

2025 HUMAN SERVICES TRANSPORTATION PLAN

SW MISSOURI COUNTIES OF: BARTON - JASPER - NEWTON - MCDONALD



Prepared By



Contents

Executive Summary.....	5
Human Services Transportation Coordination Plan.....	5
Key updates in this plan:	6
Introduction.....	7
Purpose.....	7
Historical Context.....	7
Scope	10
Key populations served by this plan:.....	10
Alignment with Broader Goals	11
Key Objectives	11
Approach	12
Stakeholder Engagement.....	13
Identifying Key Stakeholders.....	13
Engagement Methods.....	13
Insights and Feedback.....	14
HSTCC Non-Transportation Providers Survey.....	16
HSTCC Transportation Partners Survey	17
Region X Town Hall Meeting	22
Building Collaborative Partnerships	25
County-wide Needs Assessment	26
Barton County Needs Assessment	27
Jasper County Needs Assessment	32
Newton County Needs Assessment	35
McDonald County Needs Assessment.....	38



Joplin Area Transportation Study Organization (JATSO) Transit Needs Assessment..... 44

Analysis of Available Transit Services 61

Expansion Opportunities..... 65

 Opportunities for Transit Improvement and Expansion 73

 Conclusion and Recommendations 74

Strategic Goals and Actions..... 78

 Goal 1: Enhancing Accessibility 79

 Goal 2: Strengthening Regional Collaboration 79

 Goal 3: Leveraging Technology for Service Improvement 80

 Goal 4: Improving Infrastructure to Support Transit Services..... 81

 Goal 5: Enhancing Community Engagement & Awareness..... 81

 Regional Strategies for 2025 82

Implementation Plan 83

 Organizational Roles and Responsibilities 83

 Funding and Resource Allocation..... 84

 Phased Implementation Timeline 85

 Monitoring and Evaluation 85

 Key Success Indicators 86

Funding Sources for Public Transportation (Updated 2025)..... 86

 Federal Funding 87

 State Funding..... 89

 Local and Private Sector Contributions 91

Appendix A: Demographics and Data Sources 94

Appendix B: Survey Results and Data..... 97

Appendix C: Budget Projections..... 140



Appendix D: Key Performance Metrics (2025–2030)..... 142

Appendix E: Partner Organizations 145

Executive Summary

Human Services Transportation Coordination Plan

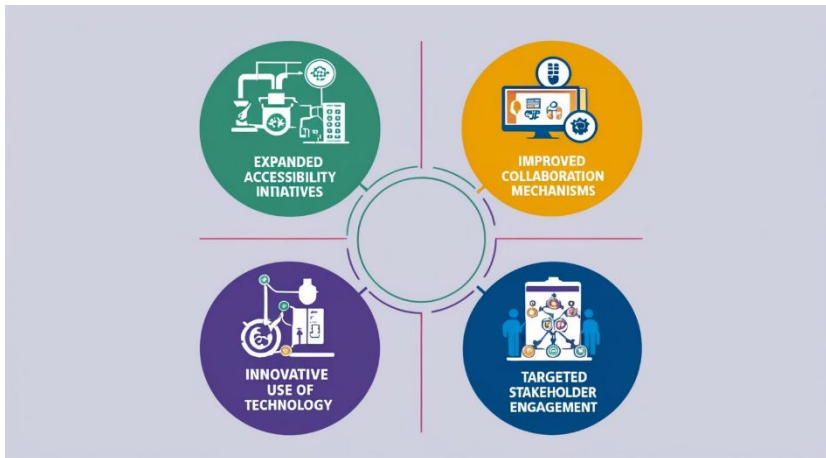
The Harry S Truman Coordinating Council (HSTCC) remains steadfast in its mission to enhance transportation and human services coordination for residents across Barton, Jasper, Newton, and McDonald counties. This 2025 update builds upon the progress made in the 2017 plan and serves as the 2025–2027 plan. By incorporating new data, insights from stakeholders, and policy adjustments, the plan addresses changing community needs and priorities.

Building on the foundational work of previous years, this plan emphasizes the importance of accessibility, collaboration, and innovation. It aims to break down barriers to essential services for vulnerable populations such as seniors, individuals with disabilities, and those with limited incomes. By fostering stronger regional partnerships and streamlining service delivery, HSTCC seeks to create a more efficient and responsive system that meets the diverse needs of its communities.

Collaboration is at the heart of this plan, with HSTCC working closely with the Joplin Area Transportation Study Organization (JATSO), the Missouri Department of Transportation (MoDOT), and the U.S. Department of Transportation (USDOT). These partnerships enable the integration of local, state, and federal resources to better address regional challenges. The involvement of JATSO ensures alignment with metropolitan planning efforts, while MoDOT and USDOT provide critical funding, technical support, and policy guidance to achieve sustainable and equitable outcomes.



Key updates in this plan:



Expanded Accessibility Initiatives: Enhancing transportation options for underserved areas, including rural and remote locations.

Improved Collaboration Mechanisms: Establishing new frameworks for inter-agency communication and shared resources.

Innovative Use of Technology: Leveraging digital tools to provide real-time service updates and optimize route planning.

Targeted Stakeholder Engagement: Incorporating feedback from a broad spectrum of participants, including local government officials, non-profit organizations, transportation providers, and community members.

The updated plan also introduces a robust implementation framework, outlining clear responsibilities for all stakeholders and providing measurable performance metrics to track progress. Over the next five years, HSTCC will focus on increasing ridership, reducing service duplication, and achieving greater customer satisfaction through continuous evaluation and adjustment.

With federal, state, and local funding support, alongside private sector partnerships, this 2025 update is designed to serve as a roadmap for addressing immediate challenges while laying the groundwork for sustainable long-term improvements. HSTCC remains dedicated to creating an inclusive, connected, and equitable system that enables all residents to access the services they need to thrive.

Introduction

The 2025 HSTCC Human Services Coordination Plan is a comprehensive effort to integrate transportation and human services across Barton, Jasper, Newton, and McDonald counties. This initiative focuses on ensuring that every resident—regardless of geographic or economic barriers—has access to critical services, such as healthcare, employment, and education.

Purpose

The primary objective of this plan is to establish a coordinated system that maximizes resource utilization while addressing the unique mobility needs of vulnerable populations. This includes seniors, individuals with disabilities, and those living in low-income or rural areas. The plan aims to remove barriers to essential services by fostering collaboration between stakeholders and optimizing transportation services.

Through a strategic framework, the plan seeks to:

- **Promote Accessibility:** Ensure all community members can access transportation services that connect them to vital resources.
- **Enhance Efficiency:** Streamline operations by reducing service duplication and improving resource allocation.
- **Foster Innovation:** Encourage the adoption of advanced technologies to improve service delivery and communication.

Historical Context

Building on the successes of the 2017 plan, which laid the groundwork for enhanced regional collaboration, the 2025–2027 plan reflects the changing demographics, technological advancements, and evolving policy landscape.



The earlier plan highlighted critical areas such as the need for rural transit options, greater inclusivity in service design, and expanded stakeholder engagement. The 2025 update leverages these insights to address persistent challenges while introducing forward-thinking strategies to meet future demands.



Since the inception of the first Human Services Coordination Transportation Plan in 2012, stakeholders across Barton, Jasper, Newton, and McDonald counties have made significant strides in addressing transportation challenges and improving service delivery. Over the past decade, these efforts have evolved to meet the changing needs of the community, with substantial improvements since the last plan update in 2017. Today, a diverse range of transportation services, including the

OATS Bus, the Joplin Sunshine Lamp Trolley, the MAPS Bus System, and the newly established Community Action Ride System (CARS), are working collectively to enhance mobility for residents, particularly seniors, individuals with disabilities, and low-income households.

OATS Bus has been instrumental in Barton County, significantly expanding its services to provide reliable transportation for medical appointments, grocery trips, and other essential services. Since 2017, these services have been further optimized through partnerships with local organizations to distribute transit vouchers, ensuring that low-income residents can access vital transportation without financial hardship.

In Jasper County, the Joplin Sunshine Lamp Trolley has enhanced community connectivity by expanding access to key destinations such as recreational areas, shopping centers, and social venues. This initiative has effectively addressed a critical transportation gap identified in previous assessments, providing essential mobility for individuals without personal vehicles. Recent infrastructure investments, including improved lighting and the addition of new transit shelters at bus stops, have significantly enhanced rider safety and comfort, particularly during evening hours and inclement weather. The 2025 Trolley Relaunch also introduces improved scheduling, expanded service hours, and an upgraded fare system to ensure a more efficient and accessible transit experience for all residents.

Newton County has prioritized route efficiency and regional connectivity through the Community Action Ride System (CARS), which provides free transportation linking Neosho with Joplin and surrounding areas. This expansion has significantly enhanced workforce mobility, especially benefiting low-income households by improving access to major employment hubs. Since 2017, additional initiatives, including rider education workshops, have empowered residents to confidently utilize local transit options such as CARS and OATS Transit, fostering greater independence and a strong local culture of transit use.

McDonald County, historically facing transportation barriers due to its rural landscape and high poverty rates, has also seen notable advancements. OATS has expanded shared-ride services, connecting remote areas to healthcare facilities and job centers. Since 2017, stakeholders have emphasized service reliability and accessibility, with regular meetings between transit providers and local employers leading to innovative solutions for commuting challenges. Aligning transit schedules with shift times and offering subsidized transit passes for employees have helped mitigate transportation barriers initially identified in previous coordination plans.

Further enhancing the region's mobility network, the Community Action Ride System (CARS), launched in 2024, now provides a free transportation option for residents in Barton, Jasper, Newton, and McDonald counties. Operated by the Economic Security Corporation of Southwest Area (ESC), CARS utilizes volunteer drivers to offer transportation to essential services, medical appointments, and other critical destinations. The program ensures that low-income individuals who lack access to reliable transportation can still meet their daily needs. With high demand, rides are scheduled in advance, and ongoing recruitment for volunteer drivers continues to expand service availability.

These combined efforts demonstrate the power of adaptive planning and stakeholder collaboration in addressing the region's evolving transportation needs. From the foundational efforts laid out in 2012 to the targeted updates introduced in 2017 and the newest advancements in 2024, these initiatives highlight a collective commitment to building an equitable, accessible, and efficient transportation network that serves all residents of Barton, Jasper, Newton, and McDonald counties.

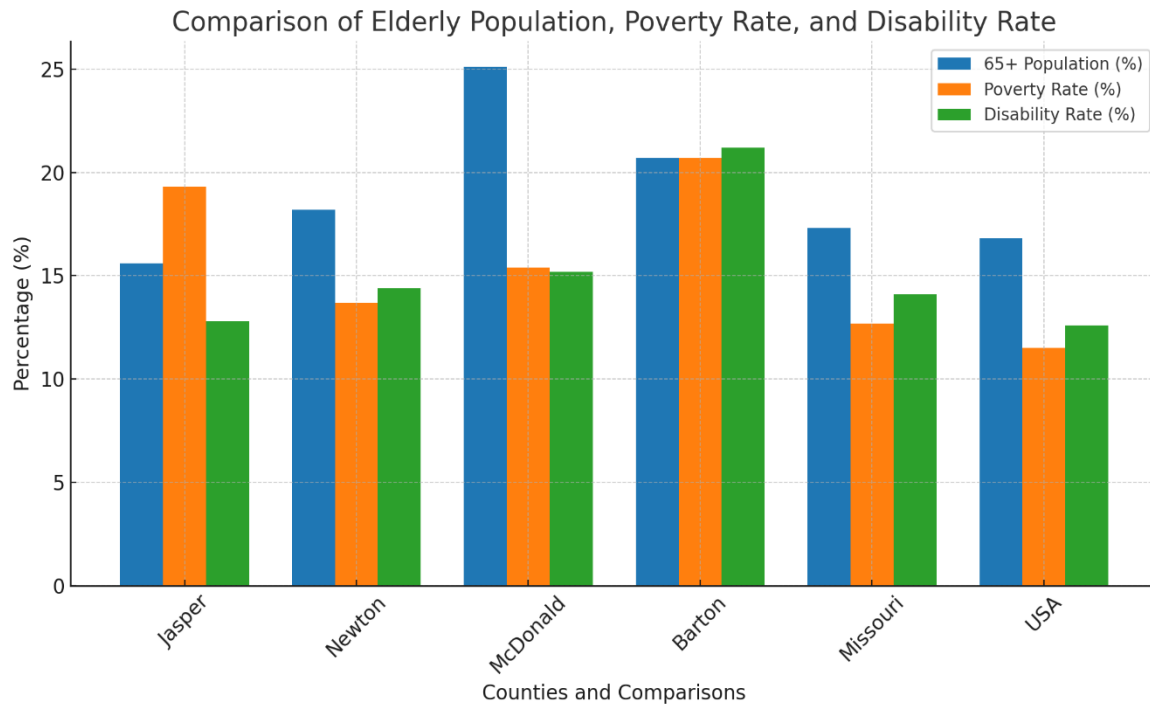
Scope

The geographic focus of this updated plan includes Barton, Jasper, Newton, and McDonald counties. These areas represent diverse communities with distinct needs, ranging from urban centers like Joplin to remote rural locations with limited transportation access. The plan prioritizes addressing disparities in service availability by expanding transit options, improving coordination among providers, and enhancing accessibility for seniors, individuals with disabilities, and low-income residents. Efforts will focus on increasing funding opportunities, modernizing vehicle fleets, and extending service hours to better accommodate workforce commuters and essential trips. Additionally, regional collaboration will play a key role in optimizing resources and ensuring that underserved areas receive targeted support to improve mobility and connectivity across the region.

Key populations served by this plan:

1. Seniors: Providing access to non-emergency medical transportation and social activities.
2. Individuals with Disabilities: Ensuring ADA-compliant services are widely available.
3. Low-Income Families: Offering affordable transportation options to access employment and education.
4. Rural Residents: Bridging the gaps in transit coverage to connect isolated communities with urban centers.





Alignment with Broader Goals

The 2025 plan aligns with regional and national objectives, including:

- Missouri Department of Transportation (MoDOT): Compliance with state transportation goals and funding requirements.
- U.S. Department of Transportation (USDOT): Supporting federal initiatives for sustainable and equitable transportation systems.
- Joplin Area Transportation Study Organization (JATSO): Integrating metropolitan and regional planning efforts to ensure cohesive service delivery.

Key Objectives

To achieve its purpose, the plan focuses on three overarching objectives:

1. Improve Access to Essential Services: Expand transportation options to address unmet needs.
2. Increase Efficiency in Service Delivery: Promote collaboration among service providers to reduce costs and enhance reliability.

-
3. Foster Regional Collaboration: Strengthen partnerships between public and private stakeholders to develop innovative solutions.

Approach

The development of this plan involved extensive data collection, community engagement, and a thorough analysis of existing transportation services across Barton, Jasper, Newton, and McDonald counties. To ensure a comprehensive and inclusive approach, a wide range of methodologies was employed, including surveys, focus groups, and stakeholder meetings. These efforts aimed to capture the diverse needs and priorities of residents, particularly those from underserved and vulnerable populations such as seniors, individuals with disabilities, and low-income households.

The survey process gathered critical insights from transportation providers, local governments, non-profit organizations, and community members to assess service gaps, barriers to accessibility, and opportunities for improvement. Focus groups were conducted with targeted populations to better understand their lived experiences and challenges in accessing reliable transportation. Additionally, stakeholder meetings facilitated open discussions with key decision-makers, fostering collaboration and ensuring alignment with regional, state, and federal transportation goals.

By combining qualitative feedback with robust quantitative data, HSTCC has developed a strategic roadmap that is both **actionable and adaptable to future challenges**. The plan incorporates data-driven decision-making, ensuring that resources are allocated effectively and that proposed solutions address the most pressing transportation needs. Furthermore, an iterative approach has been adopted, allowing for periodic reassessment and adjustments as new information emerges or community needs evolve.

The insights gained through this engagement process have not only shaped the core objectives of the plan but also informed specific strategies aimed at enhancing accessibility, efficiency, and coordination across transportation services. Moving forward, HSTCC remains committed to maintaining an open dialogue with stakeholders and continuously evaluating the impact of implemented initiatives to create a more connected, inclusive, and sustainable regional transportation system.

Stakeholder Engagement

Stakeholder engagement is a cornerstone of the 2025 HSTCC Human Services Coordination Plan, ensuring that the voices of all relevant parties are included in the planning and implementation processes. This inclusive approach fosters transparency, builds trust, and enhances the effectiveness of the plan's strategies.

Identifying Key Stakeholders

The stakeholder base for this plan includes:

- **Government Agencies:** Local, state, and federal entities such as MoDOT and USDOT.
- **Transportation Providers:** Public and private transit operators including OATS Inc., Sunshine Trolley, MAPS, and other regional transit services.
- **Non-Profit Organizations:** Groups focused on aging, disabilities, and low-income assistance, such as the Area Agency on Aging and Jasper County Sheltered Facilities Association.
- **Community Members:** Residents who rely on transportation services, particularly seniors, individuals with disabilities, and low-income families.
- **Private Sector Partners:** Employers, healthcare providers, and other businesses that benefit from improved transportation infrastructure.

Engagement Methods

To ensure broad participation and meaningful input, a variety of engagement methods were utilized, including:

- **Surveys:** Distributed to community members and stakeholders to identify needs, preferences, and gaps in service.
- **Technical Advisory Committee (TAC) Meetings:** Conferred with the TAC, representing communities across all four counties, to facilitate dialogue and gather feedback on proposed strategies.

- **Focus Group Data:** Conducted with targeted populations, such as seniors and individuals with disabilities, to address specific mobility challenges.
- **Stakeholder Input:** Collected and analyzed data from transportation providers, non-profits, and government representatives to ensure alignment and collaboration.
- **Online Engagement:** Leveraging digital tools like email surveys, social media, and virtual town halls to reach a broader audience.



Insights and Feedback

The feedback gathered through various outreach efforts, including surveys and direct engagement with stakeholders, underscored several key challenges and potential areas for improvement in transportation services for older adults and residents in rural communities.

1. **Service Gaps and Limited Availability in Rural Areas:**
Rural residents face substantial barriers in accessing reliable and consistent transportation options. Many communities, especially in Barton, Jasper, Newton, and McDonald counties, rely on services such as OATS, the Truman Area Transportation System (TATS), and volunteer-based ride programs like the CARS initiative. However, these services often operate on limited schedules, making it difficult for older adults and individuals with disabilities to reach essential services such as medical appointments, grocery stores, and community centers. A common concern is that public transit may only run twice a week, and often not on days that align with medical clinic hours.
2. **Affordability and Accessibility for Low-Income Residents:**
Cost remains a major barrier for low-income individuals and families who depend on public or volunteer transportation programs. While local initiatives such as Carthage City Taxi (operated by the police department) and church-based medical transport programs

provide critical services, financial constraints limit the scope and expansion of these offerings. Stakeholders emphasized the need for additional subsidies or funding sources to ensure affordable, reliable transportation options, particularly for seniors and individuals with disabilities who have fixed incomes.

3. Coordination Challenges Among Service Providers:

A lack of streamlined communication and coordination between existing transportation services often leads to inefficiencies. Stakeholders have highlighted the need for a centralized scheduling system that can integrate multiple providers, reduce scheduling conflicts, and better align transportation availability with community needs. Improved collaboration between OATS, TATS, local taxi services, and volunteer ride programs could create a more comprehensive, user-friendly network of transit solutions.

4. Enhanced Accessibility for Individuals with Disabilities:

Many public transportation systems are not fully ADA-compliant or fail to meet the needs of individuals with mobility limitations. Attendees of the town hall meeting expressed concerns about the lack of wheelchair-accessible transportation, difficulties navigating public transit systems, and the need for additional driver training to assist passengers with disabilities. Expanding mobility-friendly transportation options is critical for fostering independence and improving quality of life for those with physical limitations.

5. Technology Integration for Real-Time Updates and Efficient Scheduling:

Stakeholders strongly support the integration of digital tools and technology to enhance transportation services. Implementing real-time tracking systems, app-based ride scheduling, and text message alerts for transit updates would significantly improve user experience, reduce missed rides, and increase confidence in the reliability of public and volunteer-driven transportation services. A centralized technology platform could also streamline coordination between transportation providers and improve efficiency in service delivery.

6. Demand for Expanded Local Transit Options in Urban Centers:

In contrast to rural areas, older adults residing within city limits, such as Lamar and Carthage, have expressed high satisfaction with local transportation services like TATS and Carthage City Taxi. These services experience strong ridership and demonstrate the benefits of well-funded, locally managed transit programs. Expanding similar models to other communities or increasing service frequency could provide a scalable solution for addressing regional transportation challenges.

HSTCC Non-Transportation Providers Survey

The Non-Transportation Providers Survey conducted by the Harry S Truman Coordinating Council reveals critical insights into the transportation-related challenges and service gaps faced by various agencies across multiple communities in Southwest Missouri. Collectively, the agencies surveyed encompass governmental bodies, city-managed ADA transportation services, and private non-profit human service providers, serving a diverse demographic including elderly populations, individuals with disabilities, people with substance use disorders, low-income groups, youth, and the general public.

The overarching themes emerging from the survey highlight significant transportation gaps that persistently impact clients' quality of life, employment opportunities, healthcare access, and overall community engagement. Agencies consistently reported that inadequate transit options considerably restrict their clients' ability to attend job interviews, maintain employment, fulfill probation or parole obligations, participate in essential medical visits, and attend critical court proceedings. Such transportation deficiencies are not merely short-term inconveniences; respondents emphasized these needs as ongoing concerns expected to persist or even intensify in the long-term.

A pronounced commonality across agencies is the heavy reliance on informal transit methods such as family members, neighbors, bicycles, scooters, or other personal arrangements, underscoring a substantial void in formal transportation infrastructure. This reliance places additional burdens on community members and highlights vulnerabilities in meeting routine transportation demands. Furthermore, the consistent mention of mobility limitations—physical, cognitive, age-related, vision impairments, and financial constraints—underscores the urgency for inclusive, accessible, and affordable transit solutions tailored specifically to vulnerable and disadvantaged populations.

Agency responses strongly indicate a critical need for expanded handicap-accessible transportation services. This need is particularly acute for elderly residents, individuals with physical disabilities, and those facing mobility challenges unrelated to financial capacity. These

segments of the population frequently experience isolation and reduced independence due to limited accessible transit options.

Respondents also highlighted logistical and operational inadequacies, such as insufficient vehicle capacity, a lack of drivers, and the absence of dedicated dispatch services. To address rising community demands, the surveyed agencies expressed a clear need for strategic investment in both human resources (additional drivers, dispatch personnel) and physical infrastructure (additional vehicles and handicap-accessible transit options).

Enhanced inter-agency coordination was recognized as a potential solution to alleviate some of these systemic issues. Agencies currently engaged in partnerships or collaborations, such as working alongside the Area Agency on Aging, demonstrate the beneficial outcomes achievable through coordinated services. However, broader and more systemic coordination remains a largely untapped strategy, suggesting significant potential for improved outcomes through increased collaboration.

In conclusion, the survey responses collectively portray a critical and ongoing transportation service gap that severely limits community members' access to essential life services. To effectively address these issues, agencies and local governments must prioritize the establishment and expansion of accessible, affordable, and coordinated transportation systems. Investments should target the most pronounced gaps, such as routes connecting residential areas with employment hubs, medical facilities, and legal institutions. Additionally, enhancing operational capacity through targeted infrastructure investments and fostering robust inter-agency collaboration can significantly mitigate existing transportation barriers, improving the quality of life and community integration for vulnerable populations across Southwest Missouri.

HSTCC Transportation Partners Survey

The HSTCC Transportation Partners Survey captures the operational challenges, service coverage, and funding needs of regional transit providers. The survey includes responses from

major transportation agencies serving Barton, Jasper, Newton, and McDonald counties. Key findings indicate a strong demand for transit services, with agencies facing funding limitations, aging fleets, and geographic restrictions.

Detailed Breakdown of Specific Agencies

1. Ozark Center (Joplin, MO)

- Service Type: Demand response, route deviation.
- Target Population: Elderly, disabled (both elderly and non-elderly), low-income, youth.
- Coverage Area: Barton, Jasper, Newton, and McDonald counties.
- Fleet Size: 60-70 vehicles on weekdays; 2 on weekends.
- Challenges:
 - Needs new vehicles in the short term (1-6 years).
 - No transit service gaps identified.
- Funding: State and federal funds.

2. Joplin Association for the Blind (Joplin, MO)

- Service Type: Transportation for eye-related appointments.
- Target Population: Elderly, low-income, and general public.
- Coverage Area: Jasper County, Newton County, City of Joplin, Webb City.
- Fleet Size: 1 van, 2 buses (capacity: 10-15 passengers).
- Challenges:
 - Needs to replace at least one bus due to age and high maintenance costs.
 - Volunteers are required for driving, leading to inconsistent availability.
 - Cannot accommodate shopping or medical trips beyond eye care.
- Funding: Donations, fundraising, and volunteers.

3. City of Joplin MAPS Transit (Joplin, MO)

- Service Type: Fixed route, demand response, paratransit.
- Target Population: General public, elderly, disabled, youth, low-income individuals.

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- Coverage Area: Jasper and Newton counties.
 - Fleet Size: 15 buses (capacity: 14 per vehicle).
 - Challenges:
 - Need more vehicles and expanded service area.
 - Restricted service area prevents serving clients outside Joplin city limits.
 - Demand for trips to the DMV, social security office, and probation and parole services.
 - Funding: State, federal, city/council, and client fares.

4. OATS Transit (Columbia, MO)

- Service Type: Demand response, route deviation.
- Target Population: General public, elderly, disabled, low-income, youth.
- Coverage Area: Barton, Jasper, Newton, McDonald counties, and Neosho.
- Fleet Size: 2 vans, 10 buses (capacity: 7-18 passengers).
- Challenges:
 - Limited service for rural riders in Jasper and Barton counties due to funding constraints.
 - Needs 4 new minibuses, 2 transit buses, 1 accessible minivan for short-term expansion.
 - Long-term need for further vehicle replacements and operational funding support.
- Funding: State, federal, Area Agency on Aging, Department of Mental Health, and Medicaid transportation.

5. City of Carthage Municipal Taxi (Carthage, MO)

- Service Type: Demand response.
- Target Population: Elderly, disabled, low-income, youth, general public.
- Coverage Area: Jasper County.
- Fleet Size: 3 vans, 1 backup car.
- Challenges:
 - Cannot transport clients beyond city limits, limiting access to medical appointments.

- Needs new vans and additional dispatch staff.
- Funding: State, federal, and client fares.

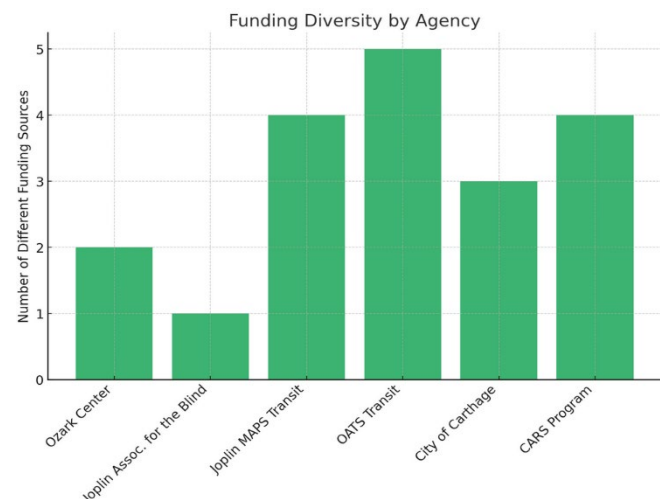
6. Economic Security Corporation – CARS Program (Joplin, MO)

- Service Type: Demand response (volunteer-driven).
- Target Population: General public, elderly, disabled, low-income, youth.
- Coverage Area: Barton, Jasper, Newton, McDonald counties, Joplin MPO, Carthage, Neosho, Anderson, and Webb City.
- Fleet Size: 34 volunteer-driven vehicles (mix of cars, vans, and trucks).
- Challenges:
 - High demand—completed over 189,000 rides in less than a year (since May 1, 2024).
 - Needs more funding for mileage reimbursement for volunteer drivers.
 - Seeking more Memorandums of Understanding (MOUs) for sustainable funding.
- Funding: State, donations, fundraising, and community grants.

Key Challenges

1. Funding Constraints:

- Many agencies rely on state and federal funding, but some depend on donations, fundraising, and volunteer drivers, limiting operational flexibility.
- Transit programs like CARS require additional funding for mileage reimbursement to sustain volunteer-driven services.



2. Service Gaps & Coverage Issues:

- Some agencies are restricted to city limits, preventing clients from accessing essential services such as medical appointments, DMV visits, and social services.

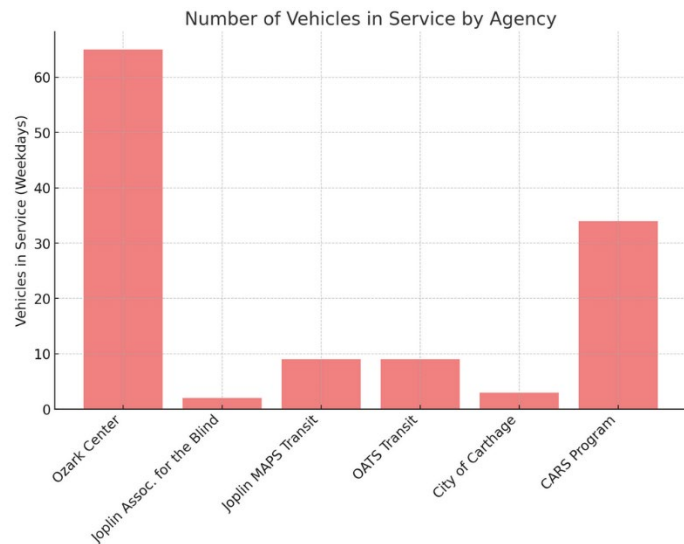
- Rural communities lack public transit options for non-emergency trips to out-of-county destinations.
- Demand for expanded paratransit services is increasing.

3. Aging Vehicle Fleets:

- Several agencies need immediate vehicle replacements within the next 1-6 years due to high mileage and maintenance costs.
- Ozark Center, OATS, and CARS specifically reported urgent vehicle replacement needs.

4. Coordination Challenges:

- While some agencies coordinate with Area Agencies on Aging, city transit systems, and Medicaid transportation services, others operate independently, missing opportunities for regional service optimization.



Recommendations

1. Increase Funding & Grant Applications

- Agencies should seek additional state, federal, and private grants to sustain and expand services.
- Collaboration with local governments and private healthcare providers could generate new funding sources.

2. Expand Service Areas

- Extend coverage beyond city limits, focusing on high-demand destinations like hospitals, government offices, and employment centers.
- Establish regional transit agreements to improve service continuity across jurisdictions.

3. Upgrade & Expand Fleet

- Prioritize vehicle replacement grants for agencies with aging fleets.
- Explore electric or fuel-efficient transit options to reduce long-term costs.

4. Improve Coordination Between Agencies

- Establish a regional transit task force to enhance scheduling coordination and resource sharing.
- Develop centralized booking and scheduling software to optimize available transit capacity.

Conclusion

The HSTCC region demonstrates a high demand for reliable public transportation, with agencies striving to meet community needs despite funding limitations and aging vehicles. Addressing these challenges through enhanced funding, improved service coverage, and stronger regional coordination will ensure sustainable transit solutions for Southwest Missouri's residents.

Region X Town Hall Meeting

Source and Purpose of the Survey

The Region X Town Hall Meeting on Aging, held on March 8, 2024, at the Joplin Senior Center, provided a platform for seniors, caregivers, and stakeholders to voice concerns about aging-related challenges in Missouri. Organized by the Region X Area Agency on Aging (AAA), this event aimed to inform the development of Missouri's Master Plan for Aging (MPA) by



identifying key barriers to quality of life for older adults. A total of 157 attendees participated in discussions covering a range of topics, including transportation and mobility—a critical area directly linked to the goals of this Human Services Transportation Coordination Plan (HSTCC).

The insights gathered from this meeting are highly relevant to our transportation strategy, as they provide direct feedback from the primary populations served by HSTCC, particularly seniors and individuals with disabilities. By incorporating these

perspectives, the HSTCC plan can ensure its accessibility initiatives, mobility programs, and stakeholder partnerships align with the real needs of the community.

Key Findings Relevant to the HSTCC Plan

One of the central themes emerging from the town hall meeting was transportation accessibility. The discussions highlighted multiple challenges and opportunities for improving mobility services in Barton, Jasper, Newton, and McDonald counties. The key takeaways include:

1. Limited Transportation Access in Rural Areas

- Many seniors living in rural communities reported difficulties accessing reliable transportation, particularly for medical appointments, grocery shopping, and social activities.
- Some communities have public transit operating only twice a week, which does not always align with medical clinic hours, creating additional barriers to healthcare access.

2. Affordability Challenges

- Many older adults live on fixed incomes, making transportation costs a burden. Several participants stressed the need for subsidies or low-cost transportation options to improve access.
- Suggestions included expanding volunteer driver programs and providing senior transit vouchers for essential trips.

3. Coordination Between Providers

- A lack of integration between different transportation providers—such as OATS Transit, MAPS, and volunteer-based ride programs—was cited as a major challenge.
- Participants strongly supported the creation of a centralized scheduling system that integrates multiple providers, helping seniors coordinate rides more efficiently.

4. Accessibility for Seniors and Individuals with Disabilities

- Many public transit options lack wheelchair accessibility or fail to meet ADA compliance standards, creating barriers for seniors with mobility limitations.

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- Participants recommended expanding paratransit services, increasing the number of accessible vehicles, and improving driver training to assist passengers with disabilities.

5. Technology Integration to Improve Service Reliability

- Seniors expressed frustration with unreliable transit schedules and missed rides due to poor communication from service providers.
- Many supported the use of mobile apps, real-time tracking systems, and text message alerts to provide timely updates on transportation availability.

6. Growing Demand for Local Transit in Urban Centers

- In contrast to rural areas, seniors in Joplin, Lamar, and Carthage were generally satisfied with their local transit services, such as the Sunshine Lamp Trolley and Carthage City Taxi.
- Participants recommended expanding similar models to smaller towns, demonstrating a need for replicating successful transit solutions across the region.

The findings from the Region X Town Hall Survey directly align with the goals and strategies outlined in the 2025 HSTCC Human Services Transportation Coordination Plan. Based on these insights, the HSTCC plan will prioritize:

- Expanding accessibility initiatives to improve transit options for rural and low-income seniors.
- Strengthening provider coordination through a centralized scheduling system that integrates OATS, MAPS, volunteer drivers, and other transit programs.
- Enhancing affordability programs, including subsidies, ride vouchers, and volunteer transportation networks.
- Improving ADA compliance and expanding paratransit services for individuals with disabilities.
- Integrating digital tools, such as real-time tracking systems and mobile scheduling apps, to improve service reliability.

By incorporating these community-driven insights, HSTCC ensures that its transportation coordination efforts effectively address the real mobility needs of seniors, individuals with disabilities, and other vulnerable populations in Barton, Jasper, Newton, and McDonald counties.

Building Collaborative Partnerships

Effective coordination requires strong partnerships among stakeholders. The plan emphasizes:

- **Formal Agreements:** Developing memorandums of understanding (MOUs) to outline roles, responsibilities, and shared goals.
- **Joint Funding Initiatives:** Pooling resources from multiple stakeholders to maximize impact and sustainability.
- **Cross-Sector Collaboration:** Encouraging partnerships between public, private, and non-profit sectors to leverage diverse expertise and resources.



Several key stakeholders in the region play a pivotal role in transportation coordination:

-MAPS (Metro Area Public Transit Service): Serving as a primary public transit provider for underserved communities.

-OATS Transit: Specializing in transportation for seniors and individuals with disabilities across rural areas.

-Sunshine Trolley: Providing accessible and affordable transportation for low-income residents and those in the City of Joplin.

-Area Agency on Aging: Focused on ensuring seniors have access to vital services, including medical appointments and social activities.

-CoxHealth and Freeman Health Systems: Collaborating to facilitate non-emergency medical transportation.



Outcomes of Engagement

The comprehensive engagement process led to:

- The identification of priority areas for service improvements.
- Enhanced trust and cooperation among stakeholders.
- The establishment of a feedback loop to ensure ongoing input and adaptation throughout the plan's implementation.

Commitment to Continued Engagement

HSTCC is dedicated to maintaining an open line of communication with stakeholders throughout the lifespan of the 2025 plan. Regular updates, progress reports, and additional engagement opportunities will ensure that the plan remains responsive to the evolving needs of the community.

County-wide Needs Assessment

A thorough needs assessment is fundamental to understanding the gaps and challenges within the transportation and human services systems in Barton, Jasper, Newton, and McDonald counties. This section combines findings from the 2017 plan, updated data from the 2025 plan, and feedback collected through stakeholder engagement and public surveys.

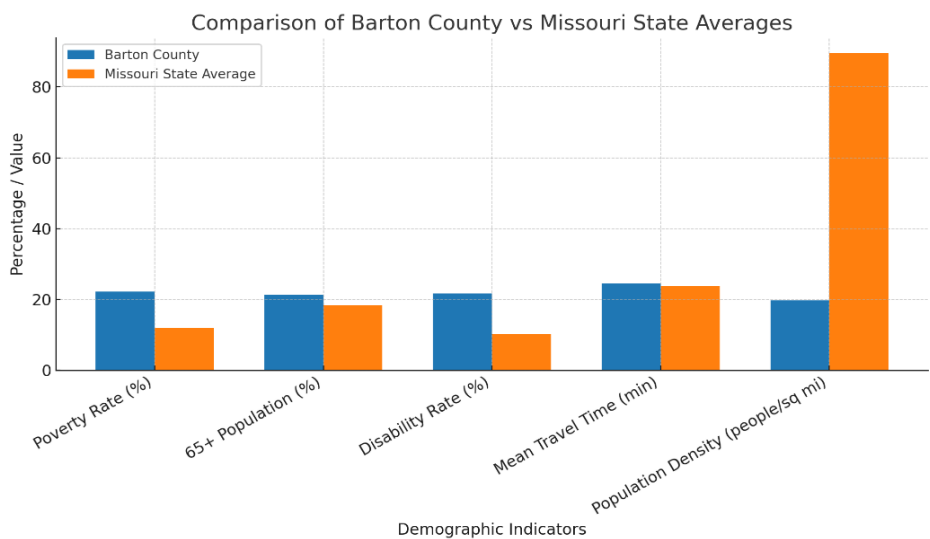


Barton County Needs Assessment

Demographics:

Total Population (2023 Estimate): 11,731

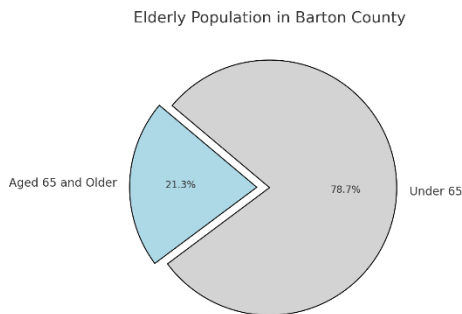
- Persons in Poverty: 22.2%
- Persons 65 Years and Older: 21.3%
- Persons with Disabilities: 21.7%
- Mean Travel Time to Work: 24.5 minutes
- Households Without a Vehicle: 9.6%
- Population Density: 19.7 people per square mile



Elderly Population and Access to Services

With 21.3% of Barton County’s population aged 65 or older, there is an increasing need for accessible and reliable transportation options that allow seniors to maintain independence and access necessary services. Many older adults no longer drive due to health limitations,

vision impairments, or mobility issues, leaving them reliant on family members, neighbors, or limited transportation services.



For those living in rural areas, long distances to medical facilities, grocery stores, and social services create significant challenges. Non-emergency medical transportation (NEMT) services exist but are often difficult to schedule, have long wait times, or are unavailable in certain parts of the county. Gaps in transportation access contribute to delayed medical care, missed appointments, and increased social isolation, which can negatively impact overall health and well-being.

Another major concern is that many local services are centralized in a few key areas, meaning that seniors in more rural parts of the county must travel longer distances to reach essential destinations. Without adequate transit options, they are at greater risk of losing autonomy and experiencing a reduced quality of life.

Transportation for Individuals with Disabilities

Approximately 21.7% of Barton County residents have a disability, and among seniors aged 65 and over, nearly 48% report some level of disability, including difficulty walking, hearing, or seeing. This creates a heightened demand for ADA-compliant transportation, including vehicles equipped with wheelchair lifts, designated seating, and properly trained drivers who understand how to assist passengers with disabilities.

Current transit infrastructure often lacks accessible bus stops, adequate sidewalks, and safe crossing areas, making it difficult for those with disabilities to travel independently. Some areas may not have curb ramps, benches, or adequate lighting, which further complicates mobility.

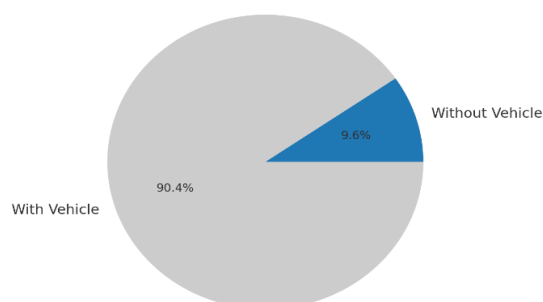
The lack of accessible transit options limits employment opportunities, access to healthcare, and participation in community activities for disabled residents. Without consistent, on-

demand transportation, individuals with disabilities often face barriers to workforce participation, leading to financial instability and reliance on informal or inconsistent transportation solutions.

Economic Barriers and Transportation Affordability

With 22.2% of Barton County residents living below the poverty line, affordability is a major barrier to transportation. Many low-income individuals cannot afford personal vehicles, insurance, or fuel costs, making public transportation a critical need for economic mobility and daily life.

Barton County - Households Without a Vehicle



Source: ACS 2023 5-Year Estimates

A significant 9.6% of households in the county do not have access to a vehicle, leaving residents to depend on friends, family, or sporadic transportation services. This lack of vehicle ownership disproportionately affects single-parent households, unemployed individuals, and lower-income families, many of whom struggle to access jobs, education, and healthcare.

Public transit is often cited as unreliable or insufficient to meet residents' needs, particularly for those working second or third shifts, which do not align with existing transit schedules. Long commute times (24.5 minutes on average) suggest that many residents must travel considerable distances for work, which is further complicated by the lack of available transit options.

For low-income residents who rely on public transportation, limited routes, inconsistent service, and high costs can prevent them from securing stable employment, attending school, or accessing essential services like childcare, healthcare, and grocery stores.

Geographic Isolation and Rural Transit Limitations

Barton County's low population density (19.7 people per square mile) and dispersed rural communities present significant challenges for traditional transit systems. Fixed-route public transportation is often not financially viable due to the long distances and low ridership

numbers. As a result, many areas remain unserved or underserved, forcing residents to depend on private transportation or informal ride-sharing arrangements.

Unlike urban areas where frequent bus routes and transit stops are common, Barton County's rural communities lack the density to support frequent transit service, resulting in long wait times and limited scheduling options. This lack of reliable transportation leaves residents without a dependable means of commuting to work, attending medical appointments, or running daily errands.

Seasonal weather conditions further exacerbate mobility challenges, particularly in winter months when icy roads, snow accumulation, and poor visibility create dangerous driving conditions. Residents without personal vehicles or those with mobility impairments face even greater transportation barriers during inclement weather, increasing their risk of isolation and delayed access to essential services.

Community Insights and Local Perspectives

Community focus groups conducted in Barton County have emphasized the reliance on family and neighbors for transportation, particularly among seniors and individuals with disabilities. While many residents are willing to provide rides for others, these arrangements are inconsistent and unreliable, leading to missed appointments, difficulty obtaining groceries, and limited access to social or recreational activities.

Additionally, many residents have reported feeling isolated due to transportation limitations, particularly those living alone or in remote areas. Without affordable and consistent transit options, individuals are often forced to remain at home, leading to decreased social engagement, reduced access to healthcare, and an overall decline in well-being.

A lack of public awareness about existing transportation resources is another concern. Many residents are unaware of available services, how to schedule rides, or whether they qualify for specialized transportation programs. This gap in information contributes to underutilization of current transit options and highlights the need for better outreach, clearer communication, and streamlined access to services.

Summary of Key Transit Challenges in Barton County:

- 1. Aging Population with Limited Mobility** – Seniors require reliable transportation for medical appointments, shopping, and social activities but face challenges due to long travel distances and limited transit options.
- 2. High Disability Rate** – Over 21.7% of residents report a disability, with nearly half of seniors experiencing mobility limitations. ADA-compliant transportation services are insufficient, limiting access to employment and essential services.
- 3. Economic Barriers** – 22.2% of residents live in poverty, and 9.6% of households lack a vehicle, making affordable public transportation crucial for economic mobility and access to basic needs.
- 4. Geographic Isolation** – The county’s low population density and rural nature make traditional transit solutions inefficient, leaving many residents without viable transportation options.
- 5. Weather-Related Transportation Challenges** – Harsh winters and seasonal road conditions further isolate residents, particularly those without personal vehicles or with mobility impairments.
- 6. Lack of Awareness and Coordination** – Many residents are unaware of available transportation services, leading to underutilization of existing resources and an increased reliance on informal, inconsistent ride-sharing arrangements.

Jasper County Needs Assessment

Demographics:

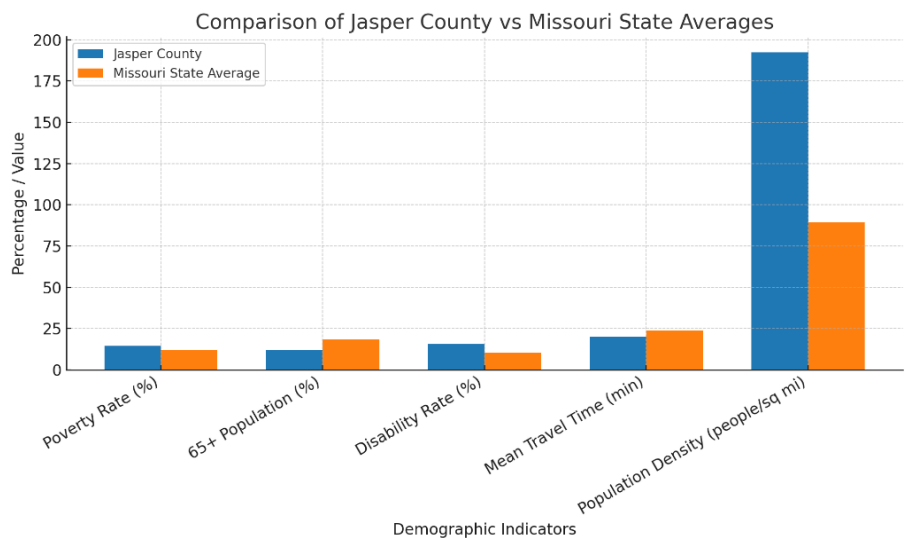
- Total Population (2020): 122,761
- Persons in Poverty: 14.5%
- Persons 65 Years and Older: 12.1%
- Persons with Disabilities: 15.6%
- Mean Travel Time to Work: 20.1 minutes
- Households Without a Vehicle: 6.4%
- Population Density: 192.3 people per square mile



Elderly Population and Access to Services

Although the percentage of residents aged 65 and older in Jasper County (12.1%) is lower than the national average, the absolute number—approximately 14,800

individuals—still represents a significant segment of the population. Many seniors face challenges such as health limitations and mobility issues, which can impede their ability to drive. Consequently, there is a need for accessible transportation options to ensure they can attend medical appointments, access grocery stores, and participate in social activities. The absence of reliable transit can lead to delayed healthcare, missed appointments, and increased social isolation among the elderly.



Transportation for Individuals with Disabilities

With 15.6% of residents reporting a disability, there is a substantial demand for transportation services that accommodate various needs, including mobility, sensory, and cognitive impairments. Accessible infrastructure, such as ADA-compliant vehicles equipped with features like wheelchair lifts and securement systems, is essential. Additionally, transit facilities should have accessible pathways, ramps, and clear signage to ensure safe and convenient access for all individuals. Without these accommodations, individuals with disabilities may face barriers to employment, healthcare, and community engagement.

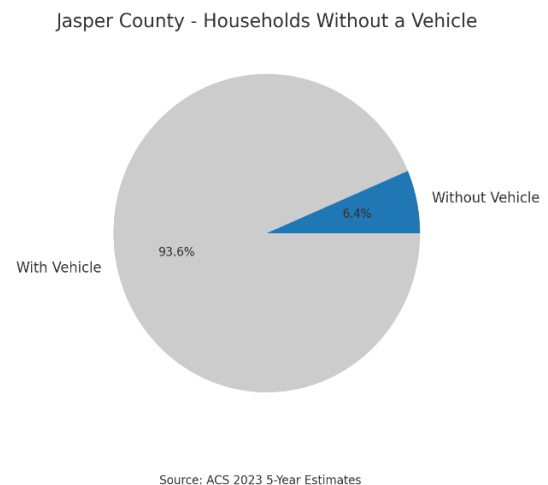
Economic Barriers and Transportation Affordability

With 14.5% of Jasper County's population facing financial hardship, transportation affordability is a pressing concern, particularly for those without personal vehicles. Approximately 6.4% of households do not have access to a car, making public transit an essential service for many residents. The steep costs of vehicle ownership—including upkeep, fuel, and insurance—can place a heavy burden on low-income individuals and families, limiting their ability to travel independently.

Reliable public transportation is vital in ensuring affordable connections to jobs, schools, medical facilities, and other essential services. However, gaps in transit coverage and infrequent scheduling present obstacles, particularly for those working irregular shifts or residing in sparsely populated areas where transit options are limited. Expanding transportation networks and enhancing accessibility could significantly improve mobility and economic opportunities for those most in need.

Geographic Considerations and Urban-Rural Transit Dynamics

Jasper County encompasses both urban centers, such as Joplin, and more rural outlying areas. The population density is 192.3 people per square mile, which is higher than many rural



counties but still presents challenges in providing comprehensive transit coverage. Urban areas may benefit from more frequent and fixed-route services, while rural regions might require flexible, demand-responsive transit solutions to effectively meet residents' needs.

Commuting Patterns and Transportation Infrastructure

The mean travel time to work in Jasper County is 20.1 minutes, indicating that many residents commute moderate distances. A significant portion of the workforce relies on personal vehicles for transportation, which can be a barrier for those without access to a car. Enhancing public transit options, such as expanding bus routes and increasing service frequency, could alleviate transportation challenges and provide reliable alternatives for commuters.

Community Insights and Local Perspectives

Community feedback highlights a reliance on informal networks, such as family and friends, for transportation, especially among seniors and individuals with disabilities. While these networks offer support, they may not always be dependable, leading to missed appointments and social isolation. Residents have expressed a desire for more reliable and accessible public transportation options to enhance their mobility and quality of life.

Summary of Key Transit Challenges in Jasper County:

1. **Aging Population with Mobility Constraints:** A significant number of seniors require reliable transportation for essential activities but face challenges due to health and mobility limitations.
2. **High Prevalence of Disabilities:** A considerable portion of the population reports disabilities, necessitating accessible transportation services to ensure equitable access to opportunities and services.
3. **Economic Challenges:** A notable percentage of residents live in poverty, making affordable public transportation crucial for accessing employment, education, and healthcare.
4. **Urban-Rural Transit Needs:** The county's mix of urban and rural areas requires a balanced approach to transit planning, with both fixed-route and flexible services to meet diverse needs.

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5. **Dependence on Personal Vehicles:** Many residents rely on personal vehicles for commuting, which can be a barrier for those without access to a car, underscoring the need for enhanced public transit options.
 6. **Community Reliance on Informal Transportation:** Dependence on family and friends for transportation highlights gaps in the formal transit system and the need for more reliable public options.

Newton County Needs Assessment

Demographics:

- Total Population (2023 Estimate): 60,677
- Persons in Poverty: 13.0%
- Persons 65 Years and Older: 19.4%
- Persons with Disabilities (Under 65 Years): 10.4%
- Mean Travel Time to Work: 22.6 minutes
- Households Without a Vehicle: 4.4%
- Population Density: 93.9 people per square mile

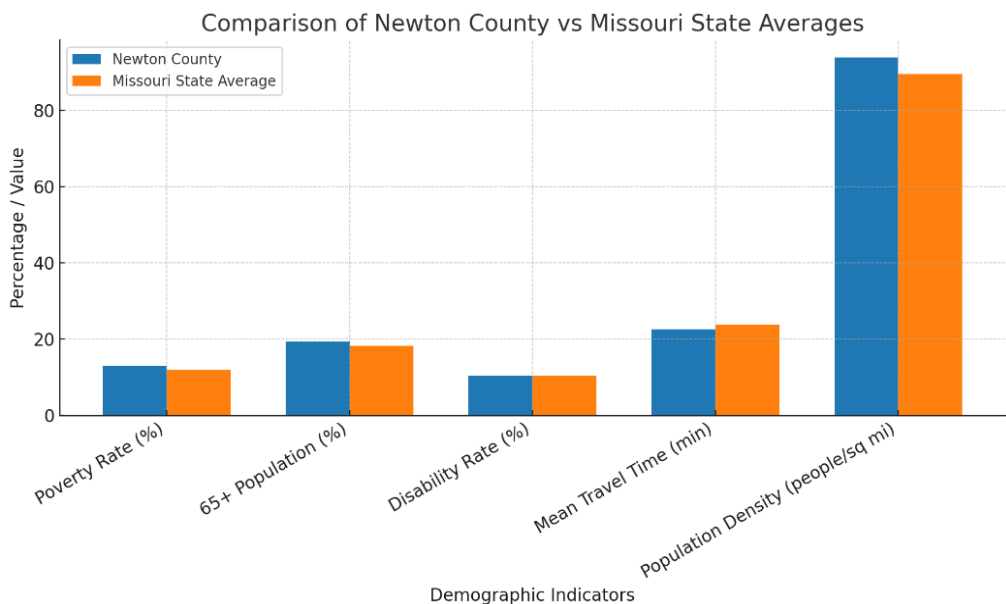


Elderly Population and Access to Services

With 19.4% of Newton County's population aged 65 or older, there is a significant need for accessible transportation options to support seniors in maintaining their independence. Challenges such as health limitations and mobility issues often prevent older adults from driving, making them reliant on public transit or community services. Limited transportation options can lead to missed medical appointments, difficulty accessing essential services, and increased social isolation among the elderly.

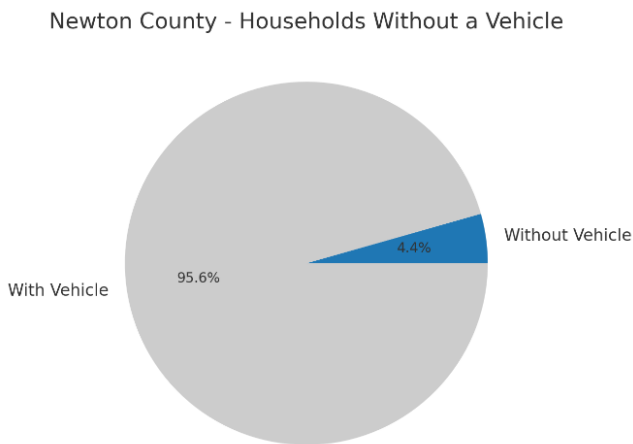
Transportation for Individuals with Disabilities

Approximately 10.4% of residents under the age of 65 report having a disability. This demographic requires transportation services that accommodate various disabilities, including mobility, sensory, and cognitive impairments. The availability of ADA-compliant vehicles, accessible transit stops, and trained personnel is crucial to ensure that individuals with disabilities can access employment, healthcare, and community activities. Without adequate transportation options, this population may face significant barriers to full participation in society.



Economic Barriers and Transportation Affordability

With 13.0% of Newton County's population living below the poverty line, affordability remains a significant concern, particularly when it comes to transportation. Approximately 4.4% of households lack access to a vehicle, making reliable public transit a crucial lifeline for many residents. The high costs of vehicle ownership—including maintenance, fuel, and insurance—can be prohibitive, restricting mobility for low-income individuals and families.



Source: ACS 2023 5-Year Estimates

Public transportation plays a vital role in ensuring affordable access to jobs, education, healthcare, and other essential services. However, limited transit routes and schedules pose

challenges, particularly for those working non-traditional hours or residing in rural areas, where public transit availability is sparse. Expanding transportation infrastructure and services could enhance mobility options and improve economic opportunities for residents in need.

Geographic Considerations and Rural Transit Challenges

Newton County has a population density of 93.9 people per square mile, indicating a mix of urban and rural areas. Providing efficient public transportation in such a setting presents challenges, as lower-density areas may not support frequent fixed-route services. Residents in rural parts of the county may face longer travel distances to reach essential services, and the lack of transportation options can lead to increased isolation and difficulty accessing necessary resources.

Commuting Patterns and Transportation Infrastructure

The mean travel time to work for Newton County residents is 22.6 minutes, suggesting that many individuals commute moderate distances. A significant portion of the workforce relies on personal vehicles for transportation, which can be a barrier for those without access to a car. Enhancing public transit options, such as expanding bus routes and increasing service frequency, could alleviate transportation challenges and provide reliable alternatives for commuters.

Community Insights and Local Perspectives

Community feedback indicates a reliance on informal networks, such as family and friends, for transportation, especially among seniors and individuals with disabilities. While these networks offer support, they may not always be dependable, leading to missed appointments and social isolation. Residents have expressed a desire for more reliable and accessible public transportation options to enhance their mobility and quality of life.

Summary of Key Transit Challenges in Newton County:

1. **Aging Population with Mobility Constraints:** A significant number of seniors require reliable transportation for essential activities but face challenges due to health and mobility limitations.
2. **Prevalence of Disabilities:** A considerable portion of the population reports disabilities, necessitating accessible transportation services to ensure equitable access to opportunities and services.
3. **Economic Challenges:** A notable percentage of residents live in poverty, making affordable public transportation crucial for accessing employment, education, and healthcare.
4. **Urban-Rural Transit Needs:** The county's mix of urban and rural areas requires a balanced approach to transit planning, with both fixed-route and flexible services to meet diverse needs.
5. **Dependence on Personal Vehicles:** Many residents rely on personal vehicles for commuting, which can be a barrier for those without access to a car, underscoring the need for enhanced public transit options.
6. **Community Reliance on Informal Transportation:** Dependence on family and friends for transportation highlights gaps in the formal transit system and the need for more reliable public options.

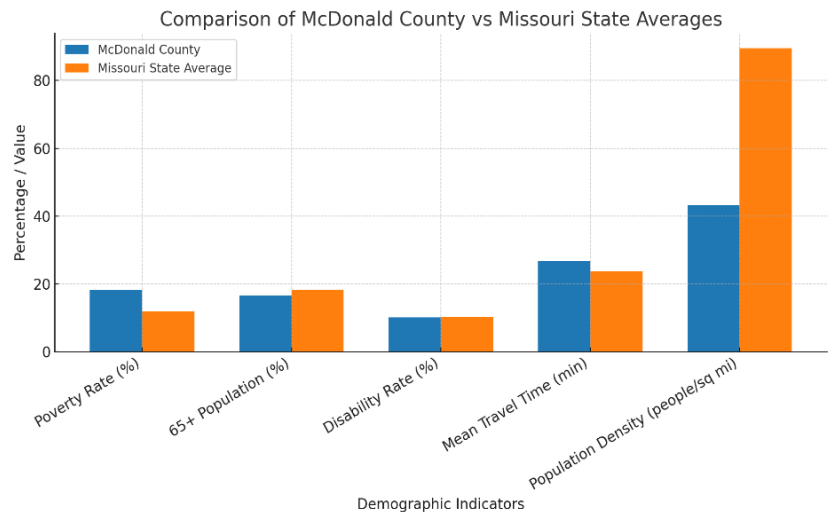
McDonald County Needs Assessment

Demographics:

- Total Population (2023 Estimate): 23,903
- Persons in Poverty: 18.2%
- Persons 65 Years and Older: 16.6%
- Persons with Disabilities (Under 65 Years): 10.2%
- Mean Travel Time to Work: 26.7 minutes
- Households Without a Vehicle: 5.9%
- Population Density: 43.2 people per square mile



Elderly Population and Access to Services



With 16.6% of McDonald County's population aged 65 or older, there is a significant need for accessible transportation options to support seniors in maintaining their independence. Challenges such as health limitations and mobility issues often prevent older adults from driving, making them reliant on public transit or community services. Limited transportation options can lead to missed medical appointments, difficulty accessing essential services, and increased social isolation among the elderly.

Transportation for Individuals with Disabilities

Approximately 10.2% of residents under the age of 65 report having a disability. This demographic requires transportation services that accommodate various disabilities, including mobility, sensory, and cognitive impairments. The availability of ADA-compliant vehicles, accessible transit stops, and trained personnel is crucial to ensure that individuals with disabilities can access employment, healthcare, and community activities. Without adequate transportation options, this population may face significant barriers to full participation in society.

Economic Barriers and Transportation Affordability

With 18.2% of McDonald County's population living below the poverty line, affordability remains a significant concern, particularly regarding transportation. Approximately 5.9% of households lack access to a vehicle, making public transit an essential resource for low-income residents. The costs associated with vehicle ownership—including maintenance, fuel, and insurance—can be prohibitive, limiting mobility for many individuals and families.

Public transportation plays a crucial role in providing affordable access to employment, education, healthcare, and other essential services. However, limited transit routes and schedules create barriers, especially for those working non-traditional hours or residing in rural areas, where public transit options may be scarce. Expanding transportation infrastructure and service availability could help bridge this accessibility gap and support mobility for residents in need.

Geographic Considerations and Rural Transit Challenges

McDonald County has a population density of 43.2 people per square mile, indicating a predominantly rural setting. Providing efficient public transportation in such a low-density area presents challenges, as traditional fixed-route services may not be feasible or cost-effective. Residents in rural parts of the county may face longer travel distances to reach essential services, and the lack of transportation options can lead to increased isolation and difficulty accessing necessary resources.

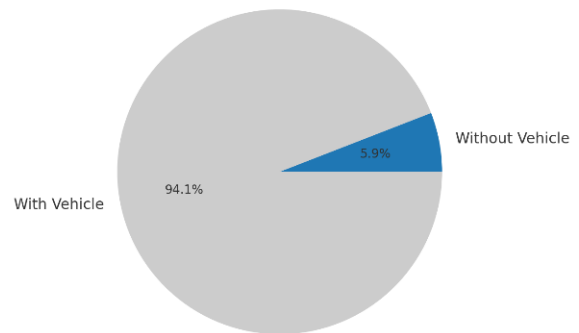
Commuting Patterns and Transportation Infrastructure

The mean travel time to work for McDonald County residents is 26.7 minutes, suggesting that many individuals commute considerable distances. A significant portion of the workforce relies on personal vehicles for transportation, which can be a barrier for those without access to a car. Enhancing public transit options, such as expanding bus routes and increasing service frequency, could alleviate transportation challenges and provide reliable alternatives for commuters.

Community Insights and Local Perspectives

Community feedback indicates a reliance on informal networks, such as family and friends, for transportation, especially among seniors and individuals with disabilities. While these

McDonald County - Households Without a Vehicle



Source: ACS 2023 5-Year Estimates

networks offer support, they may not always be dependable, leading to missed appointments and social isolation. Residents have expressed a desire for more reliable and accessible public transportation options to enhance their mobility and quality of life.

Summary of Key Transit Challenges in McDonald County:

- 1. Aging Population with Mobility Constraints:** A significant number of seniors require reliable transportation for essential activities but face challenges due to health and mobility limitations.
- 2. Prevalence of Disabilities:** A considerable portion of the population reports disabilities, necessitating accessible transportation services to ensure equitable access to opportunities and services.
- 3. Economic Challenges:** A notable percentage of residents live in poverty, making affordable public transportation crucial for accessing employment, education, and healthcare.
- 4. Rural Transit Needs:** The county's low population density requires innovative transit solutions, such as demand-responsive services, to effectively meet residents' needs.
- 5. Dependence on Personal Vehicles:** Many residents rely on personal vehicles for commuting, which can be a barrier for those without access to a car, underscoring the need for enhanced public transit options.
- 6. Community Reliance on Informal Transportation:** Dependence on family and friends for transportation highlights gaps in the formal transit system and the need for more reliable public options.

Conclusion

The 2025 HSTCC Human Services Coordination Plan is a comprehensive response to the distinct transportation challenges faced by Barton, Jasper, Newton, and McDonald counties. By leveraging data-driven insights and localized community feedback, this plan aims to enhance mobility, reduce barriers to access, and improve the overall quality of life for residents throughout the region.

Each county presents unique transportation concerns, yet common themes emerge across the region, including an aging population, a significant percentage of individuals with disabilities,

economic hardships that limit access to private transportation, and rural geographic constraints that complicate transit service expansion. Addressing these concerns requires a multifaceted approach that emphasizes accessibility, affordability, and strategic coordination across counties.

Barton County, with 21.3% of its population aged 65 and over, faces a high demand for specialized transportation services, particularly for non-emergency medical transportation (NEMT) and accessible transit options. 22.2% of residents live in poverty, and 9.6% of households lack access to a vehicle, making affordable transit solutions critical for employment, healthcare, and daily living needs. Additionally, rural isolation and long commute times exacerbate mobility challenges, highlighting the need for flexible, demand-response transit options that can serve the county's dispersed population.

Jasper County, with a population of over 122,000 residents, has a mix of urban and rural transit needs. While urban areas like Joplin have relatively more transit infrastructure, rural communities remain underserved, creating significant accessibility challenges for those without personal vehicles. The county has a 14.5% poverty rate, with many low-income residents struggling to access work, education, and essential services. Additionally, 15.6% of residents have disabilities, necessitating increased ADA-compliant transit options. With an average commute time of 20.1 minutes, transit improvements can help reduce economic and social disparities by ensuring reliable access to jobs and medical care.

Newton County, with 19.4% of its population aged 65 or older, faces similar aging-related mobility challenges, including the need for senior-friendly transit options and improved accessibility. 10.4% of residents under 65 have disabilities, further emphasizing the importance of ADA-compliant vehicles and accessible public infrastructure. The 13.0% poverty rate means many residents face economic barriers to transportation, and the predominantly rural landscape makes fixed-route transit inefficient. The average commute time of 22.6 minutes suggests that many residents travel moderate distances to work, underscoring the need for expanded, affordable transit services that can bridge the gap between home and employment centers.

McDonald County faces some of the most significant rural transportation challenges in the region. With a population density of only 43.2 people per square mile, traditional fixed-route transit is not a viable solution for many residents. The 18.2% poverty rate is among the highest in the region, making affordable transportation options critical for economic mobility. 16.6% of the population is over 65, and 10.2% of residents under 65 have disabilities, reinforcing the

need for paratransit services, demand-response transit, and innovative community-based solutions to help residents access work, healthcare, and daily necessities. Long average commute times of 26.7 minutes indicate that many residents must travel significant distances for employment, making reliable transportation a fundamental issue.

Across all four counties, there is a strong reliance on informal transportation networks, such as family and neighbors providing rides, which—while helpful—does not provide consistent or equitable mobility options. Residents without personal transportation often face missed medical appointments, limited job opportunities, and increased social isolation, particularly among seniors, individuals with disabilities, and low-income households.

To address these pressing transportation gaps, this plan prioritizes accessibility, affordability, and regional collaboration. By expanding transportation services, improving ADA compliance, increasing public awareness of available transit options, and implementing innovative rural mobility strategies, this plan seeks to reduce disparities and improve transportation equity for all residents.

Through enhanced coordination among county agencies, transit providers, healthcare organizations, and community stakeholders, the 2025 HSTCC Human Services Coordination Plan aims to create a more inclusive, efficient, and sustainable regional transportation network that meets the diverse needs of Barton, Jasper, Newton, and McDonald counties.

Joplin Area Transportation Study Organization (JATSO) Transit Needs Assessment



A comprehensive needs assessment is essential for identifying gaps and challenges within the transportation and human services systems in the Joplin Area Transportation Study Organization (JATSO) region. This analysis integrates insights from previous transportation plans, newly updated 2025 data, and direct input from community stakeholders and public surveys. By examining existing transit infrastructure, accessibility concerns, and mobility barriers, this assessment aims to provide a clear understanding of the region’s evolving transportation needs. The findings will help inform strategic planning efforts, ensuring that future transit solutions effectively support economic growth, equitable access, and improved connectivity for all residents within the JATSO area.

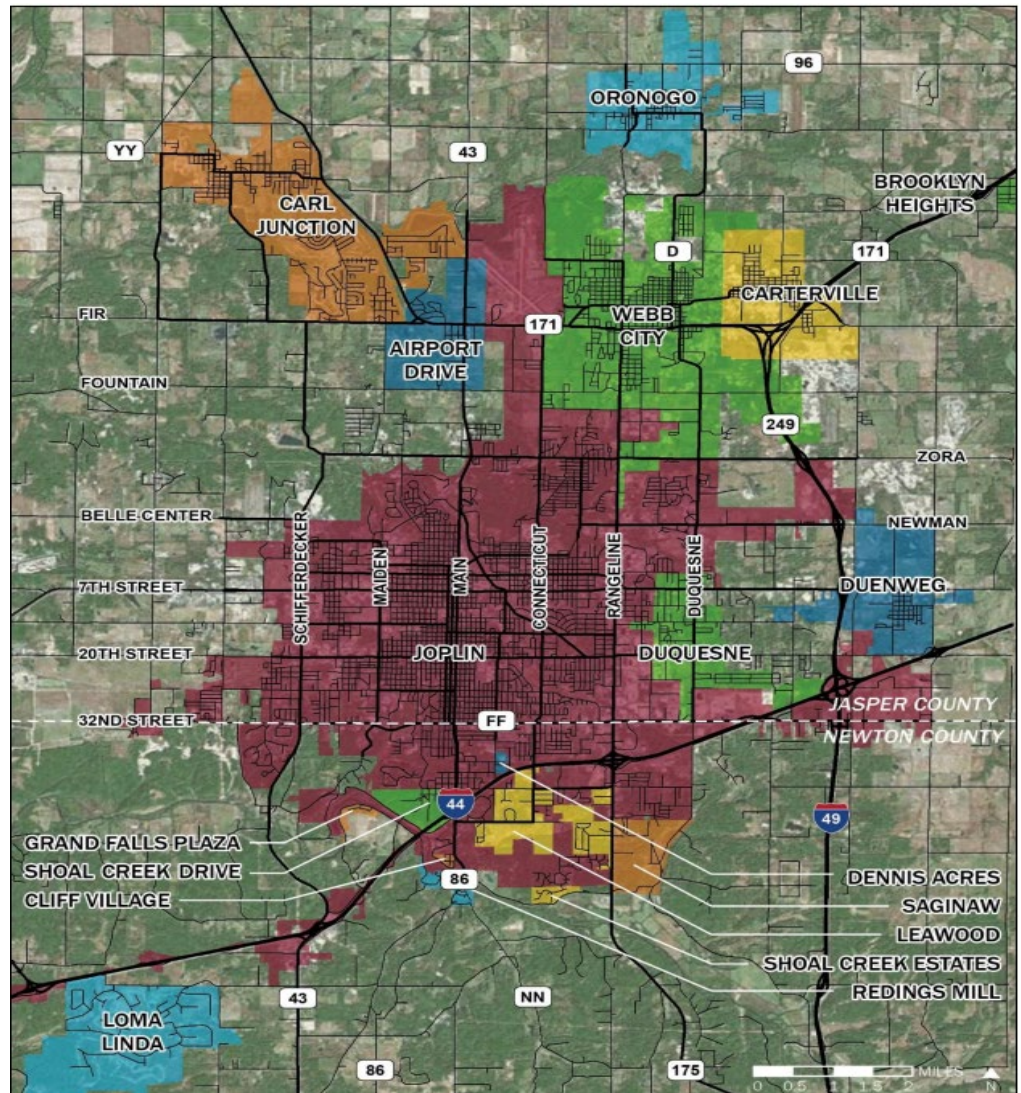
JATSO Region Overview

The Joplin Area Transportation Study Organization (JATSO) oversees transportation planning for Joplin and its surrounding communities, including Webb City, Airport Drive, Brooklyn Heights, Carl Junction, Carterville, Duenweg, Duquesne, Oronogo, Redings Mill, Saginaw, Shoal Creek Drive, Shoal Creek Estates, Grand Falls Plaza, Cliff Village, Dennis Acres, Leawood, and Silver Creek.

This report presents a demographic

assessment of the JATSO region using data from communities entirely within its boundaries, sourced from the most recent and available United States Census data. The analysis utilizes the best available geographic breakdown provided by the U.S. Census Bureau. These datasets allow for a precise evaluation of transit needs by identifying specific communities or populations with rural areas still captured in the countywide needs assessment.

Focusing on elderly residents, individuals with disabilities, and low-income households—groups that often experience the most significant mobility barriers—this report evaluates transit accessibility within the JATSO region. Using updated 2023 American Community Survey (ACS) data, it highlights key challenges and identifies areas where public transit improvements can enhance affordability, connectivity, and overall accessibility for those in need.



Elderly Population and Transportation Accessibility

Population Statistics and Distribution

As the population in the Joplin Area Transportation Study Organization (JATSO) region continues to grow, the aging demographic presents a significant shift in mobility needs. The increasing number of elderly residents necessitates a reevaluation of transit services, infrastructure accessibility, and policy adjustments to ensure that older adults can maintain independence, access medical care, and participate in social and economic activities.



The following table provides a breakdown of the senior population across the JATSO municipalities, offering insight into where transit services are most needed and where gaps in mobility may be particularly pressing.

Community	Population Over 65	Total Population	Percent Over 65
Airport Drive	152	785	19.36
Joplin	9513	51762	18.38
Webb City	2328	12718	18.3
Carl Junction	1611	7816	20.61
Carterville	369	1928	19.14
Duenweg	196	1220	16.07
Duquesne	212	1992	10.64
Dennis Acres	36	84	42.86
Brooklyn Heights	27	101	26.73
Oronogo	449	2610	17.2
Redings Mill	151	159	94.97
Saginaw	91	307	29.64
Shoal Creek Drive	53	115	46.09
Shoal Creek Estates	33	86	38.37
Grand Falls Plaza	31	79	39.24
Cliff Village	27	48	56.25
Leawood	102	608	16.78
Silver Creek	84	662	12.69

The data highlights the increasing number of seniors across the region, with some areas having disproportionately higher concentrations of elderly residents. Joplin, as the largest city in the region, has the greatest total number of senior residents, yet smaller communities such as Redings Mill (94.97%) and Cliff Village (56.25%) have significantly high percentages of older adults compared to the total population.

These statistics indicate that while urban centers such as Joplin and Webb City may require expanded transit coverage to accommodate their large senior populations, it is the rural and suburban communities with disproportionately high elderly populations that may struggle the most with transit access due to their geographic isolation, lack of public transportation infrastructure, and dependence on personal vehicles.

Key Transit Barriers for Seniors

Elderly individuals face a unique set of mobility challenges that affect their ability to travel independently, safely, and conveniently. Many seniors rely on public transit for access to healthcare, grocery stores, pharmacies, and social opportunities, yet they can encounter numerous obstacles that prevent them from fully utilizing available services.

Limited Public Transit Service

The Metro Area Public Transit System (MAPS) serves as the primary transit provider in the region, offering both fixed-route services through the Sunshine Lamp Trolley and demand-response services for paratransit users. However, several challenges limit accessibility for seniors seeking reliable transportation:

- **Restricted Service Hours:** The trolley operates Monday through Friday from 6:00 AM to 6:00 PM, with no service on weekends. This schedule leaves elderly residents without a dependable transit option on Saturdays and Sundays.
- **Limited Route Coverage:** While Joplin benefits from the Red, Green, and Blue fixed routes, smaller communities such as Carterville, Duenweg, and Dennis Acres remain largely unserved by public transit.
- **Lack of Regional Connectivity:** MAPS currently does not provide intercity transit options, making it difficult for seniors to access essential medical services in Springfield, Kansas City, or Tulsa without relying on costly private transportation, volunteer drivers, or family assistance.

As part of the 2025 Trolley Relaunch, proposed improvements aim to enhance service efficiency, expand route accessibility, and implement new technology for better scheduling and ride-booking. However, additional investment is necessary to bridge the existing gaps in service coverage and regional connectivity.

Physical and Infrastructure Barriers

While transit services are available, some accessibility challenges remain for elderly individuals with limited mobility, those requiring walking aids, or those who face difficulties navigating transit systems.

- **Bus Stop Accessibility Upgrades Needed:** Most transit stops are ADA-compliant, but a few locations still require upgrades to improve accessibility features such as curb ramps and level boarding areas.
- **Sidewalk Connectivity Gaps:** Overall, sidewalk connectivity is fair, but some gaps remain, particularly in residential areas and near key transit stops, making travel difficult for seniors and individuals with mobility challenges.
- **Limited Shelters and Seating:** While some stops are equipped with shelters, seating and weather protection remain insufficient at certain locations, impacting the comfort and safety of elderly riders, particularly during extreme weather conditions.

Transportation Affordability

Seniors on fixed incomes often face financial challenges in accessing transportation. While some assistance programs exist, transit fares and paratransit costs can create economic burdens for elderly riders.

- **Fare Costs and Accessibility:** The Sunshine Lamp Trolley offers a discounted fare of \$1.00 for seniors (60+), disabled individuals, veterans, and Medicare recipients. The standard full fare is \$2.00 per ride. While these fares are relatively affordable, costs can add up for seniors making frequent trips.
- **Paratransit Costs:** The MAPS demand-response curb-to-curb service operates at a fare of \$4.00 per ride with reduced fares of \$2.00 per ride, which may still become financially restrictive for seniors depending on the frequency of medical appointments each month.
- **Limited Free Transit Options:** Unlike some cities, Joplin does not provide free transit passes for low-income seniors, which can limit access for those on fixed incomes.

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- **Few Cost-Effective Alternatives:** Ride-hailing services such as Uber and Lyft remain too expensive for seniors on limited budgets, particularly for routine grocery shopping and medical visits.

Scheduling & Accessibility Challenges

Beyond affordability and infrastructure, many seniors experience barriers related to transit scheduling, long wait times, and limited same-day service options.

- **Advance Booking Requirements:** Seniors using the MAPS demand-response service must book rides at least one day in advance, making last-minute or urgent medical trips difficult. Same-day service is offered based on availability.
- **Limited Service Hours:** The Sunshine Lamp Trolley operates Monday–Friday from 6:00 AM to 6:00 PM, with no weekend service, leaving seniors without public transit options on Saturdays and Sundays.
- **Gaps in First-Mile/Last-Mile Connectivity:** While sidewalk connectivity is generally fair, some seniors live too far from bus stops to easily access transit routes, creating a barrier to using public transportation.

The 2025 Trolley Relaunch aims to enhance service efficiency, expand accessibility, and introduce new scheduling technology to improve transit for all riders. However, continued investment in transit infrastructure, affordability programs, and expanded service options is needed to better serve seniors and other vulnerable populations in Jasper, McDonald, Barton, and Newton counties.

Implications of Senior Transit Barriers on Quality of Life

The challenges outlined above significantly impact the daily lives, health, and overall well-being of Joplin’s elderly population. Lack of adequate transit options can result in a reduced ability to access essential services, increased social isolation, and a heightened risk of financial strain.

Healthcare Access and Medical Appointments

Many seniors require frequent medical visits, including doctor's appointments, physical therapy, and prescription pickups. Inaccessible or unreliable transit services lead to missed medical treatments, negatively impacting their health.

Additionally, without dedicated non-emergency medical transport (NEMT) services, many elderly residents struggle to arrange rides for procedures and specialist visits.

Risk of Social Isolation and Loneliness

Seniors without reliable transportation often experience reduced social engagement, leading to increased depression, anxiety, and cognitive decline. Limited mobility prevents them from attending community events, religious services, or visiting family and friends.

Economic and Nutritional Challenges

Many low-income seniors struggle with affording groceries, prescriptions, and household necessities, yet lack transportation options to reach food stores or financial services. This results in nutritional insecurity and dependence on assistance programs.

Individuals with Disabilities and Mobility Challenges

Population Statistics and Distribution

Individuals with disabilities represent a significant portion of the population in the Joplin Area Transportation Study Organization (JATSO) region. This demographic includes people with mobility impairments, cognitive disabilities, visual impairments, and chronic health conditions that impact their ability to use traditional transportation methods. Given the necessity of reliable, accessible transit services, understanding the distribution and density of individuals with disabilities is critical for improving regional transit infrastructure and services.



The data indicates that nearly 20% of Joplin’s total population has a disability that may require specialized transportation accommodations. The percentage is even higher in Duquesne (28.5%), Saginaw (35.3%), Shoal Creek Estates (36.0%), and Dennis Acres (37.0%), underscoring the pressing need for disability-friendly transit options in these communities.

The following table provides a detailed breakdown of the population with disabilities across JATSO municipalities, highlighting the regions where the highest need for accessible transportation exists.

Table 1: Population with Disabilities by Municipality (2025 JATSO Data)

City	Total Population	With Disability	% With Disability
Joplin	52,218	10,286	19.9%
Webb City	13,139	2,197	16.9%
Airport Drive	785	77	9.8%
Brooklyn Heights	96	32	33.3%
Carl Junction	8,257	863	10.5%
Carterville	2,278	489	21.5%
Duenweg	1,432	328	22.9%
Duquesne	2,150	612	28.5%
Oronogo	1,900	365	19.2%
Redings Mill	150	28	18.7%
Saginaw	300	106	35.3%
Shoal Creek Drive	375	104	27.7%
Shoal Creek Estates	200	72	36.0%
Grand Falls Plaza	180	58	32.2%
Cliff Village	120	40	33.3%
Dennis Acres	100	37	37.0%
Leawood	450	112	24.9%
Silver Creek	250	80	32.0%

Key Takeaways:

- Joplin has the highest total number of individuals with disabilities (10,286), requiring extensive urban accessibility improvements.
- Rural and suburban communities have higher disability rates, yet they lack consistent public transit services, making accessibility a challenge.
- Many residents with disabilities rely on demand-response transit, yet scheduling limitations and infrastructure barriers hinder mobility.
- Lack of accessible pedestrian infrastructure further exacerbates mobility challenges, particularly in areas with high disability concentrations.



Ensuring that public transit infrastructure meets Americans with Disabilities Act (ADA) standards is essential for providing equitable transportation access. While MAPS (Metro Area Public Transit System) and OATS (rural transit service) operate in Joplin and

surrounding communities, many barriers persist that prevent individuals with disabilities from using transit safely and independently.

ADA Compliance at Bus Stops and Transit Hubs

While many bus stops in Joplin meet ADA standards, some locations still require improvements to enhance accessibility for riders with disabilities.

- **Bus Stop Accessibility Gaps:** A few stops still need upgrades, such as curb ramps, detectable warning surfaces, and designated wheelchair waiting areas, to fully comply with ADA standards.
- **Limited Alternative Format Transit Information:** The lack of real-time transit information in Braille, audio, or large-print formats makes independent navigation difficult for riders with visual impairments.
- **Boarding Platform Inconsistencies:** Some transit stops do not provide uniformly level boarding, requiring individuals using wheelchairs, walkers, or other mobility aids to rely on operator assistance.

Sidewalk and Pedestrian Infrastructure Deficiencies

Sidewalk connectivity in Joplin is generally fair, but gaps remain in some areas, particularly where seniors and individuals with disabilities reside.

- **Sidewalk Gaps Near Transit Stops:** Some neighborhoods lack continuous sidewalks, forcing individuals with disabilities to navigate road shoulders or grassy areas, increasing safety risks.
- **Sidewalk Obstructions:** Utility poles, overgrown vegetation, and poorly placed street furniture create challenges for wheelchair users and visually impaired riders.
- **Hazardous Surfaces:** Some sidewalks are uneven or deteriorated, creating tripping hazards for those with limited mobility or cognitive disabilities.

Challenges with Transit Vehicles

MAPS vehicles meet ADA standards, but aging equipment and space limitations create barriers for some riders.

- **Aging Accessibility Features:** While all Sunshine Lamp Trolley vehicles have wheelchair lifts, some older buses may have unreliable or malfunctioning equipment.
- **Paratransit Vehicle Space Limitations:** Some paratransit vehicles lack adequate space for larger motorized wheelchairs or scooters, making transportation difficult for certain riders.
- **Operator Training Inconsistencies:** Variability in driver training on assisting riders with disabilities sometimes leads to poor service experiences and safety concerns.

Gaps in Paratransit and Fixed-Route Accessibility

MAPS provides ADA paratransit services for eligible riders, but certain gaps can affect service availability and efficiency.

- **Advance Booking Requirements:** Riders must schedule trips at least one day in advance, limiting flexibility for last-minute travel needs.
- **Long Wait Times and High Demand:** Paratransit services may experience delays due to increasing high demand, potentially leading to trip denials or long wait times for medical appointments.

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- **Limited Service Areas:** The 3/4-mile deviation limit for ADA paratransit means riders in rural or suburban areas may not have reliable service access.
 - **Service Reliability Issues:** Some past riders reported issues, particularly during peak hours, which may re-occur in the event of funding, equipment, or staffing issues.

Barriers in Fixed-Route Transit for Individuals with Disabilities

While MAPS operates accessible fixed-route buses, some operational issues limit usability for individuals with disabilities.

- **Limited Direct Routes to Key Destinations:** Medical centers, grocery stores, and social services may not be easily accessible based on current fixed-route schedules.
- **Long Wait Times Between Buses:** The Sunshine Lamp Trolley operates on an hourly schedule, which reduces reliability for riders with time-sensitive needs.
- **Difficult Transfers Between Transit Providers:** Riders transferring between MAPS and OATS services often experience long waits, unclear transfer policies, and a lack of assistance.

Coordination Challenges with Other Transit Services

Many individuals with disabilities rely on multiple transit providers, yet coordination barriers complicate trip planning and affordability.

- **No Universal Booking System:** Riders must call multiple providers separately, making trip scheduling inefficient.
- **Lack of Seamless Transfers:** MAPS and OATS do not share fare systems, meaning riders must pay multiple fares for a single trip.
- **Medical Transportation Barriers:** Medicaid-funded Non-Emergency Medical Transportation (NEMT) services have strict eligibility requirements, making access to care more difficult for some individuals.

Employment and Economic Challenges

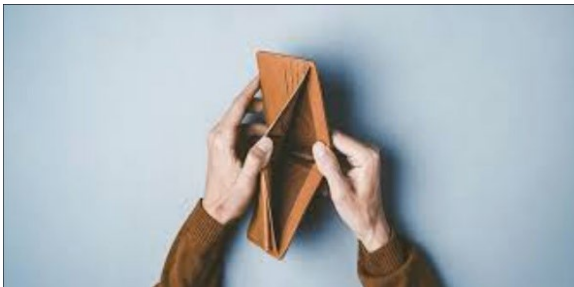
- **Inconsistent transit services** impact the ability of individuals with disabilities to maintain steady employment.
- **Lack of ADA-compliant transit options** disproportionately affects low-income individuals, increasing unemployment and financial strain.

Healthcare Access and Medical Transportation Challenges

- Long wait times, trip denials, and unreliable transit schedules make it difficult for individuals to attend frequent medical appointments.
- Limited specialized medical transport services create barriers for dialysis, chemotherapy, and physical therapy patients.

Social and Community Participation

- Limited transportation options contribute to social isolation, negatively impacting mental health and overall well-being.
- No evening or weekend service prevents individuals from participating in cultural, religious, and recreational activities.



Low-Income Households and Public Transit Dependence

Economic challenges are a major factor influencing public transit usage in the Joplin Area Transportation Study Organization (JATSO) region.

Many residents, particularly those in low-income households, rely on public transportation as their primary mode of travel for work, education, healthcare, and daily necessities. However, existing transit infrastructure, affordability constraints, and service limitations create barriers that disproportionately affect economically disadvantaged populations.

Poverty Rates and Employment Barriers

Poverty and employment challenges are closely tied to transportation access. For many low-income residents, the availability, reliability, and affordability of public transit can determine job retention, economic stability, and financial independence. A lack of frequent, affordable, and well-connected transit options limits job opportunities, particularly for those working non-traditional hours, shift work, or in industries that require travel beyond the existing bus network.

Poverty Distribution in the Joplin Region

The following table provides an overview of poverty rates across JATSO municipalities, showing which communities experience the greatest economic hardship and where transit-dependent populations are most concentrated.

Table 1: Low-Income Population by Municipality (2025 JATSO Data)

City	Total Population	Population in Poverty	% in Poverty
Joplin	52,218	9,060	17.9%
Webb City	13,139	2,658	20.7%
Airport Drive	785	97	12.4%
Brooklyn Heights	96	3	3.1%
Carl Junction	8,257	812	9.9%
Carterville	2,278	502	22.0%
Duenweg	1,432	332	23.2%
Duquesne	2,150	615	28.6%
Oronogo	1,900	150	7.9%
Redings Mill	150	7	4.7%
Saginaw	300	34	11.2%
Shoal Creek Drive	375	12	3.3%
Shoal Creek Estates	200	9	4.7%
Grand Falls Plaza	180	3	1.5%
Cliff Village	120	13	11.1%
Dennis Acres	100	0	.0%
Leawood	450	11	2.5%
Silver Creek	250	8	3.1%

Employment Barriers for Low-Income Residents

The connection between employment accessibility and transit availability is critical for economic mobility. Many low-income individuals rely on public transit to commute to jobs, yet current transit services do not align with the realities of low-wage work schedules.

Key employment barriers caused by transit limitations include:

- **Limited Job Opportunities Due to Transit Coverage Gaps:** Many jobs in manufacturing, logistics, and retail are located in industrial parks and suburban areas, which are poorly served by transit routes.
- **Mismatched Transit Schedules:** Low-income workers often work non-traditional hours (early mornings, late nights, weekends) that do not align with transit operating hours, making it difficult to maintain employment.
- **Long Commutes and Inconsistent Service:** Many low-income workers rely on multiple bus transfers, extending their travel time significantly. A one-hour work commute by car can take 2+ hours by transit.

Without frequent, reliable, and job-centered transit services, many low-income individuals are forced to turn down job offers, arrive late to work, or struggle with transportation-related job instability.

Public Transit Affordability Challenges

For low-income individuals, every transportation cost matters. Even small fare increases or additional fees for route deviations, demand-response services, or transfer fares can create financial hardship for transit-dependent populations.

Public Transportation Costs as a Barrier for Low-Income Households

While public transit is often viewed as a cost-effective alternative to owning a vehicle, transit expenses remain a financial challenge for many low-income residents in Joplin.

- **Accumulating Fare Costs:** A \$2.00 one-way fare on the Sunshine Lamp Trolley, taken five days a week for a round trip, totals \$80 per month, a significant financial strain for low-income individuals and families.
- **High Paratransit Costs:** MAPS demand-response paratransit service charges \$4.00 per one-way trip, making it twice as expensive as fixed-route transit and more costly for individuals with disabilities or mobility challenges who rely on this service.
- **Limited Fare Discount Options:** While seniors (60+), individuals with disabilities, veterans, and Medicare recipients qualify for a reduced trolley fare of \$1.00 per ride,

there are no monthly passes, bulk ride discounts, or free/reduced fares for essential trips such as medical appointments, job interviews, or social services visits. There are currently no transfer fees for any riders.

Indirect Costs of Transit Dependence

Public transportation affordability is not only about fare prices—it also includes hidden costs, such as:

- **Unpaid Time Lost Due to Long Commutes:** Low-income workers spending excessive time commuting via public transit lose potential work hours, reducing their earning potential.
- **Healthcare Costs from Missed Medical Appointments:** Many low-income residents rely on transit for medical care, but limited service hours and unreliable routes lead to missed doctor visits, resulting in higher emergency medical expenses later.
- **Opportunity Costs of Limited Mobility:** Without reliable transit, low-income individuals have fewer opportunities for job training, education, or professional advancement, reinforcing economic stagnation.

Transit Equity and Access to Essential Services



Disparities in Access to Healthcare, Education, and Social Services

Public transit plays a critical role in ensuring equitable access to basic services, yet current transit routes and schedules do not fully meet the needs of low-income populations.

Healthcare Access Issues

Many low-income individuals rely on public transit for medical care, yet current bus routes and paratransit services do not provide direct access to all healthcare destinations in the area.

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- **Many Medical Facilities Are Not Directly Served by Transit:** While area hospitals and Access Family Care are transit stops, direct access to other clinics are not available.
 - Some access to clinics may require long walks from transit stops, which is especially difficult for elderly and disabled patients.
 - **Missed Appointments Due to Inflexible Scheduling:** Paratransit requires advance reservations, making last-minute medical needs difficult to accommodate.
 - **No Intercity Connections for Specialized Care:** Residents who need specialized treatment in Springfield, Tulsa, or Kansas City have no affordable public transit options.

Educational Barriers

For low-income students and adults pursuing job training, inadequate public transit options can hinder educational progress and workforce development.

- **Colleges and Vocational Schools Lack Direct Transit Service:** Students attending Missouri Southern State University (MSSU) or job training centers struggle with long and unreliable commutes.
- **Evening and Weekend Course Accessibility Is Limited:** Many continuing education programs take place at night or on weekends, but transit services do not operate during these hours.

Access to Food, Social Services, and Government Offices

Low-income families often rely on public transit for grocery shopping, social service appointments, and government assistance programs.

- **Supermarkets and Grocery Stores Are Not Well Connected by Transit:** Many low-income neighborhoods lack nearby grocery stores, forcing residents to travel long distances for affordable food options.
- **Long Commutes to Social Services Offices:** Public assistance offices (SNAP, Medicaid, job centers) are not always accessible by transit, making it difficult for low-income individuals to apply for benefits or attend required meetings.

These disparities increase the burden on low-income residents, reinforcing cycles of poverty and limiting upward mobility.

The Broader Economic and Social Impact of Transit Inequity

When public transit fails to meet the needs of low-income populations, it creates economic and social consequences for the entire region:

- **Higher Unemployment Rates** – Individuals without reliable transit struggle to maintain stable jobs, increasing unemployment rates.
- **Increased Demand for Public Assistance** – Residents unable to commute to work become more dependent on government aid programs (welfare, SNAP, Medicaid, housing assistance).
- **Strain on Healthcare Systems** – Delayed or missed medical appointments due to transit barriers lead to higher emergency room visits, increasing costs for hospitals and taxpayers.
- **Reduced Local Economic Growth** – If low-income workers cannot access jobs, employers experience labor shortages, harming business productivity and economic development.

Public transit inequities do not just affect low-income individuals—they have wider economic and community consequences that impact businesses, healthcare providers, and social service agencies throughout the region.

Analysis of Available Transit Services

The Southwest Missouri region includes several transit services that cater to the needs of residents, especially those who rely on public transportation for daily activities, employment, and healthcare. Below is a breakdown of the major public and non-profit transit options available, their limitations, and potential enhancements.

Public and Non-Profit Transit Services

Metro Area Public Transit System (MAPS)

MAPS is the primary transit service in the Joplin area, providing both fixed-route and demand-response services.

- **Fixed-Route Services (Sunshine Lamp Trolley)**
The Sunshine Lamp Trolley operates on a set schedule and serves key areas of Joplin. However, the limited number of routes and infrequent service intervals create mobility challenges for riders who depend on public transit for work, education, or medical needs.
- **Demand-Response Services**
MAPS offers paratransit services that require some advance booking, making it difficult for residents to make spontaneous trips. Many seniors and individuals with disabilities rely on this service for healthcare visits, grocery shopping, and social engagements.

Service Limitations and Demand Trends

- Limited service hours (weekday operations only)
- High demand for paratransit services, leading to long wait times
- Lack of coverage in suburban and rural communities

Potential System Enhancements

- Extending service hours, particularly on weekends
- Increasing the frequency of fixed-route buses
- Expanding routes to cover high-demand locations, such as hospitals and grocery stores

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- Improving scheduling efficiency for paratransit services

OATS Transit: Rural Demand-Response Services

OATS Transit provides essential rural transportation services in the Joplin area, catering primarily to elderly and disabled residents in Jasper, Newton, McDonald, and Barton counties. This service fills a critical mobility gap for individuals who lack personal transportation options, particularly those in outlying communities where fixed-route public transit is unavailable.

OATS Transit: Service Areas and Coverage

OATS Transit operates on a scheduled basis, providing reliable transportation to various destinations, including major urban centers and healthcare facilities. Despite these services, gaps remain in remote areas, limiting mobility options for residents who rely on public transportation for daily necessities. Below is a breakdown of available routes, including new and upcoming Express route expansions to Springfield and information on our mobile app.

Jasper County

- To Carthage from Joplin, Webb City, or Alba: Every Wednesday
- To Joplin from Carthage, Reeds, Avilla, Sarcoxie, or rural Joplin: Every Tuesday

Newton County

- To Neosho: Every Tuesday
- To Joplin: Every Thursday
- In-Town Neosho: Monday through Friday, 8:00 a.m. – 3:00 p.m.

McDonald County

- To Goodman: Mondays
- To Noel: Tuesdays
- To Neosho: 3rd Wednesday
- To Lanigan & Jane: Thursdays
- To Anderson: Wednesdays (except 3rd Wednesday)

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- General transportation from Jane to Neosho and Joplin along the I-49 corridor: Every Wednesday

Barton County

- To Joplin: 1st Monday and 3rd Thursday each month
- To Lamar from Mindenmines and Liberal: Every Tuesday
- To Lamar from Golden City and Jasper: Every Wednesday

Dade County

- To Joplin: 1st Monday each month
- To Lamar: 1st and 2nd Thursday, and every Wednesday each month
- To Greenfield/Lockwood: 3rd, 4th, and 5th Thursday each month

New and Upcoming Express Routes

Available Express Routes

- Newton and Barry Counties to Springfield:
Round-trip service is available every Wednesday from Neosho to the Monett area along the old Highway 60 corridor. This route includes stops in Granby, Newtonia, Monett, Aurora, Marionville, Billings, and Republic before arriving in Springfield.

Upcoming Express Routes

- I-44 Corridor Route (Carthage/Joplin Area to Springfield):
Based on rider feedback, an I-44 corridor route connecting Carthage and Joplin to Springfield will launch by April 1.
- Barton County to Springfield:
Planning is underway to resume service from Barton County to Springfield, likely following Highway 160 through Dade County, Ash Grove, and Willard to Springfield.

Additional Route Coordination

To ensure broader access for rural residents, Express route buses can go off-route up to 3 miles to pick up passengers who cannot reach a designated stop. Additionally, local and county buses coordinate to bring rural riders to meet Express routes, further expanding coverage and accessibility.

Mobile App Features and Future Enhancements

OATS Transit offers a mobile app that passengers can use to view and cancel trips conveniently. Several enhancements are planned to improve the rider experience:

- **Trip Scheduling:** The ability to schedule trips via the app is expected to roll out later this year.
- **Text Message Reminders:** Within the next 30 days, riders will receive text message alerts when their ride is on the way.

While the app does not currently coordinate with other transit service providers, it does offer the capability for facilities like medical clinics to view trips scheduled to their location, which can enhance coordination and patient management.

OATS Transit is also working on updating its website to ensure that Express routes appear on individual county pages and the main Express route link, making it easier for riders to plan their trips effectively.

Operational Challenges and Funding Constraints

OATS Transit plays a critical role in providing mobility for rural residents; however, several operational challenges continue to limit the effectiveness and reach of the service:

- **Limited Funding:**
Existing financial constraints restrict the ability to expand services, leaving high-need areas underserved. Without additional funding, it is difficult to meet the growing demand for transportation, particularly in remote regions.
- **Scheduling Inefficiencies:**
The pre-scheduled nature of rides results in long wait times and limits the flexibility to

accommodate last-minute travel needs. This scheduling model makes it challenging for riders to adjust to sudden changes in their plans or access urgent services.

- **Limited Evening and Weekend Services:**
OATS Transit primarily operates during standard business hours, making it difficult for residents with non-traditional work schedules—such as those in retail, healthcare, or manufacturing—to rely on the service. The lack of evening and weekend availability restricts access to employment, healthcare, and essential services.
- **Lack of Intercity Connectivity:**
Residents who need specialized healthcare or services in larger urban centers such as Springfield, Kansas City, or Tulsa have no reliable public transit options. This lack of connectivity creates barriers for those requiring routine or emergency medical care and other essential services beyond their immediate communities.

Expansion Opportunities

To enhance accessibility, increase efficiency, and better serve rural communities, several potential solutions could be implemented to improve OATS Transit services:

Increase Funding through State and Federal Grants

Securing additional funding would allow OATS Transit to expand coverage and increase service frequency.

- **FTA 5310 Grants:** Support enhanced mobility for seniors and individuals with disabilities.
- **FTA 5311 Grants:** Provide formula funding to improve public transportation in rural areas.
- **State and Local Grants:** Additional funding from local governments can bridge gaps in underserved areas and address specialized transit needs.

Partner with Private Businesses and Community Organizations

Collaborations with private businesses, healthcare providers, and other stakeholders can create mutually beneficial partnerships to increase service options and financial sustainability.

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- **Subsidizing Routes:** Partnering with employers, healthcare facilities, and retailers to subsidize transit routes that serve their employees and customers.
 - **Sponsorship and Advertising Programs:** Offering sponsorship opportunities where local businesses contribute funding in exchange for advertising space on transit vehicles, increasing revenue while fostering community support.

Implement Ride-Sharing or Microtransit Solutions

Adopting modern, app-based solutions can significantly enhance rural mobility by introducing flexibility and reducing wait times.

- **Rural Ride-Hailing Services:** Developing a system similar to Uber and Lyft but tailored for rural areas, allowing riders to schedule rides on-demand via mobile apps or phone calls.
- **On-Demand Shuttle Services:** Launching microtransit or shuttle services that operate dynamically, enabling residents to book rides on flexible schedules, either through an app or by calling a dispatch center.

Enhance Intercity Connectivity

Establishing more Express routes and connections between smaller towns and major urban centers like Springfield, Kansas City, and Tulsa can address the current lack of intercity mobility. Expanding these routes would provide critical access to specialized healthcare, employment, and other essential services.

Leverage Technology for Improved Service Coordination

- **Expand Mobile App Capabilities:** Enable ride scheduling through the OATS Transit mobile app to increase convenience for riders.
- **Introduce Text Message Notifications:** Provide real-time ride alerts and reminders to enhance reliability and reduce missed trips.
- **Facilitate Coordination with Healthcare Providers:** Enable medical clinics and other service providers to access trip schedules for patients, improving coordination and reducing missed appointments.

Fare Information and Scheduling

OATS Transit offers affordable fare options, but cost remains a barrier for some low-income residents:

- In-Town Rural Communities: \$2.00 per ride
- In-County Trips: \$3.00 per ride
- Adjacent County Trips: \$4.00 per ride
- Long-Distance Trips (three or more counties): \$6.00 per ride
- Additional En-Route Stops: \$1.00 per stop

Seniors (60+) and individuals with disabilities using Area Agency on Aging (AAA) services are encouraged to contribute a minimum donation rather than paying a fixed fare.

Payment and Booking Process

- Pre-Paid Account System: Riders must add a minimum of \$10.00 to their account before scheduling trips.
- Accepted Payment Methods: Credit/debit card (by phone), personal check, money order, or cashier's check.
- Scheduling a Ride:
 - Reservations must be made at least 48 hours in advance.
 - To book a trip, call 417-887-9272 or 800-770-6287.

ADA Paratransit and Specialized Senior/Disability Transport

MAPS and OATS both provide ADA paratransit services, but these programs have limitations that hinder mobility for seniors and individuals with disabilities.

- Existing Services for Disabled and Elderly Residents
 - MAPS demand-response paratransit service operates within Joplin city limits.
 - OATS provides regional paratransit services but with longer lead times for booking.
 - Some hospitals and non-profit organizations offer medical transport for seniors.

Identified Gaps and Policy Recommendations

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- Gaps in Service
 - No intercity transit connections to medical facilities in Springfield, Kansas City, or Tulsa.
 - Long wait times for paratransit users.
 - Limited availability of wheelchair-accessible vehicles.
 - Policy Recommendations
 - Increase investment in ADA-compliant transit infrastructure.
 - Expand eligibility for paratransit services beyond the current $\frac{3}{4}$ -mile deviation limit.
 - Develop a coordinated transit booking system that integrates MAPS, OATS, and private medical transport.

Healthcare and Human Services Transportation in the Joplin Area

Access to reliable transportation is crucial for residents of the Joplin Area Transportation Study Organization (JATSO) region, particularly those requiring medical services and essential needs. Several specialized transportation services are available to assist these residents.

Non-Emergency Medical Transportation (NEMT)

Non-Emergency Medical Transportation (NEMT) services assist eligible MO HealthNet participants who lack access to appropriate transportation for medical appointments. These services include public transportation, vans, taxis, ride-shares, and air travel when necessary. However, these services face significant challenges.



Common Challenges and Delays:

- Strict Eligibility Criteria – Some residents in need of transportation may not meet stringent eligibility requirements, leaving them without necessary services.

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- Advance Scheduling Requirements – Trips often need to be scheduled 2-3 days in advance, making it difficult for urgent but non-emergency medical needs.
 - Coordination Issues – There is often insufficient coordination between NEMT providers and public transit agencies, leading to inefficiencies.

Strategies for Improvement:

- Streamlining the Booking Process – Implementing online and mobile applications could simplify scheduling and reduce lead times.
- Partnering with Ride-Sharing Services – Collaborations with companies like Uber Health can provide additional transportation options, enhancing flexibility and coverage.
- Expanding State Funding – Increased financial support can broaden service availability and address current limitations.

Hospital and Clinic-Based Transportation

Mercy Hospital Joplin

- Shuttle Services – Provides limited shuttle services for patients, primarily during daytime hours.
- Service Limitations:
 - Operating Hours – Shuttle services operate only during the day, limiting options for patients with evening or early morning appointments.
 - Lack of Long-Distance Services – No dedicated services exist for patients needing to travel to larger medical facilities in Kansas City or Springfield.
 - Awareness Issues – Many residents are unaware of the shuttle service, indicating a need for better community outreach.

Freeman Health System

- Patient Transportation – Provides transportation assistance for specific medical needs.
- Service Limitations:
 - Operating Hours – Services are generally available during regular business hours, which may not accommodate all patient schedules.

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- Coordination with Public Transit – Limited integration with existing public transportation routes makes it difficult for patients who rely on multiple transit modes.

Expansion Needs:

- Extended Hours – Offering evening and weekend transportation services could better serve the community.
- Integrated Routes – Coordinating hospital shuttles with public transit routes would improve accessibility.
- Enhanced Public Awareness – More effective public outreach and education on available transportation options are necessary.

Community-Based and Volunteer Transit Programs

Faith-Based Transportation Support:

- Local Churches – Churches such as Forest Park Church and Saint Paul’s United Methodist Church offer transportation services for elderly and disabled congregants, primarily for church-related events.
- Service Characteristics:
 - Event-Focused – Transportation is often limited to religious services and church-sponsored events, restricting availability for other essential needs.
 - Lack of Coordination – No centralized system connects faith-based organizations, leading to potential service overlaps or gaps.



Senior Centers and Aging Service Transport:

- Joplin Senior Center:
 - Transportation Services – Provides limited transportation for seniors to attend center activities and medical appointments.

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- Resource Constraints – Limited funding and available vehicles restrict the center’s ability to meet all transportation requests.
 - Expansion Opportunities:
 - Grant Applications – Seeking state and federal funding would allow for service expansion.
 - Business Partnerships – Collaborations with local businesses could provide financial support for additional transportation resources.

Disability and Advocacy Group Transport Programs:

- Independent Living Center of Joplin:
 - Accessible Transportation – Offers specialized transportation services for individuals with disabilities, focusing on promoting independence.
 - Coordination Needs – Improved collaboration among organizations would enhance efficiency and prevent duplication of services.

Private and Ride-Sharing Transportation Solutions

While private transportation options are available, they pose cost and accessibility barriers for many residents.

Taxi Services:

- AAA Taxi – Provides local taxi services in Joplin.
- Affordable Taxi – Offers budget-friendly rides for residents.
- City Taxi & Shuttle Company – Specializes in taxi and shuttle services within the Joplin area.



Challenges:

- High Costs – Many low-income and elderly residents find taxi fares prohibitively expensive.
- Limited Accessibility – A shortage of wheelchair-accessible vehicles restricts mobility options for people with disabilities.

Ride-Sharing Services:



- Uber and Lyft – Operate in the Joplin area, offering app-based ride-hailing services.
- Challenges:
 - Cost – Similar to taxis, ride-sharing fares may be unaffordable for some residents.
 - Vehicle Accessibility – Few ride-share vehicles are equipped to accommodate wheelchairs or medical transport needs.

Emerging Rural Mobility Solutions

- Community Action Ride System (CARS) – A collaborative initiative between the Economic Security Corporation



of Southwest Area and United Way to provide free on-demand rides within Jasper, Newton, McDonald, and Barton counties.

- Service Features:
 - Volunteer Drivers – Enhancing community involvement in transportation solutions.
 - Cost-Free Rides – Designed to provide free transportation for low-income residents.

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- On-Demand Availability – Allows residents to request rides as needed, offering flexibility beyond traditional transit schedules.

Major Challenges and Transit Gaps

Several key transit challenges hinder mobility in the JATSO region.

Geographic Gaps in Transit Coverage

- Many neighborhoods, particularly in rural and suburban areas, lack public transit options.
- Strategies needed to expand service to high-need communities.

Affordability and Funding Constraints

- Limited federal and state funding reduces the ability to expand services.
- Opportunities exist for additional grant acquisition through FTA programs.

Coordination and Efficiency Issues

- The need for a unified booking and scheduling system that integrates all transit providers.
- Improved collaboration between public, private, and non-profit transportation services.

Accessibility Concerns and Infrastructure Needs

- Lack of wheelchair-accessible transit vehicles in rural areas.
- Gaps in sidewalks, bus stops, and transit terminals that make transit inaccessible for individuals with disabilities.

Opportunities for Transit Improvement and Expansion

To address existing challenges, several key improvements should be considered.

Enhancing Regional Coordination and Service Integration

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- Establishing a unified transit network that integrates MAPS, OATS, NEMT, and private providers.
 - Expanding federal and state grant utilization to secure additional funding.

Developing a Sustainable Funding Model

- Seeking corporate sponsorships and local business partnerships.
- Establishing dedicated local transit funding through tax revenue or municipal investments.

Creating a Centralized Public Transportation Resource

- Digital and print transit guides to improve public awareness.
- Enhanced online transit information and scheduling tools.

Strengthening Non-Profit and Community-Based Partnerships

- Partnering with local organizations to expand volunteer driver programs.
- Enhancing coordination with faith-based transport services.

Conclusion and Recommendations

The Joplin Area Transportation Study Organization (JATSO) Transit Needs Assessment has identified several critical challenges that impact mobility for seniors, individuals with disabilities, and low-income populations in the region. These challenges include limited public transit coverage, affordability concerns, accessibility barriers, and gaps in transit service availability. Additionally, the lack of coordination between transit providers and public agencies contributes to inefficient scheduling and long wait times, further complicating transit access.

Key Findings:

1. Limited Public Transit Coverage – Many rural and suburban areas lack access to reliable public transportation, leaving residents dependent on personal vehicles or costly private transport options.
2. Barriers for Seniors and Individuals with Disabilities – Inadequate infrastructure, non-compliant ADA facilities, and unreliable paratransit services hinder mobility for elderly and disabled populations.
3. Affordability Constraints – High transportation costs disproportionately impact low-income households, restricting access to employment, healthcare, and essential services.
4. Operational Inefficiencies – Fragmented transit services and a lack of coordination among providers result in long wait times, scheduling conflicts, and service redundancies.
5. Healthcare Transportation Gaps – Non-emergency medical transportation (NEMT) services are limited, making it difficult for residents to access specialized healthcare facilities outside of the Joplin area.
6. Lack of First-Mile/Last-Mile Connectivity – Many transit-dependent residents struggle to reach public transit stops, increasing reliance on personal vehicles, volunteer drivers, or expensive ride-sharing services.

Strategic Goals and Milestones

To address these challenges, the following strategic goals and action steps have been developed:

Goal	Action Steps	Milestones	Timeframe
Enhancing Accessibility	Expanding Rural Transit Coverage: Strengthen partnerships with OATS, Sunshine Trolley, and MAPS. Develop a rural on-demand transit pilot program. Establish additional transit hubs. Enhancing ADA Compliance: Invest in ADA-compliant vehicles. Ensure all transit stops meet ADA requirements. Collaborate with local agencies to address mobility needs. Affordability Initiatives: Introduce fare subsidies for seniors, individuals with disabilities, and low-income riders. Expand federal grants (Section 5310, 5311). Launch a fare-sharing initiative with employers. Increasing operating times to accommodate heavy weekend needs.	Increase rural transit coverage by 20%. Achieve 95% ADA compliance at all transit stops. Provide discounted transit to 5,000+ low-income riders annually.	12–36 months
Strengthening Regional Collaboration	Creating a Centralized Scheduling System: Implement a region-wide dispatch and scheduling platform. Integrate ride-sharing technology. Expanding Public-Private Partnerships: Collaborate with healthcare providers, educational institutions, and employers. Encourage private sector investments in transit-related infrastructure. Developing Formal Agreements: Establish MOUs between transit providers. Coordinate funding applications among stakeholders.	Develop a regional transit coordination center. Secure formal agreements between transit providers. Expand transit infrastructure partnerships.	12–24 months
Leveraging Technology for Service Improvement	Implementing Real-Time Transit Updates: Develop mobile apps and web-based platforms. Install GPS tracking systems in all transit vehicles. Modernizing Dispatch & Scheduling Systems: Upgrade from outdated scheduling tools to cloud-based systems. Implement automated trip planning tools. Facilitating Regional Data Sharing: Create a shared data platform for transit providers. Implement performance monitoring tools.	Launch a real-time transit tracking system. Transition to cloud-based scheduling. Implement shared data analysis tools.	12–24 months

Improving Infrastructure to Support Transit Services	Investing in Roadway Improvements: Collaborate with local governments to prioritize road maintenance. Seek funding for infrastructure deficiencies. Expanding Transit Amenities: Install additional bus shelters, lighting, and seating. Incorporate sustainable features such as solar-powered shelters and bike racks.	Secure funding for transit-supportive infrastructure. Install 20 new bus shelters. Improve key transit corridors.	18–36 months
Enhancing Community Engagement & Awareness	Conducting Regular Community Forums: Host quarterly meetings in each county. Establish an advisory board of transit users and stakeholders. Expanding Outreach & Communication: Use social media, local news, and printed materials. Develop multilingual resources. Providing Rider Education Programs: Offer workshops and printed materials. Implement a travel training program for seniors and individuals with disabilities.	Establish a transit advisory board. Conduct outreach campaigns in all counties. Train 1,000+ riders through education programs.	12–24 months
Regional Strategies for 2025	Accessibility: Ensure all transit stops and vehicles meet ADA compliance. Train drivers in assisting mobility-impaired riders. Rural Service Enhancements: Launch pilot on-demand transit projects in Barton and McDonald counties. Expand OATS and Sunshine Trolley coverage. Affordability Programs: Develop new fare assistance programs. Increase Section 5311 funding. Technology Integration: Deploy real-time transit tracking mobile apps. Upgrade regional dispatch systems. Infrastructure Investments: Prioritize installation of transit shelters and seating. Advocate for roadway enhancements. Collaborative Approaches: Establish stakeholder meetings for transit coordination. Host public engagement sessions.	Implement key transit initiatives region-wide. Improve service accessibility and affordability. Enhance stakeholder collaboration.	12–36 months

Next Steps and Policy Recommendations

To ensure the success of these initiatives, JATSO should prioritize the following:

- Strengthening partnerships with local governments, businesses, and non-profit organizations to enhance funding opportunities.
- Conducting regular public engagement and transit surveys to refine service improvements based on community feedback.
- Launching a digital transit information platform that consolidates route planning, fare details, and scheduling tools.

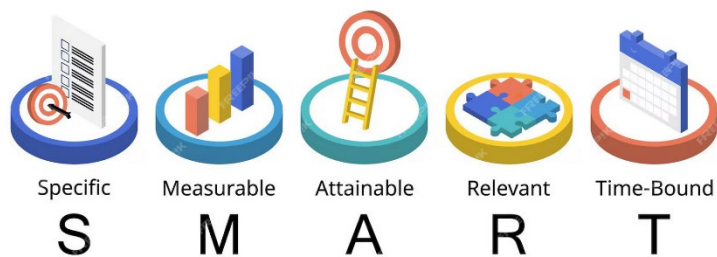
- Advocating for state and federal policy changes to expand transit funding and streamline regulatory processes.

Conclusion

By implementing these targeted goals, milestones, and policy recommendations, JATSO can significantly enhance regional transit accessibility, affordability, and efficiency. A more inclusive and connected transportation network will increase economic mobility, improve healthcare access, reduce social isolation, and foster long-term community growth. Continued collaboration among government agencies, transit providers, and community stakeholders will be essential to sustaining these improvements and ensuring a more equitable transit system for all Joplin-area residents.

Strategic Goals and Actions

The 2025 HSTCC Human Services Coordinated Transportation Plan presents a comprehensive approach to improving transportation accessibility, efficiency, and sustainability across the



region. The plan builds upon previous efforts while integrating updated data and emerging trends to better serve residents, particularly those in rural and underserved communities. Below are the strategic goals and corresponding actions designed to achieve these objectives.

Goal 1: Enhancing Accessibility

The foundation of this plan is to ensure that all residents, especially older adults, individuals with disabilities, and low-income households, have equitable access to transportation options.

Key Actions:

- Expanding Rural Transit Coverage:
 - Strengthen partnerships with OATS, Sunshine Trolley, and MAPS to expand service routes, particularly in McDonald and Barton counties.
 - Develop a rural on-demand transit pilot program in isolated areas to address service gaps.
 - Establish additional transit hubs at key locations, including medical centers, employment hubs, and shopping districts.
- Enhancing ADA Compliance:
 - Invest in a new fleet of ADA-compliant vehicles.
 - Ensure all transit stops meet ADA requirements, including accessible pathways and seating.
 - Work with local agencies, such as the Area Agency on Aging, to address mobility needs of seniors and individuals with disabilities.
- Affordability Initiatives:
 - Introduce fare subsidies for seniors, individuals with disabilities, and low-income riders.
 - Expand the use of federal grants, including Section 5310 (Enhanced Mobility of Seniors & Individuals with Disabilities) and Section 5311 (Formula Grants for Rural Areas), to support reduced fare programs.
 - Launch a fare-sharing initiative with employers to support workforce transportation.

Goal 2: Strengthening Regional Collaboration

Coordination among public agencies, non-profits, private entities, and transit providers is crucial for delivering efficient and cost-effective services.

Key Actions:

- **Creating a Centralized Scheduling System:**
 - Implement a region-wide dispatch and scheduling platform for providers such as Sunshine Trolley, MAPS, and OATS to optimize routes and reduce redundancy.
 - Integrate ride-sharing technology to facilitate better trip planning and real-time availability updates.
- **Expanding Public-Private Partnerships:**
 - Collaborate with healthcare providers, educational institutions, and employers to tailor transit solutions to workforce and patient transportation needs.
 - Encourage private sector investments in transit-related infrastructure, such as bus stops and shelters.
- **Developing Formal Agreements:**
 - Establish Memorandums of Understanding (MOUs) between transit providers to define shared responsibilities and ensure seamless service delivery.
 - Coordinate funding applications among stakeholders to maximize available federal and state grants.

Goal 3: Leveraging Technology for Service Improvement

The integration of technology is essential to modernizing transit services, improving efficiency, and enhancing user experiences.

Key Actions:

- **Implementing Real-Time Transit Updates:**
 - Develop mobile applications and web-based platforms that provide real-time route and service updates.
 - Install GPS-enabled tracking systems in all transit vehicles.
- **Modernizing Dispatch & Scheduling Systems:**
 - Transition from outdated scheduling tools to cloud-based systems that enable streamlined coordination.
 - Incorporate automated trip planning tools to allow riders to schedule and track trips online.
- **Facilitating Regional Data Sharing:**

-
- Create a shared data platform that enables transit providers to analyze ridership trends, identify service gaps, and enhance decision-making.
 - Implement performance monitoring tools to assess the impact of service changes.

Goal 4: Improving Infrastructure to Support Transit Services

A strong transportation infrastructure is essential to sustaining a reliable and accessible transit network.

Key Actions:

- Investing in Roadway Improvements:
 - Work with local governments to prioritize road maintenance for routes heavily utilized by transit providers.
 - Seek funding from state and federal programs to address critical road infrastructure deficiencies.
- Expanding Transit Amenities:
 - Install additional bus shelters, lighting, and seating at transit stops to enhance rider comfort and safety.
 - Incorporate sustainable features such as solar-powered shelters and bike racks to promote multimodal connectivity.

Goal 5: Enhancing Community Engagement & Awareness

Public participation is vital for ensuring that transit services align with the needs of the community.

Key Actions:

- Conducting Regular Community Forums:
 - Host quarterly meetings in each county to solicit feedback and discuss service improvements.
 - Establish an advisory board consisting of transit users and community stakeholders to provide ongoing input.
- Expanding Outreach & Communication:

-
- Use multiple communication channels, including social media, local news, and printed materials, to increase awareness of available services.
 - Develop multilingual resources to serve diverse populations.
 - Providing Rider Education Programs:
 - Offer workshops and printed materials to educate residents on transit schedules, fare policies, and accessibility options.
 - Implement a travel training program for seniors and individuals with disabilities to build confidence in using transit services.

Regional Strategies for 2025

- Accessibility:
 - Establish a regional initiative to ensure all transit stops and vehicles are fully ADA compliant.
 - Train drivers in best practices for assisting riders with mobility impairments.
- Rural Service Enhancements:
 - Launch pilot on-demand transit projects in Barton and McDonald counties.
 - Increase collaboration with OATS and Sunshine Trolley to expand coverage in low-density areas.
- Affordability Programs:
 - Develop new fare assistance programs with local non-profits to address transportation barriers.
 - Expand funding through Section 5311 to subsidize operational costs.
- Technology Integration:
 - Deploy mobile apps for real-time transit tracking and user-friendly trip planning.
 - Upgrade regional dispatch systems for improved scheduling and efficiency.
- Infrastructure Investments:
 - Prioritize the installation of transit shelters and seating.
 - Advocate for roadway enhancements in key transit corridors.
- Collaborative Approaches:
 - Establish regular stakeholder meetings for ongoing coordination among transit providers, employers, and community organizations.
 - Host public engagement sessions to ensure that future transit expansions align with community needs.

The 2025 HSTCC Human Services Coordinated Transportation Plan outlines a transformative vision for the future of transit services in the region. By prioritizing accessibility, collaboration, technology, infrastructure, and community engagement, this plan seeks to build a more equitable, efficient, and sustainable transportation network that meets the evolving needs of all residents.

Implementation Plan

The successful execution of the 2025 HSTCC Human Services Coordination Plan requires a comprehensive implementation framework. This section outlines key responsibilities, timelines, funding sources, and strategies for tracking progress to ensure that the plan's goals are effectively realized.

Organizational Roles and Responsibilities

- **HSTCC:** As the primary coordinating body, HSTCC will track the implementation of the plan, ensuring alignment with regional priorities and adherence to timelines. Specific tasks include:
 - Facilitating regular meetings with stakeholders.
 - Securing funding and managing grant applications.
 - Monitoring performance metrics and adjusting strategies as needed.
- **Local Governments:** Cities and counties will play a critical role in infrastructure improvements, such as maintaining roads and constructing transit stops and shelters. Responsibilities include:
 - Allocating local funds to support transit initiatives.
 - Collaborating with transit providers on route planning and service expansions.
- **Transit Providers:** Organizations like OATS, Sunshine Trolley, and MAPS will be responsible for executing service improvements. This includes:
 - Expanding routes and schedules.
 - Implementing ADA-compliant upgrades.

-
- Providing regular service updates to HSTCC for monitoring and evaluation.
 - Community Partners: Non-profit organizations, healthcare providers, and businesses will contribute by:
 - Identifying unmet needs within their communities.
 - Supporting outreach and rider education initiatives.
 - Participating in funding partnerships where applicable.

Funding and Resource Allocation

A multi-faceted funding approach will be employed to support the plan, leveraging local, state, and federal resources:

- Federal Funding:
 - Section 5310 and 5311 grants for seniors, individuals with disabilities, and rural transit.
 - Infrastructure Investment and Jobs Act (IIJA) funding for roadway and transit improvements.
- State Contributions:
 - MoDOT's transportation funding programs for capital investments and service expansions.
- Local Funding:
 - Municipal and county budgets allocated for road maintenance and transit amenities.
 - Public-private partnerships to fund infrastructure enhancements.

Phased Implementation Timeline

The implementation will occur in three phases over five years:

1. Phase 1 (2025-2026):
 - Conduct baseline data collection and establish performance metrics.
 - Roll out pilot programs for rural on-demand transit.
 - Begin ADA-compliance audits for transit stops and vehicles.
2. Phase 2 (2026-2027):
 - Expand service coverage to underserved areas based on pilot program results.
 - Implement centralized scheduling and dispatch systems.
 - Launch rider education workshops and public outreach campaigns.
3. Phase 3 (2028-2029):
 - *Evaluate progress and refine strategies based on performance metrics.*
 - *Complete infrastructure upgrades, including additional shelters and ADA enhancements.*
 - *Transition pilot programs into permanent services.*

Monitoring and Evaluation

- *Performance Dashboards: HSTCC will develop an online dashboard to track progress across all goals, providing real-time updates to stakeholders.*
- *Annual Reports: Comprehensive reports will be prepared to evaluate the success of each phase and recommend adjustments.*
- *Community Feedback: Regular surveys and public forums will ensure the plan remains responsive to community needs.*

Key Success Indicators

1. *Accessibility: Increased percentage of residents with access to transit services within 1 mile of their homes.*
2. *Efficiency: Reduction in average wait times for services and improved route optimization.*
3. *Satisfaction: Higher community satisfaction scores based on annual surveys.*
4. *Sustainability: Greater use of green infrastructure and reduced carbon emissions from transit operations.*

By following this robust implementation framework, HSTCC and its partners will create a sustainable and equitable transportation system that meets the region's needs and improves quality of life for all residents.

Funding Sources for Public Transportation (Updated 2025)

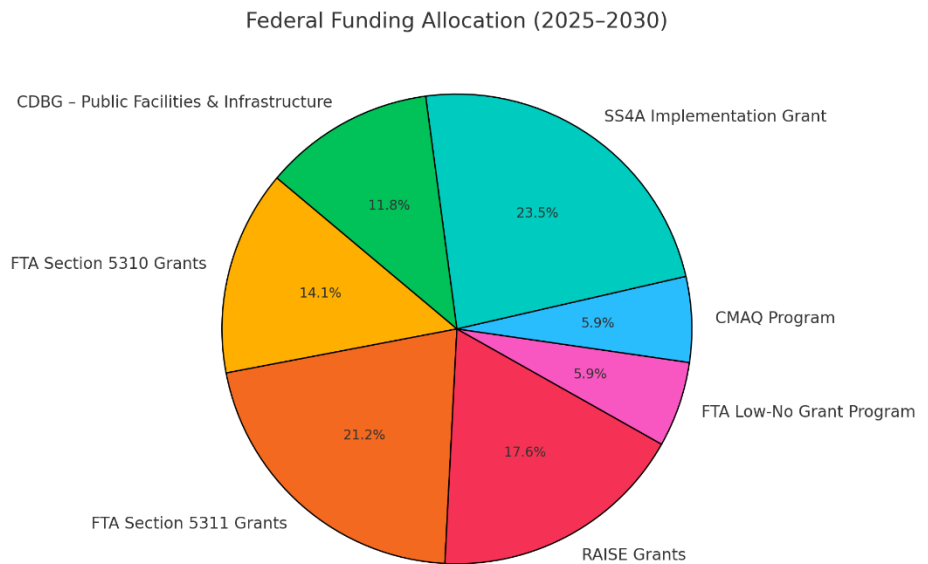
A sustainable and diverse funding strategy is crucial to implementing the 2025 HSTCC Human Services Coordination Plan. To support the plan's strategic goals and actions, HSTCC will leverage multiple funding sources across federal, state, local, and private sectors.

Consideration of Federal Policy Changes

As of February 2025, the landscape of public transportation funding is influenced by ongoing policy changes under the current federal administration. New executive orders and legislative actions may impact the availability and structure of some programs listed in this document. Agencies and local governments should remain vigilant, monitoring policy adjustments that could affect funding eligibility, program requirements, and application processes. HSTCC will actively track federal policy shifts to ensure that transit initiatives align with the latest funding opportunities and regulatory requirements.

Federal Funding

Federal programs provide the backbone of funding for many transit and human services initiatives. These funding sources allow for significant investment in public transportation infrastructure, service expansion, and accessibility improvements. The following programs represent key federal funding opportunities available at this time:



FTA Section 5310 (Enhanced Mobility of Seniors and Individuals with Disabilities)

- Estimated Funding Amount: \$400 million annually
- Expected Application Period: Opens April 2025; closes June 2025
- Description: This program supports projects that enhance mobility for seniors and individuals with disabilities, ensuring they have access to reliable transportation. Eligible activities include:
 - Acquisition of accessible vehicles to expand transit services for elderly and disabled populations.
 - Funding for paratransit services that supplement fixed-route systems.
 - Implementation of mobility management programs that streamline coordination between service providers.

HSTCC collaborates with regional transit providers such as OATS and Sunshine Trolley to apply for these grants and ensure continued service enhancements.

FTA Section 5311 (Formula Grants for Rural Areas)

- Estimated Funding Amount: \$700 million annually
- Expected Application Period: Opens March 2025; closes May 2025
- Description: Designed to support transit operations in rural communities, this program helps maintain and expand transportation access for people in lower-density areas. Key funding uses include:
 - Operating assistance to subsidize rural bus services, ensuring affordability for passengers.
 - Administrative funding to support transit management and service coordination.
 - Capital projects, such as bus procurement and the construction of transit hubs.

HSTCC aims to increase the reach of rural transit services, focusing on underserved regions where public transportation options remain limited.

Bipartisan Infrastructure Law (BIL) Transit Programs

- Estimated Funding Amount: \$20 billion over five years
- Expected Application Period: Varies by program; ongoing opportunities
- Description: With significant funding allocations for transit infrastructure improvements, the Bipartisan Infrastructure Law (BIL) introduces new opportunities for:
 - Fleet electrification, reducing transit system carbon footprints through electric and hybrid buses.
 - Transit facility modernization, ensuring stations, stops, and shelters meet current accessibility and efficiency standards.
 - Expansion of service routes, particularly in communities with growing mobility demands.

Low or No Emission (Low-No) Bus Program

- Estimated Funding Amount: \$1.2 billion annually
- Expected Application Period: Opens June 2025; closes September 2025
- Description: As a response to climate change and air quality concerns, the Low-No Bus Program focuses on:
 - Grant assistance for transit agencies to acquire zero-emission and low-emission buses.

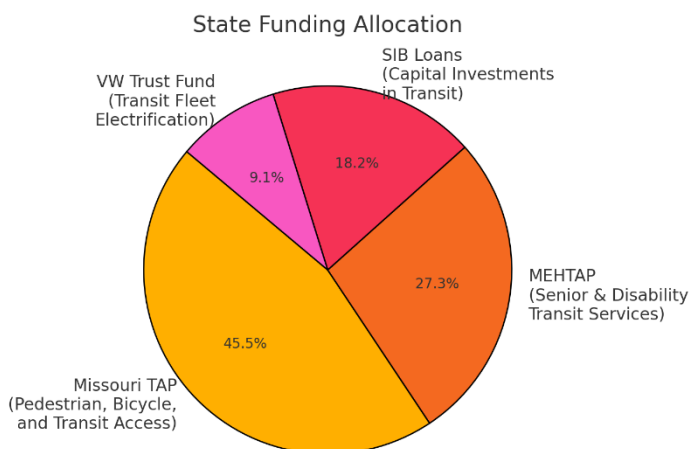
- Development of supporting infrastructure such as charging stations and hydrogen fueling facilities.
- Transition planning for agencies shifting to alternative fuel fleets.

HSTCC is exploring Low-No funding opportunities to modernize its fleet and advance sustainable transit initiatives.

Congestion Mitigation and Air Quality (CMAQ) Program

- Estimated Funding Amount: \$2.5 billion annually
- Expected Application Period: Opens July 2025; closes October 2025
- Description: The CMAQ Program funds projects that reduce emissions and improve regional air quality. Relevant applications include:
 - Investment in transit projects that promote alternatives to single-occupancy vehicles.
 - Support for bike and pedestrian infrastructure to facilitate multi-modal connectivity.
 - Funding for electric vehicle integration into transit systems.

State Funding



State funding complements federal resources and allows for region-specific transit improvements. Key funding sources include:

Missouri Elderly and Handicapped Transportation Assistance Program (MEHTAP)

- Estimated Funding Amount: \$5 million annually
- Expected Application Period: Opens May

2025; closes August 2025

-
- **Description:** This program provides assistance to organizations serving seniors and individuals with disabilities, with a focus on:
 - Expanding ADA-accessible transit services.
 - Supporting non-emergency medical transportation (NEMT) programs.
 - Enhancing the reliability of existing transit operations catering to vulnerable populations.

Missouri Transportation Alternatives Program (TAP)

- **Estimated Funding Amount:** \$15 million annually
- **Expected Application Period:** Opens August 2025; closes December 2025
- **Description:** The TAP program funds transportation improvements that benefit pedestrians, cyclists, and transit users. Eligible projects include:
 - Sidewalk and crosswalk enhancements to improve accessibility to transit stops.
 - Bike lane expansions that facilitate first- and last-mile connectivity.
 - Transit stop upgrades ensuring compliance with ADA requirements.

State Infrastructure Bank (SIB) Loans

- **Estimated Funding Amount:** Loan pool of \$50 million annually
- **Expected Application Period:** Rolling basis, year-round applications accepted
- **Description:** SIB loans provide low-interest financing for transportation infrastructure projects, supporting:
 - Large-scale transit facility upgrades.
 - Procurement of transit vehicles.
 - Long-term capital investment strategies for public transportation.

Missouri Volkswagen Trust Settlement Funds

- **Estimated Funding Amount:** \$20 million available
- **Expected Application Period:** Opens September 2025; closes December 2025
- **Description:** A funding stream dedicated to reducing transportation-related emissions, this program offers grants for:
 - Replacing diesel-powered transit vehicles with cleaner alternatives.
 - Implementing zero-emission transit solutions.

-
- Establishing sustainable fleet conversion strategies.

Local and Private Sector Contributions

Local Government Funding Sources

Local governments play a crucial role in sustaining public transportation initiatives. Municipal and county budgets frequently allocate funds for infrastructure maintenance, transit shelters, and service improvements. These include:

- **Municipal and County Budgets:** Local governments provide direct funding for transit infrastructure and operations, often supplementing federal and state grants.
- **Local Sales Tax Revenues:** Many counties and cities have dedicated transportation sales tax measures that provide stable funding for transit projects.
- **Special Tax Districts:** Transportation Development Districts (TDDs) or Community Improvement Districts (CIDs) are mechanisms used to fund specific transit-related improvements.
- **Bond Initiatives:** Cities may issue bonds to finance large-scale public transportation projects, such as bus rapid transit (BRT) expansions or transit station enhancements.

Employer-Sponsored Transportation Programs

Collaboration with employers can enhance transit funding through initiatives such as:

- **Employer Transit Subsidies:** Many businesses provide transit benefits or subsidies to encourage employee use of public transportation.
- **Corporate Partnerships:** Companies can directly contribute to transit expansions or service improvements that benefit their workforce.
- **First- and Last-Mile Solutions:** Employers may fund shuttle services or microtransit options that connect employees to transit hubs.

Sponsorships and Advertising Revenue

Transit agencies can generate additional revenue by leveraging sponsorships and advertising. Examples include:

- **Advertising on Transit Vehicles and Shelters:** Local businesses and national brands can purchase advertising space on buses, trains, and transit stops.
- **Naming Rights and Sponsorships:** Corporations can sponsor transit stations, routes, or services, providing a recurring revenue stream.
- **Public-Private Partnerships (P3s):** Private companies may invest in transit infrastructure or services in exchange for branding opportunities or operational roles.

Foundation and Nonprofit Grants

Several nonprofit organizations and philanthropic foundations provide funding for innovative transit initiatives. Key sources include:

- **Transit-Oriented Development (TOD) Grants:** Foundations focused on sustainable urban development often fund projects that integrate transit with housing and commercial spaces.
- **Equity and Accessibility Grants:** Organizations dedicated to transportation equity provide funding to improve transit access for disadvantaged communities.
- **Environmental and Sustainability Grants:** Programs supporting transit electrification, green infrastructure, and emission reduction initiatives frequently offer competitive funding opportunities.

Innovative Funding Mechanisms

To diversify funding sources, HSTCC will explore innovative approaches such as:

- **Crowdfunding Campaigns:** Community-driven efforts can help fund specific projects, such as installing new transit shelters or expanding transit services in underserved areas.
- **Carbon Credit Programs:** Public transit agencies can generate revenue by participating in carbon offset markets for projects that reduce greenhouse gas emissions.
- **Value Capture Strategies:** Capturing property value increases resulting from transit improvements through tax increment financing (TIF) or development impact fees.

Conclusion

By integrating a diverse mix of federal, state, local, private, and innovative funding sources, HSTCC aims to establish a robust and sustainable financial framework for public transportation. This multi-faceted approach allows for greater adaptability to changing economic and policy landscapes while ensuring a resilient infrastructure that can support growing transit needs. The combination of these funding streams will not only enhance service availability and efficiency but also facilitate critical infrastructure improvements and technology advancements. By fostering partnerships across government entities, businesses, and communities, HSTCC can effectively leverage resources to create a more equitable, accessible, and environmentally responsible transit system. This strategic approach ensures that the region remains well-equipped to address current and future mobility challenges, ultimately supporting economic growth, social inclusion, and long-term transportation sustainability.

Appendix A: Demographics and Data Sources

This summary of the key demographic characteristics of Barton, Jasper, Newton, and McDonald counties are primarily sourced from the U.S. Census Bureau (2020 Decennial Census and 2023 American Community Survey (ACS) 5-Year Estimates), supplemented by local economic reports, planning agencies, and community assessments.

Demographic Summary by County

Barton County

- Total Population (2023 Estimate): 11,731
- Persons in Poverty: 22.2%
- Persons 65 Years and Older: 21.3%
- Persons with Disabilities: 21.7%
- Mean Travel Time to Work: 24.5 minutes
- Households Without a Vehicle: 9.6%
- Population Density: 19.7 people per square mile
- Race and Ethnicity: White (94%), Hispanic (3%), Other (3%)
- Median Household Income: \$46,500
- Education (High School Diploma or Higher): 86%

Jasper County

- Total Population (2020 Census): 122,761
- Persons in Poverty: 14.5%
- Persons 65 Years and Older: 12.1%
- Persons with Disabilities: 15.6%
- Mean Travel Time to Work: 20.1 minutes
- Households Without a Vehicle: 6.4%
- Population Density: 192.3 people per square mile
- Race and Ethnicity: White (85%), Hispanic (6%), Black (2%), Other (7%)

-
- Median Household Income: \$52,300
 - Education (High School Diploma or Higher): 89%

Newton County

- Total Population (2023 Estimate): 60,677
- Persons in Poverty: 13.0%
- Persons 65 Years and Older: 19.4%
- Persons with Disabilities (Under 65 Years): 10.4%
- Mean Travel Time to Work: 22.6 minutes
- Households Without a Vehicle: 4.4%
- Population Density: 93.9 people per square mile
- Race and Ethnicity: White (90%), Hispanic (5%), Other (5%)
- Median Household Income: \$55,100
- Education (High School Diploma or Higher): 88%

McDonald County

- Total Population (2023 Estimate): 23,903
- Persons in Poverty: 18.2%
- Persons 65 Years and Older: 16.6%
- Persons with Disabilities (Under 65 Years): 10.2%
- Mean Travel Time to Work: 26.7 minutes
- Households Without a Vehicle: 5.9%
- Population Density: 43.2 people per square mile
- Race and Ethnicity: White (80%), Hispanic (12%), Native American (3%), Other (5%)
- Median Household Income: \$48,700
- Education (High School Diploma or Higher): 81%
- School Lunch Programs: 69% of school-aged children receive free or reduced-price lunch.

Additional Data Sources

MOKAN Partnership

The MOKAN Partnership provides economic and demographic insights for the seven-county tri-state area, which includes Barton, Jasper, Newton, and McDonald counties.

- Total Regional Population: 306,651
- Average Annual Wage: \$53,700
- Population Growth (2017–2022): 1.1% increase
- Projected Growth (2022–2027): 2.0% increase

Source: MOKAN Partnership (2024). Regional Demographic & Economic Data. Retrieved from: <https://www.mokanpartnership.com>

Community Commons

The Community Commons provides additional demographic insights, particularly focusing on McDonald County.

- Poverty Rate: Over 30% of residents live below the Federal Poverty Level.

Source: Community Commons (2024). Regional Socioeconomic Report. Retrieved from: <https://www.communitycommons.org>

Appendix B: Survey Results and Data

NON-TRANSPORTATION PROVIDERS SURVEY

SurveyMonkey

#

COMPLETE

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Last Modified: Thursday, February 27, 2025 12:12:19 AM
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Page 1: Harry S Truman Coordinating Council

Q1

Basic Information

Organization Name	ASCENT Recovery/The ROCC
Address	1402 S. Main
City/Town	Joplin
State	MO
Zip	64801
Email Address	teddyascent@gmail.com
Phone Number	417-540-6313

Q2

Contact Person

Teddy Steen

Q3

Website (if applicable)

roccjplin.com

Q4

What type of agency are you in?

Private Non-profit Human Service

Q5

What geographical area do you serve? Check all that apply.

Jasper County,
Newton County

Q6

What does your agency serve ? Check all that apply.

Other (please specify):

People with Substance Use Disorder

Q7

What age group are your services designed for? Check all that apply.

Other (please specify):

Adults

Q8

Does your agency serve people with mobility limitations?
(Physical, mental, or any other difficulty that makes it hard to get to places they need or want to go)

Yes

Q9

If yes, what types of mobility limitations does your agency work with? Check all that apply.

Lack of transit for a non-financial reason

Q10

During an average week, how many clients utilize your service?

250

Q11

What days each week does your clients need transit service transit service? Check all that apply.

Monday,

Tuesday,

Wednesday,

Thursday,

Friday

Q12

Which methods do clients use to access your services? Check all that apply.

Family,

Friends or neighbors,

Other (please specify):

bicycles, scooters

Q13

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

Rides to job, interviews, probation and Parole

Q14

Respondent skipped this question

Does your agency coordinate with any other agency? If so, what service(s) and what agency/agencies?

Q15

What do you think the needs of your agency are in the long-term (7-20 years)? Please be as specific as possible.

same as above

Q16

What destinations or trip categories do you see as gaps for clients? Where would they like to go, but your agency cannot service?

job sites, job interviews, treatment, probation and parole, Dr. visits, court

Q17

What type of primary service does your agency provide?

Drug or alcohol treatment,

Education/Training,

Community support network,

Life skills development and assistance ,

Service coordination

#2

COMPLETE

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Time Spent: 00:00:08
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Page 1: Harry S Truman Coordinating Council

Q1

Basic Infomation

Organization Name	ASCENT Recovery/The ROCC
Address	1402 S. Main
City/Town	Joplin
State	MO
Zip	64801
Email Address	teddyascent@gmail.com
Phone Number	417-540-6313

Q2

Respondent skipped this question

Contact Person

Q3

Respondent skipped this question

Website (if applicable)

Q4

Private Non-profit Human Service

What type of agency are you in?

Q5

Jasper County,
Newton County

What geographical area do you serve? Check all that apply.

Q6

Other (please specify):
People with Substance Use Disorder

What does your agency serve ? Check all that apply.

Q7

What age group are your services designed for? Check all that apply.

Other (please specify):

Adults

Q8

Does your agency serve people with mobility limitations? (Physical, mental, or any other difficulty that makes it hard to get to places they need or want to go)

Yes

Q9

If yes, what types of mobility limitations does your agency work with? Check all that apply.

Lack of transit for a non-financial reason

Q10

During an average week, how many clients utilize your service?

Respondent skipped this question

Q11

What days each week does your clients need transit service transit service? Check all that apply.

Monday,

Tuesday,

Wednesday,

Thursday,

Friday

Q12

Which methods do clients use to access your services? Check all that apply.

Family,

Friends or neighbors,

Other (please specify):

bicycles, scooters

Q13

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

Rides to job, interviews, probation and Parole

Q14

Does your agency coordinate with any other agency? If so, what service(s) and what agency/agencies?

Respondent skipped this question

Q15

What do you think the needs of your agency are in the long-term (7-20 years)? Please be as specific as possible.

same as above

Q16

What destinations or trip categories do you see as gaps for clients? Where would they like to go, but your agency cannot service?

job sites, job interviews, treatment, probation and parole, Dr. visits, court

Q17

What type of primary service does your agency provide?

Drug or alcohol treatment,
Education/Training,
Community support network,
Life skills development and assistance ,
Service coordination

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, March 05, 2025 11:16:09 AM
Last Modified: Wednesday, March 05, 2025 11:23:24 AM
Time Spent: 00:07:14
IP Address: 166.182.251.253

Page 1: Harry S Truman Coordinating Council

Q1

Basic Infomation

Organization Name	City of Sarcoxie
City/Town	Sarcoxie
State	MO
Zip	64862
Email Address	droyce@sarcoxiemo.gov
Phone Number	4174381829

Q2

Contact Person

Debra Royce

Q3

Respondent skipped this question

Website (if applicable)

Q4

Governmental Human Service

What type of agency are you in?

Q5

Jasper County

What geographical area do you serve? Check all that apply.

Q6

General Public

What does your agency serve ? Check all that apply.

Q7

Any Age

What age group are your services designed for? Check all that apply.

Q8

Yes

Does your agency serve people with mobility limitations? (Physical, mental, or any other difficulty that makes it hard to get to places they need or want to go)

Q9

If yes, what types of mobility limitations does your agency work with? Check all that apply.

**Age-related,
Physical,
Can not afford transit,
Lack of transit for a non-financial reason**

Q10

During an average week, how many clients utilize your service?

0

Q11

What days each week does your clients need transit service transit service? Check all that apply.

**Monday,
Wednesday,
Friday**

Q12

Which methods do clients use to access your services? Check all that apply.

**Medical transport (ambulance),
Family,
Friends or neighbors**

Q13

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

Any handicap transport

Q14

Does your agency coordinate with any other agency? If so, what service(s)and what agency/agencies?

No

Q15

What do you think the needs of your agency are in the long-term (7-20 years)? Please be as specific as possible.

Handicap transport

Q16

What destinations or trip categories do you see as gaps for clients? Where would they like to go, but your agency cannot service?

Doctor appointments in Carthage and Joplin

Q17

Transportation

What type of primary service does your agency provide?

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, March 06, 2025 10:20:13 AM
Last Modified: Thursday, March 06, 2025 10:22:11 AM
Time Spent: 00:01:57
IP Address: 173.47.217.124

Page 1: Harry S Truman Coordinating Council

Q1

Basic Infomation

Organization Name	Carterville Police Department
Address	1200 East 1st Street
City/Town	Carterville
State	MO
Zip	64835
Email Address	chiefworley@cartervillemo.com
Phone Number	4178504494

Q2

Contact Person

Clinton Worley

Q3

Respondent skipped this question

Website (if applicable)

Q4

Governmental Human Service

What type of agency are you in?

Q5

Other (please specify):

What geographical area do you serve? Check all that apply.

City of Carterville

Q6

General Public

What does your agency serve ? Check all that apply.

Q7

Any Age

What age group are your services designed for? Check all that apply.

Q8

No

Does your agency serve people with mobility limitations? (Physical, mental, or any other difficulty that makes it hard to get to places they need or want to go)

Q9

Respondent skipped this question

If yes, what types of mobility limitations does your agency work with? Check all that apply.

Q10

Respondent skipped this question

During an average week, how many clients utilize your service?

Q11

Respondent skipped this question

What days each week does your clients need transit service transit service? Check all that apply.

Q12

Other (please specify):

Which methods do clients use to access your services? Check all that apply.

MAPS

Q13

Respondent skipped this question

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

Q14

Respondent skipped this question

Does your agency coordinate with any other agency? If so, what service(s) and what agency/agencies?

Q15

Respondent skipped this question

What do you think the needs of your agency are in the long-term (7-20 years)? Please be as specific as possible.

Q16

Respondent skipped this question

What destinations or trip categories do you see as gaps for clients? Where would they like to go, but your agency cannot service?

Q17

Respondent skipped this question

What type of primary service does your agency provide?

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, March 06, 2025 10:33:10 AM
Last Modified: Thursday, March 06, 2025 10:41:24 AM
Time Spent: 00:08:14
IP Address: 162.249.49.102

Page 1: Harry S Truman Coordinating Council

Q1

Basic Infomation

Organization Name	City of Carthage
Address	326
City/Town	Carthage
State	MO
Zip	64836
Email Address	d.weber
Phone Number	417-237-7000

Q2

Contact Person

Dorothy Weber

Q3

Website (if applicable)

<https://www.carthagemo.gov>

Q4

What type of agency are you in?

Other (please specify):
City run ADA transportation

Q5

What geographical area do you serve? Check all that apply.

City of Carthage

Q6

What does your agency serve ? Check all that apply.

**Elderly (60+),
Elderly Disabled,
Non-Elderly Disabled,
Low-income,
Youth,
General Public**

Q7

What age group are your services designed for? Check all that apply.

**Under 18,
18-54,
55-65,
Over 65,
Any Age**

Q8

Does your agency serve people with mobility limitations? (Physical, mental, or any other difficulty that makes it hard to get to places they need or want to go)

Yes

Q9

If yes, what types of mobility limitations does your agency work with? Check all that apply.

**Age-related,
Physical,
Cognitive,
Vision,
Can not afford transit,
Lack of transit for a non-financial reason**

Q10

During an average week, how many clients utilize your service?

Around 200

Q11

What days each week does your clients need transit service transit service? Check all that apply.

**Monday,
Tuesday,
Wednesday,
Thursday,
Friday**

Q12

Which methods do clients use to access your services?
Check all that apply.

Other (please specify):

On demand. They call and we pick them up.

Q13

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

We need to add a dispatcher and possible another vehicle.

Q14

Does your agency coordinate with any other agency? If so, what service(s) and what agency/agencies?

The Area Agency on Aging.

Q15

What do you think the needs of your agency are in the long-term (7-20 years)? Please be as specific as possible.

We will need more vehicles and drivers.

Q16

Respondent skipped this question

What destinations or trip categories do you see as gaps for clients? Where would they like to go, but your agency cannot service?

Q17

What type of primary service does your agency provide?

Other (please specify):

Taxpayer support and needs for their community.

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, February 07, 2025 10:37:39 AM
Last Modified: Friday, February 07, 2025 10:55:44 AM
Time Spent: 00:18:05
IP Address: 161.199.161.241

Page 1: Human Service Coordination Transportation Plan Update

Q1

Basic Infomation

Organization Name	Ozark Center
Address	1105 E 32nd
City/Town	Joplin
State	MO
Zip	64804
Email Address	SLEzell@freemanhealth.com
Phone Number	417-347-7600

Q2

Contact Person

Samantha Ezell

Q3

Respondent skipped this question

Website (if applicable)

Q4

What type of agency are you in?

Private Non-profit Human Service,
Private Non-profit Transportation Provider

Q5

What geographical area do you serve? Check all that apply.

Barton County,
Jasper County,
Newton County,
McDonald County

Q6

What does your agency serve ? Check all that apply.

**Elderly (60+),
Elderly Disabled,
Non-Elderly Disabled,
Low-income,
Youth**

Q7

What age group are your services designed for? Check all that apply.

Any Age

Q8

What type of service does your agency provide? Check all that apply.

**Demand Response,
Route Deviation**

Q9

During an average week, how many clients utilize transit service?

100+

Q10

What days each week does your agency regular utilize transit service? Check all that apply.

**Monday,
Tuesday,
Wednesday,
Thursday,
Friday**

Q11

What are your regular hours of operation? (Example 9am-3pm, 5pm-9pm)

Sunday

24hour facilities

Monday

8-5 & 24hour facilities

Tuesday

8-5 & 24hour facilities

Wednesday

8-5 & 24hour facilities

Thursday

8-5 & 24hour facilities

Friday

8-5 & 24hour facilities

Saturday

24hour facilities

Q12

What are your peak periods, if any? (Example: 8am-9am, 4pm-6pm)

Monday	8-11/3-5
Tuesday	8-11/3-5
Wednesday	8-11/3-5
Thursday	8-11/3-5
Friday	8-11/3-5

Q13

How many vehicles do you have in service on: (if none, put '0')

The average weekday?	60-70
During peak periods?	60-70
The average weekend?	2

Q14

What types of vehicles does your agency offer? Check all that apply.

Car,
Van,
Bus

Q15

If you have cars:

How many do you have?	28
What is the total capacity for each vehicle?	4
What is the average annual mileage for each vehicle?	15000
What is the combined average age of each vehicle?	8 yrs

Q16

If you have trucks:

Respondent skipped this question

Q17

If you have vans:

How many do you have?	11
What is the total capacity for each vehicle?	15
What is the average annual mileage for each vehicle?	15-20 thousand
What is the combined average age of each vehicle?	10 yrs

Q18

If you have buses:

How many do you have?	5
What is the total capacity for each vehicle?	20-24
What is the average annual mileage for each vehicle?	10-20 thousand
What is the combined average age of each vehicle?	10 yrs

Q19

Agency service only

Are your agency's trips restricted in any way? Check all that apply.

Q20

Do your clients regularly have transit needs your agency cannot serve? If yes, please explain.

no

Q21

Does your agency coordinate with any other agency? If so, what service(s) and what agency/agencies?

yes, city of Joplin

Q22

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

new vehicles

Q23

Respondent skipped this question

What do you think the needs of your agency are in the long-term (7-20 years)? Please be as specific as possible.

Q24

What destinations or trip categories do you see as gaps for clients? Where would they like to go, but your agency cannot service?

none

Q25

State funds,

How are services funded? Check all that apply.

Federal funds

Q26

No restrictions

What is the reason for trips being restricted? Check all that apply.

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, February 07, 2025 11:40:10 AM
Last Modified: Friday, February 07, 2025 12:17:42 PM
Time Spent: 00:37:32
IP Address: 97.112.85.184

Page 1: Human Service Coordination Transportation Plan Update

Q1

Basic Infomation

Organization Name	Joplin Association for the Blind
Address	311 S. Schifferdecker Ave
City/Town	Joplin
State	Mo
Zip	64801
Email Address	ja4blind@gmail.com
Phone Number	417-623-5721

Q2

Contact Person

Stephanie Mann

Q3

Website (if applicable)

jaforblind.org

Q4

What type of agency are you in?

Private Non-profit Human Service

Q5

What geographical area do you serve? Check all that apply.

Jasper County,
Newton County,
City of Joplin,
Webb City

Q6

What does your agency serve ? Check all that apply.

**Elderly (60+),
Elderly Disabled,
Low-income,
General Public**

Q7

What age group are your services designed for? Check all that apply.

Any Age

Q8

What type of service does your agency provide? Check all that apply.

Other (please specify):
Specific eye related appointments or to and from our activities

Q9

During an average week, how many clients utilize transit service?

Respondent skipped this question

Q10

What days each week does your agency regular utilize transit service? Check all that apply.

Respondent skipped this question

Q11

What are your regular hours of operation? (Example 9am-3pm, 5pm-9pm)

Monday

9 am - 4 pm

Tuesday

9 am - 4 pm

Wednesday

9 am - 4 pm

Thursday

9 am - 4 pm

Q12

What are your peak periods, if any? (Example: 8am-9am, 4pm-6pm)

Respondent skipped this question

Q13

How many vehicles do you have in service on: (if none, put '0')

The average weekday?	2
During peak periods?	0
The average weekend?	0

Q14

What types of vehicles does your agency offer? Check all that apply.

Van,
Bus

Q15

If you have cars:

Respondent skipped this question

Q16

If you have trucks:

Respondent skipped this question

Q17

If you have vans:

How many do you have?	1
-----------------------	---

Q18

If you have buses:

How many do you have?	2
What is the total capacity for each vehicle?	10 and wheelchair and 15 passenger
What is the average annual mileage for each vehicle?	3,000 ?
What is the combined average age of each vehicle?	2009

Q19

Are your agency's trips restricted in any way? Check all that apply.

Agency service only,
Geographic area only,
Other (please specify):
Eye related appointments only

Q20

Do your clients regularly have transit needs your agency cannot serve? If yes, please explain.

Yes, shopping and medical appointments

Q21

Does your agency coordinate with any other agency? If so, what service(s) and what agency/agencies?

No

Q22

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

Replacement of at least our oldest bus due to age and costs of repairs

Q23

What do you think the needs of your agency are in the long-term (7-20 years)? Please be as specific as possible.

Replacement of all vehicles and volunteers to help us with transportation.

Q24

What destinations or trip categories do you see as gaps for clients? Where would they like to go, but your agency cannot service?

Us having to depend on volunteers to drive our clients, puts us at the mercy of the Volunteers. Volunteers are not always available to take trips to Branson, etc. due to their families and other obligations.

Q25

Donations/Fundraising/Volunteers

How are services funded? Check all that apply.

Q26

Agency Policy,

What is the reason for trips being restricted? Check all that apply.

Funding restrictions

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, February 07, 2025 1:09:50 PM
Last Modified: Friday, February 07, 2025 1:23:17 PM
Time Spent: 00:13:27
IP Address: 104.219.185.5

Page 1: Human Service Coordination Transportation Plan Update

Q1

Basic Infomation

Organization Name	City Of Joplin MAPS Transit
Address	123 S. Main St.
City/Town	Joplin
State	MO
Zip	64804
Email Address	gthompso@joplinmo.org
Phone Number	417-625-4793

Q2

Contact Person

Gina Thompson

Q3

Respondent skipped this question

Website (if applicable)

Q4

Governmental Human Service

What type of agency are you in?

Q5

What geographical area do you serve? Check all that apply.

Jasper County,
Newton County

Q6

What does your agency serve ? Check all that apply.

**Elderly (60+),
Elderly Disabled,
Non-Elderly Disabled,
Low-income,
Youth,
General Public**

Q7

What age group are your services designed for? Check all that apply.

**Under 18,
18-54,
55-65,
Over 65,
Any Age**

Q8

What type of service does your agency provide? Check all that apply.

**Fixed Route,
Demand Response,**
Other (please specify):
Para Transit

Q9

During an average week, how many clients utilize transit service?

400

Q10

What days each week does your agency regular utilize transit service? Check all that apply.

**Monday,
Tuesday,
Wednesday,
Thursday,
Friday**

Q11

What are your regular hours of operation? (Example 9am-3pm, 5pm-9pm)

Monday	6am-6pm
Tuesday	6am-6pm
Wednesday	6am-6pm
Thursday	6am-6pm
Friday	6am-6pm

Q12

What are your peak periods, if any? (Example: 8am-9am, 4pm-6pm)

Monday	7am-9am
Tuesday	7am-9am
Wednesday	7am-9am
Thursday	7am-9am
Friday	7am-9am

Q13

How many vehicles do you have in service on: (if none, put '0')

The average weekday?	9
During peak periods?	10
The average weekend?	0

Q14

Bus

What types of vehicles does your agency offer? Check all that apply.

Q15

Respondent skipped this question

If you have cars:

Q16

Respondent skipped this question

If you have trucks:

Q17

Respondent skipped this question

If you have vans:

Q18

If you have buses:

How many do you have?	15
What is the total capacity for each vehicle?	14
What is the combined average age of each vehicle?	5

Q19

Geographic area only

Are your agency's trips restricted in any way? Check all that apply.

Q20

Do your clients regularly have transit needs your agency cannot serve? If yes, please explain.

Outside of Joplin city limits but a Joplin address

Q21

Does your agency coordinate with any other agency? If so, what service(s) and what agency/agencies?

Cars

Q22

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

We need more vehicles and a wider service area.

Q23

What do you think the needs of your agency are in the long-term (7-20 years)? Please be as specific as possible.

We need city busses

Q24

What destinations or trip categories do you see as gaps for clients? Where would they like to go, but your agency cannot service?

DMV. social security office, probation and parole.

Q25

How are services funded? Check all that apply.

Charging clients,

State funds,

Federal funds,

City/Council/Special Transportation district funding

Q26

What is the reason for trips being restricted? Check all that apply.

Agency Policy

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, February 07, 2025 12:40:08 PM
Last Modified: Friday, February 07, 2025 2:13:08 PM
Time Spent: 01:32:59
IP Address: 75.98.101.74

Page 1: Human Service Coordination Transportation Plan Update

Q1

Basic Infomation

Organization Name	OATS Inc
Address	2501 Maguire Blvd
City/Town	Columbia
State	MO
Zip	65201
Email Address	rfrazier@oatstransit.org
Phone Number	4178879272

Q2

Contact Person

Rene Frazier

Q3

Website (if applicable)

www.oatstransit.org

Q4

Private Non-profit Transportation Provider

What type of agency are you in?

Q5

What geographical area do you serve? Check all that apply.

Barton County,
Jasper County,
Newton County,
McDonald County,
City of Neosho

Q6

What does your agency serve ? Check all that apply.

Elderly (60+),
Elderly Disabled,
Non-Elderly Disabled,
Low-income,
Youth,
General Public

Q7

What age group are your services designed for? Check all that apply.

Any Age

Q8

What type of service does your agency provide? Check all that apply.

Demand Response,
Route Deviation

Q9

During an average week, how many clients utilize transit service?

151

Q10

What days each week does your agency regular utilize transit service? Check all that apply.

Monday,
Tuesday,
Wednesday,
Thursday,
Friday

Q11

What are your regular hours of operation? (Example 9am-3pm, 5pm-9pm)

Monday	06:00-18:30
Tuesday	06:00-18:30
Wednesday	06:00-18:30
Thursday	06:00-18:30
Friday	06:00-18:30

Q12

What are your peak periods, if any? (Example: 8am-9am, 4pm-6pm)

Monday	08:00-15:30
Tuesday	06:00-08:00, 10:00-12:00, 16:30-17:30
Wednesday	06:00-08:00, 10:00-12:00, 16:30-17:30
Thursday	06:00-08:00, 16:30-17:30
Friday	09:00-15:00

Q13

How many vehicles do you have in service on: (if none, put '0')

The average weekday?	9
During peak periods?	9
The average weekend?	0

Q14

What types of vehicles does your agency offer? Check all that apply.

Van,
Bus

Q15

If you have cars:

Respondent skipped this question

Q16

If you have trucks:

Respondent skipped this question

Q17

If you have vans:

How many do you have?	2
What is the total capacity for each vehicle?	5
What is the average annual mileage for each vehicle?	16,527
What is the combined average age of each vehicle?	7 years

Q18

If you have buses:

How many do you have?	10
What is the total capacity for each vehicle?	7, 11,. 14, 18
What is the average annual mileage for each vehicle?	16,050
What is the combined average age of each vehicle?	7 years

Q19

Are your agency's trips restricted in any way? Check all that apply.

No restrictions,
Other (please specify):
No general public service within MAPS service area

Q20

Do your clients regularly have transit needs your agency cannot serve? If yes, please explain.

Current operational funding limits days of service for Jasper and Barton County rural riders to Joplin, Lamar, Nevada, and Springfield.

Q21

Does your agency coordinate with any other agency? If so, what service(s)and what agency/agencies?

Region X Area Agency on Aging-transportation medical, nutrition, essential shopping, other
Newton County SB40 Board-employment and recreational transportation
Crowder Industries Sheltered Workshop-employment, transportation
Ozark Center targeted case management-employment, therapy, and program transportation
Department of Mental Health
DHSS
MTM (Medicaid transportation)
Independent Living Center-recreational transportation
dialysis clinics-medical transportation

Q22

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

Replacement vehicles; 4 new accessible minibuses, 2 new Transit accessible buses, 1 new accessible minivan.

Expansion vehicles; 2 accessible Transit buses and 2 new accessible minivans.

Local support at city/county level for operational funding match to maintain and increase services for rural Jasper, Barton, Newton, and McDonald counties.

Q23

What do you think the needs of your agency are in the long-term (7-20 years)? Please be as specific as possible.

Replacement vehicles; 3 new accessible minibuses, 4 new Transit accessible buses, 3 new accessible minivan.

Expansion vehicles; 2 accessible Transit buses and 2 new accessible minivans.

Local support at city/county level for operational funding match to maintain and increase services for rural Jasper, Barton, Newton, and McDonald counties.

Q24

What destinations or trip categories do you see as gaps for clients? Where would they like to go, but your agency cannot service?

Rural general public to out of state destinations for medical and shopping unable to add service due to lack of operational funding.

Q25

How are services funded? Check all that apply.

Charging clients,

State funds,

Federal funds,

Donations/Fundraising/Volunteers,

Other (please specify):

Area Agency on Aging, SB40 Board, DMH

Q26

What is the reason for trips being restricted? Check all that apply.

Funding restrictions

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, February 11, 2025 11:22:26 AM
Last Modified: Tuesday, February 11, 2025 11:43:56 AM
Time Spent: 00:21:29
IP Address: 162.249.49.102

Page 1: Human Service Coordination Transportation Plan Update

Q1

Basic Infomation

Organization Name	City of Carthage
Address	326 Grant St
City/Town	Carthage
State	MO
Zip	64836
Email Address	d.weber@carthagemo.gov
Phone Number	417-237-7000

Q2

Contact Person

Dorothy Weber

Q3

Respondent skipped this question

Website (if applicable)

Q4

Other (please specify):

What type of agency are you in?

Municipal Taxi

Q5

Jasper County

What geographical area do you serve? Check all that apply.

Q6

What does your agency serve ? Check all that apply.

**Elderly (60+),
Elderly Disabled,
Non-Elderly Disabled,
Low-income,
Youth,
General Public**

Q7

What age group are your services designed for? Check all that apply.

**18-54,
55-65,
Over 65**

Q8

What type of service does your agency provide? Check all that apply.

Demand Response

Q9

During an average week, how many clients utilize transit service?

About 225

Q10

What days each week does your agency regular utilize transit service? Check all that apply.

**Monday,
Tuesday,
Wednesday,
Thursday,
Friday**

Q11

What are your regular hours of operation? (Example 9am-3pm, 5pm-9pm)

Monday	8am-5pm
Tuesday	8am-5pm
Wednesday	8am-5pm
Thursday	8am-5pm
Friday	8am-5pm

Q12**Respondent skipped this question**

What are your peak periods, if any? (Example: 8am-9am, 4pm-6pm)

Q13

How many vehicles do you have in service on: (if none, put '0')

The average weekday? **3**

During peak periods? **3**

Q14**Car,**

What types of vehicles does your agency offer? Check all that apply.

Van**Q15**

If you have cars:

How many do you have? **1 as a back up last resort**

What is the total capacity for each vehicle? **2**

Q16

If you have trucks:

How many do you have? **0**

Q17

If you have vans:

How many do you have? **3**

What is the total capacity for each vehicle? **6**

Q18

If you have buses:

How many do you have? **0**

Q19**Geographic area only**

Are your agency's trips restricted in any way? Check all that apply.

Q20

Respondent skipped this question

Do your clients regularly have transit needs your agency cannot serve? If yes, please explain.

Q21

Does your agency coordinate with any other agency? If so, what service(s) and what agency/agencies?

The Area Agency on Aging

Q22

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

New Van and dispatch employee

Q23

What do you think the needs of your agency are in the long-term (7-20 years)? Please be as specific as possible.

New Vans and dispatch employees

Q24

What destinations or trip categories do you see as gaps for clients? Where would they like to go, but your agency cannot service?

We cannot take them out of city limits so there are some doctors appointments that we are unable to take them to.

Q25

How are services funded? Check all that apply.

Charging clients,

State funds,

Federal funds

Q26

What is the reason for trips being restricted? Check all that apply.

Other (please specify):

City Limits

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Wednesday, February 26, 2025 10:27:20 AM
Last Modified: Wednesday, February 26, 2025 10:37:49 AM
Time Spent: 00:10:29
IP Address: 12.160.105.194

Page 1: Human Service Coordination Transportation Plan Update

Q1

Basic Infomation

Organization Name	Economic Security Corporation of SW Area - CARS
Address	302 South Joplin Avenue
City/Town	Joplin
State	Missouri
Zip	64801
Email Address	cstudyvin@escswa.org
Phone Number	4176272084

Q2

Contact Person

Cavanaugh Studyvin

Q3

Website (if applicable)

escswa.org/cars

Q4

Private Non-profit Transportation Provider

What type of agency are you in?

Q5

What geographical area do you serve? Check all that apply.

Barton County,
Jasper County,
Newton County,
McDonald County,
Portions of Barton County,
Portions of Jasper County,
City of Joplin,
Portions of Newton County,
City of Carthage,
Webb City,
Joplin MPO Boundary,
Portions of McDonald County,
City of Lamar,
City of Neosho,
City of Anderson

Q6

What does your agency serve ? Check all that apply.

Elderly (60+),
Elderly Disabled,
Non-Elderly Disabled,
Low-income,
Youth,
General Public

Q7

What age group are your services designed for? Check all that apply.

Under 18,
18-54,
55-65,
Over 65,
Any Age

Q8

What type of service does your agency provide? Check all that apply.

Demand Response,
Other (please specify):
CARS program

Q9

During an average week, how many clients utilize transit service?

250-300+

Q10

What days each week does your agency regular utilize transit service? Check all that apply.

Monday,
Tuesday,
Wednesday,
Thursday,
Friday,
Saturday

Q11

What are your regular hours of operation? (Example 9am-3pm, 5pm-9pm)

Monday	8-5 to schedule a ride, but we start as early as 5:15 AM to 7:30 PM
Tuesday	8-5 to schedule a ride, but we start as early as 5:15 AM to 7:30 PM
Wednesday	8-5 to schedule a ride, but we start as early as 5:15 AM to 7:30 PM
Thursday	8-5 to schedule a ride, but we start as early as 5:15 AM to 7:30 PM
Friday	8-5 to schedule a ride, but we start as early as 5:15 AM to 7:30 PM

Q12

What are your peak periods, if any? (Example: 8am-9am, 4pm-6pm)

Monday	7-12 PM, 2-6 PM
Tuesday	7-12 PM, 2-6 PM
Wednesday	7-12 PM, 2-6 PM
Thursday	7-12 PM, 2-6 PM
Friday	7-12 PM, 2-6 PM

Q13

How many vehicles do you have in service on: (if none, put '0')

The average weekday?	34
During peak periods?	34
The average weekend?	2

Q14

What types of vehicles does your agency offer? Check all that apply.

Car,
Van,
Truck

Q15

If you have cars:

How many do you have?	27 - Volunteer Drivers use their own vehicles
What is the total capacity for each vehicle?	3-4

Q16

If you have trucks:

How many do you have?	5 - Volunteer Drivers use their own vehicles
What is the total capacity for each vehicle?	4-5

Q17

If you have vans:

How many do you have?	2 - Volunteer Drivers use their own vehicles
What is the total capacity for each vehicle?	5-6

Q18

If you have buses:

Respondent skipped this question

Q19

Are your agency's trips restricted in any way? Check all that apply.

No restrictions,
Other (please specify):
Can be used for anything, just need to be a resident of Barton, Jasper, Newton, and McDonald county to get a ride

Q20

Do your clients regularly have transit needs your agency cannot serve? If yes, please explain.

Because we tend to book up quickly, we will give clients other transit options in their area (if any) if CARS can't serve them.

Q21

Does your agency coordinate with any other agency? If so, what service(s) and what agency/agencies?

We are referred by many businesses, hospitals, case workers, courts, and other non-profit organizations.

Q22

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

Transit funding. The CARS program has completed over 189,000 in less than a year (program started May 1, 2024). We have the capacity to provide even more rides due to the number of Volunteer drivers we have (currently 34), but we are constantly seeking funding or MOU agreements so that mileage can be reimbursed for drivers. They are reimbursed at 67 cents per mile weekly. Software keeps track of the mileage, destinations, etc.

Q23

What do you think the needs of your agency are in the long-term (7-20 years)? Please be as specific as possible.

Same as above. Funding opportunities, more MOU agreements, and obviously more Volunteer Drivers.

Q24

What destinations or trip categories do you see as gaps for clients? Where would they like to go, but your agency cannot service?

CARS Volunteer drivers have transported to 555 different locations throughout the four-county area. We take people to non-emergency medical appointments, employment, court, parole appointments, social services, food banks, shopping (grocery and non-grocery), DMV, state offices, child visitations, dialysis, vision, dental, school (college and elementary), daycare, etc.

Q25

How are services funded? Check all that apply.

State funds,

Donations/Fundraising/Volunteers,

Other (please specify):

Community Grants

Q26

Funding restrictions

What is the reason for trips being restricted? Check all that apply.

Appendix C: Budget Projections

A multi-source funding strategy is essential for successfully implementing the 2025 HSTCC Human Services Coordination Plan. The following breakdown includes federal, state, and local funding sources, along with projected grant opportunities.

Federal Funding

Estimated Annual Allocation (2025–2030): \$4,250,000

Breakdown:

FTA Section 5310 Grants (Enhanced Mobility for Seniors & Individuals with Disabilities):
\$600,000/year

FTA Section 5311 Grants (Formula Grants for Rural Areas): \$900,000/year

RAISE Grants (Rebuilding American Infrastructure with Sustainability & Equity):
\$750,000/year

FTA Low or No Emission Vehicle (Low-No) Grant Program: \$250,000/year (*For electric/hybrid transit vehicle purchases*)

Congestion Mitigation and Air Quality (CMAQ) Program: \$250,000/year (*For transit efficiency and emissions reduction*)

Safe Streets and Roads for All (SS4A) Implementation Grant: \$1,000,000/year (*For safety-focused transportation infrastructure and planning*)

Community Development Block Grant (CDBG) – Public Facilities and Infrastructure:
\$500,000/year (*For transit-related infrastructure improvements in eligible communities*)

State Funding

Estimated Annual Allocation: \$1,100,000

Breakdown:

Missouri Transportation Alternatives Program (TAP): \$500,000/year (*For pedestrian, bicycle, and transit access improvements*)

Missouri Elderly and Handicapped Transportation Assistance Program (MEHTAP):
\$300,000/year (*For senior and disability transit services*)

State Infrastructure Bank (SIB) Loans: \$200,000/year (*For capital investments in transit projects*)

Missouri Volkswagen Trust Settlement Fund: \$100,000/year (*For transit fleet electrification and sustainable transportation solutions*)

Local Contributions

Estimated Annual Allocation: \$1,250,000

Breakdown:

- **Total Annual Local Match: \$700,000 (*Includes county tax revenues and special district allocations*)**
 - **Public-Private Partnerships & Employer Contributions: \$150,000/year (*Funds from businesses for workforce transit*)**
 - **Local Sales Tax Revenues for Transit: \$200,000/year (*Dedicated funding from transportation districts*)**
 - **Advertising & Sponsorship Revenue: \$100,000/year (*Revenue from transit ads and naming rights*)**
 - **Non-Profit & Foundation Grants: \$100,000/year (*From organizations focused on mobility, sustainability, and community development*)**
-

Total Estimated Annual Funding (2025–2030): \$6,600,000

This funding projection ensures transit system expansion, accessibility improvements, sustainability initiatives, and enhanced safety measures across Barton, Jasper, Newton, and McDonald counties.

Appendix D: Key Performance Metrics (2025–2030)

The 2025–2030 HSTCC Human Services Coordination Plan establishes measurable performance targets to improve accessibility, efficiency, sustainability, safety, and economic impact across Barton, Jasper, Newton, and McDonald counties.

1. Accessibility (2025–2030 Targets)

Goal: Expand transit availability and coverage for underserved populations.

- Target: 95% of residents within 1 mile of a transit stop by 2030 (*incremental increases: 85% by 2026, 90% by 2028*).
- Increase rural transit coverage by 25% by 2030 through microtransit pilots and demand-response expansions.
- Ensure 100% of transit stops meet ADA compliance standards by 2028 (*previously 2027*).
- Expand non-emergency medical transportation (NEMT) access by 30% by 2030, prioritizing seniors, disabled residents, and low-income individuals.

2. Efficiency (2025–2030 Targets)

Goal: Improve transit service frequency and reduce travel times.

- Reduce average wait times by 40% by 2030 (*incremental goal: 20% by 2026, 30% by 2028*).
- Increase transit ridership by 35% by 2030 through affordability initiatives and employer transit partnerships.
- Fully implement regional real-time transit tracking and mobile scheduling by 2026.
- Streamline demand-response ride scheduling by integrating a centralized digital dispatch system by 2027.

3. Sustainability (2025–2030 Targets)

Goal: Transition to environmentally responsible transit solutions.

- Transition 50% of fleet vehicles to electric, hybrid, or low-emission alternatives by 2030 (*incremental targets: 25% by 2026, 40% by 2028*).
- Reduce transit system carbon emissions by 50% by 2030 (*incremental reduction: 25% by 2026, 35% by 2028*).
- Secure at least \$3 million in CMAQ & Low-No Grants for alternative fuel infrastructure by 2028.
- Expand sustainable transit infrastructure (solar-powered shelters, bike racks, green spaces) by 60% by 2030 (*previously 50% by 2028*).

4. Safety & Infrastructure (2025–2030 Targets)

Goal: Improve roadway and transit safety conditions.

- Reduce transit-related pedestrian and cyclist incidents by 40% by 2030 (*incremental reduction: 20% by 2026, 30% by 2028*).
- Ensure full compliance with Safe Streets and Roads for All (SS4A) safety recommendations by 2027.
- Secure funding for 15+ new bus shelters and waiting areas by 2030 (*previously 10+ by 2026*).
- Improve sidewalk connectivity around transit stops in at least 8 communities by 2029.

5. Economic & Community Impact (2025–2030 Targets)

Goal: Enhance affordability and community engagement in transit planning.

- Offer subsidized or free transit programs for at least 7,500 low-income residents annually by 2030 (*previously 5,000 by 2028*).
- Increase public-private partnerships for transit funding by 50% by 2030 (*previously 30% by 2028*).
- Conduct at least 3 public outreach and engagement sessions per county annually to gather feedback and improve transit services.
- Expand first-mile/last-mile solutions (bike-share, employer shuttles, on-demand transit) in 5+ communities by 2030 (*previously 3+ by 2027*).

Total Impact Summary (2025–2030)

By achieving these performance goals, the 2025–2030 HSTCC Human Services Coordination Plan will result in:

- Greater transit accessibility, particularly for rural and underserved populations.
- More efficient services, reducing wait times and increasing ridership.
- Significant sustainability improvements, cutting emissions and integrating green technology.
- Safer infrastructure, reducing transit-related accidents and improving accessibility.
- Stronger economic mobility, ensuring all residents can access jobs, healthcare, and education through affordable transit.

Appendix E: Partner Organizations

The following partner organizations are key contributors to the 2025 HSTCC Human Services Coordination Plan. These organizations support public transportation, accessibility improvements, workforce transit solutions, healthcare-related transportation, and regional planning efforts across Barton, Jasper, Newton, and McDonald counties.

Public Transportation & Regional Planning Agencies

- Missouri Department of Transportation (MoDOT) – Transit Division
 - Address: 105 W. Capitol Ave., Jefferson City, MO 65102
 - Email: transit@modot.mo.gov
 - Phone: 573-751-2523
- Joplin Area Transportation Study Organization (JATSO)
 - Phone: 417-624-0820
 - Primary regional partner for metropolitan transportation planning and coordination.
- Northwest Arkansas Regional Planning Commission (NWARPC)
 - Address: 1311 Clayton St., Springdale, AR 72762
 - Email: tconklin@nwarpc.org
 - Phone: 479-751-7125

Healthcare & Accessibility Organizations

- Freeman Health System – Community Outreach & Transportation Assistance
 - Address: 1102 W. 32nd St., Joplin, MO 64804
 - Phone: 417-347-1111
- Mercy Hospital Joplin – Transportation Assistance Program
 - Address: 100 Mercy Way, Joplin, MO 64804
 - Phone: 417-556-2181
- Cox Barton County Hospital
 - Contact: Cheryl Fortner
 - Address: 29 Northwest 1st Lane, Lamar, MO 64759

-
- Email: cheryl.fortner@coxhealth.com
 - Phone: 417-681-5108
 - Jasper County Sheltered Facilities Association, Inc.
 - Contact: Jayde Thomas
 - Address: 809 South Illinois Avenue, Joplin, MO 64801
 - Email: jthomas@cssmo.org
 - Phone: 417-624-4515
 - Newton County Developmental Disabilities Services Board
 - Contact: Greg Cook
 - Address: 3707 Howard Bush Drive, Neosho, MO 64850
 - Email: greg.cook@crowderindustries.com
 - Phone: 417-389-2150

Economic & Workforce Development Organizations

- Workforce Investment Board of Southwest Missouri
 - Contact: Susan Adams
 - Address: 730 S. Wall Ave., Joplin, MO 64801
 - Email: sadams@workforceswmo.org
 - Phone: 417-206-1717
- Joplin Chamber of Commerce – Business & Transit Partnerships
 - Contact: Toby Teeter
 - Address: 320 E. 4th St., Joplin, MO 64801
 - Email: info@joplincc.com
 - Phone: 417-624-4150
- Lamar Community Betterment Council, Inc.
 - Contact: Tiffany Triebel
 - Address: 1106 Broadway St., Lamar, MO 64759
 - Email: tats@lamarmmo.org
 - Phone: 417-682-5542

Educational Institutions & Transit Research

- Missouri Southern State University (MSSU) – Transit & Community Planning Program
 - Address: 3950 E. Newman Rd., Joplin, MO 64801
 - Phone: 417-625-9300
- Crowder College – Rural Workforce Transportation
 - Address: 601 Laclede Ave., Neosho, MO 64850
 - Phone: 417-451-3223

Local Transit & Mobility Providers

- OATS Inc.
 - Contact: Dorothy Yeager
 - Address: 2506 Maguire Blvd. Ste. 101, Columbia, MO 65201
 - Email: rfrazier@oatstransit.org
 - Phone: 573-443-4521
- City of Carthage Transit Services
 - Contact: Dorothy Weber
 - Address: 326 Grant Street, Carthage, MO 64836
 - Email: d.weber@carthagemo.gov
 - Phone: 417-237-7000
- City of Joplin Transit Services
 - Contact: Robert Lolley
 - Address: 602 S. Main, Joplin, MO 64801
 - Email: rlolley@joplinmo.org
 - Phone: 417-625-4793
- Ozark Center
 - Contact: Samantha Ezell
 - Address: 1105 E. 32nd St., Suite 2, PO Box 2526, Joplin, MO 64804
 - Email: slezell@greemanhealth.com
 - Phone: 417-347-7750