



# **COORDINATED PUBLIC TRANSIT HUMAN SERVICES TRANSPORTATION PLAN**

June 2023



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## Glossary of Terms

ACS	American Community Survey
ADA	Americans with Disabilities Act
COVID-19	Coronavirus Disease 2019
CTA	Cape Girardeau County Transit Authority
FTA	Federal Transit Administration
FY	Fiscal Year
HSTP	Coordinated Public Transit Human Services Transportation Plan
MEHTAP	Missouri Elderly and Handicapped Transportation Assistance Program
MoDOT	Missouri Department of Transportation
MPA	Metropolitan Planning Area
PORCH	People Organized to Revitalize Community Healing
SADI	SEMO Alliance for Disability Independence
SEMO	Southeast Missouri State University
SEMPO	Southeast Metropolitan Planning Organization
RTAP	Rural Transit Assistance Program
UA	Urbanized Area
UWSEMO	United Way of Southeast Missouri

## Acknowledgements

The United Way of Southeast Missouri's Transportation Coalition and the Cape Girardeau County Transit Authority, along with all those involved in the plan's development, are warmly appreciated by SEMPO staff and KLG Engineering. The dedicated efforts of these organizations have played a significant role in enhancing public outreach and gathering valuable input from stakeholders and the community.

## Section 1: Introduction

### Overview

According to the Federal Transit Administration, federal transit law requires that projects selected for funding under the Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) Program be "included in a locally developed, coordinated public transit human services transportation plan," and that the plan be "developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public" utilizing transportation services. These coordinated plans identify the transportation needs of individuals with disabilities, older adults, and people with low incomes; provide strategies for meeting these needs; and prioritize transportation services for funding and implementation.<sup>1</sup>

The Coordinated Public Transit Human Services Transportation Plan (HSTP) is developed for Southeast Metropolitan Planning Organization (SEMPO). This is the first update to SEMPO's original HSTP, which was prepared in 2018. The HSTP was developed through a combination of meetings, surveys, questionnaires, and discussions with transit providers, the public, and stakeholders. Stakeholders include providers and agencies who work closely with individuals with disabilities, older adults, and people with low incomes.

The HSTP must include the following<sup>2</sup>:

1. An assessment of available services that identifies current transportation providers - public, private, and not-for-profit. The assessment should include the number of vehicles (both accessible and non-accessible), service area, and days and times of operation.
2. An assessment of the transportation needs of people with low incomes. The assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts. Gaps in service should be identified.
3. Strategies and activities that would address the identified gaps in service. Applicants are urged to not include specific projects in the plan, as the plan should be based on a higher level of need. Including only strategies and activities will allow the sub-recipients to have more flexibility to meet the changing transportation needs of their riders.
4. Priorities of implementation based on resources. Prioritizing strategies will allow the subrecipient to select the most important projects as funding becomes available. Missouri Department of Transportation (MoDOT) recognizes that the highest priority activities may not be the projects that are implemented due to the small amount of federal funding available and/or the availability of local matching funds.

### Geographic Region Covered by the HSTP

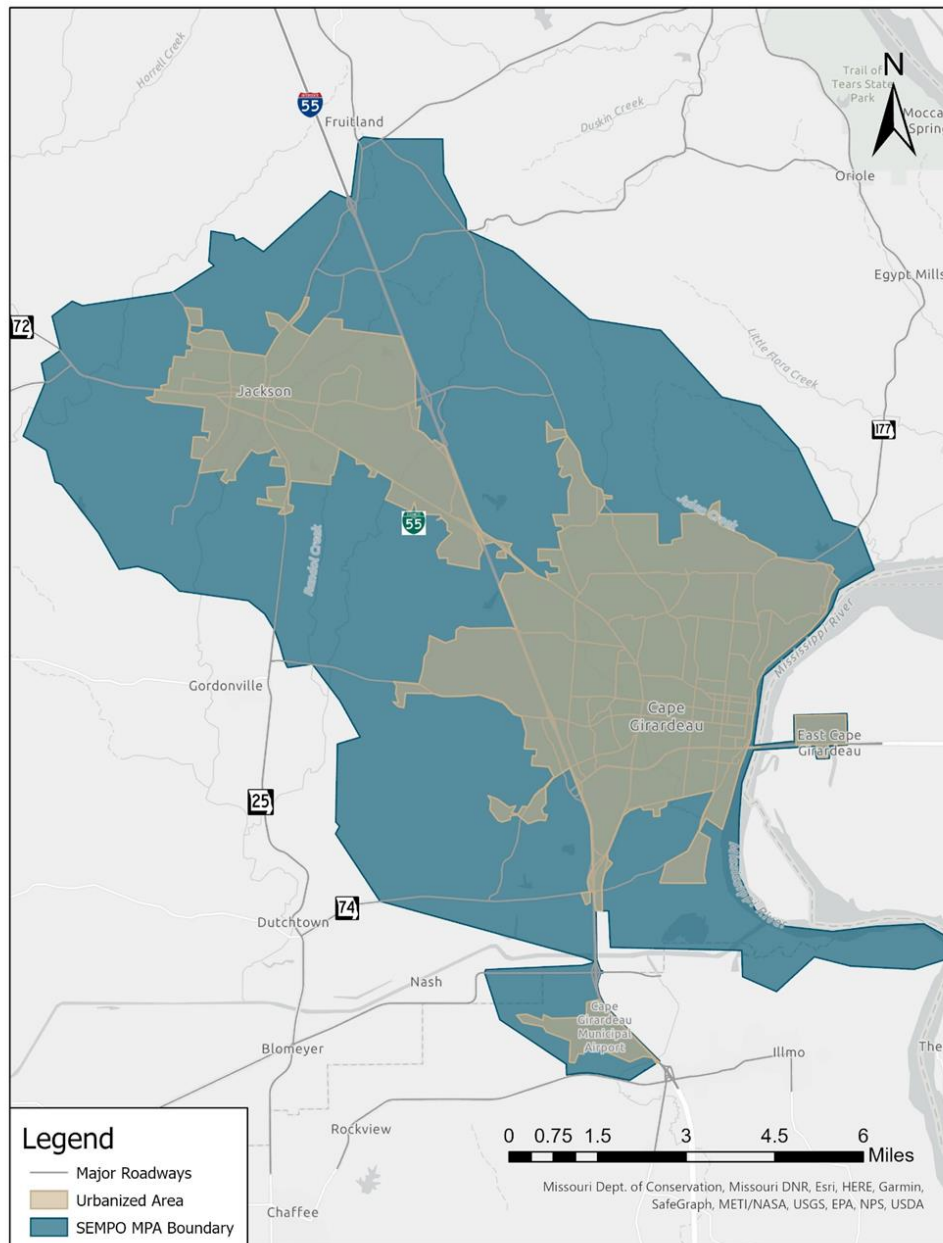
The HSTP covers the entire planning area of SEMPO which contains the urbanized area and portions of unincorporated, non-urbanized areas within Cape Girardeau and Scott Counties in Missouri and Alexander County in Illinois. The approximate population of the Metropolitan Planning Area (MPA) is 55,079

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<sup>1</sup> <https://www.transit.dot.gov/funding/grants/coordinated-public-transit-human-services-transportation-plans>

<sup>2</sup> <https://www.modot.org/sites/default/files/documents/Plan%20Overview.pdf>

according to the 2021 American Communities Survey (ACS) five (5)-year estimate. The MPA covers approximately 117 square miles, with 111.7 square miles in Cape Girardeau County, 4.7 in Alexander County, and 0.6 in Scott County. **Figure 1** shows a map of the planning area.



**Figure 1. SEMPO Metropolitan Planning Area Boundary**

## Section 2: Demographics

### Overview

The HSTP is developed specifically to identify the transportation needs of the elderly, individuals with disabilities, and individuals and households with low incomes. While the general public also uses public transportation, these key populations are most impacted by access to transportation services.

### Age

Population trends show growth in the SEMPO Urbanized Area (UA). The region has grown in population by 3.54% from 2012 to 2020. As shown in Table 1, the distribution of age in 2012 is similar to the distribution of age in 2018 and in 2020. The 65+ population within the UA grew by 22.4% from 2012 to 2020 as shown in Table 2. The increase in aging population trend will likely affect the demands on public transportation and human services. The elderly tends to drive less frequently or stop driving as they age. Therefore, they are more likely to need assistance in traveling to medical appointments or other day-to-day needs.

**Table 1. SEMPO Population by Age**

Population by Age	2012		2018		2020	
	Population	Percent	Population	Percent	Population	Percent
<b>0-9</b>	6,423	12.1%	6,857	12.5%	6,466	11.7%
<b>10-19</b>	6,900	13.0%	6,794	12.4%	6,958	12.7%
<b>20-29</b>	10,722	20.2%	11,179	20.4%	11,528	21.0%
<b>30-39</b>	6,104	11.5%	6,580	12.0%	6,424	11.7%
<b>40-49</b>	6,104	11.5%	5,602	10.2%	5,305	9.7%
<b>50-59</b>	6,582	12.4%	6,186	11.3%	5,872	10.7%
<b>60-69</b>	4,459	8.4%	5,646	10.3%	5,950	10.8%
<b>70-79</b>	2,813	5.3%	3,283	6.0%	3,878	7.1%
<b>80+</b>	2,919	5.5%	2,681	4.9%	2,577	4.7%
<b>Total</b>	<b>53,079</b>		<b>54,808</b>		<b>54,958</b>	

Table ID: S0101 American Community Survey

**Table 2. SEMPO Population 65+**

Population over 65	2012		2018		2020	
	Population	Percent	Population	Percent	Population	Percent
<b>Total Population</b>	53,079		54,808		54,958	
<b>65+</b>	7,664	14.4%	8,606	15.7%	9,381	17.1%

Table ID: S0103 American Community Survey

### Disability Status

Identifying segments of the population with limited mobility is essential when planning for coordination and transportation access. As shown in Table 3, the percentage of residents with a disability within the UA has stayed near 14% from 2012 to 2020. The majority of those with a disability are 65 years old and older.

**Table 3. SEMPO Disability by Age**

Disability Status	2012		2018		2020	
	Population with a Disability	% of Age Group with a Disability	Population with a Disability	% of Age Group with a Disability	Population with a Disability	% of Age Group with a Disability
<b>Total Civilian Noninstitutionalized Population</b>	7,288	14.1%	7,212	13.5%	7,371	13.7%
<b>Under 18 years</b>	643	6.0%	785	7.0%	694	6.3%
<b>18 to 64 Years</b>	4,017	11.7%	3,853	11.2%	3,674	10.8%
<b>65 years and over</b>	2,628	39.6%	2,574	32.5%	3,003	34.1%

Table ID: S1810 American Community Survey

### Median Household Income & Poverty

A household's income level directly affects its transportation needs. Table 4 shows a reduction in the UA's median household income for those 65 years and older. This trend is typical during retirement. The number and percent of residents within the UA living in poverty is shown on Table 5.

**Table 4. SEMPO Median Household Income by Age**

Median Household Income	2012	2018	2020
<b>All households</b>	\$42,727	\$47,379	\$48,428
<b>Householder under 25 years</b>	\$22,350	\$20,840	\$23,767
<b>Householder 25 to 44 years</b>	\$46,956	\$56,260	\$62,580
<b>Householder 45 to 64</b>	\$56,181	\$56,972	\$59,516
<b>Householder 65 years and over</b>	\$31,218	\$40,465	\$38,571

Table ID: B19049 American Community Survey

**Table 5. SEMPO Poverty Status by Age**

Poverty Status by Age	2012		2018		2020	
	Population	% of Age Group in Poverty	2018	% of Age Group in Poverty	2020	% of Age Group in Poverty
<b>Population below poverty level</b>	9,427	19.0%	10,754	20.8%	10,065	19.4%
<b>Under 18</b>	2,900	27.3%	2,725	24.6%	2,540	23.6%
<b>18 to 64 years</b>	5,879	18.2%	7,456	22.8%	6,664	20.7%
<b>65 years and older</b>	648	9.8%	573	7.2%	861	9.8%

Table ID: S1701 American Community Survey

### Households and Vehicle Access

Tables 6 and 7 illustrate the household sizes and vehicle access to residents within the UA. The data shows an increase in the number of 1 and 2-person households and a decrease in the number of 3 and 4-person households between 2012 and 2020. During the same years, data shows an increase in the number of



workers over 16 years in a household. Trends show a decrease in the percentage of households that have no vehicle available from 2012 to 2020.

**Table 6. SEMPO Household Size**

Household Size	2012	%	2018	%	2020	%
<b>Total Occupied Households</b>	21,040		20,888		21,589	
<b>1-person household</b>	6,186	29.4%	6,592	31.6%	6,925	32.1%
<b>2-person household</b>	7,616	36.2%	7,745	37.1%	8,040	37.2%
<b>3-person household</b>	3,430	16.3%	2,887	13.8%	3,192	14.8%
<b>4-or-more-person household</b>	3,808	18.1%	3,664	17.5%	3,432	15.9%

Table ID: S2501 American Community Survey

**Table 7. SEMPO Access to Vehicles**

	2012		2018		2020	
	Population	%	Population	%	Population	%
<b>Workers 16 years and over in households</b>	24,602		24,849		25,485	
<b>No vehicle available</b>	664	2.7%	621	2.5%	637	1.9%
<b>1 vehicle available</b>	5,314	21.6%	4,945	19.9%	5,072	23.6%
<b>2 vehicles available</b>	10,456	42.5%	11,778	47.4%	12,080	44.4%
<b>3 or more vehicles available</b>	8,168	33.2%	7,504	30.2%	7,696	30.0%

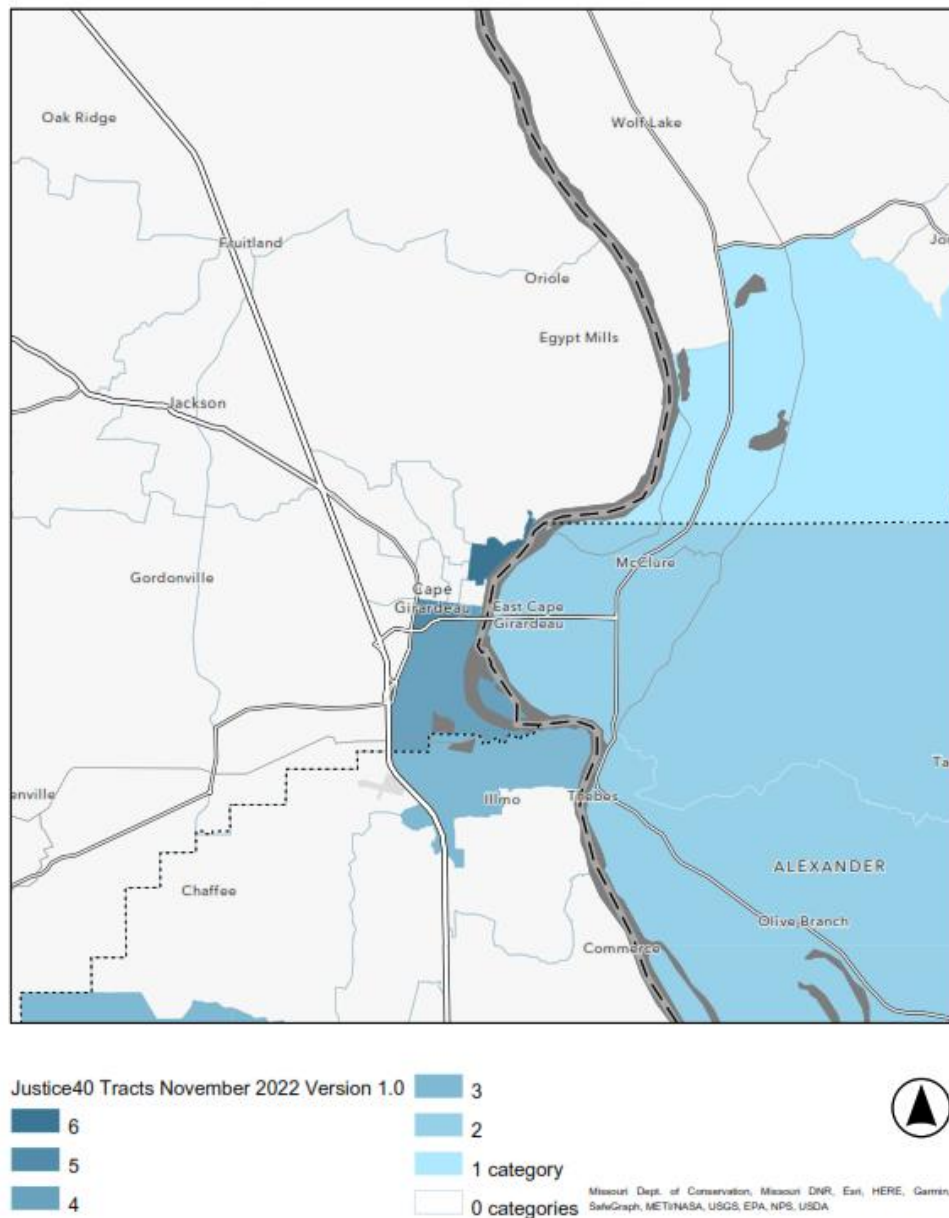
Table ID: S0801 American Community Survey

### Justice40 Initiative

The Justice40 Initiative was created to confront and address decades of underinvestment in disadvantaged communities. Through Justice40, USDOT will work to increase affordable transportation options, that connect Americans to good-paying jobs, fight climate change, and improve access to resources and quality of life in communities in every state and territory in the country. The initiative allows USDOT to identify and prioritize projects that benefit rural, suburban, tribal, and urban communities facing barriers to affordable, equitable, reliable, and safe transportation. Through Justice40, USDOT will also assess the negative impacts of transportation projects and systems on disadvantaged communities and will consider if local community leaders have been consulted in a meaningful way during the project's development.<sup>3</sup>

Below is a map identifying disadvantaged tracts within the SEMPO MPA. The darkest blue tract in the northeast section of Cape Girardeau has six categories that meet the disadvantaged criteria including: climate change, energy, health, housing, transportation, and workforce development.

<sup>3</sup> <https://www.transportation.gov/equity-Justice40>



**Figure 2. Justice40 Map Identifying Disadvantaged Tracts<sup>4</sup>**

## Section 3: Assessment of Available Transportation Services

### Overview

Transit provider questionnaire forms were sent to SEMPO's two public transit providers, Cape Girardeau County Transit Authority and Southeast Missouri State University. The assessment process did not include

<sup>4</sup> <https://www.arcgis.com/apps/mapviewer/index.html?webmap=ee9ddbc95520442482cd511f9170663a>

contracted transportation services used by public school districts or churches operating buses for their use.

Two other public transit providers, Shawnee Mass Transit District and Southeast Missouri Transportation Service, transport riders into the MPA but do not begin rides within the MPA. Coordination with these entities would be beneficial to riders traveling into the area.

### Cape Girardeau County Transit Authority

The Cape Girardeau County Transit Authority (CTA) was established in 2000 by the Cape Girardeau County Commission. The CTA is governed by a board of directors, made up of five county residents appointed by the County Commission. CTA operates a public transit system which serves the entirety of Cape Girardeau County. CTA serves the general public, including elderly, disabled, and low-income residents.<sup>5</sup> CTA's facility is located at 937 Broadway, Cape Girardeau, Missouri. In 2009, CTA commissioned a new facility feasibility study. Currently, CTA is in the process of purchasing land for the new facility. The schedule for the construction of the new facility has not been determined at this time.

#### Mission Statement

The Cape Girardeau County Transit Authority was established to provide safe, reliable, efficient and cost-effective transit services to all residents and visitors of Cape Girardeau County, MO.

Our services are designed to assist the general public in meeting their physical, social and psychological needs and to promote their health, security, happiness and usefulness in longer living.

CTA provides demand response services, fixed route services, workforce transportation to two large manufacturing companies, and paratransit transportation.

- Demand response services are available Monday through Thursday from 5:00 AM to midnight and Friday from 5 AM until Sunday at 2:00 PM. One way fare starts at \$7 and increases depending on destination.
  - Senior citizen coupons are available for citizens sixty years of age and older. The coupons are good for one senior for a one-way trip anywhere in Cape Girardeau County during CTA operating hours. The coupons cost \$4 each, do not expire, and are non-refundable. Once the senior is entered into the computer system using identification with their date of birth, they can mail a check or pay over the phone with a debit/credit card. Then CTA will mail the coupons to them. The coupons may also be purchased at the administration office during regular business hours. The senior may also send another person (family member, friend, in-home health worker etc.) to the administration office to purchase the coupons for them. The current limit of coupons per person per month is forty. However, this limit is subject to change depending on availability of funding.
  - Senate Bill 40 (SB40) is a tax levy that provides funding for different programs and services for developmentally disabled. Many Missouri counties established SB40 boards and some resulted in transportation programs. The program allows qualified individuals to purchase

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<sup>5</sup> <https://www.cgcta.com/about>

transportation coupons, known as SB40 coupons. These coupons are for the demand response service and work similarly to the senior citizen coupons but only cost \$2 each. They can be used to go anywhere in Cape Girardeau County except gambling establishments, bars, or dispensaries. The qualifying individual may have additional people ride with them for no additional cost as long as everyone is picked up and dropped off at the same locations/times. These coupons also do not expire and are non-refundable. Currently there is no limit on the number of coupons that may be purchased.

- Fixed route services are available Monday through Friday from 8:00 AM to 4:00 PM, excluding holidays. CTA operates a Blue/North Route and a Red/South Route. Each route includes twenty-six stops. There is one bus per route. It is currently free to ride the fixed route bus.
- Workforce transportation is offered from Cape Girardeau to Gilster-Mary Lee Corporation, located in Perry County, and Procter & Gamble Company, located in northeast Cape Girardeau County. This service provides four trips per day, seven days per week. The rider's cost for transit to Gilster Mary Lee Corporation is \$60 per week and to Procter & Gamble Company is \$30 per week. CTA offers individual workforce transportation as well.
- Paratransit transportation is offered to ¾ mile corridor on each side of the fixed bus route. This service is currently free.



In 2018, Cape County Transit Authority operated thirty-five vans and three buses and had an approximately \$2.6 million operating budget. Currently, CTA operates two Americans with Disabilities Act (ADA) accessible cutaway buses that serve the fixed route in the City of Cape Girardeau, two 15-passenger vans that are used for workforce

transportation, and thirty-seven various types of vehicles in the demand response fleet. The vehicles in the demand response fleet include minivans, ADA accessible minivans, 15-passenger vans, and ADA accessible cutaway buses. CTA has a \$4.1 million operating budget in 2023. Table 8 illustrates the changes in ridership and operating budget over the years. Due to Coronavirus Disease 2019 (COVID-19), the decline in ridership began in 2020. CTA ridership numbers have not returned to pre-COVID levels yet. As a result, CTA has reduced hours of service during the week because of lowered demand from midnight to 5 AM.

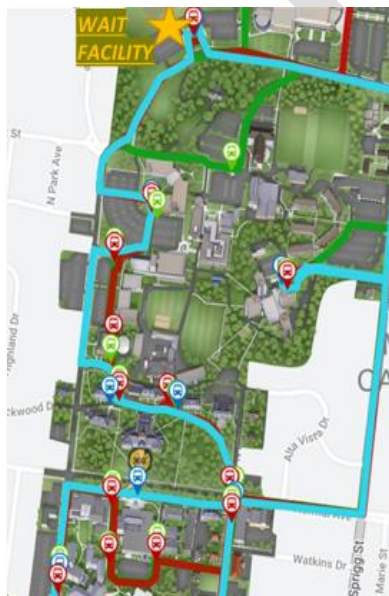
**Table 8. CTA Ridership and Budget Data**

Fiscal Year (FY)	Demand Response	Bus	Total	% Change in Ridership	Operating Budget	% Increase in Operating Budget
<b>FY16</b>	132,328	73,080	205,408			
<b>FY17</b>	123,526	78,935	202,461	-1.4%		
<b>FY18</b>	120,950	90,091	211,041	4.2%	\$2,600,000	
<b>FY19</b>	142,616	100,773	243,389	15.3%	\$3,058,353	17.6%
<b>FY20</b>	135,440	82,295	217,735	-10.5%	\$3,135,332	2.5%
<b>FY21</b>	124,454	30,601	155,055	-28.8%	\$3,472,969	10.8%
<b>FY22</b>	119,761	19,210	138,971	-10.4%	\$3,876,446*	11.6%
<b>FY23</b>	NA	NA	NA		\$4,064,671**	4.9%

\* Operating Budget Audit not yet completed/approved

\*\* Operating Budget only budgeted.

CTA receives contributions from the Federal Transit Administration (FTA), MoDOT, Southeast Missouri Area Agency on Aging, the Cape Girardeau County Commission, the City of Cape Girardeau, the City of Jackson, and the Cape Girardeau County Senior Citizen Service Fund<sup>6</sup>. Most of CTA's funding is 50% federal funds and 50% local funds. Without the required local matching funds, CTA cannot access the federal funds. CTA continues to ask for increased local funds to keep up with rising costs of labor, fuel, and inflation.



### Southeast Missouri State Transit

Southeast Missouri State University (SEMO) began shuttle service in 1993 as a rural service provider receiving 5311 funds as a subrecipient of Missouri Department of Transportation. Years of planning and market study resulted in the launch of a 'park and ride' concept among students, faculty and staff combined with the development and improvement of infrastructures to facilitate that concept, shuttling clients from perimeter lots to the interior of campus. Property was improved with parking structures to accommodate commuters and routes were developed to converge at a nexus at that site. After achieving unprecedented ridership goals in 2002, 2009 and 2010, 'park and ride' was accomplished with the completion of a client wait facility at the nexus of the multi-modal site. A River Campus route was added which includes three stops along the CTA route in the downtown and mid-town areas, providing students transportation off campus.<sup>7</sup>

<sup>6</sup> <https://www.cgcta.com/about>

<sup>7</sup> [https://semo.edu/student-support/health-wellness/public-safety/pdfs/southeast\\_missouri\\_state\\_university\\_transit\\_2018-2021\\_title\\_vi\\_program.pdf](https://semo.edu/student-support/health-wellness/public-safety/pdfs/southeast_missouri_state_university_transit_2018-2021_title_vi_program.pdf)



SEMO's Department of Public Safety operates the shuttle service with three different routes throughout the main campus and between the River Campus. The service transports students, faculty, staff, and visitors on campus, from parking lots to dorms, classrooms, and dining facilities. The University does not provide contract transit service, nor does it contract out any transportation services. The shuttle service has stops shared by the CTA fixed route system in order to ease in transferring between the two transit services. The shuttle service operates Monday through Friday from 7:00 AM to midnight and Saturday through Sunday from noon until midnight during the school year when classes are in session.

The University has sixteen buses plus two cutaway buses, all of which are ADA accessible. In addition, SEMO offers an interactive shuttle and route map as well as a shuttle tracking system, entitled Transit Nexus, which estimates the arrival of each bus to their respective stop. Shuttles can be tracked online from a personal computer or through the Southeast Mobile App.

SEMO's transit service is funded by the FTA, MoDOT, and SEMO. Additional and matching funds are provided from parking ticket and decal revenues. Evening and weekend service is funded by the Office of Residence Life and the Residence Hall Association. COVID-19 affected ridership as the University was closed. SEMO has yet to return to the pre-COVID ridership numbers and as a result are running on reduced hours.

### Outside MPA Providers

Shawnee Mass Transit District and Southeast Missouri Transportation Service, transport riders into the MPA but do not begin rides within the MPA.

#### Shawnee Mass Transit District

Shawnee MTD was created in 2001 by an Illinois county by county resolution (Alexander, Johnson, Massac, Pulaski and Union) and transit operations commenced in 2003. Shawnee MTD provides routes from Cairo, Illinois to Cape Girardeau, Missouri and from Anna, Illinois to Cape Girardeau, Missouri. Inter-city fares are \$5 each way. Monthly passes are available as well as discount passes for seniors, disabled, and veterans.<sup>8</sup>

### Our Mission

The mission of the Shawnee Mass Transit District is to provide safe, affordable and efficient transportation to all the citizens of Alexander, Johnson, Massac, Pulaski and Union Counties with emphasis on services to seniors, the disabled and the economically disadvantaged. The District will approach its mission in a way that will make these communities more livable, necessary services more available and maximize employment opportunities



The mission of Southeast Missouri Transportation Service is to provide Clean, Safe and Reliable Transportation in an effort to promote independence and to improve the quality of everyday life for all citizens, regardless of their physical, mental or financial limitations.

#### Southeast Missouri Transportation Service

SMTS offered services for the first time in 1980. The transportation services are offered to twenty-one counties throughout South Central and Southeast Missouri. Although SMTS does not offer services from Cape Girardeau, trips are made into Cape Girardeau County daily.<sup>9</sup>

<sup>8</sup> <https://shawneemtd.com/history>

<sup>9</sup> <https://ridesmts.org/about-us/>

## Section 4: Assessment of Transportation Needs

### Overview

Transit providers serving within the MPA, stakeholders, and the public were contacted to assess the transportation needs of the area. In order to achieve a coordinated transportation planning process, entities participated in the UWSEMO's Transportation Coalition. Public meetings, interviews, questionnaires, and surveys were conducted in order to collect data from transit providers, stakeholders, and the public. As a result, transportation needs were assessed and unmet needs were identified.

### Stakeholders

As SEMPO was beginning to develop the HSTP, the United Way of Southeast Missouri (UWSEMO) Transportation Coalition was being formed. SEMPO became a partner in the Coalition, along with Community Partnership of Southeast Missouri, CTA, and People Organized to Revitalize Community Healing (PORCH) Initiative. The HSTP consultant team worked with the Transportation Coalition, its partners, and other stakeholders to obtain feedback for the development of the HSTP. Stakeholders provided valuable insight as they work daily with individuals with disabilities, older adults, and people with low incomes.

#### Cape Girardeau Metro Treatment Center

Cape Girardeau Metro Treatment Center provides opioid addiction treatment and recovery to the Cape Girardeau area.<sup>10</sup> Clients of this group need transit assistance for medical, pharmaceutical, and counseling needs.

#### Community Partnership of Southeast Missouri

The Community Partnership of Southeast Missouri, formerly known as Community Caring Council, was formed in 1989. The organization serves as a fiscal agent for various grants and programs. Some programs and initiatives include Community Housing Assistance, Healthy Families, which includes low-income seniors, Youth Ready to Enter a Productive Adulthood, and Community Support.<sup>11</sup> Community Partnership of Southeast Missouri hosts Project Hope, an annual event that provides a one-stop shop for low-income, disabled, elderly, and other individuals needing social service resources.

#### First Call for Help

First Call for Help is a free information and referral program covering five counties in southeast Missouri. The helpline is a confidential way for anyone to locate available resources and services. Through the helpline, the agency assists in finding resources for basic needs such as food, clothing, and shelter; financial assistance for utilities, housing, medicine, and many other financial needs; health and mental health resources; work support and education programs; programs for youth, families, and senior citizens and much more. This agency serves the low income, disabled, homeless, and senior populations.<sup>12</sup>

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<sup>10</sup> <https://www.newseason.com/treatment-center-locations/missouri/cape-girardeau-metro-treatment-center/>

<sup>11</sup> [https://www.cpsemo.org/?page\\_id=172](https://www.cpsemo.org/?page_id=172)

<sup>12</sup> <https://firstcallforhelpsemo.org/about-us/>

### People Organized to Revitalize Community Healing

People Organized to Revitalize Community Healing (PORCH) is an initiative that uses the Purpose Built Community model to address problems facing the southern Cape Girardeau neighborhoods. <sup>13</sup>Purpose Built Communities serve as a bridge, connecting community leaders with resources and partner organizations that share a vision to make holistic, at-scale investments in defined neighborhoods to achieve excellent and equitable outcomes for the people who live there.<sup>14</sup>

### SEMO Alliance for Disability Independence, Inc.

SEMO Alliance for Disability Independence, Inc. (SADI) opened in Cape Girardeau in 1992. SADI is grant funded through Department of Elementary and Secondary Education (Vocational Rehabilitation) to provide independent living services in five counties in Southeast Missouri. SADI provides information and referral, peer support, life skills trainings, advocacy, assistive technology, GAPS (Giving All Parents Support) client assistance, employment mentoring, transportation (Cape, Jackson, and Scott City areas only), and transition services.<sup>15</sup>

### Southeast Missouri Area Agency on Aging

Southeast Missouri Area Agency on Aging is also known as Aging Matters. The organization is a not-for-profit organization serving an eighteen-county area in Southeast Missouri. The goal of Aging Matters is to provide quality services to enhance the health, safety, and well-being of persons, age 60 and over, enabling them to live in their own homes for as long and independently as possible. Aging Matters has several contracted transportation providers, providing services to handicapped individuals aged 18-59 and seniors 60 and older for medical appointments, shopping, and other basic needs.<sup>16</sup>

### United Way of Southeast Missouri

The United Way of Southeast Missouri (UWSEMO) has been raising community funds since 1953. The agency supports three key areas that have the greatest impact on success in life including education, income, and health.<sup>17</sup> In 2021, a study among employers, employees, and the many people served within UWSEMO's network, identified that transportation was a barrier to all three of the key focus areas. Seeing an opportunity to address a major need in Southeast Missouri, the leaders sought out community leaders and organizations to form a Transportation Coalition (Coalition).

### Outreach and Participation

The Coalition held its initial meeting on September 13, 2022. Transit providers and local social service agencies attended. More than twenty people were in attendance and thirteen entities were represented. During this meeting the Coalition decided to focus first on the needs of Cape Girardeau County where the CTA currently provides public transportation. The Coalition and the HSTP Consultant team developed surveys (both online and print options) for the public, conversation forms for the Project Hope event, and questionnaires for transit providers and stakeholders.

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<sup>13</sup> <https://capeporch.org/>

<sup>14</sup> <https://purposebuiltcommunities.org/what-we-do/>

<sup>15</sup> <https://sadi.org/about/>

<sup>16</sup> <https://www.agingmatters2u.com/>

<sup>17</sup> <https://unitedwayofsemo.org/about-uwsemo/our-history/>



Community Partnership of Southeast Missouri held its annual Project Hope event on October 7, 2022. This is an annual event that provides a one-stop shop for low-income, disabled, elderly, and other individuals needing social service resources. The Coalition coordinated volunteers to interview participants on-site regarding transportation needs. At the event, thirty-nine participants were interviewed and the volunteers obtained the survey data.

On October 20, 2022, the Coalition and the HSTP consultant team held its first public meeting titled, "Transportation Conversation." As photographed above, fifty-four citizens plus eight partner representatives were present. This meeting was held to discuss and obtain information about unmet transportation needs and gaps in services. Invitations were emailed to all identified organizations and agencies that apply for Section 5310 grants from MoDOT. The public meeting was posted as a public meeting in the local newspaper and publicized through SEMPO's social media outlets, the City of Cape Girardeau's news outlets, and through partnering agencies' networks.

On December 8, 2022 and March 22, 2023, the Coalition met again to discuss the results of the outreach and to begin creating an action plan. More than a dozen members attended these meetings.

On March 8, 2023, the HSTP consultant team met with Jackson Ministerial Alliance in order to gather information and determine unmet needs specifically in the City of Jackson area. Three pastors from the area attended and provided valuable input.

Documentation of outreach efforts is provided in Appendix A.



### Transit Provider Input

Although there are only two primary transit providers within the MPA, other providers transport riders into the MPA. In order to determine the unmet needs, all providers were provided a questionnaire and follow up phone interviews were conducted. In general, limited funding and hiring qualified drivers were the common issues among providers. The results are included in Appendix A.

### Stakeholder Input

Stakeholders participated in answering a questionnaire specifically for agencies that work closely with individuals with disabilities, older adults, and people with low incomes. They were able to provide valuable insight to the unmet transportation needs of the area. All stakeholders reported that there are not sufficient transportation services for their clients. Aging Matters identified the need for additional transportation funds and providers for seniors throughout Southeast Missouri. Cape Girardeau Metro Treatment



Center has witnessed a gap in services for low-income individuals who do not have Medicare or Medicaid. The agency suggests the need for transportation services that are affordable, flexible, and coverage of a larger geographic area. First Call for Help suggested more bus stops in the residential area of south Cape Girardeau, but understood that adding more routes and buses is costly. SADI identified barriers such as the cost for on-demand rides, the lack of accessible vehicles, few bus stops, and running on a schedule for appointments or work. The results from nine agencies are included in Appendix A.

### Public Input

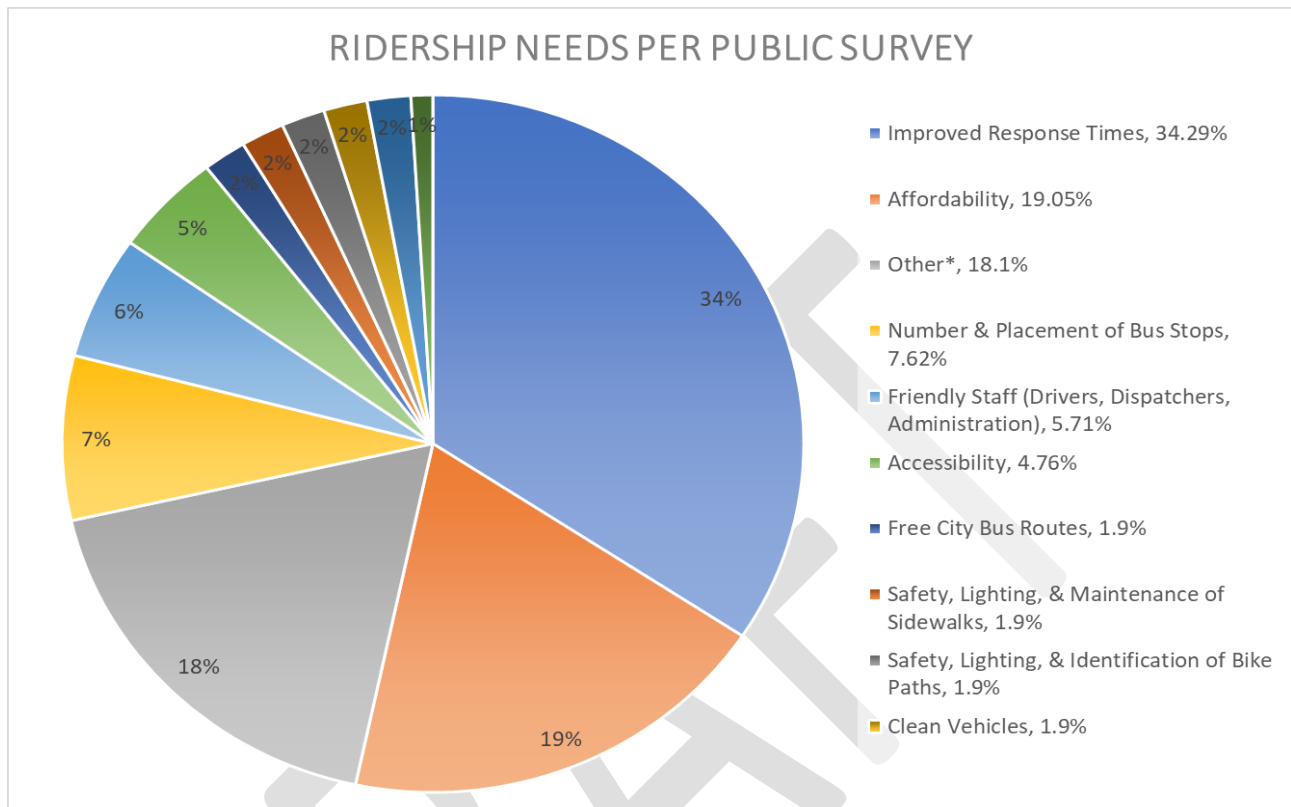
Surveys were developed by the Coalition and distributed online and in-person. The online survey was promoted via social media by SEMPO and its member agencies, Coalition partners, and news outlets. The in-person and print versions were promoted via stakeholders and transit drivers. A total of two hundred and seventy-six surveys were completed. The results are included in Appendix A.

### Unmet Transportation Needs

#### Ridership Needs

Based on the results summarized by the Coalition, a total of two hundred and seventy-six surveys were completed. Several methods were used to obtain survey responses. There were two hundred and sixteen completed online, seventeen completed via print, and forty-three completed in person. The full

PowerPoint presentation regarding the 2022 transportation survey data can be found in Appendix B. The following chart summarizes ridership needs.



\* The public noted the following when choosing "Other" in the survey:

- Additional options to pay other than exact change (ex. bank card or credit card)
- Better identification of pick-up/drop-off points
- More routes and drivers
- Better marketing, promotion and communication of routes, fees, assistance, etc.
- Partner with SEMO to expand downtown service
- App
- Transportation service for rural area
- After hours and weekend transportation
- Same day transportation for urgent needs
- Improved bus stop infrastructure (such as shade trees, benches, trash cans) and connectivity for pedestrians and cyclists
- Transportation for bulk shopping and food pantry visits

### Provider Needs

Based on the results of the provider questionnaires, the following needs were noted in no priority. The provider questionnaire can be found in Appendix B.



- Utilize an intern or volunteer to assist with projects involving technology and marketing.
- Implement a new dispatching software that would eventually allow CTA to accept online requests for rides and would have a “where’s my bus/where’s my ride” function as well.
- CTA currently operates from a leased facility located at 937 Broadway in Cape Girardeau. Currently, CTA is in the process of purchasing land for the new facility. The schedule for the construction of the new facility has not been determined at this time.
- Implement an email/text message alert system that notifies riders if a bus is out of service, running behind schedule, etc. It could also be used to inform of limited demand response service during inclement weather or if the service is shutting down early.
- There are limited programs and funds to assist disabled individuals and low-income populations. Financial assistance for the low-income population that has a need workforce transportation.
- Local matching funds (20%) to purchase replacement (and possibly additional) vehicles for the fleet.
- Expand services to include a route between Cape Girardeau and Jackson.



- Bus rotation program and will constantly need new buses.
- Challenges attracting and training prospective CDL drivers.

## Section 5: Coordinated Strategies for Meeting Transportation Needs

### Overview

As a result of public, transit provider, and stakeholder outreach, goals and strategies are identified to close the gaps in service. Many of the comments received can be grouped into the following five goals.



## Goals and Strategies

Goal 1. Increase Transportation Coordination and Education Effort	
<p>Strategy: SEMPO, Coalition, Stakeholders, and Providers will continue to work together in a coordinated effort. Recruit older adults, individuals with disabilities, and people with low incomes as members of this coordinated effort. This group will network, cooperate, coordinate, collaborate, and consolidate efforts to improve the area's public transportation. This group will work on the following gaps:</p> <ul style="list-style-type: none"> <li>Identify ways to improve marketing, promotion, and transit communication regarding routes, fees, assistance, etc.</li> <li>Identify partnering opportunities with providers and agencies who can address needs and gaps in services.</li> <li>Identify ways to make transit ridership-friendly.</li> <li>Engage in outreach and education efforts to demonstrate the need for increased transportation funding.</li> <li>Improve perceptions of public transportation.</li> </ul>	
High Priority	Staffing Implications:
Implementation Time Frame: Near term, 1 to 12 months	SEMPO, stakeholder and transit provider staff to attend planning meetings and develop new policies and procedures.
Implementation Budget: Budget would depend on staffing costs.	Potential Funding Sources: Local funding and local, state, and federal grants.
Responsible Parties: Potential lead organizations include SEMPO, Coalition, CTA, and SEMO.	
Goal 2. Improve and Expand Transportation Services	
<p>Strategy: Research and report on costs and effectiveness of improved and expanded transportation services. The study may include conducting pilot demonstrations of improved or expanded services. The study will address the following identified needs:</p> <ul style="list-style-type: none"> <li>Provide reliable public transportation.</li> <li>Provide timely same-day on-demand services.</li> <li>Provide more routes, bus stops, and drivers.</li> <li>Provide after hour and weekend transit options.</li> <li>Provide transportation for bulk shopping and food pantry visits.</li> <li>Provide more rural transportation options.</li> <li>Expand work-force transportation.</li> </ul>	
High Priority	Staffing Implications:
Implementation Time Frame: Long term, 2 to 4 years	CTA staff to research and study options for expanded transportation services and corresponding costs. Additional services will likely require additional drivers and administrative staff.
Implementation Budget: Budget is scalable depending on available funding.	Potential Funding Sources: Local, state, and federal grants and employer participation.
Responsible Parties: Potential lead organizations include CTA with SEMPO support.	

### Goal 3. Improve Infrastructure and Amenities

Strategy: Ensure that fixed route bus stops are located near destinations that are important for older adults and people with disabilities, and improve infrastructure and amenities at all bus stops. These improvements will address the following identified needs:

- Provide better identification pick-up/drop-off points.
- Update and post transit schedule and map at each transit stop.
- Provide improved bus stop infrastructure such as bus shelters, standing pads, lighting, shade trees, benches, and trash cans. **(NOTE: CTA identified locations for new bus shelters. With local funding support provided by UWSEMO and in cooperation with the City of Cape Girardeau, CTA is procuring the new shelters by writing a grant with FTA to access 5339 funding.)**
- Improve pedestrian and bicycle amenities at key bus stops.

High Priority	Staffing Implications: Staff time involves planning and implementation of infrastructure improvements.
Implementation Time Frame: Ongoing	
Implementation Budget: Budget is scalable depending on available funding.	Potential Funding Sources: Local funding and local, state, and federal grants.
Responsible Parties: Potential lead organizations include CTA, SEMO, City of Cape Girardeau, and City of Jackson with SEMPO and Coalition support.	

### Goal 4. Create a funding plan

Strategy: Research and report on costs, effectiveness of improved and/or expanded transportation services. The plan may include conducting pilot demonstrations of expanded services in order to determine applicable costs. The study will address the following identified needs:

- Provide an affordable transit system.
- Research additional payment options and processes for all riders, including seniors and workforce riders.
- Provide additional free routes.
- Identify additional financial assistance programs.

Secondary Priority	Staffing Implications: Transit provider staff to research and study costs pertaining to expanded services. Additional services will likely require additional drivers and administrative staff.
Implementation Time Frame: Mid-term, 13 to 24 months	
Implementation Budget: Budget would depend on staffing costs; this project would require staffing resources.	Potential Funding Sources: Local funding and local, state, and federal grants.
Responsible Parties: Potential Lead organizations include CTA, City of Cape Girardeau, and City of Jackson with SEMPO and Coalition support.	

Goal 5. Create a technology plan	
<p>Strategy: Research and report on costs and effectiveness to provide a unified, regional transportation scheduling, dispatching and trip payment network with a single portal/one-stop hub for obtaining system information and reserving rides. The study will address the following identified needs:</p> <ul style="list-style-type: none"> <li>• Provide flexible way to pay for transit system.</li> <li>• Provide real-time transit data at bus-stops and/or on mobile devices.</li> </ul>	
<p>Secondary Priority</p> <p>Implementation Time Frame: Long-term, 2-4 years</p>	<p>Staffing Implications: Significant staff time would be required of the lead agency. Staff time involves research, planning meetings, and development of new policies and procedures.</p>
<p>Implementation Budget: Budget would depend on staffing and technology costs; this project would require staffing resources, consulting, and a significant capital investment in technology.</p>	<p>Potential Funding Sources: Local funding and local, state, and federal grants.</p>
<p>Responsible Parties: Potential lead organizations include CTA, SEMPO, Coalition, and stakeholders would be encouraged to participate.</p>	

## Appendix A – Outreach Documentation

### Outreach and Participation Documentation and Notes

**September 13, 2022: Initial UWSEMO Transportation Coalition Meeting**

Cape Girardeau Public Library, Cape Girardeau at 10:30 a.m.

Email invitation sent on August 12, 2022

Attended by 19 people (excluding SEMPO Representatives)

**October 7, 2022: Project Hope**

Osage Community Center, Cape Girardeau from 10:00 a.m. to 3:00 p.m.

Flyer was promoted by area social service and health agencies to their clients and the general public through multi-media promotion.

Completed 39 interviews

**October 20, 2022: Public Meeting: Transportation Conversation**

Shawnee Community Center, Cape Girardeau from 5:30 p.m. to 7:00 p.m.

Flyer and news release was promoted on SEMPO's Facebook page, the City of Cape Girardeau news, by UWSEMO and partnering coalition agencies. Posted as a public meeting including a notice to the Southeast Missourian, posting in City Hall and listing on SEMPO's website.

Attended by 54 citizens, 7 facilitators/agency providers, 1 mayor

**December 8, 2022: Second UWSEMO Transportation Coalition Meeting**

Cape Girardeau Public Library, Cape Girardeau at 10:30 a.m.

Email invitation sent on November 29, 2022

Attended by 12 people (excluding SEMPO Representatives)

**March 8, 2023: Jackson Ministerial Alliance Meeting**

Wings Etc., Jackson from 11:30 to 12:30

Consultant team met with the Alliance for transportation conversations.

Attended by three pastors in the City of Jackson area.

**March 22, 2023: Third UWSEMO Transportation Coalition Meeting**

Cape Girardeau Public Library, Cape Girardeau at 3:30 p.m.

Email invitation sent on February 27, 2023 and a reminder was sent on March 22, 2023

**May 3, 2023: Public Meeting: HSTP Released for Public Comment**

Osage Centre, Cape Girardeau at 11:00 a.m.

SEMPO's Technical Planning Committee made a motion to release the draft HSTP for public comment. The draft HSTP was made available for public viewing on the SEMPO website at <https://southeastmpo.org/planning-documents>. Printed copies of HSTP were made available upon request. The public comment period closed on May 19, 2023.



## Initial UWSEMO Transportation Coalition Meeting: Invitation Email

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**From:** Elizabeth Shelton <[elizabeth.shelton@unitedwayofsemo.org](mailto:elizabeth.shelton@unitedwayofsemo.org)>

**Sent:** Friday, August 12, 2022 2:38 PM

**To:** Mark Stone <[Mark.Stone@unitedwayofsemo.org](mailto:Mark.Stone@unitedwayofsemo.org)>

**Cc:** Donna Noe <[Donna.Noe@unitedwayofsemo.org](mailto:Donna.Noe@unitedwayofsemo.org)>

**Subject:** Transportation Coalition

Greetings, last year United Way of Southeast Missouri gathered data from community members, workplaces, and in small focus groups. One of the top four concerns among each group and in the four counties we serve was transportation. Unreliable or unavailable transportation weakens our community and impacts the three focus areas United Way invests in: education, income stability, and health.

Having successfully led a community-wide coalition to improve the graduation rate in one of our largest public schools, now UWSEMO is tackling transportation with the same collaborative approach. We would like you to attend the first meeting of the Transportation Coalition to share ideas and explore solutions. This group will meet Tuesday, September 13 from 10:30 am to noon; location pending.

The goal is to discuss transportation needs, brainstorm on solutions, then identify next steps. Please confirm your attendance on this link, where you can also see the list of organizations included. Members are still being added by request. If you believe someone should be here who is not, please email me. Thank you, we look forward to seeing you on Sept. 13 and Sept. 1 at our annual Campaign Kickoff--back after a 2-year absence! (Invitation attached.)

<https://docs.google.com/spreadsheets/d/1HO1ElqR7F1X3BaeFASVgOsoJvhaK0sM84eGfHyNhHYY/edit?usp=sharing>

Elizabeth Shelton  
Executive Director  
[United Way of Southeast Missouri](#)  
C) 573-270-4556



Follow us on [Facebook](#), [Instagram](#), and [LinkedIn](#)!

## Initial UWSEMO Transportation Coalition Meeting: Meeting Notes and Attendance List

**Transportation Coalition Meeting Notes 9-13-2022****CURRENT OPTIONS**

- We may have Uber and Lyft, but it hasn't gained traction here.
- CTA
  - Operates north and south bus routes in Cape, M-F 8-4. The routes are one-hour loops, 50-60 stops between the two routes. Transfers between the two lines are located at the CTA office (Broadway) and Town Plaza (between William & Independence). This service is currently free and has been free since spring of 2020
  - Workforce transportation that goes to Gilster in Perryville & McBride and to P&G.
  - On-demand response, which is point-to-point transportation, available anywhere in Cape County. The cost ranges from \$7-17 one way. Hours are M-Th 5 a.m. - midnight, and through 2 pm on Sun with 24-hour coverage on Friday and Saturday.
  - Contracts with Aging Matters to provide trips to Cape Girardeau County for clients who are aged 60+ or clients aged 18-59 who have a disability that prevents them from driving. Individuals with a disability that prevents them from driving under 60 qualify with a letter from a physician. The letter from the physician must state the disability that prevents them from being able to drive and must be updated annually. Clients can contact CTA for applications. Trips through the Aging Matters program are for life needs – i.e., grocery store, doctor, pharmacy, or senior center. There is no charge for these trips (riders can contribute \$1 - \$2 toward the cost of the trip if they wish, but this is not mandatory).
  - Senior Coupons are \$4 through a program sponsored by Cape Co. Senior Citizens Svc Board; great for people out in the county who would normally pay \$17. They can purchase coupons with a card via phone call or send a check once they have provided some form of photo ID with their date of birth. Senior coupons are good for one person for a one-way trip anywhere in Cape County.
  - Cape County Board for Developmental Disabilities sponsors a coupon program for individuals diagnosed with a developmental disability. These riders may purchase a coupon for \$2 that is good for a one-way trip going anywhere in Cape County except bars, casinos, or medical dispensaries. They may have additional people ride with them at no additional charge if the pickup and drop-off points are the same. All coupons are purchased through the CTA administrative office.

**NEEDS WE HEAR ABOUT:**

- People may have funds to buy a vehicle, but not for maintenance, tags, licensing, etc.
- Many people who try to get to and from work without a vehicle can't use the bus because they may have to make multiple stops before work—daycare, school, etc.
- Seniors need rides for doctor appointments, grocery shopping, etc. Their children may not want them driving. Even though they're not working, they still have places they need to go.
- Families are unable to get to the Juvenile office on Rust Ave and miss appointments due to lack of transportation. These clients are required to attend several things—drug rehab, counseling, and court meetings— and are missing all of these. The nearest bus stop to the Juvenile office is a long walk east, especially during cold and heat.

- Women who are recovering from domestic violence want to work but can't get a job due to lack of transportation and lack of childcare.
- Adult learners will come to orientation and get started, but stop coming due to lack of transportation. The public on-demand transportation option is not affordable for them, or they live so far off a route that it's not feasible to walk to a bus stop. Some have physical limitations that prevent them from getting to a bus stop. Some who ride the bus are on the bus approximately two hours to travel one mile from their starting point if they need to transfer buses.
- Obstacles: Cost, accessibility, reliability, length of time on bus.
- Big gap for those working second and third shifts and students in night school.
- 3.5 to 4 on 5-point scale of need

## IDEAS

SMTS recently did feasibility studies to build structure. These studies are great when people participate. In Poplar Bluff, they developed a route where a bus comes by the stop every 30 minutes. It was easier to teach those riders that a bus is there every 30 minutes than to do a survey. SMTS representatives felt it was better to educate riders on using the tools already in place than spending time and money on surveys. They also created a different fee structure.

Tracy Morrow—Director of Community Development at CPSEMO; did focus groups and community conversations. Wants to survey people who use the bus in a town hall setting. Potential incentives include giving away food pantry boxes and gift cards. Suggested a need to use several tactics to gather data. Willing to organize volunteers to ride & survey on the bus.

Will SEMO students (Greeks?) ride the bus and conduct surveys? Will AmeriCorps VISTAs? Peer usage is the most helpful.

Project Hope— October 7 at the Osage Center in Cape. CTA has a booth to distribute information.

To reach people who need transportation but can't get to it, Laura with DSS might survey them. Could be online or through telephone.

Commute with Enterprise will work with employers to map who could be in a vanpool together. Riders pay rental of van, fuel, but Enterprise pays for maintenance. MODOT has a grant to subsidize \$500 per month per van to use in that service.

Ginny (SMTS) will send their survey we can localize.

Does CTA need an app?

Federal Funding Braiding—transportation services must have match money to get some grants. Braiding says they can use other federal money as a match, as long as it's not from FTA.

Springfield CFO funded a program to get people back to work. Judy will find contact name.

EMAA asked about transportation during Client Intake, so that would be an easy enough data point to pull. Can it be incorporated with other agencies as part of intake? Needs to be a conversation, not a survey. (Can Zoia with Salvation Army assist?)



Explore ideas beyond public bus: SIU Carbondale just started a scooter service. Bikes?

App for general transportation, ride share, use geofencing through Google?

SEMPO created a metro transportation plan in 2020. The board includes the cities of Jackson, Cape, CTA, SEMO, Regional Planning Comm, and special road districts. Conducted a transportation focus group and heard many of these same comments. Prioritized a public transit and human services transportation coordination plan. Created one in 2018 and planned on implementing it last fiscal year but realized it would need a significant overhaul that would require more resources. SEMPO is required by the federal government to conduct these studies. This fiscal year starting July 1 partnered with KLG engineering to assist.

The purpose of the plan is to identify current public transportation resources, needs, and which items are priorities. Previous focus groups brought to light a lot of info about the issues with existing resources. Information gathered won't be specific enough to identify where the stops need to be, etc.

#### NEXT STEPS

- Can we apply for **DED money** coming soon? Application will be open for community revitalization soon. Laura is on panel for workforce and training initiatives thru Dept of Ed, not required to have letters of support or matching funds, but you score higher if you have them. *Laura, can you look into this?*
- **Lesley Rone** in Portageville would be a great contact; rep for Ashcroft and Parsons for our area. Took much of Shad Burner's tasks. Would be very helpful to ID state and fed funds. *Elizabeth will contact Lesley.*
- **Create paper survey for Project Hope:** Ciera - Ginny sent the survey to use at the food pantry stop. Marla volunteers to have conversations using the survey – will need more volunteers. *Ciera will pull our old survey from 3 years ago and adapt it with what Ginny sent to get a draft going.*
- **Bus Surveys:** Tracy - Contact students and volunteers who will ride the bus and ask questions. Tracy will also ask VISTAs and Lexi, an intern at CP. Lexi is speaking to a social work class on 9/23. Calvin also offered to ride the bus.
- **Explore Springfield solutions:** Judy - Judy will send contact info for Springfield and Lesley Rone to Elizabeth.
- **Research solutions elsewhere:** apps for volunteers to give rides. Mayor Kinder will dig into CarGo technology.
- **Community Conversation about Transportation—**Kelley and Tracy - want to conduct town hall in Oct. and offer food boxes, bus passes, and gift cards. Aiming for week of Oct. 10-14
- **Data from employers—**SEMPO? Can we have an electronic survey? EMEA can text blast people receiving services who have opted into it.

**NEXT MEETING THURS. OCT. 20, 10:00-11:30, Cape public library**

IN ATTENDANCE		
Name	Organization	Email
Denise Wimp	First Call For Help	Firstcall@clas.net
Nancy Gade	Aging Matters	ngade@agingmatters2u.com
Lexi Spurgeon	CPSEMO	
Ginny Smith	SMTS	ginny@ridesmts.org
Nicole Hahn	EMAA	nhahn@eastmoaa.org
Chris Massey	EMAA	cmassey@eastmoaa.org
Stacy Kinder	Mayor, City of Cape	stacybkinder@gmail.com
Judy Cantoni	Com. Foundation of the Ozarks	jcantoni@cfozarks.org
Kathryn West	Cape Adult Ed & Literacy	westk@capetigers.com
Kevin Gruenwald	Juvenile Office	kevin.gruenwald@courts.mo.gov
Emily Macdonald	Regional Family Crisis Center	director_rfcc@yahoo.com
Tracy Morrow	CPSEMO	tracy@cpsemo.org
Kelley Watson	Cape County Transit Authority	kwatson@cgcta.com
Marla Mills	SEMPO	marla@klgengineering.com
Alex McElroy	SEMPO	amcelroy@cityofcape.org
Laura Miller	MO DSS	laura.m.miller@dss.mo.gov
Janet Hitt	Jackson Senior Center	jsc@jsc63755.org
Calvin Garner	CPSEMO	calvin@cpsemo.org
Elizabeth Shelton	UWSEMO	elizabeth.shelton@unitedwayofsemo.org
Mark Stone	UWSEMO	mark.stone@unitedwayofsemo.org
Ciera Schlie	UWSEMO, AmeriCorps VISTA	ciera.schlie@unitedwayofsemo.org

## Project Hope: Flyer

***Our CommUnity Partners:***



# PROJECT HOPE

*"One Day. One Stop. One CommUnity.  
No Cost Services for Everyone!"*

 **Osage Centre**  
1625 N Kingshighway St  
Cape Girardeau, MO 63701

**10.7.2022**  
10:00 a.m. - 3:00 p.m.

 **events@cpsemo.org**

 **www.cpsemo.org**

 **(573) 651-3747 ext. 114**



**COMMUNITY PARTNERSHIP**  
OF SOUTHEAST MISSOURI  
TOGETHER WE RISE





## Public Meeting: Transportation Conversation Flyer



# TRANSPORTATION CONVERSATION

## YOUR OPINION CAN CREATE CHANGE

If you use public transportation, we would love to hear your thoughts about transportation needs and solutions.



**SHAWNEE PARK CENTER**  
1157 SW END BLVD  
CAPE GIRARDEAU, MO 63703



All participants are eligible for raffle prizes.

### COMMUNITY PARTNERS



DO YOU HAVE ANY QUESTIONS YOU WANT TO ASK?



573-334-9634

## Public Meeting: Transportation Conversation Public Meeting Notice

**Classified Proof**

Client	15897 - City Of Cape Girardeau	Phone	(573) 339-6707		
Address	44 North Lorimer Street, P. O. Box 617	E-Mail	acctspayable@cityofcape.org		
	Cape Girardeau, MO, 63701	Fax	(573) 335-3357		
Order#	572180	Requested By	ALEX MCELROY	Order Price	\$107.81
Classification	0999 - Legals	PO #	00	Tax 1	\$0.00
Start Date	10/16/2022	Created By	JJOHNS	Tax 2	\$0.00
End Date	10/16/2022	Creation Date	10/03/2022, 03:54:43 pm	Total Net	\$107.81
Run Dates	1			Payment	\$0.00
Publication(s)	Southeast Missourian	Dimensions	3.627 " X 3.123 "		
Sales Rep	10CL - Jasmine Johnson	Phone	(573) 335-6611		
		E-Mail	jjohnson@semissourian.com		
		Fax			

**SOUTHEAST METROPOLITAN PLANNING ORGANIZATION  
 NOTICE OF PUBLIC HEARING ON THE  
 PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION  
 COORDINATION PLAN**

NOTICE IS HEREBY GIVEN that the Board of Directors of the Southeast Metropolitan Planning Organization (SEMPO) will hold a public hearing on Wednesday, October 20, 2022 at 5:30 p.m. at the Shawnee Park Center, 1157 South West End Boulevard, Cape Girardeau, Missouri, regarding the Public Transit – Human Services Transportation Coordination Plan (PT-HSTCP). The purpose of this plan is to create a comprehensive strategy to assist transportation agencies, community leaders, social service agencies, and stakeholders involved in human service transportation in improving and enhancing transportation services to our region. Members of the public may learn more about SEMPO by visiting SEMPO's website at [www.southeastmpo.org/](http://www.southeastmpo.org/).

Alex McElroy  
 Executive Director  
 Southeast Metropolitan Planning Organization

(October 16, 2022)(572180)



## Public Meeting: Transportation Conversation News Release

United Way of  
Southeast Missouri**NEWS RELEASE  
FOR IMMEDIATE RELEASE  
October 11, 2021****Contact: Elizabeth Shelton**  
elizabeth.shelton@unitedwayofsemo.org  
573-270-4556**Transportation Coalition Seeks Public Comment**

*Cape Girardeau...* A newly formed Transportation Coalition invites the public to comment on needs and solutions surrounding transportation in Cape Girardeau County. A Transportation Conversation is scheduled for October 20, 2022, at the Shawnee Park Center from 5:30 P.M. to 7:00 P.M.

The Transportation Coalition, spearheaded by United Way of Southeast Missouri (UWSEMO), seeks to further understand how our community uses transportation, what causes transportation to be a challenge, and how the group can work collectively to make improvements. Initial research conducted in late 2021 to help guide funding decisions made by the United Way Community Investment Committee identified transportation as a barrier to all three of United Way's focus areas – education, income stability, and health. Identifying transportation as a need United Way's collaborative model and network could address, UWSEMO approached industry experts, service organizations, and others familiar with transportation needs and services to form a Transportation Coalition.

United Way Executive Director Elizabeth Shelton explains, "United Way has always been dedicated to creating positive, lasting change for everyone right here in Southeast Missouri. And we know creating lasting change is not an easy process with quick solutions. Even after ideas are identified, funding must be found to bring them to fruition. This kind of change happens over time and only with the support of our community."

The Coalition is focusing first on needs in Cape Girardeau County where the Cape Girardeau Transit Authority (CTA) currently provides public transportation. Later, successful solutions will be explored for viability with leaders in other counties in the United Way service area.

In addition to United Way, members attending the first Transportation Coalition meeting included representatives from CTA, Southeast Missouri Transportation Service, City of Cape Girardeau, Southeast Metropolitan Planning Organization, Community Partnership of Southeast Missouri, First Call for Help, East Missouri Action Agency, Community Foundation of the Ozarks, Safe House of Southeast Missouri, Regional Family Crisis Center, Aging Matters, Jackson Senior Center, Missouri Department of Social Services, State of Missouri 32nd Judicial District Juvenile Office, and Cape Girardeau Adult Education & Literacy. Other organizations have been approached and are included in ongoing communication. Anyone wishing to join the coalition who has transportation experience or serves those who struggle with it should email [elizabeth.shelton@unitedwayofsemo.org](mailto:elizabeth.shelton@unitedwayofsemo.org).

## Public Meeting: Transportation Conversation Attendance List

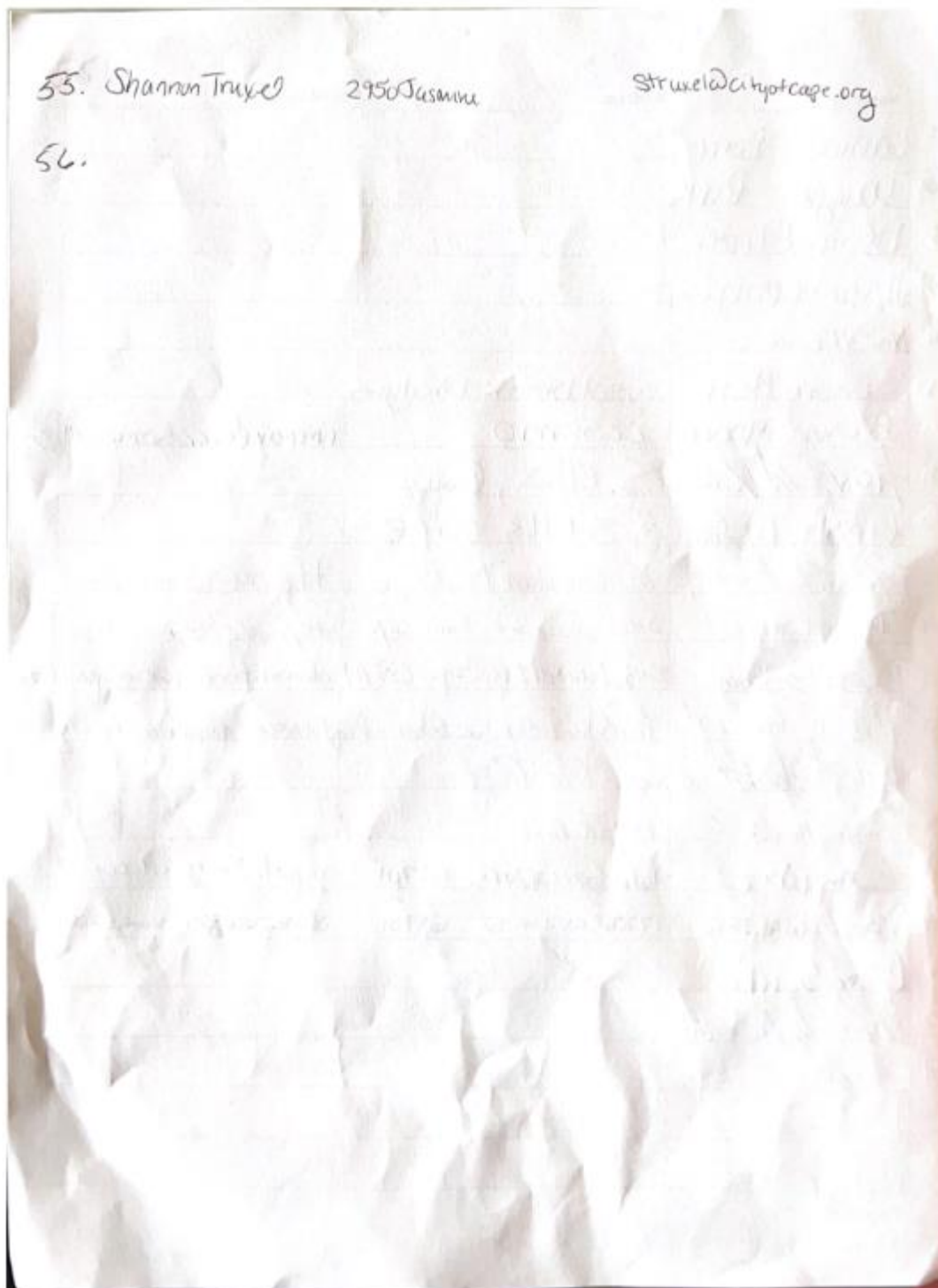
MEETING SIGN-IN SHEET			
Project:		Meeting Date:	
Public Transit - Human Services Transportation Coordination Plan		10/20/2022	
Facilitator:		Place/Room:	
United Way Transportation Coalition & Southeast Metropolitan Planning Organization		Shawnee Park Sports Complex	
Name	Address	E-Mail	
1 Christine W. Dickman	2517 Lynnwood Dr. 63701	edickman-cmt@yahoo.com	
2 Betty Green	1324 Linden St Cape Mo 63703		
3 Kathryn Wat	Capehart St. & Clark St	watke@captyass.com	
4 Bill Osborne	Froderickson	bill@rideSMTS	
5 Cindy Martin	Jackson Manor	martin.cindy@gmail.com	
6 Carol Berner	Jackson Manor	bernar34@gmail.com	
7 Rick Heine	JACKSON MANOR		
8 Robert Smith	" "		
9 Michael Smith	SOS Medical		
10 Robin Schuyt	SOS medical		
11 Jeffery Rubin	SOS Medical		
12 Margaret Buchanan	5112 Adams, Jackson, Mo		
13 Patricia C. Ryan	521 Sharpbrook Ln Whitewater	pryan@sempo.edu	
14 Norman Henson	710 Broadridge Jackson		
15 Darlene Hubbard	710 Broadridge Jackson Mo	totallybleed@sempo.edu	
16 Hatty Meixner	655 County Rd 366		
17 Maddi Thornton	1408 Rose Street	thornton.maddie@yahoo.com	
18 Nancy Gade	Aging Matters	ngade@agingmatters.com	
19 Taneka Lorde		lope.porch@sempo.org	

20	Charlene L. Hansen	535 Boxwood #4 ustabge@gmail.com
21	Jeff Tedrick	2973 Walden Cape Girardeau, MO Jeffrey Tedrick@yahoo.com ktedrick1209mail.com
22	Ken Crafton	
23	Duke Cecil	20 Kelcey Dr. Cape Girardeau scecile@semo.org
24	AARON LEE	lee.aaron83@yahoo.com
25	Fae Reynolds	70 Box 898 Cape Girardeau, MO 63702
26	Bong Hamlin	1120 Kenney Ave Cape Girardeau, MO 63703 bhamlin1030@gmail.com
27	Lloyd Williams	105 Centennial Dr wmlwilliams@msn.com sol10@cpsemo.org
28	KAMANGA-SOLO	405 SPRING
29	Lori McGuire	722 Lygia Dr Jxn lorimcguire@outlook.com
30	Marvin McBride	512 S. Spring St cKernmibride@gmail.com
31	Tracy Bratcher	



	Name	Address	E-Mail
32	Laura Barr		
33	Danette Park		
34	Desire Oliver		
35	Justin Canner		
36	Neal McGuire		
37	Suzanne Hiett	Westbrook Dialysis	
38	Begina Moore	CCSOMO	rmoores@ccsomo.org
39	Rev. Willis	S. Ellis, Cape	
40	Linda Mpton	S. S. Ellis Cape	
41	Tamara L. Buck	1812 Lakeshore Dr., Cape	tbuck@semo.edu
42	Dale Pingel	2941 Jasmine Lane Cape	dtpingel53@gmail.com
43	Dawn Poston	3115 Laurel Ln, Cape 63701	dawn.poston60@att.net
44	Mechelle France	The Cubana Ctr for Behavioral & Cognitive Recovery	mfance@glenside-recovery.org
45	Kyle Schott	Cath Chantels	
46	Kayla Hood	139 S. Park	
47	Jay Woz	1616 Greengrass, 63701	jaywoz21@gmail.com
48	DANNY WALTER	1722 CECILIA ST 63701	DWALTER@SEMISSOURIAN.COM
49	Ciera Schlic		
50	Phoncia Deak's		
51	C. Donald Harris		
52	D. Young	221 Madison St. 63701	
53	Wyky Jean		
54	Dene' Drury	717 N Spriggs	Cape Ratlift Care Center

Page 2 of 3



## Public Meeting: Transportation Conversation Notes

### Elizabeth – Intro

Started coalition based on information from surveys, etc – info about needs around trans needs

Need to collect data to address real needs vs. perceived needs

Goals:

Collect info and Share data

Note: change will not happen over night

Tracy Morrow – Community Partnership - facilitate conversation

Question - What do you think of – Public Transportation – bus, cab, airplane. “Should be Affordable available adequate and accessible to anyone in city who needs it

Tracy said– also includes sidewalk, bike paths and trails to get from one place to another

Bus stops not always accessible -

Everything in Cape is laid out to move vehicles – not people

Solutions – more bus stops, motorized scooters, give everyone fair opportunities to a get to a bus stop

Problems - Some stops not safe to wait. No shelters,

Needs to be something readily available so there is not such long wait time. Especially for handicapped

Distribute more information about routes and service

Accessibility for disabled is an issue- sidewalks are bad , etc. Many sidewalks not wheelchair accessible.  
City improvements – better sidewalks

Change some of the stops to make more accessible

Question – how far would people be willing to walk to a stop(Parking lot)

Question – if you use public transportation – what would your ideal experience be:

“walk only a few blocks – get into a clean vehicle – not wait more than 10 or 15 minutes and be able to return with same experience

Problem - Students – adult literacy – The routes are not accessible = people have to change buses or walk too far.

Solution – good point to point or better and more often and expanded routes – need to not take so long and they have accessibility

What is good about public transportation – Bicycles,

University has a good system and continues to make improvements – works well because they are on time –

On demand (paid) has been good – on time, courteous – but not everyone can afford to do that.

Someone said they were in a place with light rail and it was very good – on time, stops were great ( in another country) – no money exchanged – had a preloaded card– reliable and affordable

Need - Expansion – move to entire county - also Jackson

Good experience – in other area – clean, on time, there is an app and a map on location, charging devices

Memphis – had to take bus for work.

Problem – Cape times/days of weeks don't help people who are working.

Positive – in NY using subway, taxi etc and walked and it was easy, clean and accessible and went everywhere you needed to go. Never take care - it is more convenient to us public transportation

Question : how do we make CG transit more like the positive experiences

Answers:

Better customer service – drivers are disrespectful etc.

Comment that now There is good customer service (drivers are nice, etc) but depending on time – can't get a ride. Not enough drivers and vehicles. If city grows we need the infrastructure to support it

Problem – Saturday the bus does not run at all. Cabs cost \$20 to go to Wal-Mart

Comment – there used to be a system that had a lot more routes.

United Way – Elizabeth said they will devote a page on website to have updates regarding transportation . Tracy said CP Semo

Problem – no bus route to air port or train station.

What about a bus that goes to P & G ? or other work places – Susan explained they do have ride to work program

Problem - Cab service was increased – there should be a special rate for seniors or disabled...

Problem – no transportation for people who would actually pay for transportation on the weekends.  
Better Uber type service

It was noted that there is service for SEMO students if they are leaving an establishment serving alcohol (paid by University)

Where are you going: Class, fishing, work, grocery store WalMart

SOLUTIONS:

St Gen area – has great transportation for clients/patients at reduced cost. Soc worker gets to ride free to help them. Biggest help is that it is On Demand, especially for medical appointments, etc.

Look at other areas

Someone should do a SWOT regarding transportation. – Then create committees including people in community to develop solutions. He felt the meeting was pointless and all over the place.

The revenue is low because the efficiency is bad. Must create a more efficient system.

Question: Do we have data on users etc.

Comments from SOS guy – they get calls a lot from people waiting on rides. CTA needs to be more efficient, etc. He noted that he hears CTA does not care about their clients.

Solution: what are the hospitals, schools, WalMart, etc doing to help with the situation? Shouldn't they help with solution.

Problem: Lack of bus drivers – shortage of workers.

SOS guy – They don't have drivers because the management is not treating them right

Solution: Is there a way to increase/improve our Uber system

Solution – CTA could use an uber type system as income generating that then could help fund a better system

Funding – develop a system that serves people who can afford to pay and will pay to ride. The only system we have is directed to low income and not everyone wants to use it.

Wyky – Talk to Stapleton – (Cargo)

Kelley – CTA – writes grants - All takes match dollars.

Price of everything is going up. Even if CTA had money to buy new buses they cannot get them as they are not being produced quick enough. CTA had 5 ordered and they are only getting 2. Workforce is an issue. – Trying to get drivers. Not making excuses but wanted everyone to understand what the challenges are. They DO want to be everything to everyone. And are working hard to do the best they can.

Bus is Free

Discount for seniors – options of ways to get the coupons. Once their age is verified – they do not have to come in office.

Personal aids are allowed to ride.

Regular taxi service

Medicaid – contact Motive ?? Care

Funding through aging matters – ages 60 and over to life care needs, grocery stores, doctor, senior center.



Ride to work for P&G and Gilster Mary Lee

Funding through he SB40 for developmentally disabled – coupon \$2 to anywhere except for alcohol, casinos and medical dispensaries.

DRAFT

## Second UWSEMO Transportation Coalition Meeting: Invitation Email

**From:** Elizabeth Shelton <elizabeth.shelton@unitedwayofsemo.org>  
**Sent:** Tuesday, November 29, 2022 3:42 PM  
**To:** JSC@jsc63755.org; Tom Mogelnicki; Kelley Watson; Ginny Smith; Kinder, Stacy; trandle@cityofcapegirardeau.org; Susan McClanahan (capeseniorcenter@sbcglobal.net); Rob Gilligan; Zoia Martin; Denise Wimp; Calvin Garner (Calvin@cpsemo.org); Kyle Schott; Evelyn Buessink; Julia Pickup, LCSW; Michele Welker (mlwelker@semo.edu); stjamesamecape@yahoo.com; MaKenya Owens; James Boyer; rmurphy@job4u.org; Laurie Gibbs; mforinkahl@crosstrails.us; Bridgett N. Jones; Alex; Dan Presson; Kevin Sexton; Laura Miller; Judy Cantoni; Tracy Morrow; Susan Redford; Nancy Gade; Lexi; cmassey@eastmoaa.org; Kathryn; Nicolle Hahn; Kevin (kevin.gruenwald@courts.mo.gov); jeffery.stephens@cmgllp.com; Wyky Jean; Becky Murphy; Marla Mills  
**Cc:** Mark Stone; Ciera Schlie; Emily Macdonald; JSC@jsc63755.org  
**Subject:** TranspoCo Meeting Reminder Dec. 8, 10:30-12  
**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Greetings, I hope everyone enjoyed a restful, healthy Thanksgiving. Here are a few notes regarding the Transportation Coalition:

- You may recall that our survey was to close this past weekend to give us time this week to crunch data. Cape Public Schools is sending the link in an email going to all parents tomorrow. We are very eager to hear from this group, so we are keeping it open through the weekend.
- Several of you were asked to print surveys to distribute. Please let us know if someone from your team can drop them to our office this week or if we need to get them (1417D N. Mt. Auburn Rd.).
- We are still prepared to share what we've collected at next Thursday's coalition meeting. We will be in the Oscar Hirsch room at the Cape public library from 10:30-12 on Dec. 8. The goals are: 1) review data and offer feedback 2) identify next steps 3) divide into subcommittees to explore solutions and keep moving forward.
- As always, please review the list of email recipients. If you know someone who could be helping the coalition, please forward this email and copy me.

Thanks so much, we look forward to seeing you next week.

**Elizabeth Shelton**  
[United Way of Southeast Missouri](#)  
C) 573-270-4556

## Second UWSEMO Transportation Coalition Meeting: Meeting Notes and Attendance List

### Transportation Coalition Meeting Notes 12/8/22

In attendance: Ginny Smith, Southeast Missouri Transportation Service (SMTS); Abe Sosa, P&G (retired); Denise Wimp, First Call For Help; Lana Johnson, Marsha Stubbs, Nancy Gade, Aging Matters; Kathryn West, Cape Adult Education & Literacy; Kirk Sandfort, SEMO; Marla Mills, KLG Engineering, Southeast Metropolitan Planning Org. (SEMPO); Alex McElroy, SEMPO, City of Cape; Kelley Watson, Cape Co. Transit Authority (CTA); Mark Stone, Ciera Schlie, Elizabeth Shelton, United Way of Southeast MO.

The coalition reviewed and discussed the survey data. Key takeaways include:

- Lack of input from people who most depend on public transportation. CTA and United Way were only coalition members that collected data.
- Need for additional data regarding location of stops, especially based on increased ridership and recent numbers shared by CTA that indicated:
  - North route is used far more than South route
  - Most utilized stops are Cape Meadows, Town Plaza Transfer, Walmart, Sprigg St. Manor
  - Some stops are not utilized at all: Doctors' Park, second Southeast Health stop, Cape public library
- Need for a comprehensive marketing strategy to include multiple tactics targeting segmented audiences. Many people are unaware of services already being offered. Elizabeth will reach out to advertising agencies to discuss pro bono work and to university contacts with help from Kirk. This could include a class project or internship.

Coalition members discussed next steps and narrowed in on those that could produce the most timely results. These are indicated on the attached document. Discussion around others included:

- City and university have expressed strong opposition to rental bikes or scooters (skateboard style, not motorcycle style). We can look at other cities where this is working but will not push forward at this time.
- Church buses or other buses must be ADA accessible if they are to be used.
- Small-scale options like Lyft and Uber are struggling to find drivers. Follow up with Mayor Kinder who was looking into CarGo technology.



## Second UWSEMO Transportation Coalition Meeting: Action Items

### Transportation Coalition Action Items

<u>Item</u>	<u>Action</u>	<u>Responsibility</u>
Develop comprehensive marketing strategy to include multiple tactics targeting segmented audiences. Acquire additional input from people who need public transportation regarding location of new stops	Reach out to advertising agencies to discuss pro bono work and to university. This could include a class project or internship.	Elizabeth Shelton, Kirk Sandfort
Install bus benches	CTA will ask riders, possibly offer incentive such as \$50 Walmart card. Contact city engineer to discuss placement & installation requirements, details	Abe Sosa with input from Kelley Watson and Susan Redford
Learn from other markets	Contact appropriate personnel in Columbia, Jefferson County, Jefferson City	Ginny Smith
Identify funding	Research grants	Denise Wimp, Kelley
Offer an App	Learn more about city's pothole app, Google Transit, Where's My Bus	Elizabeth will consult Mayor Kinder; Kelley will consult Theresa Heifner

DRAFT

## Jackson Ministerial Alliance: Meeting Notes and Attendance

### Jackson Ministerial Alliance

Lunch – 3.8.23 at WINGS Etc in Jackson

In attendance:

Pastor Sam Roethemeyer – Alliance Pres – see survey

Clifton Gentry – Church of Christ of Latter Day Saints – see survey

Michael Berry – St. Mark Lutheran Church – see survey

Comments:

Pastor Sam:

1. Anyone who needs a hotel for overnight lodging (stranded etc) has to go to Cape but no transportation
2. Food Pantry – people can't get there to get food. They don't deliver

Other discussion:

- Need transportation to look for jobs
- Need transportation to get to work
- Many in Jackson School District live out/rural with no access to anything

What about a Cape/Jackson Route?

YES – need

- Medical
- Find Jobs and get to work
  - Not many jobs in Jackson for people with any kind of record/ entry positions
- To find housing – Jackson housing is harder to get for low income/ etc
- Social services

Pick up where in Jackson? Harps (Grocery) and/or \$General on Main St. These are accessible by walking – Jackson not as spread out as Cape.

Take where in cape????? No clear answer. Somewhere they can transfer to get to where they need to go

Other Gaps:

- Coordination / support by employers
- Coordination between county public transits – Perry/Cape/ Scott/ Bollinger, etc
- Lack of Knowledge of resources available (both we don't know who is using what services and people in need don't know what services there are)

Note – comment that some needs have lessened (or harder to identify) with home delivery of retail/groceries etc.

Who else should we talk to?

Meredith Pobst – Jackson Public Schools

Fr. Randy at the Catholic Church

- Other suggested contacts were service providers in Cape and part of Coalition
- Comm. Partnership
- Workforce Development
- Mers Goodwill



## Third UWSEMO Transportation Coalition Meeting: Invitation Email

**Kelly Green**

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**From:** Elizabeth Shelton <elizabeth.shelton@unitedwayofsemo.org>  
**Sent:** Monday, February 27, 2023 1:22 PM  
**To:** Tom Mogelnicki; Kelley Watson; Ginny Smith; Kinder, Stacy; trandle@cityofcapegirardeau.org; Rob Gilligan; Zoia Martin; Denise Wimp; Calvin Garner (Calvin@cpsemo.org); Kyle Schott; Julia Pickup, LCSW; Michele Welker; stjamesamecape@yahoo.com; MaKenya Owens; James Boyer; Laurie Gibbs; Meagan Fornkahl; Bridgett N. Jones; McElroy, Alex; Dan Presson; Kevin Sexton; Laura Miller; Judy Cantoni; Tracy Morrow; Susan Redford; Nancy Gade; Chris Massey; West, Kathryn; Nicolle Hahn; Gruenwald, Kevin (kevin.gruenwald@courts.mo.gov); jeffery.stephens@cmglp.com; Wyky Jean; Becky Murphy; Marla Mills; ksandfort@semo.edu; Abe Sosa; Liz Glastetter; Mark Stone; Mandi Combs  
**Cc:** Emily Macdonald; DeAnn Welch; Ciera Schlie  
**Subject:** Transportation Coalition Meeting 3/22, 3:30PM  
  
**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Greetings, we have news to share! We have updates on benches and what is happening in the other communities we discussed. We also have some recommendations to explore. Please be at the Cape public library at 3:30 on Wednesday, March 22, and visit this link to indicate your attendance. Thank you, see you there!

[https://docs.google.com/spreadsheets/d/1Ze6BgRUQVwMb\\_ZyB1Ypc9fv8Ht3sk877pg\\_Lp\\_15abk/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1Ze6BgRUQVwMb_ZyB1Ypc9fv8Ht3sk877pg_Lp_15abk/edit?usp=sharing)

**Elizabeth Shelton**  
[United Way of Southeast Missouri](#)  
C) 573-270-4556



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**Kelly Green**

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**From:** Elizabeth Shelton <elizabeth.shelton@unitedwayofsemo.org>  
**Sent:** Wednesday, March 22, 2023 2:03 PM  
**To:** Tom Mogelnicki; Kelley Watson; Ginny Smith; Kinder, Stacy; trandle@cityofcapegirardeau.org; Rob Gilligan; Zoia Martin; Denise Wimp; Calvin Garner (Calvin@cpsemo.org); Kyle Schott; Julia Pickup, LCSW; Michele Welker; stjamesamecape@yahoo.com; MaKenya Owens; James Boyer; Laurie Gibbs; Meagan Fornkahl; Bridgett N. Jones; McElroy, Alex; Dan Presson; Kevin Sexton; Laura Miller; Judy Cantoni; Tracy Morrow; Susan Redford; Nancy Gade; Chris Massey; West, Kathryn; Nicolle Hahn; Gruenwald, Kevin (kevin.gruenwald@courts.mo.gov); jeffery.stephens@cmglp.com; Wyky Jean; Becky Murphy; Marla Mills; ksandfort@semo.edu; Abe Sosa; Liz Glastetter; Mandi Combs; Green, Tamika; Jennifer Zoellner; Larue, Macey; Danise Clay  
**Cc:** Emily Macdonald; Ciera Schlie; Mark Stone  
**Subject:** Reminder of Transportation Coalition Meeting Today, 3/22, 3:30PM

I know some of you can't make it; thanks for letting me know. This is a reminder to those who want to attend. We have some very exciting news to share and interesting ideas to explore. Thanks, everyone, see you at the library at 3:30!

**Elizabeth Shelton**  
[United Way of Southeast Missouri](#)  
C) 573-270-4556



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## Third UWSEMO Transportation Coalition Meeting: Meeting Notes

## Transportation Coalition Meeting

3/22/23



### Survey Data Recap

- Surveyed people at Project Hope, on CTA, and online
- 216 surveys collected online; 21 print, 43 in person
- 70% of respondents age 30-64 (38% age 30-49) 18% 65+
- 74% have personal vehicle
- 56% aware of on-demand service
- Medical appointments is main usage, closely followed by getting to stores and work
- Main thing people do not do because of transportation issues is socialize
- Concerns about timeliness, dependability, hours



### Comparative Data Obtained from CTA Riders

- 46% on-demand service; 12.5% bus; others: friends/walk/bike/personal
- Majority aged 50-64 (38%); followed by 24% 30-49; 19% -18 & 65+
- Medical remains main use (27%), followed by work, shopping @ 22.5%
- Obtaining employment is main obstacle due to transportation issues (26%), followed closely by attending community events and visiting @ 21.7%
- 55% unaware of on-demand service
- Main concern about response times (37.5%), followed by cleanliness & affordability @ 17%
- 20% pleased with drivers, cleanliness



### Takeaways & Next Steps for Coalition

- Funding and Grant\$--still need research help
- Exploring opportunities with Mission Minded, given casino bus. Possible use to STL?
- Marketing/promotion of current services and assistance plans
- Road repair, sidewalks, bike lanes
- Improved options for handicapped
- Logistics of changing routes and adding point-to-point routes
- Outreach to Jefferson County and Columbia, possibly Springfield
- Bus benches



### Notes from Other Communities

- Jefferson County: OATS, JeffTrans, GoCoMo; all seem to be facing similar challenges we have here:
  - Fewer riders
  - Dependability/reliability
  - Limited hours of operations
  - Routes that may need changing, but minimal input for recommendations
  - Shortage of drivers



### Ideas from Other Communities

- Gather more information on where people use/want stops—volunteers needed to ride routes and poll housing communities, health department clients, service providers.
- Make stops more centrally located to allow riders to walk to multiple stops without getting back on the bus.
- Run two buses on same route exactly 30 minutes apart—requires educating riders on importance of punctuality. One community experienced nearly 100% increase, doubling riders.
- Air tags were purchased and put on each bus so office could use app to be able to tell callers where bus is.





## NEW (and drastically improved) Bus Benches!!!



## South Bus Route: Stop #4



**835 West End**  
(Shawnee Park entrance)  
Average # of passengers per month: 13



### South Bus Route: Stop #5



**1121 Linden Street**  
(Health Dept.)

Average # of  
passengers per  
month: 15



### North Bus Route: Stop #5



**501 Cape Meadows Circle**

Average # of  
passengers per  
month: 76



## North Bus Route: Stop #19



### 2500 Maria Louise Lane

Across from Cape PD  
(Currently at E.  
Rodney/Hawthorne)

Average # of passengers per  
month: 4

Anticipate significant increase;  
will serve CGPD, city court,  
Town House Inn, numerous  
community outreach services  
at St. Andrews Lutheran



## North Bus Route: Stop #22

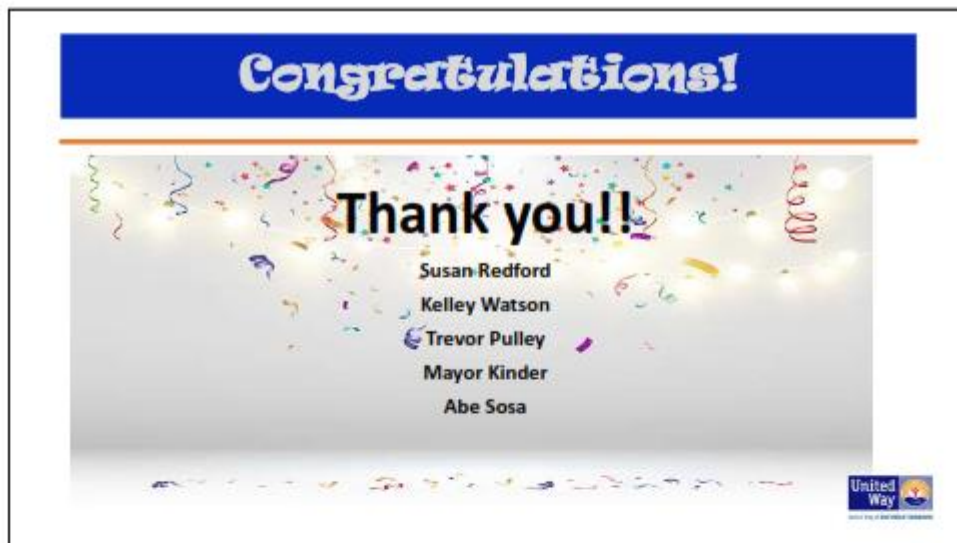


### 549 N. Silver Springs

(Near Marion Eye Center)

Average # of passengers per  
month: 39





## Appendix B – Survey Analysis

### Project Hope Questionnaire

#### Transportation Conversation Questions & Answers

Volunteers will build rapport and ask questions to clients coming into Project HOPE. Volunteers will then document answers for each client. These questions and answers will help assist the Transportation Coalition with improving methods and access to public transportation in the Cape Girardeau area. Either circle an answer for each question asked or write the answer in the **other** blank.

1. How often are you (the client) in Cape Girardeau?
  - a. Daily
  - b. 4-5 days a week
  - c. 2-3 days a week
  - d. Once a week
  - e. Once a month
  - f. Other: \_\_\_\_\_
2. How did you get here today?
  - a. Personal Vehicle
  - b. Bicycle
  - c. Public Transportation
  - d. Family/Friend
  - e. Other: \_\_\_\_\_
3. (Follow-up for above) Is this how you usually travel/get around?

YesNo

If no: What is your typical mode of transportation? \_\_\_\_\_

#### If using public transportation:

- A. What do they like about public transportation in Cape?

\_\_\_\_\_

- A. What do they dislike about public transportation in Cape?

\_\_\_\_\_

#### If NOT using public transportation:

- A. Would using public transportation be helpful to you?      Yes      No

- B. Why/Why not?

\_\_\_\_\_



## Project Hope Survey Data

### TRANSPORTATION SURVEY: PROJECT HOPE, 10-07-22

39 completed surveys

1. How often are you in Cape Girardeau?
 

1. Cape Resident	32
2. Almost daily	1
3. A few times a week	3
4. Once a week	0
5. Once a month	3
6. Other:	0
2. How did you get here today?
 

1. Personal Vehicle	23
2. Bicycle	3
3. Public Transportation	2
4. Family/Friend	6
5. Other:	3 Gibson 2 Walk
3. Is this how you usually travel/get around?
 

Yes	(Most)
No	

#### If using public transportation:

1. Where are you usually going when you use public transportation and at what time?
 

Work	8
Store	7
Medical	12
Friends/Family	1
Everywhere	3
2. What do you like or dislike about public transportation in Cape?
 

Long wait	8
Undependable	5
Rude drivers	3
Cost	6
Late	3
Stop is far	2
Can't pre-schedule	2
Unaccessible	2
Different rules for drivers, passengers	2
3. Are there things you can't or don't do because of transportation issues?
 

Public and community events	2
Interviews--I can't get there on time.	1
Can't maintain employment	2
Social activities, visit family, work	3
4. Do you see ways the service could improve?
 

More drivers/routes	9
Service after 4 pm	2
Be on time	3
Be handicap accessible (reading, wheelcha	2

Improve communication	3
Enclose stops	2

**If NOT using public transportation:**

Would using public transportation be helpful to you?

Yes	16	No	11	Maybe	1
-----	----	----	----	-------	---

Why? Save gas

 Why not? Similar to above dislikes Own vehicle Can't wait 2 hours.  
 I stopped using it when the hours changed.

## 1. Are you aware of any on-demand service in Cape that is like a taxi service?

Yes	22	No	7
-----	----	----	---

Although it was not on the survey, we began asking if people knew bus service was free; most asked did not.

## 2. How do you usually learn about services that can help you? (Circle all that apply.)

Friends/Family	12
Social Services	13
Facebook	6
Twitter	
Instagram	
Online news	2
TV news	1
Newspaper	
Other	
Community events	2
Counselors	3
Internet/Google	4
Flyers	1

**Comments**

Lyft is chaper and faster; CTA has monopoly; waited 2 hours to get to work at Rhodes on W. End  
 It is very limited and not accessible.

Most drivers are friendly, good resource.

I like everything about it.

Need better communication; calling doesn't work. Don't put me on hold or tell me a driver is coming  
 when he is late.

Can't schedule ahead.

Better than walking, but the wait is 45-60 minutes for on demand.

I have my own car, but from what I know it seems like you can go where you need to go.

I am aware of programs for those who need public transportation, like Aging Matters.

Bus stops are far away and there aren't many.

I would love to see CTA improve. I won't spend \$6 on taxi to be late. I use Lyft or SOS.

They are always late if they show up at all. I have to walk a mile to a stop.

I try not to use them, they are so undependable. I called at 6 a.m.; they still weren't there at 8:30.  
 Very handy.

There is one set of rules for me but not for the driver (eating/drinking).

Drivers used to be nicer than they are now.

I waited 90 minutes, he carged me \$20 and didn't call it in. I just missed court.

Be on time! I can't wait 2 hours. Get more drivers, maybe offer incentives; have someone live on  
 phones.

Be on time. Go to DFS & Food stamps.

## Public Survey



## DO YOU HAVE IDEAS FOR IMPROVING TRANSPORTATION?

### TELL US MORE IN OUR TRANSPORTATION SURVEY

Please take a 5 minute survey to help improve transportation in Cape Girardeau.

Transportation includes roadways, sidewalks, bike paths, lighting and safety, as well as city buses and on-demand services such as taxicabs.

We are dedicated to creating real and lasting change that leads to positive outcomes here in Southeast Missouri - and it starts with your help today.



SCAN HERE TO TAKE  
THE SURVEY ONLINE

**DO YOU HAVE ANY QUESTIONS YOU WANT TO ASK?**



**573-334-9634**



## Cape Girardeau Transportation Survey

United Way of Southeast Missouri has formed a Transportation Coalition to help improve transportation options in Cape Girardeau. Your opinion will help guide our next steps, especially if you depend on public transportation, which includes buses, taxis, bicycle paths, and sidewalks. Thank you for giving us a few minutes of your time to share your thoughts and experience.

### What is your age?

☐ Under 18    ☐ 18 -29    ☐ 30-49    ☐ 50-64    ☐ 65+

### What city do you currently live in?

\_\_\_\_\_

### How often are you in Cape Girardeau?

☐ Cape Resident    ☐ Almost daily    ☐ A few times a week    ☐ Once a week    ☐ Once a month  
☐ Other (please specify): \_\_\_\_\_

### What form of transportation do you use the most?

☐ Personal Vehicle    ☐ Bicycle    ☐ Walk    ☐ Bus    ☐ Family/Friend  
☐ On-demand service/Taxi Cab    ☐ Other (please specify): \_\_\_\_\_

**Public transportation includes any public method of getting from one place to another, including bike paths, sidewalks, buses, and on-demand services like taxis and Uber. When you use public transportation, where are you usually going? (Select all that apply)**

☐ Everywhere    ☐ Work    ☐ School    ☐ Friends/Family    ☐ Stores/Shopping  
☐ Medical appointments    ☐ Other (please specify): \_\_\_\_\_

### What do you like about public transportation in Cape Girardeau? (Select all that apply.)

☐ Accessibility    ☐ Affordability    ☐ Safety, lighting, and identification of bike paths  
☐ Safety, lighting, and maintenance of sidewalks    ☐ Assistance Programs Offered  
☐ Clean Vehicles    ☐ Free Bus Service    ☐ Number and Placement of Bus Stops  
☐ Friendly Staff (drivers, dispatchers, administration)    ☐ Safety and Comfort of Bus Stops  
☐ Response Times    ☐ Other (please specify): \_\_\_\_\_

### What do you NOT like about public transportation in Cape Girardeau? (Select all that apply.)

☐ Accessibility    ☐ Affordability    ☐ Safety, lighting, and identification of bike paths  
☐ Safety, lighting, and maintenance of sidewalks    ☐ Assistance Programs Offered  
☐ Clean Vehicles    ☐ Free Bus Service    ☐ Number and Placement of Bus Stops  
☐ Friendly Staff (drivers, dispatchers, administration)    ☐ Safety and Comfort of Bus Stops  
☐ Response Times    ☐ Other (please specify): \_\_\_\_\_

### What are things you can't or don't do because of transportation issues?

☐ Attend public and community events    ☐ Obtain/maintain employment    ☐ Visit friends/family  
☐ Attend social activities    ☐ Other (please specify): \_\_\_\_\_

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**Would using public transportation be helpful to you?**

☐ Yes | ☐ No

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**Why, or why not?**

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**Please share ideas you have or have seen in communities of similar size that could improve transportation resources in Cape Girardeau.**

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**Are you aware of any on-demand service in Cape Girardeau that is like a taxi service?**

☐ Yes | ☐ No

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**Are you aware of the free bus service offered in Cape Girardeau?**

☐ Yes | ☐ No

---

**How do you usually learn about services that can help you? (Select all that apply.)**

- |   |  |  |   |
|---|--|--|---|
| <input type="checkbox"/> Friends/Family | <input type="checkbox"/> Social Services/Counselor     | <input type="checkbox"/> Flyers/Posters  | <input type="checkbox"/> Facebook                   |
| <input type="checkbox"/> Twitter        | <input type="checkbox"/> Instagram                     | <input type="checkbox"/> Internet/Google | <input type="checkbox"/> Broadcast Media (TV/Radio) |
| <input type="checkbox"/> Newspaper      | <input type="checkbox"/> Other (please specify): _____ |  |   |

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**Please share anything else you would like us to know about transportation in Cape Girardeau, especially ideas you have or transportation resources you have seen in communities of similar size that could improve our transportation resources. (Optional).**

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**United Way of Southeast Missouri**

1417D N. Mount Auburn Rd.  
 Cape Girardeau, MO 63701  
 573-334-9634  
[www.unitedwayofsemo.org/transportation-survey/](http://www.unitedwayofsemo.org/transportation-survey/)

**United Way of  
 Southeast Missouri**





## 2022 Transportation Survey Data Presentation

# 2022 Transportation Survey Data

Presented to  
Transportation Coalition  
12/8/22



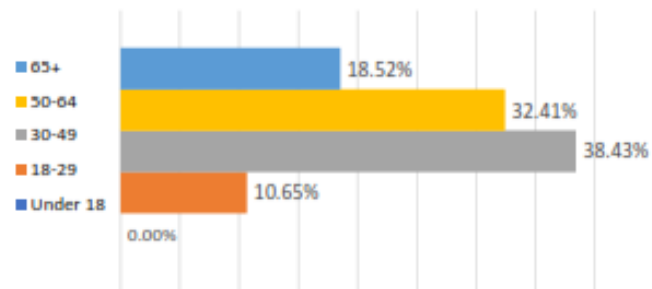
## Survey Notes & Limitations

- Survey distribution methods:
  - Online: 216
  - Print: 17
  - In-person: 43
  - Total: 276
- Print and online surveys had variations in wording and questions.
- Only a handful of coalition partners serving low-income population distributed/promoted surveys.
- Majority of recipients have personal vehicle.



## What is your age?

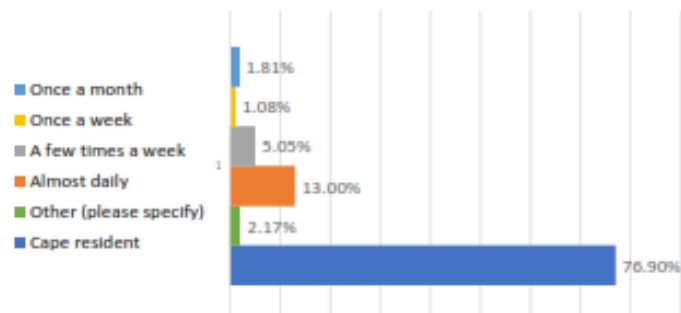
Majority are  
between 30-64



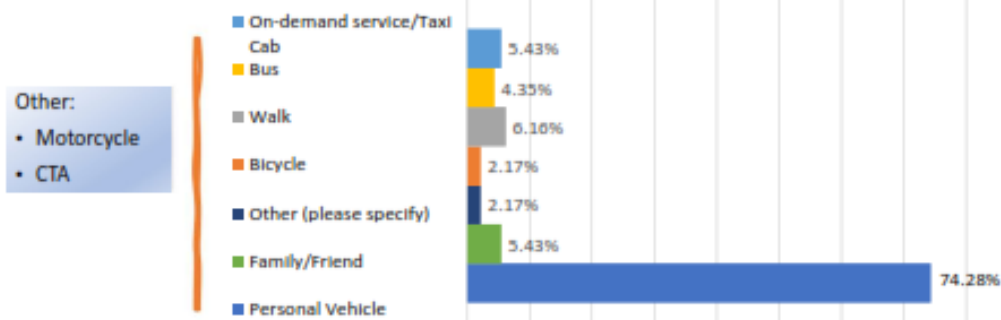
## How often are you in Cape/Where do you live?

Other:

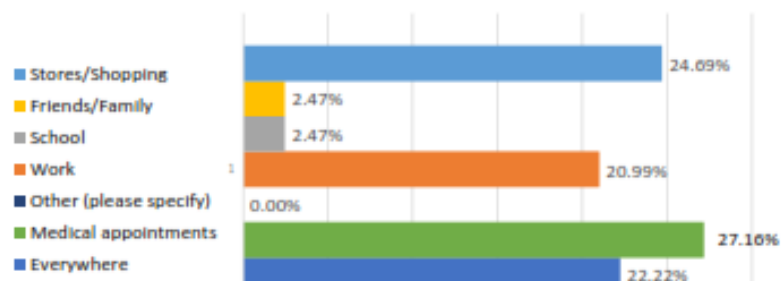
- Jackson
- Scott City
- Advance
- Hayti



## What form of transportation do you use the most?



Public transportation includes any public method of getting from one place to another, including bike paths, sidewalks, buses, and on-demand services like taxis and Uber. When you use public transportation, where are you usually going? (Select all that apply)



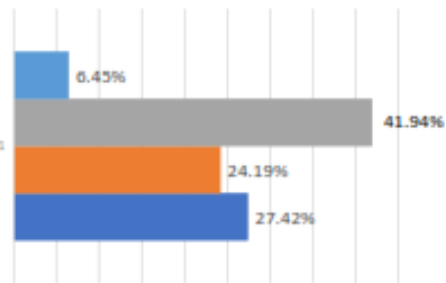
### What are things you can't or don't do because of transportation issues?

#### Other:

- Go to Walmart
- Get where I'm going on time, even when I call 2 hours prior
- No service Sunday evenings
- Hours too short

#### Other (please specify)

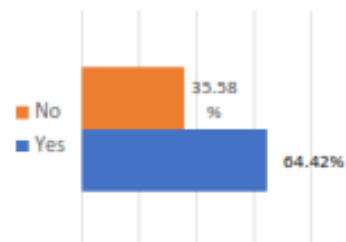
- Visit friends/family / Attend Social Activities
- Obtain/maintain employment
- Attend public and community events



### Would using public transportation be helpful to you?

#### Why it would:

- Transport children/family to doctor
- For when I have car trouble
- Convenient
- I like being green; save on gas, more cost-efficient
- I am lower income, and my car frequently needs repairs. Having a reliable source would be a big help.
- I would love to see more transportation like a metro link.
- Helpful to CTC students and Central Academy
- To be safe after a night out.
- I don't like driving; traffic is awful in Cape.
- Reliable transportation would change everything here.
- Could be useful if stops had lighted shelter.



#### Why it would not:

- Never on time for my flexible schedule
- CTA is unreliable, undependable, take way too long
- Doesn't accommodate or help handicapped, "horrible for them."



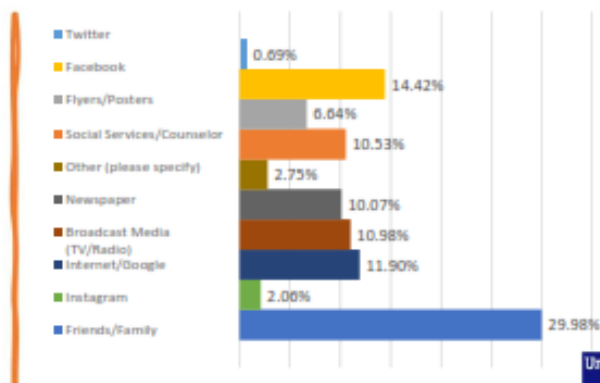
### Are you aware of any on-demand service in Cape Girardeau that is like a taxi service?



### How do you usually learn about services that can help you? (Select all that apply.)

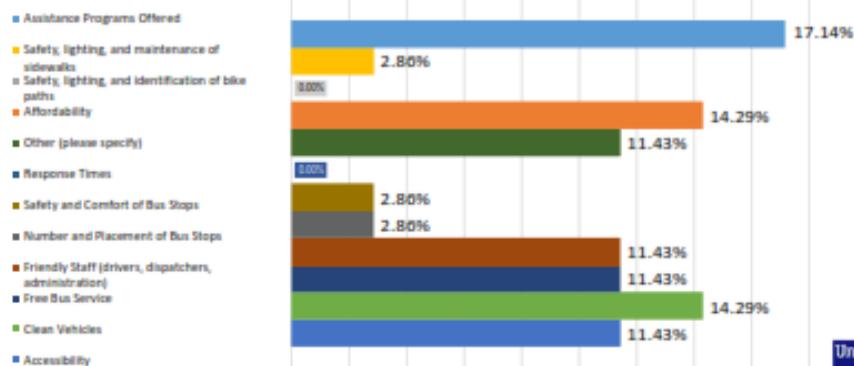
#### Other:

- Aging Matters
- Doctor's office
- United Health Insurance
- Chamber of Commerce & Community Agencies
- Emails

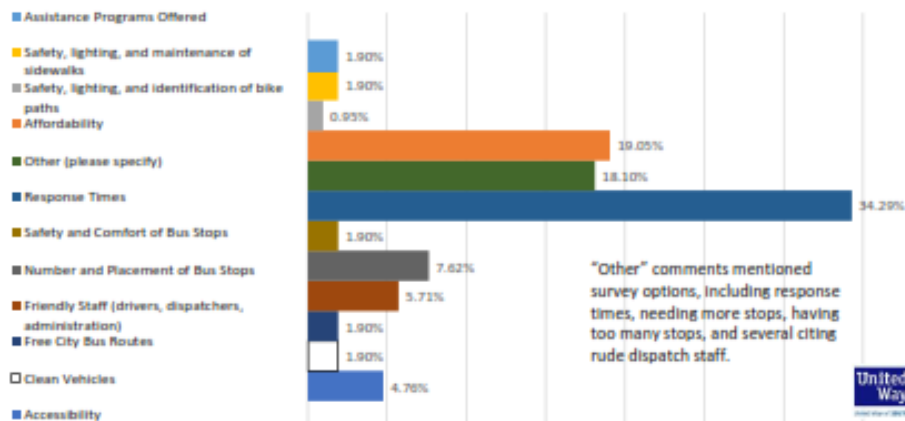




### What do you like about public transportation in Cape Girardeau? (Select all that apply.)



### What do you NOT like about public transportation in Cape?



## Comments Summary

### Likes

- Availability of service
  - Helps with getting children around, doctor appointments, shopping, when having car trouble, etc.
- Assistance Programs
- Fuel savings, cost-efficient, ecofriendly
- Reduces traffic on the road/downtown
- Good walking paths (could be better utilized)
- Affordable with assistance

### Dislikes

- Timeliness
  - "I waited 90 minutes. I just missed court." "Waited 2 hours to get to work." "I would like to be able to schedule ahead."
- Location and number of bus stops
  - Suggestions include DFS, Food Stamp Office, & Walmart
- Friendliness of staff, specifically dispatch (drivers to lesser extent)
- Hours
- Pricing: CTA, Uber, Lyft all costly
- Condition/availability of streets, sidewalks, bike paths



Please share anything else you would like us to know about transportation in Cape Girardeau, especially ideas you have or transportation resources you have seen in communities of similar size that could improve our transportation resources.

- Having the option to use a bank/credit card to pay for rides as apposed to only cash, or even offering a way to get change from up to a \$20 bill would help a lot of people. I've known of someone being kicked off the CTA bus because she didn't have exact change but had no way to get that change without a ride.
- Community auto-repair program
- If there are free busses to get you point a to point b it needs to be put out there more for people to see; use print media, internet, and mailers.
- Bring back BART or St. Louis-Cape option
- Commuter bus from other towns like Jackson
- Better identification of pick-up/drop-off points
- Repair the streets. Throwing asphalt in a pothole doesn't work.



- Cape has tried so many transit systems that have failed in the past many years. We have the Cape County system presently. We have spent millions on an airport the last few years and are being asked for more. We have a 90 million water system that need to be replaced. The city takes the monthly money from the casino and wastes it on many unneeded projects. Why not save that money for hard times. We refurbished the old Court House costing millions after spending millions on the City Hall on Independence Street. Building a new Police Station at the current location the city had to spend more money and they were given the property by the Federal Government.
- I live on a line with a bus stop. The bus may or may not stop at all there or even drive past it on any given day. If you have a route, it should be driven.
- CTA is good; I wish they would stop raising prices. Keep the CTA!



- Why can't the cab wait a few minutes? I shouldn't have to wait an hour after a 5-minute task.
- Transport has a very bad reputation, for good reason. It is extremely slow, with poor coverage of most of the areas that need it badly. Integration of small-scale taxi size services, even smaller than the vans if necessary or additional vans would greatly assist in this. Additional incentives should be provided for hiring good drivers that will stay on.
- We have a great bike path, would benefit from bike sharing like Nashville, Louisville
- While things like renting scooters and/or bicycles sounds good on paper, I don't think it would be a safe option for Cape Girardeau. Heavy traffic downtown, some narrow roads, street parking and large hills can make things like that dangerous.



Please share ideas you have or have seen in communities of similar size that could improve transportation resources in Cape Girardeau.

- Continuous bus route, more routes & drivers
- Make 24/7; increase during high traffic/need times
- Have direct routes/shuttles to frequently visited, such as Walmart, doctors, airport
- Add sidewalks and trees for shade
- Travel vouchers and frequent rider discounts; \$120/week is hard, and some people may be better off staying home and drawing unemployment.
- Make sure it is promoted and better known
- Ridesharing, especially for downtown parking lots
- More bike-friendly streets with safer pavement, dedicated & barricaded bike lanes with storage



- Safe, reliable ride service like Lyft or Uber
- Partner with university to expand downtown service
- Look at Columbia: large public system with stops at convenient, well-lit locations and benches, very commonly used method with an app
- Bike share program, app-driven scooters or bikes
- Make bus stops more visible and obvious with benches, trash cans
- Use school buses to big employers
- The roads need to be repaired before worrying about additional transportation. Mainly all of Cape Rock, the rest of Sprigg, and the Eastern end of Lexington.
- I think Cape would be better served by doing regional commuting- bringing people from adjacent towns into Cape for appointments or shopping.
- Look at Jeffco Express in Jefferson County.



## Next Steps for Coalition: Subcommittees

- Adding benches/shelters
- Rental scooters or bikes (Louisville, Nashville)
- Ride share with SEMO, renting school buses, church buses
- Small-scale options, such as Lyft, Uber, former CarGo technology
- Outreach to Jefferson County and Columbia, possibly Springfield
- Logistics of changing routes and adding point-to-point routes
- Improved options for handicapped
- Road repair, sidewalks, bike lanes
- Marketing/promotion of current services and assistance
- Funding and Grant\$





## Provider Questionnaire Answers

### Transit Groups:

1. Cape Girardeau County Transit Authority
2. Address: 937 Broadway, Suite 200, Cape Girardeau, MO 63701
3. Purpose of organization: Local government agency providing transit services in Cape Girardeau County
  - a. Mission Statement: The Cape Girardeau County Transit Authority was established to provide safe, reliable, efficient and cost-effective transit services to all residents and visitors of Cape Girardeau County, MO  
Our services are designed to assist the general public in meeting their physical, social and psychological needs and to promote their health, security, happiness and usefulness in longer living.
4. Services Provided:
  - a. Fixed-route
  - b. Demand-response services
  - c. Work force – to Gilster and P&G (Other?) *No other routes at this time. We do individual workforce transportation as well.*
  - d. What else? *N/A*
5. Route information:
  - a. North (Blue) – is info on website correct as far as stops, etc for each route? *Yes*
  - b. South (Red)
6. Typical destinations - medical, shopping, - what else? *Work, church*
7. Days and Time of services: see listing on website
8. Type of vehicles: *Cutaway buses (ada accessible), lowered floor wheelchair accessible minivans, standard minivans, 15 passenger vans*
9. Locations of vehicles: *at CTA's facility at 937 Broadway St, Cape Girardeau, MO*
10. Who handles management, administration, reservations, dispatching: In house dispatch
11. Who do you provide services for: General, individuals with disabilities, elderly, low income  
*Anyone can ride*
12. Yearly operating budget: *See page with additional questions*
13. Capital and Operating needs – Short term and long-term needs prioritized:
14. Are there any gaps or overlaps within the SEMPO? *Not that we are aware of*
15. Are you aware of additional needs in transit for individuals with disabilities, elderly, low income?  
*There are limited programs/funds to assist disabled individuals and low-income populations. Often within the low-income population there is a need for assistance with the cost of transportation for work.*
16. Any suggestions for strategies? Education/advocacy, improving mobility services and infrastructure, expand mobility services and infrastructure, regional services?
17. Did COVID change the organization?
  - a. Is your organization back to pre-COVID trends? *Our ridership numbers have not returned to pre-COVID levels yet. We have also reduced our hours during the week because of lowered demand from midnight to 5 a.m. – this may be due to other businesses no longer being open late hours/24 hours.*

### Questions for Kelley:

- Explain the senior citizen discount coupon. Does this mean rides start at \$4 instead of \$7?  
*Coupons are good for 1 person (senior) for a one-way trip anywhere in Cape Girardeau County during CTA operating hours. There are no restrictions on where the person can travel. Coupons cost \$4 each (no additional cost for trip to coupon holder – additional passengers may have to pay a fee), do not expire, and are non-refundable.*
- Easier way for seniors to get the coupons? Website says at the administrative office.  
*Once we have the person entered in our system using some sort of ID with their DOB, they can mail in a check or call our admin office and pay with a debit/credit card and we will mail the coupons to them. Coupons may also be purchased in our admin office during regular business hours. The senior may also send in another person (family member, friend, in-home health worker etc) to our office to purchase the coupons for them. The current limit of coupons per person per month is 40. However, this limit is subject to change depending on availability of funding.*
- Is there one bus per route?  
*Yes*
- Cost of paratransit transportation services?  
*Paratransit trips cost 2 times the cost of a full fare bus trip.*
- How many vans? Buses? *Approximately 40*
- Last five years operating budget?  
*Please note these figures (except FY23) are from our audited financials and may differ from amounts shown on NTD reports.*  
*FY23 \$4,064,671 (budgeted)*  
*FY22 \$3,876,446 (audit not yet complete/approved)*  
*FY21 \$3,472,969*  
*FY20 \$3,135,332*  
*FY19 \$3,058,353*
- Do you have FY 21? Is this data accurate – from MTP?*Yes – added FY21 & FY22 data*

Fiscal Year	Demand Response	Bus	Total
FY16	132,328	73,080	205,408
FY17	123,526	78,935	202,461
FY18	120,950	90,091	211,041
FY19	142,616	100,773	243,389
FY20	135,440	82,295	217,735
<i>FY21</i>	<i>124,454</i>	<i>30,601</i>	<i>155,055</i>
<i>FY22</i>	<i>119,761</i>	<i>19,210</i>	<i>138,971</i>

- Operating needs?  
*Increased local matching funds to allow CTA to draw additional federal funds. Most of our funding is 50% federal funds and 50% local funds. Without the required local matching funds, we cannot access the federal funds. CTA needs increased local funds to keep up with rising costs (i.e. labor and fuel) & inflation.*
- Transportation needs?

*Financial assistance for low-income individuals for workforce transportation*

*Local matching funds (20%) to purchase replacement (and possibly additional) vehicles for the fleet*

- **Status on new facility?**

*We are working on purchasing the land. Scheduling of development/building of the facility is undetermined at this time.*

*:*

*We would like assistance in getting a VISTA (or VISTA-like) employee to assist with several projects involving technology and marketing.*

*We would like to invest in new dispatching software that would eventually allow us to accept online requests for rides and would have a “where’s my bus/where’s my ride” function as well.*

*We would like to invest in an email/text message alert system so that we could let riders know if a bus is out of service, running behind schedule etc. It could also be used to inform of limited demand response service during inclement weather or if the service is shutting down early.*

DRAFT

## SOUTHEAST METROPOLITAN PLANNING ORGANIZATION

## PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION COORDINATION PLAN

## QUESTIONNAIRE – TRANSIT PROVIDERS – within SEMPO Boundaries

1. Name of Organization: Southeast Missouri State University Transit Services
2. Address: 1401 N Sprigg Street
3. Purpose of organization: To provide transportation needs for all students, faculty, staff, visitors on the Southeast Missouri State University campus
4. For Profit or Non-Profit Entity? Non for profit
5. Fixed-route? Demand-response? Deviated fixed route
6. Route information: we run 3 different routes on the main campus and connecting the river campus
7. Typical destinations: We transport people from parking lots and between dorms, classrooms, and dining facilities. We also provide transportation between the two campuses in Cape Girardeau. We also share stops with CTA to ease in transferring between the two transit services.
8. Days and Time of services: M-F 7 AM-MIDNIGHT, SAT-SUN NOON- MIDNIGHT during the school year when classes in session
9. Type of vehicles: 16 + 2 cutaway buses
10. Locations of vehicles: 610 Washington Avenue
11. Who handles management, administration, reservations, dispatching: We have no dispatcher, all operational duties are performed by Transportation Operations Supervisor. Administrative duties are overseen by the Director of The Department of Public Safety. After hours calls or emergency calls are handled by the University Police Dispatcher.
12. Type of transit? General, individuals with disabilities, elderly, low income: general and all vehicles are ADA accessible
13. Yearly operating budget: \$284,110
14. Capital and Operating needs – Short term and long-term needs prioritized: We are on a bus rotation program and will constantly need new buses. We employ CDL drivers and we have challenges attracting and training prospective drivers. 49 CFR Part 380, subpart F
15. Are there any gaps or overlaps within the MPA? no
16. Are you aware of any additional needs in transit for individuals with disabilities, elderly, low income? no
17. Any suggestions for strategies? Education/advocacy, improving mobility services and infrastructure, expand mobility services and infrastructure, regional services? All the transit agencies should to work together more to help serve those who ride.
18. Did COVID change the organization? Is your organization back to pre-COVID trends? Yes and no. We have yet to return to pre-covid ridership numbers. As a result we are still running reduced hours.
19. Do you provide/need workforce development transportation? no



## Agency Questionnaire Answers

## SOUTHEAST METROPOLITAN PLANNING ORGANIZATION

## PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION COORDINATION PLAN

## QUESTIONNAIRE - AGENCIES

- and  
 Cape auto sales & rental @ gmail.com  
 573-270-0696  
 Clifton Gentry
1. Name of Organization or Entity: The Church of Jesus Christ of Latter Day Saints
  2. Address: 1732 W. Kingshighway Cape
  3. Purpose of Organization or Entity: Church Spiritual and Temporal needs
  4. Population Served: (low income/disabled etc): Cape, Jackson, Milledgeville
  5. Transit services used by clients: (CTA, etc)
  6. Purpose of transit trips: (medical/shopping/work/court etc) All
  7. Are there sufficient services?: Sometimes
  8. Barriers (cost, times provided etc) Availability
  9. Gaps or additional needs: Outlying locations
  10. Overlap?
  11. Suggested Strategies? Outside of Cape / Education on resources

## SOUTHEAST METROPOLITAN PLANNING ORGANIZATION

## PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION COORDINATION PLAN

## QUESTIONNAIRE - AGENCIES

- Rev. Sam Roethlisberger  
 Jackson Ministerial Alliance
1. Name of Organization or Entity: Jackson Ministerial Alliance
  2. Address: 770 Aspen Dr. Jackson, MS
  3. Purpose of Organization or Entity: — Serves Jackson Area - Emergency & Food Bank
  4. Population Served: (low income/disabled etc):
  5. Transit services used by clients: (CTA, etc) none
  6. Purpose of transit trips: (medical/shopping/work/court etc) none
  7. Are there sufficient services?: No
  8. Barriers (cost, times provided etc)
  9. Gaps or additional needs:
  10. Overlap?
  11. Suggested Strategies?

Just simply need  
 for Transportation  
 SRS



## SOUTHEAST METROPOLITAN PLANNING ORGANIZATION

## PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION COORDINATION PLAN

## QUESTIONNAIRE - AGENCIES

Michael Berry, MASM BERRY@AOL.COM

1. Name of Organization or Entity: St Mark Lutheran Church
2. Address: 1900 Cape Girardeau Rd, Cape Girardeau, MO 65701
3. Purpose of Organization or Entity: Church, Religious
4. Population Served: (low income/disabled etc): 6
5. Transit services used by clients: (CTA, etc) None
6. Purpose of transit trips: (medical/shopping/work/court etc) None
7. Are there sufficient services?: For our Church, yes, but not for the area
8. Barriers (cost, times provided etc) Biggest barriers are availability + times provided
9. Gaps or additional needs: Transport out of City to other Cities
10. Overlap? Some duplicate services, SMTS/CTS don't work together.
11. Suggested Strategies? look at Regional needs -  
How can services complement each other.

## SOUTHEAST METROPOLITAN PLANNING ORGANIZATION

## PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION COORDINATION PLAN

## QUESTIONNAIRE - AGENCIES

1. Name of Organization or Entity: Cape Girardeau County Juvenile Office
2. Address: 2137 Rust Avenue, Cape
3. Purpose of Organization or Entity: Provide services to youth, and families.
4. Population Served: (low income/disabled etc): Ages 0-18
5. Transit services used by clients: (CTA, etc) personal
6. Purpose of transit trips: (medical/shopping/work/court etc) court
7. Are there sufficient services?: no
8. Barriers (cost, times provided etc) cost and no route near 2137 Rust Ave.
9. Gaps or additional needs: pick up and drop off spot near 2137 Rust Ave.
10. Overlap?
11. Suggested Strategies? Consider additional routes

## SOUTHEAST METROPOLITAN PLANNING ORGANIZATION

## PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION COORDINATION PLAN

## QUESTIONNAIRE - AGENCIES

1. Name of Organization or Entity: Southeast Missouri Area Agency on Aging, Inc. dba Aging Matters
2. Address: 1078 Wolverine, Suite J, Cape Girardeau, MO 63701
3. Purpose of Organization or Entity: Not-for-Profit providing quality services to enhance the health, safety and well-being of persons age 60 and over.
4. Population Served: (low income/disabled etc): Persons age 60 and over and disabled persons 18-59 years old
5. Transit services used by clients: (CTA, etc) CTA in Cape County, Dunklin County Transit in Dunklin County, Scott County Transit in Scott County, and Southeast Missouri Transportation Services in the counties of Bollinger, Butler, Carter, Iron, Madison, Mississippi, New Madrid, Pemiscot, Perry, Reynolds, Ripley, St. Francois, Ste. Genevieve, Stoddard and Wayne.
6. Purpose of transit trips: (medical/shopping/work/court etc) Medical, nutrition, shopping
7. Are there sufficient services?: No
8. Barriers (cost, times provided etc) Funds to provide service to all 60+ persons who need transportation services
9. Gaps or additional needs: Other transportation providers to assist the 60+ population in Southeast Missouri
10. Overlap?
11. Suggested Strategies?

## SOUTHEAST METROPOLITAN PLANNING ORGANIZATION

## PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION COORDINATION PLAN

## QUESTIONNAIRE - AGENCIES

1. Name of Organization or Entity: SEMO Alliance for Disability Independence, Inc.
2. Address: 755 S. Kingshighway, Cape Girardeau, MO 63703
3. Purpose of Organization or Entity: 501c3
4. Population Served: (low income/disabled etc): Disabled
5. Transit services used by clients: (CTA, etc): Cape Girardeau County Transit Authority, Southeast Missouri Transit Service, Scott County Transit, Mississippi County Transit, Logisticare/Modivcare
6. Purpose of transit trips: (medical/shopping/work/court etc): Medical, Shopping, Work, Court, Recreation
7. Are there sufficient services?: No
8. Barriers (cost, times provided etc): Cost, Schedule, Lack of Accessible Vehicles, Few Bus Stops, Not Running on Schedule for appointments or work.
9. Gaps or additional needs: Outside of Cape city there are few functional options due to limited service area, schedule, cost, etc. In City of Cape, there needs to be more of what is being provided.
10. Overlap: I see no overlap due to lack of services being provided
11. Suggested Strategies: There are no easy answers. Mass transit only approaches cost effective when large amounts of people can be moved in a small geographic area in the fewest vehicles possible. Living in a semi-rural to rural area, this is not reality. Rising costs in vehicles, fuel, insurance, and wages cannot keep pace with what is a reasonable amount persons can afford to pay for service. Trips even within the city of Cape can be many miles long and areas outside Cape can be more lengthy and time consuming, driving up cost exponentially. These issues are also causing transportation providers to discontinue services. With fewer providers, the problems have been compounded for the few remaining providers. There is little subsidy or grant funds to provide transportation services, so the few providers face heavy competition in obtaining any assistance no matter the small amount.



## SOUTHEAST METROPOLITAN PLANNING ORGANIZATION

## PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION COORDINATION PLAN

## QUESTIONNAIRE - AGENCIES

1. Name of Organization or Entity: Jackson Senior Center
2. Address: 2690 Travelers Way
3. Purpose of Organization or Entity: Meals for Seniors
4. Population Served: (low income/disabled/elderly): Elderly and Home Bound (disabled)  
Primarily elderly
5. Transit services used by clients: (CTA, etc) Some CTA – but limited
6. Purpose of transit trips: (medical/shopping/work/court etc) To get to Senior Center for lunch or activities
7. Are there sufficient services?:
8. Barriers (cost, times provided etc)
9. Gaps or additional needs: A good number of the 148 people on the home delivery routes in Jackson and Fruitland would be able to come into the center but they don't have transportation.  
-Don't have %age of those that are truly homebound or just don't have a way to get to the center.  
At times, some of the people do use CTA but it is often late or undependable. For instance. –  
Called at 2:00 p.m. to be picked up at the center which closes at 3: CTA didn't show up until 4 so someone had to stay with the individual until CTA arrived.
10. Overlap?
11. Suggested Strategies?

## SOUTHEAST METROPOLITAN PLANNING ORGANIZATION

## PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION COORDINATION PLAN

## QUESTIONNAIRE - AGENCIES

- Name of Organization or Entity: New Season - Cape Girardeau Metro Treatment Center
- Address: 760 South Kingshighway, Suite F, Cape Girardeau, MO 63703
- Purpose of Organization or Entity: Opioid Treatment and Recovery Center
- Population Served: (low income/disabled etc): All
- Transit services used by clients: (CTA, etc) CTA
- Purpose of transit trips: (medical/shopping/work/court etc) Medical, Medication, Counseling
- Are there sufficient services?: NO
- Barriers (cost, times provided etc) Cost, area covered, times, daily dosing, etc)
- Gaps or additional needs: Services that include non Medicare or Medicaid, Low income without Medicaid.
- Overlap?
- Suggested Strategies? Transportation services that are affordable, flexible, and cover a larger geographic area.

## SOUTHEAST METROPOLITAN PLANNING ORGANIZATION

## PUBLIC TRANSIT – HUMAN SERVICES TRANSPORTATION COORDINATION PLAN

## QUESTIONNAIRE - AGENCIES

1. Name of Organization or Entity: First Call For Help
2. Address: 1417 N. Mt. Auburn Suite D, Cape Girardeau
3. Purpose of Organization or Entity: Information and Referral Program
4. Population Served: (low income/disabled etc): Low income, disabled, homeless, financially struggling, seniors
5. Transit services used by clients: (CTA, etc) CTA
6. Purpose of transit trips: (medical/shopping/work/court etc) medical, work, court, grocery shopping
7. Are there sufficient services?: no
8. Barriers (cost, times provided etc) inefficient, always late, limited pick up in residential areas, no covered bus stops
9. Gaps or additional needs: more bus stops in residential area of south Cape
10. Overlap? None
11. Suggested Strategies? Very costly but adding more buses to make the system run in a more timely fashion. Maybe grant funding for that.



## Appendix C - Funding Opportunities<sup>19</sup>

### Federal Funding

#### *Bipartisan Infrastructure Law*

The Bipartisan Infrastructure Law provides more than \$108 billion for public transit and \$102 billion for commuter rail, Amtrak, other high-performance passenger rail, and freight rail over the next five years. Transportation agencies receiving federal funds for discretionary grant programs as well as formula funding programs should be monitored and evaluated relative to the needs of the SEMPO MPA.<sup>20</sup>

#### *Section 5303*

The Federal Transit Administration (FTA) provides planning funds to urbanized areas via states through the Section 5303 program. MoDOT's Transit Section allocates these urban transportation planning funds on a population basis to locally designated metropolitan planning organizations.

#### *Section 5310*

FTA Section 5310 formula grants target agencies serving the mobility needs of senior citizens and/or persons with disabilities. MoDOT administers the Section 5310 program as a capital program to procure and fund 80% of the cost of vehicles for such agencies as developmental disability resource boards (Senate Bill 40 boards), sheltered workshops, senior citizen services boards (House Bill 351 boards), senior centers, and not-for-profit medical service agencies.

#### *Section 5311*

The Federal Transit Administration provides grants to states on a formula basis for nonurban transit in the Section 5311 program. Rural transit providers and intercity bus carriers apply to MoDOT's Transit Section for these grants to carry out rural public transit related service, planning and capital projects.

#### *Section 5339*

MoDOT's Transit Section also administers grants to replace, rehabilitate and purchase buses and related equipment and to construct bus-related facilities. The federal transit capital grants in FTA's Section 5339 grant program fund 80% of the cost of these activities.

#### *Rural Transit Assistance Program (RTAP)*

The Transit Section also administers the rural transportation assistance program by providing training and technical assistance functions funded by FTA. Free on-site training courses for rural transit agencies include defensive driving, CPR, first aid, passenger assistance techniques and emergency procedures.

### State Funding

Rural and urban public transit agencies benefit from state funded operating assistance. This general revenue fund and/or state transportation fund program helps to defray a portion of the costs those agencies incur in providing mobility services in their communities.

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<sup>19</sup> <https://www.modot.org/transit-general-information>

<sup>20</sup> <https://www.transit.dot.gov/funding/grants/fta-program-fact-sheets-under-bipartisan-infrastructure-law>

The Missouri Elderly and Handicapped Transportation Assistance Program (MEHTAP) is a state-funded program that helps defray a portion of the transportation costs incurred by agencies providing mobility services to senior citizens and persons with disabilities. Half of the annual general revenue funding in this program is allocated to the 10 Area Agencies on Aging districts statewide.

## Justice40 Fact Sheet

**Justice40 Fact Sheet**

US DOT is in the process of implementing the Justice40 Initiative created by Executive Order 14008, Tackling the Climate Crisis at Home and Abroad. Justice40 is an all of government approach that sets a goal of 40% of the benefits of certain federal investments flowing to disadvantaged communities. It is one of many initiatives US DOT is implementing to advance equity.

**What Justice40 means for the US Department of Transportation (US DOT)**

Through Justice40, US DOT will work to increase affordable transportation options that connect Americans to good-paying jobs, fight climate change, and improve access to resources and quality of life in communities.


**Prioritize Investments**

**Measure Impact and Improve Effectiveness**

**Strengthen Communities**

USDOT's ETC Explorer is designed to complement CEQ's [Climate & Economic Justice Screening Tool \(CEJST\)](#). The purpose of the ETC Explorer is to provide users a deeper understanding into how a community is experiencing transportation disadvantage to help ensure that the benefits of investments are addressing the transportation related causes of disadvantage.



**Transportation Insecurity:** Transportation insecurity is the condition in which people are unable to regularly and reliably satisfy the travel necessary to meet the needs of daily life.



**Environmental Burden:** measures factors such as pollution, hazardous facility exposure, water pollution and the built environment.



**Social Vulnerability:** Identifies populations that are at a higher risk due to certain social conditions.



**Health Vulnerability:** Prevalence of health conditions such as asthma, cancer, high blood pressure, diabetes, and poor mental health



**Climate and Disaster Risk Burden:** Current and future risks to an area from climate and natural disasters, based on potential losses from existing hazard exposure and vulnerability.



US DOT is implementing J40 for 39 Covered Programs; Across 5 Modes ~ 204 Billion in BIL authorizations

**How is US DOT Incorporating Justice40?**
**Throughout its programs and policies, US DOT is:**

- Developing a method to calculate benefits and burdens for its programs
- Incorporating components of Justice40 into Notices of Funding Opportunities (NOFOs), guidance, and reporting requirements
- Providing additional Technical Assistance and support to disadvantaged communities
- Conducting program evaluation and improving equitable program design



**Where do I direct people who have questions about Justice40?**

Questions can be sent to-  
[Justice40@dot.gov](mailto:Justice40@dot.gov)

Additional Resources-  
<http://www.transportation.gov/equity-Justice40>