



# Human Services Coordination Transportation Plan

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

Mo-Kan Regional Council  
224 N 7th Street  
St. Joseph, MO 64501  
816.233.3144  
3/1/2023

**Mo-Kan Human Service Coordination  
Transportation Plan**

Outline

I.	Introduction .....	2
	a. Purpose of the Plan	
	b. Planning Process	
	c. Overview of the Mo-Kan region	
II.	Census Information and Analysis .....	5
	a. Population	
	b. Median Income	
	c. Employment	
III.	Transportation Trends in the Four County Area .....	20
	a. Workforce	
	b. Transportation Disadvantaged Populations	
	c. Available services	
IV.	Assessment of Transportation Services .....	34
	a. Medical Transportation	
	b. Senior Transportation	
	c. General Public Transportation	
V.	Survey Results and Analysis .....	38
VI.	Conclusion and Recommendations.....	46

## I. Introduction

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

The Mo-Kan Regional Human Transit Study was completed following the guidelines outlined by the Missouri Department of Transportation (MoDOT) and the Federal Transit Administration. Following the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU) this plan has been updated every five years. The original study was completed in 2008; the second update was completed in 2013 and third was completed in 2018.

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

Public transportation in rural environments is crucial to the movement of people to services over a widespread area, spurring development, increasing economic growth, and transporting people to necessary facilities. The purpose of the plan is to identify barriers to transportation for groups of persons most likely to lack access to a personal vehicle or be able to drive the vehicle should they own or have access to a vehicle. These groups are senior citizens, economically disadvantaged, disabled or limited mobility persons and individuals who make a personal decision to not drive if at all possible. A person could fall within multiple categories.

For the planning process, representatives from public and private transit services and human service providers were solicited for input to this study. Mo-Kan reached out to all

---

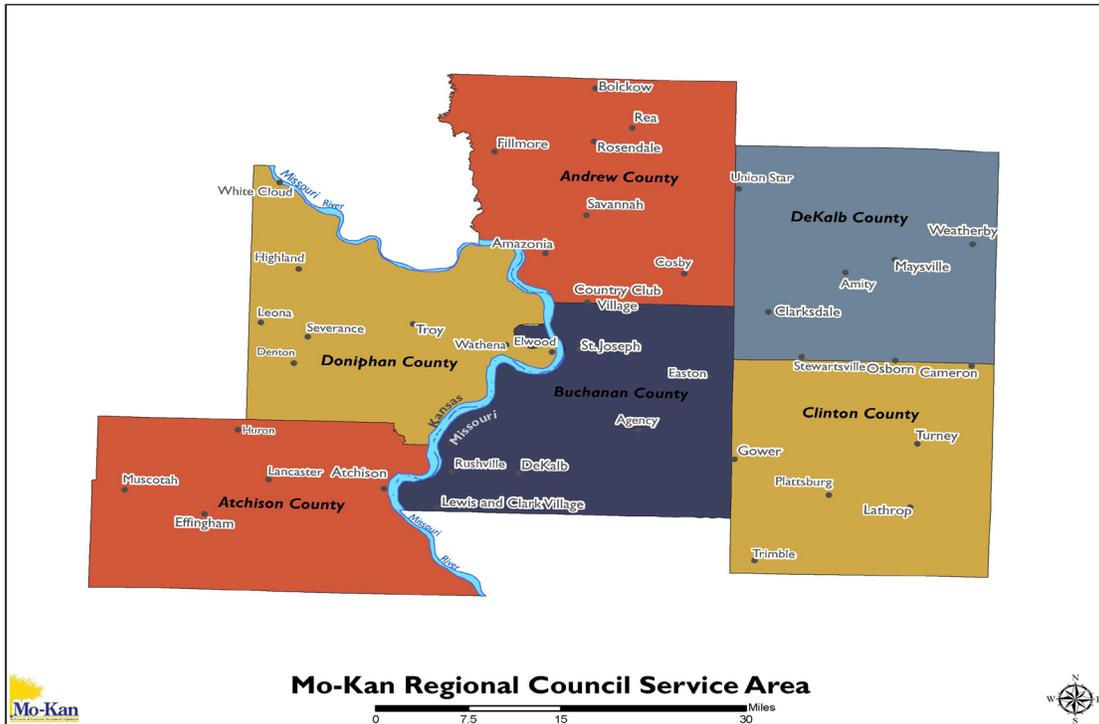
1

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

the known public and private transit providers and conducted in-person or telephone interviews. Several of the providers shared ridership data. Elected and appointed officials and members of the public were queried through a series of public meetings held throughout the Missouri counties within the Mo-Kan service area. Mo-Kan staff obtained citizen input at several area agencies and public meeting spaces and places. Finally, staff held discussions with service providers, such as medical facilities, senior centers, activity centers, and food banks to gain insight from their staff.

### Overview of the Mo-Kan Region

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



Andrew County encompasses 435 square miles, with 430 square miles of land and five square miles of surface water. As of 2020, the county had a population of 18,135. Measured from Savannah, Andrew County is located approximately 65 miles north of Kansas City and 120 miles south of Omaha, Nebraska. The Missouri River flows to its west and creates a border between Missouri and Kansas. The county includes five cities and three villages. Savannah is the county seat.

Buchanan County encompasses 415 square miles, with 410 square miles of land and five square miles of surface water. As of 2020, the county had a population of 84,793. Measured from Saint Joseph, Buchanan County is approximately 55 miles north of Kansas City and 130 miles south of Omaha, Nebraska. Missouri river flows to the west of the area, forming a border between Kansas and Missouri. The county includes one city and twelve townships. Saint Joseph is the county seat.

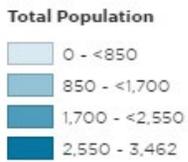
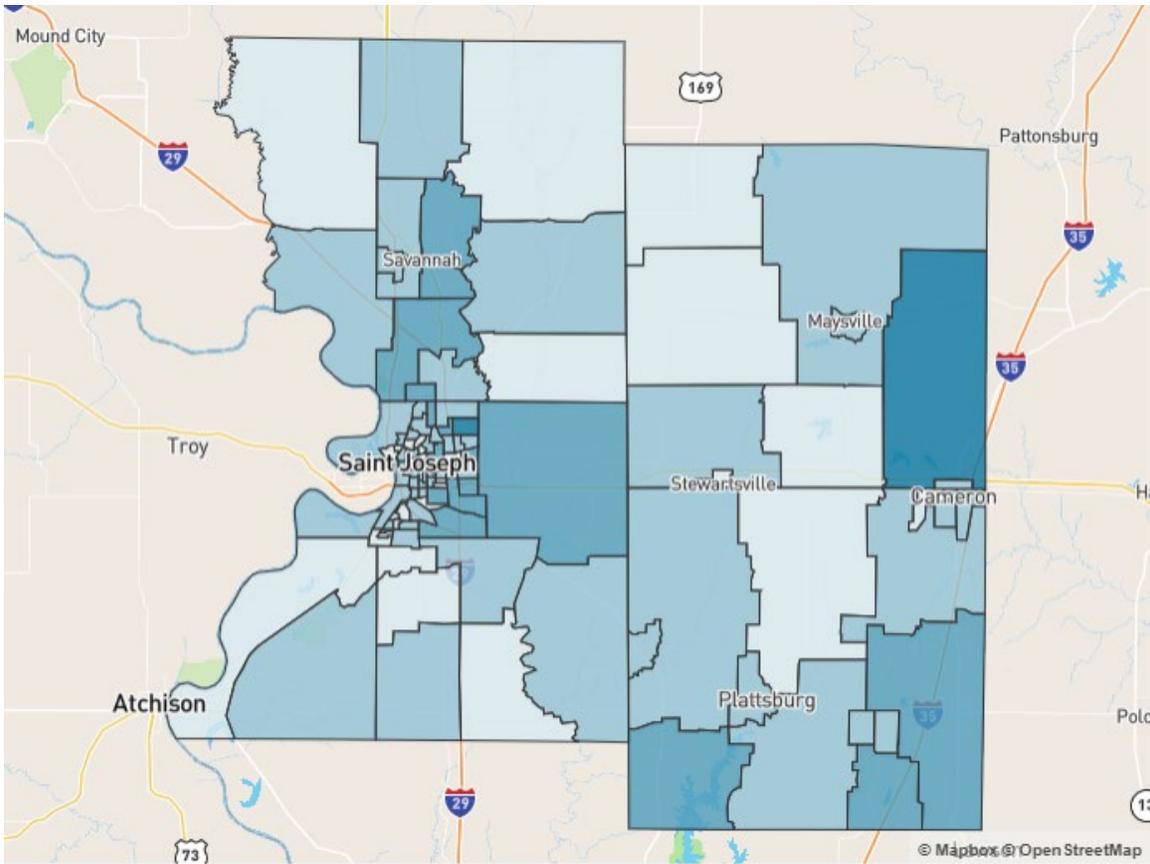
Clinton County encompasses 419 square miles of land. As of 2020, the county had a population of 21,184. It is bordered by DeKalb County to the north, Buchanan and Platte Counties to the west, Clay County to the south and Caldwell and Ray Counties to the east. Clinton is considered the “Crossroads of the Nation” because of its position on I-35, Missouri Highway 36, and Chicago-Kansas City Expressway Route 110 from Chicago to Kansas City. Plattsburg is the county seat.

DeKalb County encompasses 424 square miles of land. As of 2020 the county had a population of 11,029. It is bordered by Gentry County to the north, Daviess and Caldwell Counties to the east, Clinton County to the south, and Andrew and Buchanan Counties to the west. Maysville is the county seat.

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

The 2020 total population of the Mo-Kan Missouri region was 135,141. The area encompasses 1,693 square miles. Since the last Census in 2010 there has been an overall decrease in population of -3.56%. Andrew County and Clinton County experienced growth in the Mo-Kan Missouri region during the last decade. This contrasts the population changes between 1990-2000 and 2000-2010, where the population in the entire region had grown. From 1990 to 2000, excluding Buchanan County, all of the counties had double-digit population growth. From 2000-2010 only DeKalb continued to have double-digit population growth. DeKalb County's population grew between 1990 and 2010 was likely the result of the addition of two state prisons as the Census Bureau counts prison inmates as a part of the local population.

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

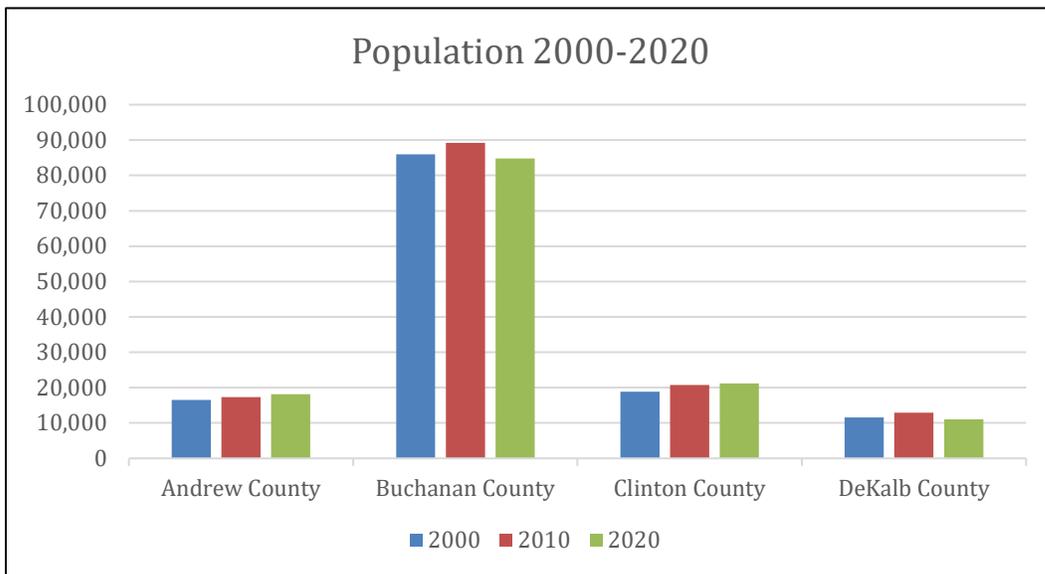


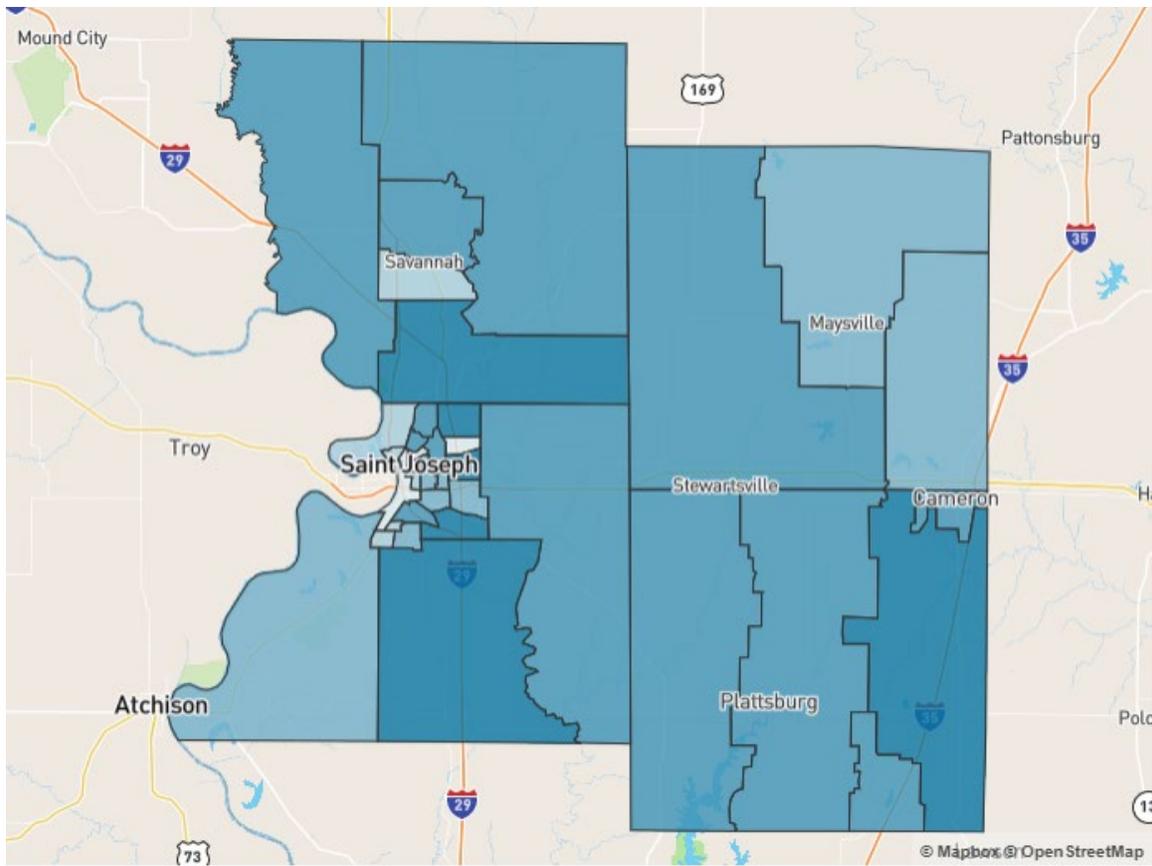
Sources: US Census Bureau 2020

<b>Percentage of Population Increase/Decrease per County 1990-2020</b>			
	1900-2000	2001-2010	2010-2020
Andrew	12.7%	4.8%	4.9%
Buchanan	3.5%	3.7%	-4.9%
Clinton	14.4%	9.3%	2.1%
DeKalb	16.4%	11.2%	-14.5%

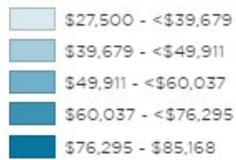
In the current decade, 2010-2020, only Andrew County has maintained growth the entire period. This growth is largely due to a steady influx of people into the City of Savannah, which has grown from 4,414 residents in 1990 to 5,069 residents in 2020.

<b>Total Population Mo-Kan Missouri Service Area</b>			
COUNTY	2000	2010	2020
Andrew	16,492	17,291	18,135
Buchanan	85,992	89,201	84,793
Clinton	18,879	20,743	21,184
DeKalb	11,597	12,892	11,029
Total	135,060	142,137	135,141





**Median Household Income**



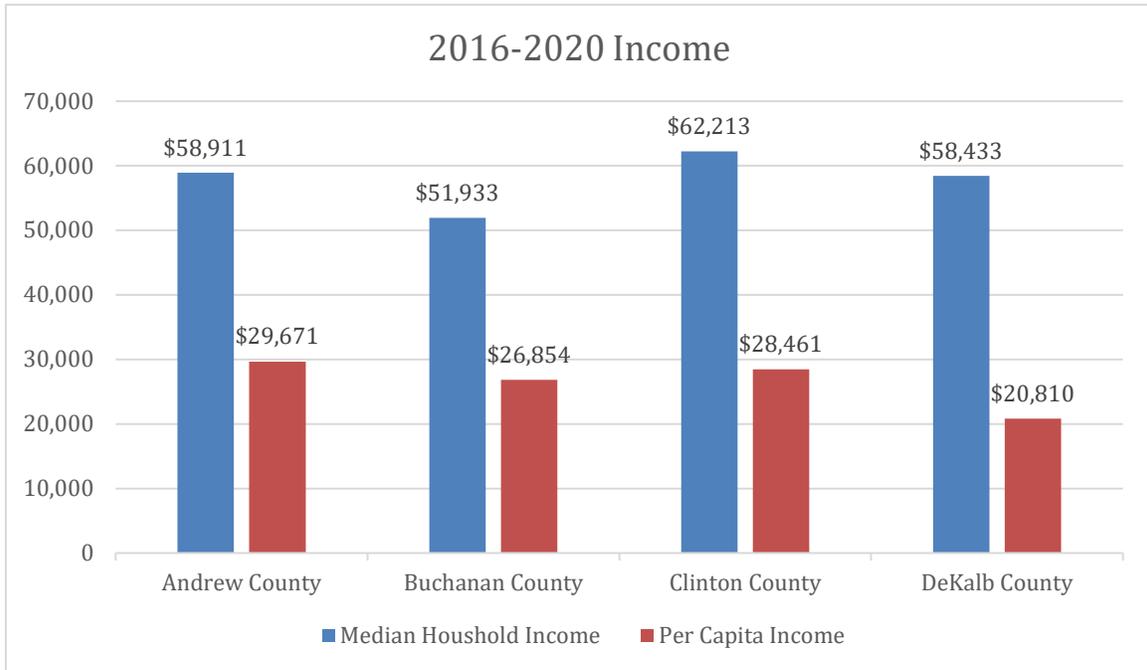
Sources: US Census Bureau ACS 5-year 2017-2021

### Median Household Income and Per Capita Income

This indicator reports median household income based on the 2016-2020 American Community Survey data. This includes the income of the householder and all other individuals 15 years old and over in the household, whether they are related to the householder or not. Because many households consist of only one person, average household income is usually less than average family income.

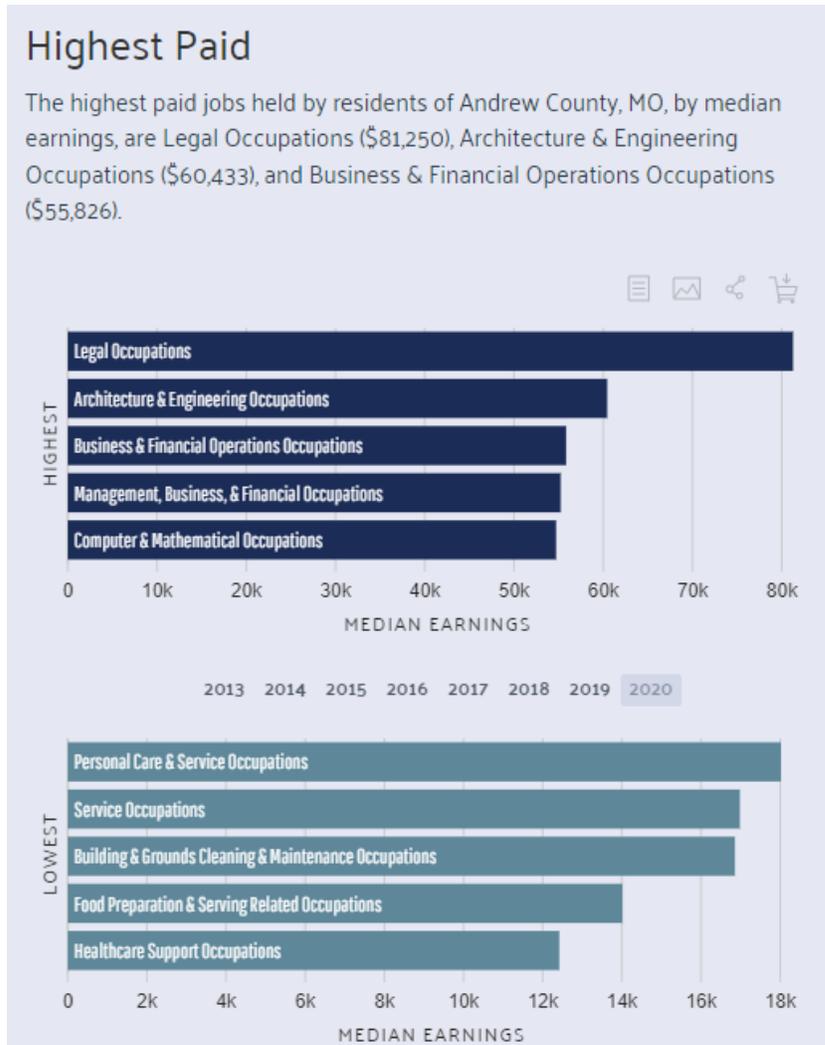
Per capita income is also shown, which is the mean income is computed for every adult and child in a particular group including those living in group quarters. It is derived by dividing the aggregate income of a particular group by the total population in that group. This measure is rounded to the nearest whole dollar.

Clinton County has the highest median household income, approximately \$10,000 higher than Buchanan County, which is lowest of the four counties. However, Andrew County has the highest per capita income, and DeKalb County has the lowest.



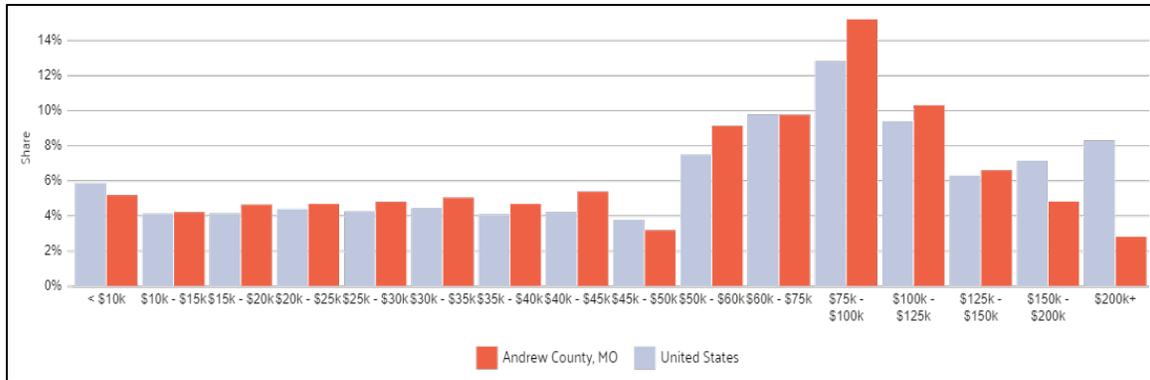
## Andrew County Income Information

The following chart shows the highest paying and lowest paying industries in Andrew County. Andrew County has 9,171 residents in the workforce, but many work outside of the county. The county has 281 employer establishments, employing 1,710 people.



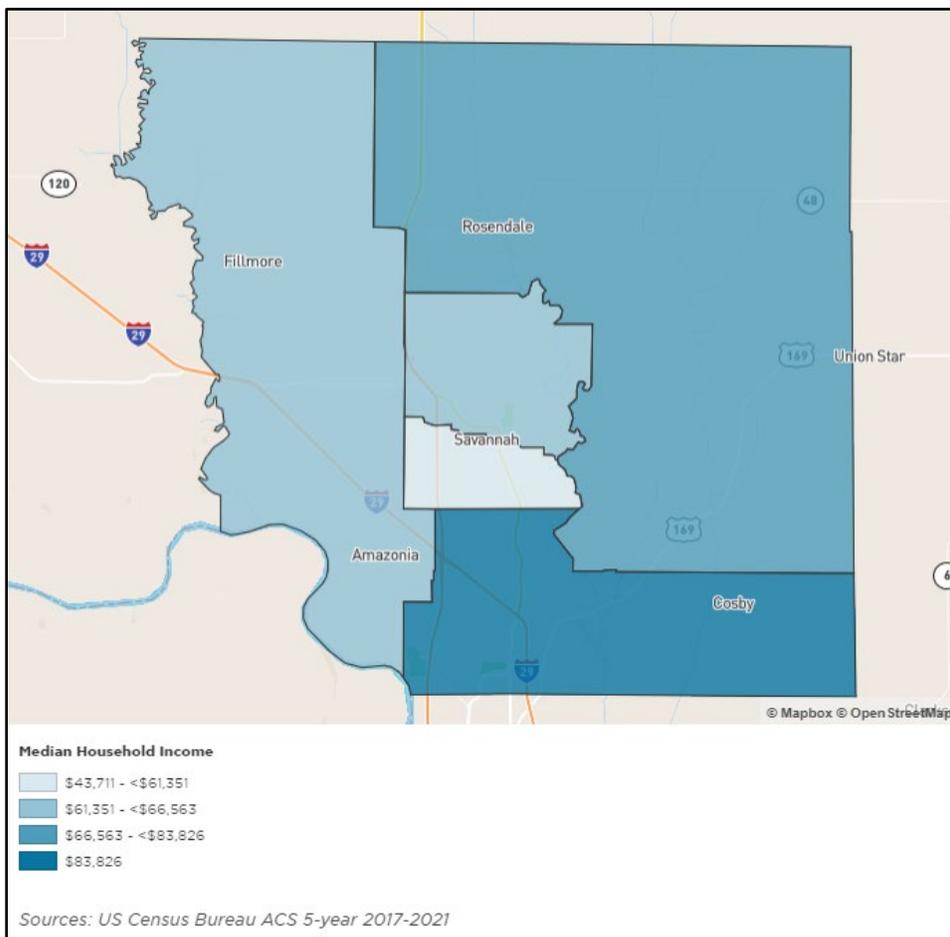
Source: Data USA, data from the Census Bureau ACS 5-year Estimate

The following chart displays the households in Andrew County, MO distributed between a series of income buckets compared to the national averages for each bucket. The largest share of households have an income in the \$75k - \$100k range.



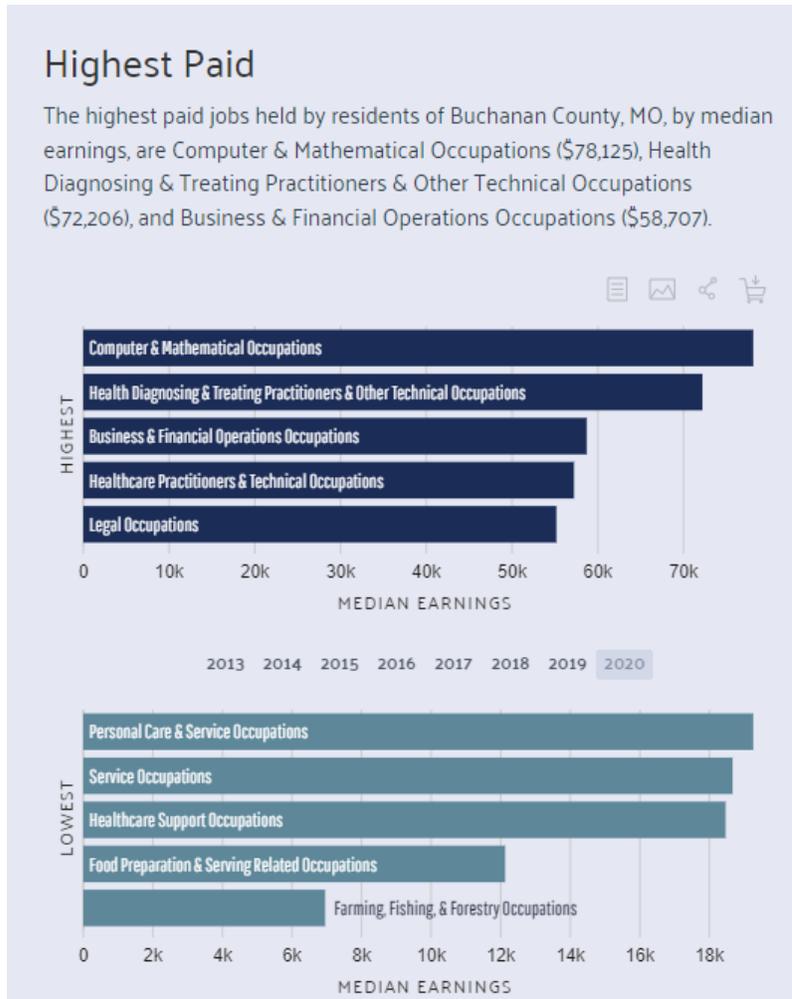
Source: Data USA

In 2020, the tract with the highest Median Household Income (Total) in Andrew County, MO was Census Tract 101 with a value of \$83,011, followed by Census Tract 104 and Census Tract 103, with respective values of \$63,125 and \$55,682. The following map shows all of the tracts in Andrew County, MO colored by their Median Household Income (Total).

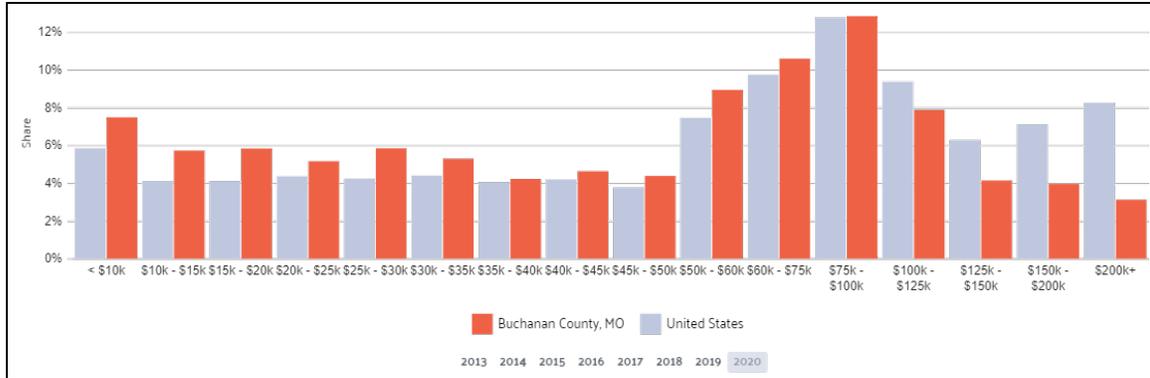


## Buchanan County Income Information

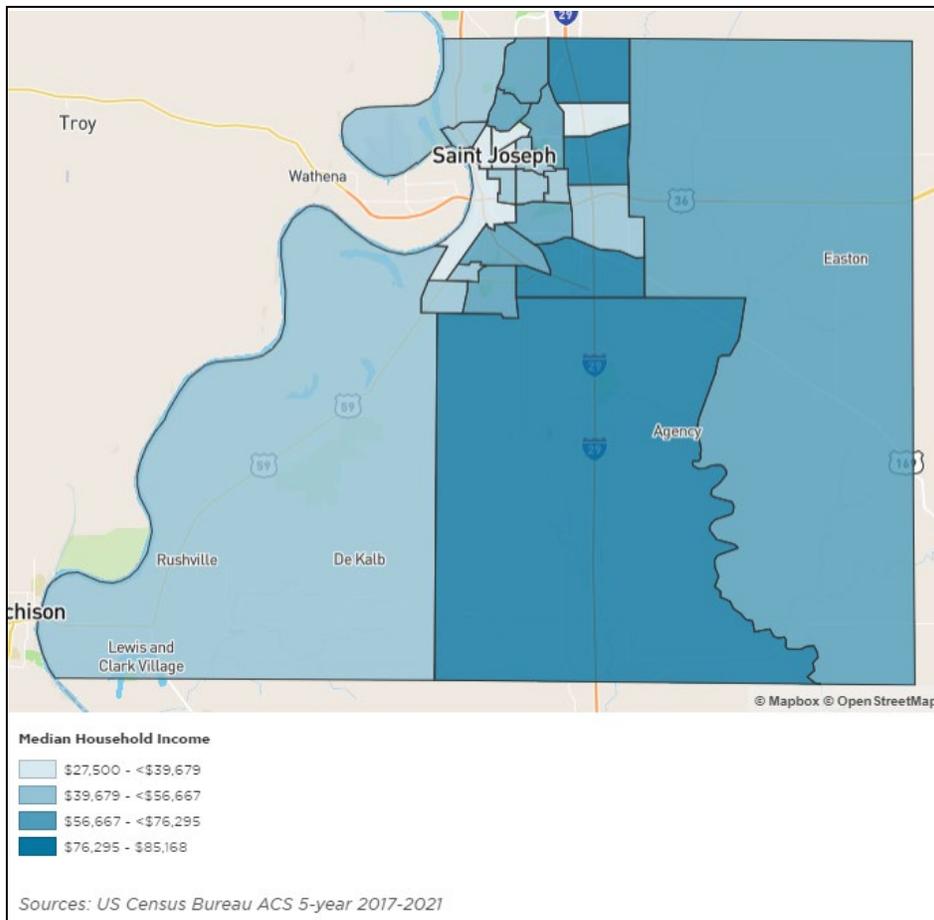
The following chart shows the highest paying and lowest paying industries in Buchanan County. Buchanan County has 41,674 residents in the workforce. The county has 2,151 employer establishments, employing 44,779 people.



The following chart displays the households in Buchanan County, MO distributed between a series of income buckets compared to the national averages for each bucket. The largest share of households have an income in the \$75k - \$100k range.

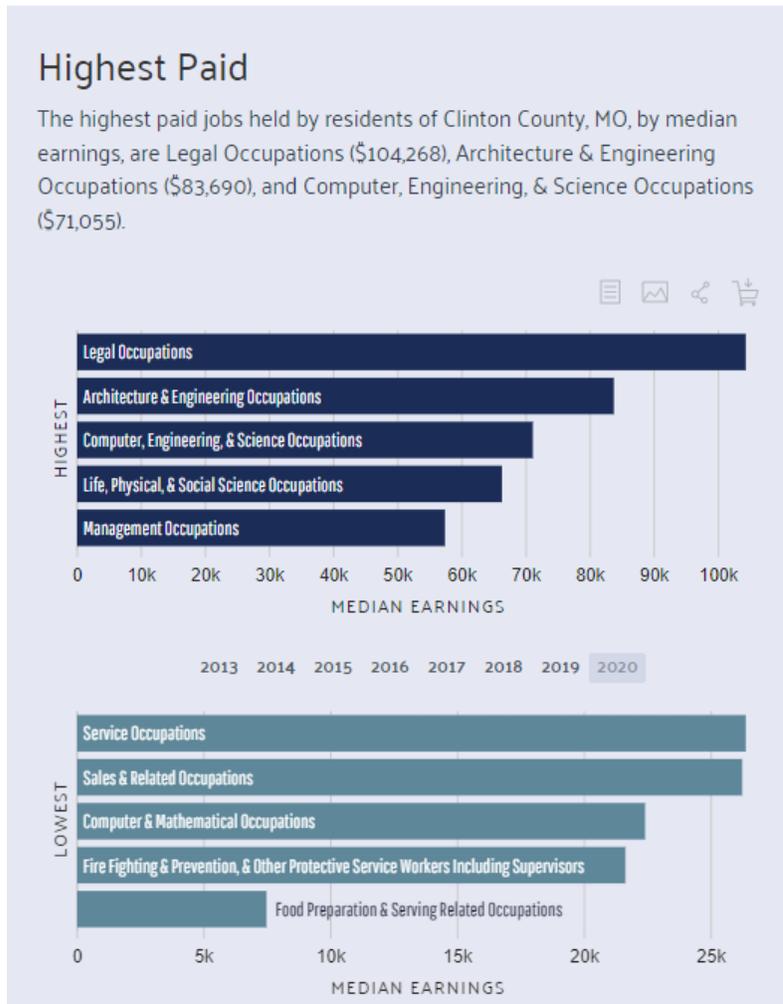


In 2020, the tract with the highest Median Household Income (Total) in Buchanan County, MO was Census Tract 1 with a value of \$81,250, followed by Census Tract 22 and Census Tract 28, with respective values of \$78,958 and \$69,667. The following map shows all of the tracts in Buchanan County, MO colored by their Median Household Income (Total).

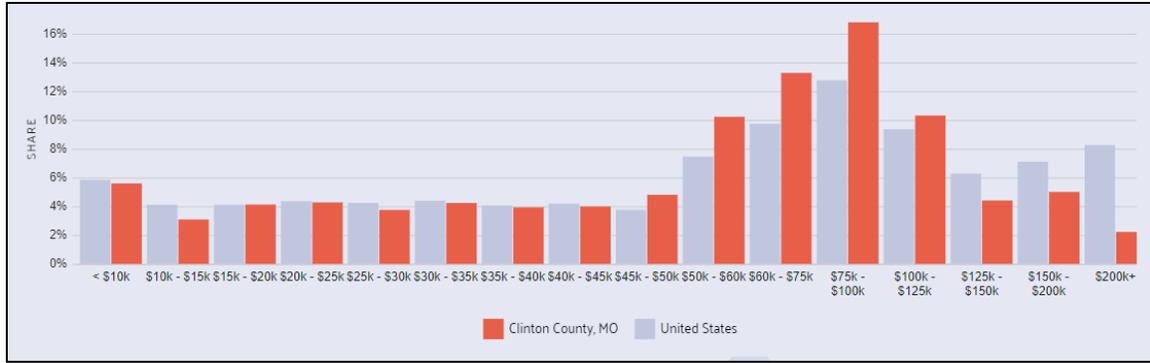


## Clinton County Income Information

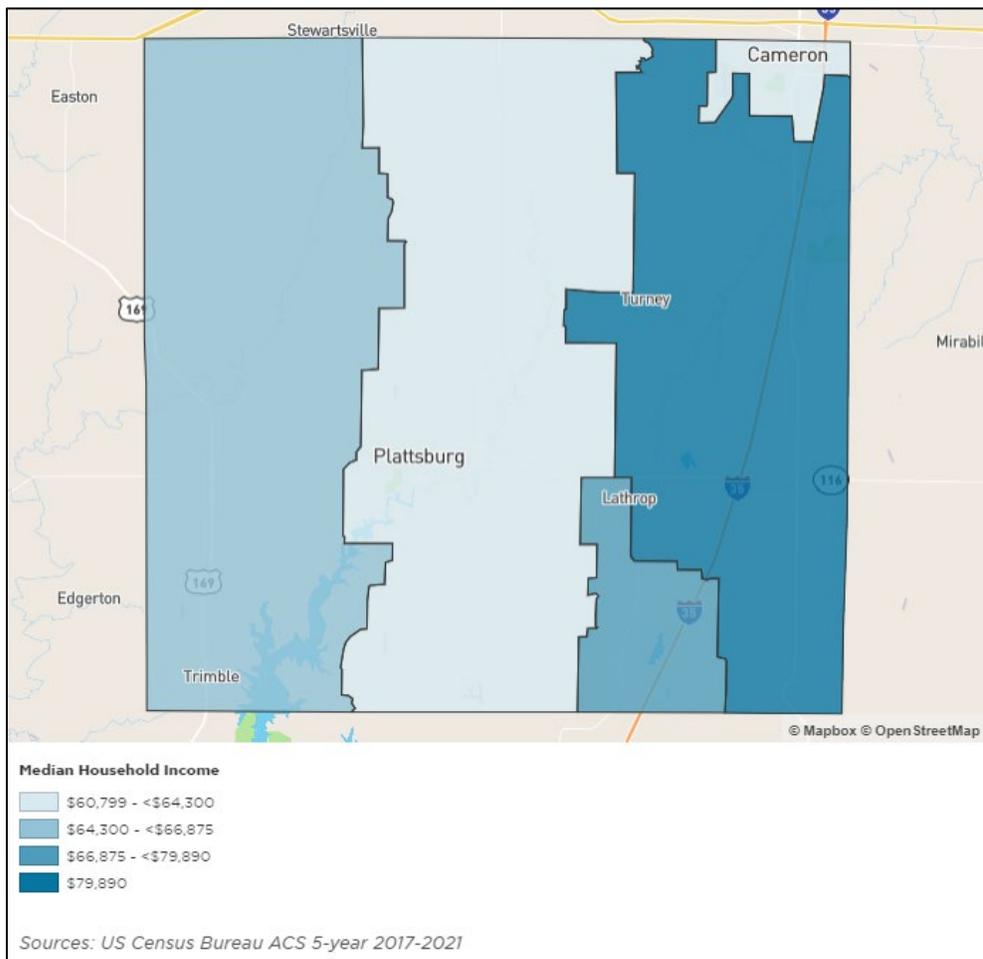
The following chart shows the highest paying and lowest paying industries in Clinton County. Clinton County has 10,049 residents in the workforce. The county has 357 employer establishments, employing 2,652 people.



The following chart displays the households in Clinton County, MO distributed between a series of income buckets compared to the national averages for each bucket. The largest share of households have an income in the \$75k - \$100k range.

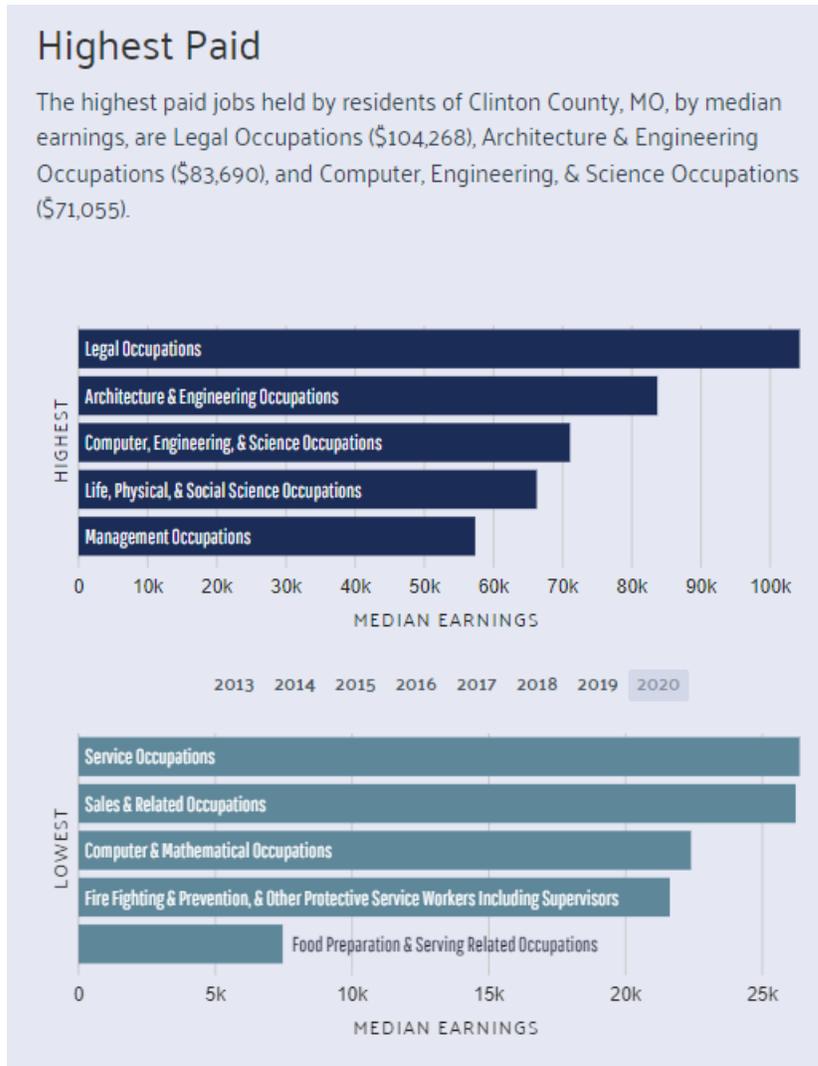


In 2020, the tract with the highest Median Household Income (Total) in Clinton County, MO was Census Tract 604 with a value of \$62,106, followed by Census Tract 603 and Census Tract 601, with respective values of \$59,598 and \$59,355. However, the 2017-2021 estimates show a shift towards 602 with development along I-35. The following map shows all of the tracts in Clinton County, MO colored by their Median Household Income (Total).

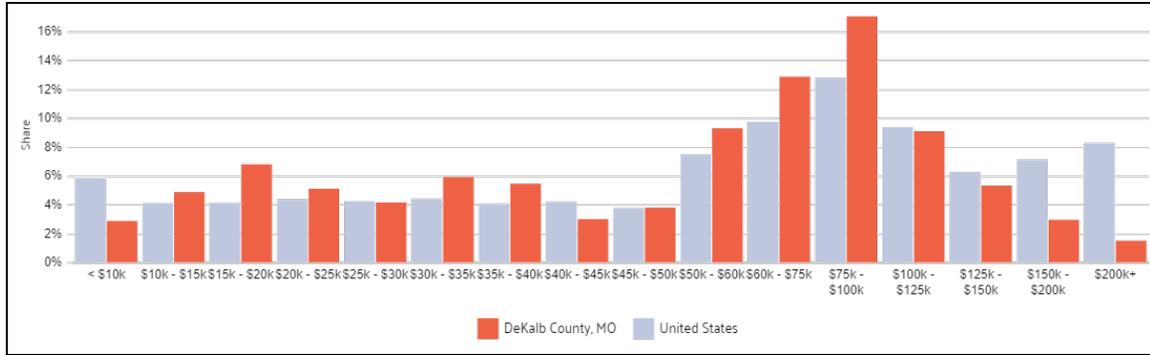


## DeKalb County Income Information

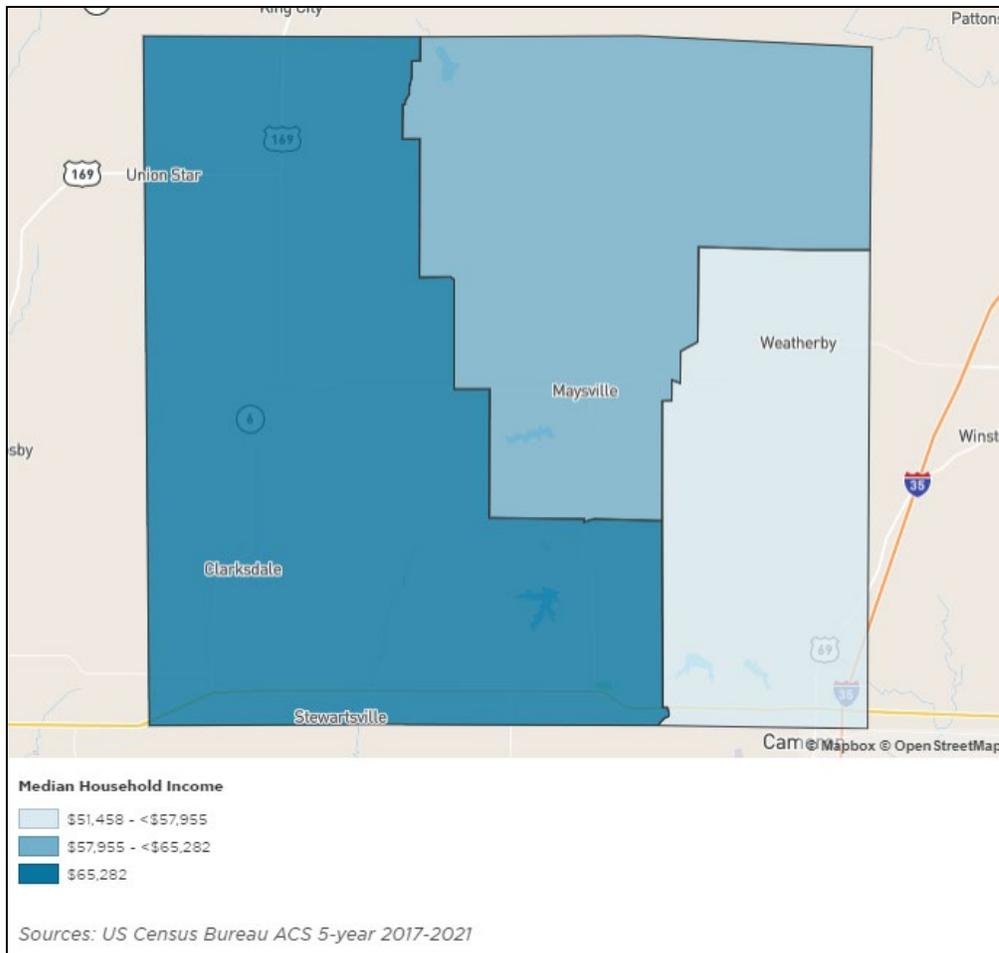
The following chart shows the highest paying and lowest paying industries in DeKalb County. DeKalb County has 4,105 residents in the workforce. The county has 205 employer establishments, employing 2,174 people.



The following chart displays the households in DeKalb County, MO distributed between a series of income buckets compared to the national averages for each bucket. The largest share of households have an income in the \$75k - \$100k range.



The following map shows all of the tracts in DeKalb County, MO colored by their Median Household Income (Total). Census Tract 802 has the highest estimated income at \$65,282.



## Median Household Income 2017-2021 of Mo-Kan Missouri Area Residents

Source: US Census Bureau ACS 5-year 2017-2021

County	Total Households	Median Household Income
Andrew	6,880	\$63,769
Buchanan	33,243	\$54,073
Clinton	7,946	\$63,876
DeKalb	3,772	\$59,462

### County Snapshots

#### Andrew County:

- 2020 Census population is 18,135, up 4.9% from 2010.
- 19.9% of the residents are aged 65 or over.
- 50.2% of the residents are female.
- 6,799 households with 2.56 persons per household.
- 23% of the residents are under 18 years of age.
- Population density is 41.9 persons per square mile.
- 62.7% of the residents 16 + are in the workforce.
- Mean travel time to work is 23.3 minutes.
- Median household income is \$58,911.
- 9.1% of the residents have incomes below the Federal Poverty Line.
- 8.5% of the residents under the age 65 years have a disability.

#### Buchanan County:

- 2020 Census population is 84,793, down 4.9% from 2010.
- 17.2% of the residents are aged 65 or over.
- 49.1% of residents are female.
- 33,642 households with 2.49 persons per household.
- 22.5% of the residents are under 18 years of age.
- Population density is 207.7 persons per square mile.
- 60.2% of the residents 16 + are in the workforce.
- Mean travel time to work is 16.8 minutes.
- Median household income is \$51,933.
- 13.1% of the residents have incomes below the Federal Poverty Line.
- 12.2% of the residents under the age 65 years have a disability.

Clinton County:

- 2020 Census population is 21,184, up 2.1% from 2010.
- 18.3% of the residents are aged 65 or over.
- 49.5% of residents are female.
- 8,100 households with 2.47 persons per household.
- 23% of the residents are under 18 years of age.
- Population density is 50.6 persons per square mile.
- 59.9% of the residents 16 + are in the workforce.
- Mean travel time to work is 30.5 minutes.
- Median household income is \$62,213.
- 9.5% of the residents have incomes below the Federal Poverty Line.
- 8.3% of the residents under the age 65 years have a disability.

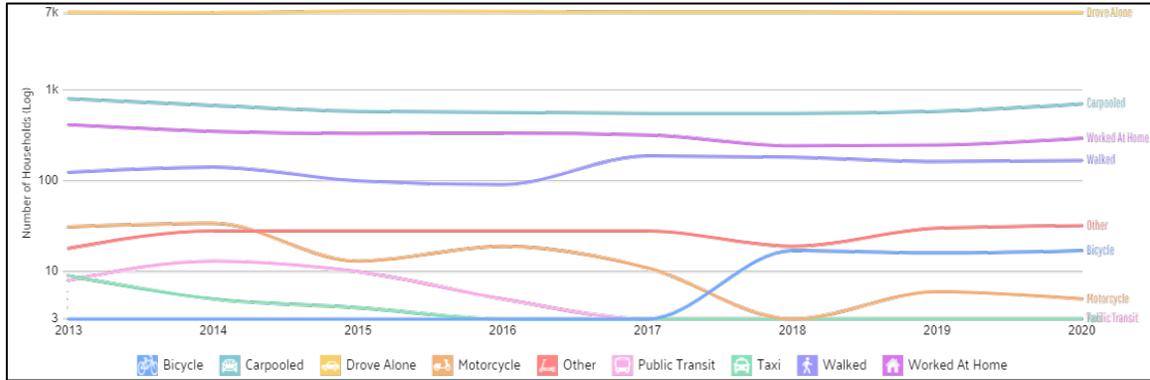
DeKalb County:

- 2020 Censu population is 11,029, down 14.5% from 2010.
- 18.5% of the residents are aged 65 or over.
- 42.6% of te residents are female.
- 3,800 households with 2.31 persons per household.
- 19.8% of the residents are under 18 years of age.
- Population density is 26.2 persons per square mile.
- 41.1% of the residents 16 + are in the workforce.
- Mean travel time to work is 30.5 minutes.
- Median household income is \$58.433.
- 12.8% of the residents have incomes below the Federal Poverty Line.
- 7.7% of the residents under the age 65 years have a disability.

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

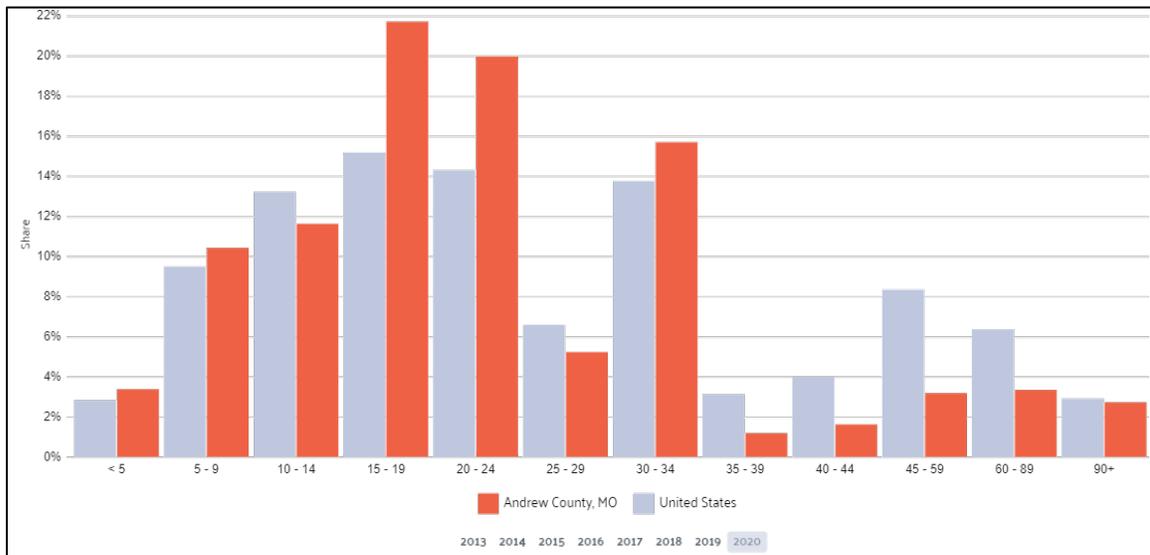
In 2020, 85.4% of workers in Andrew County, MO drove alone to work, followed by those who carpoolled to work (8.41%) and those who worked at home (3.52%).

The following chart shows the number of households using each mode of transportation over time, using a logarithmic scale on the y-axis to help better show variations in the smaller means of commuting.

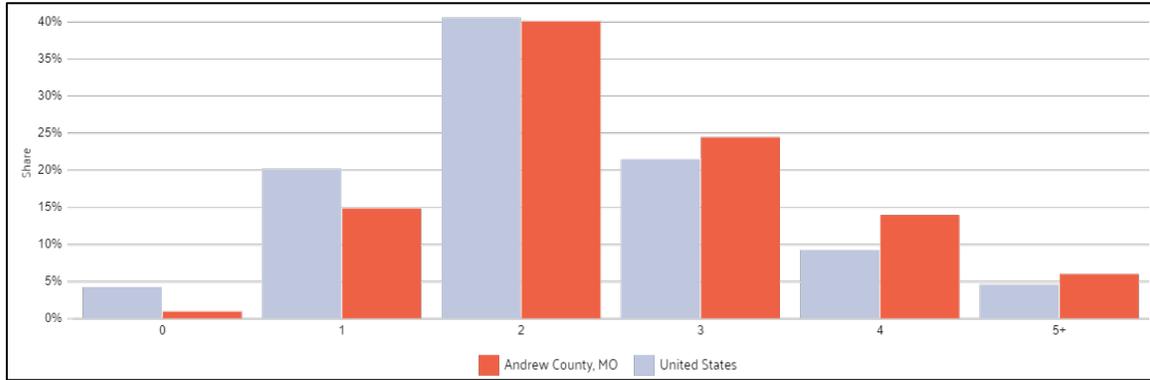


Using averages, employees in Andrew County, MO have a shorter commute time (23.3 minutes) than the normal US worker (26.9 minutes). Additionally, 2.72% of the workforce in Andrew County, MO have "super commutes" in excess of 90 minutes.

The chart below shows how the median household income in Andrew County, MO compares to that of its neighboring and parent geographies.

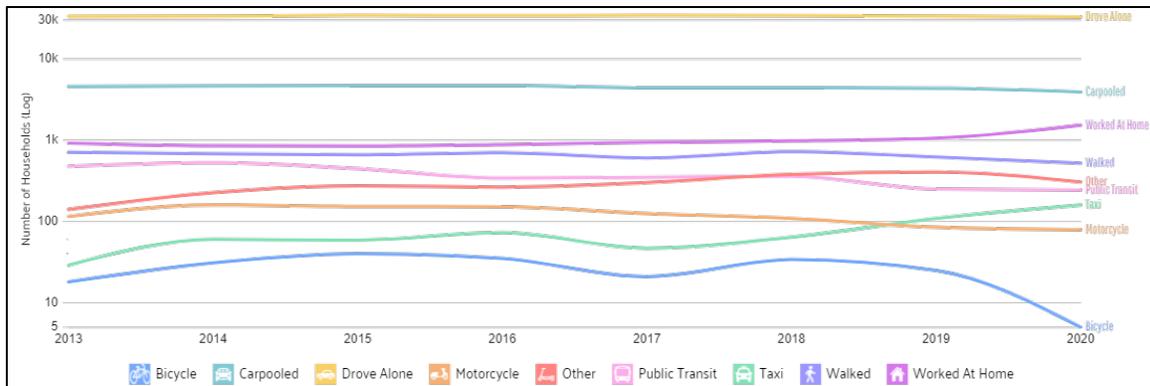


The following chart displays the households in Andrew County, MO distributed between a series of car ownership buckets compared to the national averages for each bucket. The largest share of households in Andrew County, MO have 2 cars.

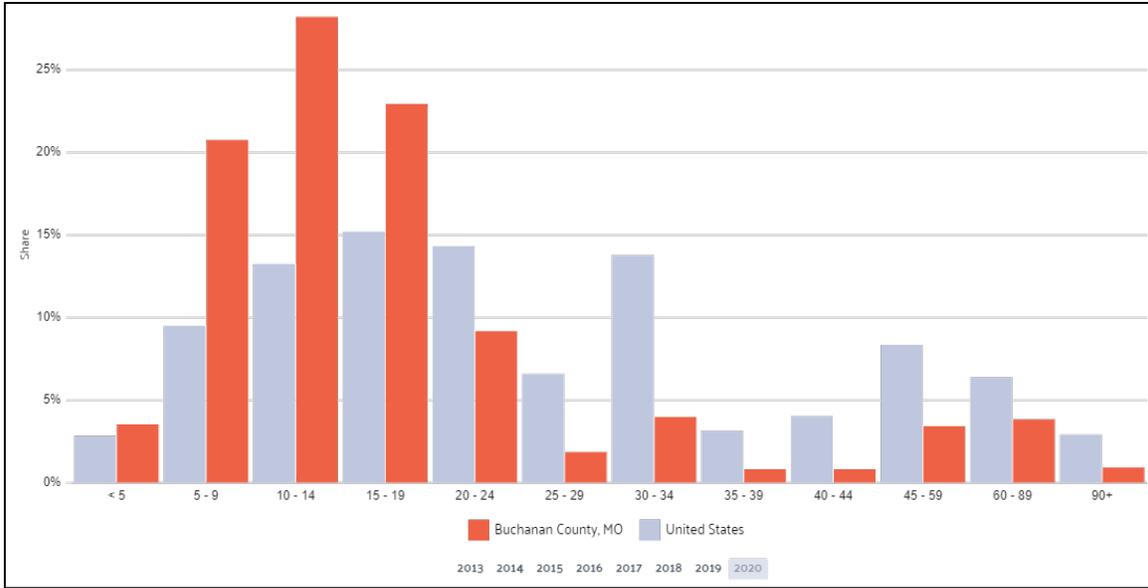


In 2020, 82.9% of workers in Buchanan County, MO drove alone to work, followed by those who carpooled to work (9.9%) and those who worked at home (3.86%).

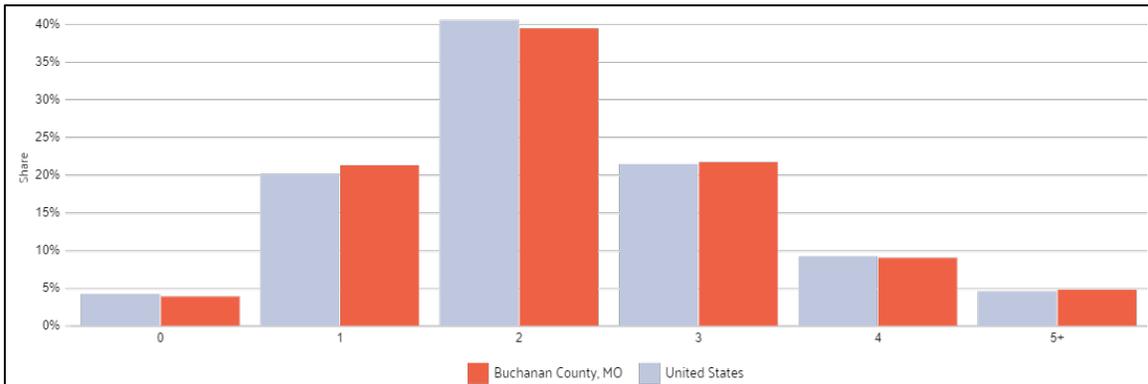
The following chart shows the number of households using each mode of transportation over time, using a logarithmic scale on the y-axis to help better show variations in the smaller means of commuting.



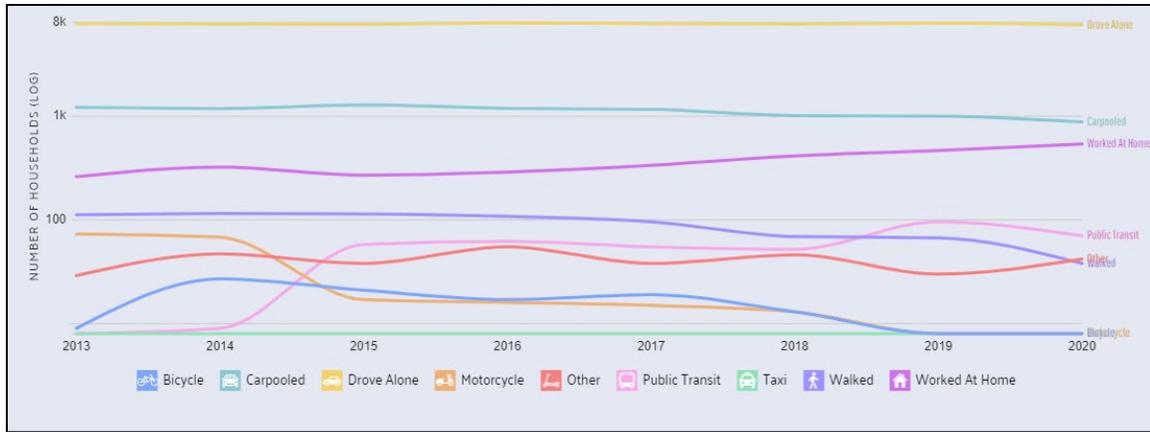
Using averages, employees in Buchanan County, MO have a shorter commute time (16.8 minutes) than the normal US worker (26.9 minutes). Additionally, 0.906% of the workforce in Buchanan County, MO have "super commutes" in excess of 90 minutes.



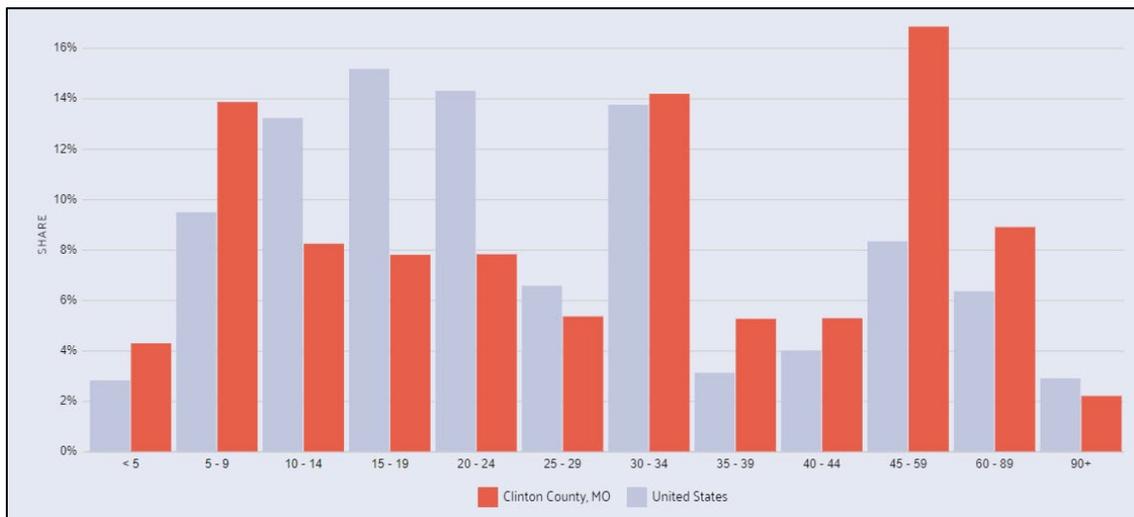
The following chart displays the households in Buchanan County, MO distributed between a series of car ownership buckets compared to the national averages for each bucket. The largest share of households in Buchanan County, MO have 2 cars.



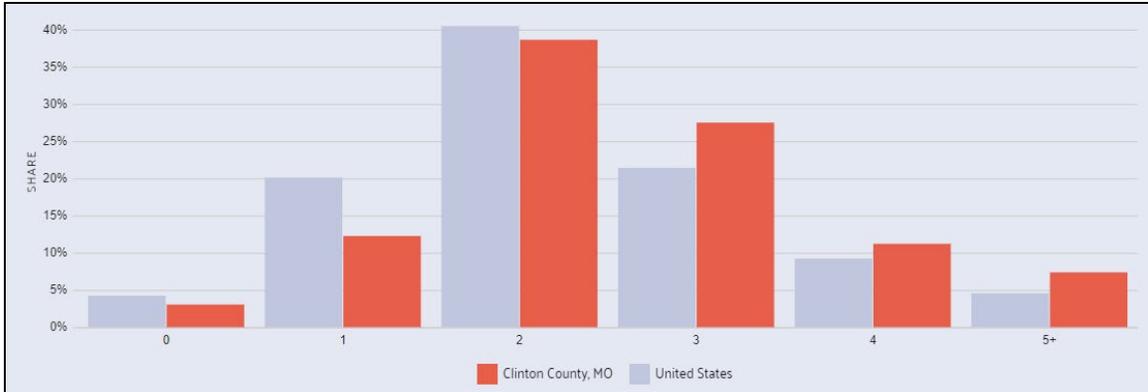
In 2020, 82.9% of workers in Clinton County, MO drove alone to work, followed by those who carpooled to work (9.58%) and those who worked at home (5.89%). The following chart shows the number of households using each mode of transportation over time, using a logarithmic scale on the y-axis to help better show variations in the smaller means of commuting.



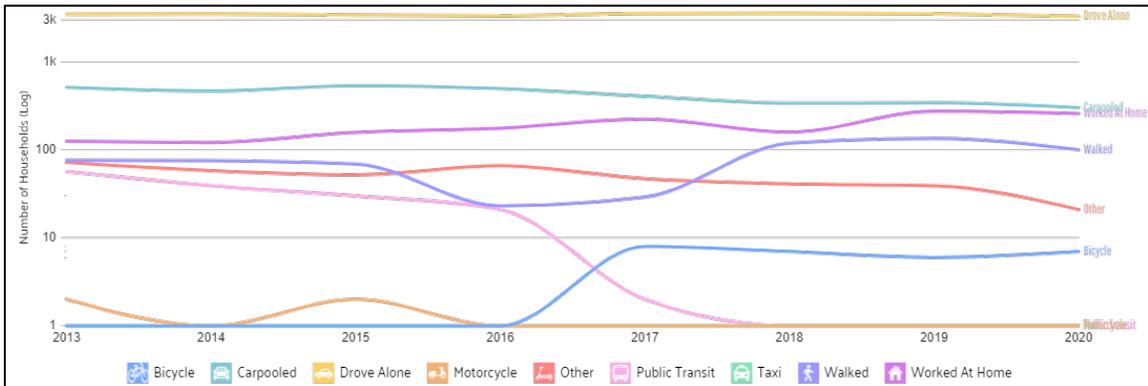
Using averages, employees in Clinton County, MO have a longer commute time (30.5 minutes) than the normal US worker (26.9 minutes). Additionally, 2.2% of the workforce in Clinton County, MO have "super commutes" in excess of 90 minutes.



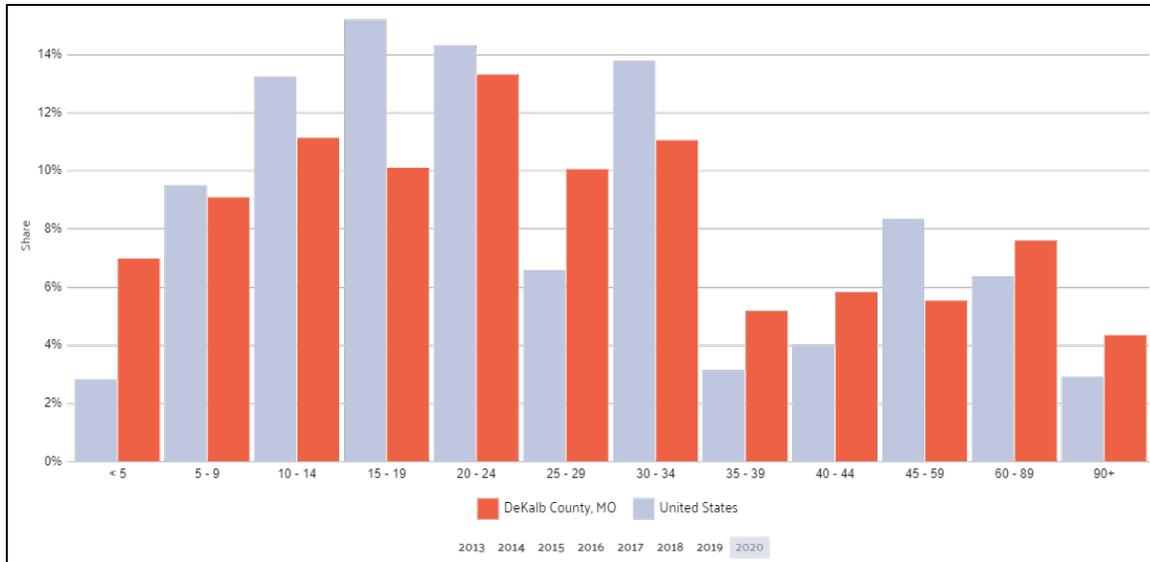
The following chart displays the households in Clinton County, MO distributed between a series of car ownership buckets compared to the national averages for each bucket. The largest share of households in Clinton County, MO have 2 cars.



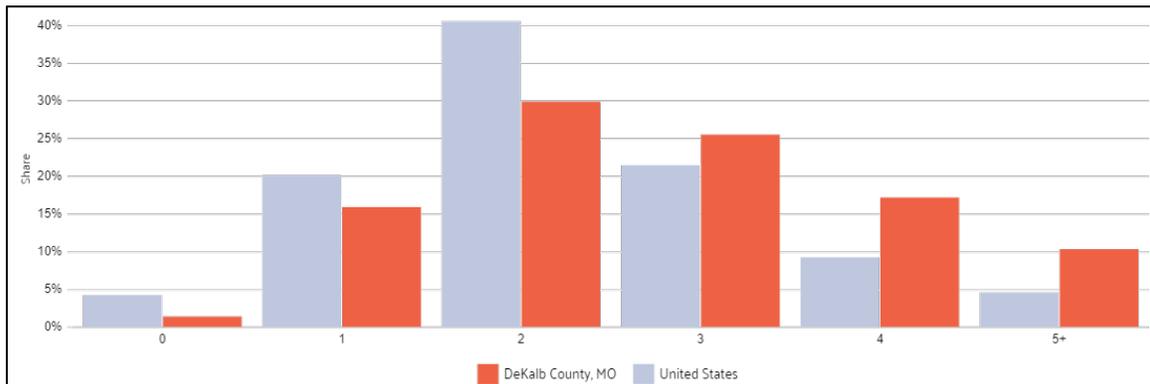
In 2020, 82.7% of workers in DeKalb County, MO drove alone to work, followed by those who carpooled to work (7.6%) and those who worked at home (6.49%). The following chart shows the number of households using each mode of transportation over time, using a logarithmic scale on the y-axis to help better show variations in the smaller means of commuting.



Using averages, employees in DeKalb County, MO have a longer commute time (30.5 minutes) than the normal US worker (26.9 minutes). Additionally, 4.33% of the workforce in DeKalb County, MO have "super commutes" in excess of 90 minutes.



The following chart displays the households in DeKalb County, MO distributed between a series of car ownership buckets compared to the national averages for each bucket. The largest share of households in DeKalb County, MO have 2 cars.



Andrew County – 18,023 population (estimated, 2021). The county workforce of 16 + residents is 8,529. The four communities used in the analysis have 4,070 workers.

Means of Transport (by %)	Savannah	Country Club	Cosby	Fillmore
Drive Alone	86.62	85.69	89.66	93.39
Carpool	8.98	7.16	8.05	0.83
Walk	0.04	6.43	0	0
Public Transit	0	0	0	0
Other Means	0	0	0	0
Work From Home	4.36	0.72	2.3	5.79

Sources: US Census Bureau ACS 5-year 2017-2021

Four Andrew County communities were identified by previous versions of the plan. Five other communities lie within the boundaries of the county and are not included in this analysis – Amazonia, Avenue City, Bolckow, Helena and Rosendale. The analysis omits residents less than 16 years of age and does not separate users by age, economic condition, or disability.

Buchanan County – 85,545 population (estimated, 2021). The County workforce of 16 + residents is 38,833. Easton, Agency, Lewis and Clark Village, and Faucett have a combined total of 647 workers.

Means of Transport (by %)	Easton	Agency	Lewis & Clark	Faucett
Drive Alone	85.83	86.21	87.69	100
Carpool	7.5	2.76	4.62	0
Walk	5	0	0	0
Public Transit	0	0	0	0
Other Means	0	0.5	0	0
Work From Home	1.66	10.53	7.69	0

These four Buchanan County communities were identified by previous versions of the plan. Data for St. Joseph was omitted as the St. Joseph MPO oversees the Human Service Transit Plan for St. Joseph. Three other communities lie within the boundaries of the county and are not included in this analysis – DeKalb, Rushville, and Wallace. The analysis omits residents less than 16 years of age and does not separate users by age, economic condition, or disability.

Clinton County – 21,095 population (estimated, 2021). The County workforce of 16 + residents is 9,155. Cameron, Lathrop, and Plattsburg have a combined total of 4,714 workers.

Means of Transport (by %)	Cameron	Lathrop	Plattsburg	
Drive Alone	73.62	87.2	90.22	
Carpool	17.29	5.97	2.56	
Walk	2.44	0.78	0.37	
Public Transit	2.92	0.43	0	
Other Means	0.65	0	1.28	
Work From Home	3.08	5.62	5.58	

These three Clinton County communities were identified by previous versions of the plan. Four other communities lie within the boundaries of Clinton County and are not included in this analysis – Gower, Hemple, Trimble and Turney. The analysis omits residents less than 16 years of age and does not separate users by age, economic condition, or disability.

DeKalb County – 11,639 population (estimated, 2021). The county’s workforce as of 16+ residents is 3,973. Clarksdale, Maysville, and Stewartsville have a combined total of 876 workers.

Means of Transport (by %)	Clarksdale	Maysville	Stewartsville	
Drive Alone	91.21	87.83	75.66	
Carpool	6.59	8.63	12.61	
Walk	0	0.88	6	
Public Transit	1.1	0	0	
Other Means	0	0	1.5	
Work From Home	1.1	1.33	4.2	

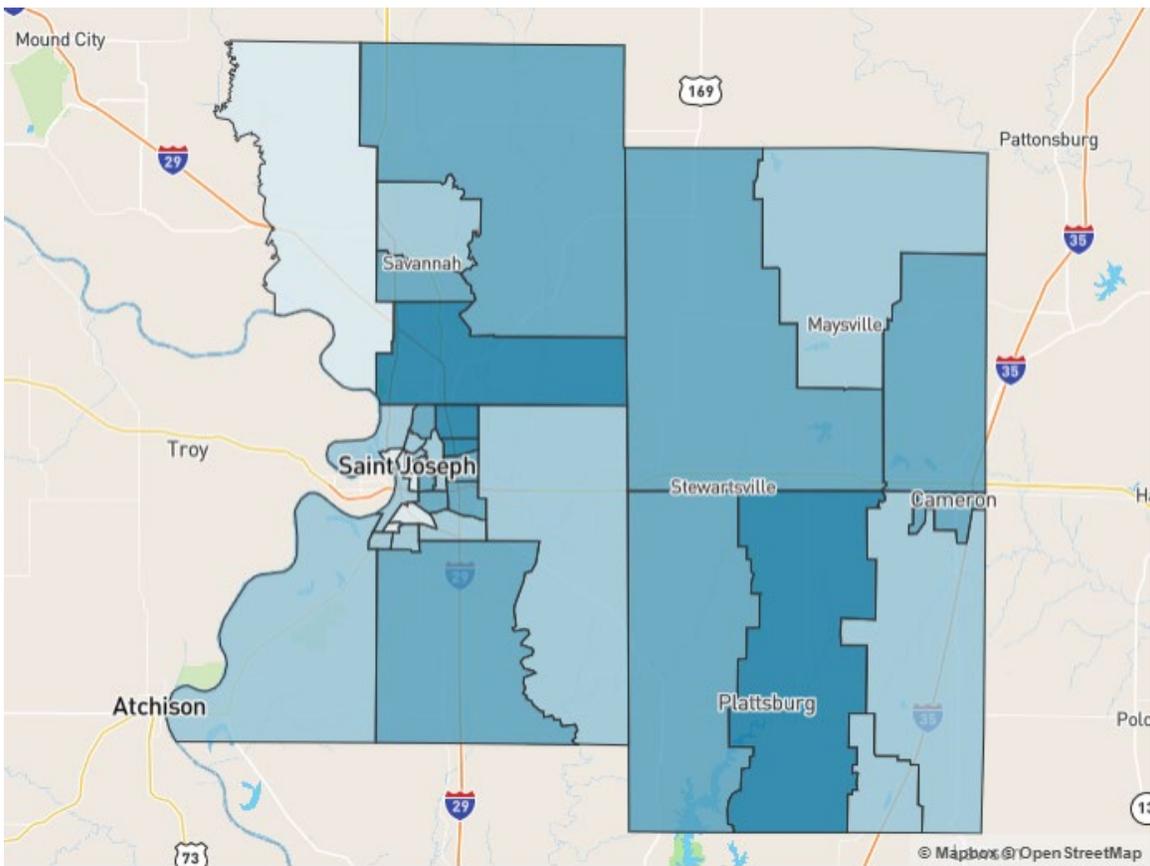
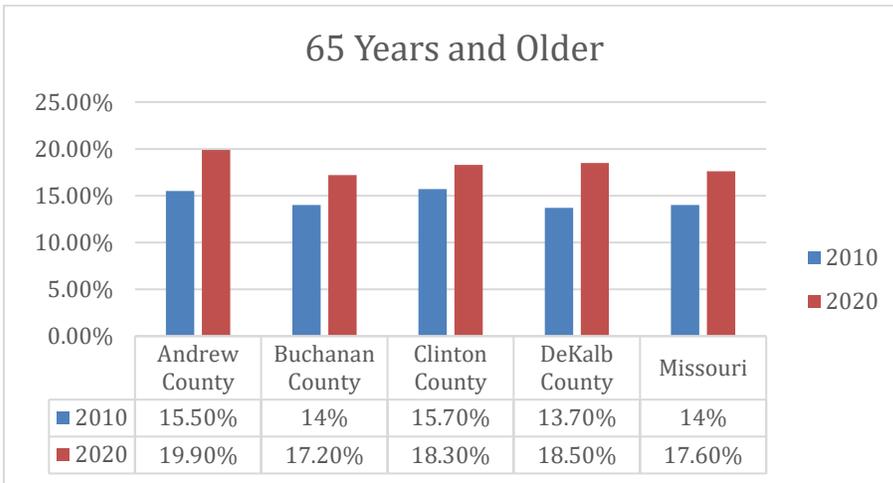
Three DeKalb County communities were identified by previous versions of the plan. Seven other communities lie within the boundaries of DeKalb County and are not included in this analysis – Amity, Fairmont, Osborn, Union Star, Weatherby, Winslow, and Wood. While Cameron straddles both Clinton and DeKalb Counties, it was included in Clinton County data for ease of reporting to avoid duplication. The analysis omits residents less than 16 years of age and does not separate users by age, economic condition, or disability.

### **Transportation-Disadvantaged Populations**

The US Census defines transportation-disadvantaged populations as: adults age 65 and older, persons with low incomes, persons with disabilities, and those who do not own a car, and therefore would be vulnerable in an emergency. The Federal Transit Administration is responsible, under Section 5310, for assisting with the transportation needs of transportation-disadvantaged populations for populations fewer than 200,000 citizens. The latest 5-year American Community Survey report for the counties of Andrew, Buchanan, Clinton, and DeKalb estimates 51,841 total occupied households and USDA ERS 2019 estimates 4,479 housing units in the area do not have a motor vehicle, or 8.64%. The percentage of households without a motor vehicle state-wide Missouri is 6.28% and 8.05% nationally.

### **Adults Aged 65 and Older**

The State of Missouri has an aging population, and this is also evident in the Mo-Kan area. Andrew County has the highest percentage of adults aged 65 and older at almost 20%. Adults aged 65 and older are particularly concentrated around the cities of Cameron, Savannah, and St Joseph. However, many in this age group are also in rural areas and will experience transportation challenges when they are no longer able to drive.



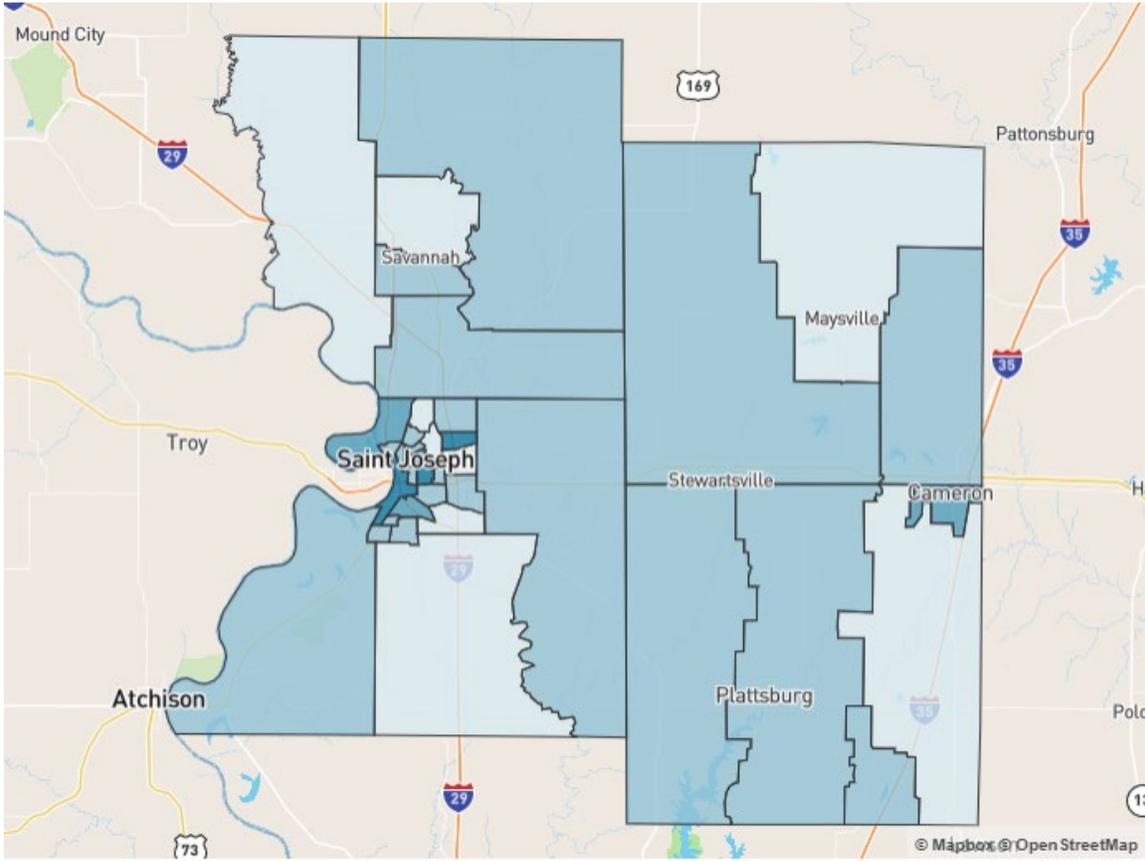
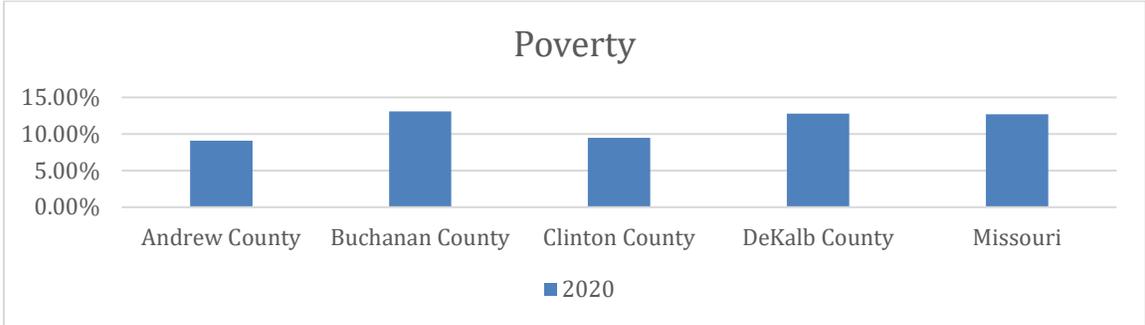
**Population Age 65 and Over (Seniors)**

- 0 - <300
- 300 - <600
- 600 - <900
- 900 - 1,200

Sources: US Census Bureau ACS 5-year 2017-2021

**Persons with Low Incomes**

In the report area individuals living in poverty. This indicator is relevant because poverty creates barriers to access including transportation, health services, employment, and other quality of life matters.



**People Below Poverty Level**  
 0 - <300  
 300 - <600  
 600 - <900  
 900 - 1,200

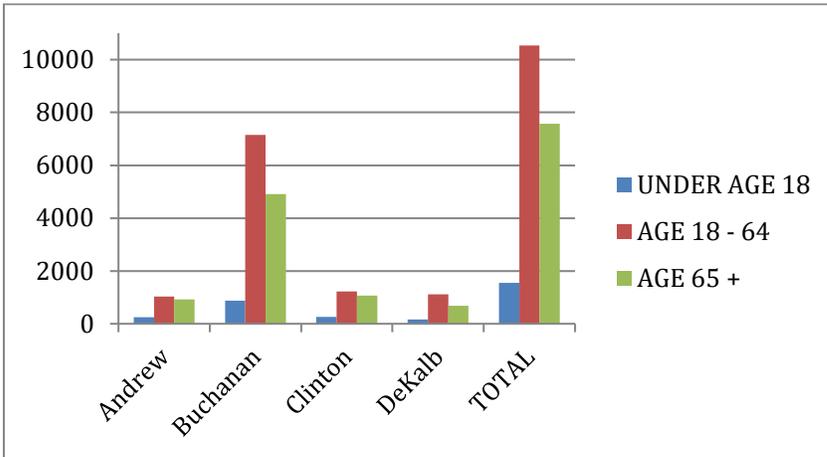
Sources: US Census Bureau ACS 5-year 2017-2021

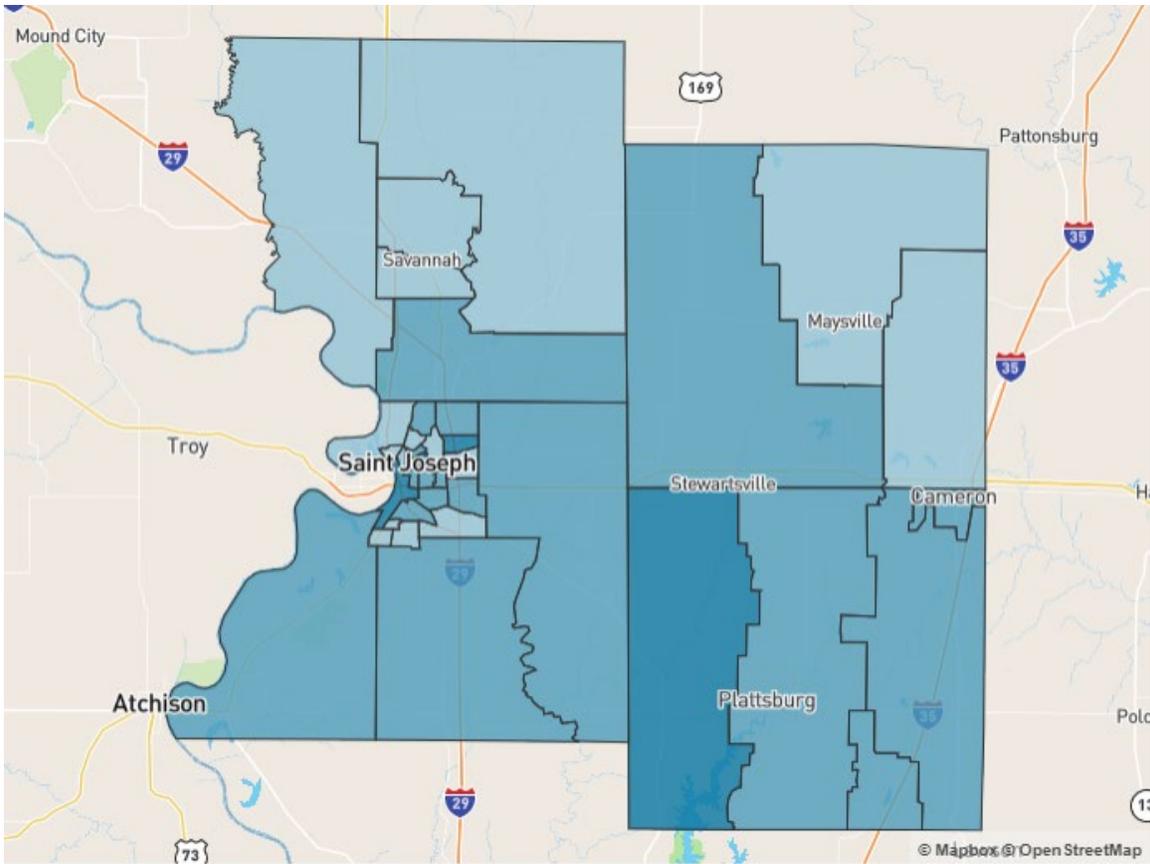
**Persons with Disabilities**

Buchanan County has the highest percentage of people with disabilities under the age of 65. The city of St. Joseph in Buchanan County has the largest concentration of people with disabilities.

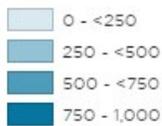
COUNTY	Under Age 18	Age 18-64	Age 65 +
Andrew	127	973	1,074
Buchanan	1,177	7,559	5,096
Clinton	296	1,430	1,397
Dekalb	56	557	698
TOTAL	1,656	10,519	8,265

MO-KAN MISSOURI COUNTIES PERSONS WITH ANY DISABILITY BY AGE





**Population Living with a Disability**

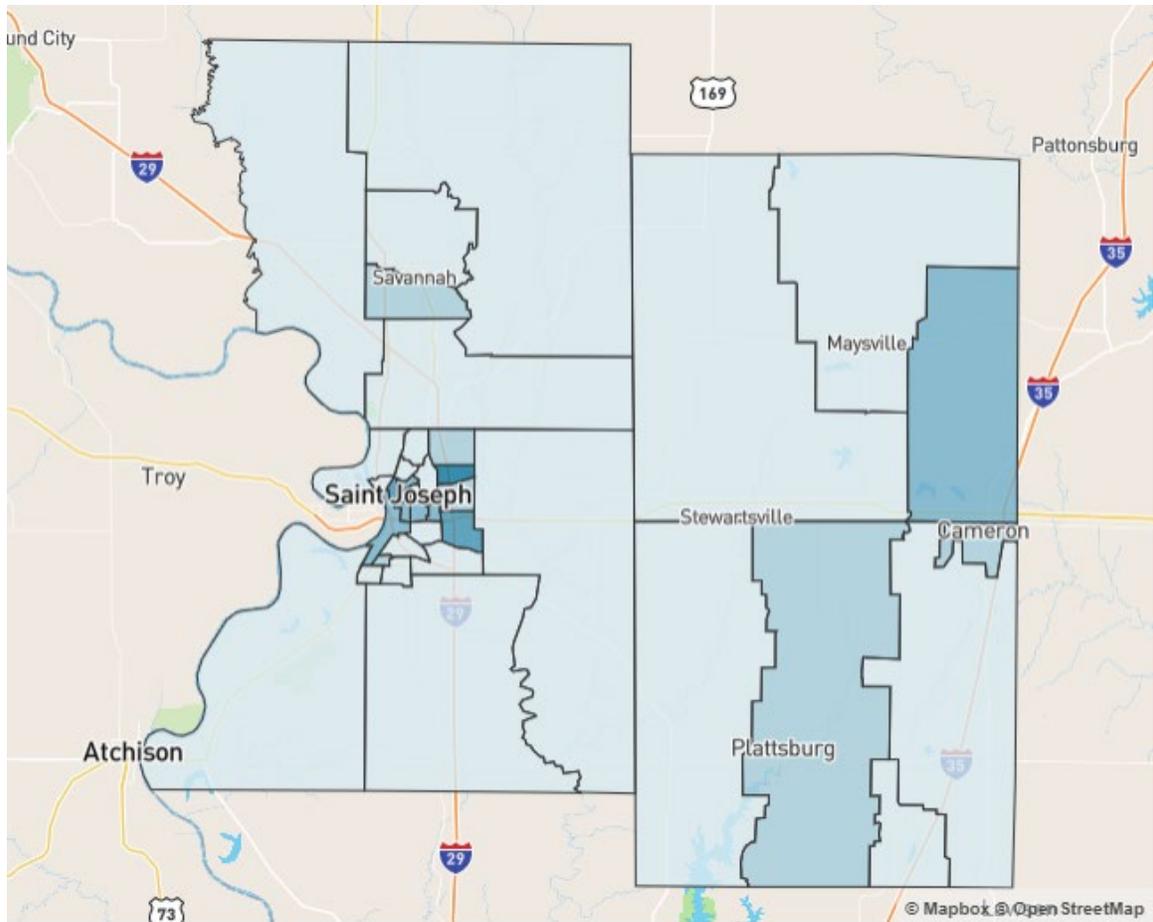


Sources: US Census Bureau ACS 5-year 2017-2021

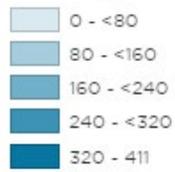
**Vehicle Availability**

Buchanan and DeKalb Counties have the highest concentrations of people without cars with only Buchanan County being over the national average. All regions, including at the national level, saw a decrease in access to vehicles since the last plan.

	<b>Andrew</b>	<b>Buchanan</b>	<b>Clinton</b>	<b>DeKalb</b>	<b>National</b>
% of Total Population	3.7%	9.12%	4.74%	5.28%	8.35%
Estimate of Actual #'s	255	3,032	377	199	<b>10,349,174</b>



**Households with No Vehicle Availability**



Sources: US Census Bureau ACS 5-year 2017-2021

## **Analysis**

Based on viewing the disadvantaged, elderly, and disabled populations through mapping and census information, there is a need for transportation assistance for the rural, elderly, disabled, and low-income population of Andrew, Buchanan, Clinton, and DeKalb Counties. Printed data, charts, and graphs, etc. do tell a convincing story that there are impediments or barriers to transportation for these targeted populations and for individuals who simply want to not drive their own vehicles for whatever reason. The next section describes available transportation services with the rural/small town areas of the four counties study area. With an aging population moving into the rural areas, there is a growing need for rural access to transportation for medical needs and groceries. While the disabled population also followed this trend of moving into rural areas, there is also a disproportionate number of people living in poverty and with disabilities in the urban core of St. Joseph. These areas match up with lack of access to personal vehicles, meaning St. Joseph transportation services are vital to serve its population.

## IV. Assessment of Available Transportation Services

### Introduction

The City of St. Joseph has the most transportation options in the Mo-Kan four-county region with both public transit (Go St. Joe) and private transportation options (Uber, Lyft, and taxi services). Commercial transportation options that connect to outside of St. Joseph, MO include Jefferson Line Bus Service and Greyhound.

However, outside of the MPO area there are very few transportation providers. Most of those providers are focused on non-emergency medical transportation or for disabled individuals and require prequalification to use the service.

Participating transportation providers in the Mo-Kan Region include:

#### AEB Transportation & Courier Service

Provides transportation to medical appointments in the northwest Missouri area. Riders must prequalify through the Missouri Division of Aging and Medicare.

#### Angel Express Transportation

Service closed in 2017.

#### Benedictine Living Community of St. Joseph

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

#### Cameron Regional Medical Center

The facility is located in Cameron, Missouri and provides healthcare transportation to residents in Clinton, Davies, DeKalb, and Caldwell Counties and secondary services to residents in Harrison, Grundy,

Livingston, and Gentry Counties. Service is only for patients who have appointments at Cameron Regional Hospital, Mosaic Clinic, two eye doctors, or at one of the affiliated clinics. While all patients may use this free service, it is mostly directed toward the elderly, low-income, or disabled individuals. It is a demand-response service that runs Monday through Friday, 7:00 a.m. to 4:30 p.m. and occasionally on Saturday, year-round. The hospital has five vans that hold between one and four people and are wheelchair accessible. The age of vans ranges from 2001 to 2017.

#### Clinco Sheltered Industries, Inc.

A private non-profit human services agency that serves disabled individuals in all four counties. Clinco provides rides for clients to get to and from their jobs. They serve approximately 50 people daily, on fixed routes from 8:30 a.m. - 3:30 p.m., Monday through Friday, year-round. They have two 15-passenger vans, six super-cab pick-up trucks and two 2-ton box trucks. The organization receives funding from several sources, including the Federal Transportation Administration, and other grants. Some clients pay Clinco for the service provided out-of-pocket.

#### Faith in Action

Provides free transportation to doctor's appointments for senior citizens and anyone who can prove that they have a need within St. Joseph city limits. There is no fee and volunteers use their own vehicles. There is limited capacity so reservations must be made at least a week in advance. The service does not have the capacity to transport individuals in wheelchairs. The service is provided by a group of churches.

#### Go St. Joe

Known as "Go St. Joe," St. Joseph Transit currently services eight fixed routes which encompass the city limits of St. Joseph and Elwood, Kansas. Curb-to-curb route deviations are available, on a scheduled or walk-on basis. All users of the transit system may schedule or request deviations.

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

MTM provides rides to healthcare services for eligible Medicaid and Medicare patients. Patients must have no other way to get to their Medicaid/Medicare healthcare services. To find out if you are eligible for rides through MTM, visit [www.memberportal.net](http://www.memberportal.net).

#### OATS Transit

A private non-profit transportation provider serving 87 counties in Missouri, for anyone regardless of age, income, disability, race, gender, religion, or national origin. OATS Transit offers demand-response door to

door service within the region. The hours of operation in the Northwest Region are 7:00 a.m. to 5:00 p.m., Monday through Friday, 52 weeks of the year. The Northwest Region serves 18 counties including Andrew, Buchanan, Clinton, and DeKalb. OATS Transit has a fleet of 847 minibuses, mini-vans and sedans, serving over 30,000 passengers annually. In 2022, OATS traveled 11,206,262 miles, serving 28,758 passengers. OATS receives funding from a variety of sources including funding from the Federal Transportation Administration.

#### Road to Recovery

The American Cancer Society, (ACS), coordinates rides for any cancer patients for cancer treatment and/or to follow-up treatment. Depending on the client's needs the ACS can coordinate a ride with an ACS volunteer driver, with a local organization that partners with ACS, or will refer the client to a local resource to contact. Services were suspended during COVID and there are plans to bring the program back by the end of 2022.

#### Saint Luke's North Hospital- Smithville Care Van

Services ceased during COVID and there are no current plans for services to resume.

Residents may also contact MO RIDES, a transportation referral service for the entire state. They match riders up with local transportation providers.

#### The Sunshine Factory (also known as Senate Bill 40)

Provides transportation services to developmentally disabled residents of Andrew County. Transportation is provided on a fixed-route basis to individuals' jobs, workshops, or day camps. Services are offered Monday through Friday from 7:00 am to 4:00 pm throughout the year. The office and van routes are closed on national and state holidays. They do not coordinate or contract with any other transportation or human service organization for their transit services. Their only funding is local taxes.

#### Young At Heart/ Northwest Missouri Area Agency on Aging (NWMOAAA)

For persons over 60 with priority given to those with the greatest economic and social need. Services eighteen counties of Northwest Missouri, including Andrew, Buchanan, Clinton, and DeKalb Counties. They have several forms of transportation depending on need and location. PAR (Provide a Ride) – Young At Heart/NWMOAAA provides trained volunteer drivers to take the client to their non-emergency medical appointment. If there is no driver available, they offer the client reimbursement. Client Reimbursement (CR) for clients that want to reimburse a non-family member for giving them a ride for non-emergency medical trips. OATS and St Joseph transit funded trips can be used for non-emergency medical,

essential business, shopping trips and to eat at a senior center nutrition site. Funding sources are the Older Americans Act and MoDOT. Clients do not have to pay for services.

Veterans Transportation Service

Serves veterans who are eligible for Veterans Administration, (VA), health care benefits and have a VA-authorized appointment based on availability and guidelines in place at the local facility; veterans must be referred by their medical provider. The service is provided within a 40-mile radius of the Kansas City VA hospital.

Wynn-Cress Transportation

Is a local transportation provider for Logicare. Serves individuals with permanent and temporary disabilities, and senior citizens. They provide local and long-distance service. Services are available Monday through Friday, 7:30 a.m. to 5:30 p.m. and Saturdays, 8:00 a.m. to 12:30 p.m. Wynn-Cress service area includes Andrew, Buchanan, Clinton, and DeKalb Counties.

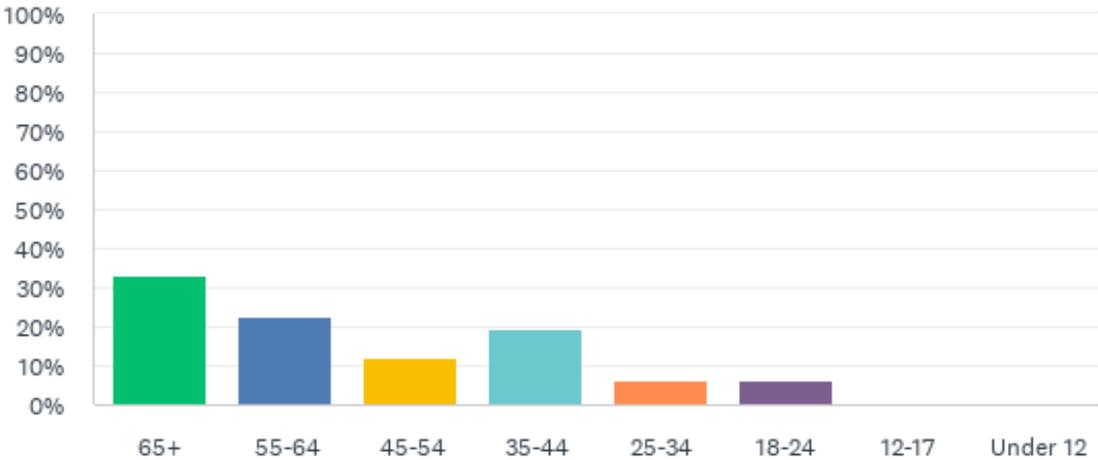
## V. SURVEY RESULTS AND ANALYSIS

While the presented data strongly suggests that a fair number of regional residents have barriers to transportation and need to rely on friends and family, borrowed vehicles, or other means of transportation, the analysis must include the opinions of residents. The opinions serve to ratify the stated conclusion or provide an alternate conclusion not substantiated by the given data. Mo-Kan Regional Council solicited survey participants at the previously listed service providers.

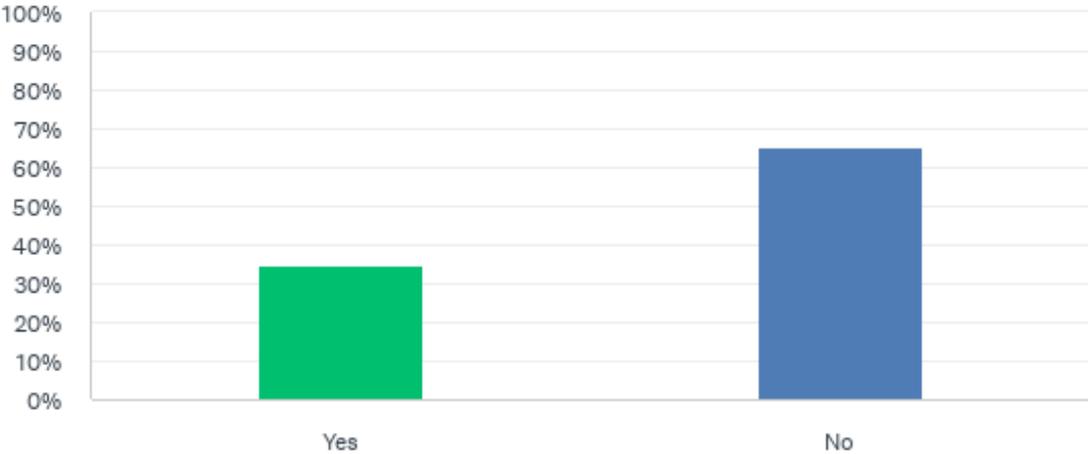
The survey was well received with over 60 surveys completed. The survey consisted of 13 questions. Not every question was answered by every participant. Here are the questions participants were asked to complete and number of respondents answering:

1. What is your age? 66/66
2. In which county do you work? 66/66
3. Do you have a valid driver's license? 66/66
4. Which means of transportation do you utilize? 66/66
5. Which of the following best describes your current occupation? 64/66
6. Do you use transit services? 66/66
7. How often do you use transit services? 66/66
8. What reasons do you use transit services? 65/66
9. What changes could be made in transit services? 65/66
10. Any other comments that you have about public transit in the region? 61/66
11. Are you satisfied with your public transit service providers? 31/66
12. If not, why are you not content with your public transportation providers? 62/66
13. In which county and city do you live? 14/66

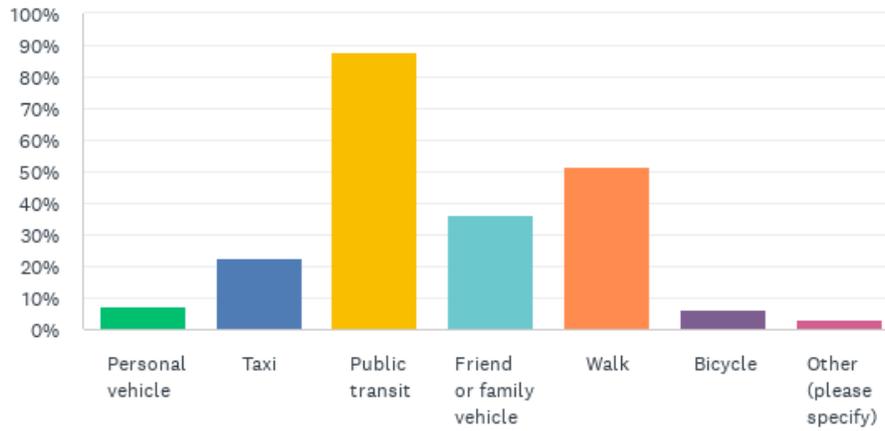
# Q1 What is your age?



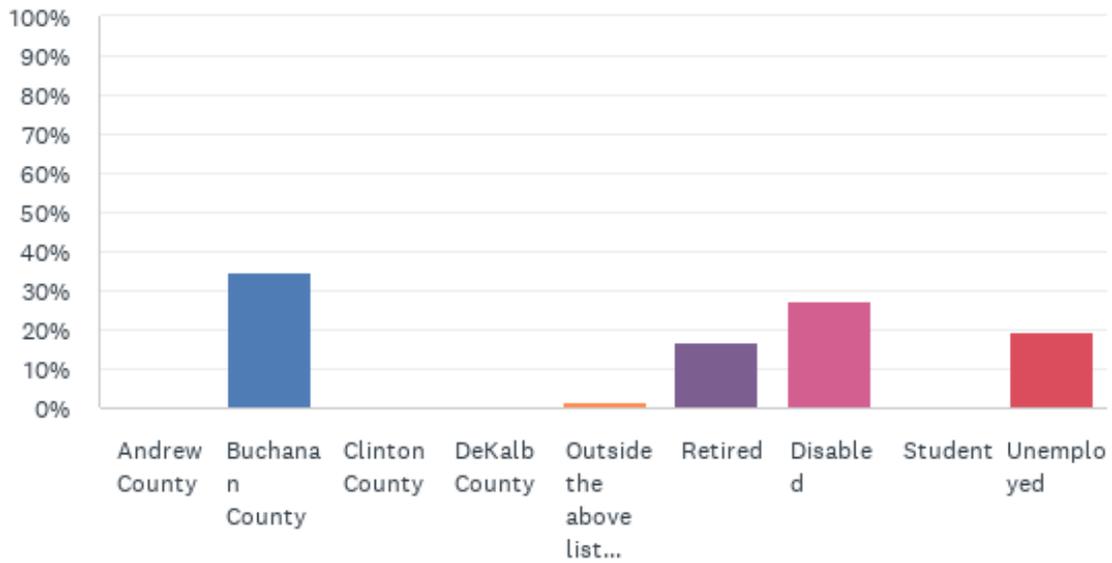
# Q2 Do you have a valid driver's license?



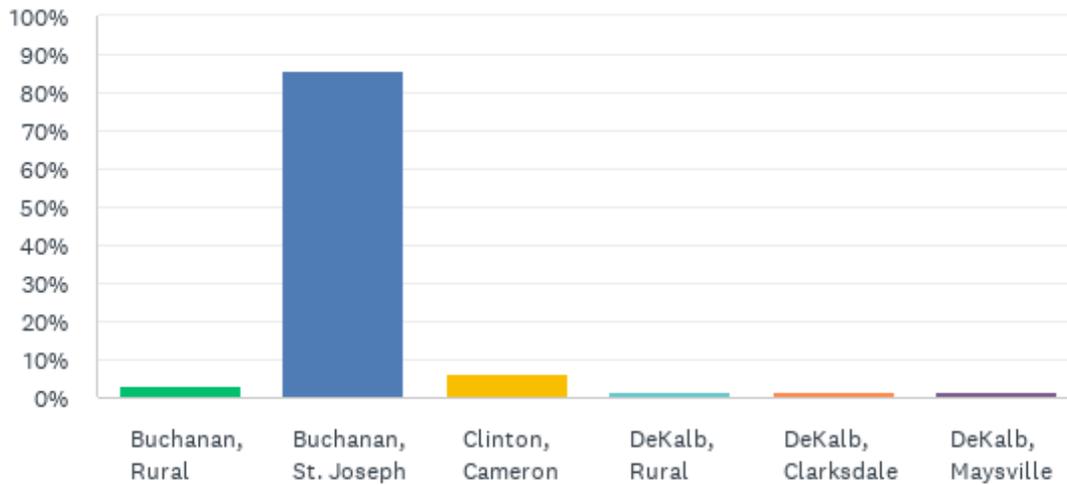
Q3 Which means of transportation do you use? Check all that apply.



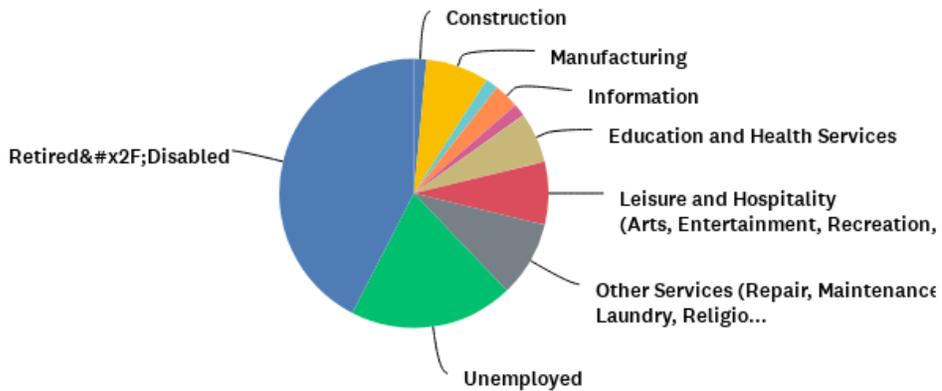
Q4 Where do you work?



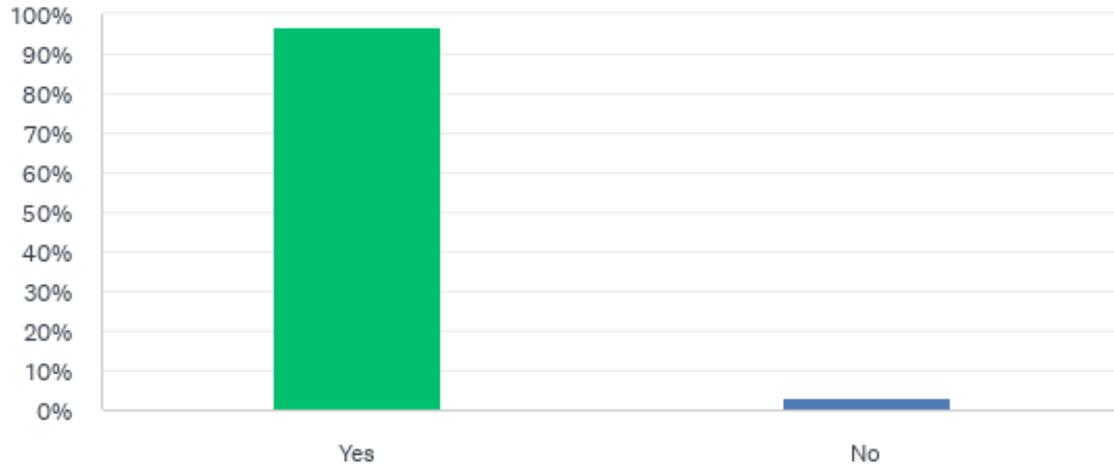
## Q5 Where do you reside?



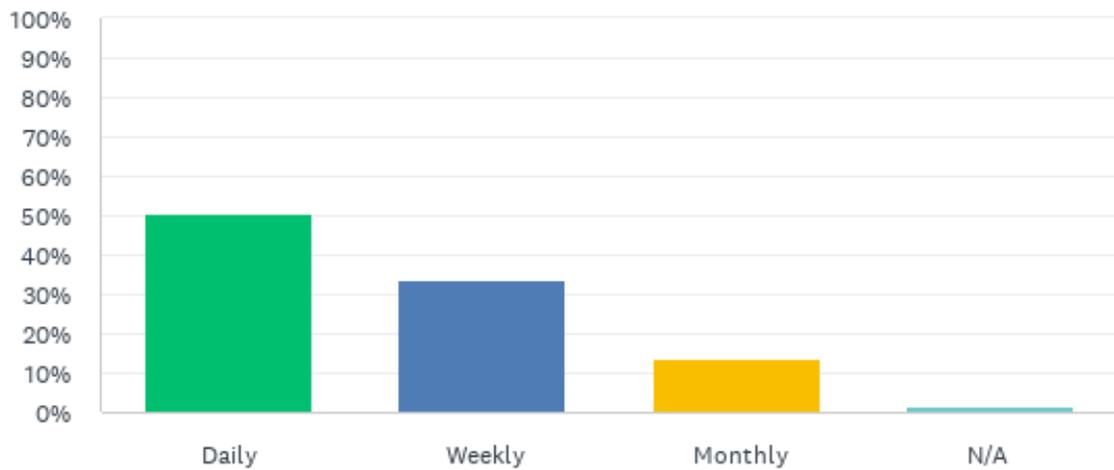
## Q6 Which of the following best describes your current occupation?



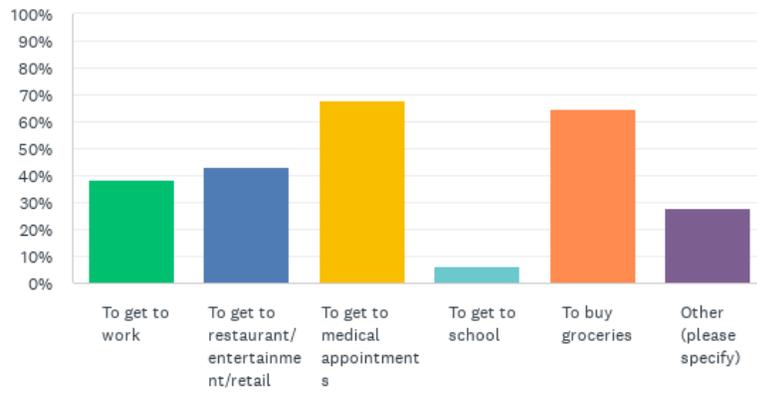
## Q7 Do you use transit services?



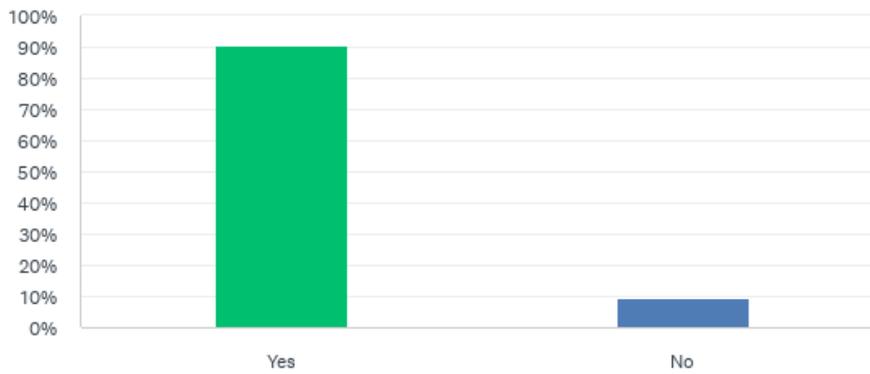
## Q8 If yes, how often do you use transit services?



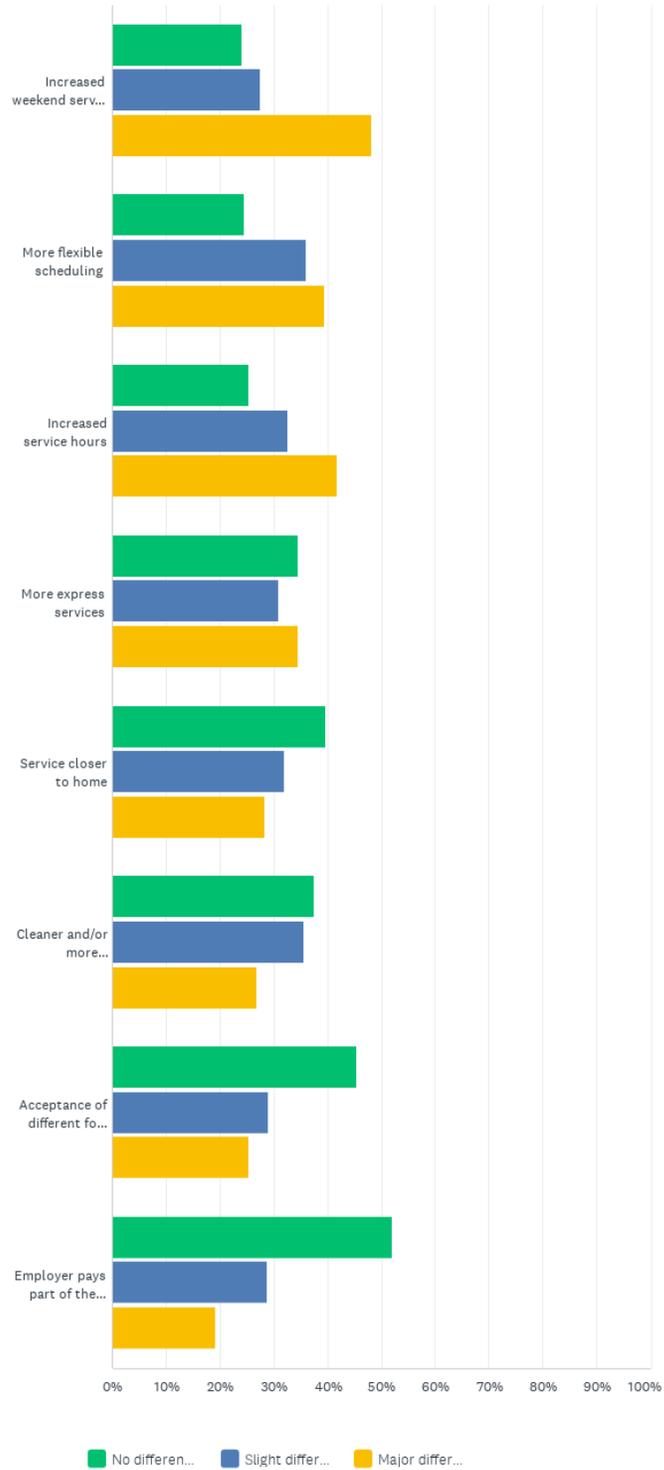
Q9 What reasons do you use transit services? Please select all that apply.



Q12 Are you satisfied with your public transit service provider(s)?



Q10 What changes could be made in transit services that would allow you to use the service for the first time or more often?



## Survey Analysis

Out of the 66 people that answered, ‘do you use transit services?’ 64 respondents stated that they currently use public transportation, nearly 97%. This is likely due to the surveys being distributed specifically to public transportation customers. Public transit is defined as a bus or van operated by a public transit agency that is available to the general public, runs specific routes, and schedules and collects a fee to use the service. Most of the transportation services described in this report are subsidized or contracted by medical services providers, social service agencies, and veterans’ groups to facilitate access to various good and services within and outside the four-county area.

Survey results suggest there are a few unmet demands for public transit as 31 respondents provided comments. Many of those comments were positive, though they did display a desire for increased hours during the week and additional weekend hours. Though more than half (62.12%) of the respondents identified as retired, unemployed, or disabled, a good number (38.46%) responded that they utilize public transportation to reach their place of employment. The top employment option was in “other services,” so it is difficult to pinpoint an occupation which most utilizes public transportation, but the second highest was a tie between “manufacturing” and “leisure and hospitality” occupations. The average commute time of the three rural counties being 30 minutes highlights the fact than many employees commute into the urban core of St. Joseph for employment, meaning public transit could benefit those without access to personal transportation vehicles.

The top two suggested changes offered in question 10 were “increased weekend service hours” and “increased service hours,” followed closely by “more flexible scheduling.” Only 34.85% of respondents had a valid driver’s license and only 7.58% owned their own vehicle. 56% of respondents were over 55 years of age, but the next highest demographic was in the age range of 35-44 years of age. The highest uses for public transportation among respondents were to get to medical appointments (67.69%) and to purchase groceries (64.62%). Since most service providers are only for medical appointments specifically, there is a highlighted need for services to help citizens access grocery stores.

## VI. Conclusion

The availability of public transit is correlated to the demand for public transit. The purpose of this human services transit plan is to explore transportation barriers within specific groups of the area population – senior citizens, disabled and economically disadvantaged. There are limits to the data. Being 65 and older does not infer being disabled or economically disadvantaged, a disabled individual may still be able to drive, and an economically disadvantaged person may still be able to afford a vehicle.

### Adults 65 and Older

16.92% of the four counties' population is age 65 and older for a count of 136,302 residents. The survey did not include any questions for determining economic status. Based on this limited picture, seniors are not experiencing barriers in transportation to their desired destinations, but the unsurveyed population may be experiencing difficulties accessing transportation services.

### Persons with Low Incomes

Data pulled from the American Communities Survey lists a total of 17,229 people living within the four-county study area with income at or below 50% of the Federal Poverty Line (FPL). The average among the counties is 12.64%. Buchanan and DeKalb counties exceed the average with Andrew and Clinton counties below the average. As previously stated, the survey did not include any questions for determining economic status. Based upon this limited evaluation of poverty level income, economically disadvantaged individuals are experiencing transportation barriers.

### Persons with Disabilities

Within Mo-Kan's four Missouri counties 10,519 residents aged 18-64 and 8,265 residents age 65+ are identified as having a disability. By percentage and by quantity Buchanan County has the most disabled individuals, though Clinton County is a close second.

### Urban vs Rural Population

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

residents (excluding St. Joseph) and 1,040 rural residents. Approximately 1,478 of the general population may have a transportation barrier. Overall, a larger survey sample is necessary to determine more precise numbers.

Summary

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

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

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

SERVICE PROVIDER	COUNTIES SERVED	TARGETED POPULATION	AVAILABLE DESTINATIONS
AEB Transportation & Courier Service	Andrew, Buchanan, Clinton, DeKalb	Medicaid eligible senior citizens	Medical services
Benedictine Living Community of St. Joseph	Andrew, Buchanan, Clinton, DeKalb	Disabled of all ages	General purpose
Cameron Regional Medical Center	Clinton, DeKalb	Financially disadvantaged patients of all ages	Cameron Regional Medical Center & affiliated centers

Clinco Sheltered Industries	Andrew, Buchanan, Clinton, DeKalb	Disabled persons of all age groups	General purpose
Faith in Action	St. Joseph	Medicaid eligible senior citizens	Medical services
Go St. Joe	St. Joseph, Elwood	General public	General purpose
Medical Transportation Management	Andrew, Buchanan, Clinton, DeKalb	Medicaid eligible senior citizens	Medical services
NW Missouri Area Agency on Aging	Andrew, Buchanan, Clinton, DeKalb	Senior citizens and disabled seniors	General purpose
OATS	Andrew, Buchanan, Clinton, DeKalb	General public, seniors, disabled	General purpose
Road to Recovery	Andrew, Buchanan, Clinton, DeKalb	Cancer patients	Medical services
Sunshine Factory	Andrew, Buchanan, Clinton, DeKalb	Developmentally disabled persons	General purpose
Veterans Transport Services	Andrew, Buchanan, Clinton, DeKalb	Veterans	Medical services
Wynn-Cress	Andrew, Buchanan, Clinton, DeKalb	Seniors & disabled	General purpose

Recommendations

Within the four-county region there are 13 transportation service providers. The purpose of the document is to determine if senior citizens, disabled persons of all ages, and economically disadvantaged persons are susceptible to a lack of access to medical services, education, essential shopping, work and other vital services, programs and activities within the counties of Andrew, Buchanan, Clinton, and DeKalb and programs, services, and activities outside of the region. Based on viewing the disadvantaged, elderly, and disabled populations through mapping and census information, there is a need for transportations assistance for the rural, elderly, disabled, and low-income population of Andrew, Buchanan, Clinton, and DeKalb Counties.

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