

ST. JOSEPH TRANSIT



# Coordinated Public Transit – Human Services Transportation Plan

Prepared for St. Joseph Transit  
City of St. Joseph, Missouri

June 27, 2023



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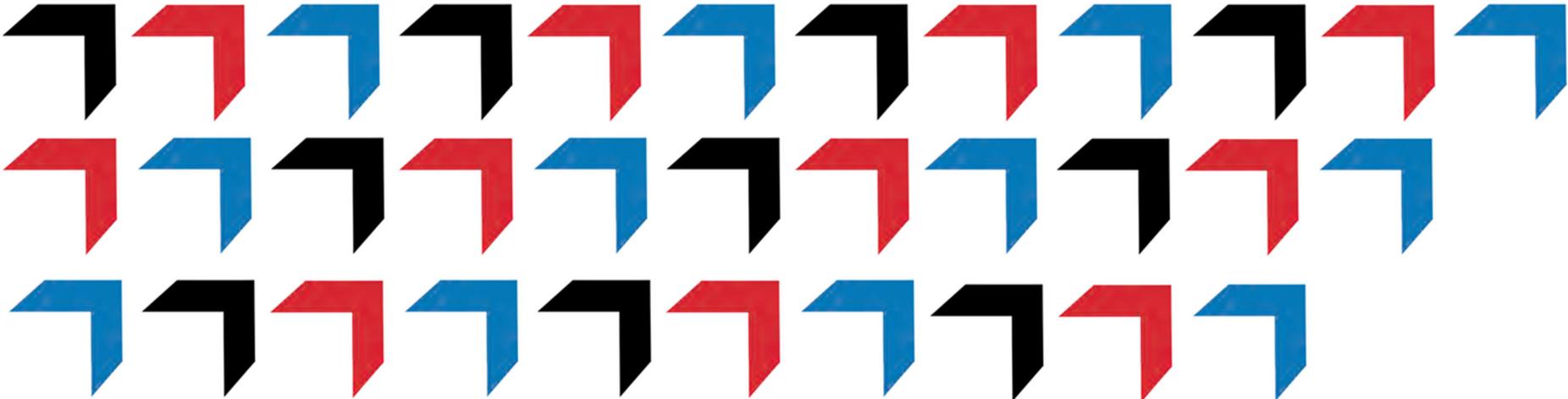
# Coordinated Public Transit – Human Services Transportation Plan

Prepared for:

St. Joseph Transit, in coordination with St. Joseph Area Transportation Study Organization (SJATSO)

Prepared by:

AECOM



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# 1. INTRODUCTION

In coordination with the St. Joseph Area Transportation Study Organization (SJATSO), AECOM has prepared an update to the *2019 Coordinated Public-Transit – Human Services Transportation Plan (HSTP)* on behalf of St. Joseph Transit, the designated transit operator for the St. Joseph urbanized area.

This update evaluates the progress towards achieving the strategies and recommendations identified in the *2019 Coordinated Public Transit – Human Services Transportation Plan* through an analysis of existing demographic and transportation conditions. The demographic analysis informs the transportation needs of individuals with disabilities, seniors, and individuals with low income. The transportation conditions analysis identifies funding and existing public, private, and nonprofit transportation services. Input from regional transit agencies has also been obtained to gain additional insight into the existing demographic and transportation conditions findings.

SJATSO, the region’s designated Metropolitan Planning Organization (MPO) (**Figure 1.1**), includes the Counties of Buchanan and Andrew, the Cities of St. Joseph and Savannah, and the Village of Country Club in the State of Missouri. It also includes the County of Doniphan, and the Cities of Wathena and Elwood in the State of Kansas.

The primary transit provider in the SJATSO region is St. Joseph Transit, also known as *Go St. Joe*. *Go St. Joe* operates a fixed-route deviation transit service across eight routes and three on-demand rideshare zones within St. Joseph city limits (see *Section 3: Existing Services* and **Figure 3.2** on page 12).

**Figure 1.1: Metropolitan Planning Area**

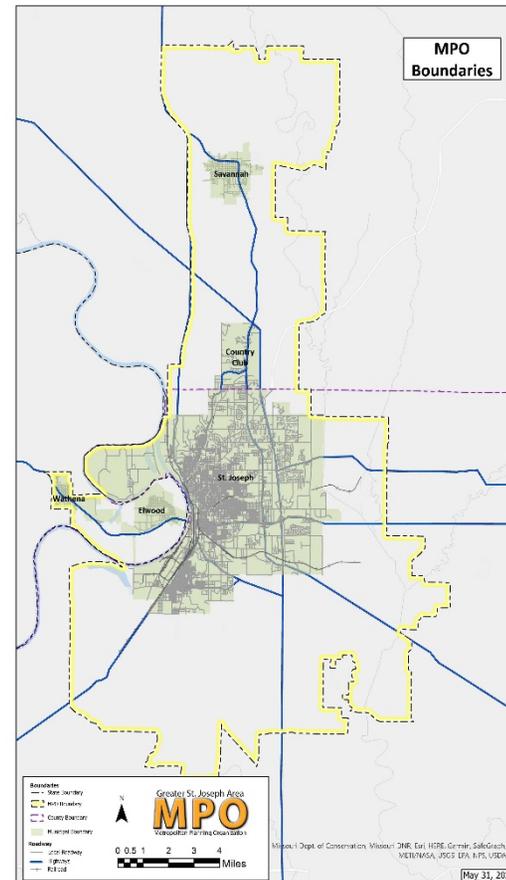


Image source: SJATSO, 2023

## Previous Plans & Recommendations

Several transportation plans have been developed since the *2019 Coordinated Public-Transit – Human Services Transportation Plan (HSTP)*. This section identifies those recent plans and summarizes relevant takeaways.

### 2019 Coordinated Public-Transit – Human Services Transportation Plan (HSTP)

SJATSO developed a plan to guide local programming processes for Federal Transit Association (FTA) Section 5310 funding, administered by state Departments of Transportation, as part of the 2019 SJATSO Mobility 2045 update. The goal of the HSTP was to provide guidance for how transit providers could best improve transportation options and overall mobility of seniors, individuals with disabilities, low-income populations, and generally transit-dependent populations within the St. Joseph metropolitan region. The 2019 plan identified existing public, private, and nonprofit transportation services, potential funding, and transportation needs. It also developed recommendations and strategies to meet local needs and prioritize services and projects for funding and implementation.

### 2022 Go St. Joe Transportation Service Development Plan

The *2022 Go St. Joe Transportation Service Development Plan* is an analysis of existing St. Joseph Transit services and operations to identify opportunities to improve reliability, enhance service delivery, and service efficiency (costs). The study reviewed demographic characteristics, land uses, previous relevant studies, and overall route system and transit performance. It also included stakeholder outreach within the organization and to outside stakeholder groups, such as universities, chambers of commerce, human services, and the OATS transit provider.

The 2022 plan identified several issues of concern, including a need for:

- Faster service – more frequent fixed-route service than 60 minutes
- Overall service efficiency improvements – shift away from a hub-and-spoke fixed-route pattern
- Enhanced safety for riders, drivers, and traffic – transition from flag stop to fixed stops
- Improved connectivity between routes – direct routes between transfer centers
- User-friendly practices – establish app-based on-demand services

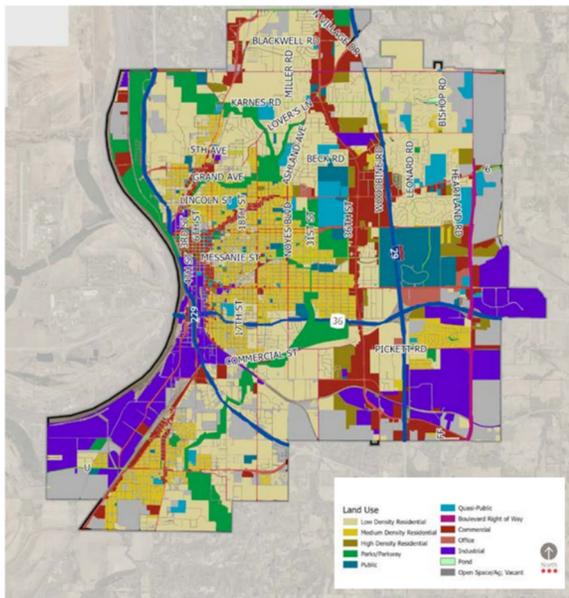
As a result of this planning process, St. Joseph Transit established three demand-response zones and implemented several fixed-route service improvements, which will be discussed later in the ‘**Existing Transit Service Providers: Open to the Public**’ section of this update on **page 11**.

## 2022 Comprehensive & Land Use Plan

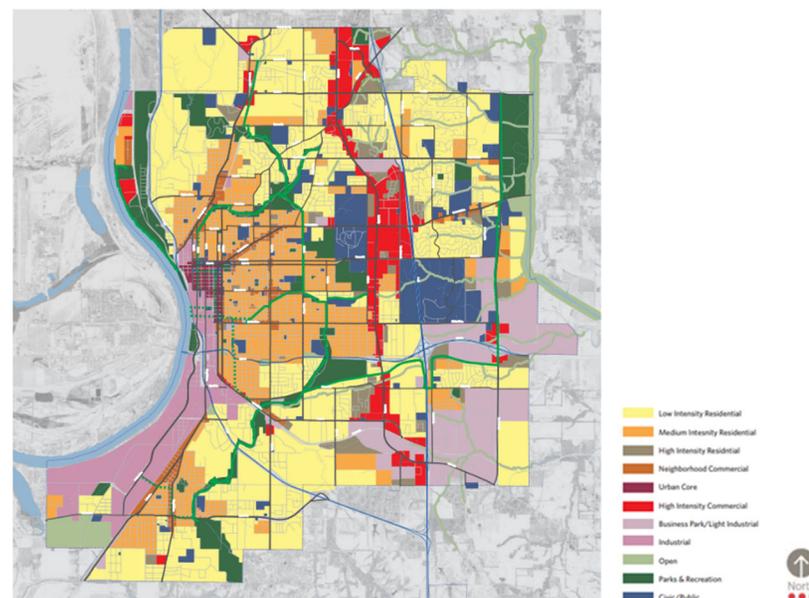
The City of St. Joseph adopted the *Comprehensive & Land Use Plan* in 2022, providing an overview of land-use patterns across the city with the goal of guiding city planning efforts until 2040. The plan identified where different land uses are typically located (see Error! Reference source not found.), including commercial land uses (7.9% of overall city area) along the major corridors of St. Joseph, including the Belt Highway and I-229 near downtown. Industrial zones (10.8% of overall city area) were found to be located along the riverfront, from downtown south to the Stockyards Industrial area, and along major transportation corridors, including the east side of the city adjacent to US 36 and Riverside Road (Route AC) corridors. Residential Land uses comprise 35.8% of the overall city area, with low-density residential on the fringes and medium density residential circling the downtown core east until 36<sup>th</sup> St. There is also medium density south of the downtown, along the south side of the I-229 corridor. The 2022 *Comprehensive & Land Use Plan* includes a future land use map (**Figure 1.2: Current Land Use** Figure 1.3) The greatest difference between the current and future land use map is the establishment of an Urban Core land use category.

High land use and development density is important to support efficient fixed-route services. When residential land uses are dispersed at low density across a wide geographic area, it is more challenging to provide fixed-route transit services efficiently. The relationship between transit ridership and revenue hours and the resulting gaps in services are further discussed in *Section 3: Existing Services*.

**Figure 1.2: Current Land Use**



**Figure 1.3: Future Land Use**



Images' source: 2022 *Comprehensive & Land Use Plan* (<https://www.stjosephmo.gov/804/Comprehensive-Land-Use-Plan>)

## 2023 Mo-Kan Human Services Coordination Transportation Plan

Approved by the Missouri-Kansas Regional Council on March 6, 2023, the Human Services Coordination Transportation Plan is an assessment of the current conditions, needs, and priorities between public transit-human services for the Mo-Kan region. The study was first developed as part of the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) and outlined by the Missouri Department of Transportation (MoDOT) and the Federal Transit Administration. The original study was completed in 2008 and has been updated every five years (2013, 2018, & 2023).

The report analyzed existing conditions for transit-dependent population groups, evaluated transportation trends, assessed current transportation services and providers (13 located in the SJATSO Metropolitan Planning Area), and conducted a public survey of 66 Mo-Kan region residents. It found approximately 2,582 persons (~1.8%) of the study area were identified as transit disadvantaged populations while simultaneously located in areas with high percentages of zero-care households. The 2023 Mo-Kan Human Services Coordination Transportation Plan recommended expansion of transportation services to the elderly, disabled, and low-income population located in rural areas of Andrew, Buchanan, Clinton, and DeKalb Counties.

## 2. DEMOGRAPHICS

### Metropolitan Demographics

Population data used for this analysis is from the U.S. Census 2010 Decennial Census and 2017 & 2021 American Community Survey (ACS) 5-Year Estimates. This was the most recent data available at the time this analysis was conducted. Data was collected and reviewed at the block group levels from 2017 to 2021 to determine changes in demographics that impact transit services in the St. Joseph region. The total population within Andrew County, containing Country Club and Savannah increased from 17,358 to 18,023 (3.8% growth) from 2017 to 2021. Conversely, Buchanan and Doniphan Counties lost 4.3% and 3.1% of their populations, respectively. The city of St. Joseph also lost 4.8% of its population from 2017 to 2021. An overview of total population and the proportion of seniors, individuals, and low-income populations within the St. Joseph metropolitan region from 2017 to 2021 are provided in **Table 2.1**. Additional details regarding each category follow on the next several pages.

**Table 2.1: Transit-Dependent Populations**

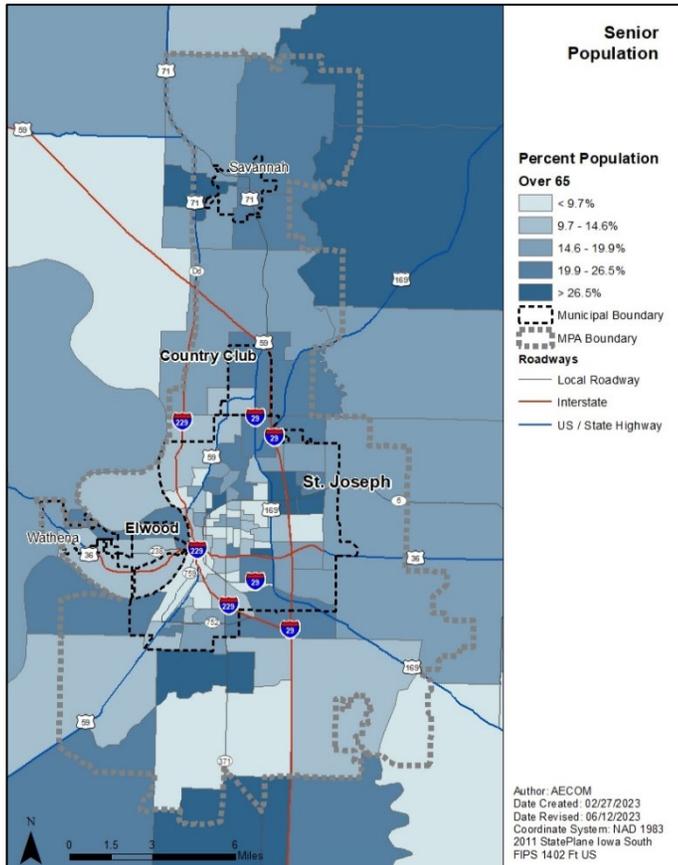
	Total Population			Senior Population (65+)					Individuals with Disabilities					Low-income Population				
	2017	2021	Change	2017	%	2021	%	Change	2017	%	2021	%	Change	2017	%	2021	%	Change
<b>County</b>																		
<b>Andrew County (MO)</b>	17,358	18,023	3.8%	3,088	17.8%	3,403	18.9%	10.2%	1,134	11.5%	973	9.7%	-14.2%	856	8.7%	632	6.3%	-26.2%
<b>Buchanan County (MO)</b>	89,425	85,545	-4.3%	13,354	15%	13,865	16.2%	3.8%	7,641	15.1%	7,427	15.5%	-2.8%	7,917	15.6%	7,538	15.8%	-4.8%
<b>Doniphan County (KS)</b>	7,790	7,549	-3.1%	1,388	18%	1,477	19.6%	6.4%	471	11.4%	397	10.3%	-15.7%	524	12.7%	527	13.7%	0.6%
<b>Municipality</b>																		
<b>City of St. Joseph (MO)</b>	76,819	73,138	-4.8%	11,080	14%	11,620	15.9%	4.9%	6,870	15.9%	7,057	16.2%	2.7%	7,365	17.0%	7,345	16.9%	-0.3%
<b>City of Savannah (MO)</b>	5,111	5,087	-0.5%	799	16%	987	19.4%	23.5%	373	12.7%	232	7.2%	-37.8%	261	8.9%	134	4.2%	-48.7%
<b>Village of Country Club (MO)</b>	2,920	3,215	10.1%	371	13%	429	13.3%	15.6%	120	7.1%	133	5.5%	10.8%	95	5.6%	61	2.5%	-35.8%
<b>City of Elwood (KS)</b>	1,017	1,077	5.9%	181	18%	228	21.2%	26.0%	161	26.4%	134	16.6%	-16.8%	120	19.7%	138	17.1%	15.0%
<b>City of Wathena (KS)</b>	1,253	1,415	12.9%	257	21%	246	17.4%	-4.3%	61	9.0%	85	4.4%	39.3%	44	6.5%	79	4.1%	79.5%

Source: U.S. Census Bureau, 2013-2017 & 2016-2021 American Community Survey 5-Year Estimates, Tables S0101, S1701, S1810, B23024. Note: proportions apply to the total population from the relevant data gathered (e.g., disability status only includes persons aged 20-64 years), not the total population as supplied in this table. Queried: 02/23/2023.

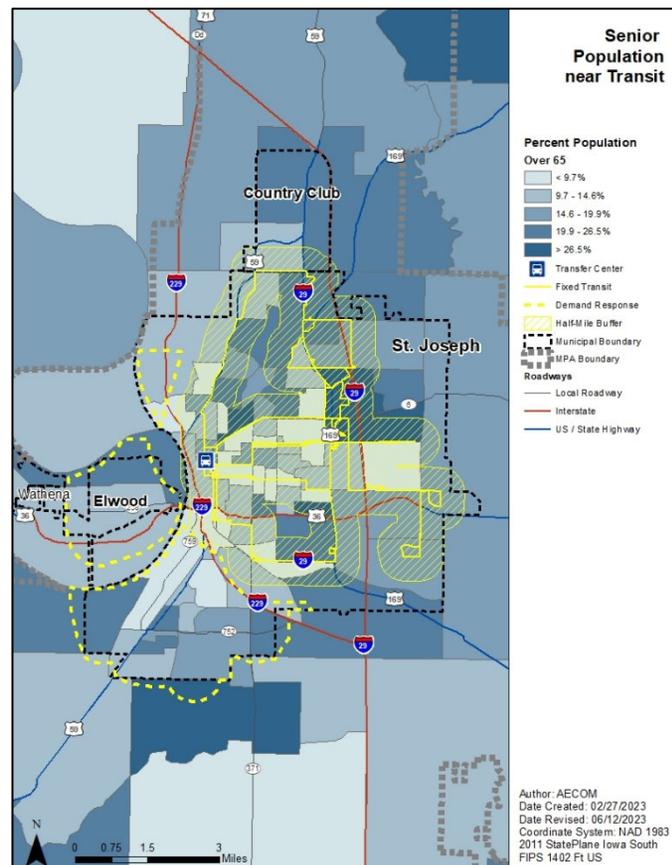
## Senior Population (65+)

As per 2021 ACS 5-Year Estimates, older populations are generally evenly distributed across the MSA, with a slightly higher concentration in the northern and western counties of the MSA, with 19.4% of Savannah’s total population over 65, 21.2% in Elwood, and 18.9% and 19.6% in Andrew and Doniphan Counties, respectively. **Figure 2.1** illustrates the distribution of people over 65 in the SJATSO region while **Figure 2.2** illustrates this distribution in relation to the current fixed-route system. Census block groups to the north of St. Joseph and in central St. Joseph have the highest concentrations of seniors (> 19%) however areas to the north are not currently served by fixed-route services.

**Figure 2.1: Senior Population**



**Figure 2.2: Senior Population near Fixed-Route Transit**

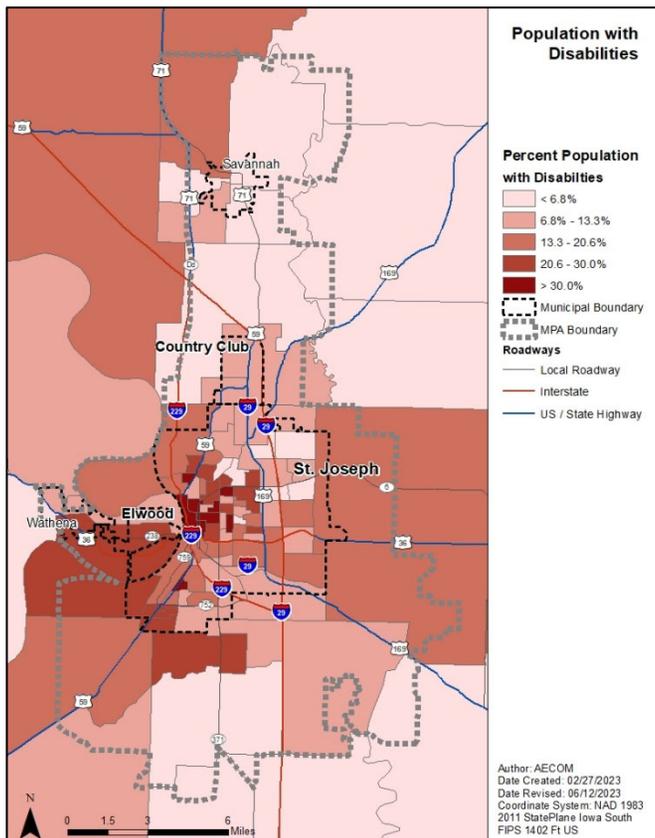


Source: US Census Bureau, American Community Survey 5-Year Estimates, 2016-2021, Table B01001. Queried 02/23/2023.

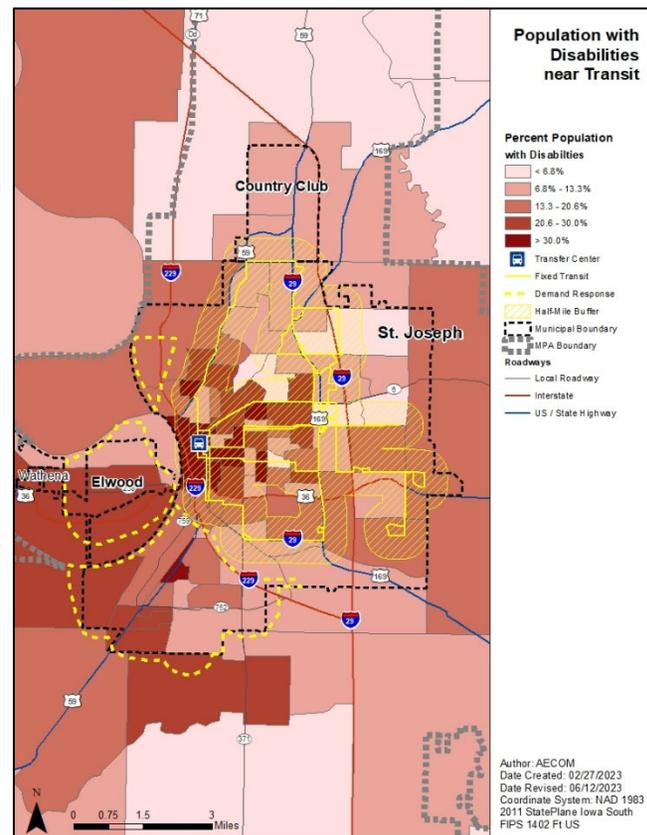
## Individuals with Disabilities

Coordination between mobility services and individuals with a disability is critical to ensure individuals have access to transportation for essential trips such as shopping, medical, and commuting to work. **Figure 2.3** and **2.4** illustrate the 2021 spatial distribution of individuals with disabilities data relative to the current fixed-route transit system. According to 2021 ACS 5-Years Estimates, the greatest concentration of persons with disabilities is in Downtown St. Joseph, west of Savannah, and southwest of St. Joseph. Since 2017, the area to the southwest of St. Joseph has lost fixed-route transit service with the removal of route 17 that traveled along the river and provided access to the stockyards.

**Figure 2.3: Population with Disabilities**



**Figure 2.4: Population with Disabilities near Fixed-Route Transit**



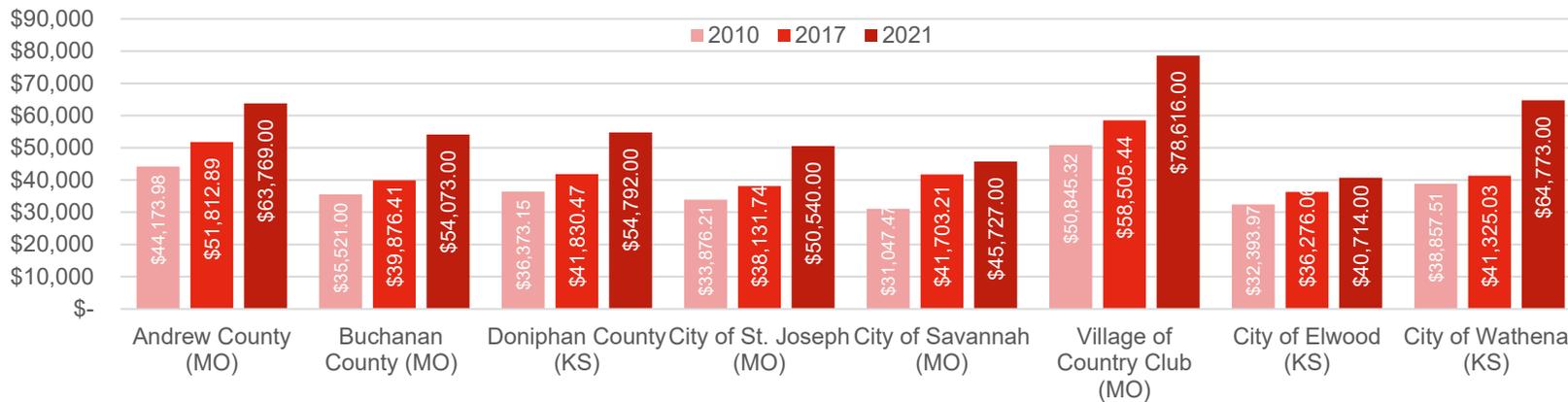
Source: US Census Bureau, American Community Survey 5-Year Estimates, 2016-2021, Table B23024. Queried 02/23/2023. Table

## Low-income Population

Low-income population groups are classified as “transit-dependent,” meaning they have limited to no access to independent transportation and relies on public transit for mobility. The U.S. Census defines a household as “low-income” when a family’s median household income is under the official national poverty threshold. The U.S. Census defines the 2021 poverty threshold for a family of four as a median household income of \$27,740 per year.

The median household income in the SJATSO region has been steadily growing between 2010 and 2021, even after adjusting for inflation (**Figure 2.5**). The most significant increase was in the Village of Country Club, which grew from \$50,845 in 2010 to \$78,616 in 2021 (+54.6%). The city of Elwood experienced the smallest increase from \$32,393 in 2010 to \$40,714 in 2021 (+25.7%).

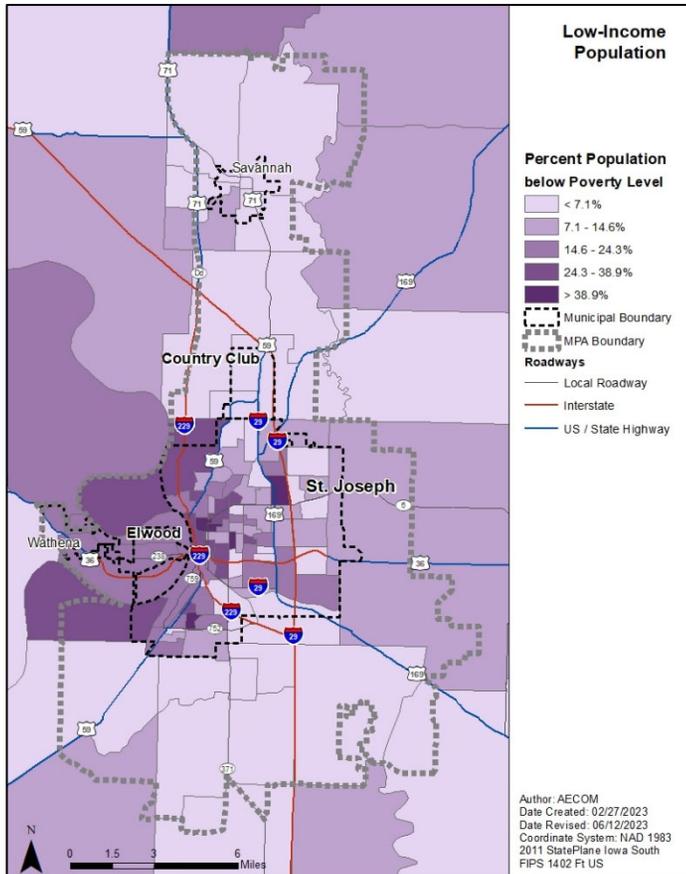
**Figure 2.5: Median Household Income (2010\*, 2017\*, 2021)**



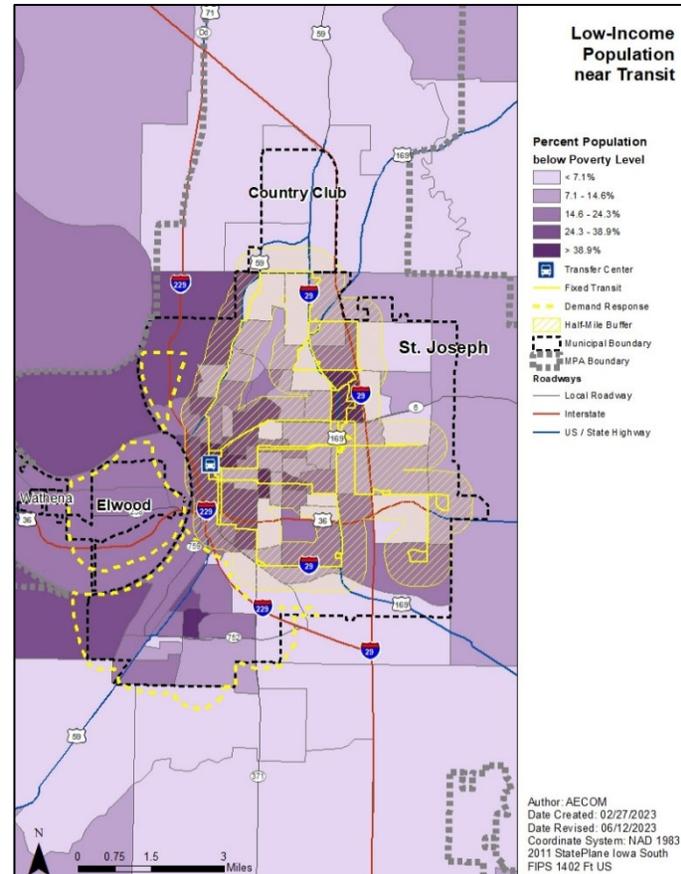
Source: U.S. Census Bureau, Census 2010, Table DP-3; American Community Survey 5-Year Estimates, 2013-2017 & 2016-2021, Table S1901. Queried: 02/23/2023.  
 \*in 2021 dollars, adjusted for inflation

**Figure 2.6** represents the spatial distribution of low-income populations across the SJATSO region. Concentrations of low-income populations are generally in central St. Joseph and along the Kansas-Missouri state line, on the Kansas portion of the MPA. According to **Figure 2.7**, which displays low-income concentrations relative to a ¼ buffer around the current transit service, most of the census block groups with a concentration greater than 24% are currently served by transit. Since 2019, the 2022 *Go St. Joe Transportation Service Development Plan* recommended three demand-response zones to help connect the low-income concentrated census block groups directly to the downtown transit center. .

**Figure 2.6: Low-Income Population**



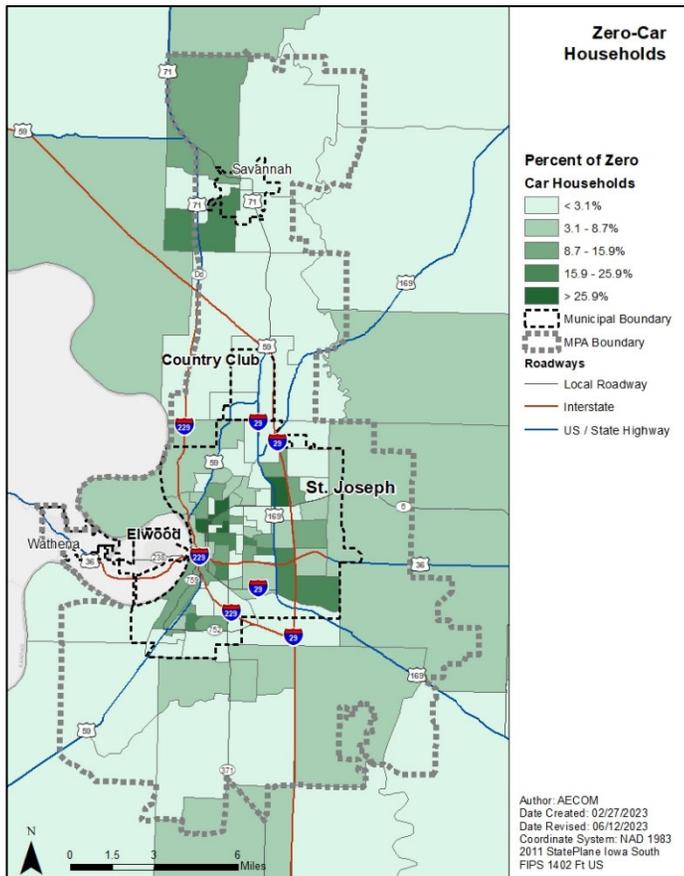
**Figure 2.7: Low-Income Population near Fixed-Route Transit**



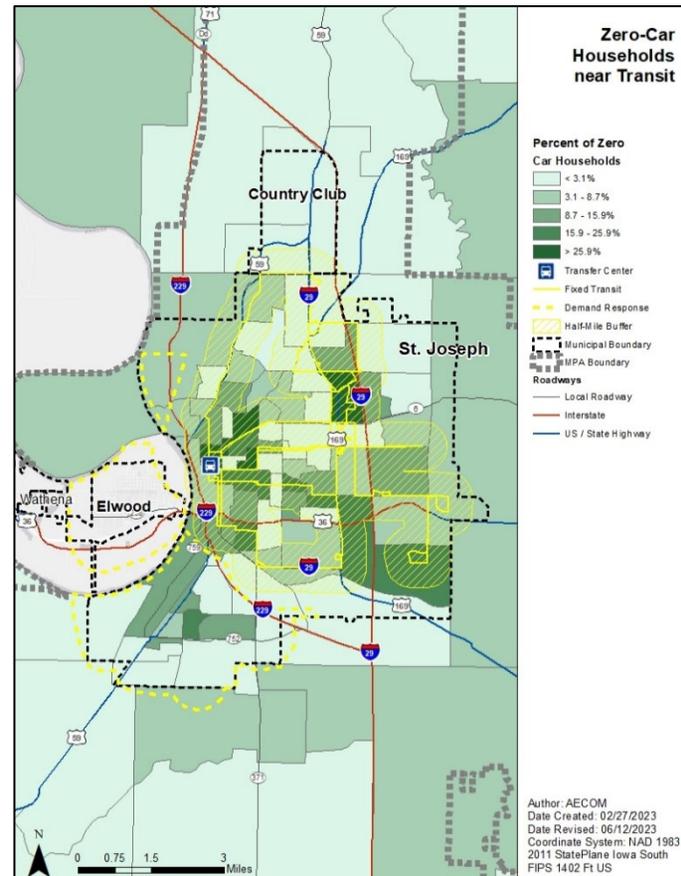
Source: US Census Bureau, American Community Survey 5-Year Estimates, 2016-2021, Table B23024. Queried 02/23/2023.

Zero car households are households without personal vehicles and are therefore often transit-dependent. These populations are concentrated in central St. Joseph and along the I-29 corridor (**Figure 2.8**). There is also a concentration southwest of Savannah. **Figure 2.9** shows the concentration of zero car households relative to the current fixed-route transit system within a ¼ mile buffer. The current fixed-route system provides access to most census block groups with more than 15% zero car households.

**Figure 2.8: Zero Car Households**



**Figure 2.9: Zero Car Households near Fixed-Route Transit**



Source: US Census Bureau, American Community Survey 5-Year Estimates, 2016-2021, Table B25044. Queried 02/23/2023.

## 3. EXISTING SERVICES

### Transit Service Providers

More than 60 public, private, and not-for-profit organizations provide transportation services to areas within the SJATSO MPA. Appendix A lists all agencies operating transportation services, including several which provide rides through a network of volunteer drivers. This list has been updated with information accurate as of March 2023.

### Open to the Public

St. Joseph Transit, also known as *Go St. Joe*, operates a fixed-route deviation transit service across eight routes and three on-demand rideshare zones within St. Joseph city limits (see **Figure 3.2**). In addition to published fixed-route stops, passengers can schedule curb-to-curb pick up/drop off up to ½ mile from the published fixed-route and within the three demand response zones. **Figures 3.1 and 3.2** illustrate transit system changes since 2019 based on recommendations out of the *2022 Go St. Joe Transportation Service Development Plan*. Between 2019 and 2023, geographic coverage (using a ¼ mile buffer) was reduced by 50% for fixed-route services (from 30.46 sq mi to 16.61 sq mi). The addition of three microtransit zones added to the overall service area. The expanded service area due to microtransit helps to provide service to a wider area of residents, especially in some of the lower-density areas noted in the *2022 Comprehensive & Land Use Plan*.

Figure 3.1: 2019 Fixed-Route Transit Service

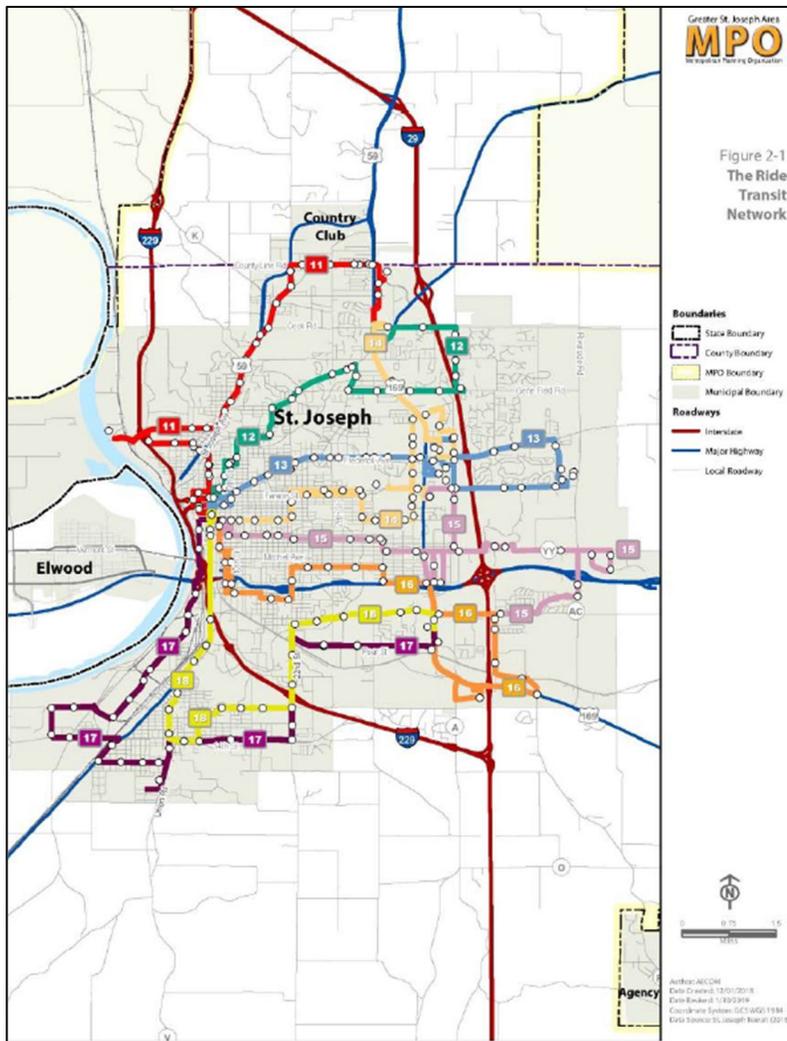
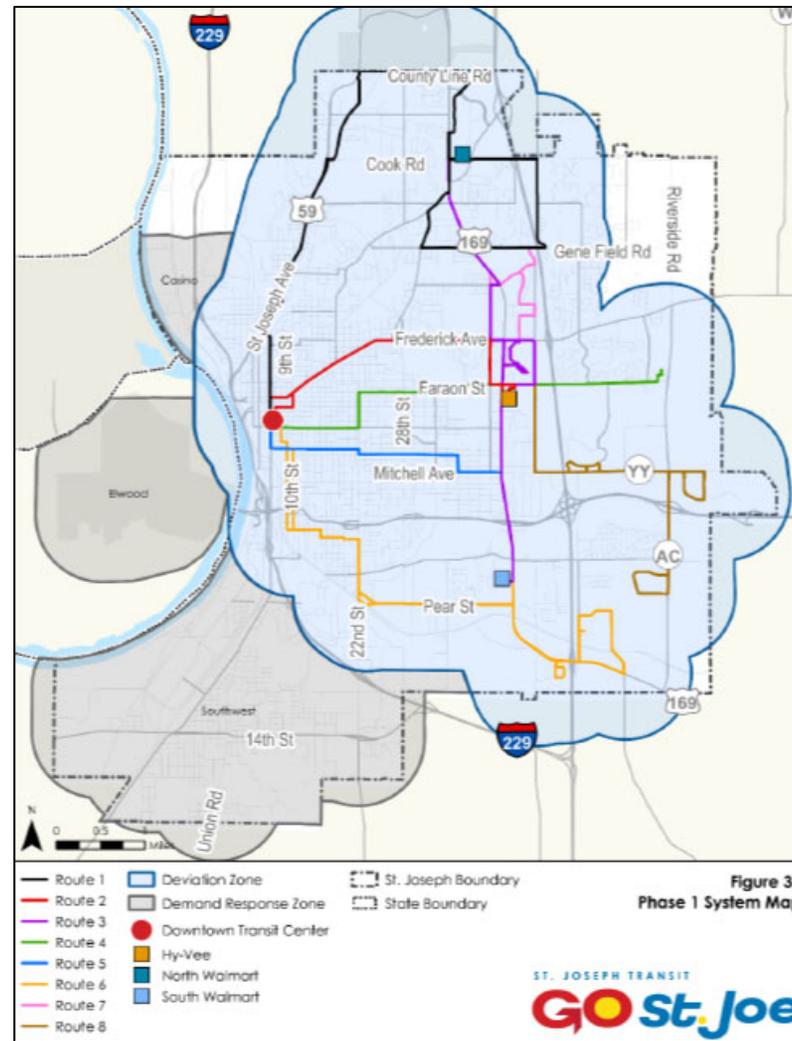


Figure 3.2: 2023 Fixed-Route and Demand-Response Transit



Source: Greater St. Joseph Area MPO 2045 Metropolitan Transportation Plan (2019) & Go St. Joe Transportation Service Development Plan (2022)

### Fixed-Route Service

Sixteen vehicles are used during peak hours to serve eight deviated fixed-routes on 30-minutes to one-hour headways, operating Monday through Friday from 5:15 AM to 10:00 PM. 16 vehicles also operate on Saturdays from 8:15 AM to 7:00 PM on 45-minutes to two-hour headways. There is no Sunday service. **Table 3.1** summarizes the overall characteristics by route.

**Table 3.1: Route Characteristics**

Route	Direction	Length (mi)	Weekdays (Monday - Friday)		Weekends (Saturday only)	
			Hours of Operations	Frequency	Hours of Operations	Frequency
1 - St. Joseph Avenue	N/S	12.14	5:15 AM - 10:05 PM	60-minutes	8:15 AM - 6:00 PM	60-minutes
2 - Fredrick Avenue	E/W	7.76	5:15 AM - 10:10 PM	30-minutes	8:15 AM - 7:00 PM	60-minutes
3 - Belt Highway	N/S	8.47	6:00 AM - 10:00 PM	45-minutes	9:40 AM - 5:00 PM	45-minutes
4 - Faron/Jules	E/W	10.27	5:15 AM - 9:00 PM	30-minutes	8:15 AM - 6:30 PM	60-minutes
5 - Lafayette	E/W	8.7	5:15 AM - 9:00 PM	30-minutes	8:15 AM - 7:00 PM	60-minutes
6 - Industrial Park	SE/NW	10.32	5:15 AM - 8:00 PM	60-minutes	9:15 AM - 5:00 PM	120-minutes
7 - Village Drive	N/S	5.88	5:45 AM - 8:30 PM	60-minutes	8:45 AM - 5:30 PM	60-minutes
8 - MWSU/Mitchell	SE/NW	9.06	5:45 AM - 8:40 PM	60-minutes	8:45 AM - 5:10 PM	60-minutes

Source: St. Joseph Transit (2023)

### On-Demand Service

The three on-demand rideshare zones shown previously in **Figure 3.2** were developed to address some of the issues of concern identified in the 2022 Go St. Joe Transportation Service Development Plan. The three fixed-route zones are described in the TDP are as follows:

**Northwest/St. Joe Frontier Casino:** serves the St. Joe Frontier Casino and provides a connection provided by previous Route 11. The fixed-route service to the casino was replaced by the new demand response zone, providing riders enhanced, and expanded connections and accessibility to and from the casino. The demand response service also provides connections to the downtown transit center.

**Southwest St. Joseph (i.e., Stockyards):** serves the area in southwest St. Joseph which was served by previous Routes 17 and 18. The demand response zone provides direct connections to the downtown transit center and to South Walmart to facilitate transfers to other fixed-route serving the area.

**Elwood, Kansas:** serves the area of Elwood serviced by the previous Route 18. The TDP recommendations combined the previously existing Elwood demand response service with the Southwest St. Joseph demand response zone. This demand response service also connects directly to the downtown transit center.

## Operating Statistics and Ridership

This section summarizes Go St. Joe transit service operating statistics from 2010 to 2021, such as passenger trips, number of route deviations, revenue miles, revenue hours, and farebox recovery, among other performance measures. Revenue miles are a measure of the number of miles traveled throughout the duration of a transit service. Trip revenue hours represent the number of hours a transit service is in operation. Farebox recovery is the share of operating costs that can be covered by revenue from fares. Combined with passenger trips, these statistics can be used to draw insights from existing operational services.

No data is yet available for 2022 or 2023 so impacts from the 2022 *Go St. Joe Transportation Service Development Plan's* recommended service changes are not accounted for in this section. Operating statistics between Fiscal Year (FY) 2010 to 2021 are shown in **Table 3.2** and **Figures 3.3** and **3.4**.

**Table 3.2: Operating Statistics (FY 2010 – FY 2021)**

Category	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
<b>Passenger Trips</b>	353,366	382,185	422,796	421,945	423,645	410,945	414,198	417,497	428,748	427,563	330,664	246,391
<b>Route Deviations</b>	43,016	42,334	47,112	43,912	46,493	54,887	57,322	57,347	*	*	*	*
<b>Revenue Miles</b>	910,728	916,562	897,022	795,300	751,356	731,946	748,005	755,895	771,956	803,847	767,806	801,801
<b>Revenue Hours</b>	76,856	76,480	76,392	70,479	65,309	63,550	63,699	63,616	64,289	64,332	64,418	64,798
<b>Farebox Recovery</b>	5.5%	5.4%	5.5%	5.5%	5.7%	5.6%	5.4%	5.7%	5.7%	5.4%	5.0%	3.7%

Source: FTA National Transit Database (2013-2021), Accessed 3/3/2023. Greater St. Joseph Area MPO 2045 Metropolitan Transportation Plan (2019)

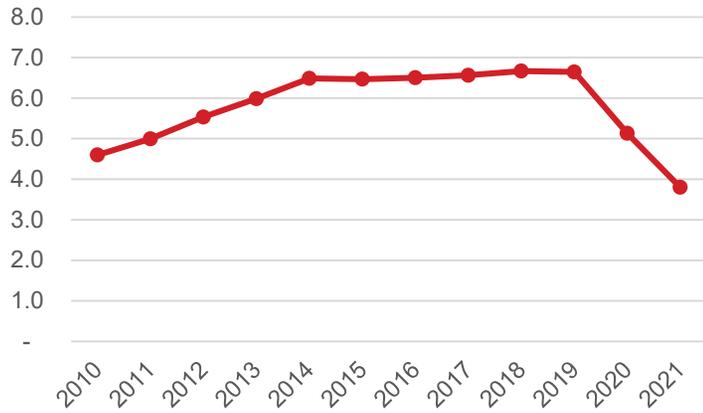
\* Data was not available for these years

The COVID-19 Pandemic had a significant impact on transit ridership for agencies across the county. Prior to the COVID-19 Pandemic, *Go St. Joe* passenger trips were consistently servicing over 400,000 riders per year since 2012. In the last full years before the pandemic (2018 and 2019), *Go St. Joe* recorded its highest ridership yet, approaching nearly 430,000 riders per year. Passenger trips decreased significantly after March 2020 when the COVID-19 pandemic greatly impacted the agency.

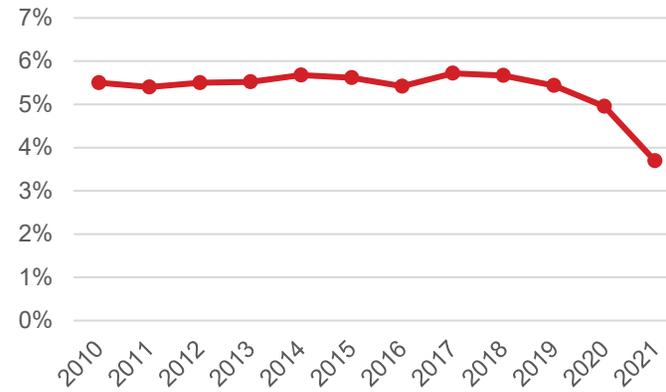
The relationship between number of transit service hours and ridership is also considered overall service efficiency and is illustrated in **Figure 3.3**. Since 2014, transit service efficiency has generally held constant at around 6.6 trips per revenue hour. Service trips per revenue hour dropped significantly as ridership fell in 2020. Farebox recovery similarly held constant around 5.4-5.7% then decreased sharply after ridership dropped in 2019 (see **Figure 3.4**).

Many of the trends observed above were discussed and considered as part of the 2022 *Go St. Joe Transportation Service Development Plan's* recommended service changes. For example, a comparison to peer agencies in the 2022 plan identifies St. Joseph is performing at lower productivity compared to other agencies of a similar size. Further insights into the effectiveness of the 2022 recommendations may be evaluated further once 2022 and 2023 operating statistics become available.

**Figure 3.3: Annual Trips per Revenue Hour (FY 2010 – FY 2021)**



**Figure 3.4: Annual Farebox Recovery (FY 2010 – FY 2021)**



Source: FTA National Transit Database (2013-2021), Accessed 3/3/2023. Greater St. Joseph Area MPO 2045 Metropolitan Transportation Plan (2019)

## Client-Based Service

In addition to the fixed-route transit service, the St. Joseph area includes local service agencies that provide client-based transportation services. Client-based services mean these providers are serving a particular clientele, either through larger systems like Health Care Institutions (e.g., Living Community) or specially-qualifying circumstances (e.g., Sunshine Factory). The following summarizes the private and non-profit agencies that provide transportation services within the SJATSO MPA.

- OATS, Incorporated (non-profit):** OATS, Incorporated is a private not-for-profit transportation service provider and is the second largest transit provider in the state of Missouri. OATS provides personalized advance reservation and demand response transportation services to senior citizens and persons with disabilities as well as to the general public in rural areas on a space available basis. OATS' 87-county service area is divided into seven regions. The OATS Northwest Region includes Andrew and Buchanan Counties as well as 16 other counties in northwestern Missouri. The regional offices for the OATS Northwest Region are in St. Joseph. OATS Transit also provides express trips to Kansas City and St. Joseph to riders living in northwest Missouri. A priority is given to medical trips and reservations are required at least 24-hours in advance. The buses will deviate up to five miles from the main route to pick up riders.
- Living Community (private):** Living Community is a senior housing and assisted living facility. The organization has a 16-passenger van which is used for medical transportation and for transportation for elderly persons for shopping and activities. The on-demand service is Monday through Friday for residents only.
- Mosaic Life Care (private):** Mosaic Life Care is an integrated health delivery system, which includes a medical center, physician practices, foundation and a health plan. They have three vehicles. The operation of the vehicles is staggered to cover 12 hours a day, Monday through Friday. Most trips are transporting riders to or from a Mosaic facility and they transport approximately 4,500 people a year.
- Doniphan County Aging and Transportation (non-profit):** Doniphan County Aging and Transportation provides general public transportation for Doniphan County residents. Doniphan County Aging and Transportation provides a door-to-door service. They have five vehicles, one with a lift and four minivans. The agency participates in KDOT Coordinated Transit District (CTD) activities. The CTD includes Doniphan, Brown, Nemaha, Jackson and Atchison counties in Kansas. Service is generally provided from 8 a.m. to 5 p.m. with some exceptions, Monday and Friday.
- Doniphan County Services and Work Skills (non-profit):** Doniphan County Services and Work Skills provide service to mentally and physically handicapped adults. They provide trips for medical appointments. They have three KDOT vehicles and one handicapped accessible vehicle. Doniphan County Services and Work Skills agency receives a grant with 80% state funds and 20% local funds for a vehicle. The grant requires that they provide their services to the general public. The agency has two workshops and a residential facility. They pick up residents of Doniphan County and will take them almost anywhere including trips to the VA hospital in Leavenworth. The agency provides two different fare structures, one 30 punch ticket based on individual income, such social security, SSI, etc. and then a rate based on destination if they choose not to share income information. Service is provided Monday through Friday, 6 a.m. to 9 p.m.; Saturday 8 a.m. to 9 p.m.; and Sunday 9 a.m. to 9 p.m.
- Community Action Partnership (non-profit):** Community Action Partnership is guided by the goal of eliminating poverty by Helping People Changing Lives-Ending Poverty. The agency works with youth and children and has added services such as affordable housing, energy crisis assistance, and employment and training programs through the Missouri Career Center. The Community Action Partnership provides transportation for Head Start. They have 37 vehicles and serve four counties, namely Andrew, Buchanan, Clinton and DeKalb. They use minibuses to transport children to and from school and minivans for taking children and families to the doctor, dentist and store. All buses are "school" buses that carry 16 to 30 passengers and there are no wheelchair accessible vehicles.
- Sunshine Factory (government agency):** The Sunshine Factory operates three vehicles Monday through Friday to workshops in Gentry and Buchanan Counties, MO and places of employment. Transportation services are eligible for residents of Andrew County with an IQ of 75 or below. Approximately 27 residents participate in the

service. The Sunshine Factory is a Senate Bill 40 provider which allows for local control and financial support for a variety of community-based programs and services for persons with developmental disabilities.

- **Missouri Rural Health Association:** The Missouri Rural Health Association is addressing the barriers to health and wellness through an innovative mobility coordination and service program called HealthTran. The cloud-based technology creates a one-stop shop of transportation options in communities through a membership model. To fill unmet needs, public transit, private transit, volunteer drivers and 5310 subrecipients are linked through the system to provide a simple scheduling system with services available 7 days a week with a 4 hour to 30-day scheduling window.
- **Faith in Action:** Collaboration across participating faith communities to provide rides for the elderly, individuals with disabilities and those in need, particularly those on a fixed income. Faith in Action is run by 10 volunteer drivers, providing free transportation to doctor’s appointments, food pantries, and grocery stores within the city of St. Joseph.

## Regional Transit Providers

St. Joseph is currently served by Jefferson Lines, a long-distance bus service that departs from downtown St. Joseph to destinations across 14 states in the Midwest and Western US. The St. Joseph Jefferson Line station is located at St. Joseph Transit’s Downtown Transfer Center. As of March 2023, Jefferson Lines’ service operates two buses, one that goes West towards Omaha that departs at 2:30 AM, and one that goes South towards Kansas City that departs at 3:00 AM. St. Joseph is not currently served by Amtrak.

## Rideshare Options

St. Joseph offers several rideshare options. In August 2017, rideshare companies such as Uber and Lyft launched operations in the St. Joseph region. Several private taxi services also operate in the region. MoDOT operates two commuter lots near St. Joseph. One is a gravel surface lot with 33 spaces located at the northeast corner of I-29 and BU-29 (approximately 4403 S Leonard Rd). The other is also a gravel surface lot with 61 spaces located at the southwest corner of I-29 and Loop 29 (approximately 19684 County Rd 361). These lots provide parking for commuter programs such as RideShare Connection-Kansas City, RideFinders-St. Louis, Ozarks Commute-Springfield and Joplin, and MoDOT iCarpool<sup>1</sup>.

Figure 3.5: MoDOT Commuter Lot at 4403 S Leonard Rd



Images’ source: Google Streetview. Accessed March 2023.

Figure 3.6: MoDOT Commuter Lot at 19684 County Rd 361



<sup>1</sup> MoDOT Carpool Connections. <https://www.modot.org/carpool-connections>. Accessed March 2023.

## Human Services

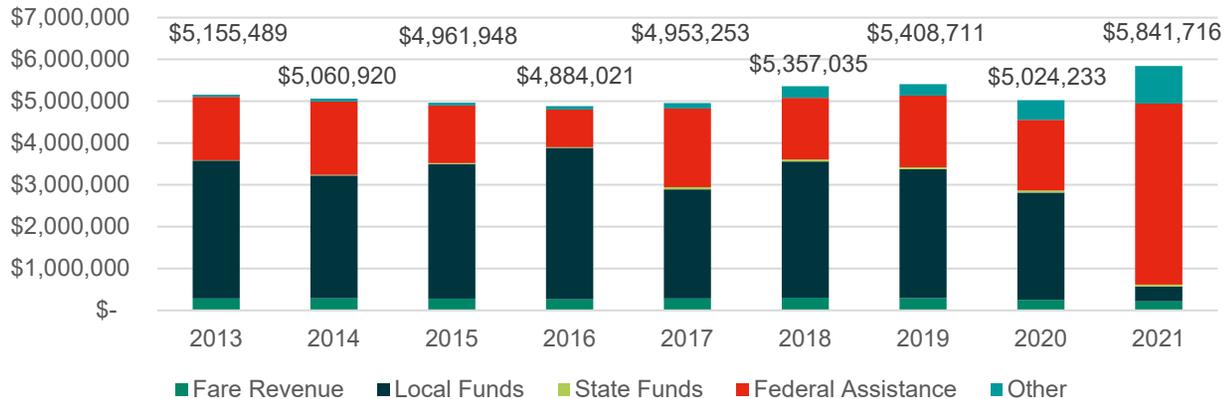
There are also additional agencies that fund and/or support access for transportation services as well as other government agencies that administer health, employment, or other support programs for transit-dependent populations, including:

- Temporary Assistance for Needy Families (TANF)
- Workforce Investment Act (WIA)
- Vocational Rehabilitation
- Medicaid
- Community Action Program (CAP)
- Independent Living Centers
- Area Agency on Aging (AAA) programs
- Nonprofit organizations that serve the targeted populations intended for transportation services
- Advocacy organizations working on behalf of targeted populations
- Security and emergency management agencies
- Any other appropriate local or state officials
- Tribes and tribal representatives
- Representatives of the business community (e.g., employers)
- Community-based organizations
- Economic development agencies
- Job training and placement agencies
- Elected officials

## Funding

St. Joseph receives funding and revenue for operation and maintenance expenses from several Federal, State, and local sources. **Figure 3.7** and **Figure 3.8** illustrates the respective breakdown of funding sources for operating and capital expenses from FY 2013 to FY 2021.

**Figure 3.7: St. Joseph Source of Funds Towards Operating Expenses (FY 2013 – FY 2021)**



Data source: FTA National Transit Database (2013-2021), Accessed 3/3/2023.

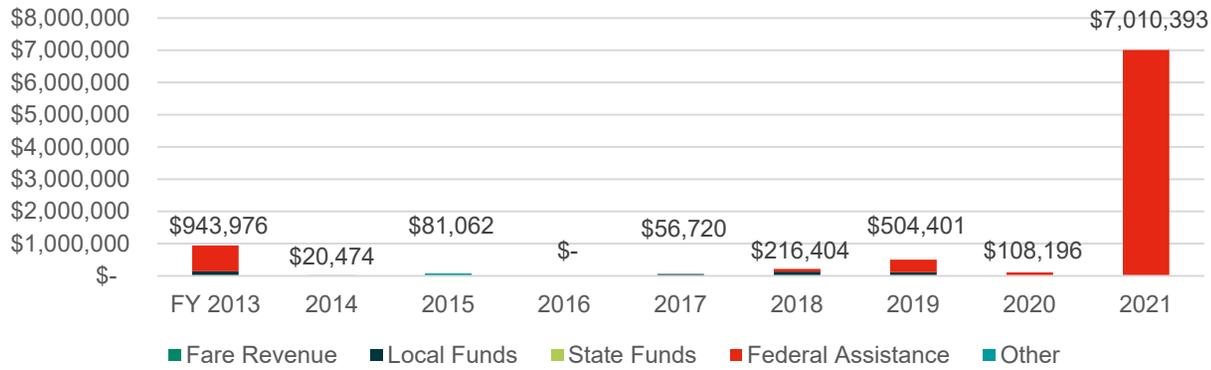
Operating funding trends indicate that share of overall operating costs covered by local funds are highly variable from year to year. Federal assistance and “other” funding sources make up the difference in operational needs from 2013-2020. The exception to this trend is in 2021 when approximately \$2.6 million from the Federal Transit Administration American Rescue Plan Act of 2021 accounts for the increase in the share of federal funding from 2020 to 2021<sup>2</sup>.

When recent funding trends are considered in conjunction with decreasing transit service efficiency and farebox revenue observed in the existing transit operating statistics and ridership section (page 14), a pattern starts to emerge that *Go St. Joe* transit operations prior to 2022 may have continued to rely on alternative funding sources to meet operational needs.

The *2022 Go St. Joe Transportation Service Development Plan* developed service recommendations using operations revenue estimates derived by analyzing 2015-2019 revenue trends, assuming federal funding trends. State funding reflected the recent allocation for the FY2022 Statewide Operating Assistance Grant, assuming no escalation or increase in future years. Fare revenue estimates conservatively assumed the minimum 5% fare recovery experienced during the 2020 pandemic, with remaining operating resources coming from local funding sources. Capital revenue assumptions built in an 80% federal share. As no funding data is yet available for 2022 or 2023, impacts from the *2022 Go St. Joe Transportation Service Development Plan’s* recommended service changes cannot be discussed further in this section.

<sup>2</sup> City Council Meeting Agenda: Regular Meeting – Tuesday, June 1, 2021 – 5:30 PM. City of St. Joseph. Accessed March 2023 from <https://www.stjosephmo.gov/DocumentCenter/View/14357/June-1-2021-PDF>

Figure 3.8: St. Joseph Source of Funds Towards Capital Expenses (FY 2013 – FY 2021)



Data source: FTA National Transit Database (2013-2021), Accessed 3/3/2023.

## 4. REGIONAL TRANSIT PROVIDERS INPUT

The AECOM project team and the SJATSO gathered input from several regional transit providers to gain additional insight into existing demographic and transportation conditions findings and contextualize findings from demographic and transportation data. The following sections summarize this process.

### Methodology

Regional transit providers from the list in the *Regional Transit Providers* section's Agencies Operating Transportation Services were engaged virtually through two formats: an online meeting discussion and email feedback.

#### Online Meeting

The intent of the online meeting was to create a space for constructive discussion between different organizations and transit providers who work directly with the transit-dependent population groups referenced in the *Metropolitan Demographics* section. The goal for the online meeting was to understand the transportation experiences of transit-dependent groups and begin to identify opportunities for regional collaboration.

AECOM coordinated with SJATSO staff to identify which providers would be best able to contribute to a focused, idea-building meeting. Once identified, provider representatives were contacted directly via phone and email. The providers represented during the meeting are listed below:

- SJATSO
- St. Joseph Transit
- OATS Transit
- HealthTran / Community Asset Builders
- Faith in Action

The group was asked to share observations and ideas on existing and aspirational transportation conditions both within and to areas outside the city of St. Joseph. Topics for discussion included the following, among others:

- Passenger Experience: Passenger information, fares/payment processes, and transit facilities
- Service Coordination: Transfers, stop/station locations, and timing
- Funding: Sources and opportunities
- Operations: Driver training and retainment, vehicle acquisition and maintenance

## Email Feedback

The intent behind the additional feedback gathering via email was ensure all transit providers who wanted to participate had an opportunity to provide their insight. In addition, discussion during the online meeting centered around seniors and individuals with disabilities transit-dependent groups. Email feedback was solicited in attempt to capture additional perspectives from other transit-dependent trip types, such as employment-based trips.

All transit providers from the list in Appendix A with a publicly-accessible email address were contacted with a request to respond with what they observe to be the top three issues facing transit-dependent groups in the SJATSO MPA and broader region.

Of the 13 additional transit providers contacted, Andrew County RSVP responded. Andrew County RSVP coordinates volunteer drivers to provide transportation for older adults (60+) to and from medical appointments.

## Findings

Both the online meeting and email feedback identified similar themes that echoed observations in the demographic and transportation existing condition data: the St. Joseph region does not currently have enough transit resources to meet growing demand, especially for the growing population of transit-dependent individuals (i.e., aging populations).

Some of the challenges and strengths identified through transit provider engagement are described below.

### Challenges

- Demographics: Aging population that wants to age in place
  - Number of transit-dependent riders is increasing
  - Supply of workers/operators is decreasing
  - Concentration of seniors located in in rural portions of the MPA with little or no access to transit services
  - Perceived loss of independence by transitioning from driving to transit-dependency
- Information: Intricate system of many different providers
  - Results in challenges for transit provider staff and volunteers to identify the best option for different types of riders among a restricted supply of transit services
  - Navigating medical / insurance options for an easier time qualifying and paying for services
- Driver shortage (employee attraction and retainment)
  - Many drivers are retired or work part time
  - Results in challenges meeting transit demand and certain trips get prioritized

- Vehicle shortage (purchase and maintenance)
  - Cost of new vehicles or replacement parts are high
  - Finding new vehicles or replacement parts is challenging at a small scale, especially when competing with delivery services for similar types of vehicles (cutaway vans, minivans, and Ford Transit Vans)
  - Wheelchair specifications are constantly changing so while vehicles meet minimum American Disabilities Act (ADA) requirements, wheelchairs sometimes do not fit
- Cross-Service Scheduling and Transfers
  - Flexibility vs. advanced booking for different types of trips (especially time-sensitive trips like doctor appointments)
  - Loading time: It takes at least 15 minutes for wheelchair loading
  - Deviation time: Bus services are more flexible but not frequent enough and schedule can be variable

**Strengths**

- Volunteer groups communicate with each other to connect riders to the best transportation service for their needs
- OATS' service in particular is a great option for wheelchair transportation because they can take additional time loading and travel door to door
- HealthTran attributes their ability to recruit volunteer drivers (and is therefore not experiencing a driver shortage within the St. Joseph urban area) because of an attractive reimbursement strategy: volunteers can choose their rides, get reimbursed \$0.50 per mile, and receive special discounts on their insurance.

In addition to strengths and challenges, future opportunities for regional coordination were identified through Transit Provider Engagement. Future opportunities and solution suggestions were integrated in the *Transportation Needs and Recommendations* section's Table 5.1: Coordinated Public Transit-Human Services Transportation Plan Update

# 5. TRANSPORTATION NEEDS AND RECOMMENDATIONS

Findings from demographic analyses, summary of existing services, and input from regional transportation providers are synthesized in this section to identify the most significant gaps in existing services for transit-dependent population groups, develop recommendations to address these gaps, and prioritize actions to ensure long-term success and implementation of findings from this update to the St. Joseph Coordinated Public Transit-Human Services Transportation Plan.

## Gaps in Service

### High Demand and Limited Resources

Demographic data from 2017 to 2021 indicates there is a growing number of residents in the SJATSO MPA over the age of 65 (31.5% increase for the MSA). Paired with an overall stagnant or dropping total population growth, the St. Joseph area will likely experience an increase in demand for transportation services from seniors in the community while the share of residents at an age when they are still willing and able to work will drop. As a result, regional transit providers will need to determine a way to be efficient with limited resources.

### Engaging Transit-Dependent Riders

Demographic distribution of transit-dependent groups indicates those who are most in need of transportation services, especially seniors and individuals with disabilities, are not located in areas covered by St. Joseph’s existing public transportation (St. Joseph Transit deviating fixed-route bus services), but rather in rural areas and towns. Apparent from the high number of transit providers in the region, several volunteer and client-based transportation providers have developed to meet these groups’ needs. Many of these volunteer and client-based services are intended for specific groups or trip purposes. Regional transit providers indicated riders have a difficult time navigating the various transit options due to the large number of options available and need assistance understanding which works best for them.

### Regional Provider Coordination

The mismatch between the location of transit-dependent groups and St. Joseph Transit’s deviating fixed-route bus services serves as an opportunity for St. Joseph Transit to pivot and target transit services in response to changing ridership trends. The steep drop in ridership after the pandemic ( **Figure 3.3: Annual Trips per Revenue Hour (FY 2010 – FY 2021)** Figure 3.4: Annual Farebox Recovery (FY 2010 – FY 2021) page 15) indicates a large share of ridership was likely driven by commuting-related trips. Trends from other transit agencies across the nation indicate these will not fully return due to hybrid in-office work dynamics. The 2022 Go St. Joe Transportation Service Development Plan suggested several service improvements in attempt to improve St. Joseph Transit system performance, such as the three microtransit zones which cover areas of higher transit-dependent population group concentrations. Continuing to coordinate with other agencies to implement the recommendations of the TDP, such as sharing information on the new microtransit zones, may help improve overall service and expand opportunities for transit-dependent population groups.

## Next Steps

Many studies have identified similar transit needs as this report and have suggested various recommendations to improve services for these groups. Previous recommendations often include expanded or improved service areas, improvement of service through driver qualifications and vehicle maintenance, transit facility updates, or transit route changes, among others. The challenge with many of these recommendations is identifying a focused group or individual to champion and implement these recommendations to have the highest impact. For that reason, the recommendations described in **Table 5.1: Coordinated Public Transit-Human Services Transportation**

**Plan Update** on page 29 are further prioritized in Error! Reference source not found. in a manner to first address actions that will set up a framework for long-term success and implementation of other recommendations.

## Recommendations

Recommendations were developed based on suggestions during regional transit provider engagement, best practices from other regions, and a culmination of past planning efforts in attempt to address the gaps identified in the previous section. Recommendation themes center on the following:

- Opportunities to Pursue Funding
- Regional Coordination and Guidance
- Community Outreach and Engagement

All recommendations are listed according to the above themes and described in Table 5.1: Coordinated Public Transit-Human Services Transportation Plan Update on page 29, including:

- Descriptions
- Actionable tasks
- Examples
- Leading agency<sup>3</sup>
- Estimated timeframe needed to complete each actionable task
  - Short-term: 3 months
  - Mid-term: 6-9 months
  - Long-term: 12+ months
- Difficulty rating (task complexity)
  - % lowest: task-oriented, can be completed in-house by 1-3 staff members
  - ' medium: task-oriented, can be completed by 1-3 staff members and potentially includes outside stakeholder or agency coordination
  - ) highest: programmatic, likely will involve more than 3 staff members and potentially includes outside stakeholder or agency coordination
- Prioritization ranking: combination of difficulty, time to complete, and potential impact
  - 1 highest priority: fastest timeframe, easiest to complete, and/or highest impact
  - 2 medium priority
  - 3 lowest priority: longest timeframe, hardest to complete, and/or lowest impact

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<sup>3</sup> These recommendations anticipate SJATSO, working in coordination with Go St. Joe, will lead the majority of these efforts.

**Table 5.1: Prioritized Actionable Tasks for the Next Three, Six, and Twelve Months**

Actionable Tasks	Notes/Examples	Leading Agency	Timeframe	Difficulty Rating	Priority
<b>First Three Months</b>					
Establish a centralized information hub with guidance on different types of transportation programs in the region for different transit trips/user types, including a customer service phone line	MO Rides ( <a href="https://morides.org/search/">https://morides.org/search/</a> ) online database of transportation providers in the state of Missouri, including search filters by trip type and accessibility options.	MPO	Mid-term	) #	1
Maintain an inventory of transportation resources in the community	The North Central Texas Council of Governments logs all public transportation providers in North Central Texas, including provider jurisdiction, name, phone number, and website address:  <a href="https://kentico-admin.nctcog.org/trans/plan/transit/nt/transit-management-and-planning/general-public-information/existing-services">https://kentico-admin.nctcog.org/trans/plan/transit/nt/transit-management-and-planning/general-public-information/existing-services</a>	MPO	Short-term	% #	3
Develop a program website		MPO	Short-term	% #	1
Reestablish regional human services mobility coordination committee (such as the Transit Working Group) or other forum for transportation and social service providers and funding entities to network with one another, to share information about relevant programs and policies, and to identify opportunities for coordination	Mid-America Regional Council (MARC) Mobility Advisory Committee: <a href="https://www.marc.org/committees/mobility-advisory-committee">https://www.marc.org/committees/mobility-advisory-committee</a>  More examples: <a href="https://nationalcenterformobilitymanagement.org/ncmm-products/">https://nationalcenterformobilitymanagement.org/ncmm-products/</a>	MPO	Short-term	' #	1

Tasks	Notes/Examples	Leading Agency	Timeframe	Difficulty Rating	Priority
<b>Next Six to Nine Months</b>					
Complete mobility management training	Free coursework is available from the National Center for Mobility Management: <a href="https://nationalcenterformobilitymanagement.org/e-learning-catalog/">https://nationalcenterformobilitymanagement.org/e-learning-catalog/</a> As well as inventories of best practices, including the annual Mobility Management Forum: <a href="https://nationalcenterformobilitymanagement.org/mobility-management-forum/">https://nationalcenterformobilitymanagement.org/mobility-management-forum/</a>	MPO	Short-term	% #	2
Conduct community engagement / Help promote the Transit Information Hub	Brookline Council on Aging's Transportation Resources Information Planning and Partnerships for Seniors (TRIPPS) program: <a href="https://nationalcenterformobilitymanagement.org/resources/council-on-aging/">https://nationalcenterformobilitymanagement.org/resources/council-on-aging/</a>	MPO/St. Joseph Transit	Mid-term	' #	1
Give presentations to community groups	More examples from the National Center for Mobility Management: <a href="https://nationalcenterformobilitymanagement.org/promising-practices/">https://nationalcenterformobilitymanagement.org/promising-practices/</a>	MPO/Cities	Short-term	% #	2
Regularly update the program website update	The Camino Real Regional Mobility Authority (CRRMA) posts updated meeting information and engagement opportunities: <a href="https://www.crrma.org/">https://www.crrma.org/</a>	MPO	Short-term	% #	1
Share human interest stories / Establish a social media presence	Portland State University: Measuring the Impacts of Social Media on Advancing Public Transit: <a href="https://pdxscholar.library.pdx.edu/cgi/viewcontent.cgi?article=1137&amp;context=trec_reports">https://pdxscholar.library.pdx.edu/cgi/viewcontent.cgi?article=1137&amp;context=trec_reports</a>	MPO	Short-term	' #	3
Engage community input through surveys and other methods to generate public interest and support among riders and non-riders		MPO/Cities/Transit agencies	Mid-term	' #	2

Actionable Tasks	Notes/Examples	Leading Agency	Timeframe	Difficulty Rating	Priority
<b>First Year</b>					
Develop a mobility management program or employee position	Kansas Rides Regional Public Transportation: The state of Kansas is divided into 10 Coordinated Transit Districts by the Kansas Department of Transportation. Each of the CTDs establishes its own goals and objectives for general public transportation. There are six Kansas Mobility Managers in place to help with those goals. ( <a href="https://ksrides.org/our-team/">https://ksrides.org/our-team/</a> )	MPO	Long-term	) #	1
Perform a community needs assessment, inventory of human and transportation services, and develop a mobility management plan for the region		MPO	Long-term	) #	2
Identify and apply for mobility management grants	The Federal Transit Administration (FTA) Section 5310 Program provides funds to support the transport of older adults and people with disabilities where public transportation services are unavailable, insufficient or inappropriate <a href="https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310">https://www.transit.dot.gov/funding/grants/enhanced-mobility-seniors-individuals-disabilities-section-5310</a>	MPO	Short-term	% #	1
Create a regional vehicle coordination and sharing program	Franklin Regional Transit Authority Access Pilot for Nonprofits: <a href="https://nationalcenterformobilitymanagement.org/resources/franklin-county-access-pilot-for-nonprofits/">https://nationalcenterformobilitymanagement.org/resources/franklin-county-access-pilot-for-nonprofits/</a>	MPO	Long-term	) #	1
Identify and apply for vehicle purchasing and maintenance grants	The Mid-America Regional Council (MARC) develops guidance to assist local municipalities, non-profits, and other agencies submit mobility-based transportation projects for Federal Transit Administration's Section 5310 Program: <a href="https://www.marc.org/transportation/funding/enhanced-mobility-older-adults-and-people-disabilities">https://www.marc.org/transportation/funding/enhanced-mobility-older-adults-and-people-disabilities</a>	MPO	Short-term	% #	1
Establish a regional transit driver attainment and reimbursement program for both employed and volunteer drivers to address one of the biggest concerns identified through the HSTP planning effort.	City of Pittsfield county-wide volunteer driver program: <a href="https://nationalcenterformobilitymanagement.org/resources/mobility-counseling/">https://nationalcenterformobilitymanagement.org/resources/mobility-counseling/</a>	MPO	Mid-term	) #	1

**Table 5.1: Coordinated Public Transit-Human Services Transportation Plan Update Recommendations**

Recommendation	Description	Actionable Tasks	Leading Agency	Timeline	Difficulty Rating	Priority
<b>Funding</b>						
Vehicles	Regional support for vehicle sourcing, costs, and maintenance	Create a regional vehicle coordination and sharing program	MPO	Long-term	) #	1
		Develop regional vehicle sourcing and maintenance resource center	MPO	Long-term	) #	2
		Identify and apply for vehicle purchasing and maintenance grants	MPO	Short-term	% #	1
Drivers	Regional support for driver attainment and retention (both employees and volunteers)	Establish a regional transit driver attainment and reimbursement program for both employed and volunteer drivers to address one of the biggest concerns identified through the HSTP planning effort.	MPO	Mid-term	) #	1
		Develop regional driver training guidance or resource hub	MPO	Mid-term	' #	2
		Identify and apply for driver training grants	MPO	Short-term	% #	2
		Identify and apply for mobility management grants	MPO	Short-term	% #	1
Grants	Regional guidance and partnerships with local agencies identifying state and federal grant opportunities, assistance navigating the funding process, and sourcing local match funds.	Establish and promote process for agencies and non-profits to apply for MPO funds, partnership on federal grant applications, or get local match funding support, generally.	MPO	Mid-term	' #	2
		Develop guides (or help identify existing guidance) for how local agencies and non-profits can apply for state and/or federal grants	MPO	Short-term	' #	2
		Hold a biannual grant coordination workshop with regional agencies and non-profits to identify upcoming grant opportunities, plan application positioning, and generally share knowledge on how to apply for grants	MPO	Short-term	' #	2

Recommendation	Description	Actionable Tasks	Leading Agency	Timeline	Difficulty Rating	Priority
<b>Regional Coordination and Guidance</b>						#
Mobility Management Program	Establish a regional mobility management system or program to improve user access to services of transportation providers	Develop a mobility management program or employee position	MPO	Long-term	) #	1
		Staff complete mobility management training	MPO	Short-term	% #	2
		Perform a community needs assessment, inventory of human and transportation services, and develop a mobility management plan for the region	MPO	Long-term	) #	2
		Establish a centralized information hub with guidance on different types of transportation programs in the region for different transit trips/user types, including a customer service phone line	MPO	Mid-term	) #	1
		Maintain an inventory of transportation resources in the community	MPO	Short-term	% #	3
Regional Transit Agency Coordination	The MPO will coordinate with transit operators to conduct short-term service planning and project planning to ensure the delivery of high-quality services to meet the mobility needs of the public, and the HSTP target populations.	Reestablish regional human services mobility coordination committee (such as the Transit Working Group) or other forum for transportation and social service providers and funding entities to network with one another, to share information about relevant programs and policies, and to identify opportunities for coordination	MPO	Short-term	' #	1
		Reciprocal agreements for allocating resources across service area boundaries	MPO/Transit agencies	Long-term	' #	2
		Coordinate with other regional agencies to identify opportunities to improve overall service efficiency as it relates to which transportation programs in the region would be best benefit different transit trips/user types	MPO	Mid-term	' #	2

Recommendation	Description	Actionable Tasks	Leading Agency	Timeline	Difficulty Rating	Priority
Infrastructure Investments	Prioritize capital improvements and maintenance of facilities and infrastructure used by individuals with disabilities, older adults and persons with limited incomes.	Prioritize funding for projects including amenities at transit stops or vehicle pick-up areas for disabled individuals	MPO/Cities	Mid-term	% #	2
		Improve connectivity to transit stops through surrounding communities and neighborhoods	MPO/Cities	Mid-term	' #	2
		Prioritize the on-going maintenance of existing facilities and equipment used to provide transportation services for individuals with disabilities, older adults and persons with limited incomes.	MPO/Cities/ Transit agencies	Short-term	' #	2
<b>Community Outreach and Engagement</b>					#	
Promote mobility services to the community	Market services to the community through a variety of methods.	Program website	MPO	Short-term	% #	1
		Presentations to community groups	MPO/Cities	Short-term	% #	2
		Attendance at community events	MPO/Cities	Short-term	% #	2
		Human interest stories	MPO	Short-term	' #	3
		Expand St. Joe transit ambassador and other similar programs	MPO/St. Joe Transit	Mid-term	' #	1
		Engage community input through surveys and other methods to generate public interest and support among riders and non-riders	MPO/Cities/ Transit agencies	Mid-term	' #	2

# APPENDIX A – REGIONAL TRANSIT PROVIDERS

## Agencies Operating Transportation Services

Business Name	Business Address	City	State	Zip	Contact (phone)	Contact (email)	Website
<b>ACC Medlink</b>	25591 Technology Blvd	Punta Gorda	FL	33950	800-550-1025	info@medic-trans.com	https://medic-trans.com/medical-transport-service
<b>AEB Transport and Courier Service</b>	P.O. Box 8212	St. Joseph	MO	64508	816-482-0806	<a href="mailto:bkelly@aebrtranscourier.net">bkelly@aebrtranscourier.net</a>	n/a
<b>American Cancer Society - Road to Recovery</b>	3380 Chastain Meadows Pkwy NW, Suite 200	Kennesaw	GA	30144	800-227-2345	n/a	https://www.cancer.org/support-programs-and-services/road-to-recovery.html
<b>Andrew County RSVP</b>	P.O. Box 7	Savannah	MO	64485	816-324-5634	<a href="mailto:acmrsvp2@gmail.com">acmrsvp2@gmail.com</a>	https://www.facebook.com/acmrsvp/
<b>Ashland United Methodist</b>	2711 Ashland Ave	St. Joseph	MO	64506	816-279-7419	ashland@aumcfamily.org	https://faith-in-action.wixsite.com/faith-in-action
<b>Benedictine Living Community of St. Joseph</b>	1202 Heartland Rd	St. Joseph	MO	64506	816-671-8543	n/a	https://www.benedictineliving.org/st-joseph-mo/
<b>Brookdale Presbyterian Church</b>	203 31st St	St. Joseph	MO	64501	816-279-0983	n/a	https://faith-in-action.wixsite.com/faith-in-action
<b>Cathedral of St. Joseph</b>	518 N 11th	St. Joseph	MO	64501	816-232-7763	tteschner@cathedralsj.org	https://faith-in-action.wixsite.com/faith-in-action
<b>Central Christian Church</b>	1510 N Leonard Rd	St. Joseph	MO	64506	816-233-4144	n/a	https://faith-in-action.wixsite.com/faith-in-action
<b>Christ Episcopal Church</b>	207 N 7th St	St. Joseph	MO	64501	816-279-6351	christchurchsj@sbcglobal.net	https://faith-in-action.wixsite.com/faith-in-action

<b>Community Action Partnership (CAP)</b>	817 Monterey	St. Joseph	MO	64503	816-233-8281	info@capstjoe.org	<a href="https://www.capstjoe.org/">https://www.capstjoe.org/</a>
<b>Community Christian Church</b>	2009 Mason Rd	St. Joseph	MO	64504	816-238-2770	<a href="mailto:CCCStJo64504@gmail.com">CCCStJo64504@gmail.com</a>	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>Copeland Baptist Church</b>	2009 Walnut St	St. Joseph	MO	64503	816-279-9216	n/a	<a href="https://www.copelandbaptistchurch.com/">https://www.copelandbaptistchurch.com/</a>
<b>Cornerstone (McCarthy) Baptist Church</b>	2710 S Belt Hwy	St. Joseph	MO	64507	816-279-2432	<a href="mailto:Cyndeelonge@mccarthybaptist.org">Cyndeelonge@mccarthybaptist.org</a>	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>Disabled American Veterans - Veterans Affairs</b>	4201 S Fourth St	Leavenworth	KS	66048	913-682-2000	mary.heintzelman@va.gov	<a href="http://www.davmembersportal.org/ks/default.aspx">http://www.davmembersportal.org/ks/default.aspx</a>
<b>Doniphan County Council On Aging</b>	120 E Chestnut	Troy	KS	66087	785-985-2380	dpcoaging@dpcountyks.com	<a href="https://dpcountyks.com/dept/aging-transportation/">https://dpcountyks.com/dept/aging-transportation/</a>
<b>Faith In Action</b>	301 N 7th St	St. Joseph	MO	64501	816-271-7279	<a href="mailto:nadienne.hoffman@mymlc.com">nadienne.hoffman@mymlc.com</a>	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>Farwest Mission Center - Community of Christ</b>	5130 Faraon	St. Joseph	MO	64506	816-232-3319	n/a	<a href="https://cofchrist.org/">https://cofchrist.org/</a>
<b>First Baptist Church</b>	1225 Francis	St. Joseph	MO	64501	816-232-8425	firstbaptistchurch@stjoefbc.com	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>First Christian Church</b>	927 Faraon St	St. Joseph	MO	64501	816-209-8212	fcc927stjo@yahoo.com	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>First Church of the Nazarene</b>	2102 S 22nd Dr	St. Joseph	MO	64507	816-279-5243	stjoefirstnaz@gmail.com	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>First Lutheran Church</b>	302 S 10th St	St. Joseph	MO	64501	816-232-8378	flcsj302@gmail.com	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>First Presbyterian Church</b>	301 N 7th St	St. Joseph	MO	64501	816-232-3358	fpchurchoffice@att.net	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>Fountains at Corby Place</b>	422 Felix	St. Joseph	MO	64501	816-233-4600	<a href="mailto:cburris@corbyplace.com">cburris@corbyplace.com</a>	<a href="https://www.titansenquest.com/corby-place/">https://www.titansenquest.com/corby-place/</a>

<b>Francis Street First United Methodist Church</b>	12th & Francis	St. Joseph	MO	64501	816-279-7466	office@fran1st.org	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>Frederick Boulevard Baptist Church</b>	5502 Frederick	St. Joseph	MO	64506	816-233-2824	info@frederickboulevard.com	<a href="https://frederickboulevard.com/">https://frederickboulevard.com/</a>
<b>Go St. Jo (St. Joseph Transit)</b>	702 S 5th St	St. Joseph	MO	64501	816-233-6700	transit_mschultz@stjosephmo.gov	<a href="https://www.stjosephmo.gov/310/St-Joseph-Transit-Go-St-Joe">https://www.stjosephmo.gov/310/St-Joseph-Transit-Go-St-Joe</a>
<b>Grace Calvary Chapel (Evangelical Church)</b>	5103 SE State Hwy	St. Joseph	MO	64507	816-279-2090	grace@graceontheweb.org	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>Green Valley Baptist Church</b>	3100 Cook Rd	St. Joseph	MO	64506	816-279-3621	office@gvchurch.com	<a href="https://www.gvchurch.com/">https://www.gvchurch.com/</a>
<b>Greyhound Lines</b>	611 Angelique St	St. Joseph	MO	64501	800-231-2222	n/a	<a href="http://www.greyhound.com/">http://www.greyhound.com/</a>
<b>Heartland Residential I</b>	1311 Francis	St. Joseph	MO	64501	816-233-5779	n/a	<a href="https://www.assistedlivingcenter.com/facilities/mo/st-joseph/heartland-residential-care-64501/">https://www.assistedlivingcenter.com/facilities/mo/st-joseph/heartland-residential-care-64501/</a>
<b>Heartland Residential II</b>	117 S 15th	St. Joseph	MO	64507	816-676-1506	n/a	<a href="https://www.assistedlivingcenter.com/facilities/mo/st-joseph/heartland-residential-care-64501/">https://www.assistedlivingcenter.com/facilities/mo/st-joseph/heartland-residential-care-64501/</a>
<b>Holiday Country Squire Retirement</b>	1602 Buckingham	St. Joseph	MO	64506	816-253-8516	n/a	<a href="https://holidayseniorliving.com/retirement-communities/holiday-country-squire-st-joseph-mo/">https://holidayseniorliving.com/retirement-communities/holiday-country-squire-st-joseph-mo/</a>
<b>Huffman Memorial United Methodist Church</b>	2802 Renick St	St. Joseph	MO	64507	816-233-0239	huffmanpastor@gmail.com	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>Jefferson Lines</b>	611 Angelique	St. Joseph	MO	64501	858-800-8898	n/a	<a href="https://www.jeffersonlines.com/">https://www.jeffersonlines.com/</a>
<b>Journey Baptist Church (King Hill Baptist Church)</b>	5708 King Hill Ave	St. Joseph	MO	64504	816-238-1341	n/a	<a href="http://www.journeystjoe.org/">http://www.journeystjoe.org/</a>
<b>Long-Distance Medical Transportation Services</b>	245 N. Highland Ave. NE Suite 230-200	Atlanta	GA	30307	800-873-0655	<a href="mailto:info@easternroyalmedicaltransport.com">info@easternroyalmedicaltransport.com</a>	<a href="http://www.long-distance-medical-transport.com/">http://www.long-distance-medical-transport.com/</a>

<b>Meadowview Residential</b>	101 Far West Dr	St. Joseph	MO	64506	816-232-2675	n/a	<a href="https://www.assistedlivingcenter.com/facilities/mo/st-joseph/meadowview-residential-care-64506/">https://www.assistedlivingcenter.com/facilities/mo/st-joseph/meadowview-residential-care-64506/</a>
<b>Medical Transportation Management, Inc.</b>	635 Maryville Centre Dr	St. Louis	MO	6341	636-561-5686	n/a	<a href="https://www.mtm-inc.net/about-mtm/">https://www.mtm-inc.net/about-mtm/</a>
<b>Mosaic Life Care (Hospital)</b>	5325 Faraon	St. Joseph	MO	64506	816-271-6005	n/a	<a href="https://www.mymlc.com/Main/Location/st-joseph-mo/mosaic-life-care-at-st.-joseph-medical-center/">https://www.mymlc.com/Main/Location/st-joseph-mo/mosaic-life-care-at-st.-joseph-medical-center/</a>
<b>MWSU - Student Government Association</b>	4525 Downs Dr, Blum 217A	St. Joseph	MO	64507	816-271-4409	n/a	<a href="https://www.missouriwestern.edu/student-life/student-government-association/">https://www.missouriwestern.edu/student-life/student-government-association/</a>
<b>OATS, Inc</b>	1306 S 58th St	St. Joseph	MO	64507	573-554-5901	blangley@OATSTRANSIT.ORG	<a href="https://www.oatstransit.org/">https://www.oatstransit.org/</a>
<b>Our Lady of Guadalupe Catholic Church</b>	4503 Frederick Ave	St. Joseph	MO	64506	816-232-2847	n/a	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>Patee Park Baptist Church</b>	1107 S 10th	St. Joseph	MO	64501	816-233-6446	n/a	<a href="https://www.pateepark.com/">https://www.pateepark.com/</a>
<b>Probation &amp; Parole (limited)</b>	3505 Faraon	St. Joseph	MO	64501	816-271-3131	n/a	<a href="https://doc.mo.gov/">https://doc.mo.gov/</a>
<b>Riverside Baptist Church (Bible Baptist Temple)</b>	5401 Mitchell Ave	St. Joseph	MO	64507	817-279-9967	info@rbcstjoe.com	<a href="https://www.rbcstjoe.com/">https://www.rbcstjoe.com/</a>
<b>St. Francis Xavier Catholic Church</b>	2614 Seneca	St. Joseph	MO	64507	816-232-8449	n/a	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>St. James Catholic Church</b>	5815 Pryor Ave	St. Joseph	MO	64504	814-238-0853	stjamesinstjoseph@yahoo.com	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>St. Joseph Senior Living</b>	1317 N 36th	St. Joseph	MO	64506	816-676-1630	stjoeseniorliving@jmsseniorliving.com	<a href="https://www.jmsseniorliving.com/st-joseph-senior-living">https://www.jmsseniorliving.com/st-joseph-senior-living</a>
<b>St. Mary Catholic Church</b>	16006 N 2nd St	St. Joseph	MO	64505	816-279-1154	n/a	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>St. Patrick Catholic Church</b>	1723 S 12th St	St. Joseph	MO	64503	816-279-2594	<a href="mailto:office@stpatrickstj.org">office@stpatrickstj.org</a>	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>St. Paul Lutheran Church</b>	4715 Frederick	St. Joseph	MO	64506	816-279-1110	<a href="mailto:secretary@splcc.org">secretary@splcc.org</a>	<a href="https://www.splcc.org/o/splc">https://www.splcc.org/o/splc</a>
<b>Strong Tower Baptist Church</b>	3406 St. Joseph Ave	St. Joseph	MO	64506	816-262-4265	n/a	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>

<b>Sunshine Factory (Senate Bill 40)</b>	P.O. Box 413	Savannah	MO	64485	816-324-7302	<a href="mailto:jen.edwards@acsunshinefactory.com">jen.edwards@acsunshinefactory.com</a>	<a href="http://www.acsunshinefactory.com">www.acsunshinefactory.com</a>
<b>Turning Point Church of the Nazarene</b>	5211 Frederick	St. Joseph	MO	64506	816-232-1169	tpnazoffice@gmail.com	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>United Cerebral Palsy - no service</b>	3303 Frederick	St. Joseph	MO	64506	816-364-3836	ucp@ucpnwmo.org	<a href="http://ucpnwmo.org/">http://ucpnwmo.org/</a>
<b>Veteran Transportation Service (St. Joseph VA Clinic)</b>	3302 S Belt Hwy Suite P	St. Joseph	MO	64503	913-758-6925	n/a	<a href="https://www.va.gov/eastern-kansas-health-care/locations/st-joseph-va-clinic/">https://www.va.gov/eastern-kansas-health-care/locations/st-joseph-va-clinic/</a>
<b>Vintage Gardens &amp; the Village at Vintage Oaks</b>	3310 N Woodbine	St. Joseph	MO	64506	816-281-2346	n/a	n/a
<b>Wathena Healthcare</b>	2112 Hwy 36	Wathena	KS	66090	785-989-3141	n/a	n/a
<b>Wesley United Methodist Church</b>	3409 Ajax Rd	St. Joseph	MO	64503	816-279-7808	n/a	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>Woodson Chapel Christian Church</b>	2525 St. Joseph Ave	St. Joseph	MO	64505	816-233-0769	<a href="mailto:woodsonchapel@att.net">woodsonchapel@att.net</a>	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>Word of Life Church</b>	3902 NE Riverside Rd	St. Joseph	MO	64505	816-233-6367	n/a	<a href="https://wolc.com/">https://wolc.com/</a>
<b>Wyatt Park Baptist Church</b>	2902 N Leonard Rd	St. Joseph	MO	64506	816-232-6706	wpbcoffice@wyattpark.net	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>Wyatt Park Christian Church</b>	2623 Mitchell St	St. Joseph	MO	64507	816-232-3374	ministry@wyattparkcc.org	<a href="https://faith-in-action.wixsite.com/faith-in-action">https://faith-in-action.wixsite.com/faith-in-action</a>
<b>Young at Heart/Northwest Missouri Area Agency on Aging (AAA)</b>	809 N 13th St, P.O. Box 265	Albany	MO	64402	660-240-9400	info@yahresources.org	<a href="https://www.yahresources.org/">https://www.yahresources.org/</a>

