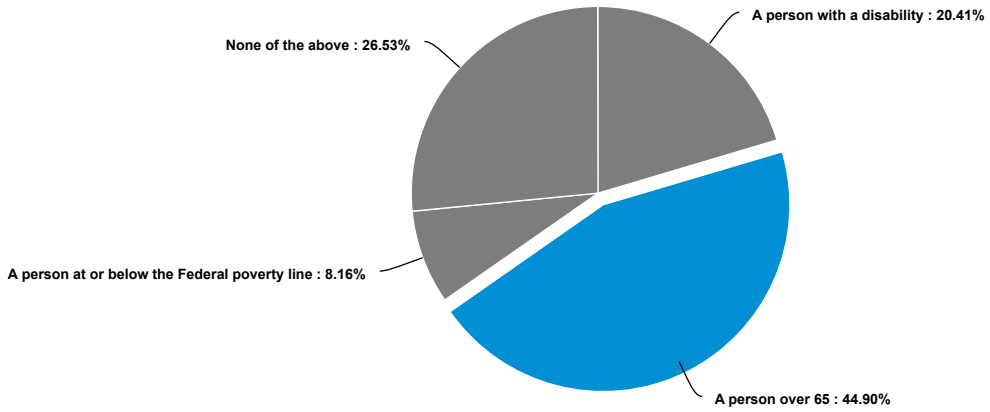
Answer	Count	Percent	20% 40% 60% 80% 100%
Not within a City	16	42.11%	
Within a City	22	57.89%	
Total	**38**	**100 %**	

I live: - Dynamic Text / Comments

06/01/2017	24022817	[Within a City] Bolivar
04/26/2017	23110683	[Within a City] Monett
04/26/2017	23110619	[Within a City] Monett
04/26/2017	23110564	[Within a City] Monett
04/26/2017	23110513	[Within a City] Monett
04/26/2017	23109658	[Within a City] Monett
04/26/2017	23109546	[Within a City] Monte
04/12/2017	22453969	[Within a City] Springfield
03/30/2017	22207671	[Within a City] Springfield
03/30/2017	22202124	[Not within a City] Northern Greene County
03/27/2017	22123844	[Within a City] Buffalo
03/27/2017	22123810	[Not within a City] south of Buffalo
03/27/2017	22123759	[Not within a City] SE of Buffalo, Elkland, MO
03/27/2017	22123723	[Within a City] Buffalo
03/27/2017	22123668	[Not within a City] South of Buffalo on 65 & 4 miles before Fair Grove
03/27/2017	22123629	[Within a City] Buffalo
03/27/2017	22123556	[Not within a City] Polk Co.
03/27/2017	22123475	[Within a City] Urbana
03/27/2017	22123434	[Within a City] Buffalo
03/27/2017	22123372	[Not within a City] 4 miles SE of Cassville
03/27/2017	22123295	[Not within a City] Marshfield
03/27/2017	22122864	[Not within a City] North of Bolivar - Polk County
03/27/2017	22122792	[Within a City] Marshfield
03/27/2017	22122745	[Not within a City] North of Marshfield
03/27/2017	22122651	[Not within a City] Buffalo outside in Dallas county

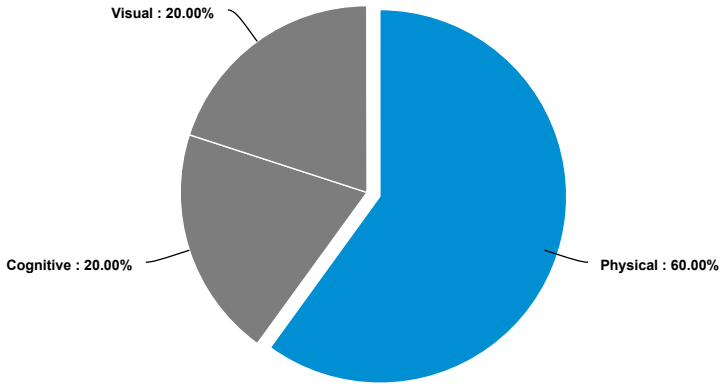
03/21/2017	22018481	[Not within a City] Outskirts of Bolivar, Polk County
03/15/2017	21907785	[Within a City] Bolivar
03/15/2017	21907476	[Within a City] Cassville
03/15/2017	21904217	[Within a City] bolivar
03/14/2017	21894825	[Within a City] Branson
03/12/2017	21846149	[Not within a City] middle of Stone County, Cape Fair
03/02/2017	21636226	[Not within a City] Cape Fair, part of Stone county, population around 300. Very rural with poor public transportation.
02/28/2017	21602966	[Within a City] Ozark
02/27/2017	21587492	[Not within a City] Northern Barry
02/23/2017	21542249	[Within a City] Marshfield
02/17/2017	21443514	[Within a City] 65465
02/17/2017	21443483	[Not within a City] 64654

10. Please check the statements you identify with (Select all that apply).



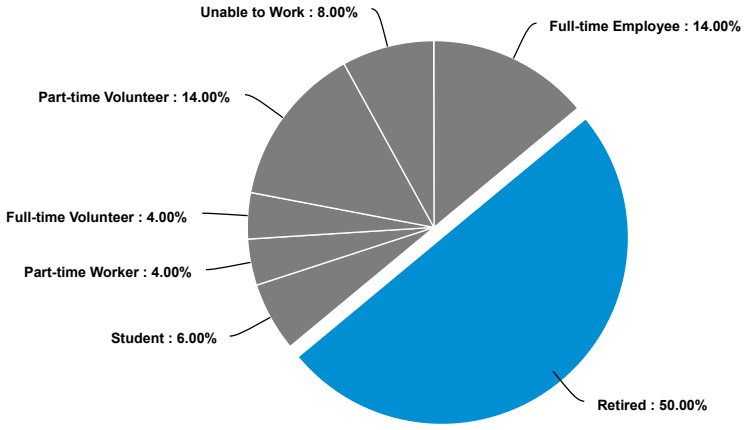
Answer	Count	Percent	20% 40% 60% 80% 100%
A person at or below the Federal poverty line	4	8.16%	
A person with a disability	10	20.41%	
None of the above	13	26.53%	
A person over 65	22	44.9%	
Total	**49**	**100 %**	

12. What types of disabilities do you have (Select all that apply)?



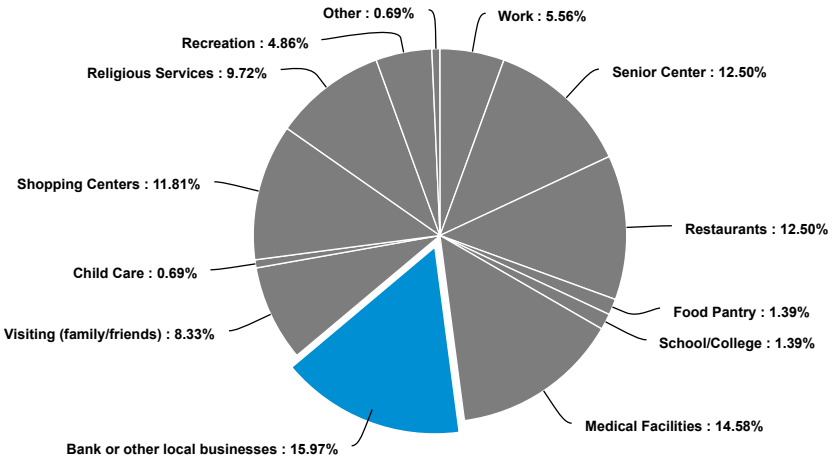
Answer	Count	Percent	20% 40% 60% 80% 100%
Cognitive	3	20%	
Visual	3	20%	
Physical	9	60%	
Total	**15**	**100 %**	

14. Please check the statements you identify with (Select all that apply).



Answer	Count	Percent	20% 40% 60% 80% 100%
Part-time Worker	2	4%	
Full-time Volunteer	2	4%	
Student	3	6%	
Unable to Work	4	8%	
Full-time Employee	7	14%	
Part-time Volunteer	7	14%	
Retired	25	50%	
Total	**50**	**100 %**	

17. Where do you go on a regular basis (Select all that apply)?

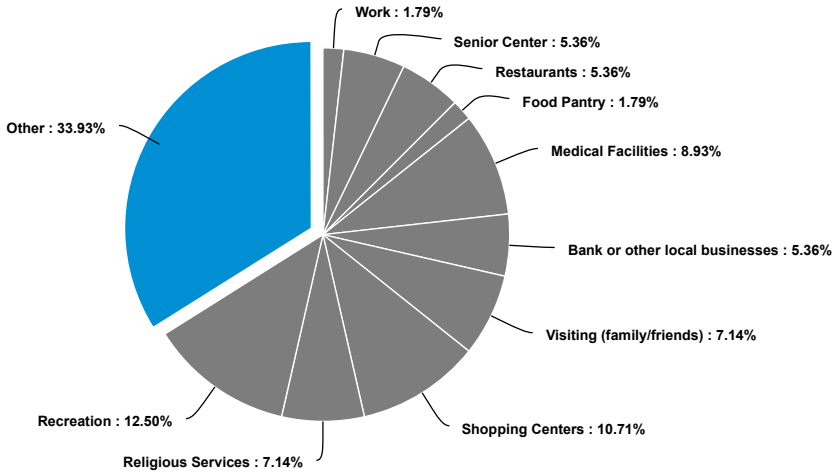


Answer	Count	Percent	20% 40% 60% 80% 100%
I am unable to leave my home on a regular basis	0	0%	
Child Care	1	0.69%	
Other	1	0.69%	
Food Pantry	2	1.39%	
School/College	2	1.39%	
Recreation	7	4.86%	
Work	8	5.56%	
Visiting (family/friends)	12	8.33%	
Religious Services	14	9.72%	
Shopping Centers	17	11.81%	
Senior Center	18	12.5%	
Restaurants	18	12.5%	
Medical Facilities	21	14.58%	
Bank or other local businesses	23	15.97%	
Total	**144**	**100 %**	

Where do you go on a regular basis (Select all that apply)? - Text Data for Other

03/27/2017	22123372	Day trips church bus

19. Where do you find it difficult to visit (Select all that apply)?



Answer	Count	Percent	20% 40% 60% 80% 100%
School/College	0	0%	

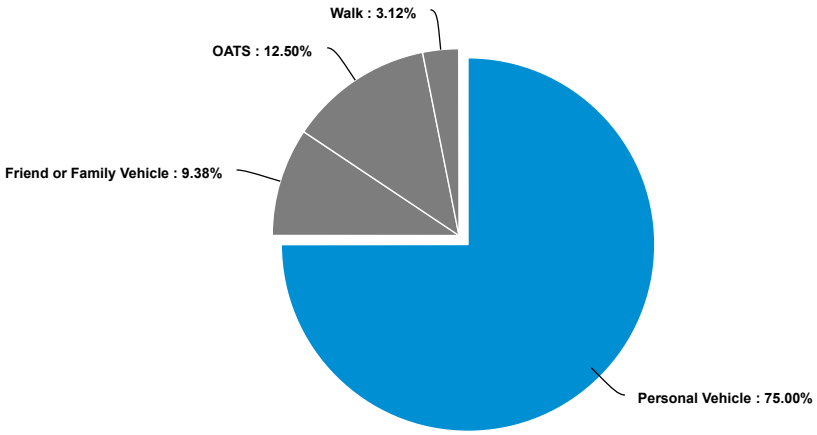
QuestionPro

Child Care	0	0%
I am unable to leave my home on a regular basis	0	0%
Work	1	1.79%
Food Pantry	1	1.79%
Senior Center	3	5.36%
Restaurants	3	5.36%
Bank or other local businesses	3	5.36%
Visiting (family/friends)	4	7.14%
Religious Services	4	7.14%
Medical Facilities	5	8.93%
Shopping Centers	6	10.71%
Recreation	7	12.5%
Other	19	33.93%
Total	**56**	**100 %**

Where do you find it difficult to visit (Select all that apply)? - Text Data for Other

06/01/2017	24022817	anything that concerns a lot of long walking
04/26/2017	23110683	None
04/26/2017	23110619	n/a
04/26/2017	23110513	n/a
03/30/2017	22207671	none
03/27/2017	22123810	n/a
03/27/2017	22123759	n/a
03/27/2017	22123723	n/a
03/27/2017	22123668	n/a
03/27/2017	22123556	n/a
03/27/2017	22123434	n/a
03/27/2017	22123372	n/a
03/27/2017	22123295	none
03/27/2017	22122745	n/a
03/27/2017	22122651	n/a
03/21/2017	22018481	Farmers market
03/12/2017	21846149	able to drive
02/28/2017	21602966	None
02/23/2017	21542249	none

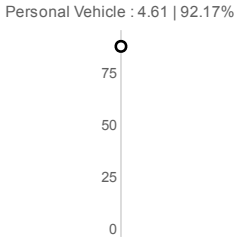
21. What means of transportation do you use most (primary mode of transportation)?



Answer	Count	Percent
Van or Bus provided by my agency	0	0%
Taxi	0	0%
Bike	0	0%
I am unable to leave my home on a regular basis	0	0%
Other	0	0%
Walk	1	3.12%
Friend or Family Vehicle	3	9.38%
OATS	4	12.5%
Personal Vehicle	24	75%
Total	**32**	**100 %**

What means of transportation do you use most (primary mode of transportation)? - Text Data for Other

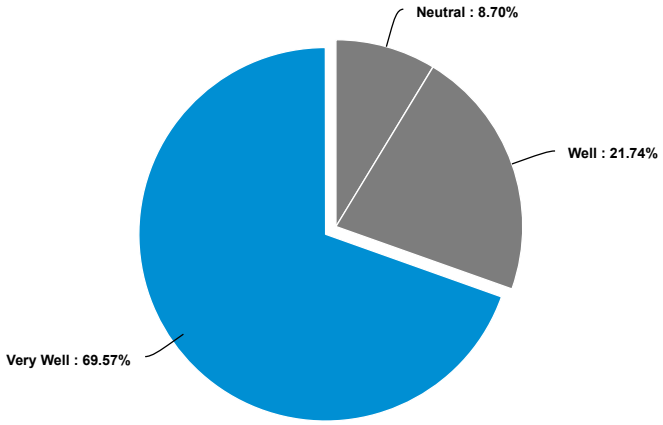
23. How well does your personal vehicle meet your transportation needs?



Question	Count	Score
Personal Vehicle	23	4.61
	Average	**4.61**

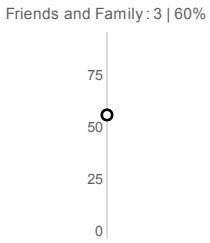
Personal Vehicle

QuestionPro



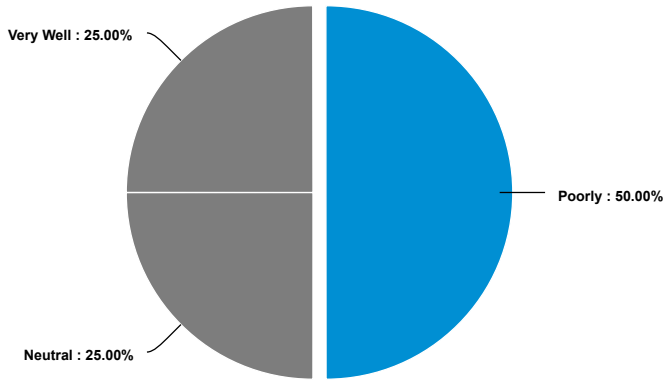
Answer	Count	Percent	20% 40% 60% 80% 100%
Very Poorly	0	0%	
Poorly	0	0%	
Neutral	2	8.7%	
Well	5	21.74%	
Very Well	16	69.57%	
Total	**23**	**100 %**	

25. How well does your family and friends meet your transportation needs?



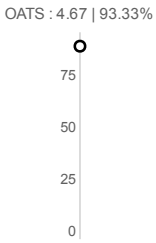
Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
Friends and Family	4	3					
	Average	**3**					

Friends and Family



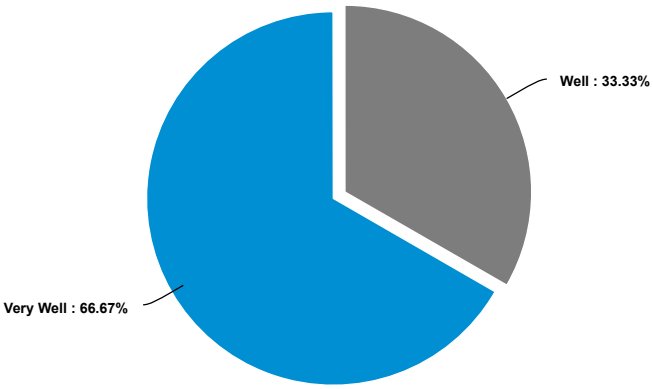
Answer	Count	Percent	20% 40% 60% 80% 100%
Very Poorly	0	0%	
Poorly	2	50%	
Neutral	1	25%	
Well	0	0%	
Very Well	1	25%	
Total	**4**	**100 %**	

27. How well does OATS meet your transportation needs?



Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
OATS	3	4.67					
	Average	4.67					

OATS



Answer	Count	Percent	20%	40%	60%	80%	100%
Very Poorly	0	0%					
Poorly	0	0%					
Neutral	0	0%					
Well	1	33.33%					
Very Well	2	66.67%					
Total	3	100 %					

29. How well does the van or bus provided by your agency meet your transportation needs?

Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
Agency Vehicle	0	0					
	Average	0					

Agency Vehicle

Answer	Count	Percent	20%	40%	60%	80%	100%

QuestionPro

Very Poorly	0	0%
Poorly	0	0%
Neutral	0	0%
Well	0	0%
Very Well	0	0%
Total	**0**	**0 %**

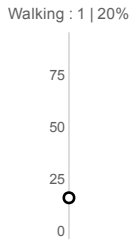
31. How well does taxi service meet your transportation needs?

Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
Taxi	0	0					
	Average	**0**					

Taxi

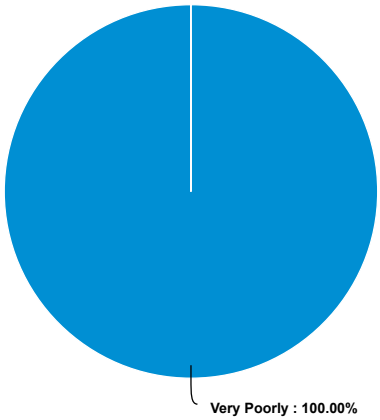
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Poorly	0	0%					
Poorly	0	0%					
Neutral	0	0%					
Well	0	0%					
Very Well	0	0%					
Total	**0**	**0 %**					

33. How well does walking meet your transportation needs?



Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
Walking	1	1					
	Average	**1**					

Walking



Answer	Count	Percent	20% 40% 60% 80% 100%
Very Poorly	1	100%	
Poorly	0	0%	
Neutral	0	0%	
Well	0	0%	
Very Well	0	0%	
Total	**1**	**100 %**	

35. How well does biking meet your transportation needs?

Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
Biking	0	0					
	Average	**0**					

Biking

Answer	Count	Percent	20% 40% 60% 80% 100%
Very Poorly	0	0%	
Poorly	0	0%	
Neutral	0	0%	
Well	0	0%	
Very Well	0	0%	
Total	**0**	**0 %**	

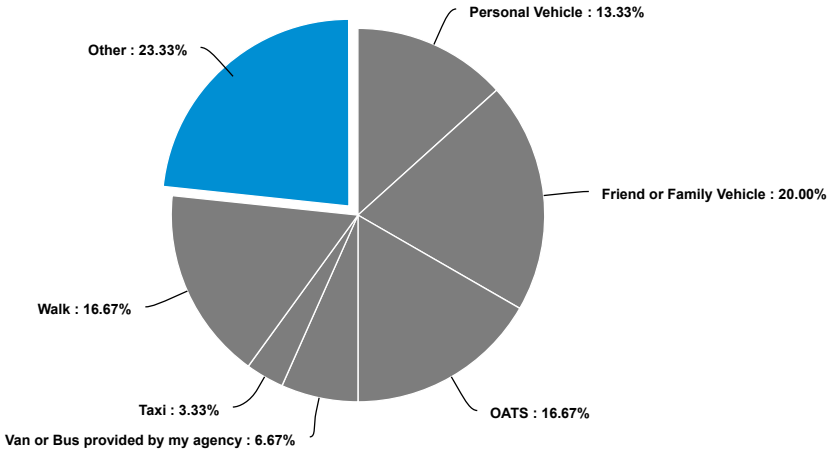
37. How well does this other mode of transportation meet your transportation needs?

Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
Other Mode	0	0					
	Average	**0**					

Other Mode

Answer	Count	Percent	20% 40% 60% 80% 100%
Very Poorly	0	0%	
Poorly	0	0%	
Neutral	0	0%	
Well	0	0%	
Very Well	0	0%	
Total	**0**	**0 %**	

39. What is another means of transportation rely on (secondary mode of transportation)?

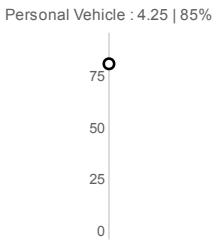


Answer	Count	Percent	20% 40% 60% 80% 100%
Bike	0	0%	
I am unable to leave my home on a regular basis	0	0%	
Taxi	1	3.33%	
Van or Bus provided by my agency	2	6.67%	
Personal Vehicle	4	13.33%	
OATS	5	16.67%	
Walk	5	16.67%	
Friend or Family Vehicle	6	20%	
Other	7	23.33%	
Total	**30**	**100 %**	

What is another means of transportation rely on (secondary mode of transportation)? - Text Data for Other

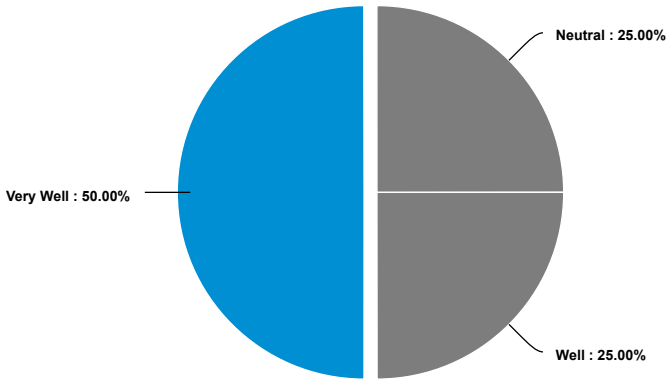
04/26/2017	23110683	None
04/26/2017	23110513	n/a
04/26/2017	23109658	n/a
03/27/2017	22123629	n/a
03/27/2017	22123434	n/a
03/27/2017	22123295	n/a
03/14/2017	21894825	work provided vehicle

41. How well does your personal vehicle meet your transportation needs (secondary mode of transportation)?



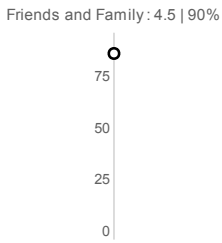
Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
Personal Vehicle	4	4.25					
	Average	4.25					

Personal Vehicle



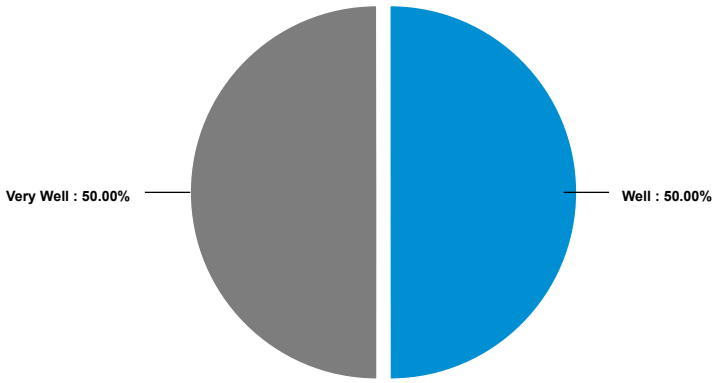
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Poorly	0	0%					
Poorly	0	0%					
Neutral	1	25%					
Well	1	25%					
Very Well	2	50%					
Total	4	100 %					

43. How well do your family and friends meet your transportation needs (secondary mode of transportation)?



Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
Friends and Family	6	4.5					
	Average	4.5					

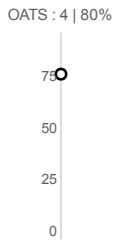
Friends and Family



Answer	Count	Percent	20%	40%	60%	80%	100%
Very Poorly	0	0%					
Poorly	0	0%					
Neutral	0	0%					
Well	3	50%					
Very Well	3	50%					
Total	6	100 %					

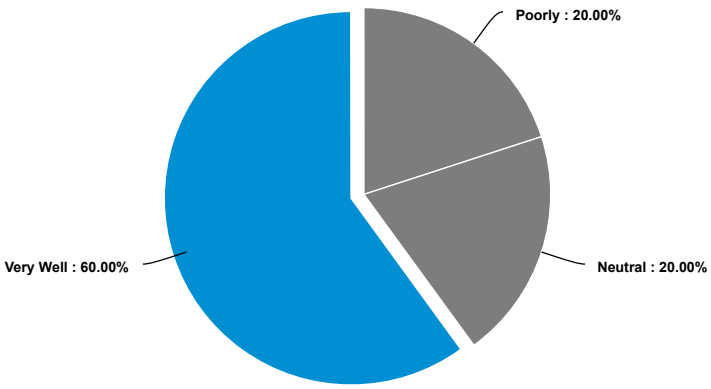
45. How well does OATS meet your transportation needs (secondary mode of transportation)?

QuestionPro



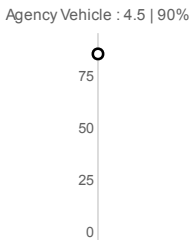
Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
OATS	5	4					
	Average	4					

OATS



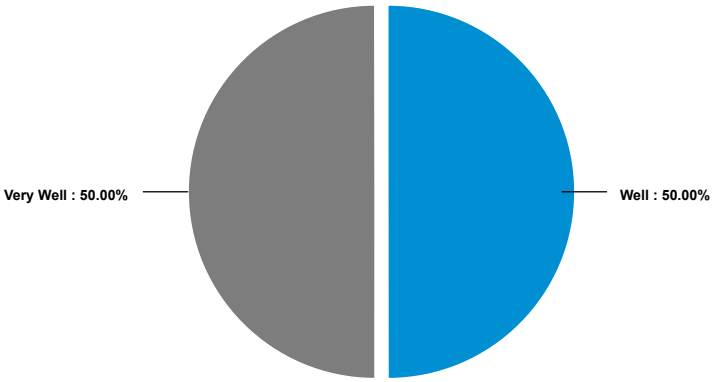
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Poorly	0	0%					
Poorly	1	20%					
Neutral	1	20%					
Well	0	0%					
Very Well	3	60%					
Total	5	100 %					

47. How well does the van or bus provided by your agency meet your transportation needs (secondary mode of transportation)?



Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
Agency Vehicle	2	4.5					
	Average	4.5					

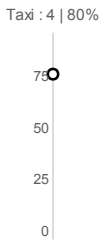
Agency Vehicle



Answer	Count	Percent	20%	40%	60%	80%	100%
Very Poorly	0	0%					
Poorly	0	0%					
Neutral	0	0%					
Well	1	50%					
Very Well	1	50%					
Total	2	100 %					

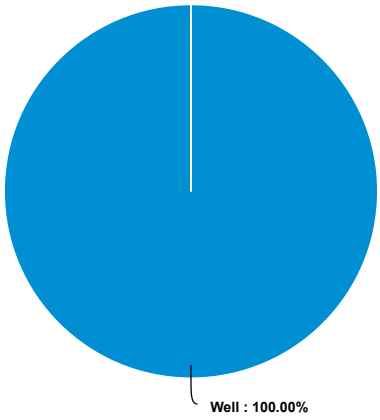
49. How well does taxi service meet your transportation needs (secondary mode of transportation)?

QuestionPro



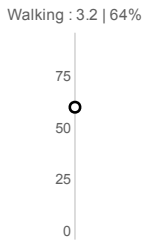
Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
Taxi	1	4					
	Average	4					

Taxi



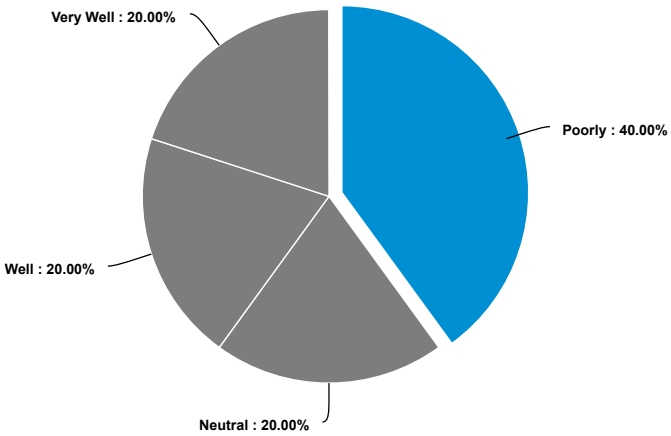
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Poorly	0	0%					
Poorly	0	0%					
Neutral	0	0%					
Well	1	100%					
Very Well	0	0%					
Total	1	100 %					

51. How well does walking meet your transportation needs (secondary mode of transportation)?



Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
Walking	5	3.2					
	Average	3.2					

Walking



Answer	Count	Percent	20%	40%	60%	80%	100%
Very Poorly	0	0%					
Poorly	2	40%					
Neutral	1	20%					
Well	1	20%					
Very Well	1	20%					
Total	5	100 %					

53. How well does biking meet your transportation needs (secondary mode of transportation)?

Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
Biking	0	0					
	Average	0					

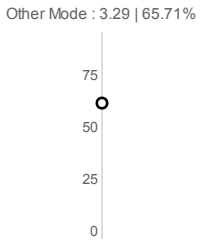
Biking

Answer	Count	Percent	20%	40%	60%	80%	100%
Very Poorly	0	0%					
Poorly	0	0%					
Neutral	0	0%					

QuestionPro

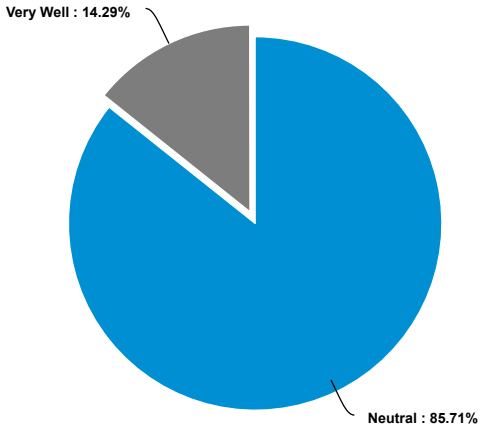
Well	0	0%
Very Well	0	0%
Total	**0**	**0 %**

55. How well does this other mode of transportation meet your transportation needs (secondary mode of transportation)?



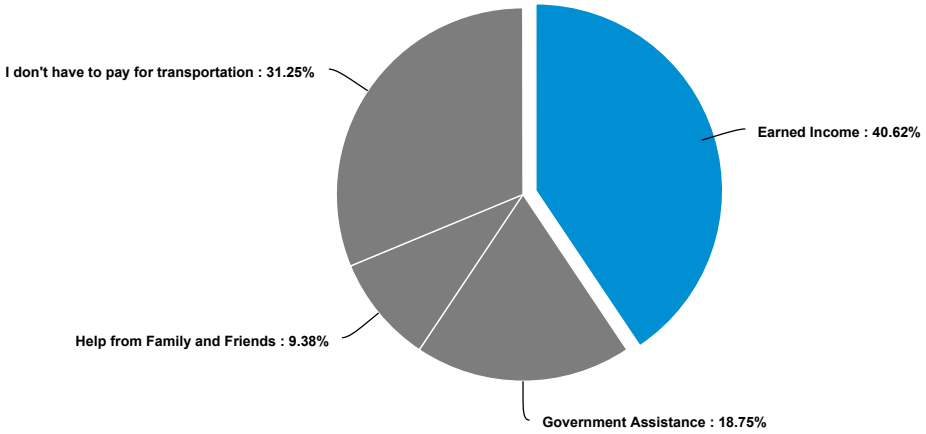
Question	Count	Score	Very Poorly	Poorly	Neutral	Well	Very Well
Other Mode	7	3.29					
	Average	**3.29**					

Other Mode



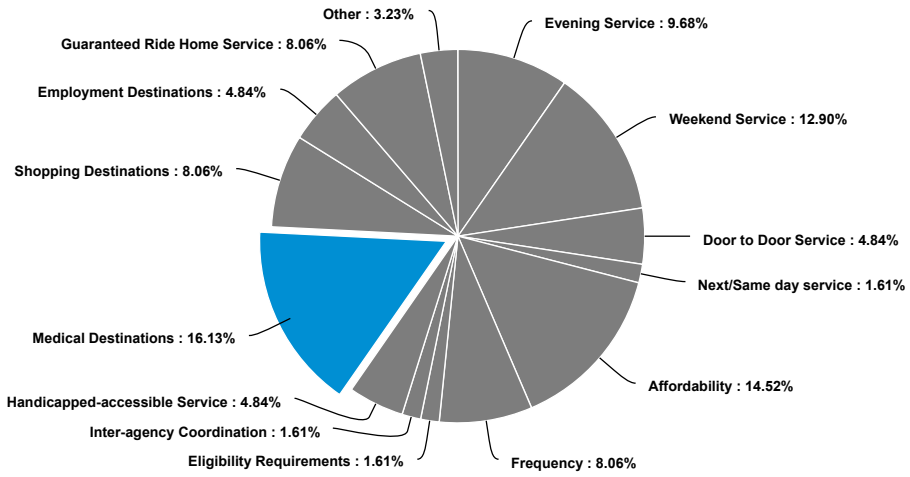
Answer	Count	Percent	20%	40%	60%	80%	100%
Very Poorly	0	0%					
Poorly	0	0%					
Neutral	6	85.71%					
Well	0	0%					
Very Well	1	14.29%					
Total	**7**	**100 %**					

57. How do you pay for your transportation (Select all that apply)?



Answer	Count	Percent	20% 40% 60% 80% 100%
Help from Family and Friends	3	9.38%	
Government Assistance	6	18.75%	
I don't have to pay for transportation	10	31.25%	
Earned Income	13	40.62%	
Total	**32**	**100 %**	

60. What can be changed to better meet your transportation needs (select up to three)?



Answer	Count	Percent	20% 40% 60% 80% 100%
Through the door service	0	0%	
Next/Same day service	1	1.61%	
Eligibility Requirements	1	1.61%	
Inter-agency Coordination	1	1.61%	
Other	2	3.23%	
Door to Door Service	3	4.84%	
Handicapped-accessible Service	3	4.84%	
Employment Destinations	3	4.84%	
Frequency	5	8.06%	
Shopping Destinations	5	8.06%	
Guaranteed Ride Home Service	5	8.06%	
Evening Service	6	9.68%	
Weekend Service	8	12.9%	

Affordability	9	14.52%	
Medical Destinations	10	16.13%	
Total	**62**	**100 %**	

What can be changed to better meet your transportation needs (select up to three)? - Text Data for Other

04/26/2017	23109658	Nothing
03/15/2017	21907785	can not get into OATS at all when I have appointments

62. What destinations would you like improved access to?

What destinations would you like improved access to?

06/01/2017	24022817	To appts to Springfield. To go to the city to see family.
04/26/2017	23110683	N/a
04/26/2017	23110619	n/a
04/26/2017	23110564	n/a
04/26/2017	23110513	n/a
04/26/2017	23109658	n/a
04/26/2017	23109546	N/A
03/30/2017	22207671	too many stops on the bus
03/27/2017	22123844	Tunis Amish
03/27/2017	22123810	n/a
03/27/2017	22123759	n/a
03/27/2017	22123723	n/a
03/27/2017	22123668	n/a
03/27/2017	22123629	Bank, grocery store, doctor
03/27/2017	22123556	n/a
03/27/2017	22123475	doctors apt., grocery, anywhere
03/27/2017	22123434	n/a
03/27/2017	22123372	medical specialists
03/27/2017	22123295	plays evenings weekends
03/27/2017	22122792	any place for people w/out a private car
03/27/2017	22122745	n/a
03/27/2017	22122651	None
03/21/2017	22018481	Weekend and afternoon access
03/15/2017	21907785	Doctors
03/14/2017	21894825	Though downtown Branson
03/02/2017	21636226	medical appointments, shopping
02/23/2017	21542249	Locals need transportation to jobs in Springfield, Lebanon, after hours locally.

64. What other comments would you like to make about transportation choices in the Ozarks?

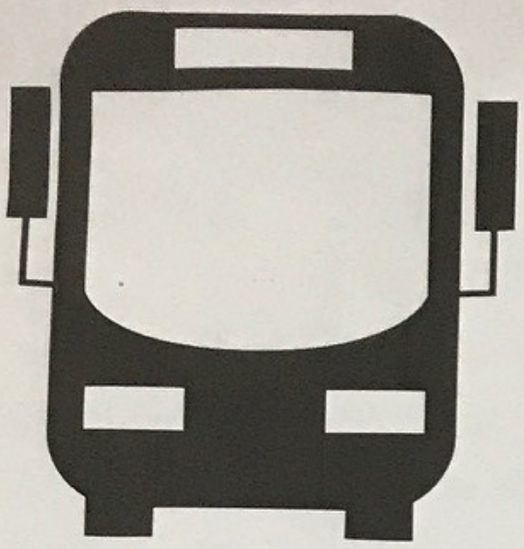
What other comments would you like to make about transportation choices in the Ozarks?

06/01/2017	24022817	My car needs a lot of work on it, some major. I'd be lost without my car.
04/26/2017	23110683	Longer hours in the afternoon.
04/26/2017	23110619	
04/26/2017	23110564	
04/26/2017	23110513	
04/26/2017	23109658	
04/26/2017	23109546	N/A

03/30/2017	22207671	too many stops on the bus. no bus service to outlaying areas
03/27/2017	22123844	
03/27/2017	22123810	OATS provides a great service for those needs
03/27/2017	22123759	
03/27/2017	22123723	
03/27/2017	22123668	I can still drive but when you cannot I would have to depend on family that still work or be stuck at home or have to move
03/27/2017	22123629	OATS bus needed in Buffalo more
03/27/2017	22123556	
03/27/2017	22123475	Too expensive to get anywhere - would like cheaper taxi service - currently pay friend gas money & car - can't afford insurance for car - don't have # for OATS - too much work to get reimbursed by medicaid. wait forever for reimbursment
03/27/2017	22123434	
03/27/2017	22123372	
03/27/2017	22123295	later in the day 3-4p OATS bus to take us to [Springfield] every week not just wed 2nd and 4th Tuesday
03/27/2017	22122792	
03/27/2017	22122745	
03/27/2017	22122651	3 children help transportation
03/21/2017	22018481	
03/15/2017	21907785	there is no help or transportation to doctors in the Ozarks if your doctor is not close. Oats would take me only if I would go to a specific health care system, I go to another system so can not get a ride with OATS. Meditransport or Logisticare will provide transport only for people on Medicaid, if you do not have that, then you can not possibly pay what they charge you.
03/14/2017	21894825	
03/02/2017	21636226	I am on the Stone County Senior Citizens Service Board. There have been a number of transportation plans tried in the past, but none has been successful. OATS had a program but seniors could not get to the bus stops without a vehicle. Would be interested in solving this problem in our community.
02/23/2017	21542249	Small counties have little resources.

Appendix e

Prioritized Boards



Transportation Coordination Plan Meeting #2

Barry/Lawrence Counties

Southwest Missouri Council of Governments

The following needs were identified based on survey responses for human service agencies, transportation providers, and users:

Human Services/Transportation Provider Needs:

- Additional funds for new vehicles ●●
- Increased number of staff and volunteers ●
- Monetary support for low income users ●●●●●●●●●
- Increased flexibility for short term notice

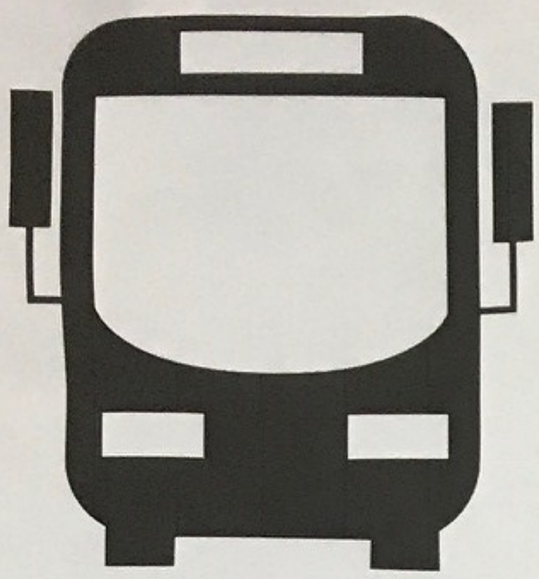
User Needs

- Increase service on weekends and evenings ●●
- Increase service to medical destinations ●●
- Lower consumer cost for transportation services ●●●
- Expand travel to rural areas ●●
- Increased travel to grocery shopping and shopping destinations ●

Strategies

To help address the needs identified, the following strategies and activities are proposed:

- Sustain, at a minimum, the current service levels ●●●●●●●
- Encourage funding of OATS and other rural transit providers ●●●●●●●
- Increase mobility services in SMCOG region
- Educate general public about current transportation services ●●●●●
- Increase collaboration efforts in order to support mobility services ●●●●●



Transportation Coordination Plan Meeting #2

Webster County

Southwest Missouri Council of Governments

The following needs were identified based on survey responses for human service agencies, transportation providers, and users:

Human Services/Transportation Provider Needs:

- Additional funds for new vehicles
- Increased number of staff and volunteers
- Monetary support for low income users
- Increased flexibility for short term notice

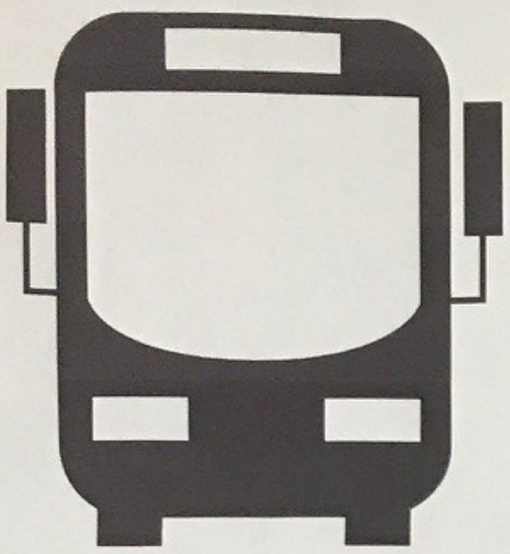
User Needs

- Increase service on weekends and evenings
- Increase service to medical destinations
- Lower consumer cost for transportation services
- Expand travel to rural areas
- Increased travel to grocery shopping and shopping destinations

Strategies

To help address the needs identified, the following strategies and activities are proposed:

- Sustain, at a minimum, the current service levels
- Encourage funding of OATS and other rural transit providers
- Increase mobility services in SMCOG region
- Educate general public about current transportation services
- Increase collaboration efforts in order to support mobility services



Transportation Coordination Plan Meeting #2

Taney County

Southwest Missouri Council of Governments

The following needs were identified based on survey responses for human service agencies, transportation providers, and users:

Human Services/Transportation Provider Needs:

- Additional funds for new vehicles ●●
- Increased number of staff and volunteers
- Monetary support for low income users ●●
- Increased flexibility for short term notice ●●●●

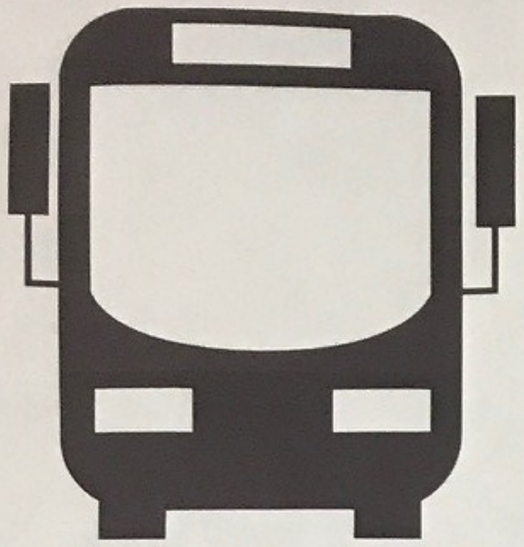
User Needs

- Increase service on weekends and evenings ●
- Increase service to medical destinations ●
- Lower consumer cost for transportation services ●
- Expand travel to rural areas ●●
- Increased travel to grocery shopping and shopping destinations ●●

Strategies

To help address the needs identified, the following strategies and activities are proposed:

- Sustain, at a minimum, the current service levels
- Encourage funding of OATS and other rural transit providers ●●
- Increase mobility services in SMCOG region ●●●
- Educate general public about current transportation services ●
- Increase collaboration efforts in order to support mobility services ●●●●●●



Transportation Coordination Plan Meeting #2

Stone County

Southwest Missouri Council of Governments

The following needs were identified based on survey responses for human service agencies, transportation providers, and users:

.

Human Services/Transportation Provider Needs:

- Additional funds for new vehicles ●
- Increased number of staff and volunteers ●●●●●
- Monetary support for low income users ●●●
- Increased flexibility for short term notice ●●

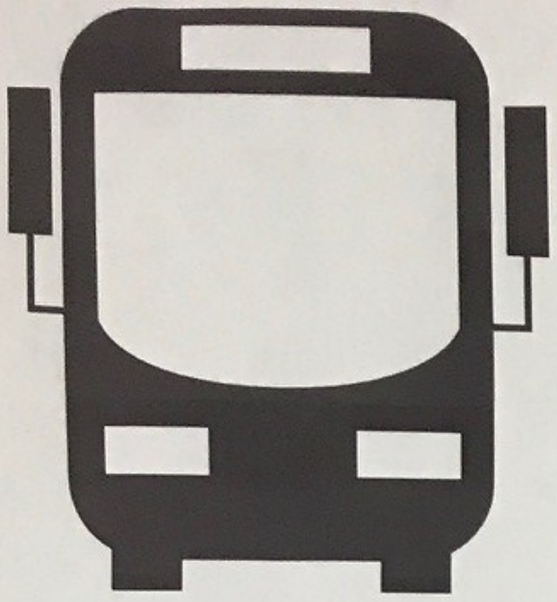
User Needs

- Increase service on weekends and evenings
- Increase service to medical destinations
- Lower consumer cost for transportation services
- Expand travel to rural areas ●●●●● ●●●●●
- Increased travel to grocery shopping and shopping destinations

Strategies

To help address the needs identified, the following strategies and activities are proposed:

- Sustain, at a minimum, the current service levels ●●
- Encourage funding of OATS and other rural transit providers ●●●●●●●●●
- Increase mobility services in SMCOG region ●●●
- Educate general public about current transportation services ●
- Increase collaboration efforts in order to support mobility services ●●●●●●●●●●



Transportation Coordination Plan Meeting #2

Polk County

Southwest Missouri Council of Governments

The following needs were identified based on survey responses for human service agencies, transportation providers, and users:

Human Services/Transportation Provider Needs:

- Additional funds for new vehicles
- Increased number of staff and volunteers
- Monetary support for low income users
- Increased flexibility for short term notice

User Needs

- Increase service on weekends and evenings
- Increase service to medical destinations
- Lower consumer cost for transportation services
- Expand travel to rural areas
- Increased travel to grocery shopping and shopping destinations

Strategies

To help address the needs identified, the following strategies and activities are proposed:

- Sustain, at a minimum, the current service levels
- Encourage funding of OATS and other rural transit providers
- Increase mobility services in SMCOG region
- Educate general public about current transportation services
- Increase collaboration efforts in order to support mobility services

Transportation Coordination Plan Meeting #2

Greene County

Southwest Missouri Council of Governments

The following needs were identified based on survey responses for human service agencies, transportation providers, and users:

Human Services/Transportation Provider Needs:

- Additional funds for new vehicles
- Increased number of staff and volunteers
- Monetary support for low income users ●●
- Increased flexibility for short term notice ●

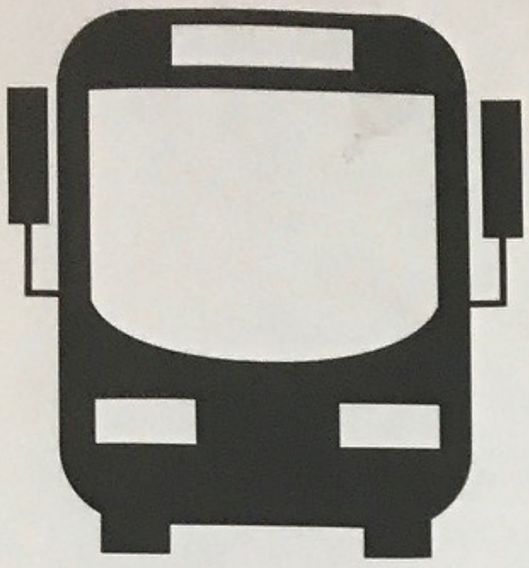
User Needs

- Increase service on weekends and evenings ●
- Increase service to medical destinations
- Lower consumer cost for transportation services
- Expand travel to rural areas
- Increased travel to grocery shopping and shopping destinations ●●

Strategies

To help address the needs identified, the following strategies and activities are proposed:

- Sustain, at a minimum, the current service levels
- Encourage funding of OATS and other rural transit providers ●●●●
- Increase mobility services in SMCOG region ●
- Educate general public about current transportation services ●●
- Increase collaboration efforts in order to support mobility services



Transportation Coordination Plan Meeting #2

Dallas County

Southwest Missouri Council of Governments

The following needs were identified based on survey responses for human service agencies, transportation providers, and users:

.

Human Services/Transportation Provider Needs:

- Additional funds for new vehicles ●● ●●●●
- Increased number of staff and volunteers ●● ●●●●
- Monetary support for low income users
- Increased flexibility for short term notice ●●●

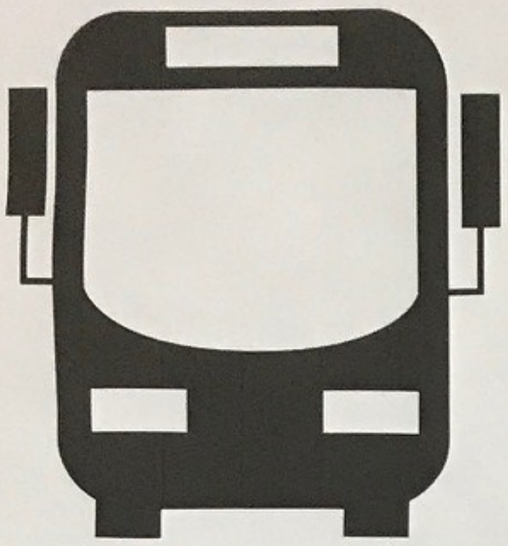
User Needs

- Increase service on weekends and evenings ●●●●
- Increase service to medical destinations ●●●●●●
- Lower consumer cost for transportation services ●
- Expand travel to rural areas ●●
- Increased travel to grocery shopping and shopping destinations ●●●

Strategies

To help address the needs identified, the following strategies and activities are proposed:

- Sustain, at a minimum, the current service levels ●●●●●
- Encourage funding of OATS and other rural transit providers ●●●●●●●●●●●●
- Increase mobility services in SMCOG region ●●
- Educate general public about current transportation services ●●●
- Increase collaboration efforts in order to support mobility services ●



Transportation Coordination Plan Meeting #2

Dade County

Southwest Missouri Council of Governments

The following needs were identified based on survey responses for human service agencies, transportation providers, and users:

Human Services/Transportation Provider Needs:

- Additional funds for new vehicles
- Increased number of staff and volunteers
- Monetary support for low income users
- Increased flexibility for short term notice

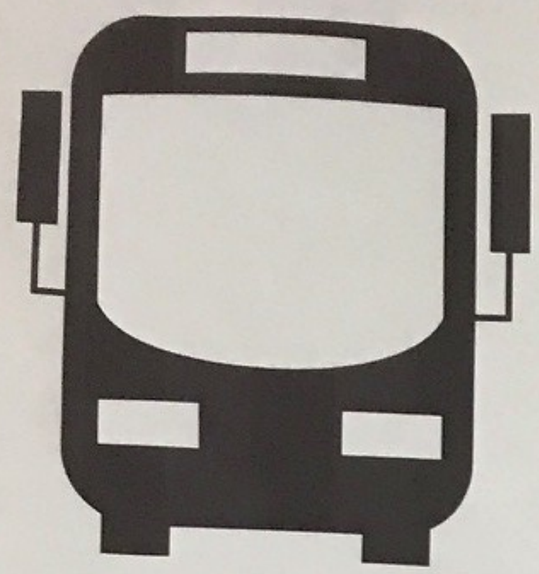
User Needs

- Increase service on weekends and evenings
- Increase service to medical destinations
- Lower consumer cost for transportation services
- Expand travel to rural areas
- Increased travel to grocery shopping and shopping destinations

Strategies

To help address the needs identified, the following strategies and activities are proposed:

- Sustain, at a minimum, the current service levels
- Encourage funding of OATS and other rural transit providers
- Increase mobility services in SMCOG region
- Educate general public about current transportation services
- Increase collaboration efforts in order to support mobility services



Transportation Coordination Plan Meeting #2

Christian County

Southwest Missouri Council of Governments

The following needs were identified based on survey responses for human service agencies, transportation providers, and users:

.

Human Services/Transportation Provider Needs:

- Additional funds for new vehicles
- Increased number of staff and volunteers
- Monetary support for low income users
- Increased flexibility for short term notice

User Needs

- Increase service on weekends and evenings
- Increase service to medical destinations
- Lower consumer cost for transportation services
- Expand travel to rural areas
- Increased travel to grocery shopping and shopping destinations

Strategies

To help address the needs identified, the following strategies and activities are proposed:

- Sustain, at a minimum, the current service levels
- Encourage funding of OATS and other rural transit providers
- Increase mobility services in SMCOG region
- Educate general public about current transportation services
- Increase collaboration efforts in order to support mobility services

Appendix f

Public Notices

AFFIDAVIT OF PUBLICATION

Date: 2.21.2018

STATE OF MISSOURI)
COUNTY OF LAWRENCE) ss.

I, Ryan Squibb, being duly sworn according to law, state that I am the Publisher of *Lawrence County Record*, a weekly newspaper of general circulation in the County of Lawrence, State of Missouri, where located; which newspaper has been admitted to the Post Office as periodical class matter in the City of Mt. Vernon, Missouri, the city of publication; which newspaper has been published regularly and consecutively for a period of more than three years and has a list of bona fide subscribers, voluntarily engaged as such who have paid or agreed to pay a stated price for a subscription for a definite period of time, and that such newspaper has complied with the provisions of Section 493.050, Revised Statutes of Missouri 2000, and Section 59.310, Revised Statutes of Missouri 2000. The affixed notice appeared in said newspaper in the following issues:

1st
Insertion: Vol. 143 No. 02, 21st day of February, 2018
2nd
Insertion: Vol. ____ No. ____, _____ day of _____, 2018
3rd
Insertion: Vol. ____ No. ____, _____ day of _____, 2018
4th
Insertion: Vol. ____ No. ____, _____ day of _____, 2018
5th
Insertion: Vol. ____ No. ____, _____ day of _____, 2018

Ryan Squibb, Publisher

Subscribed and sworn to before me this 21st day of February, 2018.

T. NICHOLS
Notary Public – Notary Seal
STATE OF MISSOURI
Lawrence County
My Commission Expires Aug. 21, 2020
Commission #16981184

T. Nichols, Notary Public
My commission expires Aug. 21, 2020

Publication fee $29.08

#13110

2018 Coordinated Public Transit Human Services Transportation Plan Update
Notice of Public Comment

The Southwest Missouri Council of Governments (SMCOG) has contracted with the Missouri Department of Transportation (MoDOT) to prepare a five-year update to the regional Coordinated Public Transit Human Services Transportation Plan.

The preliminary draft is available for review and comment online at www.smcog.org until Friday, March 16, 2018. The public is strongly encouraged to comment on the plan and ensure that the transportation needs of senior citizens, persons with disabilities, and those with low incomes are identified and addressed. This plan covers the ten county SMCOG region of Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney and Webster counties, but excludes the Ozarks Transportation Organization boundaries in metro-Springfield.

If you would like to view a printed copy or have comments on the plan, please contact Megan Clark, Planner, Southwest Missouri Council of Governments at 417-836-6901 or meganclark@missouristate.edu.

#13110-2-21-1tc

AFFIDAVIT OF PUBLICATION Date: 2.21.2018

STATE OF MISSOURI)
COUNTY OF GREENE) ss.

I, Ryan Squibb, being duly sworn according to law, state that I am the Publisher of the *Greene County Commonwealth*, a weekly newspaper of general circulation in the County of Greene, State of Missouri, where located; which newspaper has been admitted to the Post Office as periodical class matter in the City of Ash Grove, Missouri, the city of publication; which newspaper has been published regularly and consecutively for a period of more than three years and has a list of bona fide subscribers, voluntarily engaged as such who have paid or agreed to pay a stated price for a subscription for a definite period of time, and that such newspaper has complied with the provisions of Section 493.050, Revised Statutes of Missouri 2000, and Section 59.310, Revised Statutes of Missouri 2000. The affixed notice appeared in said newspaper in the following issues:

1st
Insertion: Vol. 139 No. 35, 21st day of February, 2018
2nd
Insertion: Vol. ____ No. ____, _____ day of _____, 2018
3rd
Insertion: Vol. ____ No. ____, _____ day of _____, 2018
4th
Insertion: Vol. ____ No. ____, _____ day of _____, 2018
5th
Insertion: Vol. ____ No. ____, _____ day of _____, 2018

Ryan Squibb, Publisher

Subscribed and sworn to before me this 21st day of February, 2018.

T. NICHOLS
Notary Public – Notary Seal
STATE OF MISSOURI
Lawrence County
My Commission Expires Aug. 21, 2020
Commission #16981184

T. Nichols, Notary Public
My commission expires Aug. 21, 2020

Publication fee $29.08

2018 Coordinated Public Transit Human Services Transportation Plan Update Notice of Public Comment

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If you would like to view a printed copy or have comments on the plan, please contact Megan Clark, Planner, Southwest Missouri Council of Governments at 417-836-6901 or meganclark@missouristate.edu.

#248-2-21-1tc

#248

AFFIDAVIT OF PUBLICATION

State of Missouri, County of Webster,ss:

I, Scott Kerber being duly sworn according to law, state that I represent the publisher of The Marshfield Mail, a weekly newspaper of general circulation in the County of Webster, where located; which has been admitted to the Post Office as periodical matter in the City of Marshfield, the city of publication; which newspaper has been published regularly and consecutively for a period of three years and has a list of bona fide subscribers voluntarily engaged as such who have paid or agreed to pay a stated price for a subscription for a definite period of time, and that such newspaper has complied with the provisions of Section 493.050 Revised Statutes of Missouri, 2000. The affixed notice appeared in said newspaper on the following consecutive weeks:

From 2/21 2018 to 2/21 2018 both inclusive.

1st insertion, Vol. 126, No. 56, 2-21, 2018
2nd insertion, Vol. _____, No. _____, _____, _____
3rd insertion, Vol. _____, No. _____, _____, _____
4th insertion, Vol. _____, No. _____, _____, _____

Scott Kerber

Subscribed and sworn to before me this 21 day of February 2018.

KAREN D. KEATON
Notary Public – Notary Seal
STATE OF MISSOURI
Greene County
My Commission Expires Mar. 23, 2020
Commission #12414377

Karen D. Keaton, Notary

My commission expires March 23, 2020.

Filed and Recorded this _____ day of _____, 20___

(Publication Fee, $ 83.42

2018 Coordinated Public Transit Human Services Transportation Plan Update

Notice of Public Comment

The Southwest Missouri Council of Governments (SMCOG) has contracted with the Missouri Department of Transportation (MoDOT) to prepare a five-year update to the regional Coordinated Public Transit Human Services Transportation Plan.

The preliminary draft is available for review and comment online at www.smcog.org until Friday, March 16, 2018. The public is strongly encouraged to comment on the plan and ensure that the transportation needs of senior citizens, persons with disabilities, and those with low incomes are identified and addressed. This plan covers the ten county SMCOG region of Barry, Christian, Dade, Dallas, Greene, Lawrence, Polk, Stone, Taney and Webster counties, but excludes the Ozarks Transportation Organization boundaries in metro-Springfield.

If you would like to view a printed copy or have comments on the plan, please contact Megan Clark, Planner, Southwest Missouri Council of Governments at 417-836-6901 or meganclark@missouristate.edu.

AFFIDAVIT OF PUBLICATION

(Space above for recording information)

STATE OF MISSOURI }
COUNTY OF BARRY } ss.

I, Jacob Brower, being duly sworn according to law, state that I am the Publisher of the Cassville Democrat, a weekly newspaper of general circulation in the County of Barry, State of Missouri, which newspaper has been admitted to the Post Office as periodical class matter in the City of Cassville, Missouri, which newspaper has been published regularly and consecutively for a period of three years and has a list of bona fine subscribers voluntarily engaged as such who have paid or agreed to pay a stated price for a subscription for a definite period of time, and that such newspaper has complied with the provisions of Section 493.050, Revised Statutes of Missouri, 2000, and Section 59.310, Revised Statutes of Missouri 2000. The affixed notice appeared in said newspaper on the following consecutive issues.

One time only 2-21, 20 18

1st Insertion _____, 20____

2nd Insertion _____, 20____

3rd Insertion _____, 20____

4th Insertion _____, 20____

5th Insertion _____, 20____

Jacob W. Brower, publisher.

Subscribed and sworn to before me this 21st day of Feb, 20 18

Darlene Wierman
Notary Public,

DARLENE WIERMAN
Notary Public – Notary Seal
Barry County – State of Missouri
Commission Number 13508581
My Commission Expires Jul 28, 2021

2018 COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN UPDATE

NOTICE OF PUBLIC COMMENT

The Southwest Missouri Council of Governments (SMCOG) has contracted with the Missouri Department of Transportation (MoDOT) to prepare a five-year update to the regional Coordinated Public Transit Human Services Transportation Plan.

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1st Ins. 2-21-18 5

Publisher's Fee $ 44.80

AFFIDAVIT OF PUBLICATION

STATE OF MISSOURI)

ss

COUNTY OF TANEY)

I, Keith Hansen, being duly sworn according to law, state that I am the Publisher of the Branson Tri-Lakes News, a newspaper published twice a week of general circulation in the Counties of Taney and Stone, State of Missouri, the city of publication; which newspaper has been published regularly and consecutively for a period of three years and has a list of bona fide subscribers, voluntarily engaged as such who have paid or agreed to pay a stated price for a subscription for a definite period of time, and that such newspaper has complied with the provisions of Section 493.050, Revised Statutes of Missouri 2000, and Section 59.310 Revised Statutes of Missouri 2000. The affixed notice appeared in said newspaper in the following consecutive times:

1st Insertion	**Vol. 107**	**No. 15,**	**21st day of**	**February, 2018**
2nd Insertion	**Vol. 107**	**No. ,**	**day of**	
3rd Insertion	**Vol. 107**	**No. ,**	**day of**	
4th Insertion	**Vol. 107**	**No. ,**	**day of**	

Keith Hansen

Subscribed and sworn to before me on the 21st day of February, 2018

Notary Public

Publisher's Fee	**36.00**
Affidavit	**2.00**
TOTAL	**38.00**

CHRISTINE K. MICHAEL
December 28, 2021
NOTARY PUBLIC NOTARY SEAL
#13439372
Taney County
STATE OF MISSOURI

2018 Coordinated Public Transit Human Services Transportation Plan Update
Notice of Public Comment

The Southwest Missouri Council of Governments (SMCOG) has contracted with the Missouri Department of Transportation (MoDOT) to prepare a five-year update to the regional Coordinated Public Transit Human Services Transportation Plan.

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B15/1t

PAID

Affidavit of Publication

2018 Coordinated Public Transit Human Services Transportation Plan Update

Notice of Public Comment

The Southwest Missouri Council of Governments (SMCOG) has contracted with the Missouri Department of Transportation (MoDOT) to prepare a five-year update to the regional Coordinated Public Transit Human Services Transportation Plan.

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If you would like to view a printed copy or have comments on the plan, please contact Megan Clark, Planner, Southwest Missouri Council of Governments at 417-836-6901 or meganclark@missouristate.edu.
42-1tc/LO1554

STATE OF MISSOURI,}
COUNTY OF STONE, } ss.

I, Isaac Jones, being duly sworn according to law, state that I am the editor of The Crane Chronicle/Stone County Republican, a weekly newspaper of general circulation in the County of Stone, which has been admitted to the Post Office as Periodical matter in the City of Crane, the city of publication; which newspaper has been published regularly and consecutively for a period of over three years and, in fact over one hundred twenty years, and has a list of bona fide subscribers voluntarily engaged as such who have paid or agreed to pay a stated price of a subscription for a definite period of time, and that such newspaper has complied with the provisions of Section 13.775, Laws of Missouri, 1937, Pages 431 and 432, enacted by the Fifty-Ninth General Assembly of the State of Missouri, the affixed notices appeared in said newspaper on the following consecutive weeks (issues).

From 02/22/2018 to 02/22/2018 , both inclusive.

First Insertion 02/22/2018

Second Insertion

Third Insertion

Fourth Insertion

Fifth Insertion

SIGNED _____

ISAAC ESTES-JONES, EDITOR
THE CRANE CHRONICLE/STONE COUNTY REPUBLICAN

_____

NOTARY PUBLIC

Subscribed and sworn to before me this date: 03/15/2018

Printer's Fee: $25.02

SHANA MICHELLE HARTER
Notary Public, Notary Seal
State of Missouri
Stone County
Commission # 17782949
My Commission Expires 01-09-2021

AFFIDAVIT OF PUBLICATION

State of Missouri, County of Polk, ss:

I, Amanda Orrell, being duly sworn according to law, state that I represent the publisher of the Bolivar Herald-Free Press, a semi-weekly newspaper of general circulation in the County of Polk, where located; which has beenadmitted to the Post Office as periodical matter in the City of Bolivar, the city of publication; which newspaper has been published regularly and consecutively for a period of three years and has a list of bona fide subscribers voluntarily engaged as such who have paid or agreed to pay a stated price for a subscription for a definite period of time, and that such newspaper has complied with the provisions of Section 493.050 Revised Statutes of Missouri, 2000. The affixed notice appeared in said newspaper on the following consecutive weeks:

From 02/21/2018 to 02/21/2018 both inclusive.

1st insertion, Vol. 146, No. 6, 02/21/2018
2nd insertion, Vol. ____, No. ___,
3rd insertion, Vol. ____, No. ___,
4th insertion, Vol. ____, No. ___,

Amanda Orrell
Amanda Orrell

Subscribed to and sworn to before me this 02/21/2018

MELISSA BURKS
Notary Public – Notary Seal
STATE OF MISSOURI
Polk County
My Commission Expires Mar. 16, 2020
Commission #16939822

Melissa Burks
Melissa Burks, Notary

My commission expires March 16, 2020

Filed and Recorded: _____

(Publication Fee, $52.48)

2018 Coordinated Public Transit Human Services Transportation Plan Update Notice of Public Comment

The Southwest Missouri Council of Governments (SMCOG) has contracted with the Missouri Department of Transportation (MoDOT) to prepare a five-year update to the regional Coordinated Public Transit Human Services Transportation Plan.

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If you would like to view a printed copy or have comments on the plan, please contact Megan Clark, Planner, Southwest Missouri Council of Governments at 417-836-6901 or meganclark@missouristate.edu.

(06c)