



**EAST-WEST GATEWAY**  
Council of Governments

Creating Solutions Across Jurisdictional Boundaries

## Coordinated Human Services Transportation Plan | June 2016

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## SECTION 1: Background and Requirements

East-West Gateway Council of Governments (the Council) recognizes an increasing need to plan for and address the mobility needs of the St. Louis Region. An extensive network of transportation providers and human service agencies support the transportation system, however, gaps in service exist due to constrained resources and limitations in fixed-route and demand response services. Given the scarcity of available funding, coordination can help reduce the strain on resources by effectively applying the assets of multiple agencies to common problems.

The St. Louis Region's Coordinated Human Services Transportation Plan (CHSTP) fulfills the federal requirements enacted under the Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21), as well as the recently adopted Fixing America's Surface Transportation (FAST) Act. This legislation builds upon three previous federal transportation bills: the Intermodal Surface Transportation Efficiency Act of 1991 (ISTEA), the Transportation Equity Act for the 21<sup>st</sup> Century (TEA-21), and the Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy of Users (SAFETEA-LU).

The CHSTP is intended to identify needs and gaps in human service transportation services for seniors and individuals with disabilities in the St. Louis Region. The CHSTP will be used to guide the use of funds from the *Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities* Program.

### CHSTP REQUIREMENTS

Federal regulations require metropolitan areas that are located in air quality non-attainment and maintenance areas to update their coordinated public transit-human services transportation plans at least every four years. FTA has provided specific guidance for the preparation of the CHSTP. The required elements of the CHSTP include:

- An assessment of transportation needs for seniors and individuals with disabilities. This assessment includes data collection and analysis of gaps and barriers in existing transportation services.

- An inventory of known transportation services in the St. Louis Region. These services include public fixed-route, Americans with Disabilities Act of 1990 (ADA) complementary paratransit, demand response, and other transportation services.
- Strategies, activities, and/or projects that address the identified gaps between current services and needs, as well as opportunities to achieve efficiencies in service delivery.
- Priorities for implementation of the strategies identified based on resources, time, and feasibility.

This CHSTP update aims to establish local priorities for Section 5310 funds through coordination with human service agencies and public transportation providers. FTA requires projects selected for funding under the Section 5310 Program be "included in a locally developed, coordinated public transit-human services transportation plan."

### HISTORY OF THE CHSTP

The 2005 transportation authorization, SAFETEA-LU, required recipients of three Federal Transit Administration (FTA) programs to prepare a coordinated public transit-human services transportation plan to access the funds. The Council's CHSTP was first developed in 2008 and updated in 2012. The three FTA programs associated with the CHSTP are:

- **Elderly Persons and Persons with Disabilities (Section 5310):** This program provided funding for capital assistance to non-profit organizations and public agencies to meet the special needs of the elderly and persons with disabilities where public transportation services were unavailable, insufficient, or inappropriate.
- **Job Access and Reverse Commute (JARC or Section 5316):** This program provided funding for projects or services that expanded the mobility options of low-income workers and urban core residents who want to work in suburban areas not serviced by existing public transit.
- **New Freedom (Section 5317):** This program provided funding for projects or services that provide new public transportation services and public transportation alternatives beyond those required by the ADA.

### SECTION 5310 PROGRAM HISTORY

The Section 5310 Program was established in 1975 as a discretionary capital assistance program, and changed to a formula program under ISTEA. MAP-21 affected designated recipient requirements. A designated recipient is the agency that assumes the responsibility for managing a FTA grant program like Section 5310. Prior to MAP-21, only a state’s department of transportation could be the designated recipient for Section 5310. Consequently, both the Missouri Department of Transportation (MoDOT) and the Illinois Department of Transportation (IDOT) were designated as the recipient of the Section 5310 for their respective state, and the funding was apportioned based on the share of population of seniors and individuals with disabilities. In Missouri, MoDOT sub-allocated the funding to metropolitan planning organizations (MPO) and allowed the MPO to conduct the selection process. MoDOT was responsible for the project administration. In Illinois, IDOT was both responsible for the selection process and project administration.

### NEW FREEDOM PROGRAM HISTORY

The New Freedom Program was established in 2006 as a formula program under SAFETEA-LU. The Council was designated as the recipient of the New Freedom funds for the St. Louis, MO-IL Urbanized Area (UZA) and was responsible for the selection process. Bi-State Development was responsible for the project administration. MAP-21 repealed the New Freedom Program and merged the New Freedom Program into Section 5310 to create the new Section 5310 Enhanced Mobility for Seniors and Individuals with Disabilities Program. As a result, activities eligible under the New Freedom Program are now eligible under Section 5310, and, consistent with New Freedom, funds are apportioned among large urbanized areas, small urbanized areas, and rural areas.

### JARC PROGRAM HISTORY

JARC was authorized in 1998 as a discretionary program under TEA-21 and changed to a formula program under SAFETEA-LU. Just like New Freedom, the Council was the designated recipient of the JARC funds for the St. Louis, MO-IL UZA and was responsible for the selection process. Bi-State Development was responsible for the project administration. MAP-21 also repealed JARC as a stand-alone program. JARC activities are now eligible under the Urbanized Area Formula Grants (Section 5307) and the Rural

Area Formula Grants (Section 5311) programs. Bi-State Development is the designated recipient of the Urbanized Area Formula Grants for the St. Louis, MO-IL UZA. MoDOT and IDOT are the designated recipients of the Rural Area Formula Grants for the states of Missouri and Illinois, respectively.

**Figure 1: Changes to the JARC, New Freedom, and Section 5310 programs under MAP-21**



## SECTION 5310 PROGRAM DESCRIPTION

The Section 5310 Program provides funding to help improve the mobility for seniors and individuals with disabilities, by removing barriers to transportation services and expanding the transportation mobility options available. MAP-21 required at least 55% of the Section 5310 Program to be spent on capital public transportation projects that are planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable. The FAST Act, the current federal transportation authorization, maintains the 55% requirement. These projects are referred to as Section 5310 Traditional projects.

The other 45% may be used for capital and operating projects that 1) exceed the requirements of the ADA, 2) improve access to fixed-route service and decrease reliance by individuals with disabilities on complementary paratransit, or 3) public transportation alternatives that assist seniors and individuals with disabilities with transportation. These projects are referred to as New Freedom Type projects. A list of eligible activities is provided in **Appendix A**.

Pursuant to MAP-21, the governor of each state must designate a public entity to be the recipient of Section 5310 funds. The governors of the states of Missouri and Illinois have designated the Council, Bi-State Development, MoDOT, and IDOT as the co-designated recipients for Section 5310 in the St. Louis, MO-IL UZA. The Section 5310 Program Management Plan (PMP) describes regional policies and procedures for administering Section 5310 in the St. Louis, MO-IL UZA. The Council is responsible for developing the PMP, which was completed in March 2015.

## GEOGRAPHIC BOUNDARIES

For the purposes of Section 5310 funding in the St. Louis Region, the funding is apportioned to the St. Louis, MO-IL UZA. For illustrative purposes, **Map 1** shows the current St. Louis, MO-IL UZA in yellow. To be eligible for the Section 5310 Program funds, the project must serve or benefit the St. Louis, MO-IL UZA. For projects that do not serve or benefit the St. Louis, MO-IL UZA, agencies can apply for Section 5310 Program funds apportioned to the small urbanized and rural areas through MoDOT or IDOT.

It should be noted that the CHSTP applies to only certain Section 5310 projects. The Council's planning area encompasses five counties in the Missouri portion of the St. Louis Region: Franklin, Jefferson, St. Charles, and St. Louis counties and St. Louis City. The CHSTP applies to any Section 5310 project in the Missouri portion of the St. Louis Region, even if that project is in a rural area or an urban cluster.

The Council's planning area encompasses three counties in the Illinois portion of the St. Louis Region: Madison, Monroe, and St. Clair counties. The CHSTP only applies to those Section 5310 projects within the St. Louis, MO-IL UZA and the small urbanized areas located in the Illinois portion of the Council's planning area. The CHSTP does not apply to the Section 5310 projects in the rural areas or the urban clusters in the Illinois portion of the Council's planning area. The rural areas and urban clusters in the Illinois portion of the Council's planning area are governed by the IDOT Human Services Transportation Plan (HSTP) regions:

- **Region 9:** Madison County
- **Region 11:** Monroe and St. Clair counties

## CONNECTED2045

*Connected2045* is the St. Louis Region's long-range transportation plan. The principles and strategies included in *Connected2045* are carried out through a variety of short-range transportation plans and programs. All federally funded projects, including Section 5310, must be consistent with the principles identified in *Connected2045*.

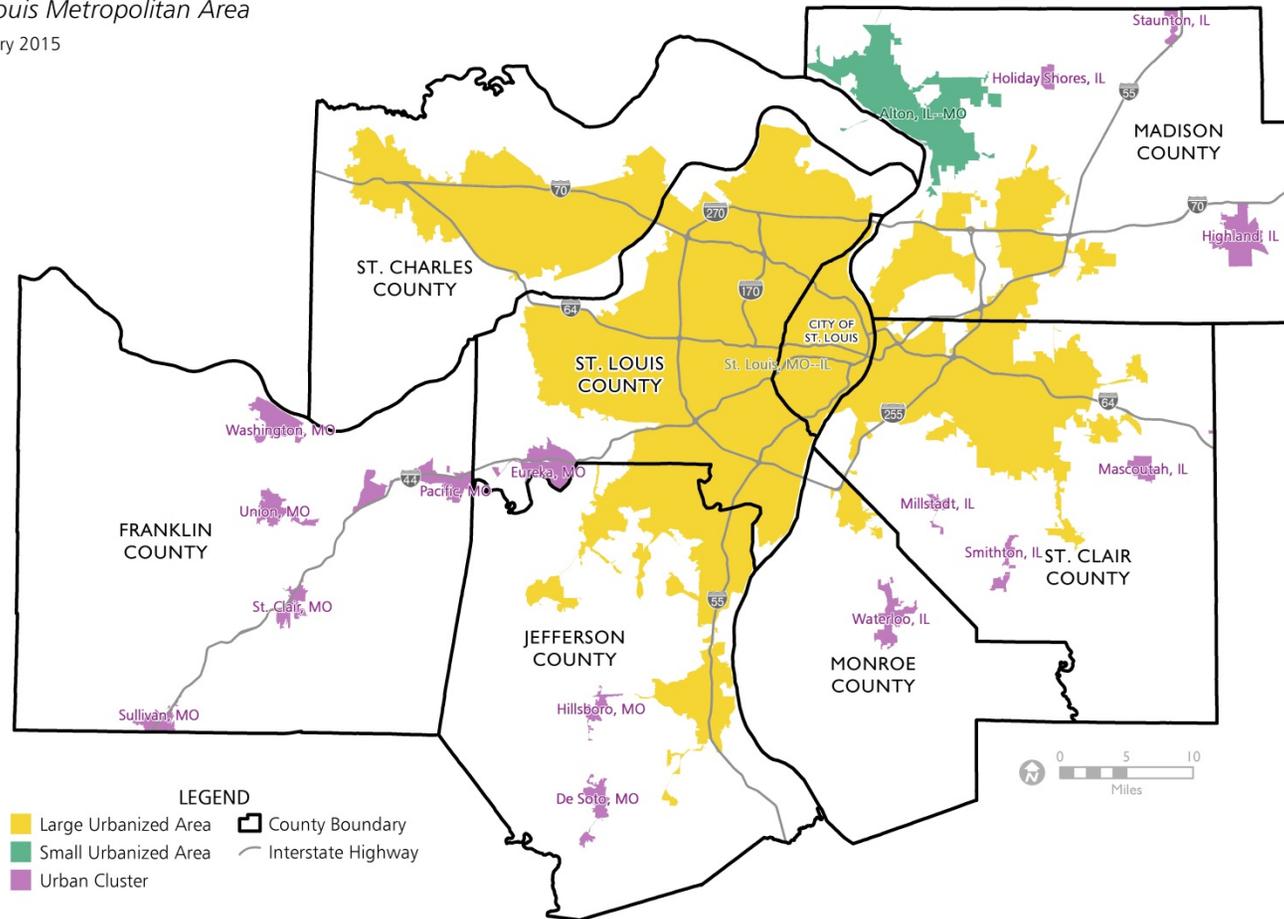
## TRANSPORTATION IMPROVEMENT PROGRAM

The Transportation Improvement Program (TIP) is the short-term implementation element of *Connected2045*. The TIP is the schedule of transportation improvements planned by various agencies in the St. Louis Region. This document is updated every year and covers a four-year period. All projects selected for inclusion in the TIP must be consistent with the principles in the long-range transportation plan.

# 2010 St. Louis, MO-IL Urbanized Area

St. Louis Metropolitan Area

February 2015



Sources: U.S. Census Bureau (2012);  
East-West Gateway Council of Governments



## COORDINATED TRANSPORTATION

Coordinated transportation occurs when agencies, jurisdictions, and non-profit organizations work together to eliminate duplications to improve the quality of service and maximize transportation services for seniors and individuals with disabilities. The benefits of coordinated transportation include:

- **Increased productivity:** more trips or more passengers per trip
- **Increased efficiency:** reduced costs
- **Enhanced mobility:** increased access to jobs, health care, services, social events, etc.

There are many levels of coordination, ranging from:

- **Sharing information** between agencies, including those who provide transportation, those who fund it, those who make referrals, and those with customers with transportation needs.
- **Sharing resources** across agencies, such as allowing the use of agency vehicles by other agencies during down time periods, jointly scheduling services or vehicles and drivers, purchasing contracts, maintenance facilities, etc.
- **Sharing rides** and providing rides to clients of other agencies or purchasing rides on vehicles of other agencies.
- **Consolidating** the delivery and management of transportation services.

Several human service agencies in the St. Louis Region expressed challenges or concerns related to coordinated transportation. Coordination can require staff time and expertise that may not be available because of constrained resources, and many agencies rely on funding programs that have their own restrictions regarding eligibility and trip purpose.

Federal agencies have been working to remove program barriers to coordination, to develop policies that would incentivize coordination, and to provide resources to support these efforts. Under the FAST Act, FTA announced a new discretionary pilot program, Section 3006(b), for innovative coordinated access and mobility, open to Section 5310 recipients and sub-recipients, to assist in financing projects for seniors and

individuals with disabilities that improve coordination or transportation services and non-emergency medical transportation services.

Additional Section 5310 provisions under the FAST Act:

- Requires FTA to develop a *Best Practices* guide for Section 5310 providers.
- Requires the federal interagency Coordinating Council on Access and Mobility (CCAM) to produce a strategic plan to address coordination across federal agencies.

## MOBILITY MANAGEMENT

Mobility management is an innovative approach for managing and delivering coordinated transportation services to customers, including seniors and individuals with disabilities. Changes in demographics, shifts in land use patterns, and the creation of new and different job markets requires new approaches for providing transportation services, particularly for customers with transportation needs.

Mobility management involves the creation of staff resources to focus on the transportation needs of seniors and individuals with disabilities, matching them with the available transportation resources. Mobility managers inform the public about available transportation options, allowing them to make better decisions. The role of a mobility manager can go beyond trip referrals or booking, and can include working to increase the availability of services and improving their efficiency, effectiveness, and quality. Mobility management activities may include:

- Operating transportation brokerages to coordinate service providers, funding resources, and customer needs.
- Coordinating transportation services for seniors and individuals with disabilities.
- Providing travel training and trip planning activities for customers.
- Developing and operating travel call centers to coordinate travel information, manage eligibility requirements, and arrange customer travel.
- Planning and implementing the acquisition and purchase of intelligent transportation technologies to operate a coordinated system.



## SECTION 2: Plan Development

### CHSTP STAKEHOLDER PARTICIPATION

A major part of developing the CHSTP is the stakeholders' input. The CHSTP Stakeholder Committee represents public transportation providers and human service agencies, providing a range of transportation services in the St. Louis Region. A list of the participating agencies and organizations is shown below:

- AgeSmart Community Resources
- Bi-State Development
- Boonslick Regional Planning Commission
- Challenge Unlimited, Inc. / Residential Options, Inc.
- City of Bellefontaine Neighbors
- City of Jennings
- City Seniors, Inc.
- Community Living, Inc.
- Delta Center for Independent Living
- Emmaus Homes, Inc.
- Gateway Chapter Paralyzed Veterans of America
- Illinois Center for Autism
- IDOT HSTP regions 9 and 11
- Independence Center
- ITN St. Charles
- Jefferson County Community Partnership
- Jefferson County Developmental Disabilities Resource Board / NextStep for Life
- LifeBridge Partnership
- Madison County Transit / Agency for Community Transit / RideFinders
- OATS, Inc.
- Paraquad
- Pony Bird, Inc.
- Senior Services Plus
- Seniors Count
- Shepherd's Center
- Southern Illinois Healthcare Foundation

- St. Charles Area Transit
- St. Clair Associated Vocational Enterprise (SAVE), Inc.
- St. Clair County Transit District (SCCTD)
- St. Elizabeth Adult Day Care Center
- St. Louis Area Agency on Aging
- St. Louis County Older Resident Program
- St. Louis Life
- Touchette Hospital



### CHSTP DEVELOPMENT

A CHSTP Stakeholder Committee meeting was held on November 10, 2015 to identify the unmet transportation needs for seniors and individuals with disabilities. The CHSTP Stakeholder Committee met again on February 25, 2016 to discuss strategies to address the identified unmet transportation needs. A survey was administered after the February meeting to prioritize the identified strategies. The Council received 30 responses.

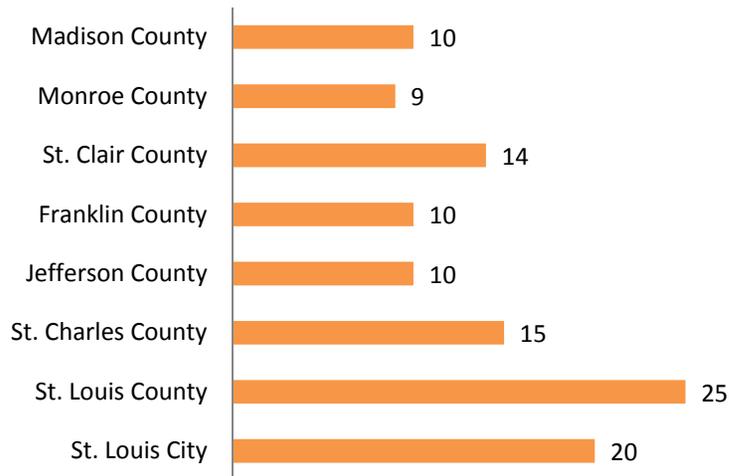
The Section 5310 competitive selection criteria and a draft CHSTP was distributed to the CHSTP Stakeholder Committee for their input in April 2016. The draft CHSTP was released for public comment on Monday, May 2, 2016 and closed on Monday, June 13, 2016. A public open house was held on Thursday, May 26, 2016.

## INVENTORY SURVEY

In October 2015, the Council initiated an online survey to collect information on existing transportation inventories, coordination efforts, and gaps in transportation services. The survey provides an assessment of existing transportation services in the St. Louis Region. The Council received 56 responses. Of those, 40 respondents were non-profit agencies, 14 respondents were public transportation providers, and the remaining two identified themselves as 'other' (i.e., *Regional Planning Commission, Senate Bill 40 Board*).

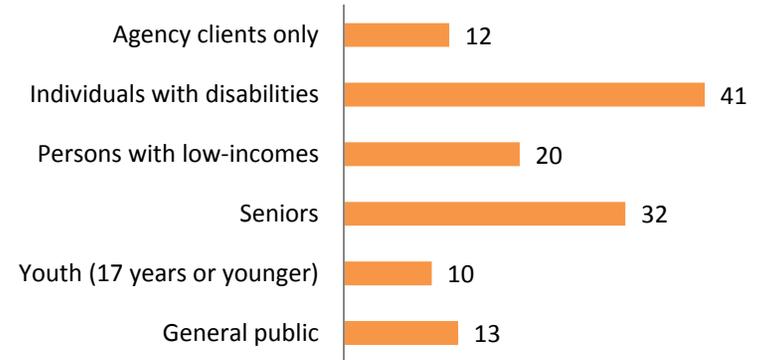
There were a total of 40 questions. Questions that were beneficial to identifying the transportation gaps are presented below.

### Q1: What is the area in which you provide service?



Question one identifies the counties that the agencies serve. It should be noted that an agency may not serve the entire county selected, and some agencies provide service to counties outside of the St. Louis Region. The results show that St. Louis County has more service options and Monroe County has the least.

### Q2: Who does your agency serve? (check all that apply)



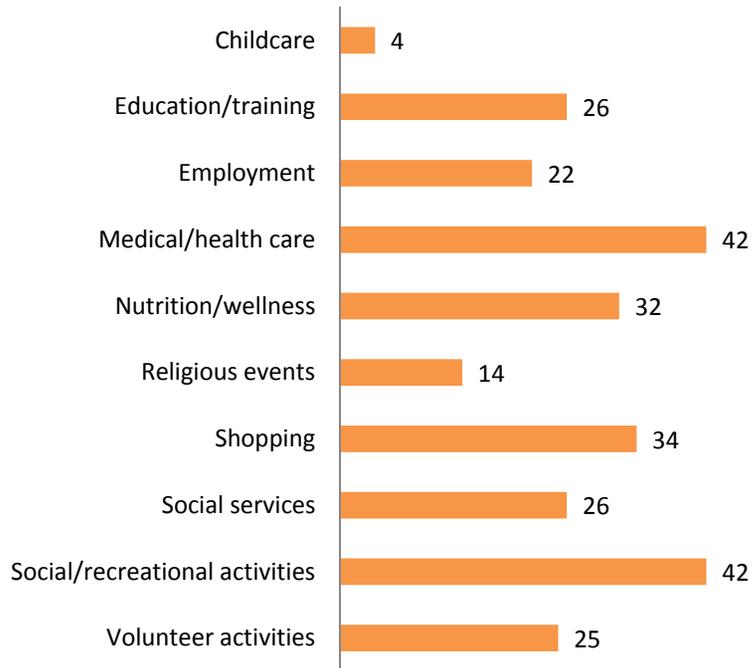
Question two identifies the population served by the agencies. A diversity of populations is served by the responding agencies. The results show a strong response from disabled and senior providers. Only 13 respondents provide service to the general public, suggesting that most agencies are set up to serve specific populations.

### Q3: Does your agency provide transportation services?



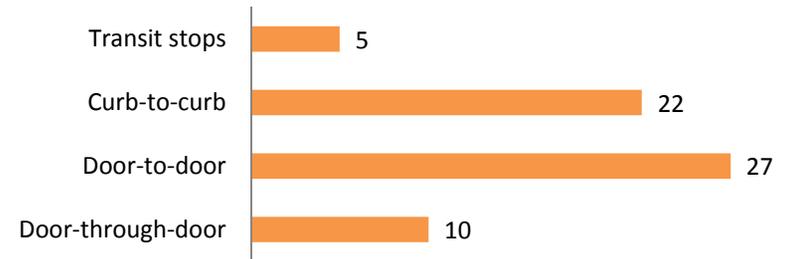
Of the agencies that responded to the survey, 49 provide transportation services in the St. Louis Region. Those seven human service agencies that do not provide transportation services did not have an opportunity to answer the following questions since they are specifically about transportation services (Q4 through Q12).

**Q4: What type of trips is your agency providing? (check all that apply)**



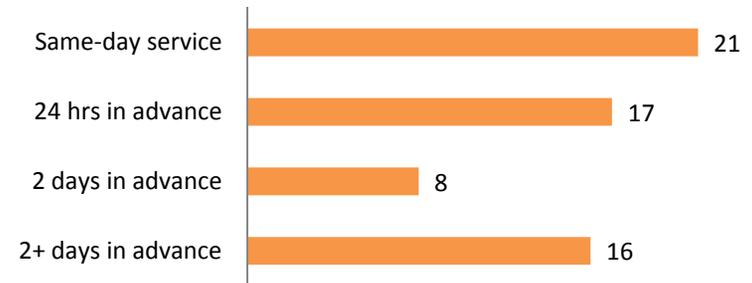
Question four identifies the types of trips that the agencies are providing. Most provide multiple trip types, whether passengers need to go to a medical appointment or shop for groceries. In general, fewer options exist for trips to childcare, religious events, and employment. Greater options exist for medical trips, social and recreational activities, and shopping.

**Q5: What is the level of service provided?**



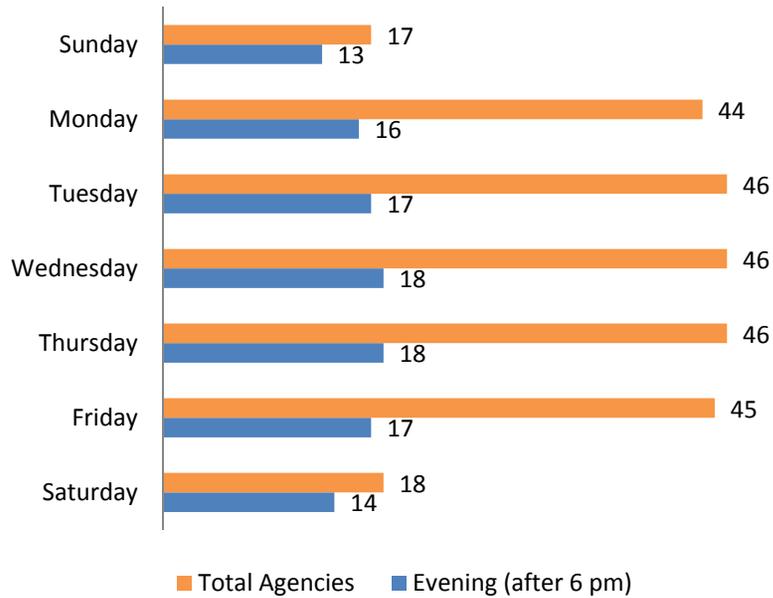
Question five shows the level of service provided to the customers. A greater number of agencies provide more specialized services, including door-to-door and door-through-door services.

**Q6: What is your agency's scheduling requirements?**



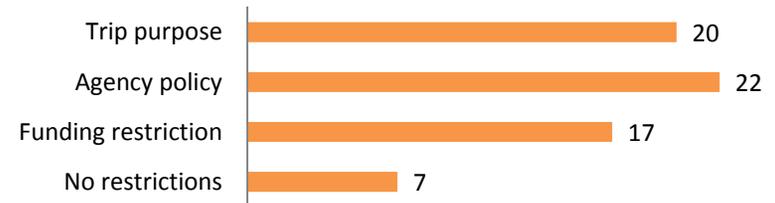
Question six identifies the scheduling requirements and the majority of agencies allow same-day service. However, 16 agencies require reservations to be made more than two days in advance.

**Q7: Days/Hours of Service**



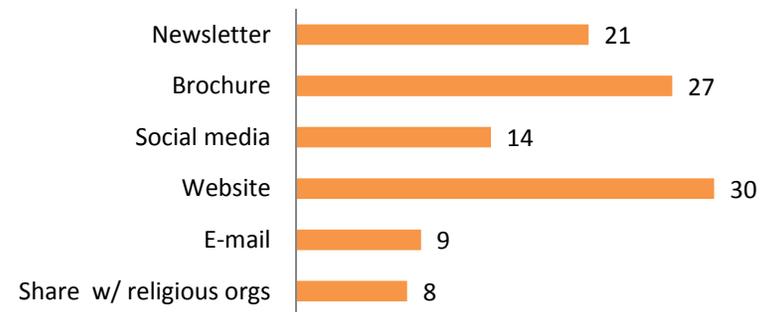
Question seven shows the days of service and hours of available service. Almost all those surveyed have some level of weekday service, but the hours vary greatly depending on the provider. A more limited number of agencies offer service on weekends and after 6:00 p.m.

**Q8: Why are trips restricted? (check all that apply)**



Question eight identifies whether trips are restricted in any way. Seven agencies report no restrictions, while 39 agencies reported some type of restriction. Most restrictions are occurring because of the agency’s policy and the trip purpose. Funding restrictions are also occurring.

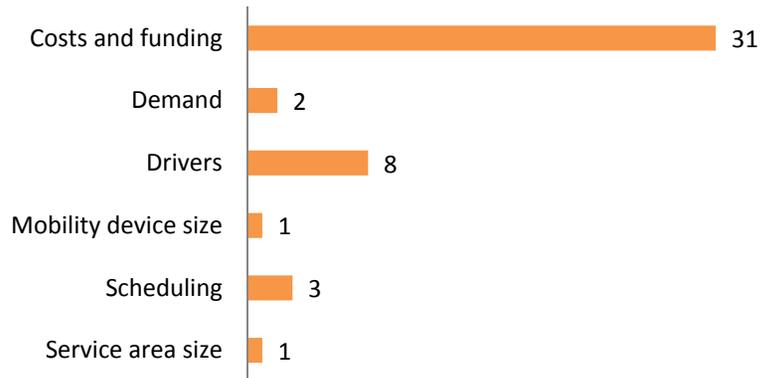
**Q9: How do you inform the public about your transportation service? (check all that apply)**



Question nine identifies how agencies inform the public about their transportation service. Several agencies reported that they do not inform the public about their service since they only provide service do their clients. Most agencies provide information on their website about the service, or create a brochure. Several agencies use a variety of methods to inform the public about their transportation service.

**Q10: What is the greatest overall challenge for providing transportation service?**

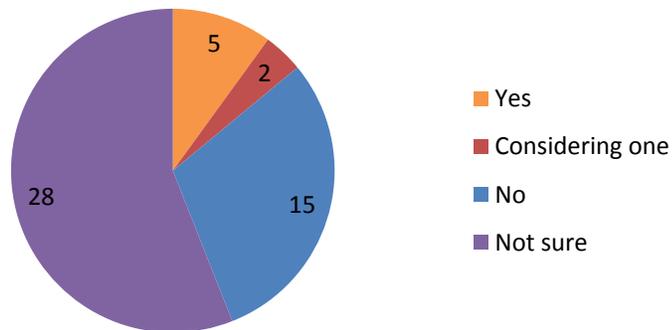
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Question 10 shows the greatest overall challenge for providing transportation service. The majority of respondents, at 67%, identified that the lack of funding and costs to operate a transportation service is the most challenging.

**Q11: Does your agency have or are you looking into a travel training program?**

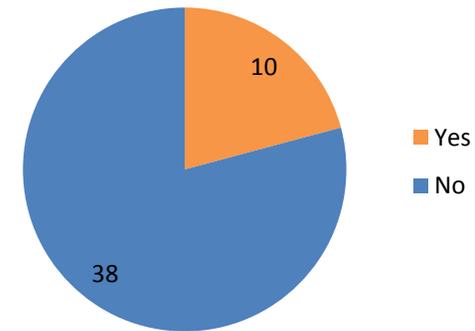
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Question 11 identifies whether or not an agency provides travel training to their customers. Survey results indicate that 56% of the agencies that responded are not sure if their agency provides travel training, or they are not familiar with traveling training programs. Only 10% of the respondents have a travel training program or refer their customers to other travel training services in the St. Louis Region.

**Q12: Has your agency implemented new technologies or practices to enhance service?**

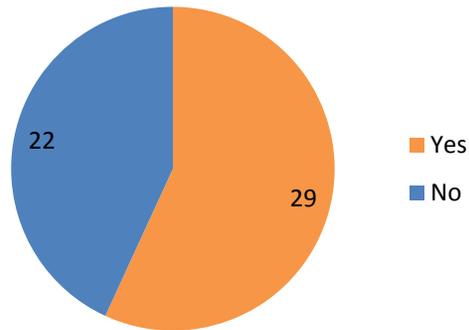
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Question 12 identifies if agencies are implementing new technologies to enhance services, for example, scheduling and dispatch software. The majority of respondents have not implemented new technologies. Only 21% of respondents stated they implemented new technologies or practices to enhance their services.

**Question 13: Do you currently coordinate services with any other transportation agencies?**

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The agencies were surveyed if they have clients that have transportation needs that they cannot service. Slightly more than half, at 51%, found that their clients routinely have transportation needs that they cannot serve.

Fifty-seven percent (57%) of respondents identified that they are coordinating services with other transportation agencies. It should be noted that the level of coordination ranges for each agency. Nine agencies currently not coordinating services with other transportation agencies are interested in coordinating services in the future.

Agencies were also questioned on what barriers, if any, would prevent them from partnering with another agency. Responses included the type of customers make it difficult to coordinate, agencies are providing transportation services to their customers only, and finding the resources to coordinate services is difficult.

**Other survey findings:**

- 67% receive federal funding to provide transportation service
- 55% do not have a rider fee
- 48% service agency clients only
- 15% are reporting trip denials
- 72% contract to outside vendors to maintain vehicle fleet
- 83% have private insurance
- 56% use staff to drive vehicles
- 61% report that less than half of their clients use wheelchair lifts; 17% report that none of their clients use wheelchair lifts
- 76% do not require in-person interviews to certify paratransit users

## SECTION 3: Existing Assets and Services

Many transportation providers, both public and privately owned, serve the St. Louis Region. The fixed-route public transportation providers include Bi-State Development, Madison County Transit (MCT), and St. Clair County Transit District (SCCTD), shown in **Map 2**. St. Charles Area Transit and the JeffCo Express provide a deviated route option for their customers. Other transportation systems in the St. Louis Region include demand response services, commuter vanpool/carpool programs, and volunteer car transportation. These transportation services add to the fixed-route services and have more flexibility to respond to new market opportunities.

**Section 3** provides a description of transportation providers and services in the St. Louis Region. It is not an exhaustive inventory of all transportation programs and resources that operate in the St. Louis Region.

### COMPLEMENTARY PARATRANSIT SERVICE

The ADA requires public transit agencies that provide fixed-route service to provide “complementary paratransit” service to individuals with disabilities who cannot use the fixed-route bus or rail service. ADA paratransit service is not required for commuter bus, commuter rail, or intercity rail services.

The specific requirements for complementary paratransit service are:

- Must be provided from origin to destination.
- Must be provided within  $\frac{3}{4}$  mile of all bus routes and rail stations.
- The hours and days that complementary paratransit service is provided must be the same as bus and rail service.
- Service must be provided the day after it is requested by an ADA eligible client.
- The requirements and provisions for ADA complementary paratransit service need only apply to those paratransit clients who are eligible under the ADA as determined by the transportation provider.
- The transit provider must not deny service or otherwise engage in any pattern or practice that significantly limits the availability of service to ADA eligible clients.

### BI-STATE DEVELOPMENT

Bi-State Development owns and operates Metro, the public transportation system for the St. Louis Region. The system includes a 46-mile MetroLink light rail system, a MetroBus fleet of approximately 400 vehicles operating on 77 routes in Missouri and Illinois, and a Call-A-Ride paratransit fleet of 120 vans. The Metro transportation system carried over 46 million passengers in FY 2015.

MetroLink began operating in 1993, providing service between East St. Louis, Illinois and Lambert-St. Louis International Airport in Missouri. In 2003, service was expanded through St. Clair County to Scott Air Force Base, and again in 2006 to Clayton and Shrewsbury in St. Louis County. The system consists of two alignments, the Red Line and the Blue Line, and 37 stations. MetroLink operates daily, starting approximately 4:00 a.m. until 1:00 a.m., depending on the route.

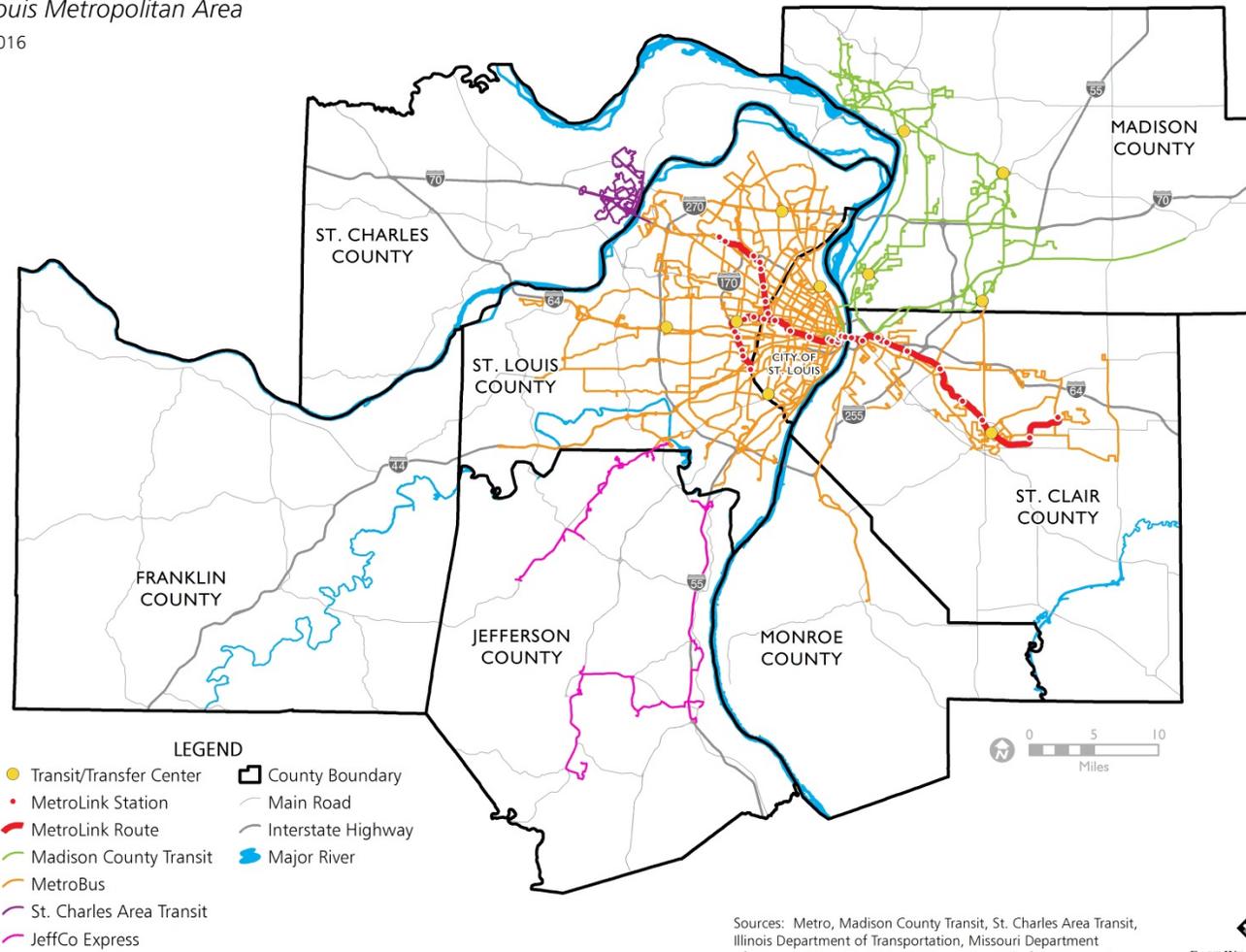
All MetroLink vehicles and stations are accessible to individuals with disabilities. Each vehicle has four wheelchair-designated positions and the floors of the light rail vehicles are level with the station platforms to ensure ease of entry and exit. All MetroLink station platforms are accessible via ramps or elevators.

The MetroBus system operates in both the Missouri and Illinois portions of the St. Louis Region. The Missouri routes serve St. Louis City and St. Louis County. Service is provided in St. Clair County through the St. Clair County Transit District (SCCTD). SCCTD was created in 1981 under the Illinois Mass Transit District Act and contracts with Bi-State Development to provide fixed-route transportation service in St. Clair County. Express service is provided to Columbia and Waterloo in Monroe County, special service is provided to Friday evening Muncy performances, and the Redbird Express provides service to Busch Stadium for each home St. Louis Cardinals game. MetroBus operates daily, starting at approximately 4:00 a.m. until approximately 2:00 a.m., depending on the route.

# Regional Transit System

St. Louis Metropolitan Area

May 2016



All MetroBus vehicles are equipped with lifts or ramps, and most have kneelers to assist passengers who cannot use or have difficulty using the stairs. Priority seating is available for passengers who have difficulty standing while the bus is in motion. For customers using wheelchairs, there are two reserved areas that are equipped with securement devices.

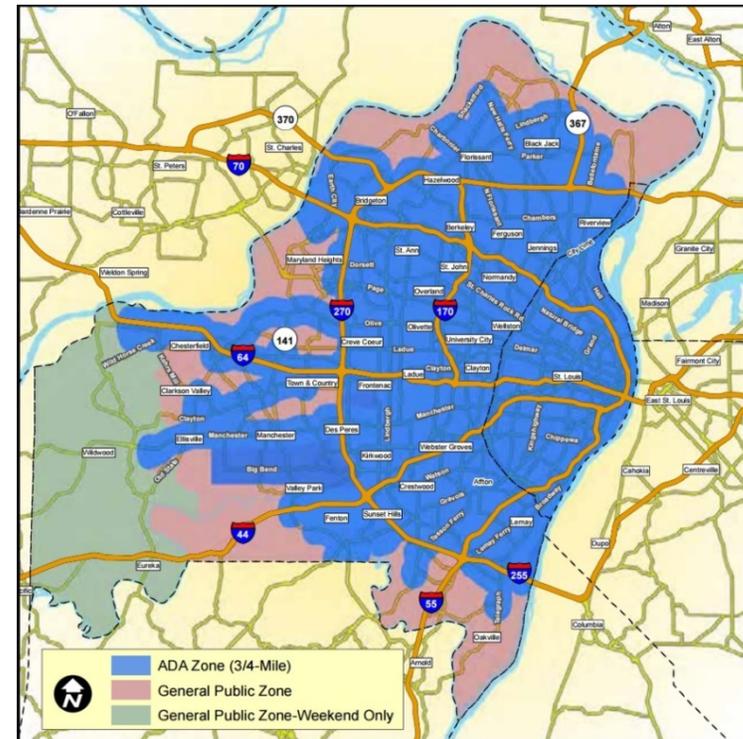
Reduced fares to utilize MetroLink and MetroBus are offered to seniors age 65 and over, individuals with disabilities, customers who possess a Medicare ID, and children age five through 12. Children younger than five years of age ride free. Metro accepts valid MCT and SCCTD senior fixed route free ride passes and valid MCT ADA paratransit fixed route free ride passes for free fare on MetroLink and MetroBus.

Metro Call-A-Ride provides curb-to-curb service in St. Louis City and St. Louis County. Service is provided to ADA-eligible customers taking an ADA-mandated trip Monday through Sunday. The ADA zone is shown in blue in **Figure 2**. To qualify as an ADA-mandated trip, the trip must begin and end within ¼ mile of a MetroBus route or MetroLink station at the time the bus and/or train is running. Non ADA-eligible customers or non ADA-mandated trips may be taken, but mileage-based fares will apply. Service fares are described in **Table 1**. There is a fee for companions and additional riders, but there is no charge for ADA personal care attendants.

**Table 1: Call-A-Ride One-Way Fares**

Trip Type	ADA-Eligible	Non ADA-Eligible
ADA-mandated trip	\$4	\$13 base trip rate \$1.30/mile
Non ADA-mandated trip	\$8	\$13 base trip rate \$1.30/mile

**Figure 2: Call-A-Ride Service Area**



Source: Bi-State Development

Alternative Transportation System (ATS) provides paratransit curb-to-curb service for seniors age 60 and over and individuals certified as ADA eligible in St. Clair County. The ATS ADA service is available within ¼ mile of MetroBus routes and MetroLink stations in St. Clair County, and operates on the same schedule. Transfer service is available to Call-A-Ride in St. Louis City and Runabout in Madison County. The ATS senior service is available Monday through Friday from 6:00 a.m. to 6:00 p.m. within the SCCTD service area. The ATS fare is \$4 per trip, or \$28 for a 10-trip coupon booklet. There is no charge for ADA personal care attendants. Reservations must be made one to five days in advance. There are no trip purpose restrictions.

## MADISON COUNTY TRANSIT

Madison County Transit (MCT) provides fixed-route bus service in Madison County, to downtown St. Louis, and to MetroLink in East St. Louis. MCT provides numerous public bus routes, a paratransit service, a bikeway network, and oversees RideFinders, the St. Louis Region rideshare program. The MCT system includes a bus fleet of 86 vehicles, a paratransit fleet of 31 vehicles, and 125 miles of bicycle trails. MCT system provides over 2.6 million rides annually.

MCT provides five different types of bus services:

- The MCT Shuttle provides service within a single Madison County zone. There are 12 shuttle service routes.
- The MCT Cross County provides service from zone to zone within Madison County. There are four cross county service routes.
- The MCT Express is a direct weekday, peak-only, limited stop commuter service. There are four express service routes, providing service to downtown St. Louis and Southern Illinois University – Edwardsville.
- The MCT Regional provides bus service to Emerson Park MetroLink station. There are two regional service routes, one originating in Pontoon Beach and the other in Collinsville.
- The Special Service provides service to Friday evening Muni performances.

All MCT buses are equipped with lifts or ramps, and the buses kneel to the ground to assist passengers who have difficulty using the stairs.

Free service is provided to seniors age 65 and over with a MCT Senior Free Ride ID and to registered ADA paratransit users with a valid MCT Paratransit ID, MCT ADA ID, or MCT Benefits Access ID. To be eligible for the Free Ride Program, the applicant must live in the state of Illinois. Half fare service is also provided to seniors age 65 and over and individuals with disabilities with a MCT Half Fare ID, Metro Reduced Fare Permit, or Medicare cardholder. Children younger than five years of age ride free.

The Agency for Community Transit Runabout provides curb-to-curb paratransit bus service for registered seniors age 65 and over and individuals with disabilities who reside in Madison County. ADA service is

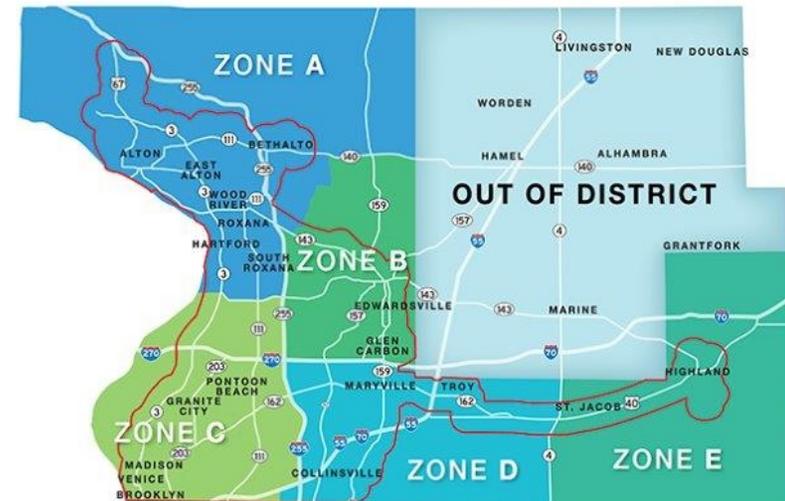
provided within ¼ mile of the MCT fixed-route, at the same hours and days of service. The ADA zone is shown in **Figure 3**. Non ADA service is available Monday through Friday from 6:00 a.m. to 7:00 p.m., and Saturday from 6:00 a.m. to 6:00 p.m. Service fares are described in **Table 2**.

**Table 2: Runabout One-Way Fares**

Trip Type	ADA-Eligible	Non ADA-Eligible
Single service zone	\$3	\$6
Multiple zones	\$4	\$8
St. Clair County	\$6	\$10
St. Louis	\$6	\$10
Out of District surcharge	\$5	\$5

There is no charge for personal care attendants. Reservations must be made one to 14 days in advance. Trips beginning in or ending in the “Out of District Zone” are limited to medical purposes only.

**Figure 3: Runabout Service Area and MCT Zones**



Source: Madison County Transit

## ST. CHARLES AREA TRANSIT

The St. Charles Area Transit system consists of five local bus routes that provide transportation to various locations within the City of St. Charles and to the MetroLink North Hanley Station. The five local routes operate Monday through Friday from 9:00 a.m. to 4:00 p.m. and include provisions for route deviations. Persons requesting a deviated pick-up must schedule 24 hours in advance. The commuter service to the MetroLink North Hanley Station operates Monday through Friday from 5:20 a.m. to 10:16 a.m. and from 1:38 p.m. to 6:50 p.m. Curb-to-curb service is provided for all riders, and all buses are equipped with wheelchair lifts. Persons age 62 and over and individuals with disabilities or with a valid Medicare card receive a reduced fare. Children younger than six years of age ride free.

## JEFFCO EXPRESS

The JeffCo Express consists of three deviated routes that provide transportation service in Jefferson County. The three routes include: the Arnold Route, Cross County Route, and Highway 30 Route. The service operates Monday through Friday from 7:00 a.m. to 7:00 p.m. The route deviates up to one mile. Persons requesting a deviated pick-up must schedule two days in advance. All buses are equipped with wheelchair lifts. Persons age 60 and over and individuals with disabilities receive a reduced fare.

## HUMAN SERVICE AGENCIES AND TRANSPORTATION PROVIDERS

There are a variety of specialized transportation service providers in the St. Louis Region that provide demand response or non-emergency medical transportation service. This transportation is typically provided only to agency clients, for specific trip purposes, and for limited days and hours. Demand response and non-emergency medical transportation is defined below:

- Demand response is a type of transportation service where individual passengers can request transportation from a specific location to another location at a certain time. The service can also be more restricted to a defined operating zone, within which trips must start and finish. Users may also be given a specified pick-up point and time window. These services usually, but not always, require advanced reservations. Demand response could be a

passenger car, van, or small bus, and it typically operates a door-to-door or curb-to-curb service.

- Non-emergency medical transportation involves getting a patient to and from the source of medical care when the medical condition is not life threatening.

**Appendix B** provides an inventory of transportation providers and human service agencies in the St. Louis Region. While an extensive effort was made to identify the many human service agencies that operate or purchase transportation, this list may not be inclusive of all the transportation providers in the St. Louis Region. Also, please be advised that some providers may no longer be in service as of May 2016.

## OATS

OATS is a private, not-for-profit transportation provider serving 87 counties in Missouri. The OATS East region includes Franklin, Jefferson, St. Charles, and St. Louis counties. OATS provides demand response and non-emergency medical transportation to the general public for essential shopping, nutrition, medical, business, education, recreation, and employment. Schedules and fares vary by service area and service type.



In FY 2015, OATS provided transportation services to 4,000 individuals in the East region, supplying a total of 403,170 one-way trips. St. Louis County has the highest number of users with 53% of the total ridership, serving 2,153 individuals in FY 2015. In the East region, approximately 74% of the trips were for employment purposes.

## REGIONAL BEST PRACTICES

### Travel Training:

Metro's ADA Services Travel Training Program teaches individuals who qualify for reduced fares or ADA paratransit services how to ride MetroBus and MetroLink services independently. Metro teaches riders about purchasing fares, landmark recognition, pedestrian safety, community safety, and schedule comprehension.

### Information and Referral:

The 2-1-1 System, administered by United Way, is a toll-free phone number, website, and mobile app that connects people with health and human services through the St. Louis Region. 2-1-1 covers the St. Louis Region.

MO RIDES, established in 2014 by the Boonslick Regional Planning Commission (BRPC), is an information and referral service that operates a website and phone number to connect individuals with appropriate transportation options. MO RIDES started as a five-county pilot project, providing referral service in Franklin, St. Charles, Lincoln, Troy, and Warren counties. The MO RIDES database now covers the state of Missouri. MO RIDES is funded by the New Freedom and Enhanced Section 5310 programs and by the Missouri Developmental Disabilities Council.

### Volunteer Driver Programs:

ITN St. Charles provides rides with door-through-door service to seniors and individuals with visual impairments in St. Charles County. Transportation service is available seven days a week, 24 hours a day for any trip purpose. Volunteer drivers use personal vehicles to transport. The volunteer drivers earn transportation credits for their volunteer efforts, and those credits can be used in the future for their own transportation needs. Individuals must sign up for an ITN membership to utilize the service.

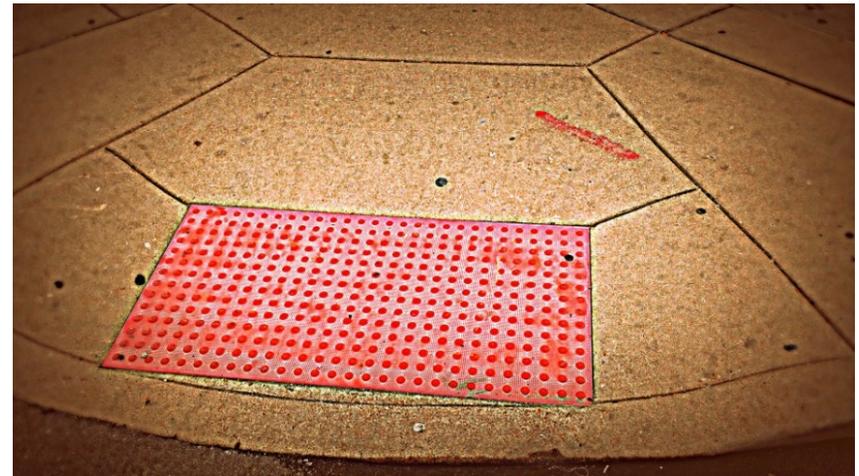
The St. Louis County Older Resident Program (CORP) provides service to St. Louis County residents age 60 and over. Volunteer drivers use their own vehicles to transport to and from medical appointments and other destinations at no charge to the customer. Users must schedule service 48 to 72 hours in advance.

The Senior Transportation and Rides (STAR) program is a volunteer service that provides transportation to medical services for senior residents age 62 and over in St. Charles County. There is no charge to use the service, but donations are accepted.

### Transit Encouragement Programs:

Citizens for Modern Transit (CMT) launched the Ten Toes Express in the St. Louis Region in 2007. The program targets seniors and integrates walking with public transit. The cost to participate is \$10 and participants receive a walking kit. The walking kit including maps, walking logs, a pedometer, transit tickets, and a tote bag.

CMT's Try & Ride Program is a free program that encourages individuals to use the fixed-route system. Participants can receive free transit tickets for a month. Participants are asked to commit to using transit for two months and to complete two surveys.



## SECTION 4: Regional Demographic Profile

In order to understand the transportation needs of seniors and individuals with disabilities in the St. Louis Region and develop new and enhanced transportation services, regional demographics populations need to be considered.

The scope of the CHSTP includes the eight-county St. Louis Region, comprising Madison, Monroe, and St. Clair counties in Illinois and Franklin, Jefferson, St. Charles, and St. Louis counties and St. Louis City in Missouri. There are approximately 2.5 million people living in the St. Louis Region. Approximately 13% are seniors age 65 and over and 12% are individuals with disabilities. St. Louis City with only 12% of the Region’s population has the highest proportion of individuals with disabilities. St. Louis County contains 39% of the Region’s population and the highest proportion of seniors age 65 and over.

**Table 3: Target Populations by County**

County	Total Population	Seniors Age 65 and Over	Individuals with Disabilities
Madison	268,373	39,301	31,319
Monroe	33,181	4,836	3,433
St. Clair	268,939	34,554	35,669
Franklin	101,569	14,459	11,687
Jefferson	219,636	25,779	29,249
St. Charles	365,101	43,082	35,137
St. Louis	999,725	153,449	111,551
St. Louis City	318,955	35,271	45,982
<b>St. Louis Region</b>	<b>2,575,479</b>	<b>350,731</b>	<b>304,027</b>

Source: US Census 2013 5-Year ACS

**Table 4: Proportion of Target Populations by County**

County	Total Population	Seniors Age 65 and Over	Individuals with Disabilities
Madison	10.4%	14.6%	11.8%
Monroe	1.3%	14.6%	10.4%
St. Clair	10.4%	12.8%	13.6%
Franklin	3.9%	14.2%	11.6%
Jefferson	8.5%	11.7%	13.4%
St. Charles	14.2%	11.8%	9.7%
St. Louis	38.8%	15.3%	11.3%
St. Louis City	12.4%	11.1%	14.6%
<b>St. Louis Region</b>	<b>100%</b>	<b>13.6%</b>	<b>12.0%</b>

Source: US Census 2013 5-Year ACS

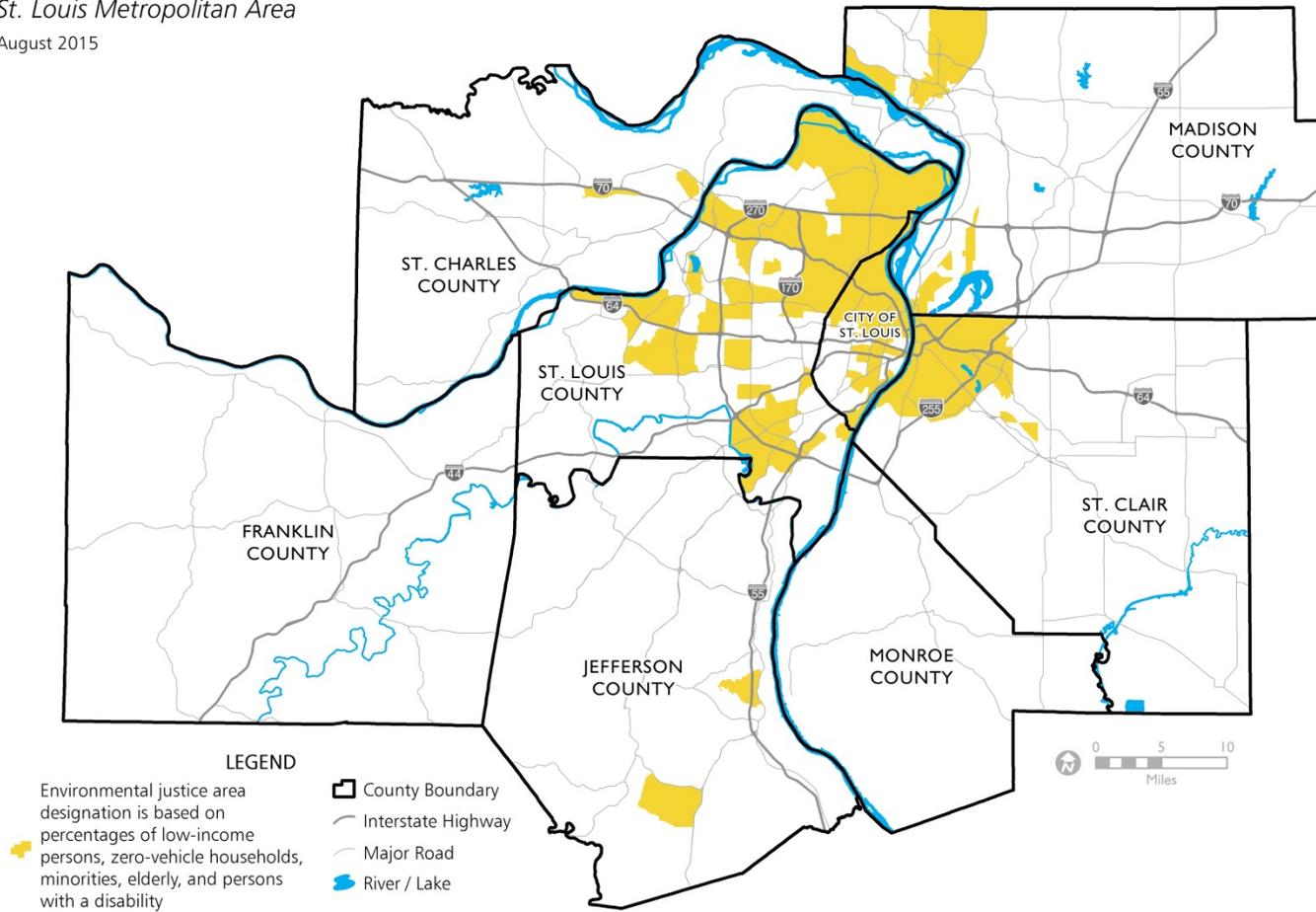
### ENVIRONMENTAL JUSTICE

Environmental Justice (EJ) areas are census tracts that have high concentrations of one of more of the following populations: elderly, disabled, persons in poverty, zero-vehicle households, and minorities. EJ areas are shown in yellow on **Map 3**. Areas with high EJ populations include north St. Louis City, north St. Louis County, within the I-255 core in St. Clair County, portions of St. Louis County near the I-270 belt loop, and in rural areas like De Soto in Jefferson County and Alton in Madison County.

# Environmental Justice Areas, 2008-2012

St. Louis Metropolitan Area

August 2015



Data is depicted by 2010 Census tracts. Tract boundaries are not shown on the map.

Sources: U.S. Census Bureau, 2012 5-Year American Community Survey (2008 - 2012); East-West Gateway Council of Governments



### SENIORS AGE 65 AND OVER

Older adults who do not have reliable and affordable transportation options are more likely to experience isolation and deteriorating physical and mental health. Transportation for older adults improves their quality of life by providing connections to the community, and helping them maintain health and independence.

There are 350,731 seniors age 65 and over in the St. Louis Region, comprising 13.6% of the total population, with 29.5% of that population living alone. Approximately 36% of seniors age 65 and over have at least one disability. Both St. Louis City and St. Clair County have the highest percent of seniors living in poverty, 17.4% and 8.8% respectively.

**Table 5: Percent Seniors in Poverty by County**

County	% Seniors in Poverty
Madison	6.3%
Monroe	4.4%
St. Clair	8.8%
Franklin	7.5%
Jefferson	7.1%
St. Charles	4.7%
St. Louis	6.3%
St. Louis City	17.4%
<b>St. Louis Region</b>	<b>7.5%</b>

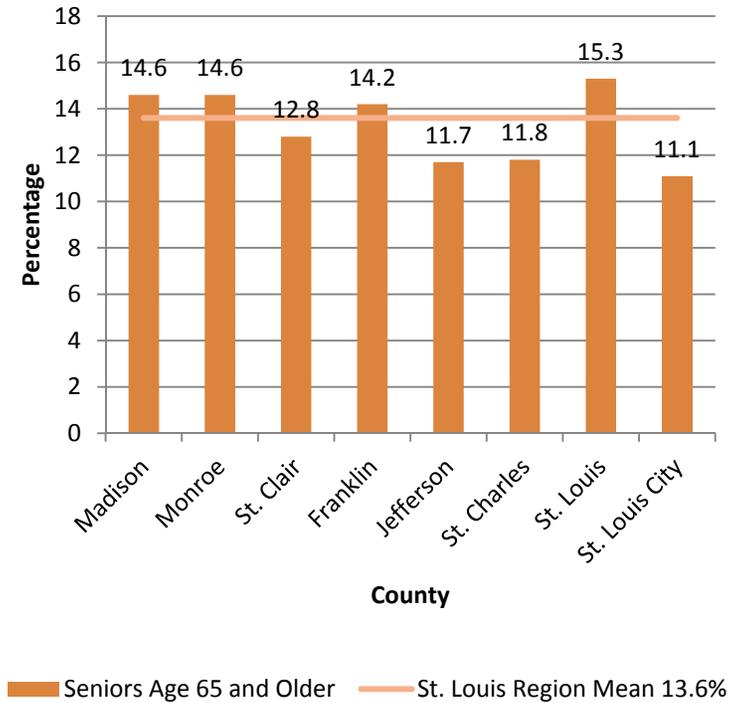
Source: US Census 2013 5-Year ACS

**Map 4** displays the percent seniors age 65 and over population within the St. Louis Region at the census block group level. The areas shown in dark blue have a larger proportion of seniors age 65 and over.

From 2000 to 2010, the most notable change has been the population decline of seniors age 65 and older in St. Louis City and inside the I-270 belt loop in St. Louis County (**Map 5**). The increase of seniors in suburban areas creates a myriad of issues. The suburbs were originally built for young families and are generally car oriented. Suburban communities must now

accommodate a growing senior population, where public transit options are often limited or inadequate.

**Figure 4: Percent of Seniors Age 65 and Over by County, 2013**

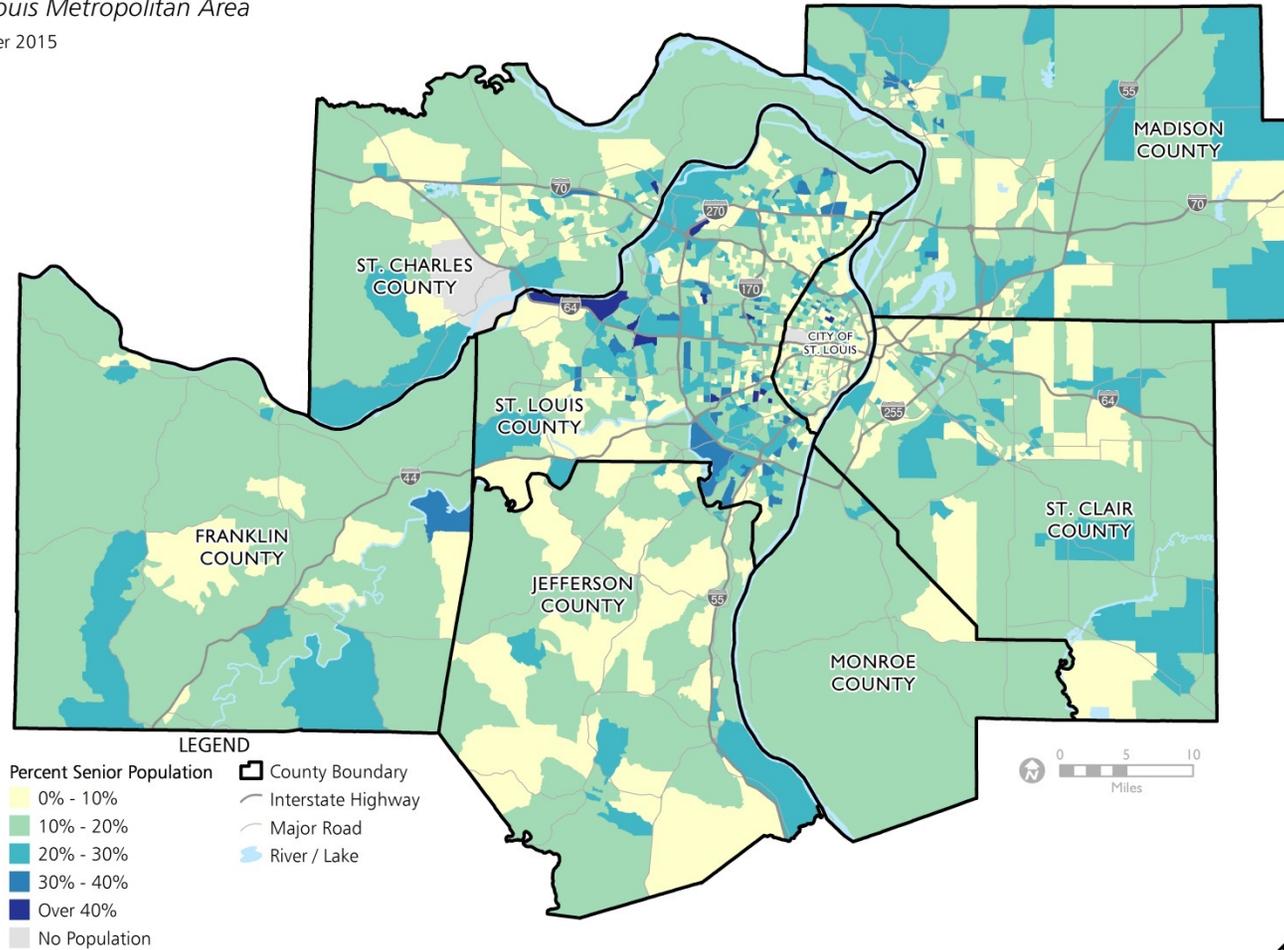


Source: US Census 2013 5-Year ACS

# Percent Senior Population, 2009-2013

St. Louis Metropolitan Area

October 2015



Data is depicted by 2010 Census block groups.  
Block group boundaries are not shown on the map.

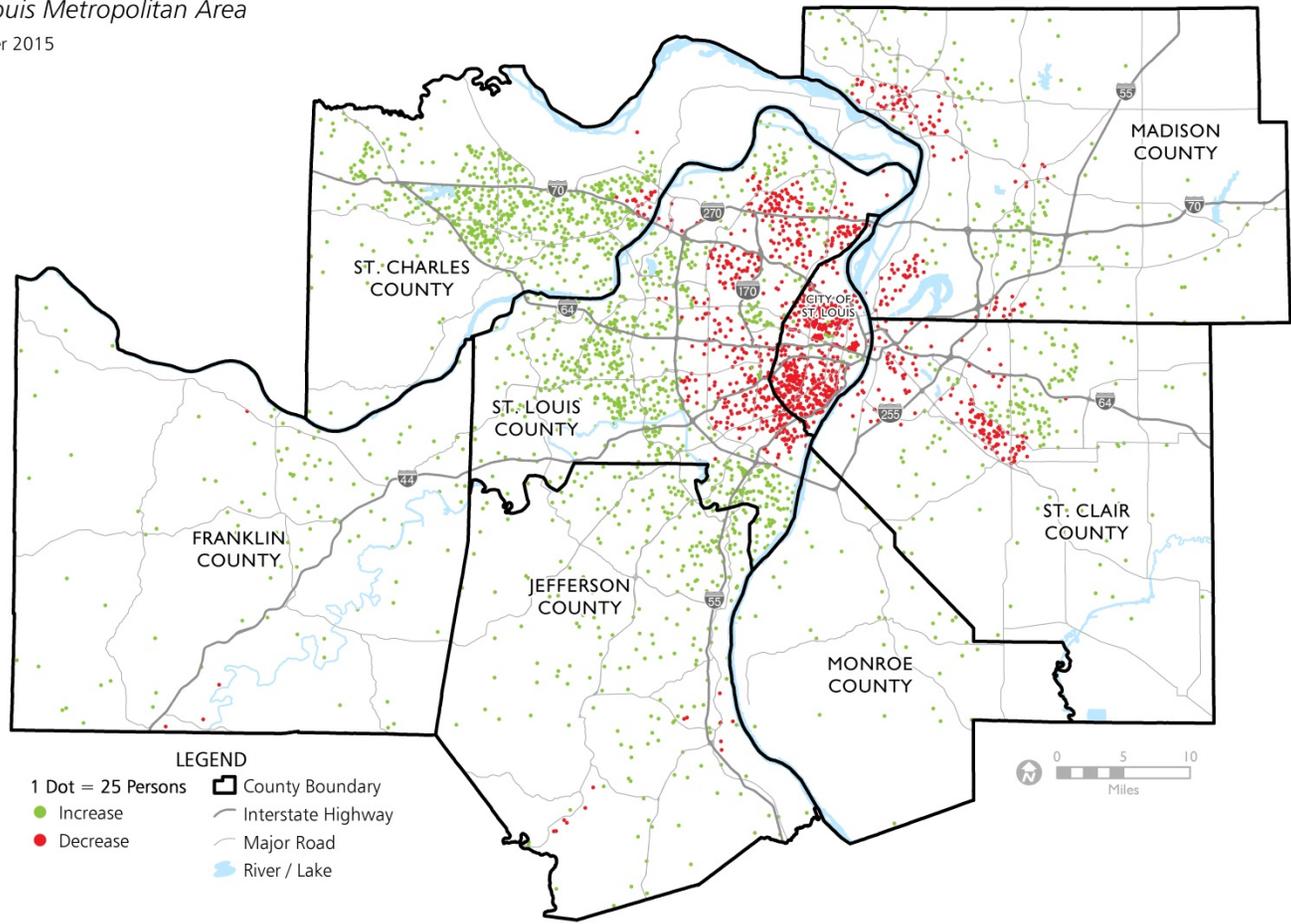
Sources: U.S. Census Bureau, 2013 5-Year American Community Survey (2009 - 2013); East-West Gateway Council of Governments



# Change in Population Age 65 and Over, 2000-2010

St. Louis Metropolitan Area

October 2015



This map shows the net change in number of adults 65 years of age and over by 2010 US Census Tracts. Dots are randomly placed within the Census Tracts. Tract boundaries are not shown on the map.

Sources: U.S. Census Bureau (2000, 2010); East-West Gateway Council of Governments



## INDIVIDUALS WITH DISABILITIES

Disabled persons have varied needs, as a disability can be physical, cognitive, sensory, or temporary. Therefore the transportation needs of individuals with disabilities can vary greatly. Although there is a wide variation in the degree of disability among these residents, many have mobility challenges that impede their ability to operate a personal vehicle.

There are 304,027 individuals with disabilities living in the St. Louis Region, comprising 12% of the total population. Approximately 35.4% of the disabled population age 18 to 64 years is employed full-time or part-time, requiring transportation to and from work. Both St. Louis City and St. Clair County have the highest percent of individuals with disabilities living in poverty, 35.8% and 23.8% respectively.

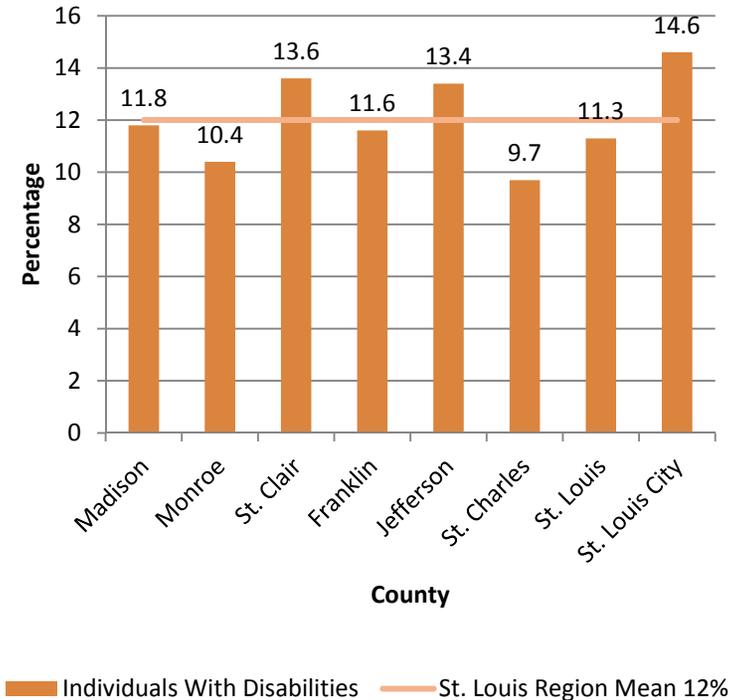
**Table 6: Percent with Disability in Poverty by County**

County	% Disability in Poverty
Madison	17.8%
Monroe	8.5%
St. Clair	23.8%
Franklin	20.4%
Jefferson	20.6%
St. Charles	12.4%
St. Louis	16.6%
St. Louis City	35.8%
<b>St. Louis Region</b>	<b>20.4%</b>

Source: US Census 2013 5-Year ACS

**Map 6** displays the percent disabled population within the St. Louis Region at the census tract level. The areas shown in dark blue have a larger proportion of disabled persons.

**Figure 5: Percent of Individuals with a Disability by County, 2013**

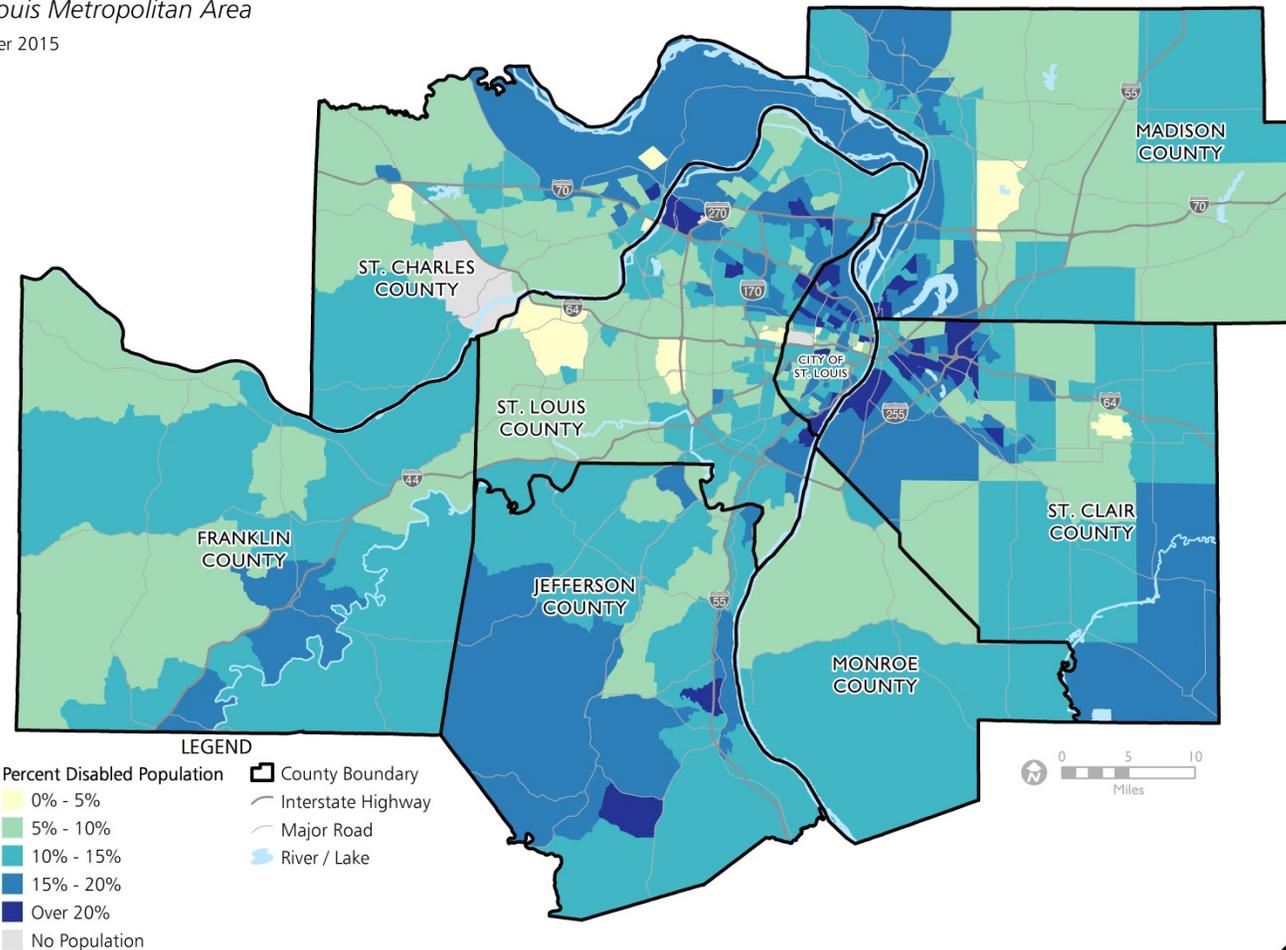


Source: US Census 2013 5-Year ACS

# Percent Disabled Population, 2009-2013

St. Louis Metropolitan Area

October 2015



Data is depicted by 2010 Census tracts.  
Tract boundaries are not shown on the map.

Sources: U.S. Census Bureau, 2013 5-Year American Community Survey (2009 - 2013); East-West Gateway Council of Governments



### TRANSIT CATCHMENT AREA

Bus service is most effective serving residents within a half-mile of transit routes. This half-mile “catchment area” is an estimate of how far an individual is willing to travel to ride a bus. However, the distance a senior or an individual with a disability will travel to a bus stop is much less. For those individuals who cannot access the fixed-route system, they have the option to utilize the complementary paratransit system if they are within the ¼ mile service area. However, using the fixed-route service is more affordable than the complementary paratransit service.

**Map 7** and **Map 8** show areas that have higher proportions of seniors and individuals with disabilities and areas served by the regional transit system. This is demonstrated using a half-mile buffer.

The regional transit system serves a large portion of the St. Louis, MO-IL UZA. However, there are portions in the rural areas that have higher proportions of seniors and individuals with disabilities that do not have access to a fixed-route service.

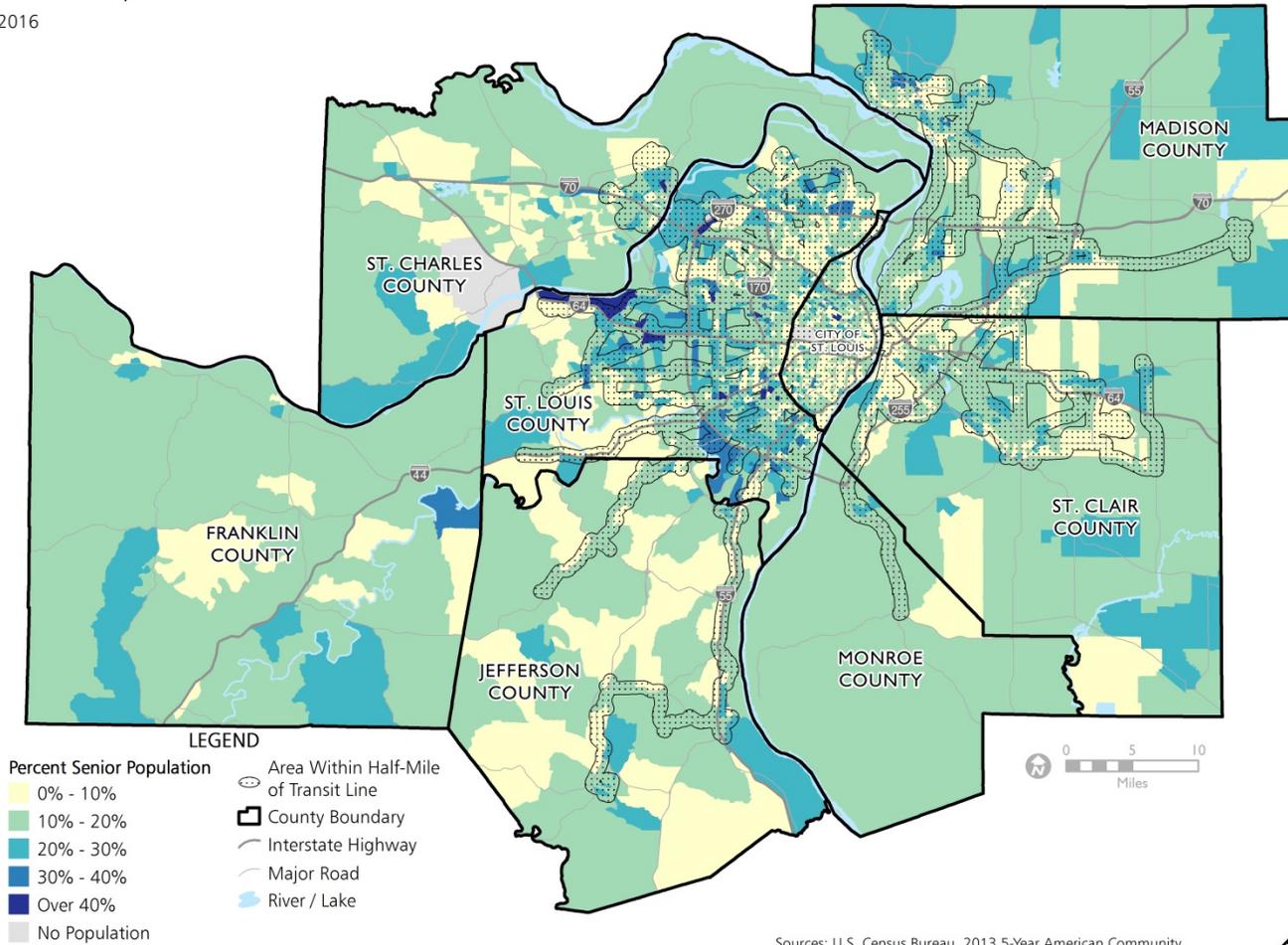


**Map 7: Percent Senior Population with Half-Mile Transit Buffer**

## Percent Senior Population with Half-Mile Transit Buffer, 2009-2013

St. Louis Metropolitan Area

May 2016



Data is depicted by 2010 Census block groups.  
Block group boundaries are not shown on the map.

Sources: U.S. Census Bureau, 2013 5-Year American Community Survey (2009 - 2013); Metro; Madison County Transit; St. Charles Area Transit; East-West Gateway Council of Governments

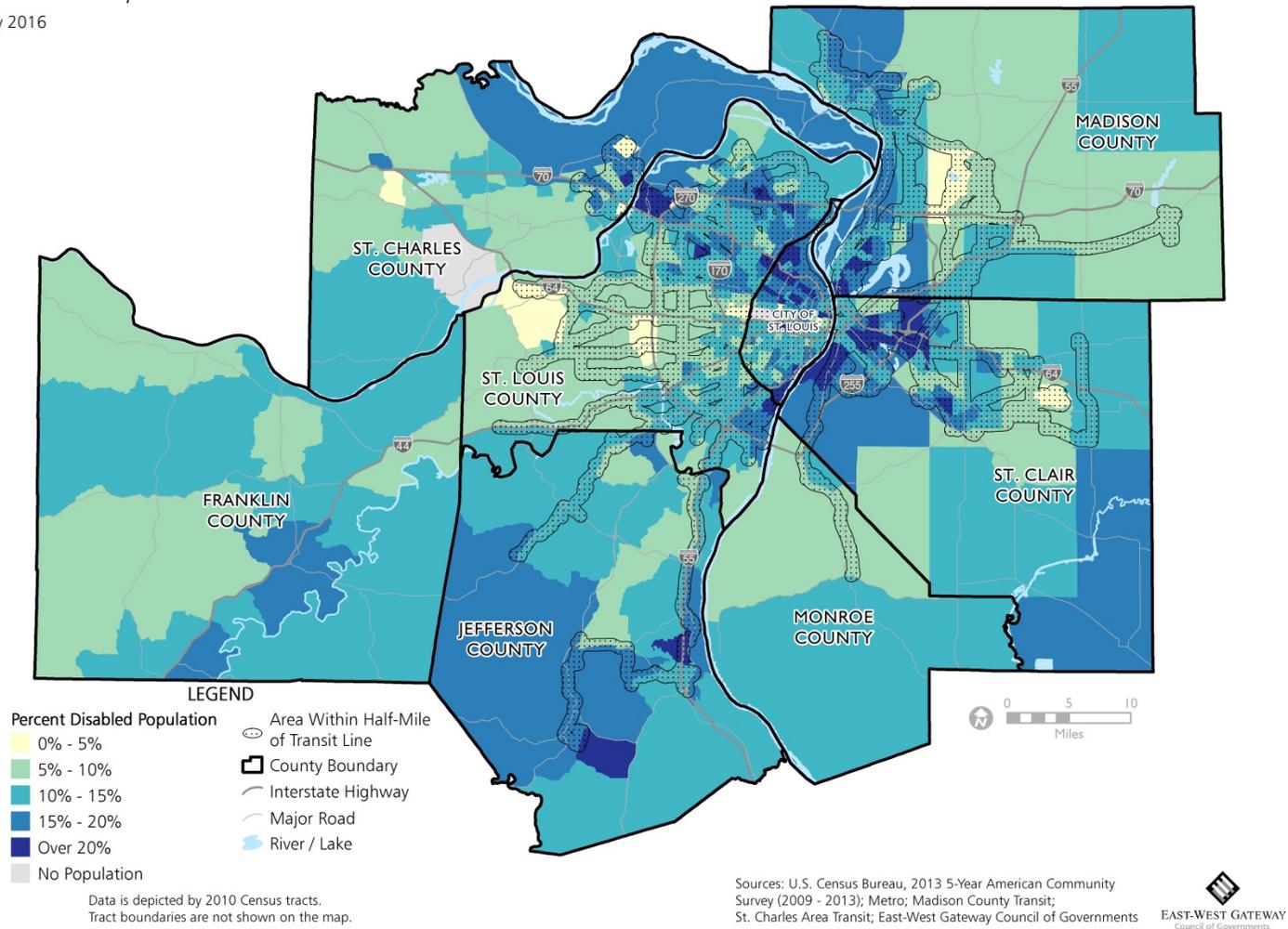


**Map 8: Percent Disabled Population with Half-Mile Transit Buffer**

# Percent Disabled Population with Half-Mile Transit Buffer, 2009-2013

St. Louis Metropolitan Area

May 2016



## SECTION 5: Identified Gaps in Transportation

The CHSTP Stakeholder Committee identified gaps in existing transportation services for seniors and individuals with disabilities. The gaps have been grouped into six categories: cost, temporal, spatial, awareness, capital/infrastructure, and institutional. This section of the CHSTP explains each gap and identifies specific unmet needs in the St. Louis Region. This list of gaps guided the development of the strategies identified in **Section 6**.

### COST GAPS

*Occur when there is a lack of funding to provide appropriate transportation service, and the cost to use transportation is high.*

---

- a. **Financial Challenges:** The lack of adequate funding for transportation services is a major barrier to meeting the transportation mobility needs. Funding for operations and maintenance of services is particularly difficult to acquire. Limited and constrained funding makes expanding, enhancing, coordinating, and maintaining transportation services difficult. Service gaps develop when there is a lack of funding, for instance:
  - Vehicles can be underutilized, or not used, if the provider does not have the appropriate funding to operate the service.
  - Transportation providers are often not able to meet increased demand, which can result in turning individuals away. The inability to meet demand can prevent some individuals from living in place versus living in assisted living facilities. The AARP has found in a recent study that 87% of seniors age 65 and over want to stay in their current homes and community as they age.
  - The inability to fund appropriate transportation services often increases the user's cost to utilize the service.
  - It is challenging for new projects to compete for funding. As a result, new projects that would effectively respond to the demand may not be able to start service.

- b. **User Affordability:** The cost of using transportation services on a regular basis and the need for specialized services can be prohibitive for some riders, especially seniors and individuals with disabilities with limited incomes.

### TEMPORAL GAPS

*Caused when the transportation service is not available at the time when it is needed, or the service becomes ineffective because of long travel times.*

---

- a. **Hours of Service:** The lack of off-peak (mornings, evenings, weekends) service presents difficulties for individuals depending on transit. The agency providing these services may operate limited hours by choice or because limited resources (*i.e., funding, staffing, not open on evenings/weekends*) affect the available hours of service.
- b. **Long Trip Lengths:** Employment opportunities can be hard to retain if the travel time to and from work is excessive. Transfer times may result in additional wait times for users to complete a trip.

### SPATIAL GAPS

*Locations that are underserved, or not served at all, by transportation services, and connections to and within the regional transportation system are lacking.*

---

- a. **Geographic Coverage of Service:** Individuals living in the rural and underserved areas typically have more transportation difficulties due to limited options. Typically, new housing developments and employment centers are developed outside of the transit system, creating spatial gaps in suburban and rural locations where transit service is either unavailable or inadequate. For seniors and individuals with disabilities, these gaps are disruptive as alternative transportation options may not be available.
- b. **Large Multi-Jurisdictional Region:** The St. Louis Region is a highly diverse area including urbanized and rural areas, which are spread out over eight counties, two states, and 197 municipalities. The need for better connectivity between service providers and service areas was

expressed to improve cross-jurisdictional connections, therefore providing seamless transportation to seniors and individuals with disabilities. The geographic service boundaries might be set by the provider because of limited resources or by the source of funding.

- c. **Trip Options from Outlying Areas:** Seniors and individuals with disabilities living in the rural areas of the St. Louis Region often seek medical care and other services in the suburban or urban areas. Agencies providing service in the rural areas may not have the capacity or the resources to drive users to the suburban or urban areas of the St. Louis Region.

### **AWARENESS GAPS**

*Occur when individual riders and providers are not fully informed on available transportation options.*

---

- a. **Lack of Information:** Since there are a variety of transportation services in the St. Louis Region, it is difficult for individuals and agencies to know all of the available transportation options. Barriers to information can take many forms, including:
  - Agencies may have limited funding available for marketing, therefore, users and providers are not fully informed on the available options.
  - Without adequate information about available transportation choices and different specializations, it is difficult for transportation providers to make referrals when needed.
  - Some individuals are not aware of the available information resources.
  - Information about the available options can be complex and hard to navigate, making it hard to understand what options are available.
  - Several local government authorities provide transportation services to area residents. Often times, it is difficult to obtain the point of contact for that service, or little information about the service is posted online, therefore information cannot be shared and referrals cannot be made.

- b. **Fear of Riding Fixed Route Transit (Perceived Fear):** Some individuals, particularly older adults, do not feel comfortable or safe using transit either because they don't know how to ride (*i.e., make transfers, understanding schedules*), because they perceive it as unsafe, or fear going outside their comfort level. Learning how to access and utilize the multitude of transportation options can be a daunting task for individuals unfamiliar with the transportation system.

### **CAPITAL/INFRASTRUCTURE GAPS**

*Occur when capital or infrastructure limitations prevent individuals from accessing transportation options.*

---

- a. **Accessibility Limitations:** A lack of physical infrastructure, such as rough sidewalk conditions, missing sidewalks, unsafe crossings, non-ADA compliance, the lack of benches/weather protection at bus stops, and inadequate signage and lighting, can prevent seniors and individuals with disabilities from accessing needed transportation options. Riding public transportation is more affordable than demand response transportation, but the service is inadequate if the user cannot access a bus stop because of the physical infrastructure. Other factors that affect accessibility include:
  - The pick-up point may be accessible, but the drop-off point may not be accessible.
  - Weather can be a major impediment to accessing transit. When snow has not been removed from sidewalks, people who use wheelchairs and the frail cannot access buses. The lack of a bus shelter can make it difficult for seniors and individuals with disabilities to wait for the bus during rainy or hot weather.
- b. **Vehicle Concerns:** A transportation provider cannot efficiently provide service if the vehicles are not adequate or issues arise with procurement. Three concerns are described below:
  - Even if the physical infrastructure is accessible, the transportation service can be inaccessible if the vehicle itself is inadequate. For example, the wheelchair lift might only be able to lift 600 lbs., but the individual might need a 1,000 lbs. lift.

- The need for vehicle options was also expressed, as the preferred vehicle might not be available for procurement. For example, the grant may pay for one type of vehicle, but the users require a different vehicle type for transportation. Some vehicles can be uncomfortable for riders.
- Another issue related to vehicle acquisition is that the allocation of vehicles is lagging behind the immediate need for the vehicles.

c. **Road Conditions/Vehicle Maintenance:** Poor road conditions can put added wear and tear on the vehicle fleet. Therefore, the lack of maintenance on the roadway can limit the ability for the provider to offer service to users. When a vehicle goes in for service, this can be an issue to the provider since this may be the provider's only vehicle. In addition, older vehicles often require more maintenance, which can be costly to the provider.



## INSTITUTIONAL GAPS

*Caused by the rules, regulations, and requirements that govern transportation service provision.*

---

- a. **Service Fragmentation and Coordination:** Service fragmentation develops when providers focus on their own missions and client base. This can result in the duplication of services, inefficient use of vehicles, and poor service quality. Disincentives exist to coordinating service, for example:
  - Limited resources and concerns about insurance coverage may affect a provider's ability to coordinate with other service providers.
  - Start-up costs for shared transportation systems, like capital acquisition and scheduling systems, can be prohibitive.
  - Concerns that funding or service will be jeopardized if an agency transports someone who is not their client.
- b. **Eligibility Criteria:** Funding sources can create siloed, fragmented services. For example, restrictions on who can be served and the service area can make it difficult to provide the most efficient service.
- c. **Specialized Services:** The fixed route transit system might not be adequate for some individuals because they need specialized services. Some individuals are too frail to utilize curb-to-curb service and require greater assistance to and from the vehicle, such as door-to-door or door-through-door service. Agencies providing customized transportation services and greater assistance may be affected by funding source limitations on the type of trips that can be provided, such as recreational and shopping trips.
- d. **Scheduling Requirements:** Some providers require advance reservations, making it difficult to reach a doctor for a same-day appointment because of an illness, emergency, or unexpected appointment. Fixed route and taxi services are available, but these options may not be feasible for seniors and disabled individuals, especially those with limited incomes, and may not be an option at all in the rural areas with no transit service.

- e. **Reliability Issues:** Reliability is very important for seniors and individuals with disabilities, and the transportation services utilized need to have predictable timeframes. Unreliable services can create many issues, for example:
- If an individual misses their appointment, it may require rescheduling or waiting many hours until there is another open appointment. Late arrivals can occur due to long rides, shared rides, or no show vehicles.
  - The wait times for pick-up after an appointment can be long and generally difficult for someone in ill health. Wait times can be long because it is hard for the agency to predict how long the appointment will last.
  - If users requests the same pick-up or drop-off times, it can be challenging for providers to accommodate all user's needs, especially when resources are limited.
  - Employment opportunities are hard to obtain or retain when individuals cannot make it to work on time.
- f. **Retaining Qualified Drivers:** A provider might rely heavily on volunteer drivers. Recruiting volunteer drivers is a problem faced by many transportation providers since licensing, training, and retaining drivers can be very costly to the provider.



## SECTION 6: Strategies

The following five overarching goals and prioritized strategies were developed with assistance from the CHSTP Stakeholder Committee, and are intended to address the noted gaps in transportation. Proposals submitted for Section 5310 funding must be responsive to at least one of the following five goals and corresponding strategies.

### GOAL 1: SUSTAIN EXISTING SERVICES

*Focus investment to maintain existing services where there are continued needs.*

---

#### Highest Priorities:

- Maintain or replace vehicles and equipment needed to sustain existing services.
- Ensure that procured vehicles support the demand and type of transportation service offered (*i.e., rightsizing*).

#### Other Priorities:

- Advocate for more flexible federal and state funding to support the maintenance and operations of existing fleets.
- Assess the feasibility of public/private partnerships to seek new local funding opportunities (*i.e., large employers*).

### GOAL 2: ENHANCED SERVICES

*Improve the usability of existing services through new technologies, innovative programs, and expanded access.*

---

#### Highest Priority:

- Provide new or expanded service to the underserved geographic areas or populations.

#### Other Priorities:

- Improve connections to and within the regional transportation system.

- Deploy technologies that achieve greater service efficiencies (*i.e., scheduling, routing, one-call systems, fare collection*).
- Provide on-going sensitivity and customer service training for drivers.
- Support voucher programs tailored to meet the needs of seniors and individuals with disabilities.
- Expand existing volunteer driver programs to include additional outreach efforts to recruit more volunteers and stipends to incentivize participation.
- Increase off-peak transit service hours, where demand warrants.
- Expand door-to-door assisted transportation services.
- Reduce silo type transportation by supporting transportation options for any trip purpose, providing shared trips among different populations, or opening transportation service to the general public.

### GOAL 3: EDUCATION AND OUTREACH

*Increase ridership by expanding education on available transportation options.*

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#### Highest Priority:

- Improve information on existing services and provide in appropriate formats (*i.e., digital media, traditional media*) to customers and human service transportation providers.

#### Other Priorities:

- Build partnerships to promote regional transit campaigns (*i.e., Citizens for Modern Transit's Ten Toe Express and Try & Ride Program*).
- Provide more publicity about existing traveling training opportunities and transportation options.

#### GOAL 4: COORDINATION

*Reduce inefficiencies and service overlaps by improving communication among agencies through new technologies and coordinated services.*

---

##### Highest Priority:

- Create new and maintain existing partnerships that regularly address the identified gaps in the CHSTP.

##### Other Priorities:

- Address insurance issues related to shared transportation.
- Explore coordination opportunities, including shared maintenance, dispatching functions, and joint training initiatives.
- Support mobility management to provide centralized information, encourage referrals, and manage demand across a variety of transportation services.
- Convene a committee of local mobility managers and transportation providers to discuss best practices and lessons learned.

#### GOAL 5: INDEPENDENCE

*Encourage independent and safe travel through maintenance of transit supportive infrastructure and improved accessibility and security.*

---

##### Highest Priorities:

- Update vehicles as needed to address the special needs of seniors and individuals with disabilities.
- Promote walkable communities with improved pedestrian accessibility to public transportation options and enhanced amenities at transit facilities.

##### Other Priorities:

- Improve frequency, transfer times, and availability of specialized services.
- Establish a “Bus Buddy” program to provide extra assistance to individuals who cannot ride fixed route transit on their own.
- Build on or expand travel training programs in the St. Louis Region.



## SECTION 7: Section 5310 Competitive Selection Framework

Projects submitted for funding are prioritized and selected using a competitive process. The selection criteria have been reevaluated to reflect the changes to the Section 5310 Program under MAP-21. The following selection criteria include a maximum of 100 total points:

- 1. Responsiveness to CHSTP Gaps and Strategies 25 Points**
  - Points will be awarded based on the project’s responsiveness in addressing the gaps identified in the CHSTP (10).
  - Points will be awarded based on how many strategies that project addresses, and how well the project responds to the strategies in the CHSTP (15).
- 2. Sponsor Experience and Management 25 Points**
  - Points will be awarded based on the project sponsor’s:
    - experience in managing transportation services for seniors and/or individuals with disabilities (5),
    - availability of sufficient management, staff, and resources to implement project (5),
    - stability of local match funding sources (5),
    - history of managing federal transportation projects (5), and
    - ability to sustain project after initial grant funding is expended (5).
- 3. Coordination among Agencies 20 Points**
  - Points will be awarded based on the coordinated efforts and demonstrated partnerships to address gaps and avoid duplicated services.
- 4. Benefits to Target Population 20 Points**
  - Points will be awarded based on the estimated number of seniors and/or individuals with disabilities that the project will benefit (10).

- Points will be awarded if the sponsor demonstrates improved benefits to target population over time for existing projects, or estimates benefit to target population to be achieved for new projects (5).
- Points will be awarded to projects that serve more than one jurisdiction (5).

**5. Project Budget 5 Points**

- Points will be awarded based on how efficiently the project provides benefits to the users (*cost per customer served*).

**6. Marketing and Promotion 5 Points**

- Points will be awarded based on how the sponsor markets the transportation service to the target population and promotes awareness.

### SECTION 5310 ELIGIBILITY CRITERIA

For a project to be considered for Section 5310 funding in the St. Louis, MO-IL UZA, the Council uses the following minimum requirements:

- The project sponsor must meet the sub-recipient criteria as defined in the Section 5310 Circular.
- The proposed project must be eligible for Section 5310 funding under FTA guidelines.
- The proposed project must serve the target population – seniors and/or individuals with disabilities.
- The proposed project must be non-duplicative.
- The proposed project must identify one or more local funding source and provide evidence that the source(s) are committed to supplying the necessary local match for the project.
- The proposed project must address one of the strategies identified in the CHSTP.

## IDOT COMPETITIVE SELECTION FRAMEWORK

IDOT is responsible for the selection criteria for Section 5310 Traditional projects in the Illinois portion of the St. Louis Region. IDOT's selection criteria are summarized below:

1. **Level of Existing Service** *4 Points*
  - Availability of service on a daily and weekly basis.
2. **Equipment Utilization** *4 Points*
  - The amount of demonstrated use vehicles receive or will receive.
3. **Asset Maintenance** *4 Points*
  - Ability to preserve and maintain vehicles throughout their useful life.
4. **Management Capacity** *4 Points*
  - Ability to manage and administer an effective transportation program from financial planning and staff training perspectives.
5. **Coordination Efforts** *4 points*
  - Willingness and ability to coordinate with other service providers at a local and/or regional level.



## APPENDIX A: Section 5310 Eligible Activities

Section 5310 funds are available for capital and operating expenses to support the provision of transportation services to meet the specific needs of seniors and individuals with disabilities.

Section 5310(b) provides that of the amounts apportioned to states and designated recipients, not less than 55% shall be available for Section 5310 Traditional projects – those public transportation capital projects planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate. Notably, this 55% is a floor, not a ceiling – recipients may use more than 55% of their apportionment for this type of project.

**Note:** These projects must be carried out by an eligible sub-recipient, which include a private non-profit organization; or a state or local government authority that: 1) is approved by a state to coordinate services for seniors and individuals with disabilities; or 2) certifies that there are no non-profit organizations readily available in the area to provide the service.

### Eligible capital expenses that meet the 55% requirement:

- a. Rolling stock and related activities for Section 5310-funded vehicles
  - 1) Acquisition of expansion or replacement buses and vans, and related procurement, testing, inspection, and acceptance costs;
  - 2) Vehicle rehabilitation or overhaul;
  - 3) Preventive maintenance;
  - 4) Radios and communication equipment; and
  - 5) Vehicle wheelchair lifts, ramps, and securement devices.
- b. Passenger facilities related to Section 5310-funded vehicles
  - 1) Purchase and installation of benches, shelters, and other passenger amenities.
- c. Support facilities and equipment for Section 5310-funded vehicles
  - 1) Extended warranties that do not exceed the industry standard;
  - 2) Computer hardware and software;

- 3) Transit-related intelligent transportation systems (ITS);
  - 4) Dispatch systems; and
  - 5) Fare collection systems.
- d. Lease of equipment when lease is more cost effective than purchase.
  - e. Acquisition of transportation services under a contract, lease, or other arrangement. This may include acquisition of ADA-complementary paratransit services. Both capital and operating costs associated with contracted services are eligible capital expenses.
  - f. Support for mobility management and coordination programs among public transportation providers and other human service agencies providing transportation. Mobility management is an eligible capital cost. Mobility management activities may include:
    - 1) The promotion, enhancement, and facilitation of access to transportation services, including the integration and coordination of services for individuals with disabilities, seniors, and low-income individuals;
    - 2) Support for short-term management activities to plan and implement coordinated services;
    - 3) The support of state and local coordination policy bodies and councils;
    - 4) The operation of transportation brokerages to coordinate providers, funding agencies, and passengers;
    - 5) The provision of coordination services, including employer-oriented transportation management organizations' and human service organizations' customer-oriented travel navigator systems and neighborhood travel coordination activities such as coordinating individualized travel training and trip planning activities for customers;
    - 6) The development and operation of one-stop transportation traveler call centers to coordinate transportation information on all travel modes and to manage eligibility requirements and arrangement for customers among supporting programs; and
    - 7) Operational planning for the acquisition of intelligent transportation technologies to help plan and operate coordinated systems inclusive of geographic information systems (GIS) mapping, global positioning system technology, coordinated vehicle scheduling, dispatching and monitoring

technologies, as well as technologies to track costs and billing in a coordinated system, and single smart customer payment systems. (Acquisition of technology is also eligible as a standalone capital expense).

- g. Capital activities (e.g., acquisition of rolling stock and related activities, acquisition of services, etc.) to support ADA-complementary paratransit service may qualify toward the 55% requirement, so long as the service is provided by an eligible recipient/sub-recipient.

Other eligible capital and operating expenses “New Freedom Type projects” (up to 45%):

- a. Public transportation projects (capital only) planned, designed, and carried out to meet the special needs of seniors and individuals with disabilities when public transportation is insufficient, inappropriate, or unavailable.
- b. Public transportation projects (capital and operating) that exceed the requirements of the ADA. The following activities are examples of eligible projects meeting the definition of public transportation service that is beyond the ADA.

- 1) Enhancing paratransit beyond minimum requirements of the ADA. ADA-complementary paratransit services can be eligible under the Section 5310 program in several ways:

- i. Expansion of paratransit parameters beyond the three-fourths mile required by the ADA;
    - ii. Expansion of current hours of operation for ADA paratransit services that are beyond those provided on the fixed-route services;
    - iii. The incremental cost of providing same day service;
    - iv. The incremental cost (if any) of making door-to-door service available to all eligible ADA paratransit riders, but not on a case-by-case basis for individual riders in an otherwise curb-to-curb system;
    - v. Enhancement of the level of service by providing escorts or assisting riders through the door of their destination;
    - vi. Acquisition of vehicles and equipment designed to accommodate mobility aids that exceed the dimensions and weight ratings established for

wheelchairs under the ADA regulations, 49 CFR part 38 (i.e., larger than 30” x 48” and/or weighing more than 600 pounds), and labor costs of aides to help drivers assist passengers with oversized wheelchairs. This would permit the acquisition of lifts with a larger capacity, as well as modifications to lifts with a 600-pound design load, and the acquisition of heavier duty vehicles for paratransit and/or demand response service in order to accommodate lifts with a heavier design load; and

- vii. Installation of additional securement locations in public buses beyond what is required by the ADA.
    - 2) Feeder services. Accessible “feeder” service (transit service that provides access) to commuter rail, commuter bus, intercity rail, and intercity bus stations, for which complementary paratransit service is not required under the ADA.
  - c. Public transportation projects (capital and operating) that improve accessibility. The following activities are examples of eligible projects that improve accessibility to the fixed-route system.
    - 1) Making accessibility improvements to transit and intermodal stations not designated as key stations. Improvements for accessibility at existing transportation facilities that are not designated as key stations established under 49 CFR 37.47, 37.51, or 37.53, and that are not required under 49 CFR 37.43 as part of an alteration or renovation to an existing station, so long as the projects are clearly intended to remove barriers that would otherwise have remained. Section 5310 funds are eligible to be used for accessibility enhancements that remove barriers to individuals with disabilities so they may access greater portions of public transportation systems, such as fixed-route bus service, commuter rail, light rail, and rapid rail. This may include:
      - i. Building an accessible path to a bus stop that is currently inaccessible, including curb cuts, sidewalks, accessible pedestrian signals, or other accessible features;

- ii. Adding an elevator or ramps, detectable warnings, or other accessibility improvements to a non-key station that are not otherwise required under the ADA;
  - iii. Improving signage or wayfinding technology; or
  - iv. Implementation of other technology improvements that enhance accessibility for people with disabilities including ITS.
- 2) Travel training. Training programs for individual users on awareness, knowledge, and skills of public and alternative transportation options available in their communities. This includes travel instruction and travel training services.
- d. Public transportation alternatives (capital and operating) that assist seniors and individuals with disabilities with transportation. The following activities are examples of projects that are eligible public transportation alternatives.
  - 1) Purchasing vehicles to support accessible taxi, ride-sharing, and/or vanpooling programs. Section 5310 funds can be used to purchase and operate accessible vehicles for use in taxi, ride-sharing, and/or vanpool programs provides that the vehicle meets the same requirements for lifts, ramps, and securement systems specified in 49 CFR part 38, subpart B, at a minimum, and permits a passenger whose wheelchair can be accommodated pursuant to part 38 to remain in his/her personal mobility device inside the vehicle.
  - 2) Supporting the administration and expenses related to voucher programs for transportation services offered by human service providers. This activity is intended to support and supplement existing transportation services by expanding the number of providers available or the number of passengers receiving transportation services. Vouchers can be used as an administrative mechanism for payment of alternative transportation services to supplement available public transportation. The Section 5310 program can provide vouchers to seniors and individuals with disabilities to purchase rides, including: (a) mileage reimbursement as part of a volunteer driver program; (b) a taxi trip; or (c) trips provided by a human service agency. Providers of

- transportation can submit the voucher reimbursement to the recipient for payment based on predetermined rates and contractual agreements. Transit passes or vouchers for use on existing fixed-route or ADA complementary paratransit service are not eligible. Vouchers are an operational expense which requires a 50/50 (federal/local) match.
  - 3) Supporting volunteer driver and aide programs. Volunteer driver programs are eligible and include support costs associated with the administration, management or driver recruitment, safety, background checks, scheduling, coordination with passengers, other related support functions, mileage reimbursement, and insurance associated with volunteer driver programs. The costs of enhancements to increase capacity of volunteer driver programs are also eligible. FTA encourages communities to offer consideration for utilizing all available funding resources as an integrated part of the design and delivery of any volunteer driver/aide program.
- e. Limits on operating assistance. Given the 55% requirement for Section 5310 Traditional capital projects, a recipient may allocate up to 45% of its apportionment for operating assistance. However, this funding is limited to eligible projects as described in 49 U.S.C 5310(b)(1)(B-D) and described in this section (b, c, and d) above. Operating assistance for required ADA complementary paratransit service is not an eligible expense.



## APPENDIX B: Transportation Inventory

Agency	Client Type						Service					Funding				Service Area							
	Senior	Disability	Low-Income	Employment	Social	General Public	Fixed or Deviated	Demand Response	Non-Emergency Medical Transportation	Taxi	Transportation Information and Assistance	Section 5310	JARC	New Freedom	Enhanced Section 5310	St. Louis City, Mo	St. Louis, Mo	St. Charles, Mo	Jefferson, Mo	Franklin, Mo	Madison, Il	Monroe, Il	St. Clair, Il
2-1-1 (United Way)			X							X					X	X	X	X	X	X	X	X	X
AARP - St. Louis	X									X					X	X	X	X	X	X	X	X	X
Ace Transportation of St. Charles						X			X								X						
AgeSmart Community Resources	X							X	X	X											X	X	X
Agency for Community Transit - Runabout	X	X				X	X	X	X		X				X						X		
Airport Best Taxi		X				X				X					X	X	X						
Alexian Brothers Senior Ministries	X							X			X				X	X							
All About Family I	X	X	X						X						X	X							
Alternative Transportation System	X	X						X	X														X
Amanda Lockett Hopewell Center	X	X	X					X			X				X	X							
American Cancer Society - Road to Recovery								X	X	X					X	X	X	X	X	X	X	X	X
American Red Cross, St. Louis Area Chapter	X	X							X	X	X				X	X	X	X	X	X	X	X	X
Bellefontaine Neighbors	X	X						X	X		X			X	Bellefontaine Neighbors, Mo								
Berkeley Senior Group	X				X			X	X						Berkeley, Mo								
Bethany Place		X						X	X	X										X	X	X	
Beverly Farm Foundation		X		X	X				X											X			
Boone Center, Inc.		X		X				X			X						X						
Brentwood MAGIC Bus	X							X	X						Brentwood, Mo								
Bridgeton Senior Transportation Program	X	X			X			X	X						Bridgton, Mo								
Cardinal Ritter Senior Services	X	X	X					X			X			X	X	X	X	X	X				

Agency	Client Type						Service					Funding				Service Area							
	Senior	Disability	Low-Income	Employment	Social	General Public	Fixed or Deviated	Demand Response	Non-Emergency Medical Transportation	Taxi	Transportation Information and Assistance	Section 5310	JARC	New Freedom	Enhanced Section 5310	St. Louis City, Mo	St. Louis, Mo	St. Charles, Mo	Jefferson, Mo	Franklin, Mo	Madison, Il	Monroe, Il	St. Clair, Il
Carondelet Community Betterment Federation - Senior Center	X	X			X			X							X								
Challenge Unlimited, Inc. - Residential Options, Inc.		X	X	X				X	X		X	X		X							X		X
Christian Care Home	X	X			X			X								X							
City Seniors, Inc.	X	X			X			X	X		X			X	X								
Clyde Jordan Senior Center	X				X			X	X														X
Collinsville Senior Citizens Shuttle Bus	X	X						X							Collinsville, Il								
Columbia Senior Center	X				X			X	X						Columbia, Il								
Community Link		X		X				X													X	X	X
Community Living, Inc.		X		X				X	X		X			X			X						
Compass Health Network		X			X			X	X		X			X			X		X				
Delta Center for Independent Living		X		X				X	X		X						X		X				
Des Peres Hospital									X						X	X		X	X				
Developmental Disabilities Resource Board - St. Charles County		X		X						X							X						
Developmental Services of Franklin County		X							X										X				
Disability Resource Association of Jefferson County, Inc.	X	X							X		X			X				X					
Emmas Homes, Inc.	X	X	X					X	X		X			X	X	X	X						
Epilepsy Foundation - Greater Southern Illinois		X							X												X	X	X
Express Medical Transporters	X	X				X		X	X						X	X	X						
Faith in Action – Illinois	X							X	X												X		X

Agency	Client Type						Service					Funding				Service Area							
	Senior	Disability	Low-Income	Employment	Social	General Public	Fixed or Deviated	Demand Response	Non-Emergency Medical Transportation	Taxi	Transportation Information and Assistance	Section 5310	JARC	New Freedom	Enhanced Section 5310	St. Louis City, Mo	St. Louis, Mo	St. Charles, Mo	Jefferson, Mo	Franklin, Mo	Madison, Il	Monroe, Il	St. Clair, Il
Father Tolton Senior Center	X				X		X								X								
Ferguson Transportation Service - Jolly Trolley	X	X					X	X							Ferguson, Mo								
First Transit, Inc.	X	X						X												X	X	X	
Five Star Senior Center	X				X		X	X							X								
Florissant Senior Citizens Service - FLERT Bus	X	X					X	X							Florissant, Mo								
Foundation for Autism Services, Today and Tomorrow (FASTT)		X			X		X	X			X									X		X	
Franklin County Transportation Council, Inc.	X	X				X	X	X											X				
Friends Van of St. Joseph's Hospital	X						X	X							Highland, Il								
Gambrill Gardens	X		X				X	X			X				Ellisville, Mo and vicinity								
Gateway Chapter Paralyzed Veterans of America		X					X	X		X	X				X	X		X	X	X			X
Glen Carbon Senior - The Village of Glen Carbon	X	X					X	X							Glen Carbon, Il								
Grace Hill Neighborhood Health Center, Inc.	X		X		X		X								X								
Granite City Senior Center	X				X		X	X							Granite City, Il								
Harris Cab Company						X			X						X	X							
Harris Westplex						X			X							X	X						
Hazelwood Senior and Disabled Transportation Service	X	X					X	X			X				Hazelwood, Mo								
Home Helpers St. Louis	X					X	X									X	X						
Home Instead Senior Care	X						X	X							X	X	X			X	X	X	
Human Service Center of Southern Metro East		X						X													X	X	

Agency	Client Type						Service					Funding				Service Area								
	Senior	Disability	Low-Income	Employment	Social	General Public	Fixed or Deviated	Demand Response	Non-Emergency Medical Transportation	Taxi	Transportation Information and Assistance	Section 5310	JARC	New Freedom	Enhanced Section 5310	St. Louis City, Mo	St. Louis, Mo	St. Charles, Mo	Jefferson, Mo	Franklin, Mo	Madison, Il	Monroe, Il	St. Clair, Il	
Human Support Services	X	X	X					X			X	X											X	
Illinois Center for Autism		X		X					X		X	X									X	X	X	
Independence Center	X	X	X	X				X			X	X		X	X	X	X							
ITN St. Charles	X							X	X						X			X						
Jefferson County Community Partnership - JeffCo Express		X		X		X	X	X					X	X					X					
Jefferson County Developmental Disabilities Resource Board (JCDDR) - JC Transit		X	X					X	X					X					X					
Jennings Older Adult and Disabled Transportation	X	X						X	X		X				Jennings, Mo									
Jewish Community Center	X	X			X			X			X					X								
Judevine Center for Autism		X		X				X			X				X	X		X						
Kingdom House	X				X	X					X				X									
Laclede Cab Company						X			X						X	X	X	X	X	X	X	X	X	X
Lessie Bates Davis Neighborhood House			X		X			X																X
LifeBridge Partnership		X			X			X			X				X	X	X							
LINC, Inc.		X								X												X	X	
LogistiCare Solutions, Inc.	X	X							X						X	X	X	X	X					
Macke Community Resources	X	X	X					X	X															X
Madison County Transit		X				X	X					X	X								X			
Main Street Community Center	X				X			X	X		X				Edwardsville or Glen Carbon, Il									
Maryland Heights - VanGo	X	X						X	X						Maryland Heights, Mo									
Mascoutah Senior Service Program	X								X															
Medical Transportation Management, Inc.	X	X						X	X						X	X	X	X	X					

Agency	Client Type						Service					Funding				Service Area								
	Senior	Disability	Low-Income	Employment	Social	General Public	Fixed or Deviated	Demand Response	Non-Emergency Medical Transportation	Taxi	Transportation Information and Assistance	Section 5310	JARC	New Freedom	Enhanced Section 5310	St. Louis City, Mo	St. Louis, Mo	St. Charles, Mo	Jefferson, Mo	Franklin, Mo	Madison, Il	Monroe, Il	St. Clair, Il	
Memorial Hospital - Senior Care Program	X							X															X	
Metro - Call-A-Ride		X				X	X	X				X	X			X	X							X
Metro West Transport		X				X			X							X	X	X	X	X	X	X	X	X
Mid-America Cab Company						X			X															X
Mid-East Area Agency on Aging	X							X	X	X							X	X	X	X				
Millstadt Township Senior Services	X							X	X													X	X	
Monroe-Randolph Transit District	X	X	X			X		X	X													X		
MO RIDES	X	X	X			X				X	X			X	X	X	X	X	X	X	X	X	X	X
New Athens Area Multipurpose Center, Inc.	X							X	X						New Athens, Il									
NextStep for Life		X		X				X	X		X			X				X						
Northside Youth and Senior Service Center, Inc.	X		X	X				X	X		X			X	X									
OATS, Inc	X	X	X				X	X	X		X		X	X	X	X	X	X	X	X				
O'Fallon Disabled Transportation Program		X						X	X						O'Fallon, Mo									
Pagedale Senior Citizens Club	X										X				Pagedale, Mo									
PAKT Community Resource Center			X		X	X										X								
Paraquad, Inc.		X	X	X				X		X	X		X	X	X	X	X	X	X	X				
Pathways to Independence		X			X			X							X	X	X							
People's Community Action Corporation						X				X					X									
Peter & Paul Community Services, Inc.		X	X	X				X			X				X	X								
Places for People		X	X	X					X		X				X	X	X							
Point of Change Transit Services (The)	X	X						X	X						X	X								
Pony Bird, Inc.	X	X	X					X	X		X			X	X	X	X	X						

Agency	Client Type						Service					Funding				Service Area							
	Senior	Disability	Low-Income	Employment	Social	General Public	Fixed or Deviated	Demand Response	Non-Emergency Medical Transportation	Taxi	Transportation Information and Assistance	Section 5310	JARC	New Freedom	Enhanced Section 5310	St. Louis City, Mo	St. Louis, Mo	St. Charles, Mo	Jefferson, Mo	Franklin, Mo	Madison, Il	Monroe, Il	St. Clair, Il
Present Help Ministries	X	X	X					X			X				X								
Provident, Inc.			X	X						X		X			X	X	X	X	X	X			X
Richmond Heights - PARC Van Service	X	X						X							Richmond Heights and Maplewood, MO								
RideFinders				X		X									X	X	X	X	X	X			X
Riverbend Taxi						X			X												X		X
Rotary Club of O'Fallon Illinois	X	X						X			X				O'Fallon, Il								
Senior Helpers	X							X	X						X	X	X	X	X				
Senior Services of Southern St. Clair County	X							X															X
Senior Services Plus, Inc.	X							X	X		X			X	X	X					X		X
Senior Transportation and Riders Program (STAR)	X								X								X						
Seniors & Company	X							X									X						
Seniors Home Care	X							X	X						X	X		X					
Shepherd's Center	X							X	X							X							
Southside Wellness Center	X	X	X					X	X		X				X	X							
SSM Senior Services at St. Clare Health Center	X	X							X						X	X		X	X				
St. Alexius Hospital	X	X							X		X				X								
St. Andrew's Resources for Seniors	X		X					X			X				X	X	X				X		X
St. Andrew's Senior Solutions	X							X	X						X	X	X						
St. Ann Senior Transportation	X							X	X						St. Ann, Mo								
St. Anthony's Medical Center Transportation Services	X	X	X						X		X				X	X		X					
St. Charles Area Transit (SCAT)						X	X										X						

Agency	Client Type						Service					Funding				Service Area							
	Senior	Disability	Low-Income	Employment	Social	General Public	Fixed or Deviated	Demand Response	Non-Emergency Medical Transportation	Taxi	Transportation Information and Assistance	Section 5310	JARC	New Freedom	Enhanced Section 5310	St. Louis City, Mo	St. Louis, Mo	St. Charles, Mo	Jefferson, Mo	Franklin, Mo	Madison, Il	Monroe, Il	St. Clair, Il
St. Charles Workforce Transit		X		X				X					X				X						
St. Charles Yellow Cab						X			X						X	X	X	X	X				
St. Clair Associated Vocational Enterprises (SAVE), Inc.		X						X	X			X		X									X
St. Clair County Transit District (SCCTD)						X	X	X			X	X	X	X									X
St. Elizabeth Adult Day Care Center, Inc.	X							X			X			X	X	X		X	X				
St. John's Community Care	X	X						X	X											X		X	
St. Louis ABC & Checker Cab Company						X			X						X	X							
St. Louis ARC	X	X		X						X	X				X								
St. Louis Area Agency on Aging	X							X	X	X					X								
St. Louis County Cab & Yellow Cab						X			X						X	X	X	X	X				
St. Louis County Older Resident Program (CORP)	X							X	X							X							
St. Louis Life		X		X	X			X			X			X			X						
St. Louis Peregrine Society, Inc.		X							X						X	X							
St. Louis Senior Center	X				X			X	X		X				X								
St. Peters Transportation Program	X	X	X					X	X						St. Peters, MO								
Sunnyhill, Inc.		X			X			X			X				X	X		X					
Touchette Regional Hospital	X	X	X					X	X		X			X						X			X
Tower Village Senior Services	X							X	X						X	X							
Twin Rivers Senior Center	X				X			X			X				Portage des Sioux, Mo								
United Medical Transportation	X		X						X						X	X							
United Way of Greater St. Louis	X	X	X	X						X					X	X	X	X	X	X	X	X	X

Agency	Client Type						Service					Funding				Service Area							
	Senior	Disability	Low-Income	Employment	Social	General Public	Fixed or Deviated	Demand Response	Non-Emergency Medical Transportation	Taxi	Transportation Information and Assistance	Section 5310	JARC	New Freedom	Enhanced Section 5310	St. Louis City, Mo	St. Louis, Mo	St. Charles, Mo	Jefferson, Mo	Franklin, Mo	Madison, Il	Monroe, Il	St. Clair, Il
Village of Swansea - Senior Services	X						X	X							Swansea, Il								
Vintage Support Group		X		X			X							X									X
Wellston Senior Citizens Club	X						X	X							Wellston, Mo								
Wesley House Senior Center	X				X		X								X								
Western Egyptian Economic Opportunity Council (WEEOC)	X		X				X															X	
Willows Way, Inc.	X	X						X			X				X		X						
Your Safety Net	X	X	X				X	X							X	X	X	X	X	X	X	X	X