

Transportation Coalition Meeting

3/22/23



United Way of **SOUTHEAST MISSOURI**

Survey Data Recap

- Surveyed people at Project Hope, on CTA, and online
- 216 surveys collected online; 21 print, 43 in person
- 70% of respondents aged 30-64 (38% age 30-49; 32% 50-64); 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% 65+, -18
- 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

Congratulations!

Thank you!!

Susan Redford

Kelley Watson

Trevor Pulley

Mayor Kinder

Abe Sosa



Are you looking for a way to give back? Do you want to learn more about our community and how you can help? Then... **GET ON THE BUS!** ○○○○

April is National Volunteer Month. Join us for one or all of these events!



**LEARN MORE/
REGISTER**

unitedwayofsemo.org/volunteer-month/
573-334-9634



APRIL 13
11:00 A.M. - 1:00 P.M.

This bus ride includes these United Way partners: Jackson Senior Center, First Call For Help, FosterAdopt Connect, Voices for Children, and Jackson Ministerial Alliance Food Pantry.
Lunch provided.



APRIL 18
12:00 P.M. - 1:00 P.M.

Join us and learn what it takes to be a board member for a local nonprofit.
Our partners need you!
\$10 Registration Fee.
Lunch provided.



APRIL 20
3:30 P.M. - 5:30 P.M.

Visit the Adult Education & Learning Center, Big Brothers Big Sisters, Boys & Girls Club, Safe House of SEMO, and Voices for Children.



APRIL 21
11:00 A.M. - 1:00 P.M.

This bus route will visit: One City, Salvation Army, EPIC, Community Partnership, Read to Succeed, and Aging Matters.
Lunch provided.

**United Way of
Southeast Missouri**

