



# Human Services TRANSIT PLAN

The Human Services Transit Plan addresses potential barriers to transportation for targeted groups of people - senior citizens, disabled persons and economically disadvantaged persons living within Andrew, Buchanan, Clinton and DeKalb counties in Missouri.

Mo-Kan Regional Council  
224 N 7th Street  
St. Joseph, MO 64501  
816.233.3144  
3/1/2018

**Mo-Kan Region Public Transit-Human Services**  
**Transportation Coordinated Plan**

Outline

I.	Introduction .....	2
	a. Purpose of the Plan	
	b. Planning Process	
	c. Overview of the Mo-Kan region	
II.	Census Information and Analysis .....	5
	a. Population	
	b. Median Income	
	c. Employment	
III.	Transportation Trends in the Four County Area .....	20
	a. Workforce	
	b. Transportation Disadvantaged Populations	
	c. Available services	
IV.	Assessment of Transportation Services .....	31
	a. Medical Transportation	
	b. Senior Transportation	
	c. General Public Transportation	
V.	Survey Results and Analysis .....	36
VI.	Conclusion and Recommendations.....	46
VII.	OATS Ridership data .....	52

## **I. Introduction**

This is the second update of the Public Transit-Human Services Transportation Coordinated Plan, by the Mo-Kan Regional Council. The Plan is done in cooperation of the Missouri Department of Transportation. The study is an assessment of the current conditions, needs and priorities of the Public Transit-Human Services for the Mo-Kan Region. The study assesses public needs and targets transportation-disadvantaged populations, in particular. The study will be completed through research of census materials, inventories of current transit services, public meetings and surveys.

The Mo-Kan Regional Human Transit Study was completed following the guidelines outlined by the Missouri Department of Transportation (MoDot) and the Federal Transit Administration. Following the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) and the Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21) this plan has been updated every five years. This is the third update. The original study was completed in 2008; the second was completed in 2013.

Public transportation has environmental, economic and health benefits. It provides an efficient, safe, and affordable method for the general public. In comparison to individual private vehicles, public transportation produces 90% less carbon monoxide and volatiles organic compounds and about 50% less carbon dioxide and nitrogen oxide.<sup>1</sup> It provides a mechanism for movement of people to businesses, for both work and recreation. It increases economic growth and personal movement and is used as a support during large-scale emergencies and disasters. Public transportation also provides essential transportation of people to medical facilities, schools, and other necessary services and businesses.

Public transportation in rural environments is crucial to the movement of people to services over a widespread area, spurring development, increasing economic growth, and transporting people to necessary facilities. The purpose of the plan is to identify barriers to transportation for groups of persons most likely to lack access to a personal vehicle or be able to drive the vehicle should they own or have access to a vehicle. These groups are senior citizens, economically disadvantaged, disabled or limited mobility persons and

---

1

[http://www.apta.com/resources/reportsandpublications/Documents/twenty\\_first\\_century.pdf](http://www.apta.com/resources/reportsandpublications/Documents/twenty_first_century.pdf) (7)

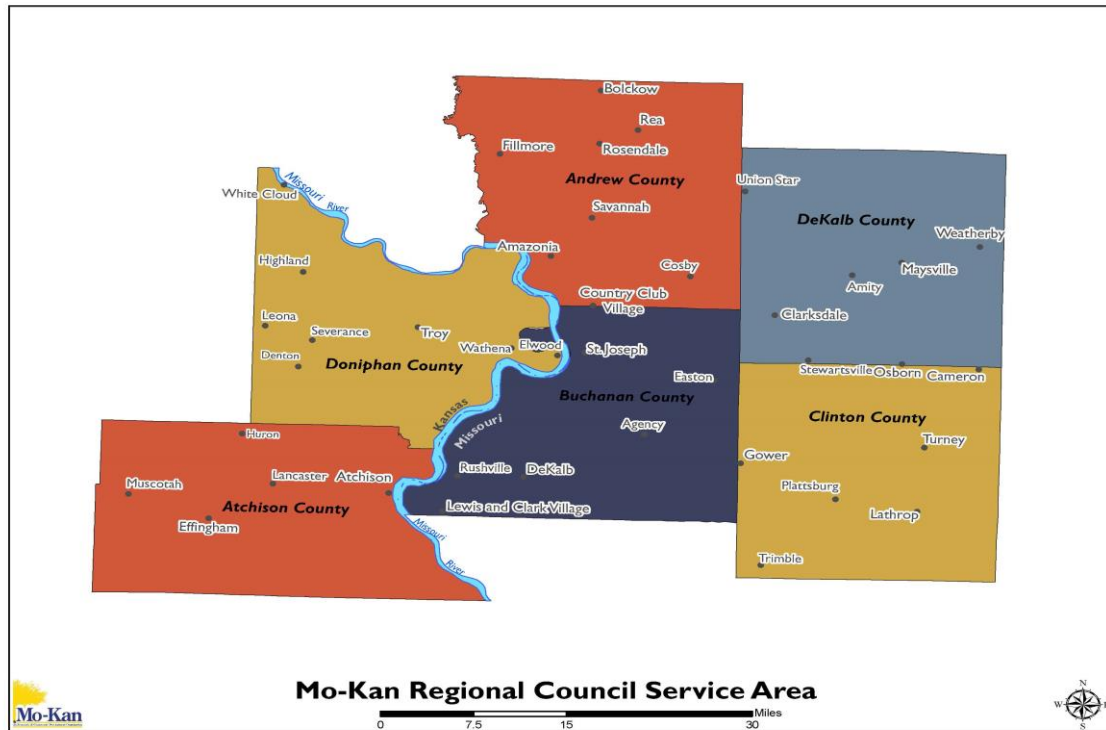
individuals who make a personal decision to not drive if at all possible. A person could fall within multiple categories.

For the planning process, representatives from public and private transit services and human service providers were solicited for input to this study. Public input was also collected through public meetings and surveys. Mo-Kan reached out to all of the known public and private transit providers and conducted in-person or telephone interviews. Several of the providers shared ridership data. Elected and appointed officials and members of the public were queried through a series of public meetings held throughout the Missouri counties within the Mo-Kan service area. Mo-Kan staff obtained citizen input at several area agencies and public meeting spaces and places. Finally, staff held discussions with service providers, such as medical facilities, senior centers, activity centers and food banks to gain insight from their staff.

Public meetings were conducted in the communities of Savannah, Cameron, Easton, Agency, Lewis and Clark Village and St. Joseph. Members of the public were surveyed at the area public facilities of Andrew County Health Department, NW Health Services, Cameron YMCA, St. Joseph City Hall, DeKalb Nutrition Center, Cameron Nutrition Center, MO Veterans Home, plus several other food banks and libraries. Directors and staff at these facilities were interviewed as well.

### **Overview of the Mo-Kan Region**

The Mo-Kan Regional Council is located in the Northwestern Missouri and Eastern Kansas Region. It is an economic and community development organization that serves six counties and one municipality in Missouri and Kansas. The Public Transit-Human Service Transportation Plan focuses on the Missouri counties of the Mo-Kan Regional Council. These counties are Andrew, Buchanan, Clinton and DeKalb.



Andrew County encompasses 435 square miles, with 430 square miles of land and five square miles of surface water. As of 2016, the county had a population of 17,350. Measured from Savannah, Andrew County is located approximately 65 miles north of Kansas City and 120 miles south of Omaha, Nebraska. The Missouri River flows to its west and creates a border between Missouri and Kansas. The county includes five cities and three villages. Savannah is the county seat.

Buchanan County encompasses 415 square miles, with 410 square miles of land and five square miles of surface water. As of 2016, the county had a population of 88,938. Measured from Saint Joseph, Buchanan County is approximately 55 miles north of Kansas City and 130 miles south of Omaha, Nebraska. Missouri river flows to the west of the area, forming a border between Kansas and Missouri. The county includes one city and twelve townships. Saint Joseph is the county seat.

Clinton County encompasses 419 square miles of land. As of 2016, the county had a population of 20,610. It is bordered by DeKalb County to the north, Buchanan and Platte Counties to the west, Clay County to the south and Caldwell and Ray Counties to the east. Clinton is considered the “Crossroads of the Nation” because of its position on I-35, Missouri Highway 36, and Chicago-Kansas City Expressway Route 110 from Chicago to Kansas City. Plattsburg is the county seat.

DeKalb County encompasses 424 square miles of land. As of 2016 the county had a population of 12,613. It is bordered by Gentry County to the north, Daviess and Caldwell

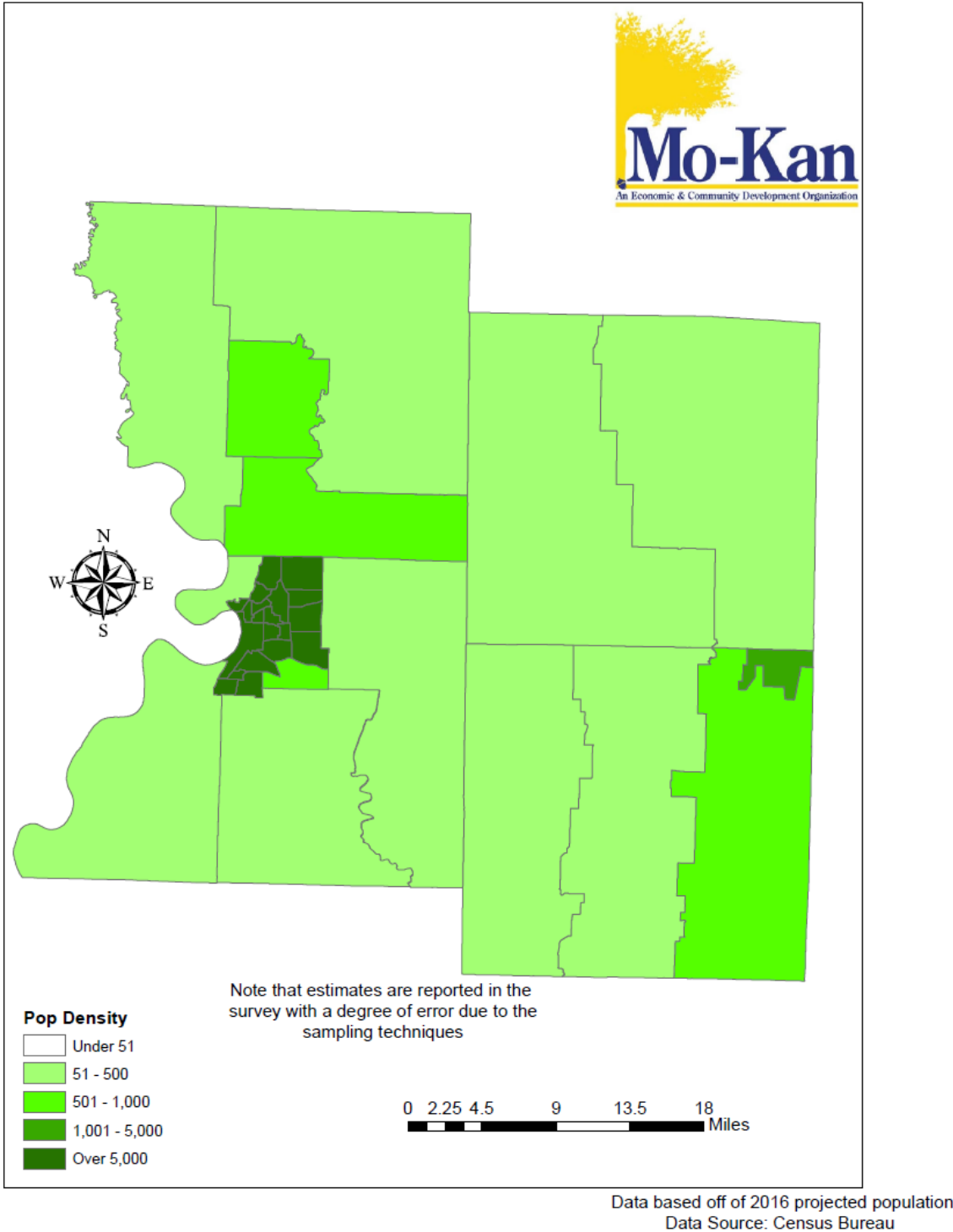
Counties to the east, Clinton County to the south, and Andrew and Buchanan Counties to the west. Maysville is the county seat.

## **II. Census Information and Analysis**

The 2016 total population of the Mo-Kan Missouri region was 139,511. The area encompasses 1,693 square miles. Since the last report in 2010 there has been an overall decrease in population of -1.85%. This strongly contrasts the population changes between 1990-2000 and 2000-2010, where the population in the entire region had grown. From 1990 to 2000, excluding Buchanan County all of the counties had double-digit population growth. From 2000-2010 only DeKalb continued to have double-digit population growth. DeKalb County's population has grown between 1990 and 2010 was likely the result of the addition of two state prisons as the Census Bureau counts prison inmates as a part of the local population.. In the current decade, 2010-2019, only Andrew County has maintained growth the entire period.

The following tables chart and illustration representations are drawn for American Community Survey and US Census Bureau data.

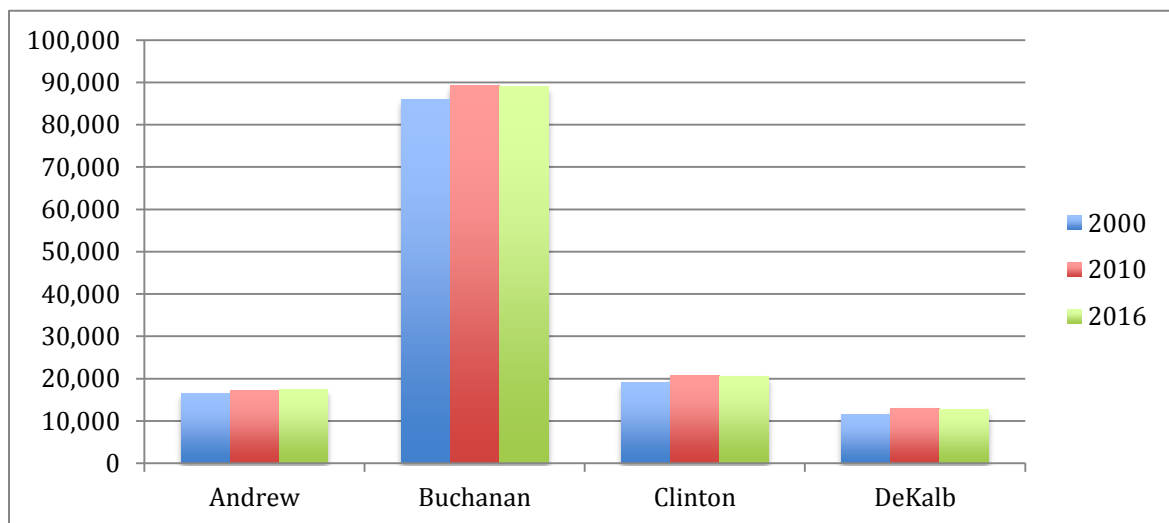
Population, Density (Persons per Sq Mile) by Tract, Estimates 2017



<b>Percentage of Population Increase/Decrease per County 1990-2016</b>			
	1900-2000	2001-2010	2011-2016
Andrew	12.7%	4.8%	0.3%
Buchanan	3.5%	3.7%	-0.3%
Clinton	14.4%	9.3%	-0.6%
DeKalb	16.4%	11.2%	-2.02%

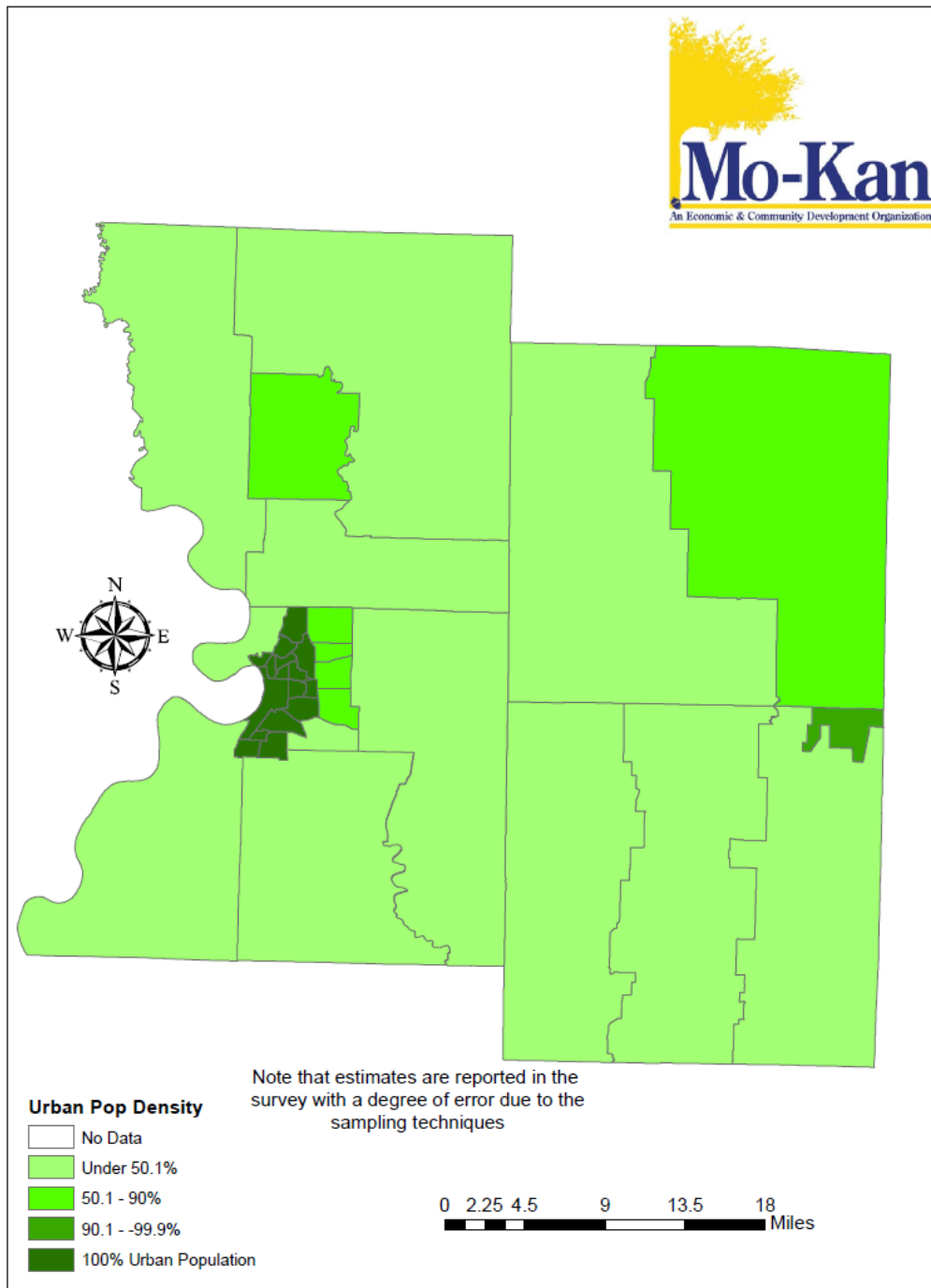
In the current decade, 2010-2019, only Andrew County has maintained growth the entire period. This growth is largely due to a steady influx of people into the City of Savannah, which has grown from 4,414 residents in 1990 to 5,202 residents on 2016.

<b>Total Population Mo-Kan Missouri Service Area Year 2016 (Est)</b>			
COUNTY	2000	2010	2016
Andrew	16,492	17,291	17,350
Buchanan	85,992	89,201	88,938
Clinton	18,879	20,743	20,610
DeKalb	11,597	12,892	12,613
TTL POPULATION	135,060	142,137	139,511



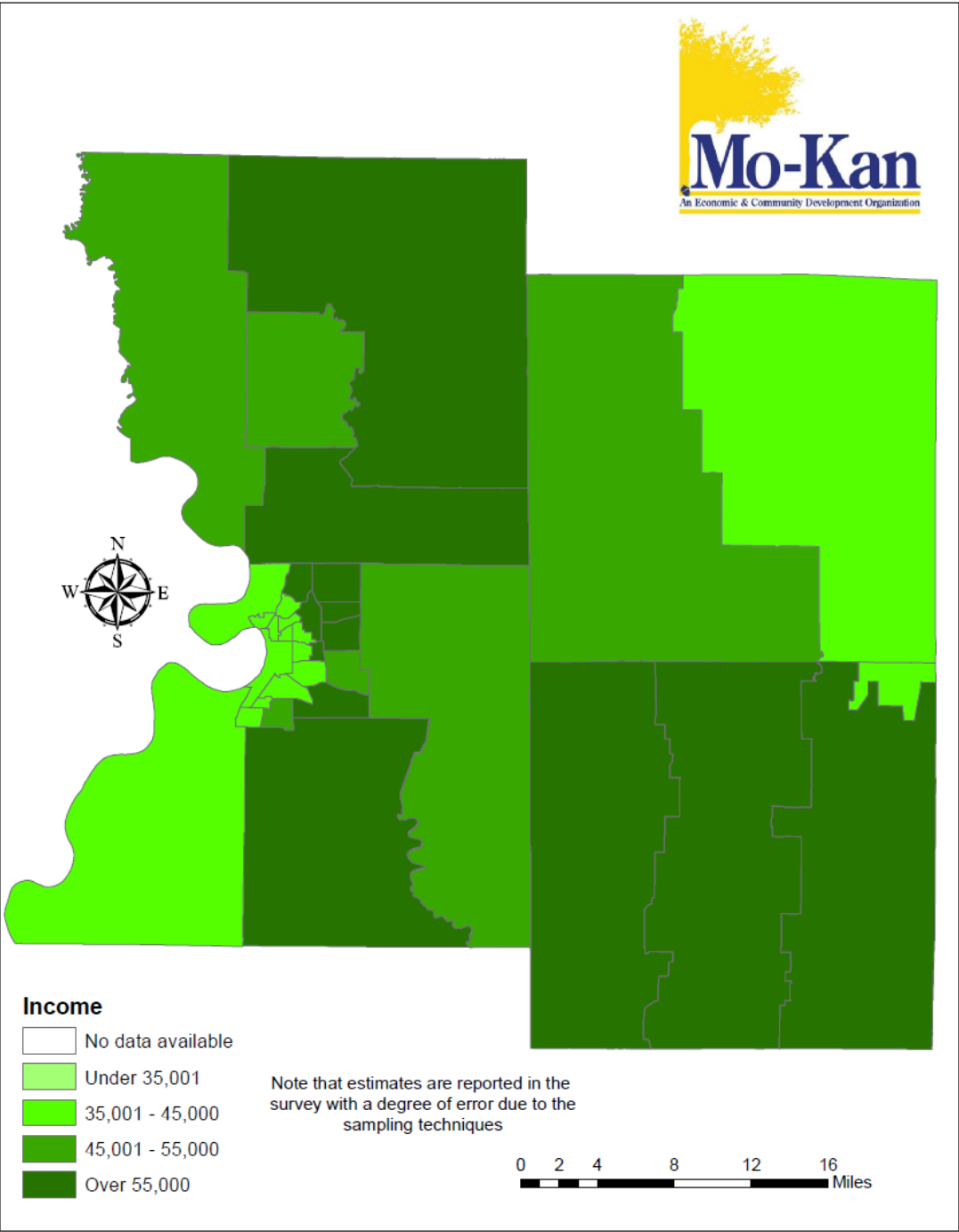


## Urban Population, Percent by Tract, 2017 Estimates



Data based off of 2016 projected population  
Data Source: Census Bureau

Median Household Income by Tract, Estimates 2017



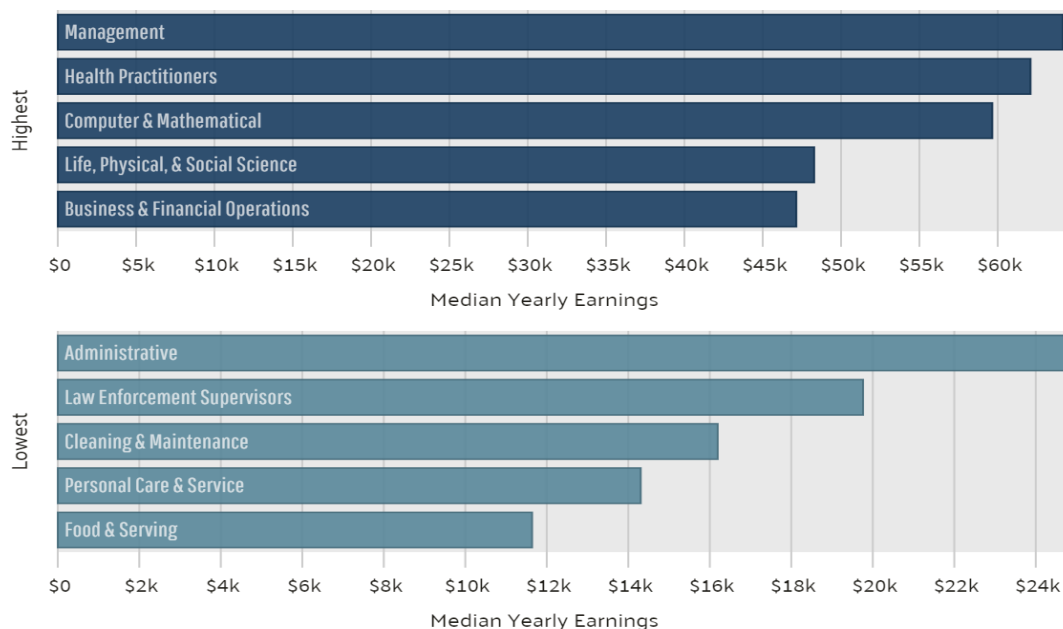
Data based off of 2016 projected population  
Data Source: Census Bureau

## Median Household Income

This indicator reports median household income based on the latest 5-year American Community Survey estimates. This includes the income of the householder and all other individuals 15 and all other individuals 15 years old and over in the household, whether they are related to the householder or not. Because many households consist of only one person, average household income is usually less than average family income. Andrew County has the highest median household income, almost \$14,000 higher than DeKalb County with nearly twice the number of households. Buchanan County has the most households, by a wide margin and has a slightly higher median household income than DeKalb County.

## Highest Paid ACS Occupations in Andrew County

The closest comparable data for the county of Andrew County, MO is from the public use microdata area o



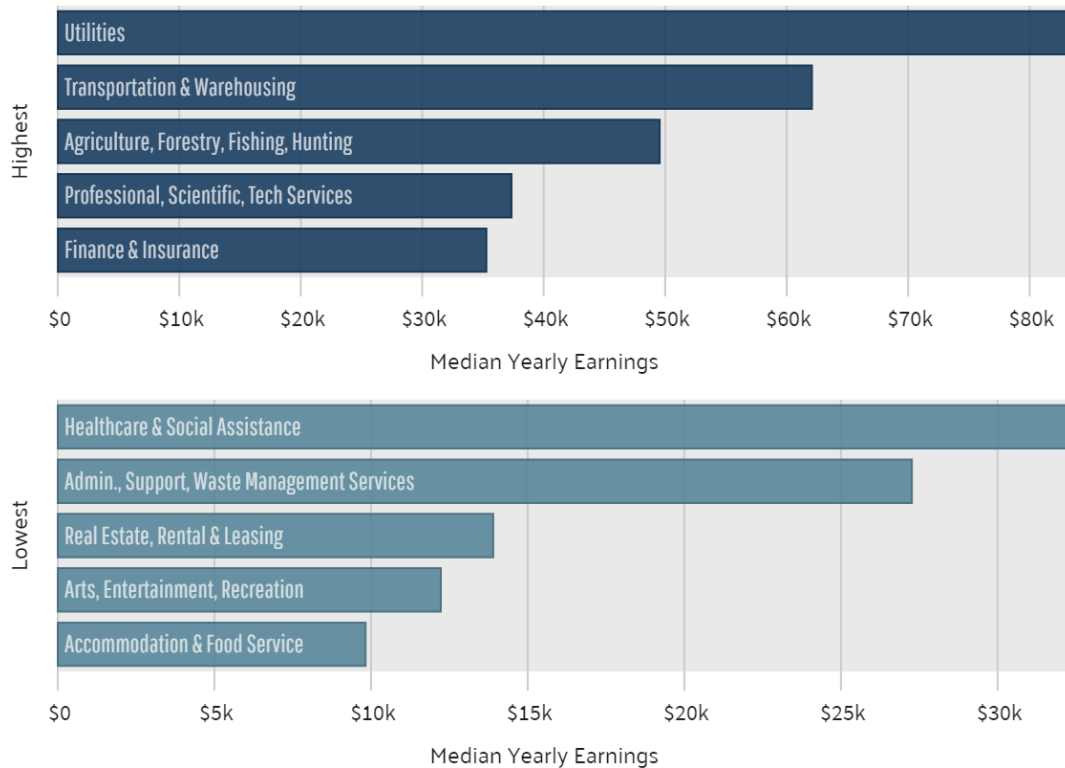
Dataset: ACS 5-year Estimate  
Source: Census Bureau

DATAUSA:

Management and Health Practitioners are among the highest paid occupations in Andrew County with Personal Care and Food Service being the two lowest paid occupations. The following chart shows the highest paying and lowest paying industries in Andrew County. The utilities industry is the best paying industry, many of the county's 1,200 plus management professionals are working in the utilities industry. The median food and service industry worker earns \$10,000. Andrew County has 8,583 residents employed.

## Highest Paying ACS Industries in Andrew County

The closest comparable data for the county of Andrew County, MO is from the public use microdata area o



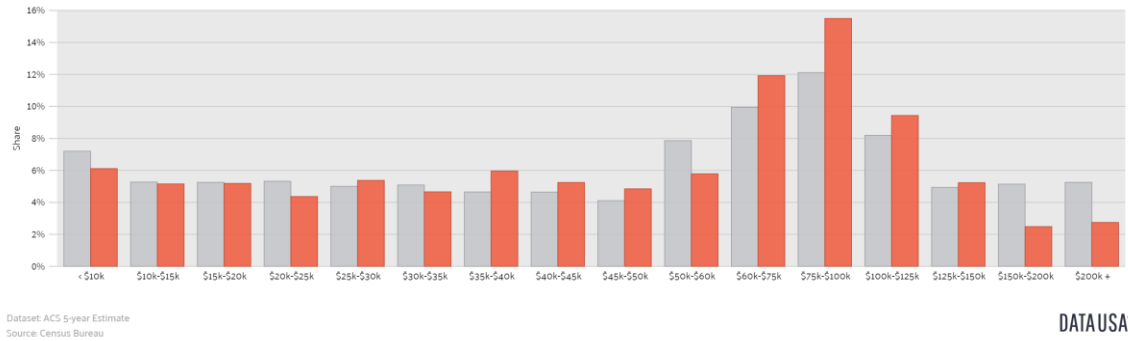
Dataset: ACS 3-year Estimate  
Source: Census Bureau

DATAUSA:

The census data is tagged to a persons residential address, not their work address. Thus, the charts do not break down data to specifically illustrate residents that both live and work in Andrew County. The following graph displays the households in Andrew County distributed between a series of income buckets compared to national averages for each bucket as of 2015. The largest share of households have an income in the \$75-\$100k income range.

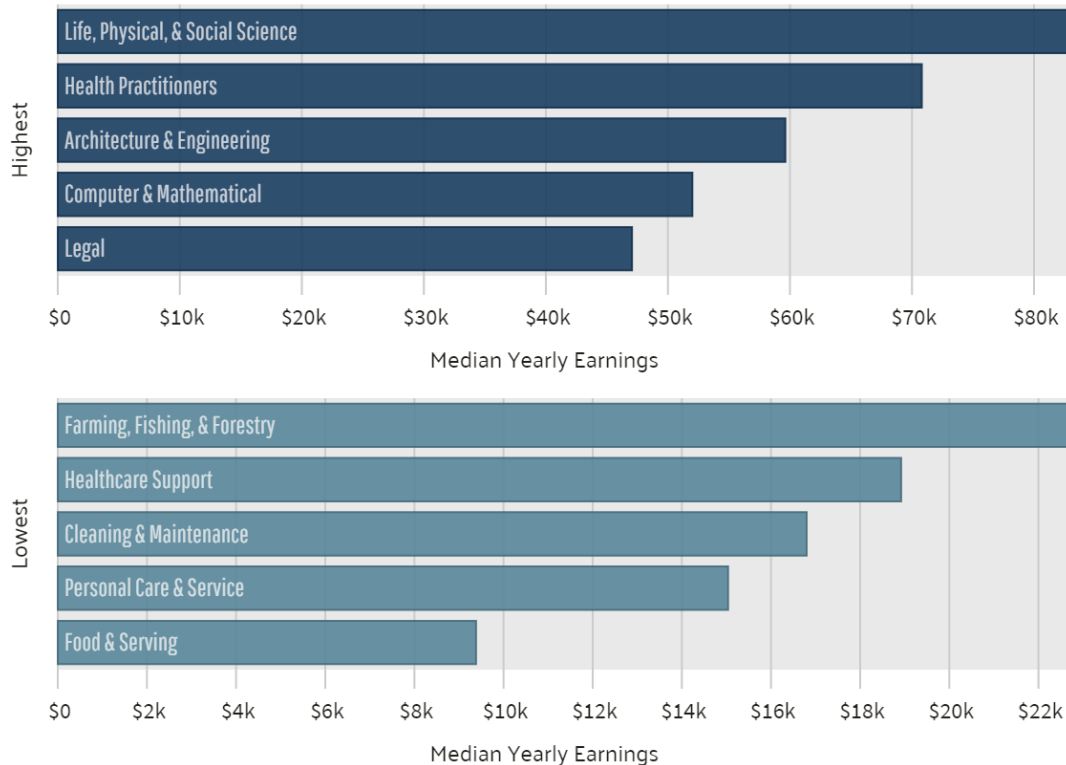
## Household Income in Andrew County

Please note that the buckets used in this visualization were not evenly distributed by ACS when publishing the data.



## Highest Paid ACS Occupations in Buchanan County

The closest comparable data for the county of Buchanan County, MO is from the public use microdata area



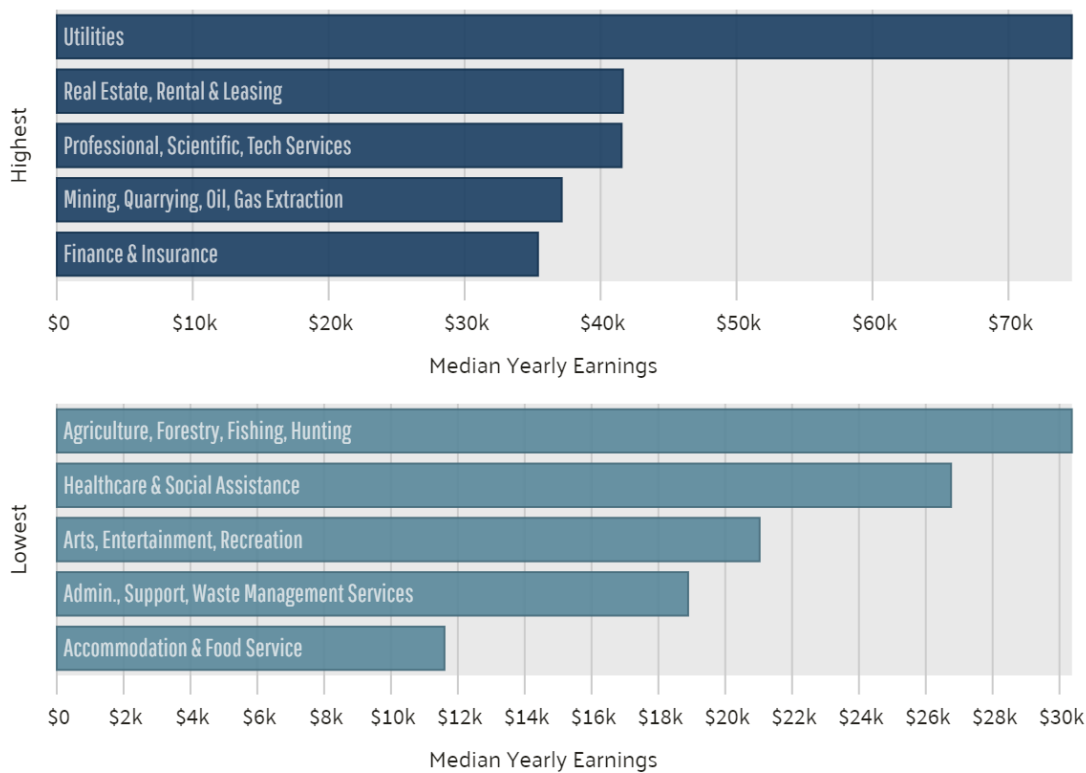
Dataset: ACS 5-year Estimate  
Source: Census Bureau

DATAUSA:

For Buchanan County residents Life, Physical & Social Science and Health Practitioners lead the top five highest paid occupations and the Personal Care & Service and Food & Serving occupations are the lowest paid occupations. The utilities industry is the best paying industry in Buchanan County with median earnings exceeding \$75,000. The median food & serving worker earns \$11,800. Buchanan County has 42,029 employees.

## Highest Paying ACS Industries in Buchanan County

The closest comparable data for the county of Buchanan County, MO is from the public use microdata area



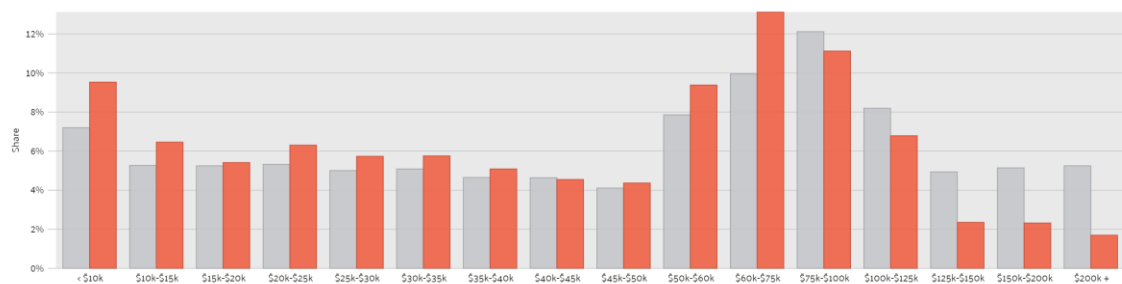
Dataset: ACS 3-year Estimate  
Source: Census Bureau

**DATAUSA:**

The census data is tagged to a persons residential address, not their work address. Thus, the charts do not break down data to specifically illustrate residents that both live and work in Buchanan County. The following graph displays the households in Buchanan County distributed between a series of income buckets compared to national averages for each bucket as of 2015. The largest share of households have an income in the \$60-\$75k income range.

## Household Income in Buchanan County

Please note that the buckets used in this visualization were not evenly distributed by ACS when publishing the data.

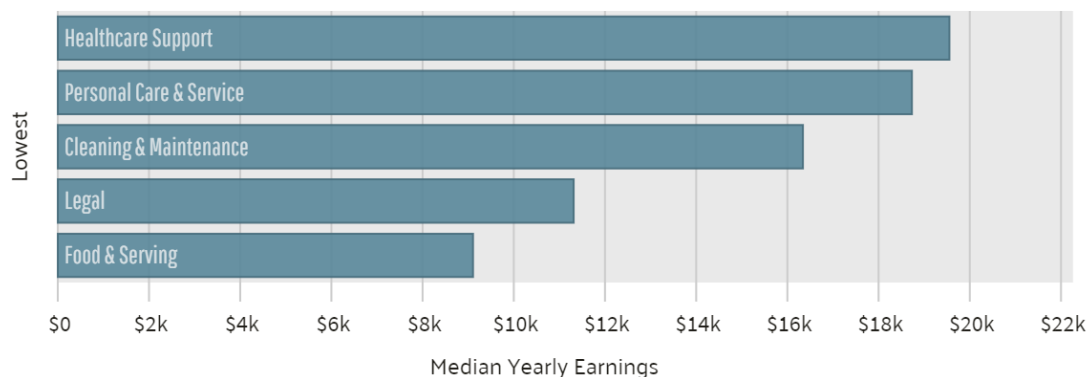
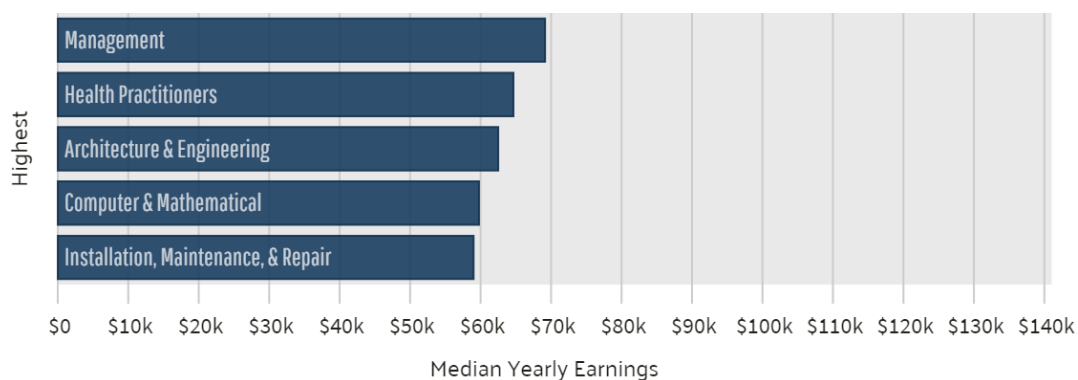


Dataset: ACS 5-year Estimate  
Source: Census Bureau

DATAUSA:

## Highest Paid ACS Occupations in Clinton County

The closest comparable data for the county of Clinton County, MO is from the state of Missouri.



Dataset: ACS 5-year Estimate  
Source: Census Bureau

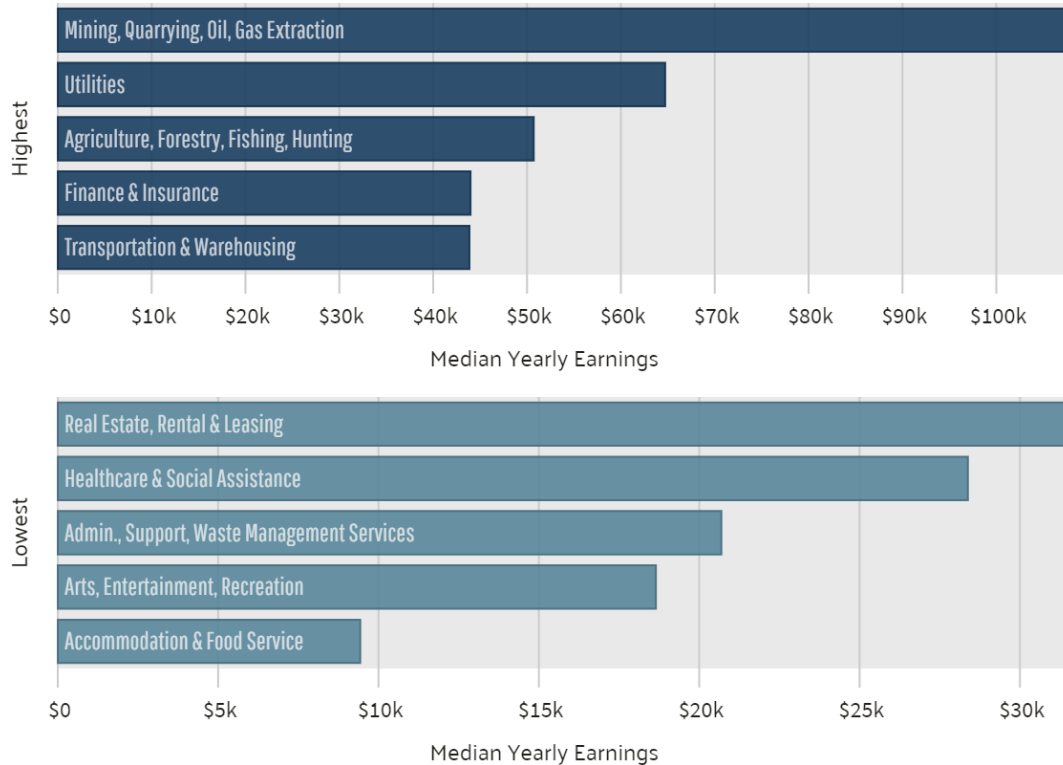
DATAUSA:

Management and Health Practitioners are among the highest paid occupations in Clinton County with Legal and Food & Serving being the two lowest paid occupations. The following chart displays the highest and lowest paying industries in Clinton County.

Mining, Quarrying, Oil & Gas Extraction workers are very well paid, exceeding \$110,000 in median yearly earnings, while Accommodation & Food Service workers median yearly earnings are under \$10,000.

## Highest Paying ACS Industries in Clinton County

The closest comparable data for the county of Clinton County, MO is from the state of Missouri.



Dataset: ACS 3-year Estimate  
Source: Census Bureau

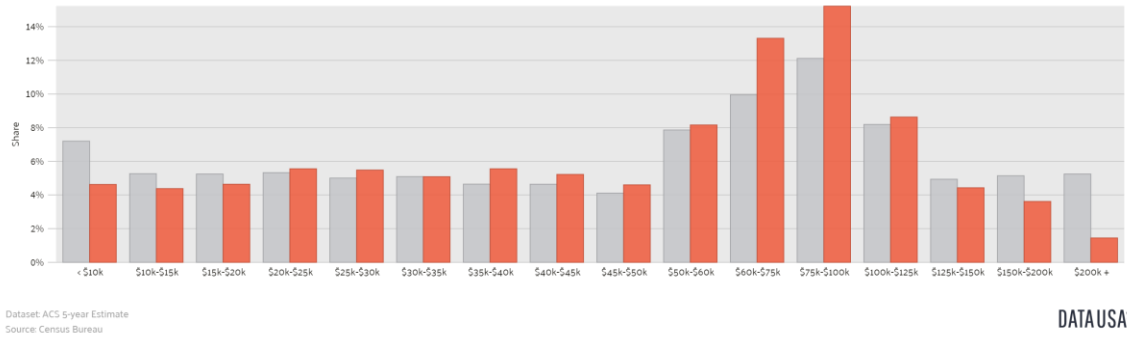
DATAUSA

The census data is tagged to a persons residential address, not their work address. Thus, the charts do not break down data to specifically illustrate residents that both live and work in Clinton County. The following graph displays the households in Clinton County distributed between a series of income buckets compared to national averages for each bucket as of 2015. The largest share of households have an income in the \$75-\$100k income range.



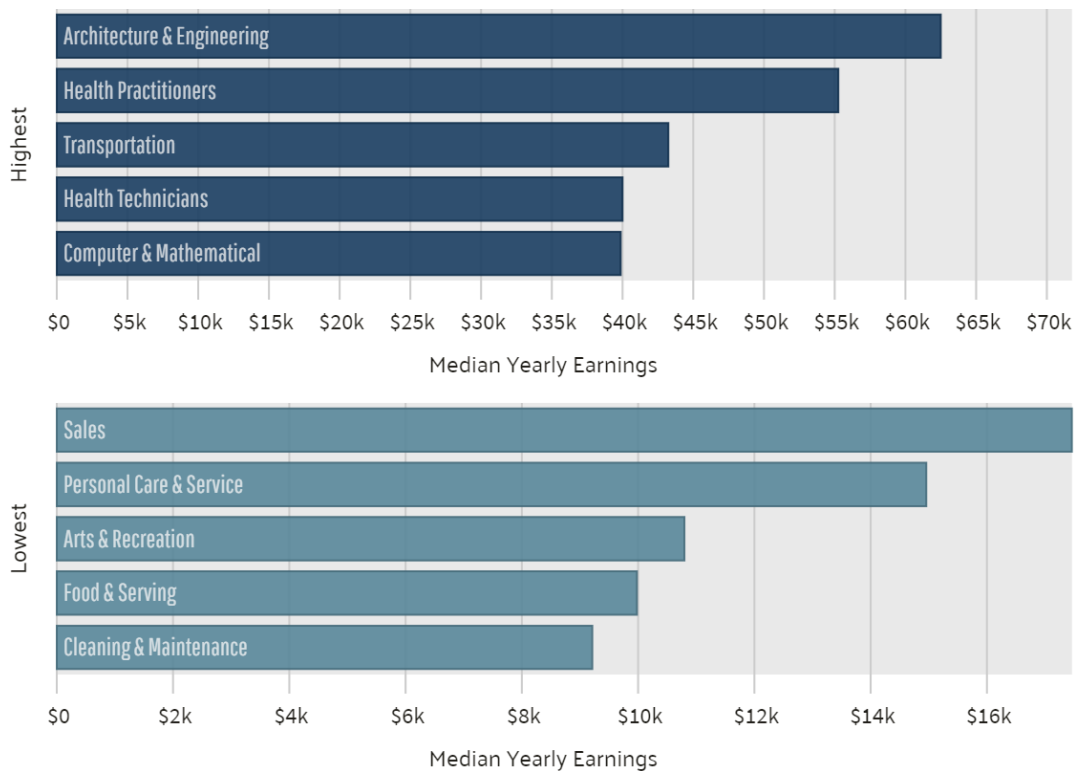
## Household Income in Clinton County

Please note that the buckets used in this visualization were not evenly distributed by ACS when publishing the data.



## Highest Paid ACS Occupations in DeKalb County

The closest comparable data for the county of DeKalb County, MO is from the state of Missouri.



Dataset: ACS 5-year Estimate  
Source: Census Bureau

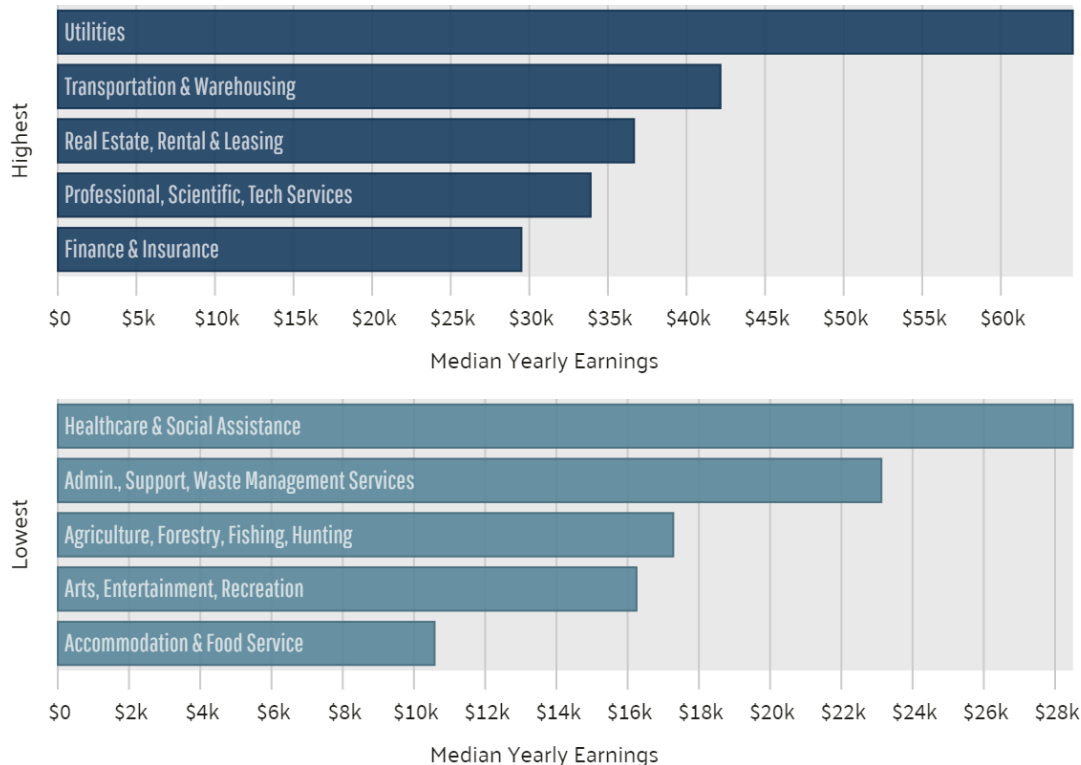
DATAUSA:

For DeKalb County Architectural & Engineering are the two highest paid occupations exceeding \$60k yearly and Food & Serving and Dining & Maintenance are the two lowest paid occupations at less than \$10,000 yearly. The following chart shows the

highest and lowest paying industries in DeKalb County. Once again, the Utilities industry is the best paying industry and the Accommodations & Food Service industry worker has the worst pay, earning slightly more than \$10,000. DeKalb County has 4,285 employees.

## Highest Paying ACS Industries in Dekalb County

The closest comparable data for the county of DeKalb County, MO is from the state of Missouri.



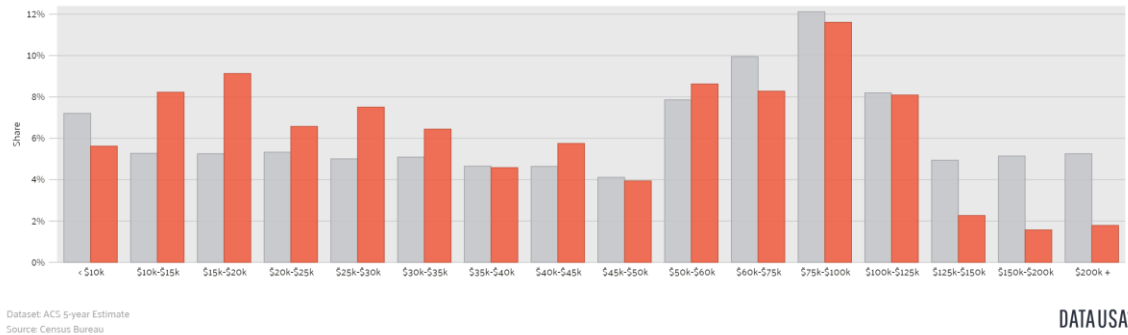
Dataset: ACS 3-year Estimate  
Source: Census Bureau

DATAUSA

The census data is tagged to a person's residential address, not their work address. Thus, the charts do not break down data to specifically illustrate residents that both live and work in DeKalb County. The following graph displays the households in DeKalb County distributed between a series of income buckets compared to national averages for each bucket as of 2015. The largest share of households have an income in the \$75-\$100k income range.

### Household Income in Dekalb County

Please note that the buckets used in this visualization were not evenly distributed by ACS when publishing the data.



### Median Household Income of Mo-Kan Missouri Area Residents

County	Total Households	Median Household Income
Andrew	6,698	\$57,405
Buchanan	33,582	\$44,059
Clinton	8,031	\$53,234
DeKalb	3,823	\$43,898

Overall within the four county region, Health Practitioners is consistently the 1<sup>st</sup> or 2<sup>nd</sup> highest paid occupation and Food & Serving is consistently the lowest or 2<sup>nd</sup> lowest paid occupation. Utilities is at or close to the top earning industry. Andrew County has the highest percentage of residents earning between \$75-\$100k at 15.8% and Buchanan County has the highest percentage of its residents (15.4%) struggling to get by earning less than \$15,000 per year.

### County Snapshots

#### Andrew County:

- Estimated 2016 population is 17,350, up 3% from 2010.
- 61.28% of the residents live in rural areas.
- 17.7% of the residents are aged 65 or over, with 50.4% being female.
- 6,837 households with 2.51 persons per household.
- 33.1% of the households have children under 18 years of age.
- Population density is 40 persons per square mile.
- 64% of the residents 16 + are in the workforce.

- Mean travel time to work is 22.1 minutes.
- Median household income is \$54,804.
- 9.7% of the residents have incomes below the Federal Poverty Line.
- The disability status has been determined for 16,937 out of 17,350 residents.
- The total population with a disability is 2,199 or 12.98%.
- 35.67% of the disabled population is age 65 and older.

#### Buchanan County:

- Estimated 2016 population is 88,938, down .3% from 2010.
- 13.37% of the residents live in rural areas.
- 13.9% of the residents are aged 65 or over, with 62.4% being female.
- 33,330 households with 2.56 persons per household.
- 10.1% of the households have children under 18 years of age.
- Population density is 219 persons per square mile.
- 63% of the residents 16 + are in the workforce.
- Mean travel time to work is 17.3 minutes.
- Median household income is \$46,660.
- 17.9% of the residents have incomes below the Federal Poverty Line.
- The disability status has been determined for 86,190 out of 88,938 residents.
- The total population with a disability is 12,939 or 14.54%.
- 37.9% of the disabled population is age 65 and older

#### Clinton County:

- Estimated 2016 population is 20,610, down 0.6% from 2010.
- 76.21% of the residents live in rural areas.
- 15.8% of the residents are aged 65 or over, with 54.8% being female.
- 8,118 households with 2.47 persons per household.
- 30.6% of the households have children under 18 years of age.
- Population density is 49 persons per square mile.
- 64% of the residents 16 + are in the workforce.
- Mean travel time to work is 31.4 minutes.
- Median household income is \$57,486.
- 10.4% of the residents have incomes below the Federal Poverty Line.
- The disability status has been determined for 20,275 out of 20,610 residents.
- The total population with a disability is 2,551 or 12.58%.
- 41.86% of the disabled population is age 65 and older

DeKalb County:

- Estimated 2016 population is 12,613, down 2.2% from 2010.
- 62.4% of the residents live in rural areas.
- 14.1% of the residents are aged 65 or over, with 59.1% being female.
- 8,118 households with 2.47 persons per household.
- 27.9% of the households have children under 18 years of age.
- Population density is 31 persons per square mile.
- 41% of the residents 16 + are in the workforce.
- Mean travel time to work is 24.9 minutes.
- Median household income is \$43,538.
- 15.7% of the residents have incomes below the Federal Poverty Line.
- The disability status has been determined for 9,570 out of 12,613 residents.
- The total population with a disability is 1,958 or 20.46%.
- 41.13% of the disabled population is age 65 and older

### III. Transportation Trends in the Four County Area

Andrew County – 17, 350 population (estimated, 2016). The county workforce of 16 + residents is 11,104. The four communities used in the analysis have 3,317 workers.

	Savannah	Country Club	Cosby	Fillmore
Means of Transport (by %)				
Drive Alone	79.42	86.99	81.54	71.3
Carpool	11.97	8.71	16.92	22.2
Walk	3.32	.68	0	0
Public Transit	0	.29	0	0
Other Means	1.68	1.08	1.54	6.5

Four Andrew County communities were identified by survey participants as places of residence. The survey results will be presented later in this document. Five other communities lie within the boundaries of the county and are not included in this analysis – Amazonia, Avenue City, Bucklow, Helena and Rosendale due to not being identified as a place of residence by survey participants. The analysis omits residents less than 16 years of age and does not separate users by age, economic condition or disability.

Buchanan County – 88,938 population (estimated, 2016). The County workforce of 16 + residents is 55,942. The Easton, Agency and Lewis and Clark Village have a combined total of 577 workers. No data is available for Faucett.

	Easton	Agency	Lewis & Clark	Faucett
Means of Transport (by %)				
Drive Alone	81.9	86.72	73.86	79.81
Carpool	12.67	9.6	22.73	11.63
Walk	3.45	0	0	0
Public Transit	0	0	0	0
Other Means	0	1.41	3.41	2.76

These four Buchanan County communities were identified by survey participants as places of residence. A fifth community, St. Joseph, was also identified as the place of residence for several survey participants. However, data for St. Joseph is being omitted as the St. Joseph MPO is completing the Human Service Transit Plan for St. Joseph. The survey results will be presented later in this document.

Three other communities lie within the boundaries of the county and are not included in this analysis – DeKalb, Rushville and Wallace due to not being identified as a place of residence by survey respondents. The analysis omits residents less than 16 years of age and does not separate users by age, economic condition or disability. Clinton County – 20,610 population (estimated, 2016). The County workforce of 16 + residents is 13,149. Cameron, Lathrop and Plattsburg have a combined total of 4,840 workers.

	Cameron	Lathrop	Plattsburg	
Means of Transport (by %)				
Drive Alone	75.27	75.36	80.32	
Carpool	13.29	20.45	10.41	
Walk	3.39	2.56	3.06	
Public Transit	1.02	0.20	0.29	
Other Means	1.92	0.20	1.43	

These three Clinton County communities were identified by survey participants as places of residence. The survey results will be presented later in this document. Four other communities lie within the boundaries of Clinton County and are not included in this analysis – Gower, Hemple, Trimble and Turney due to not being identified as places of residence by survey respondents. The analysis omits residents less than 16 years of age and does not separate users by age, economic condition or disability. DeKalb County –

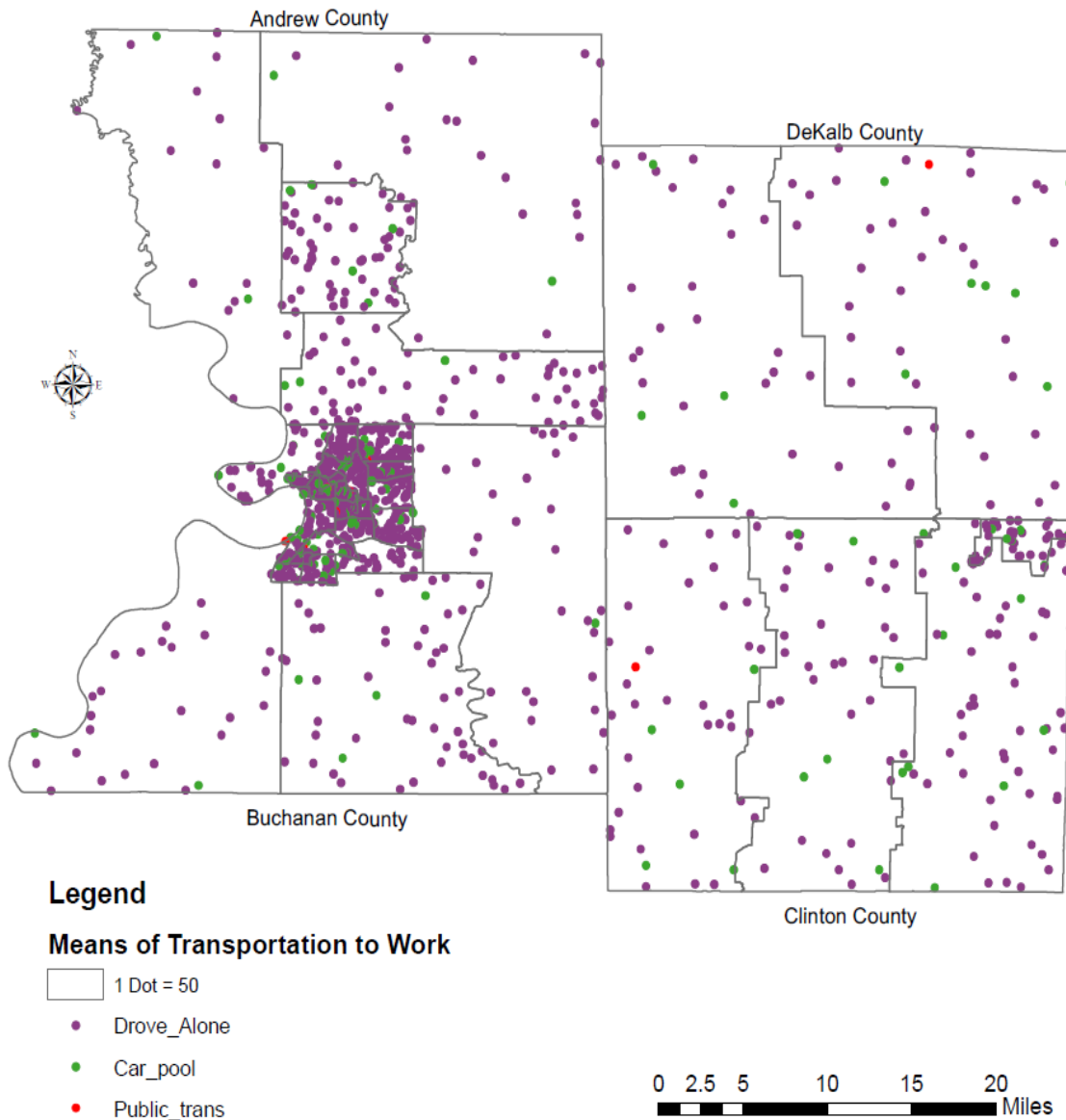
12,613 population (estimated, 2016). The county's workforce as of 2016 = 5,133 residents. Clarksdale, Maysville and Stewartsville have a combined total of 995 workers.

	Clarksdale	Maysville	Stewartsville	
Means of Transport (by %)				
Drive Alone	80.47	72.78	84.86	
Carpool	12.43	18.35	10.73	
Walk	0	6.12	5.10	
Public Transit	0	0.42	0	
Other Means	0	0.63	1.26	

Three DeKalb County communities were identified by survey participants as places of residence. The survey results will be presented later in this document. Seven other communities lie within the boundaries of DeKalb County and are not included in this analysis – Amity, Fairmont, Osborn, Union Star, Weatherby, Winslow and Wood due to not being identified as places of residence by survey respondents. While Cameron straddles both Clinton and DeKalb Counties, it was included in Clinton County data for ease of reporting to avoid duplication. The analysis omits residents less than 16 years of age and does not separate users by age, economic condition or disability. The following map displays means of transportation to work.

## Means of Transportation to Work: By Selected Characteristics

by census tract as determined by the 2011-2015 American Community Survey -Year Estimate\*



Estimates were taken from the U.S. Census American Community Survey 2010-2015 5 -year Estimates. It should be noted that the estimates reported in the survey are based on sampling techniques and are associated with a margin of error.





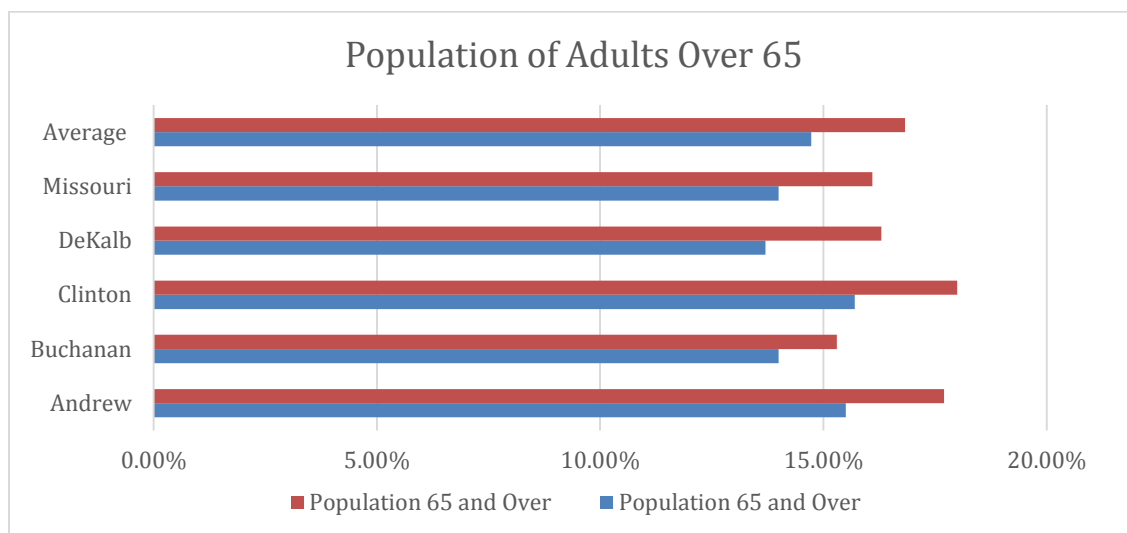
## Transportation-Disadvantaged Populations

The US Census defines transportation-disadvantaged populations as: adults age 65 and older, persons with low incomes, persons with disabilities, and those who do not own a car, and therefore would be vulnerable in an emergency. The Federal Transit Administration is responsible, under Section 5310, for assisting with the transportation needs of transportation-disadvantaged populations for populations fewer than 200,000 citizens. The latest 5-year American Community Survey report for the counties of Andrew, Buchanan, Clinton and DeKalb estimates 52,134 total occupied households and 3,726 households with no motor vehicle, or 7.1%. The percentage of households without a motor vehicle state-wide Missouri is 7.3% and 9.0% nationally.

### Adults Age 65 and Older

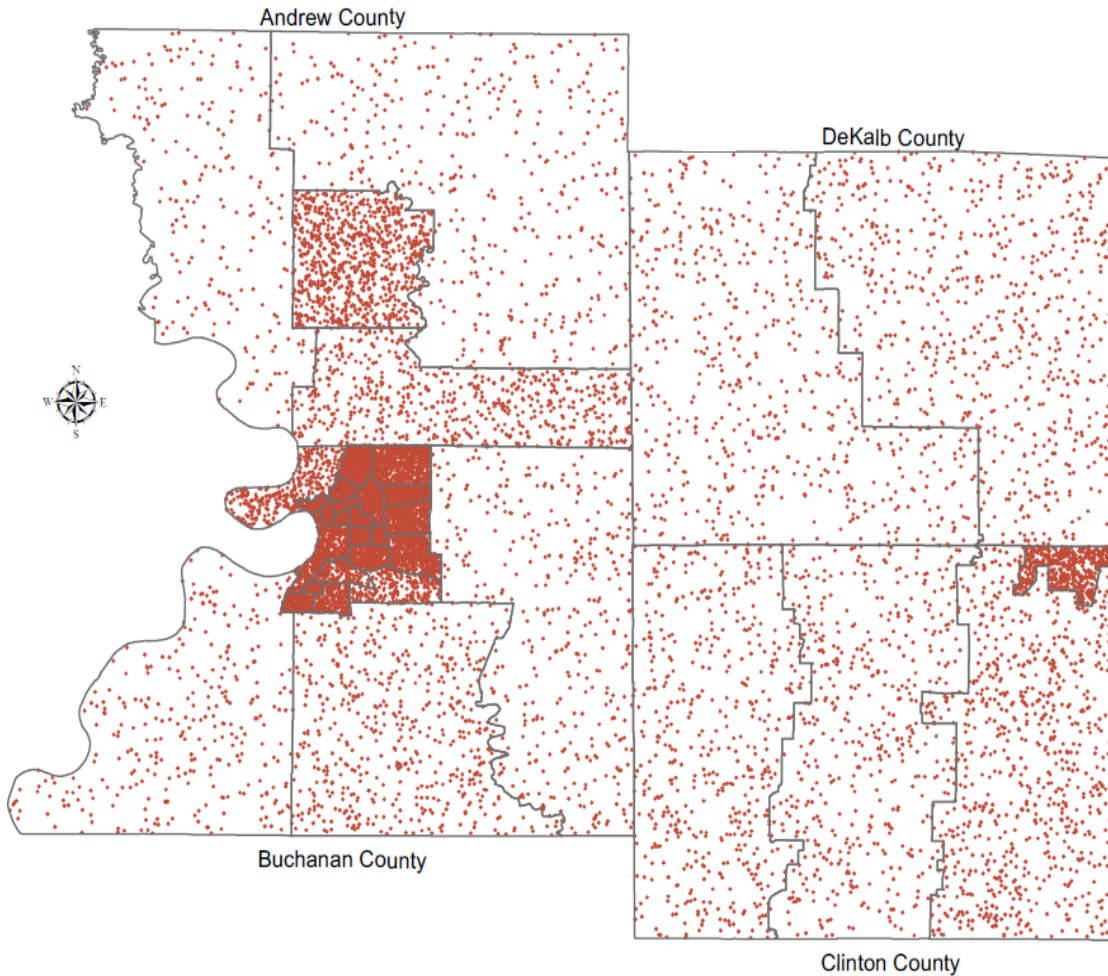
On average 16.8% of the population in all four counties is adults age 65 and older. This is only slightly above the national average of 15.2%. Clinton County has the highest percentage of adults age 65 and older at 18%. Adults age 65 and older are particularly concentrated around the cities of Cameron, Savannah and St Joseph.

% of Population 65 and Over			Actual Number of Population 65 & Over	
	2010	2016	2010	2015*
Andrew	15.50%	17.70%	2,681	2,958
Buchanan	14%	14.40%	12,501	12,826
Clinton	15.70%	16.60%	3,260	3,432
DeKalb	13.70%	15.50%	1,771	1,956
Missouri	14%	16.10%	838,294	425,887
Average	14.73%	16.83%		



## Population Over 65 Years Old

by census tract as determined by the 2011-2015 American Community Survey -Year Estimate\*



### Legend

#### Population Over 65 Years Old

1 Dot = 1

0 2.5 5 10 15 20 Miles

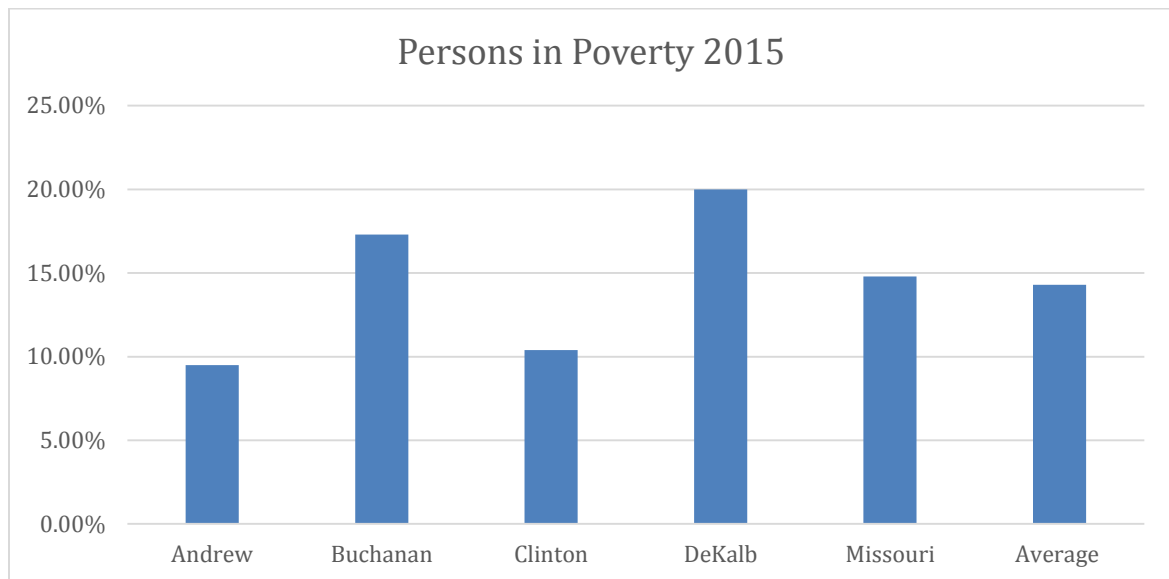
Estimates were taken from the U.S. Census American Community Survey 2010-2015 5-year Estimates. It should be noted that the estimates reported in the survey are based on sampling techniques and are associated with a margin of error.



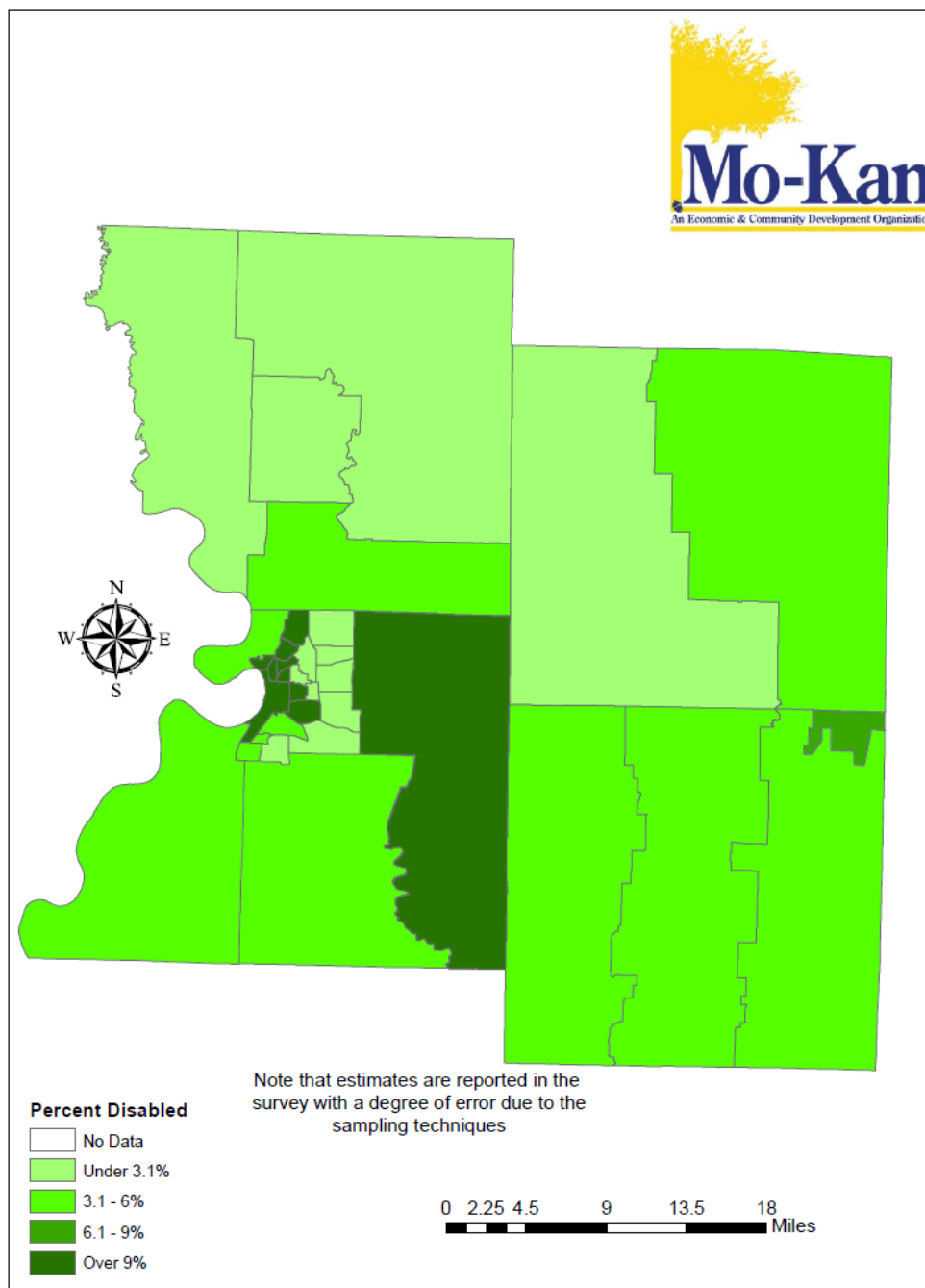
## Persons with Low Incomes

In the report area individuals are living in households with income below 50% of the federal Poverty Line. This indicator is relevant because poverty creates barriers to access including transportation, health services, employment and other quality of life matters.

Report Area	Total Population	Population with Income at or Below 50% FPL	Percent Population with Income at or Below 50% FPL
Andrew	17,850	477	2.67%
Buchanan	88,938	6,574	7.39%
Clinton	20,610	942	4.57%
DeKalb	12,613	287	2.27%



## Population Below 50% Poverty Level, Percent by Tract, 2017 Estimate



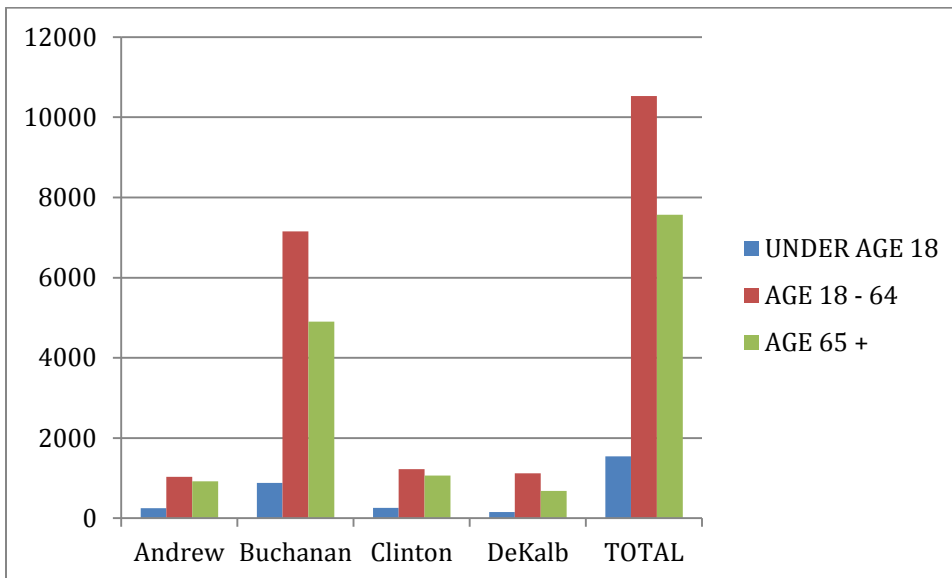
Data based off of 2016 projected population  
Data Source: Census Bureau

## Persons with Disabilities

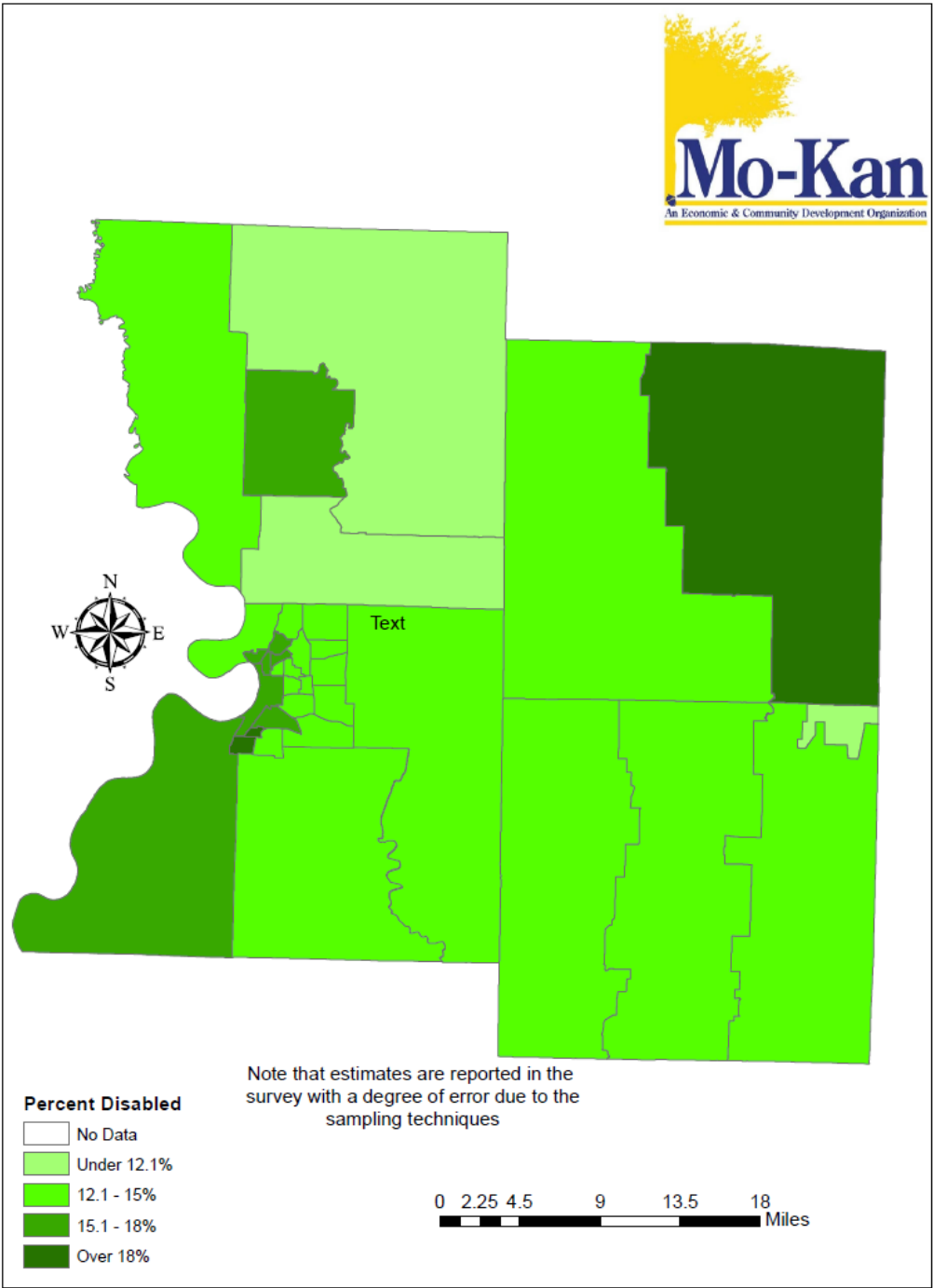
Buchanan County and DeKalb County have the highest percentage of people with disabilities under the age of 65. The Northeast region of DeKalb County and the city of St. Joseph in Buchanan County have the largest concentration of people with disabilities.

COUNTY	Under Age 18	Age 18-64	Age 65 +
Andrew	249	1,032	918
Buchanan	879	7,156	4,904
Clinton	259	1,224	1,068
Dekalb	158	1,118	682
TOTAL	1,545	10,530	7,,572

## MO-KAN MISSOURI COUNTIES WITH ANY DISABILITY



Disabled Population, Percent by Tract, 2017 Estimates



Data based off of 2016 pojections  
Data Source: Census Bureau

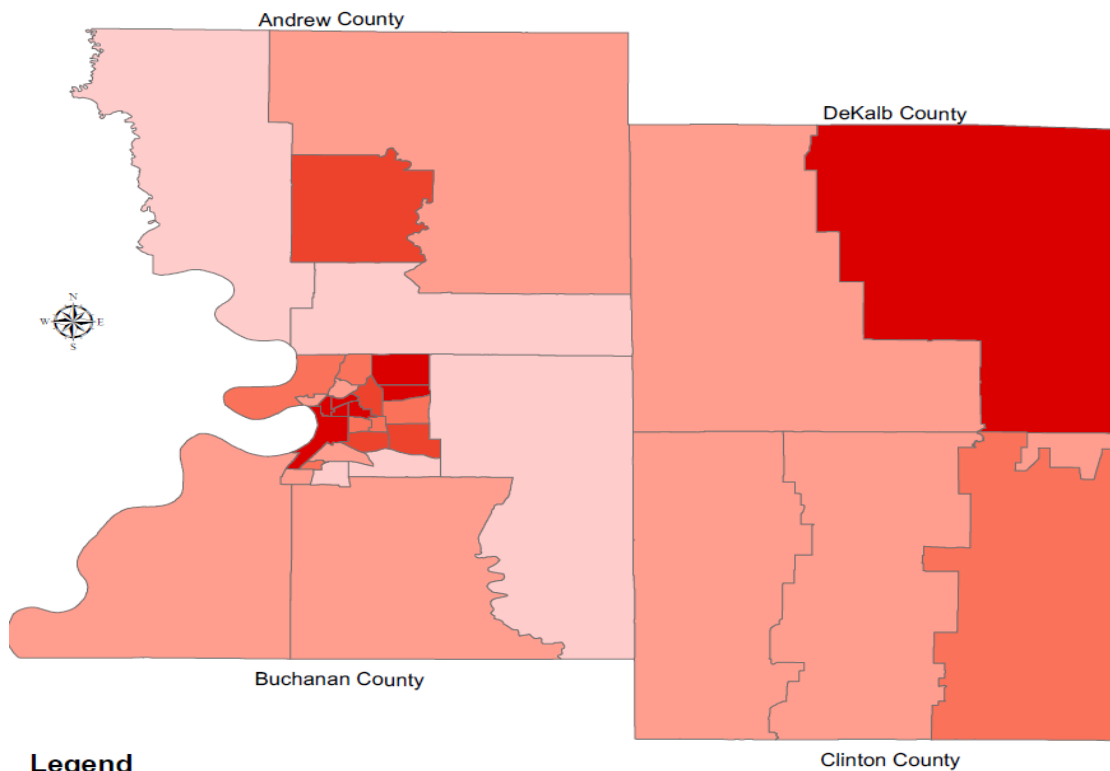
Percentage of Persons over 18 who do not own a car:

Buchanan, Andrew, and DeKalb Counties have the highest concentrations of people without cars. Percentages are estimates from Data USA.

	<b>Andrew</b>	<b>Buchanan</b>	<b>Clinton</b>	<b>DeKalb</b>	<b>National</b>
	1%	4%	2%	2%	4%
Estimate of Actual #'s	174	3,558	412	252	

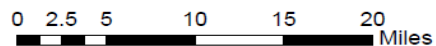
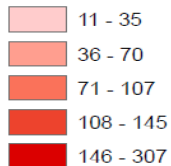
## Vehicle Availability by Household

by census tract as determined by the 2011-2015 American Community Survey -Year Estimate\*



### Legend

#### Households with No Vehicle Available



Estimates were taken from the U.S. Census American Community Survey 2010-2015 5 -year Estimates. It should be noted that the estimates reported in the survey are based on sampling techniques and are associated with a margin of error.



## Analysis

Based on viewing the disadvantaged, elderly and disabled populations through mapping and census information, there is a need for transportation assistance for the rural, elderly, disabled and low income population of Andrew, Buchanan, Clinton and DeKalb Counties. Printed data, charts and graphs, etc. do tell a convincing story that there are impediments or barriers to transportation for these targeted populations and for individuals who simply want to not drive their own vehicles for whatever reason. The next section describes available transportation services with the rural/small town areas of the four counties study area.

### **IV. Assessment of Available Transportation Services**

#### Introduction

Outside of the MPO area there are very few transit providers that operate within the Mo-Kan Regional Council's area. Participating Transit Providers for multiple of counties in the Mo-Kan Region:

#### Cameron Regional Medical Center

The facility is located in Cameron, Missouri and provides healthcare transportation to residents in Clinton, Davies, DeKalb, and Caldwell Counties and secondary services to residents in Harrison, Grundy, Livingston, and Gentry Counties. Service is only for patients who have appointments at the hospital or one of the affiliated clinics. While all patients may use this free service, it is mostly directed toward the elderly, low-income, or disabled individuals. It is a demand-response service that runs Monday through Friday, 7:00 a.m. to 4:30 p.m. and occasionally on Saturday and Sunday, year round. The hospital has three vans that hold between four and six people; these vehicles are approximately six years old. The annual operating budget for the hospital's transit program's portion of the budget is allocated from the general budget, which makes it vulnerable to the proposed reimbursement cuts from Medicare and Medicaid that are currently being discussed on the federal level.

#### Clinco Sheltered Industries, Inc.

A private non-profit human services agency that serves disabled individuals in all four counties. Clinco provides rides for clients to get to and from their jobs. They serve approximately 55 people daily, on fixed routes from 8:30 a.m. - 3:30 p.m., Monday through Friday, year round. They have one shuttle bus, one 15-passenger bus, six super-cab pick-up



trucks and two 2-ton box trucks. The organization receives funding from several sources, including Medicaid, the Federal Transportation Administration, and other grants. Some clients pay Clinco for the service provided out-of-pocket.

#### DAV Need-A-Ride

DAV operates a fleet of vehicles around the country to provide free transportation to VA medical facilities for injured and ill veterans. The vans are driven by volunteers and the rides are coordinated by almost 190 Hospital Service Coordinators around the country. Patients needing transportation contact the area DAV Hospital Service Coordinator to schedule a ride.

#### Logisticare

Provides car/van service for senior citizens and individuals with disabilities for Medicaid eligible patients. Both State governments and Managed Care Organizations know that overall health care costs go down when people have access to health care. Logisticare is hired to manage non-emergency medical transportation, coordinate with drivers, health care providers, social workers, families and patients. Rides are booked via online reservation portals or call centers. Drivers pick up riders at their homes, take them to appointments and bring them home after their appointment.

#### The Living Community of Saint Joseph

A continuing care facility that serves Northwest Missouri and Northeast Kansas. This organization serves people with disabilities. The Living Community of Saint Joseph provides healthcare, housing, transportation, residential care and skilled nursing care services. Transportation is provided to residents Monday through Friday and can be scheduled for weekend outings. Typically, individuals receive transportation services from 6:00 a.m. to 7:00 p.m., Monday through Friday; and 10:00 am to 4:00 pm on Saturday, 52 weeks of the year. Living Community of Saint Joseph currently has three employees that are involved in the transportation provision. On average, this organization provides 50-75 trips per month to the elderly non-disabled, 100 trips per month to the elderly disabled, and five trips per month to the non-elderly disabled.

#### Medical Transportation Management, Inc. (MTM)

Provides car/van service for Medicaid and Medicare eligible patients with managed care health plans. The service is offered to the elderly, individuals with disabilities and other transportation disadvantaged

populations through agreements with state and county governments Medicaid and Medicare managed care organizations, state and county governments, third party administrators, and hospitals and health care providers. Patient contact a broker through a call center who then arranges round-trip transportation.

#### Missouri Non-Emergency Medical Transportation (NEMT)

A program to ensure transportation to eligible, (must be eligible for Medicaid), MO HealthNet Division (MDH) fee-for-service and managed care health plan participants who do not have access to free appropriate transportation to and from scheduled MHD covered services. The NEMT program may use public transportation or bus tokens, vans, taxi, ambulance, or even an airplane. Clients may also be able to get help with gas costs. If the client has to be away from home overnight NEMT may be able to assist with meals and lodging.

#### Northwest Missouri Area Agency on Aging (NWMOAAA)

For persons over 60 with priority given to those with the greatest economic and social need. Services eighteen counties of Northwest Missouri, including Andrew, Buchanan, Clinton and DeKalb Counties. They have several forms of transportation depending on need and location. PAR (Provide a Ride) – NWMOAAA provides trained volunteer drivers to take the client to his/her non-emergency medical appointment. If there is no driver available, they offer the client reimbursement. Client Reimbursement (CR) for clients that want to reimburse a non-family member for giving them a ride for non-emergency medical trips, essential business and shopping trips, and for trips to eat at a senior center nutrition site. Funding sources are the Older Americans Act, MoDOT, and OATS. Clients do not have to pay for services.

#### OATS, Inc.

A private non-profit transportation provider serving 87 counties in Missouri, for anyone regardless of age, income, disability, race, gender, religion, or national origin. OATS, Inc. offers demand-response door to door service within the region. The hours of operation are 7:00 a.m. to 5:00 p.m., Monday through Friday, 52 weeks of the year. The Northwest District serves 18 counties including Andrew, Buchanan, Clinton, and DeKalb. OATS, Inc. has a fleet of 847 mini-buses, mini-vans and sedans, serving over 30,000 passengers annually. In 2016, OATS traveled 14,007,423 miles, serving 28,758 passengers. OATS receives funding

from a variety of sources including funding from the Federal Transportation Administration.

#### Road to Recovery

The American Cancer Society, (ACS), coordinates rides for any cancer patients for cancer treatment and/or to follow-up treatment. Depending the client's needs the ACS can coordinate a ride with an ACS volunteer driver, with a local organization that partners with ACS, or will refer the client to a local resource to contact. The service is not guaranteed due to volunteer availability.

#### Veterans Transportation Service

Serves veterans who are eligible for Veterans Administration, (VA), health care benefits and have a VA-authorized appointment based on availability and guidelines in place at the local facility; veterans must be referred by their medical provider. Veteran Service Organizations, i.e., Veterans of Foreign Wars chapters, Disabled American Veterans, etc., can apply for Highly Rural Transportation Grants, (HRTG). HRTG program provides grants of \$50,000 in counties with fewer than seven people per square mile.

#### VRIDE

Serves the entire state of Missouri. It is a rideshare program whose routes are developed on an as needed basis once the carpool is arranged. The main driver will pick up the other riders and transport them to work, school, etc. Residents must be 18 years old to ride and 25 years old to be a driver. Buses, vans, and vehicles are available for group outings and rideshare. There is a fee and the amount depends on distance of the commute to the destination.

#### Wynn-Cress Transportation

Serves individuals with permanent and temporary disabilities, and senior citizens. They provide local and long distance service. Services are available Monday through Friday, 7:30 a.m. to 5:30 p.m. and Saturdays, 8:00 a.m. to 12:30 p.m. Wynn-Cress serves 14 counties including Andrew, Buchanan, Clinton, and DeKalb Counties.

#### Andrew County Ministries, Inc., Retired and Senior Volunteer Program (RSVP)

A private, non-profit agency which provides transportation to all senior citizens in Andrew County. Their service has changed from fixed routes to demand-response emergency gap services. On average this organization provides transportation for 10 people per month. They ask for at least 24

hours of advanced notice from clients. The organization's hours of operation are 7:30 a.m. to 3:30 p.m. Monday through Friday, 52 weeks of the year. Volunteers drive their own vehicles. RSVP's funding sources include grants, MoDOT, Senior Tax Fund, and fundraising efforts.

The Sunshine Factory (also known as Senate Bill 40)

Provides transportation services to developmentally disabled residents of Andrew County. Transportation is provided on a fixed-route basis to individuals' jobs, workshops, or day camps. Services are offered Monday through Friday from 6:00 am to 4:30 pm throughout the year. The office and van routes are closed on national and state holidays. They do not coordinate or contract with any other transportation or human service organization for their transit services. Their only funding is local taxes.

Angel Express Transportation

A car/van transportation service located in St Joseph. The company serves Medicaid patients providing transport to and from medical appointments. The services are available Monday through Friday, 6 a.m. to 6 p.m.

The Ride – St. Joseph Transit

"The Ride" operates eight fixed routes that encompass the city limits of St. Joseph and Elwood, Kansas. Instead of going to a bus stop, customers can use the route deviation service. This is curb-to-curb service available for all customers regardless of ability.

Saint Luke's North Hospital- Smithville Care Van

A free transportation service for people without access to a vehicle or cannot operate a vehicle. The service provides people with transportation to and from medical appointments. The van picks up individuals from their homes or a residential care facility and transports them to the Saint Luke's North Hospital-Barry Road or Smithville campuses or take them to their off-campus medical appointment. Individuals must be within 25 miles from the hospital.

There are also several private taxi and shuttle services that provide passenger van service to the general public for fee, local and long distance. These tend to be much more cost prohibitive do to the market-rate nature of their billing structures. Residents may also contact MO RIDES, a transportation referral service for the entire state. They match riders up with local transportation providers.

## **V. SURVEY RESULTS AND ANALYSIS**

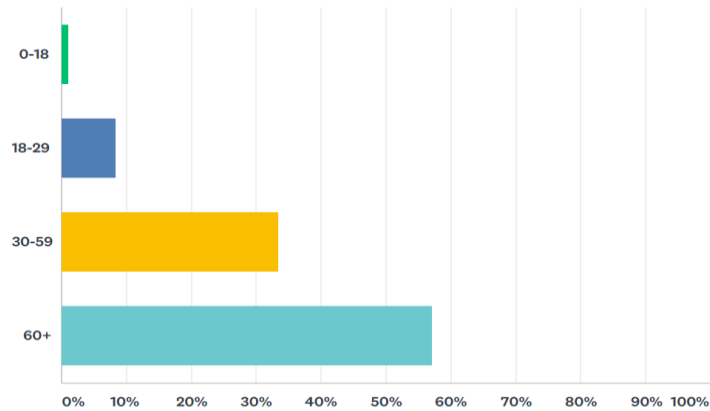
While that presented data strongly suggests that a fair number of regional residents have barriers to transportation and need to rely on friends and family, borrowed vehicles or other means of transportation, the analysis must include the opinions of residents. The opinions serve to ratify the stated conclusion or provide an alternate conclusion not substantiated by the given data. Mo-Kan Regional Council conducted a series of public meetings to gain public input and also solicited survey participants at several area agencies, food banks, medical clinics, grocery stores, nutrition centers, community centers and senior centers.

The survey was well – received with over 400 surveys completed. Time constraints led to 301 surveys being entered in the Survey Monkey on-line platform. The survey consisted of 13 questions. Not every question was answered by every participant. Here are the questions participants were asked to complete and number of respondents answering:

1. What is your age?  
299/301
2. In which county do you work?  
102/301
3. Do you have a valid driver's license?  
301/301
4. Which means of transportation do you utilize?  
300/301
5. Which of the following best describes your current occupation?  
286/301
6. Do you use transit services?  
271/301
7. How often do you use transit services?  
25/301
8. What reasons do you use transit services?  
180/301
9. What changes could be made in transit services?  
234/301
10. Any other comments that you have about public transit in the region?  
188/301
11. Are you satisfied with your public transit service providers?  
225/301
12. If not, why are you not content with your public transportation providers?  
195/301
13. In which county and city do you live?

## Q1 What is your age?

Answered: 299 Skipped: 2

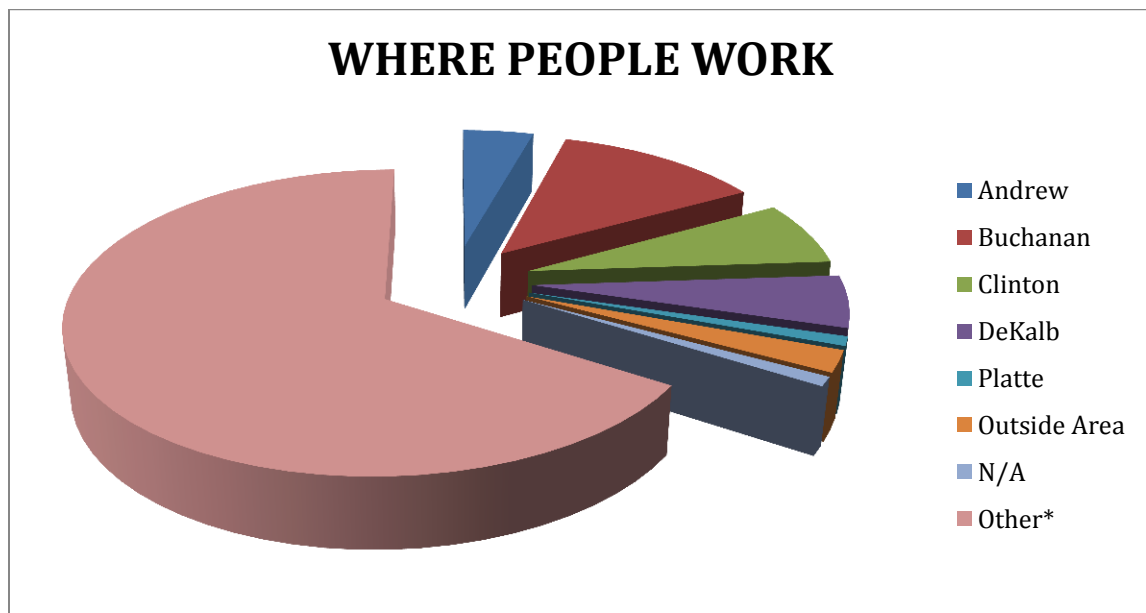


ANSWER CHOICES	RESPONSES	
0-18	1.00%	3
18-29	8.36%	25
30-59	33.44%	100
60+	57.19%	171
TOTAL		299

## Q2. Where Do People Work

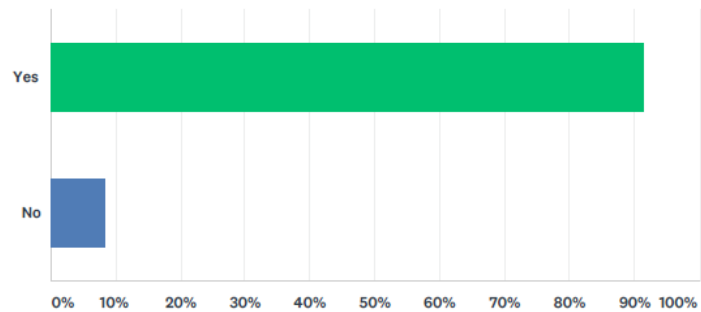
102 out of 301 survey respondents completed this question, with 199 survey respondents answering the question by saying they are retired, disabled or a student.

Counts: Andrew – 13; Buchanan – 38; Clinton – 21; DeKalb – 17; Platte – 3; Outside the Area – 7; No Answer – 3; Other – 199



Q3 Do you have a valid driver's license?

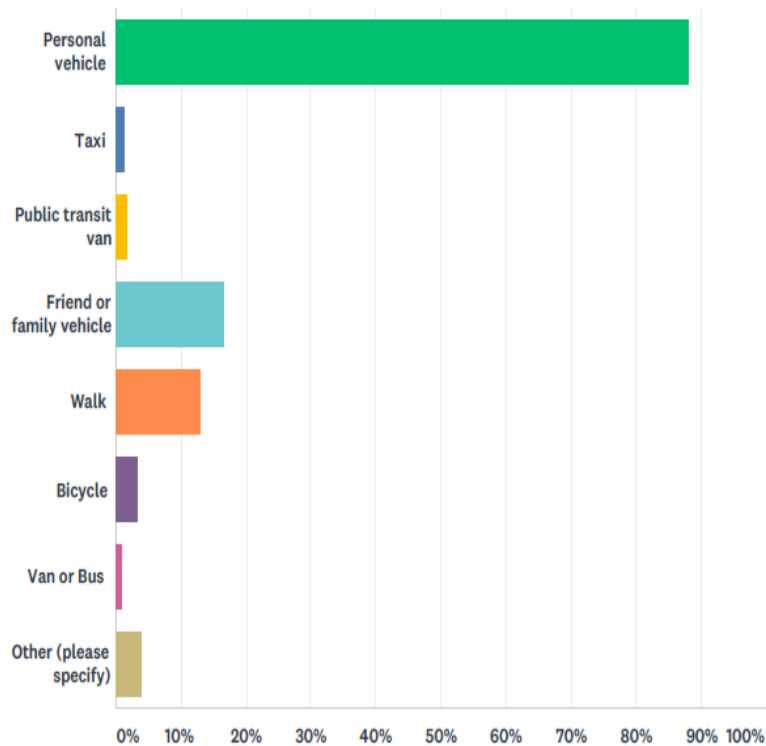
Answered: 301 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	91.69%	276
No	8.31%	25
TOTAL		301

## Q4 What means of transportation do you use at this time? Check all that apply

Answered: 300 Skipped: 1



ANSWER CHOICES	RESPONSES	
Personal vehicle	88.00%	264
Taxi	1.33%	4
Public transit van	1.67%	5
Friend or family vehicle	16.67%	50
Walk	13.00%	39
Bicycle	3.33%	10
Van or Bus	1.00%	3
Other (please specify)	4.00%	12
Total Respondents: 300		



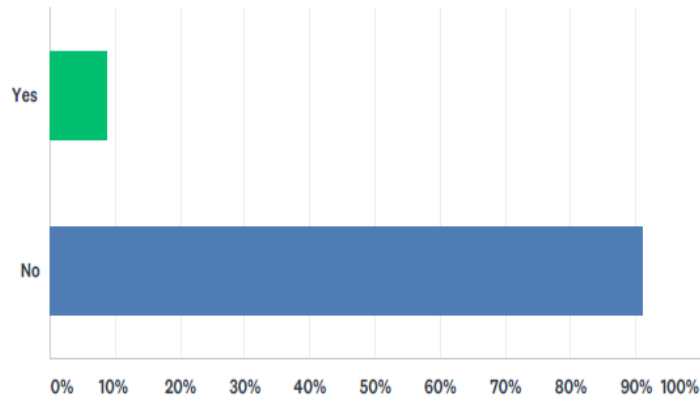
## Q5 Which of the following best describes your current occupation?

Answered: 286 Skipped: 15

ANSWER CHOICES	RESPONSES	
Management Occupations	2.80%	8
Business and Financial Operations Occupations	1.75%	5
Computer and Mathematical Occupations	0.35%	1
Architecture and Engineering Occupations	0.35%	1
Life, Physical, and Social Science Occupations	0.35%	1
Community and Social Service Occupations	3.15%	9
Legal Occupations	0.35%	1
Education, Training, and Library Occupations	1.75%	5
Arts, Design, Entertainment, Sports, and Media Occupations	0.70%	2
Healthcare Practitioners and Technical Occupations	1.40%	4
Healthcare Support Occupations	2.10%	6
Protective Service Occupations	0.00%	0
Food Preparation and Serving Related Occupations	2.45%	7
Building and Grounds Cleaning and Maintenance Occupations	1.75%	5
Personal Care and Service Occupations	2.10%	6
Sales and Related Occupations	1.40%	4
Office and Administrative Support Occupations	2.10%	6
Farming, Fishing, and Forestry Occupations	2.10%	6
Construction and Extraction Occupations	1.05%	3
Installation, Maintenance, and Repair Occupations	0.70%	2
Production Occupations	0.70%	2
Transportation and Materials Moving Occupations	0.35%	1
K-12 Student	1.05%	3
University Student	0.35%	1
Other (please specify)	68.88%	197
<b>TOTAL</b>		<b>286</b>

## Q6 Do you use transit services?

Answered: 271 Skipped: 30



ANSWER CHOICES	RESPONSES	
Yes	8.86%	24
No	91.14%	247
TOTAL		271

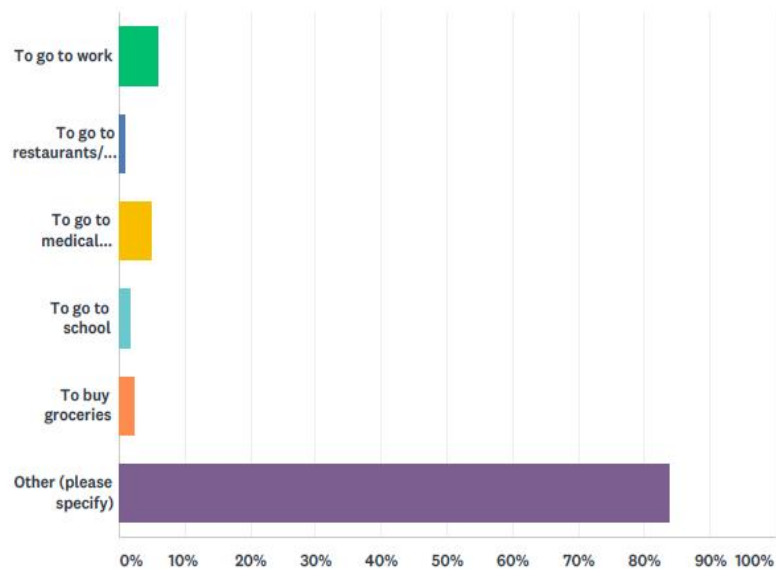
## Q7 How often do you use transit services? (Daily, Weekly, Monthly)

Answered: 25 Skipped: 276

ANSWER CHOICES	RESPONSES	
Daily	16.00%	4
Weekly	52.00%	13
Monthly	36.00%	9

## Q8 What reasons do you use transit services?

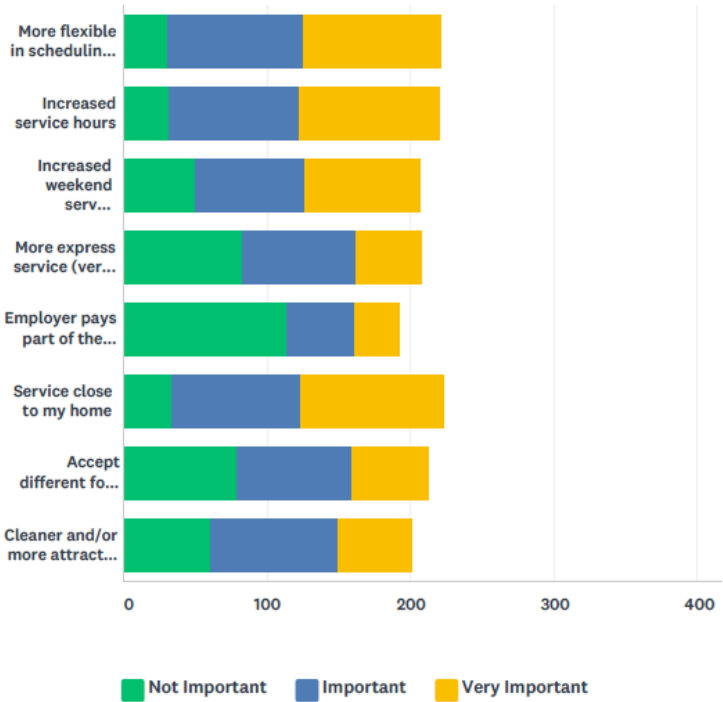
Answered: 180 Skipped: 121



ANSWER CHOICES	RESPONSES	
To go to work	6.11%	11
To go to restaurants/entertainment/retail	1.11%	2
To go to medical appointments	5.00%	9
To go to school	1.67%	3
To buy groceries	2.22%	4
Other (please specify)	83.89%	151
TOTAL		180

Q9 1. What changes could be made in transit service you to use the service for the first time or to use the s

Answered: 234 Skipped: 67

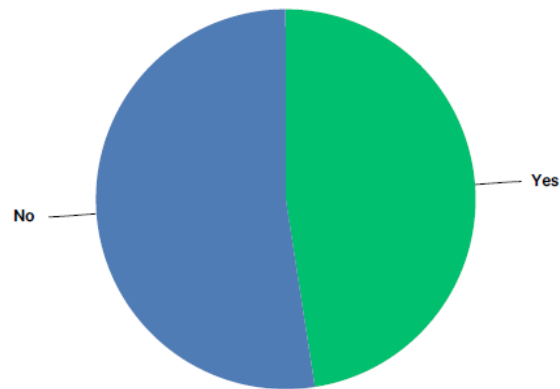


Q10 Any other comments that you have about public transit in the region

Adequate Hard to Use with Young Kids Options County  
 Public Transit Vehicle Not Available  
 Disabled Service Joe Routes Non-existent  
 Public  
 Cameron Agency Transportation Prefer Bus

### Q11 Are you satisfied with your public transit service provider(s)

Answered: 225 Skipped: 76



ANSWER CHOICES	RESPONSES	
Yes	47.56%	107
No	52.44%	118
TOTAL		225

### Q12 If not, why are you not content with your public transit providers?

Providers Non-existent Public Transit Cost  
 Not Available OATS Options  
 Limited Availability Service Cameron Routes  
 Places Schedule Satisfied Buses Access

**Q. 13 Where do Survey Participants Reside?**

<b>County &amp; City</b>	<b>Survey Count</b>		<b>Top Ten Locations</b>	
			<b>County, City</b>	<b>Survey Count</b>
Clinton, Rural	34		Buchanan, St. Joseph	44
DeKalb, Cameron	12		Clinton, Rural	34
DeKalb, Clarksdale	1		Andrew, Savannah	33
Clinton, Turney	2		Clinton, Plattsburg	31
Clinton, Trimble	3		Clinton, Cameron	29
Clinton, Gower	1		DeKalb, Rural	16
Andrew, Rural	2		Buchanan, Agency	16
Andrew, Belektow	1		Buchanan, Faucett	15
Andrew, Savannah	33		DeKalb, Cameron	12
Andrew, Cosby	1		DeKalb, Maysville	8
Buchanan, St. Joseph	44			238
Andrew, Fillmore	4		Remainder	63
Buchanan, Easton	5		Total	301
Buchanan, Faucett	15			
Buchanan, Lewis & Clark	3			
Clinton, Cameron	29			
DeKalb, Rural	16		NOTES:	
Clinton, Lathrop	3		* 13 respondents do not live in	
DeKalb, Maysville	8		any of the 4 counties of the	
DeKalb, Stewartsville	2		study area.	
Buchanan, Agency	16			
Clinton, Plattsburg	31			
N/A	18			
Buchanan, Rural	4			
Other*	13			
Total	301			

## **Survey Analysis**

Out of the 271 people that answered ‘do you use transit services?’ only 24 respondents stated that they currently use public transportation, less than 9%. The remaining 247 people reported not utilizing public transit. Public transit is defined as a bus or van operated by a public transit agency that is available to the general public, runs specific routes and schedules and collects a fee to use the service. Most of the transportation services described in this report are subsidized or contracted by medical services providers, social service agencies and veterans groups to facilitate access to various goods and services within and outside the four county area..

OATS and V-Ride are the only two services available to the general public. OATS is an on-demand service and although it does operate regular hours, routes tend to be one day per week in communities and very limited availability. V-Ride is a rideshare service whose routes are developed on an as-needed basis once the carpool is arranged. It may not stop at the same location regularly this it serves a limited pool of riders on an irregular route and schedule. Both of these services require substantial advance planning to schedule and use.

Survey results suggest there is a substantial unmet demand for public transit as 43 respondents said in ‘any other comments that you have about public transit in the region,’ that they’d use it at some level if it were available in their communities in rural areas on a regular basis and would get them where they need to go, which tend to be the larger urban centers of St. Joseph, Savannah and Cameron. Adding those 42 additional public transit users the percentage would increase to 24%. Most additional riders would be using public transit for work.

The top two suggested changes offered in question 9 are ‘more flexibility in scheduling’ and ‘increased service hours.’ Most of the participants were aware of OATS and are critical of its limited availability. One of the survey locations was an OATS bus route and we obtained surveys from people riding the bus. Very few of the respondents were aware of V-Ride. By a wide margin, people prefer their personal vehicle for every day transportation needs, 264 respondents maintain a vehicle. Only three senior citizens and fourteen people between 18 & 59 stated they did not have a vehicle. All three people that stated they were disabled had a vehicle and did the unemployed persons.

## **VI. Conclusion**

The availability of public transit is correlated to the demand for public transit. The purpose of this human services transit plan is to explore transportation barriers within

specific groups of the area population – senior citizens, disabled and economically disadvantaged. Virtually all of the survey respondents indicated that they have at least one vehicle available for use. Out of 301 surveys only 16(5.3%) stated that the household did not have a vehicle available for use and only 6 out of 16 households without a vehicle do not have access to a borrowed vehicle from friends or family, just 2% of the area surveyed population.

How do these numbers correspond with the targeted groups US Census, American Community Survey and Data USA data sets? According to Data USA, which compiles data from the American Communities Survey, 2.25% of the residents do not own a vehicle. The survey results show more than double the Data USA listed percentage. Data USA did not break down the data to show specific numbers related to age, disability or economically disadvantaged.

There are limits to the data. Being 65 and older does not infer being disabled or economically disadvantaged, a disabled individual may still be able to drive and an economically disadvantaged person may still be able to afford a vehicle. Of the 16 survey respondents without a vehicle 8 listed as their place of residence Buchanan County and the remaining 8 respondents listed Andrew County as their place of residence.

#### Adults 65 and Older

As stated on page 23, 16.1% of the four counties' population is age 65 and older for a count of 21,172 residents. Responses from the 301 surveys list 171 as aged 60 and older and 62 out of the 171 list their occupation as 'retired,' thus 20.5% of the respondents are retired. However, surveys were solicited at senior center, nutrition centers and food banks, thus skewing the number to be slightly higher. Only 3 of the 'retired' individuals indicated that they did not own a personal vehicle. The survey did not include any questions for determining economic status. Based on this limited picture, seniors are not experiencing barriers in transportation to their desired destinations, but 4.8% of the seniors may have barriers to transportation. This could potentially be 1,1016 residents.

#### Persons with Low Incomes

Data culled from the American Communities Survey lists a total of 8,280 people living within the four county study area with income at or below 50% of the Federal Poverty Line(FPL). The average among the counties is 4.22%. Buchanan and Clinton counties exceed the average with Andrew and DeKalb counties below the average. As previously stated, the survey did not include any questions for determining economic status. One of



the survey collection locations was Andrew County Health Department and within this facility people apply for food assistance programs and 38 of the respondents listed food assistance application as the reason for visiting Andrew County health.

Applicants must meet income requirements in order to receive assistance. At a minimum, 38 out of 301 (12.6%) survey respondents are low income, and 5/38(13.2%), stated they did not own a vehicle. Applicants also must have an Andrew County address. Andrew County has 477 persons at or below the Federal Poverty Line. Extrapolating the 13.2% for the region, the resulting number of residents without a personal vehicle is 1,093. Based upon this limited evaluation of poverty level income, economically disadvantaged individuals are experiencing transportation barriers.

#### Persons with Disabilities

Within Mo-Kan's four Missouri counties 10,350 residents age 18-64 and 7,572 residents age 65+ are identified as having a disability. By percentage DeKalb County has the highest concentration of disabled residents; and by quantity Buchanan County has the most disabled individuals. Sixteen respondents said in the survey that they did not own a personal vehicle and only 1/16 identified themselves as disabled. Out of the remaining 285 surveys and additional 3 people said they are disabled. Our survey did not reach a substantial number of disabled persons over 18 years old, however extrapolation indicates ¼ disabled may not have a personal vehicle for a total of 1,893 residents and extrapolation of 1/16 equals 473 disabled persons not owning a personal vehicle. Statistically, 403 disabled persons should be without a personal vehicle.

#### Urban vs Rural Population

Andrew, Clinton and DeKalb counties are primarily rural counties. Buchanan County has a majority urban population. On average, 66.9% of the area's 140,011 residents live with city limits/development boundaries with the remaining 33.1% living in rural locations. The urban population is 93,750 and the rural population is 46,261. Of the urban population 77,273 live within the city limits/development boundary of St. Joseph. The plan focuses on 19,477 residents in cities and villages outside of St. Joseph and the rural population. Statistically 2.25% of the population does not own a vehicle which represents 438 urban residents (excluding St. Joseph) and 1,040 rural residents. Approximately 1,478 of the general population may have a transportation barrier.

Excluding the St. Joseph resident surveys results in 10 respondents that do not own a personal vehicle with 20% defined as rural population and 80% defined as urban. The urban locations are Savannah, Andrew County with 8, Fillmore, Andrew County with 1

and Agency, Buchanan County with 1. Rural Andrew County and rural Buchanan County each have 1 survey respondent without a personal vehicle. In reviewing 301 surveys, 121 surveys are from urban residents, 17 didn't answer and 152 are rural residents. Overall, a larger survey sample is necessary to determine more precise numbers. However, a tally of existing and potential users shows 50 from the urban population, 10 from rural areas and 7 individuals did not answer.

## Summary

To summarize the results of the survey and census data, some there are potentially 2,582 persons (1.8%) among the three targeted groups of the transit plan – seniors, disabled and economically disadvantaged that reside in the four Missouri counties of the Mo-Kan service area, that may have barriers to transportation. Among these three groups it is unknown how many of the 2,582 residents utilize any of the area services but these identified transportation service are being utilized to some extent. OATS provided 953 area residents with rides. Eighteen transportation service providers serve Andrew, Buchanan, Clinton and DeKalb counties so there is a demand for service and 4,396 people over 18 do not own a vehicle. However, not all of the providers serve all four counties and all three population groups that are the focus of this plan – senior citizens, economically disadvantaged and disabled residents.

Only two area transportation providers serve all four counties and transport all three of the targeted groups, senior citizens, disable and economically disadvantaged, as well as the general public to a variety of destinations, such as medical, work, shopping, general purpose etc. These two providers are OATS and V-Ride. The remaining sixteen area transportation providers serve targeted segments of the population, provide medical transportation only or provide service within a specified area. Financially disadvantaged senior citizens and financially disadvantaged disabled persons can select transportation from six providers. These providers are strictly for medical services.

The following table lists the areas providers, counties served, target population and destinations:

SERVICE PROVIDER	COUNTIES SERVED	TARGETED POPULATION	AVAILABLE DESTINATIONS
Cameron Regional Medical Center	Clinton, DeKalb	Financially disadvantaged patients of all ages	Cameron Regional Medical Center & affiliated centers
Clinco Sheltered Industries	Andrew, Buchanan, Clinton, DeKalb	Disabled persons of all age groups	General purpose
DAV Need a Ride	Andrew, Buchanan, Clinton, DeKalb	Veterans	Medical services

Logisticare	Unknown	Medicaid eligible	Medical services
Living Communities St. Joseph	Andrew, Buchanan, Clinton, DeKalb	Disabled of all ages	General purpose
Medical Transportation Management	Andrew, Buchanan, Clinton, DeKalb	Medicaid eligible senior citizens	Medical services
Missouri Non-Emergency Medical Transportation	Andrew, Buchanan, Clinton, DeKalb	Medicaid eligible persons of all ages	Medical services
NW Missouri Area Agency on Aging	Andrew, Buchanan, Clinton, DeKalb	Senior citizens and disabled seniors	General purpose
OATS	Andrew, Buchanan, Clinton, DeKalb	General public, seniors, disabled	General purpose
Road to Recovery	Andrew, Buchanan, Clinton, DeKalb	Cancer patients	Medical services
VETS Transport Services	Andrew, Buchanan, Clinton, DeKalb	Veterans	Medical services
V-Ride	Andrew, Buchanan, Clinton, DeKalb	General public	Carpool, riders plan route
Wynn-Cress	Andrew, Buchanan, Clinton, DeKalb	Seniors & disabled	General purpose
Sunshine Factory	Andrew, Buchanan, Clinton, DeKalb	Developmentally disabled persons	General purpose
Angel Express Transportation	Andrew, Buchanan, Clinton, DeKalb	Medicaid eligible persons of all ages	Medical services
The Ride-St. Joseph	St. Joseph, Elwood	General public	General purpose
St. Lukes North	25 miles from hospital in NKC	General public	Medical services

## Recommendations

Within the four county region there are 18 transportation service providers. Only OATS was willing to share its ridership data.

The purpose of the document is to determine if senior citizens, disabled persons of all ages and economically disadvantaged persons are susceptible to a lack of access to medical services, education, essential shopping, work and other vital services, programs and activities within the counties of Andrew, Buchanan, Clinton and DeKalb and programs, services and activities outside of the region. Based on viewing the disadvantaged, elderly and disabled populations through mapping and census information, there is a need for transportations assistance for the rural, elderly, disabled and low income population of Andrew, Buchanan, Clinton and DeKalb Counties.

The presented data, charts and graphs, etc. show that there are impediments or barriers to transportation for these targeted populations and for individuals who simply want to not drive their own vehicles for whatever reason, but overall is a small percentage of the four counties population with less than 3,000 residents at risk.

OATS conducted 39663 one-way trips, served 953 people and traveled 430,840 miles from January 1<sup>st</sup> – December 31<sup>st</sup>, 2016. A majority of the trips of OATS riders were for medical purposes. Half of the service providers exist to transport patients to and from medical facilities and they provide door-to-door service. The large number of medical transport providers indicates a significant demand. Only a small percentage of OATS riders outside of Buchanan County riders use the service to travel within their respective counties. Travel to the adjoining county and to locations beyond their respective counties is highly desired when examining survey responses for why public transit isn't used.

- ✓ OATS operates its routes on specific days in each community. Expansion of OATS routes to add more days and additional routes per day is recommended will encourage more work commutes and increased shopping and leisure trips.
- ✓ All of the service providers do not provide transportation after 7 PM. Private medical transport providers should extend operational hours past 7 PM.
- ✓ Other than V-Ride, all transportation providers receive subsidies in order to provide low-cost to free transportation for their respective users. Additional subsidies should be sought.
- ✓ OATS should increase its awareness campaigns across all media channels. Many of the survey comments concern eligibility of riders. There is a misconception that the service is only available to the economically disadvantaged.
- ✓ An additional query of transit providers should be carried out to gather additional ridership counts to allow for better comparison against projected data and obtain a broader sampling of operational expenditures of the providers.

## **VII. RIDERSHIP DATA**

### **OATS**

**Andrew, Buchanan,  
Clinton & DeKalb Counties**



## ANDREW COUNTY

Ridership information for the period July 1, 2015 to June 30, 2016

TRIP PURPOSE	ONE WAY TRIPS
ESSENTIAL SHOPPING	24
NUTRITION	47
MEDICAL	1,676
BUSINESS	47
EDUCATION	384
RECREATION	4
EMPLOYMENT	0
EN ROUTE STOPS	3
TOTAL	2,185
 TOTAL MILES TRAVELED	 30,710
 TOTAL NUMBER OF PEOPLE SERVED	 83
 TRIP CLASS	
In-Town	499
Within One County	42
Adjoining County	1,072
Beyond Adjoining County	569
Enroute Stops	3
Total	2,185

OATS, Inc., 1306 South 58th Street, St Joseph, MO 64507-7757 (816) 279-3131



## BUCHANAN COUNTY

Ridership information for the period July 1, 2015 to June 30, 2016

TRIP PURPOSE	ONE WAY TRIPS
ESSENTIAL SHOPPING	530
NUTRITION	4
MEDICAL	16,029
BUSINESS	243
EDUCATION	4,878
RECREATION	36
EMPLOYMENT	8,959
EN ROUTE STOPS	116
TOTAL	30,795
 TOTAL MILES TRAVELED	 457,538
 TOTAL NUMBER OF PEOPLE SERVED	 1,005
 TRIP CLASS	
In-Town	24,533
Within One County	1,825
Adjoining County	2,851
Beyond Adjoining County	1,470
Enroute Stops	116
Total	30,795

bATS, Inc., 1306 South 58th Street, St Joseph, MO 64507-7757 (816) 279-3133



## CLINTON COUNTY

Ridership information for the period July 1, 2015 to June 30, 2016

TRIP PURPOSE	ONE WAY TRIPS
ESSENTIAL SHOPPING	688
NUTRITION	32
MEDICAL	3,331
BUSINESS	105
EDUCATION	0
RECREATION	4
EMPLOYMENT	4
EN ROUTE STOPS	687
TOTAL	4,851
 TOTAL MILES TRAVELED	 138,318
 TOTAL NUMBER OF PEOPLE SERVED	 209
 TRIP CLASS	
In-Town	1,977
Within One County	333
Adjoining County	1,085
Beyond Adjoining County	769
Enroute Stops	687
Total	4,851

bATS, Inc., 1306 South 58th Street, St Joseph, MO 64507-7757 (816) 279-313





## DEKALB COUNTY

Ridership information for the period July 1, 2015 to June 30, 2016

TRIP PURPOSE	ONE WAY TRIPS
ESSENTIAL SHOPPING	1,460
NUTRITION	73
MEDICAL	2,134
BUSINESS	317
EDUCATION	0
RECREATION	22
EMPLOYMENT	562
EN ROUTE STOPS	1,043
TOTAL	<u>5,611</u>
 TOTAL MILES TRAVELED	 21,695
 TOTAL NUMBER OF PEOPLE SERVED	 133
 TRIP CLASS	
In-Town	1,943
Within One County	68
Adjoining County	2,120
Beyond Adjoining County	437
Enroute Stops	1,043
Total	<u>5,611</u>

ATS, Inc., 1306 South 58th Street, St Joseph, MO 64507-7757 (816) 279-313



*Safe, Caring & Reliable  
Transportation For All Ages!*

[Home](#) [About Us](#) [Leadership](#) [Resources](#) [Bus Schedules](#) [Contact Us](#) [Job Opportunities](#)

### Andrew County

OATS transportation is available to anyone regardless of age, income, disability, race, gender, religion, or national origin.

Round-trip fares are: within county \$6; adjacent county \$8; long-distance (beyond 2 counties) \$4 per county; \$1 each time you board the bus in-town.

If you would like to schedule a ride, please call us. We do not schedule trips by email.

From Andrew County to:  
Savannah Every Thursday  
St. Joseph  
(North Wal-Mart, Kmart, The  
Shoppes, Hospital, doctors) Every Tuesday - \$5 round trip

To schedule a ride on any of the above routes please call OATS office at least 24 hours in advance at 800-831-9219.

Long distance medical transportation is available from Andrew County to Saint Joseph every Tuesday. Trips must be scheduled at least 24 hours in advance by calling OATS office at 800-831-9219.

Andrew County Committee Meeting: Wednesday, March 7, 2018, Savannah Senior Center, 9:30 a.m. All OATS meetings are open to the public.



© 2018 by OATS Transit



*Safe, Caring & Reliable  
Transportation For All Ages!*

[Home](#) [About Us](#) [Leadership](#) [Resources](#) [Bus Schedules](#) [Contact Us](#) [Job Opportunities](#)

### Buchanan County

OATS transportation is available to anyone regardless of age, income, disability, race, gender, religion, or national origin.

Round-trip fares are: within county \$6; adjacent county \$8; long-distance (beyond 2 counties) \$4 per county.

The round-trip fare in-town St. Joseph is \$20 due to no other local or federal subsidies. (Fare may apply for seniors over 60 & individuals with disabilities age 18-59- call office to check rate).

**Local Medicals, Essential Shopping/Business**  
Monday - Friday 8:00 a.m. - 5:00 p.m.

**Long Distance Medical**  
Kansas City 2nd Tuesday each month

**East Hills Mall/Walmart/K-Mart**  
1st, 3rd & 5th Tuesdays in January 9:30 a.m. - 1:00 p.m.  
1st & 3rd Tuesdays in February & March

**Grocery Shopping**  
2nd & 4th Thursdays in January  
3rd Thursdays in February  
1st, 3rd & 5th Thursdays in March

**To St. Joseph from:**  
De Kalb, Rushville, Agency, Faucett, & Easton  
To schedule a ride on any of these routes, call (816) 279-3131.  
If you would like to schedule a ride, please call us. We do not schedule trips by email.

Long distance medical transportation is available from Buchanan County to Kansas City on the 2nd Tuesday each month. Trips must be scheduled at least 24 hours in advance by calling OATS office at 800-831-9219.

There is no County Committee in Buchanan County. If you would like to volunteer, please contact OATS Volunteer Coordinator at (573) 443-4516.



© 2018 by OATS Transit





*Safe, Caring & Reliable  
Transportation For All Ages!*

[Home](#) [About Us](#) [Leadership](#) [Resources](#) [Bus Schedules](#) [Contact Us](#) [Job Opportunities](#)

### Clinton County

OATS transportation is available to anyone regardless of age, income, disability, race, gender, religion, or national origin.

Round-trip fares are: within county \$6; adjacent county \$8; long-distance (beyond 2 counties) \$4 per county, \$1 each time you board the bus in-town.

**Cameron In-Town** Tuesday and Thursday 800-831-9219  
Schedule 24 hours in advance 9:00 – 3:00 PM

Cameron to St. Joseph	1st & 3rd Tuesdays each month
Lathrop, Plattsburg, Gower to St. Joseph	Last Tuesday each month
Clinton County to Liberty	Last Friday each month

If you would like to schedule a ride, please call us. We do not schedule trips by email.  
To schedule a ride on any of the following routes, call the contact number in your town:

Cameron	Virginia Rhoades	(816) 632-8810
Plattsburg, Lathrop	Mary DeWeerd	(816) 740-3631
Gower, Trimble	OATS Office	800-831-9219

Clinton County Committee Meeting: Thursday, February 8, 2018, Cameron Nutrition Site, 1230 p.m.  
*All OATS meetings are open to the public.*



© 2018 by OATS Transit



*Safe, Caring & Reliable  
Transportation For All Ages!*

[Home](#) [About Us](#) [Leadership](#) [Resources](#) [Bus Schedules](#) [Contact Us](#) [Job Opportunities](#)

### DeKalb County

OATS transportation is available to anyone regardless of age, income, disability, race, gender, religion, or national origin.

Round-trip fares are: within county \$6; adjacent county \$8; long-distance (beyond 2 counties) \$4 per county, \$1 each time you board the bus in-town.

DeKalb County to Maysville and Cameron	Last Friday each month
DeKalb County to St. Joseph	1st & 3rd Friday each month

If you would like to schedule a ride, please call us. We do not schedule trips by email.  
To schedule a ride on any of these routes, call the contact number in your town:

Maysville/Fairport/Amity/ Clarksdale/Union Star	OATS Office	800-831-9219
Stewartsville/Osborn	Laura Lawrence	(816) 669-3673
	Cheryl Grimes	(816) 669-1375

Long distance medical transportation is available from DeKalb County to Kansas City on the 2nd Tuesday each month. Trips must be scheduled at least 24 hours in advance by calling OATS office at 800-831-9219.

DeKalb County Committee Meeting: No meeting this quarter. *All OATS meetings are open to the public.*



© 2018 by OATS Transit





# **ANNUAL REPORT** ~ Fiscal Year 2017 ~ (July 1, 2016 to June 30, 2017)



## Highlights:

### Awards & Recognition

- In August, 2016 OATS received the *Transit Champions Award* at the MO Public Transit Association Meeting.
- In September, 2016 OATS celebrated its 45<sup>th</sup> Anniversary with over 800 in attendance.
- OATS was recognized by the Missouri Community Service Commission in 2017 for its tireless service and impact on Missouri citizens.

### Our Employees are OATS Greatest Asset!

- At the end of the fiscal year, OATS had a total of 723 employees.
- Numerous employees participate in OATS *Wellness for Life* program with a variety of wellness activities & challenges held throughout the year.
- A total of 75 employees celebrated milestone anniversaries.

### Safety

- Safety continued to be a top priority for OATS with one preventable vehicular accident for every 191,201 miles of exposure.
- Safe Driver Awards were earned by 339 drivers- a combined total of 2,610 years of safe driving. A listing of the recipients of these awards is published annually in *The Wheel*.

### Fleet

- OATS received a total of 65 new vehicles this fiscal year and sold 39. OATS fleet consisted of 847 vehicles, including 48 leased vehicles.

### Operations

- OATS provided a total of 1,471,182 trips- or 745,819 operating hours.
- Our vehicles traveled 13,957,983 miles.
- 28,463 Missourians were served.
- The total amount paid for insurance coverage in FY17 was \$1,661,111.

### Facilities

- OATS has a total of eight regional offices- 5 OATS owned buildings and 3 rented spaces, plus 3 satellite offices in rented spaces.

### Volunteers and In-Kind Support

- The OATS County Support Committees continue to work hard advocating for OATS and various fundraising efforts. More than 590 volunteers serve on our county committees.
- Over 200 volunteers attended Transportation Day at the Capitol in April 2017. All volunteer hours are used toward in-kind support dollars, which totaled \$1,052,511.
- A special thank you to the Missouri newspapers who support OATS by printing our bus schedules free of charge. 1,204 bus schedules were printed in local newspapers for an in-kind value of \$60,934.

### Board of Directors

OATS Board of Directors held six meetings; all board meetings are held at OATS Home Office & are open to the public. Officers include: President - Nolan McNeill of Cassville; Vice President - Mel Sundermeyer of Holts Summit; Treasurer - Betty Smith of Clark; and Secretary - Don Reed of Salisbury.

### OATS Funding

#### *Where it Comes From ...*

Federal Transit Administration Grants.....	36%
Special Service Contracts.....	28%
Medicaid.....	14%
Area Agencies on Aging.....	6%
Rider/Local Contributions .....	6%
State Funding.....	6%
Other .....	4%

#### *Where it Goes ...*

Driver/Dispatcher Wages/Benefits .....	53%
Gasoline .....	11%
Direct Operating Support.....	11%
Indirect Administration Expense.....	7%
Repairs & Maintenance .....	7%
Vehicle Insurance.....	5%
Driver's Expenses & Operating Supplies .....	4%
Capital Investment.....	2%



## OATS Covers More than 50,640 Square Miles!



The firm of Graves and Associates, CPA's, LLC of Jefferson City, MO, audits the financial statements of OATS, Inc. annually. The Audit Report is reviewed and adopted by the OATS, Inc. Board of Directors. Copies of these financial statements are available upon request by contacting OATS at 2501 Maguire Blvd., Ste. 101, Columbia, MO 65201; telephone (573) 443-4516.