Headwaters Regional Transportation Coordination Plan

By: Headwaters Regional Development Commission

For the counties of: Beltrami, Clearwater, Hubbard, Lake of the Woods and Mahnomen

Headwaters Regional Development Commission

PO Box 906
Bemidji, MN 56619-0906

Phone: 218-444-4732
Fax: 218-444-4722
www.hrdc.org

Leading the Way
Acknowledgements

The Communities, Organizations and Associations within the counties of: Beltrami, Clearwater, Hubbard, Lake of the Woods, and Mahnomen

TAC Members
Nancy Wendler – LOW Human Services
Cindy Bruggeman – Beltrami Human Services
Greg Negard – Paul Bunyan Transit
Linda Bair – Hubbard County Heartland Express
Micheal Ness – Red Lake Transit
April Collman, Beltrami County 5310 Provider
Greg Liedl – IDS 31 Transportation Director
Angel Normandon - Clearbrook Good Samaritan SNF
Leah Pigatti - Mahube Community Council, Inc.

MN/ Dot
Kent Ehrenstrom – Transit Project Coordinator

Consultation

HEADWATERS
Regional Development Commission
Leading the Way

Tony Mayer – Technical Planner
Laurie Kramka – Development Specialist
Jackie Meixner – Accounting Clerk
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Part One: Introduction and Background

1.0 Introduction

The Minnesota Department of Transportation, Office of Transit contracted with the Headwaters Regional Development Commission (HRDC) to prepare a plan that creates a comprehensive strategy to improve the coordination and cooperation of transportation providers in the region and to overcome identified barriers that cause gaps in access to services. The plan is one of the requirements set forth within the federal bill reauthorizing the surface transportation act, called SAFETEA-LU. The plan is necessary before any organization within the region can apply and receive funding from the New Freedom Initiative, Job Access and Reverse Commute (JARC) and Elderly and Disabled Transportation Program (Section 5310).

The plan is required to be developed through a process that includes representatives of the public. Agencies and organizations that represent, provide service to, or advocate for individuals who have public or specialized transportation service needs including: elderly and/or persons with disabilities, and/or low income individuals were contacted and requested to participate in the development of the Public Transit – Human Service (PT-HS) Plan. HRDC created an Advisory Committee to help guide the plan process made up of a variety of agencies and organizations discussed above. The process to develop the plan was delineated by Mn/DOT Office of Transit. This uniformity will help bring together plans being conducted throughout the state, while allowing for the unique solutions to the similar and not similar needs and gaps found in the various regions across the state.

The plan is broken down into four sections: Part One contains this introduction and the Executive Summary; Part Two is an inventory of the Region; Part Three is a needs assessment; and Part Four contains the Region’s Goals and Implementation Strategies.
2.0 Executive Summary

From the start this plan focused on gathering information first hand from the Transit Providers in the Region. Two primary methods were used to gather the information and opinions of stakeholders for this plan. The first method was to conduct a survey designed by the Mn/DOT and the Department of Human Services. This survey was sent to a large number of both current transportation providers and agencies/organizations that have a need for transportation services for their clientele/customers. The other primary method to gain needed information was to hold a workshop of these same businesses, agencies, and organizations. At the workshop, participants were asked:

- What transportation needs are not met adequately?
- What are the barriers to meeting those needs?
- What current coordination efforts seem to be working well?

After analyzing the results from the survey and the workshop the primary needs of the Region were identified and with the assistance of our TAC some implementation strategies were developed that will help the Region achieve the goals that were identified. Both the needs and goals and strategies are summarized below.

Needs and Barriers Common to All Groups:

Needs
- Expand service hours to include weekday evenings and weekends
- Expand service in the more rural areas

Barriers
- Funding and/or vehicle availability
- Client awareness of available resources
- Insurance providers
- Advance notice scheduling
- Mechanisms to facilitate coordination

Elderly:

Needs
- Transportation to social events
- More service to medical facilities

Barriers
- Accessibility of some vehicles
- Inefficient use of volunteer drivers

Persons with Limited Income:

Needs
- Expand service hours to include weekday early mornings and late night weekends
Barriers
- Cost of the fare
- Pride

Persons with Disabilities:
Needs
- Coordination with medical facilities
- ADA vehicle availability in rural areas
- Transportation to the major medical facilities

Barriers
- Wheel chair space is limited in vehicles
- Providing vehicles or drivers for longer distance trips to major medical facilities

The planning workshop participants were able to identify six goals that they feel would improve the transit system in the Headwaters Region.

1. Use volunteer drivers more effectively
   - Increase the quantity of drivers
   - Increase the number of passengers per trip

2. Create a set of Regional Coordination Tools
   - Create a web-based directory of service providers with locations served, days and hours of operation, and other information necessary for effective coordination
   - Create a web-based tool that would allow providers to upload anticipated routes or post information about trips they are making with seats still available
   - Explore the creation of a “Mobility Manager” position

3. Reduce Operating Expenses
   - Use vans when appropriate rather than buses - buses can cost as much as $12.00/mile to run in the Headwaters Region

4. Increase Funding
   - Look for additional funding not currently being accessed
   - Work with law makers to “adjust” laws and regulations to allow for more funding

5. Increase Public Awareness of Transit Services
   - Advertise services better

6. Minimize Insurance Issues
   - Standardize policies (make it so transit providers can pick up insurance from a state or federal agency to enable better transit coordination)
Part Two: Inventory

3.0 Demographics of the Region

The Headwaters Region sits in North Central Minnesota and is a mix of fast and slow growing counties. The two counties growing the most in absolute numbers are Beltrami and Hubbard. The landscapes of these two counties are characterized by lakes and forests which many people consider desirable when selecting a location to live. The other three counties which are still growing but not quite so much are predominantly agricultural in nature. These counties are fortunate to be growing when many of the agricultural counties in Minnesota are losing population.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Beltrami</td>
<td>39,650</td>
<td>42,500</td>
<td>45,040</td>
<td>47,570</td>
<td>49,920</td>
<td>52,240</td>
<td>54,450</td>
</tr>
<tr>
<td>Clearwater</td>
<td>8,423</td>
<td>8,600</td>
<td>8,810</td>
<td>9,010</td>
<td>9,210</td>
<td>9,380</td>
<td>9,500</td>
</tr>
<tr>
<td>Hubbard</td>
<td>18,376</td>
<td>20,160</td>
<td>21,950</td>
<td>23,810</td>
<td>25,550</td>
<td>27,160</td>
<td>28,590</td>
</tr>
<tr>
<td>LOW</td>
<td>5,190</td>
<td>5,270</td>
<td>5,360</td>
<td>5,430</td>
<td>5,500</td>
<td>5,570</td>
<td>5,610</td>
</tr>
<tr>
<td>Mahnomen</td>
<td>5,190</td>
<td>5,270</td>
<td>5,360</td>
<td>5,430</td>
<td>5,500</td>
<td>5,570</td>
<td>5,610</td>
</tr>
<tr>
<td>Totals</td>
<td>76,161</td>
<td>81,220</td>
<td>86,010</td>
<td>90,830</td>
<td>95,340</td>
<td>99,630</td>
<td>103,530</td>
</tr>
</tbody>
</table>

Even though the Region is growing one thing that continues to hamper it is the exodus of its youth between the ages of 18 – 24, leaving a population consisting of primarily the young, and older adults. It is assumed that they leave to seek work elsewhere because of the lack of economic opportunity in most of the Region. The age structure of the Region’s population suggests that many return or are replaced by older adults presumably with families who have the work experience to land a job in the predominantly government related workforce. The two population pyramids below demonstrate this trend over the past two decades.

![HRDC 1990 Population Age Distribution](image)
It is expected that the Region will see an increase of persons 60 and older as the baby boomer generation continues to age. Hubbard and Beltrami Counties may see an absolute increase in this age group because many boomers are choosing to retire to what were previously just summer homes in the area. The agricultural counties will probably not see their absolute numbers grow, but may start to experience a very top heavy age structure if young adults leave faster than their older replacements arrive.

The lack of economic opportunity is reflected in the income distribution found within the Region’s households and the percentage of individuals in poverty. Compared to the State there are more households in the lower income brackets and fewer households in the middle and higher income brackets.

**Household Income In 1999**

<table>
<thead>
<tr>
<th>Total Households</th>
<th>Minnesota</th>
<th>Beltrami</th>
<th>Clearwater</th>
<th>Hubbard</th>
<th>L.O.W.</th>
<th>Mahnomen</th>
</tr>
</thead>
<tbody>
<tr>
<td>1,262,953</td>
<td>3.12%</td>
<td>13.07%</td>
<td>15.22%</td>
<td>8.84%</td>
<td>4.60%</td>
<td>12.98%</td>
</tr>
<tr>
<td>Less than $10,000</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$10,000 to $14,999</td>
<td>2.85%</td>
<td>8.11%</td>
<td>8.54%</td>
<td>8.90%</td>
<td>5.79%</td>
<td>9.73%</td>
</tr>
<tr>
<td>$15,000 to $19,999</td>
<td>3.66%</td>
<td>7.85%</td>
<td>10.41%</td>
<td>7.88%</td>
<td>6.74%</td>
<td>7.94%</td>
</tr>
<tr>
<td>$20,000 to $24,999</td>
<td>4.50%</td>
<td>8.42%</td>
<td>8.81%</td>
<td>9.25%</td>
<td>6.74%</td>
<td>10.69%</td>
</tr>
<tr>
<td>$25,000 to $29,999</td>
<td>5.01%</td>
<td>7.64%</td>
<td>6.20%</td>
<td>7.23%</td>
<td>9.83%</td>
<td>8.55%</td>
</tr>
<tr>
<td>$30,000 to $34,999</td>
<td>5.45%</td>
<td>7.16%</td>
<td>6.83%</td>
<td>7.46%</td>
<td>8.80%</td>
<td>8.91%</td>
</tr>
<tr>
<td>$35,000 to $39,999</td>
<td>5.54%</td>
<td>6.84%</td>
<td>5.26%</td>
<td>6.60%</td>
<td>9.99%</td>
<td>5.40%</td>
</tr>
<tr>
<td>$40,000 to $44,999</td>
<td>5.80%</td>
<td>6.22%</td>
<td>6.29%</td>
<td>7.42%</td>
<td>7.85%</td>
<td>7.43%</td>
</tr>
<tr>
<td>$45,000 to $49,999</td>
<td>5.76%</td>
<td>5.37%</td>
<td>4.36%</td>
<td>6.17%</td>
<td>6.03%</td>
<td>5.19%</td>
</tr>
<tr>
<td>$50,000 to $59,999</td>
<td>11.59%</td>
<td>8.63%</td>
<td>9.44%</td>
<td>8.01%</td>
<td>8.64%</td>
<td>8.86%</td>
</tr>
<tr>
<td>$60,000 to $74,999</td>
<td>14.91%</td>
<td>8.54%</td>
<td>8.60%</td>
<td>9.02%</td>
<td>10.15%</td>
<td>7.08%</td>
</tr>
<tr>
<td>$75,000 to $99,999</td>
<td>15.35%</td>
<td>6.68%</td>
<td>5.80%</td>
<td>7.70%</td>
<td>10.07%</td>
<td>5.09%</td>
</tr>
<tr>
<td>$100,000 to $124,999</td>
<td>7.30%</td>
<td>2.83%</td>
<td>2.20%</td>
<td>2.64%</td>
<td>1.74%</td>
<td>1.53%</td>
</tr>
<tr>
<td>$125,000 to $149,999</td>
<td>3.48%</td>
<td>0.98%</td>
<td>0.81%</td>
<td>1.06%</td>
<td>1.43%</td>
<td>0.10%</td>
</tr>
<tr>
<td>$150,000 to $199,999</td>
<td>2.82%</td>
<td>0.71%</td>
<td>0.87%</td>
<td>0.86%</td>
<td>1.43%</td>
<td>0.25%</td>
</tr>
<tr>
<td>$200,000 or more</td>
<td>2.86%</td>
<td>0.97%</td>
<td>0.36%</td>
<td>0.97%</td>
<td>0.16%</td>
<td>0.25%</td>
</tr>
</tbody>
</table>
The number of persons in the Region considered to have some sort of disability seems to be higher than that of most parts of the State. Four of the five counties in the Region experience disability rates twice that of the State and Mahnomen County has a rate that is nearly three times that of the State. It is not entirely clear why the rates are so high but one factor is probably the socio-economic class of many of the Region’s residents.

The Census question “Means of Transportation to Work” is one of the few measures which a rural area such as the Headwaters Region can gauge the number of persons who rely on public transportation. The table below shows that less than one percent use public transit to get to work. This however may not be the true numbers that rely on it. Information obtained during our study indicates that dial-a-ride transit may not be the best method to get to work if you have to arrive on time or during hours other than 7AM to 5PM.

The selected demographic items examined it would appear that the Headwaters Region has a fairly large population that is traditionally a user of public transit.
4.0 Available Services

5310 Providers

- Adult Day Services, Inc.
- Bi-County CAP
- Clearwater Day Activity Center
- Greensview Care Center
- Heritage Living Center
- Mahube Community Council, Inc.
- Hubbard County DAC
- Center of Human Environment

5311 Providers

- Paul Bunyan Transit
- Red Lake Transit
- Tri-Valley Opportunity Council
- Hubbard County Transportation
- FAR North Public Transportation
- Mahnomen County Heartland Express

Private Providers who own vehicles

- Hope House
- Lakes Medi-Van Inc.
- Beltrami County Human Services
- Clearwater County Transportation
- White Earth Reservation
Private Providers who don’t own vehicles but coordinate transportation for cliental

- Northwoods Interfaith Volunteer Caregivers
- Seven Clans Casino
- Beltrami County Veteran’s Services
- HRA of Bemidji/Northland Apartments
- Senior Behavioral Health
- Community Resource Connections
- Neilson Place
- Merit Care Dialysis Unit, Bemidji & Red Lake
- Clearbrook Good Samaritan SNF
- Living at Home/Interfaith Caregivers
- Hubbard County Veterans Services
- St. Joseph’s Area Health Services
- Lake of the Woods County Social Services
- Lake of the Woods County Veterans Services
- Mahnomen County Veterans Services
- Red Lake Community Action Agency
- Rural MN CEP - Beltrami County
- Rural MN CEP - Clearwater County
- Rural MN CEP - Hubbard County
- Rural MN CEP - Lake of the Woods County
- Rural MN CEP - Mahnomen County

School Districts

- Bemidji Public Schools, District 31
- Blackduck Public Schools
- Kelliher Public Schools
- Red Lake Public Schools
- Bagley Public Schools
- Clearbrook-Gonvick Public Schools
- Park Rapids School District
- Laporte School District
- Nevis School District
- Baudette Public Schools
- Mahnomen Public Schools
5.0 Transit Service Areas Map

Transit Services Available in the Headwaters Region

Transit Service
- Primary DRT Service Area (5311)
- Secondary DRT Service Area (5311)
- Twice Monthly (5311)
- 5310 Service
- Active Volunteer Drivers
6.0 Level of Services Analysis

The Level of Service Analysis is based off of the following information given to HRDC from MN/DOT. The LOS measures used for the demand response service analysis are listed below:

Availability - Service Span

Service span measures the number of hours during the day and days per week that Dial-A-Ride Transit (DRT) service is available in a particular area. Unlike the similar measure for fixed-route service that measures hours per day of service, the service span measures for DRT incorporates days of service in addition to hours per day. This is done because in some rural areas, DRT service may only be provided selected days per week, or even selected days per month. Incorporation of both hours per day and days per week provides a more complete perspective on the amount of DRT service that is available within a community or larger area. Given that the measure incorporates two factors, it is presented as a matrix.

To use the matrix, first determine how many days per week the DRT service operates. From the column in Table 1 that shows the number of days per week, determine the hours per day that service is provided. For DRT systems that operate different hours during the week than during the weekend, a weighted average can be calculated. For example, a DRT system that operates 6 a.m. to 7 p.m. on weekdays and 7 a.m. to 6 p.m. on Saturdays, provides service 6 days per week, for a weighted average of 12.5 hours. This would be LOS 2.

<table>
<thead>
<tr>
<th>Days Per Week</th>
<th>6-7</th>
<th>5</th>
<th>3-4</th>
<th>2</th>
<th>1</th>
<th>0.5</th>
<th>&lt;0.5</th>
</tr>
</thead>
<tbody>
<tr>
<td>≥ 16.0</td>
<td>LOS 1</td>
<td>LOS 2</td>
<td>LOS 4</td>
<td>LOS 5</td>
<td>LOS 6</td>
<td>LOS 7</td>
<td>LOS 8</td>
</tr>
<tr>
<td>12.0-15.9</td>
<td>LOS 2</td>
<td>LOS 3</td>
<td>LOS 4</td>
<td>LOS 5</td>
<td>LOS 6</td>
<td>LOS 7</td>
<td>LOS 8</td>
</tr>
<tr>
<td>9.0-11.9</td>
<td>LOS 3</td>
<td>LOS 4</td>
<td>LOS 4</td>
<td>LOS 6</td>
<td>LOS 7</td>
<td>LOS 7</td>
<td>LOS 8</td>
</tr>
<tr>
<td>4.0-8.9</td>
<td>LOS 5</td>
<td>LOS 5</td>
<td>LOS 5</td>
<td>LOS 6</td>
<td>LOS 7</td>
<td>LOS 7</td>
<td>LOS 8</td>
</tr>
<tr>
<td>&lt;4.0</td>
<td>LOS 6</td>
<td>LOS 6</td>
<td>LOS 6</td>
<td>LOS 7</td>
<td>LOS 8</td>
<td>LOS 8</td>
<td>LOS 8</td>
</tr>
</tbody>
</table>

Market research shows that respondents asked that services be designed to serve multiple counties, operate 6 a.m. to 10 p.m., five to seven days per week. LOS 2 will meet the combined hours of operation and frequency of operation expectations.
Availability - Response Time

Response time is the minimum amount of time a user needs for scheduling and accessing a trip or the minimum advance reservation time. This measure is most appropriate where most of the trips are scheduled each time that the user wants to travel. In other words, it is less appropriate where most of the trips are provided on a standing-order, subscription basis, where riders are picked up on pre-scheduled days at pre-scheduled times and do not need to call in advance for each trip. Nevertheless, the measure could be used where subscription service is provided. For such DRT services, response time could be calculated for the situation when a trip request is first made.

<table>
<thead>
<tr>
<th>LOS</th>
<th>Response Time</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Up to ½ hour</td>
<td>Very prompt response time; similar to exclusive-ride taxi service</td>
</tr>
<tr>
<td>2</td>
<td>More than ½ hours, and up to 2 hours</td>
<td>Prompt response; considered immediate response for DRT service</td>
</tr>
<tr>
<td>3</td>
<td>More than 2 hours, but still same day service</td>
<td>Requires planning, but one can still travel the day the trip is requested</td>
</tr>
<tr>
<td>4</td>
<td>24 hours in advance; next day service</td>
<td>Requires some advance planning</td>
</tr>
<tr>
<td>5</td>
<td>48 hours in advance</td>
<td>Requires more advance planning than next-day service</td>
</tr>
<tr>
<td>6</td>
<td>More than 48 hours in advance, and up to 1 week</td>
<td>Requires advance planning</td>
</tr>
<tr>
<td>7</td>
<td>More than 1 week in advance, and up to 2 weeks</td>
<td>Requires considerable advance planning, but may still work for important trips needed soon</td>
</tr>
<tr>
<td>8</td>
<td>More than 2 weeks, or not able to accommodate trip</td>
<td>Requires significant advance planning</td>
</tr>
</tbody>
</table>

Market research indicates that persons want a prompt response. The level of service 2 would meet this customer expectation.
The following table shows the level of services available for 5311 providers.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Operation Time LOS</th>
<th>Response Time LOS</th>
<th>Fleet Size</th>
<th># of Handicap Accessible Vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paul Bunyan Transit</td>
<td>LOS 3</td>
<td>LOS 4</td>
<td>11-Medium buses (11-20 passengers)</td>
<td>10</td>
</tr>
<tr>
<td>Red Lake Transit</td>
<td>LOS 4</td>
<td>LOS 1</td>
<td>1-Small bus (&lt;10 passengers) 2-Medium buses (11-20 passengers)</td>
<td>3</td>
</tr>
<tr>
<td>Tri-Valley Opportunity Council</td>
<td>LOS 4</td>
<td>LOS 3</td>
<td>85-Sedans 13-Medium buses (11-20 passengers) 2-Large buses (&gt;20 passengers)</td>
<td>15</td>
</tr>
<tr>
<td>Hubbard County Transportation</td>
<td>LOS 4</td>
<td>LOS 4</td>
<td>4-Medium buses (11-20 passengers)</td>
<td>4</td>
</tr>
<tr>
<td>FAR North Public Transportation</td>
<td>LOS 4</td>
<td>LOS 4</td>
<td>3-Medium buses (11-20 passengers)</td>
<td>3</td>
</tr>
<tr>
<td>Mahnomen County Heartland Express</td>
<td>LOS 4</td>
<td>LOS 1</td>
<td>3-Medium buses (11-20 passengers)</td>
<td>3</td>
</tr>
</tbody>
</table>

The following table shows the level of services available for 5310 providers.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Operation Time LOS</th>
<th>Response Time LOS</th>
<th>Fleet Size</th>
<th># of Handicap Accessible Vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Day Services, Inc.</td>
<td>LOS 4</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bi-County CAP</td>
<td>LOS 8</td>
<td>Cliental Only</td>
<td>2-Sedans 5-Vans</td>
<td>0</td>
</tr>
<tr>
<td>Clearwater Day Activity Center</td>
<td>LOS 4</td>
<td>Cliental Only</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Greensview Care Center</td>
<td>LOS 4</td>
<td>Cliental Only</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Heritage Living Center</td>
<td>LOS 6</td>
<td>Cliental Only</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Mahube Community Council</td>
<td>LOS 5</td>
<td>Cliental Only</td>
<td>20-Vans 5-Medium buses (11-20 passengers)</td>
<td>0</td>
</tr>
<tr>
<td>Organization</td>
<td>Operation Time LOS</td>
<td>Response Time LOS</td>
<td>Fleet Size</td>
<td># of Handicap Accessible Vehicles</td>
</tr>
<tr>
<td>--------------------------------------------------</td>
<td>--------------------</td>
<td>-------------------</td>
<td>------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td>Hubbard County DAC</td>
<td>LOS 4</td>
<td>LOS 2</td>
<td>3-Sedans 2-Vans 3-Medium buses (11-20 passengers)</td>
<td>3</td>
</tr>
<tr>
<td>Center of Human Environment</td>
<td>LOS 8</td>
<td>LOS 1</td>
<td>1-Sedan 1-Medium Bus (11-20 passengers)</td>
<td>1</td>
</tr>
</tbody>
</table>

The following table shows the level of services for private providers.

<table>
<thead>
<tr>
<th>Organization</th>
<th>Operation Time LOS</th>
<th>Response Time LOS</th>
<th>Fleet Size</th>
<th># of Handicap Accessible Vehicles</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hope House</td>
<td>LOS 4</td>
<td>LOS 1</td>
<td>1-Sedan 1-Van</td>
<td>0</td>
</tr>
<tr>
<td>Lakes Medi-Van Inc.</td>
<td>LOS 1</td>
<td>LOS 1</td>
<td>128-Vans</td>
<td>128</td>
</tr>
<tr>
<td>Beltrami County Human Services</td>
<td>LOS 4</td>
<td>LOS 4</td>
<td>3-Sedans 1-Van</td>
<td>0</td>
</tr>
<tr>
<td>Clearwater County Transportation</td>
<td>LOS 5</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White Earth Reservation</td>
<td>LOS 8</td>
<td>Cliental Only</td>
<td>Many</td>
<td></td>
</tr>
<tr>
<td>Days of the Week</td>
<td>Monday</td>
<td>Tuesday</td>
<td>Wednesday</td>
<td>Thursday</td>
</tr>
<tr>
<td>------------------</td>
<td>--------</td>
<td>---------</td>
<td>-----------</td>
<td>----------</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>7</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>12</td>
<td>12</td>
<td>12</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>4</td>
<td>5</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>5</td>
<td>6</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>7</td>
<td>8</td>
<td>8</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>9</td>
<td>10</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>11</td>
<td>12</td>
<td>12</td>
<td>11</td>
</tr>
</tbody>
</table>

**Organization**

<table>
<thead>
<tr>
<th>531 Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paul Bunyan Transit</td>
</tr>
<tr>
<td>Red Lake Transit</td>
</tr>
<tr>
<td>Tri-Valley Opportunity Council</td>
</tr>
<tr>
<td>Hubbard County Transportation</td>
</tr>
<tr>
<td>FAR North Public Transportation</td>
</tr>
<tr>
<td>Mahnomen County Heartland Express</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5310 Providers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adult Day Services, Inc.</td>
</tr>
<tr>
<td>Bi-County CAP Emergency Only</td>
</tr>
<tr>
<td>Clearwater Day Activity Center</td>
</tr>
<tr>
<td>Greensview Care Center</td>
</tr>
<tr>
<td>Heritage Living Center</td>
</tr>
<tr>
<td>Mahube Community Council</td>
</tr>
<tr>
<td>Hubbard County DAC</td>
</tr>
<tr>
<td>Center of Human Environment</td>
</tr>
</tbody>
</table>

**Private Providers**

| Hope House |
| Lakes Medi-Van Inc. | 24 hours a day, 7 days a week |
| Beltrami County Human Services |
| Clearwater County Transportation |
| White Earth Reservation | As needed |

**School Districts**

| Bemidji Public Schools |
| Blackduck Public Schools |
| Kellinr Public Schools |
| Red Lake Public Schools |
| Bagley Public Schools |
| Clearbrook-Gonvick Public Schools |
| Park Rapids School District |
| Laporte School District |
| Nevis School District |
| Saudette Public Schools |
| Mahnomen Public Schools |
7.0 Needs Assessment

To gain perspective on the condition of the transit system and needs of its users within the Headwaters Region the HRDC conducted a survey of transit providers and held a workshop and conference call where participants were asked to answer three questions in regards to three different client groups: persons with disabilities, elderly persons, and persons with limited incomes.

The three questions posed to participants for each group were:

- What transportation needs are not met adequately?
- What are the barriers to meeting those needs?
- What current coordination efforts seem to be working well?

During the discussions it became evident that some service providers often found it difficult to focus in on a single group. For instance, all of the region’s 5311 providers frequently have to deal with individuals who fall into two or all three of the groups. Suggestions or solutions offered up to eliminate many of the barriers the region’s transit providers experience were also seldom directed towards any specific group.

The answers to first two questions for each group are discussed below by client group, but the third question “What current coordination efforts seem to be working well?” is addressed separate from any group because no specific examples were given.

To avoid repetition the needs and barriers common to all three groups are listed separately.

**Common to All Groups:**

**Needs**

- Expand service hours to include weekday evenings and weekends – Nearly all of the 5311 providers operate from 7AM to 5PM Monday – Friday with no regular weekend service. Most of the 5310 and private providers operate from 8AM to 5PM with no regular weekend service.
- Expand service in the more rural areas – Most of the regions providers are concentrated in the more populated communities and are seldom able to provider service more than 10 miles outside of them on a consistent basis.

**Barriers**

- Funding and/or vehicle availability – Providers either do not have an additional vehicle at their disposal or do not have the funds to cover the additional operational expenses they would incur to expand service.
- Client awareness of available resources – There is a general lack of knowledge regarding public transit options available to people living in the Headwaters Region. A common comment by 5311 providers was “Most people that see our buses don’t realize that they are available for anyone to ride.”
- Insurance providers – When different providers have attempted to coordinate their insurance companies have prohibited it because they did not want to be liable for the other provider’s clients.
• Advance notice scheduling – Many of the providers require a 24 hour notice to arrange a ride and this can prove to be problematic for some individuals for good and bad reasons.
• Mechanisms to facilitate coordination – Coordination efforts within the region are ad hoc for the most part with providers relying on personal relationships with other providers in the region.

Elderly:
Needs
• Transportation to social events
• More service to medical facilities

Barriers
• Accessibility of some vehicles – Not all of the vehicles in the very rural areas are ADA compliant, especially private vehicles driven by volunteers.
• Inefficient use of volunteer drivers – The very rural areas devoid of 5310 or 5311 providers rely heavily on volunteers and often run out of them quickly because it is often one driver for every passenger.

Persons with Limited Income:
Needs
• Expand service hours to include weekday early mornings and late night weekends – Many individuals in this group work in the service industry and typically have to work outside to the typical 8AM to 4:30PM schedule.

Barriers
• Cost of the fare – Even low fares can get expensive for individuals or families on a fixed income. For single mothers with more than one child even a $1.50 per person fare can be unmanageable.
• Pride

Persons with Disabilities:
Needs
• Coordination with medical facilities – Both clients and the medical community need to do a better job scheduling appointments around the availability of transit.
• ADA vehicle availability in rural areas
• Transportation to the major medical facilities – As the medical industry continues to specialize and locate in major metropolitan areas, and transportation costs increase; it is becoming more difficult to find ways to get individuals to these distant facilities.

Barriers
• Wheel chair space is limited in vehicles – When large groups of wheel chair bound individuals need to be transported to an event and there simply is not enough capacity to accommodate them all at once
• Providing vehicles or drivers for longer distance trips to major medical facilities – Cost to pay or reimburse for mileage is the most common barrier. It is also becoming harder to find volunteers with the time to make the trip.
Current Coordination Efforts:

As stated earlier most coordination efforts within the region are ad hoc for the most part with providers relying on personal relationships with other providers in the region. The two most common types of this coordination in the Headwaters Region are: 1.) One 5310 provider calling another 5310 or 5311 provider to help with a client or 2.) A provider for one type of clientele calling a volunteer organization known to provide drivers for the same or different type of clientele. Some more specific examples of coordination efforts between the service and transit providers are given below:

- FAR North gives bus passes in Roseau County but not in Lake of the Woods County…it has been very successful in Roseau County
- Tri-Valley gives bus passes to Workforce Centers, social services, and homeless shelters for one time rides
- Some transit providers donate bus passes for homeless, etc.
- Hubbard County DAC also states that the hospital provides good transportation for patients to Fargo, etc.
Part Three: Implementation

8.0 Goals, Objectives, Strategies & Actions

The planning workshop participants were able to identify six goals that they feel would improve the transit system in the Headwaters Region.

<table>
<thead>
<tr>
<th>Number</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Use volunteer drivers more effectively</td>
</tr>
<tr>
<td></td>
<td>• Increase the quantity of drivers</td>
</tr>
<tr>
<td></td>
<td>o Work more closely with Township Boards in rural areas to identify drivers</td>
</tr>
<tr>
<td></td>
<td>o Utilize the existing BiCAP networks in each County</td>
</tr>
<tr>
<td></td>
<td>o Work more closely with faith-based and other volunteer organizations</td>
</tr>
<tr>
<td></td>
<td>• Increase the number of passengers per trip</td>
</tr>
<tr>
<td></td>
<td>o Find a way to plug them into the web-based coordination tool</td>
</tr>
<tr>
<td>2.</td>
<td>Create a set of Regional Coordination Tools</td>
</tr>
<tr>
<td></td>
<td>• Create a web-based directory of service providers with locations served, days and hours of operation, and other information necessary for effective coordination</td>
</tr>
<tr>
<td></td>
<td>o Community Resource Access, Inc. has offered to host this service on their site</td>
</tr>
<tr>
<td></td>
<td>• Create a web-based tool that would allow providers to upload anticipated routes or post information about trips they are making with seats still available</td>
</tr>
<tr>
<td></td>
<td>o The HRDC will research existing options that may be available and the cost of creating something from scratch</td>
</tr>
<tr>
<td></td>
<td>• Explore the creation of a “Mobility Manager” position</td>
</tr>
<tr>
<td></td>
<td>o The HRDC will do the research necessary to determine the feasibility of such a concept in the Headwaters Region</td>
</tr>
<tr>
<td>3.</td>
<td>Reduce Operating Expenses</td>
</tr>
<tr>
<td></td>
<td>• Use vans when appropriate rather than buses - buses can cost as much as $12.00/mile to run in the Headwaters Region</td>
</tr>
<tr>
<td></td>
<td>o Seek out funding sources to cover the non-reimbursable expenses incurred through operating a van rather than a bus</td>
</tr>
<tr>
<td></td>
<td>o Work with law makers reimbursement of expenses related to the operation of non-ADA vehicles as long as the provider also has an ADA accessible vehicle for use</td>
</tr>
<tr>
<td>4.</td>
<td>Increase Funding</td>
</tr>
<tr>
<td></td>
<td>• Look for additional funding not currently being accessed</td>
</tr>
<tr>
<td></td>
<td>• Work with law makers to “adjust” laws and regulations to allow for more funding</td>
</tr>
<tr>
<td>5.</td>
<td>Increase Public Awareness of Transit Services</td>
</tr>
<tr>
<td></td>
<td>• Advertise services better</td>
</tr>
<tr>
<td></td>
<td>o Ensure all transit providers are listed in the statewide information directories</td>
</tr>
<tr>
<td>6.</td>
<td>Minimize Insurance Issues</td>
</tr>
<tr>
<td></td>
<td>• Standardize policies (make it so transit providers can pick up insurance from a state or federal agency to enable better transit coordination)</td>
</tr>
</tbody>
</table>
Part Four: Appendix Directory

Appendix I. Service Area Questionnaire
Appendix II. Meeting Agendas
Appendix III. Meeting Minutes
Appendix IV. Letters to the TAC committee
Appendix V. Copy of Interview Questionnaire 1
Appendix VI. Copy of Interview Questionnaire 2
Appendix VII. Funding Programs
Appendix VIII. Meetings and Memberships
Appendix IX. Focus Groups Results
# Service Area Questionnaire

<table>
<thead>
<tr>
<th>Agency</th>
<th>Counties Served</th>
<th>Operate own vehicles</th>
<th># of Vehicles owned</th>
<th>ADA accessible wheelchair lifts/ramps</th>
<th>Assist passengers to and from vehicle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Center of Human Environment</td>
<td>All MN counties</td>
<td>Yes</td>
<td>2</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>Heritage Living Center</td>
<td>Hubbard</td>
<td>Yes</td>
<td>1</td>
<td>1</td>
<td>Yes</td>
</tr>
<tr>
<td>Hubbard County</td>
<td>Hubbard</td>
<td>Yes</td>
<td>4</td>
<td>4</td>
<td>Sometimes (inclement weather)</td>
</tr>
<tr>
<td>Mahnomen County Heartland Express</td>
<td>Mahnomen</td>
<td>Yes</td>
<td>4</td>
<td>4</td>
<td>Sometimes (if necessary)</td>
</tr>
<tr>
<td>Lake of the Woods County Social Services</td>
<td>Lake of the Woods</td>
<td>No</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Red Lake Community Action Agency</td>
<td>Beltrami</td>
<td>No</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
<tr>
<td>Red Lake Transit</td>
<td>Beltrami</td>
<td>Yes</td>
<td>4</td>
<td>4</td>
<td>Yes</td>
</tr>
<tr>
<td>Adult Day Services, Inc.</td>
<td>Beltrami, Hubbard, Cass</td>
<td>Yes</td>
<td>2</td>
<td>2</td>
<td>Yes</td>
</tr>
<tr>
<td>Mahube Community Council, Inc.</td>
<td>Hubbard, Mahnomen, Becker</td>
<td>Yes</td>
<td>5</td>
<td>0</td>
<td>Yes</td>
</tr>
<tr>
<td>Paul Bunyan Transit</td>
<td>Beltrami</td>
<td>Yes</td>
<td>8-10</td>
<td>All</td>
<td>Sometimes (don’t lift/carry individuals)</td>
</tr>
<tr>
<td>Minnesota Department of Employment &amp; Economic Development</td>
<td>Statewide</td>
<td>Yes</td>
<td>Don’t know</td>
<td>n/a</td>
<td>No</td>
</tr>
<tr>
<td>FAR North Public Transit</td>
<td>Lake of the Woods</td>
<td>Yes</td>
<td>3 plus 2 back-ups</td>
<td>5</td>
<td>Sometimes (if needed)</td>
</tr>
<tr>
<td>Clearwater Day Activity Center, Inc.</td>
<td>Clearwater</td>
<td>Yes</td>
<td>4</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>
Center of Human Environment, Mahnomen, MN
• Contact Information:
  Darby Miller, Director
  2425 230th Ave.
  Mahnomen, MN 56557
  Telephone: 218-935-5402   Fax: 218-935-5175   Email: CHE@arvig.net
• Primary Services: Trips to doctor appointments and activities for our residents
• Transportation services offered by agency & what types: Yes
• How far in advance must a passenger schedule their trip: Whenever the bus is available
• Eligibility requirements: Anyone that needs a ride
• Special needs of your passengers: disabled, mentally ill, chemical dependency issues, elderly

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>Hours of Service</th>
<th>Paid or Volunteer Drivers</th>
<th>Number of drivers</th>
<th>Number of passenger trips/month</th>
<th>Number of unduplicated passengers/month</th>
<th>Hours/month transporting passengers</th>
<th>Vehicle miles/month transporting passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private non-profit</td>
<td>24 hours a day, 7 days a week</td>
<td>Volunteer</td>
<td>4</td>
<td>180</td>
<td>28</td>
<td>45</td>
<td>2400</td>
</tr>
</tbody>
</table>

• No issues or obstacles to transit coordination. No problems encountered. All residents have access to transportation so no one is not accessing our services due to lack of transportation.

Heritage Living Center, Park Rapids, MN
• Contact Information:
  Cleo Hartung, Director of Adult Day Services
  619 West 6th St.
  Park Rapids, MN 56470
  Telephone: 218-732-3329   Fax: 218-732-9125   Email: CleoHartung@ecumen.org
• Primary Services: Second adult daycare facility; provide transportation to and from facility, baths, hairsets, socialization, therapeutic recreation, exercises, do a lot of group activities, i.e. crafts, baking, playing card games, in summer go outside for more recreational activities, i.e. picnic, fair
• Transportation services offered by agency & what types: Yes; transportation for the adult daycare
• How far in advance must a passenger schedule their trip: we know that they’re coming on specific days and we automatically pick them up unless they call to cancel; need to call in before 8:30 in the morning if they’re not coming
• Eligibility requirements: a program for 18+; all individuals currently are elderly; mile radius is 5 miles; licensed for 10 per day. We usually have 9 people and we want to reduce the route length to make our passengers comfortable; do an intake to make sure they are appropriate for the group; someone who is violent or uses drugs is not
appropriate for the program; look at medical diagnosis; rarely do we have to turn anybody away

- Special needs of your passengers: individuals with disabilities, wheelchairs; physical & mental disabilities

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>Hours of Service</th>
<th>Paid or Volunteer Drivers</th>
<th>Number of drivers</th>
<th>Number of passenger trips/month</th>
<th>Number of unduplicated passengers/month</th>
<th>Hours/month transporting passengers</th>
<th>Vehicle miles/month transporting passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private non-profit</td>
<td>M, Th, F; 9:00-10:15; 3:00-4:15</td>
<td>Paid</td>
<td>2</td>
<td>215</td>
<td>95</td>
<td>30</td>
<td>700</td>
</tr>
</tbody>
</table>

- Estimate about 3 people per year don’t access services due to lack of transportation; view reaching the rural area beyond the 5 mile radius as biggest obstacle to transit coordination; would like to see more buses for transportation; transportation strength is reliability and punctuality

**Hubbard County, Park Rapids, MN**

- Contact Information:
  
  Linda Bair, Transit Coordinator  
  301 Court St.  
  Park Rapids, MN 56470  
  Telephone: 218-732-9328  
  Fax: 218-732-3231  
  Email: lbair@co.hubbard.mn.us

- Primary Services: Transportation of all types
- Transportation services offered by agency & what types: Yes; bus and volunteer driver and connections with Jefferson bus lines; airport shuttle services
- How far in advance must a passenger schedule their trip: city – 2 hours; all others – 24 hours
- Eligibility requirements: There are none; we’re a public facility
- Special needs of your passengers: None

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>Hours of Service</th>
<th>Paid or Volunteer Drivers</th>
<th>Number of drivers</th>
<th>Number of passenger trips/month</th>
<th>Number of unduplicated passengers/month</th>
<th>Hours/month transporting passengers</th>
<th>Vehicle miles/month transporting passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public</td>
<td>M-F 7-5; Sat &amp; Sun ass needed</td>
<td>Paid &amp; Volunteer 7 Volunteer</td>
<td>4 Paid 7 Volunteer</td>
<td>2000</td>
<td>Unknown</td>
<td>454</td>
<td>3200 in buses and 5-6000 in volunteer driver vehicles</td>
</tr>
</tbody>
</table>

- Have issues with some counties not providing transportation unless it is one of their own clients regardless of payment type; would like a central number to call for transportation services so clients know what is available; feel short on drivers; transportation strength is that they offer “one stop shopping”
Mahnomen County Heartland Express, Mahnomen, MN

- Contact Information:
  Cindy Marihart, Director of Human Services
  311 North Main Street, PO Box 460
  Mahnomen, MN 56557
  Telephone: 218-935-2568  Fax: 218-935-5459
  Email: cmarihart@hs.co.mahnomen.mn.us

- Primary Services: Complete welfare office; transit is an extra program offered
- Transportation services offered by agency & what types: Yes; regular public transit program
- How far in advance must a passenger schedule their trip: prefer if they call the day before but often handle the same day
- Eligibility requirements: Transit is open to everybody; the volunteer drivers are MA eligible or private pay
- Special needs of your passengers: Wheelchair lift is used quite a bit; other disabilities; blind & hearing impaired, mentally ill

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>Hours of Service</th>
<th>Paid or Volunteer Drivers</th>
<th>Number of drivers</th>
<th>Number of passenger trips/month</th>
<th>Number of unduplicated passengers/month</th>
<th>Hours/month transporting passengers</th>
<th>Vehicle miles/month transporting passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public</td>
<td>M-F 7:30 – 5:00</td>
<td>Volunteer</td>
<td>6</td>
<td>900</td>
<td>320</td>
<td>4200</td>
<td></td>
</tr>
</tbody>
</table>

- Issues encountered are that people want to work the shift work at the casino and we are only open during the day; many people don’t plan in advance which hinders transit coordination; Transportation strength is having two full time buses available during the day that go anywhere in Mahnomen county and to White Earth & Ogema in Becker county

Lake of the Woods County Social Services

- Contact Information:
  Nancy Wendler, Director of Social Services
  206 8th Ave. SE, Suite 200
  Baudette, MN 56623
  Telephone: 218-634-2642   Fax: 218-634-4520
  Email: nancy_w@co.lake-of-the-woods.mn.us

- Primary Services: Social Services
- Transportation services offered by agency & what types: None
- How far in advance must a passenger schedule their trip: Preferably one day
- Eligibility requirements: Must be eligible for Medical Assistance or Social Services
- Special needs of your passengers: Developmentally delayed, mentally ill, senior citizens, and youth
<table>
<thead>
<tr>
<th>Agency Type</th>
<th>Hours of Service</th>
<th>Paid or Volunteer Drivers</th>
<th>Number of drivers</th>
<th>Number of passenger trips/month</th>
<th>Number of unduplicated passengers/month</th>
<th>Hours/month transporting passengers</th>
<th>Vehicle miles/month transporting passengers</th>
</tr>
</thead>
</table>
| Red Lake Community Action Agency, Red Lake, MN
- Contact Information:
  Noreen Smith, Director of Head Start
  25012 Elementary Street; PO Box 53
  Red Lake, MN 56671
  Telephone: 218-679-3396  Fax: 218-679-2923  Email: rlhdst@paulbunyan.net
- Primary Services: Preschool program
- Transportation services offered by agency & what types: Yes; bus children to and from school
- How far in advance must a passenger schedule their trip: We schedule at the beginning of school year
- Eligibility requirements: Enrolled in head start; verified through school
- Special needs of your passengers: Some children have disabilities that need to be transported by special buses

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>Hours of Service</th>
<th>Paid or Volunteer Drivers</th>
<th>Number of drivers</th>
<th>Number of passenger trips/month</th>
<th>Number of unduplicated passengers/month</th>
<th>Hours/month transporting passengers</th>
<th>Vehicle miles/month transporting passengers</th>
</tr>
</thead>
</table>
| Red Lake Transit, Red Lake, MN
- Contact Information:
  Mike Ness, Director
  BIA Building Hwy1, PO Box 274
  Red Lake, MN 56671
  Telephone: 218-679-3361 X 1424  Fax: 218-679-2761
  Email: rltrans@paulbunyan.net
- Biggest issue is coming up with costs that are reasonable; none of the buses have seatbelts and no one has the money to pay for them; would like to see help for individuals to become qualified to drive the bus with CDL license

- Have a great need for expanded services; lack of service availability; limited people involved in the one bus system currently owned; little or no advertising for the system; Enhancements needed: running the coordination through one central point
• Primary Services: Public transit
• Transportation services offered by agency & what types: Yes; public transit on the Red Lake Indian Reservation
• How far in advance must a passenger schedule their trip: 1-2 hours
• Eligibility requirements: None
• Special needs of your passengers: Every rider is “special”. We serve whoever needs us in our service area

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>Hours of Service</th>
<th>Paid or Volunteer Drivers</th>
<th>Number of drivers</th>
<th>Number of passenger trips/month</th>
<th>Number of unduplicated passengers/month</th>
<th>Hours/month transporting passengers</th>
<th>Vehicle miles/month transporting passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tribal</td>
<td>M-F 6:00 a.m.-6:00 p.m.</td>
<td></td>
<td>2000+</td>
<td>50-70</td>
<td>640</td>
<td>14000</td>
<td></td>
</tr>
</tbody>
</table>

• Driver qualification main issue; better communication with drivers needed

**Adult Day Services, Inc., Bemidji, MN**

- Contact Information:
  April Collman-Maddox, Executive Director
  620 Carr Lake Road SE
  Bemidji, MN 56601
  Telephone: 218-751-1324  Fax: 218-444-5324  Email: acollman@paulbunyan.net

- Primary Services: Transportation for older adults who are experiencing challenges associated with aging
- Transportation services offered by agency & what types: Yes; transport to adult day services; we will coordinate with the county to transport other clients
- How far in advance must a passenger schedule their trip: at least one day
- Eligibility requirements: Have to be free from communicable disease; have five-page assessment tool to evaluate people; 30 minute to one hour interview with clients
- Special needs of your passengers: mainly physical challenges, some mental deterioration, dementia

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>Hours of Service</th>
<th>Paid or Volunteer Drivers</th>
<th>Number of drivers</th>
<th>Number of passenger trips/month</th>
<th>Number of unduplicated passengers/month</th>
<th>Hours/month transporting passengers</th>
<th>Vehicle miles/month transporting passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private non-profit</td>
<td>M-F 7:30-5:30</td>
<td>Paid</td>
<td>4</td>
<td>1000+</td>
<td>1000+</td>
<td>136</td>
<td>1600</td>
</tr>
</tbody>
</table>

• Have offered use of smaller vehicle to other providers who have not taken advantage of it’s availability as much as we’d like to see; cost due to distance in rural areas is an issue as well as money and financial funding; vehicles are available to other agencies outside our operating hours; work within a ten mile radius
Mahube Community Council, Inc., Park Rapids, MN
- Contact Information:
  Leah Pigatti, Executive Director
  120 N. Central Ave., PO Box 229
  Park Rapids, MN 56470
  Telephone: 218-847-1385  Fax: 218-847-1388  Email: lpigatti@mahube.org
- Primary Services: Human Services, education and support to low income and elderly individuals
- Transportation services offered by agency & what types: Yes; only to head start children
- How far in advance must a passenger schedule their trip: one day
- Eligibility requirements: Must be eligible for Head Start
- Special needs of your passengers: Families in need of transportation to work or medical/legal appointments. Scheduled on an “on-call” basis and require individual trips

<table>
<thead>
<tr>
<th>Agency</th>
<th>Type</th>
<th>Hours of Service</th>
<th>Paid or Volunteer Drivers</th>
<th>Number of drivers</th>
<th>Number of passenger trips/month</th>
<th>Number of unduplicated passengers/month</th>
<th>Hours/month transporting passengers</th>
<th>Vehicle miles/month transporting passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private non-</td>
<td>M-Th 8-4</td>
<td>Paid</td>
<td>5</td>
<td>125</td>
<td></td>
<td>120 per employee</td>
<td></td>
<td>4000</td>
</tr>
<tr>
<td>profit</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

- Availability of public transit services is an issue; money and willingness to coordinate are obstacles to transit coordination; would like to see more money, expanded routes, and expanded hours of service

Paul Bunyan Transit, Bemidji, MN
- Contact Information:
  Gregory O. Negard, Executive Director
  706 Railroad St. SE
  Bemidji, MN 56601
  Telephone: 218-751-8765  Fax: 218-444-9521  Email: pbtrans@paulbunyan.net
- Primary Services: Public transportation
- Transportation services offered by agency & what types: Yes; public transportation
- How far in advance must a passenger schedule their trip: same day service as space allows
- Eligibility requirements: no qualifications are necessary
- Special needs of your passengers: Transportation from point to point

<table>
<thead>
<tr>
<th>Agency</th>
<th>Type</th>
<th>Hours of Service</th>
<th>Paid or Volunteer Drivers</th>
<th>Number of drivers</th>
<th>Number of passenger trips/month</th>
<th>Number of unduplicated passengers/month</th>
<th>Hours/month transporting passengers</th>
<th>Vehicle miles/month transporting passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private non-</td>
<td>M-W, F 7-5;</td>
<td>Paid and Volunteer</td>
<td>13 Paid 11 Volunteer</td>
<td>7-8000</td>
<td></td>
<td></td>
<td></td>
<td>18000+</td>
</tr>
<tr>
<td>profit</td>
<td>Th 7-6; Sat.</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

- Have limited resources and not enough vehicles to meet the needs of all agencies; need better resources and communication; transportation strength is our reliability
Minnesota Department of Employment and Economic Development, Bemidji, MN

- Contact Information:
  Anthony Schaffhauser  
  616 America Ave. NW  
  Bemidji, MN 56601  
  Telephone: 218-333-8234 Email: Anthony.Schaffhauser@state.mn.us
- Primary Services: Workforce development, Economic development
- Transportation services offered by agency & what types: Yes; gas vouchers & car repair subsidies
- How far in advance must a passenger schedule their trip: n/a
- Eligibility requirements: must meet program requirements and be approved by a counselor and team
- Special needs of your passengers: need employment services; many are on public assistance

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>Hours of Service</th>
<th>Paid or Volunteer Drivers</th>
<th>Number of drivers</th>
<th>Number of passenger trips/month</th>
<th>Number of unduplicated passengers/month</th>
<th>Hours/month transporting passengers</th>
<th>Vehicle miles/month transporting passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public</td>
<td>24 hours a day, 7 days a week</td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

- Would like to develop commuting data for planning use; transportation strength is the fact that we address the mode by which people get around for job seeking and employment—car

FAR North Public Transit, Roseau, MN

- Contact Information:
  Steve Butler, Manager  
  215 S. Main, PO Box 189  
  Roseau, MN  
  Telephone: 218-463-3238 Fax: 218-463-0001 Email: rccoa@wiktel.com
- Primary Services: Public transportation
- Transportation services offered by agency & what types: Yes; public transportation
- How far in advance must a passenger schedule their trip: Demand response
- Eligibility requirements: None
- Special needs of your passengers: Need to have rides to their medical appointments, grocery stores, banks, etc.

<table>
<thead>
<tr>
<th>Agency Type</th>
<th>Hours of Service</th>
<th>Paid or Volunteer Drivers</th>
<th>Number of drivers</th>
<th>Number of passenger trips/month</th>
<th>Number of unduplicated passengers/month</th>
<th>Hours/month transporting passengers</th>
<th>Vehicle miles/month transporting passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public</td>
<td>M-F 7-5</td>
<td>Paid</td>
<td>5</td>
<td>1170</td>
<td></td>
<td>430</td>
<td>8000</td>
</tr>
</tbody>
</table>
• Funding is an issue as well as condition of buses; transportation strength is our friendly drivers and good service

Clearwater Day Activity Center, Inc., Bagley, MN
• Contact Information:
  Don Blooflat, Administrator
  402 5th Street NE, PO Box 29
  Bagley, MN 56621
  Telephone: 218-694-6541 Fax: 218-694-3799 Email: dbcdac@bgvtel.com
• Primary Services: Set routes of our agency and program transportation of clients
• Transportation services offered by agency & what types: None
• Private non-profit agency

Bi-County CAP, Bemidji, MN
• Contact Information:
  Lucille Moe, Executive Director
  2529 15th St. NW, PO Box 579
  Bemidji, MN 56619-0579
  Telephone: 218-751-4631 X103 Fax: 218-751-8452
  Email: lamoe@paulbunyan.net
• Primary Services: Assistance to low income families
• Transportation services offered by agency & what types: Yes; only to our clients on an as-needed basis
• How far in advance must a passenger schedule their trip: no policy here
• Eligibility requirements: Client has no other transportation and is a client
• Special needs of your passengers: need to go to doctors or social service providers or possibly to a meeting

<table>
<thead>
<tr>
<th>Agency Type</th>
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<th>Number of drivers</th>
<th>Number of passenger trips/month</th>
<th>Number of unduplicated passengers/month</th>
<th>Hours/month transporting passengers</th>
<th>Vehicle miles/month transporting passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Private non-profit</td>
<td>M-F: 8-4:30 or as needed</td>
<td>Paid</td>
<td>Staff only</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

• Coordinating the usage of the six vehicles used for transportation of clients is an issue; would like to see someone other than staff providing the service
Question 35: Thinking of your agency or organization, what transportation needs are not being met adequately?

- Everything is fine
- Can’t think of anything; I wish that when people do call and they live 25 miles from here, I wish that we could work something out for them
- Some public transit demand response outside of the Park Rapids city limits
- Shift workers
- Certainly the availability of transportation in all areas of the county, not just within the city limits. Also another bus so that more people’s needs can be met. There has been a great deal of requests for evening and weekend hours, as well as extended hours after 4:00 p.m. Monday through Fridays. Also transportation to special events has been requested. We have many people unable to participate in social activities as well as employment opportunities because of lack of transportation to get them there.
- Trying to find seat belts for smaller children
- Our clients would like to have Saturday service and Friday evening service
- Mainly getting people from Kelliher, Washkish, Blackduck area and Becida into the community
- Our clients need transportation to/from work, medical appointments, legal appointments, and job interviews. Their needs are quite diverse and individualized
- We currently only serve the Washkish/Kelliher area twice per month. We need to expand service until 10:00 pm Monday-Friday to service the residents that work or shop or need transportation in the evening. Also to provide transportation to BSU & NWT
- Only clients meeting certain program requirements are eligible and even within this limitation, funding constraints limit numbers served
- County is too big to cover adequately due to funding
- I can’t think of any
- Clients with small children and not having any transportation available. We provide trips to doctors, social services provider. We do not provide trips to purchase groceries, pay bill, etc.

Question 36: Outside of your agency or organization, what transportation needs are you aware of in this county that are not met adequately?

- None
- Nothing that I know of. I have heard several people with disabilities say they are very thankful for the transportation services available
- Rides to work
- Shift workers
- The FarNorth Transit system out of Roseau does their best with the one bus they do have and the cost of gas and other expenses to keep the bus system operating, however, there are still many unmet needs, and many people being unserved by the current transit system
- Don’t know of any
• Outside the ten mile radius there is not the regular transportation being offered. One agency in Bemidji does private transportation but they will not do the medical clients but they will do personal errands but will not transport clients to other providers
• I’m not sure, I cannot speak for other organizations
• Public transportation (bus) from rural areas to city
• Getting people to out of town medical appointments such as Grand Forks, Fargo, Bemidji
• I don’t think there is anything in the evening hours for people who live in their own homes and don’t have any transportation of their own
• Just transportation in general. Many of the YouthBuilders living in the Cass Lake area do not have transportation or a vehicle to get to our office

Question 37: What are the barriers to meeting those needs? Why are these transportation services not being met?

• They are
• n/a
• Way too costly in a rural setting
• Lack of funding
• Lack of funding to adequately provide transportation services. Inability for the current system to provide another bus to expand current service delivery. No other competitive groups wanting to provide transportation services in Lake of the Woods county.
• Don’t have an opinion
• Not sure of because we’ve offered to be flexible and do what is necessary. Not sure if it is a cost factor, we even offered to pay for them.
• It seems that existing public transit programs are only able to provide limited services. I realize these services are limited by funding. However, I am aware of other counties that provide a great amount of individual, on demand services. We live in a rural area, if transportation is not provided, people are unable to access the services they need to improve their life
• Cost
• Funding
• There is no agency that offers that kind of transportation for the general public in this county
• I’m sure funding is a big issue
Appendix II. Meeting Agendas

**Agenda for Task Force Meeting**
Monday, February 5, 2007
10-12 with lunch to follow

- Discuss planning workshop agenda
  *Workshop Date: Thursday, March 1
  *Workshop Time: 9-1:30 (includes lunch)

- Review potential workshop invitees
  *Bring a list of people you would like to see attend the workshop

- Discuss survey results
  *Review enclosed survey results and bring any questions you have for discussion

- Discuss provider issues with transit coordination
  *You will have an opportunity to discuss transit issues with the entire task force and brainstorm ways to improve the transit system
    *What's working?
    *What's not working?
    *What are the barriers to coordination?
PLANNING WORKSHOP AGENDA

MARCH 1, 2007
BELTRAMI ELECTRIC CONFERENCE ROOM

9:00 a.m.  Sign-In  *(Coffee and Donuts will be served.)*

9:30 a.m.  Introduction (general session)
  - Opening Comments
  - Purpose of Transit Coordination Planning Workshop
  - Overview

10:00 a.m.  Inventory of current Transportation Services throughout the Headwaters Region (general session)

10:30 a.m.  Break

10:45 a.m.  Needs Assessment – Breakout Sessions (centered upon three main categories of transportation users)
  a.  Persons with Disabilities
  b.  Elderly Persons
  c.  Persons with Limited Incomes

Questions to be asked regarding each of the above three categories:
  - What transportation needs are not met adequately?
  - What are the barriers to meeting those needs?
  - What current coordination efforts seem to be working well?

**Session 1**  10:45 a.m. – 11:15 a.m
**Session 2**  11:20 a.m.– 11:50 a.m
**Session 3**  11:55 a.m. – 12:25 p.m.

12:30 p.m.  Lunch

1:15 p.m.  Update on Recent Changes in Transit Funding

1:30 p.m.  Summary of Breakout Sessions
  - Top Priorities that were identified in Break-Out Sessions
  - Brainstorming Session – What are some possible Coordination Opportunities to Explore?

(We hope to end around 3:00 p.m. or shortly thereafter.)
Agenda for Task Force Meeting
Monday, March 19, 2007
11-1 with lunch

- Explore any comments on minutes from first Task Force meeting
- Discuss public meeting
  *Public meeting date: Monday, March 26
  *Public meeting time: 5:00 - 6:00
- Discuss results of planning workshop/conference call
- Review and approve transit coordination draft
  *Modify as seen fit
Appendix III. Meeting Minutes

MINUTES
MN/DOT REGIONAL TRANSIT TAC MEETING
Meeting was held at the Headwaters Regional Development Commission offices,
403 4th ST, Bemidji, MN 56601
on Monday, February 5, 2007 at 10:00 a.m.

The following task force members were present: Linda Bair, Mike Ness, Nancy Wendler, Cindy Bruggeman, Greg Negard, and Greg Liedl. Task force members absent were: Angel Normandon, April Collman-Maddox, Leah Pigatti, and Kent Ehrenstrom. HRDC staff members present were: Tony Mayer, Laurie Kramka, and Jackie Meixner.

Discussion:

The task force members assumed that there is enough capacity for transit coordination but everyone is under-using it. The biggest issue regarding transit coordination is there isn’t enough money and the future doesn’t look good for funding, either. The following questions were raised:

- Where are the funds going to come from for transit coordination?
- What can be done within our existing budgets?
- Could we partner with faith-based organizations and other smaller agencies?
- How do we transport people with disabilities along with “normal” people?
  ~We need to educate people about disabilities.
- Could we break barriers between private transportation providers and other agencies to coordinate same trips?

The task force felt that the new transportation tax in Minnesota actually puts Greater Minnesota back and we need to find ways to fix or deal with this. Members would like to see a daily round trip from any source to Bemidji and back. Mike Ness listed cost estimates for running one bus with one driver from the Redby/Red Lake area to Bemidji twice a day (two round trips). Nancy Wendler would like to see a bus run from Baudette to Bemidji and back. The task force identified as a barrier the fact that operating hours are different than transportation needs hours. Greg Negard’s organization is looking to expand to evening hours for workers and activity-involved kids. Some organizations are looking for funding for Saturday and Sunday transportation service.

The task force felt that the initial services survey had a poor return rate because survey’s are viewed as “junk mail”.

The task force was asked: If we take money off the table, what’s the biggest barrier to transit coordination?

- Distance
- Time
- Education
- Volunteer drivers, recruiting & sharing drivers
• Having volunteer drivers who don’t mind being called at the last minute
• FAR North is advertised as a county-wide bus service but only will go 5 miles out of city limits

Nancy Wendler would like to see a directory of transportation services available, transportation coordinators sharing schedules with each other, and transportation coordinators knowing it’s okay to coordinate with each other.
MEMO

To: "Click here to type in name"

From: Jackie Meixner, Accounting Clerk

Date: January 29, 2007

Re: Transit Coordination Task Force Meetings

Welcome to the Transit Coordination Task Force! Our first meeting has been scheduled for Monday, February 5, 2007 at the Headwaters Regional Development Commission. The meeting will be held from 10-12 with lunch to follow. We apologize for not being able to meet everyone’s schedule. For those of you who will be unable to attend this meeting, we will continue to send you meeting notes and agendas in hopes that you will be able to attend future meetings.

Enclosed you will find an agenda for this first meeting, a list of potential planning workshop invitees as well as the survey results from the survey conducted of transit providers late last year.

Please notify us immediately if you are unable to attend the meeting. If you need directions to our office or have any questions, please contact us.

Please notify us of any special dietary needs by Friday, February 2, 2007.

We look forward to working with you!

From the desk of...
Jackie Meixner
Accounting Clerk
Headwaters Regional Development Commission
218-333-6542
jmeixner@hrdc.org
MEMO

To: Kent Ehrenstrom
From: Jackie Meixner, Accounting Clerk
Date: March 12, 2007
Re: Transit Coordination Task Force Meeting

Our second and final Transit Coordination Task Force meeting has been scheduled for Monday, March 19, 2007 at the Headwaters Regional Development Commission. The meeting will be held from 11-1 with lunch being served while we work. Again, we apologize for not being able to meet everyone’s schedule. As always, if you are unable to attend this meeting, we will continue to send you meeting notes and agendas.

Enclosed you will find an agenda for this second meeting as well as minutes from the first task force meeting. We hope to email a rough draft of the Transit Coordination Plan to you early Friday for your review prior to the Monday meeting. Please understand that this draft will probably not be in its final format.

Please notify us immediately if you are unable to attend the meeting. If you need directions to our office or have any questions, please contact us.

Please notify us of any special dietary needs by Friday, March 16, 2007.

We look forward to your input on the transit coordination draft!

From the desk of...
Jackie Meixner
Accounting Clerk
Headwaters Regional Development Commission
218-333-6542
jmeixner@hrdc.org
Appendix V. Copy of Interview Questionnaire 1

PASSENGER TRANSPORTATION PROVIDER INTERVIEW QUESTIONNAIRE

The first page of the questionnaire asks general information regarding your agency/organization. The last two pages are county specific. Please make extra copies of pages 3 and 4 and complete for each county served by your agency.

Agency/Organization Information

1. Agency or Organization Name:
2. Street Address:
3. Mailing Address:
4. City, State, Zip Code:
5. County:
6. Contact Person (Name & Title):
7. Contact Telephone Number:
8. FAX Number:
9. E-Mail Address:
10. Is your agency:
   - Public
   - Private non-profit
   - Private for-profit
   - Other:
11. List each county your agency serves:
12. If agency operates multiple sites, please give locations:
13. What type of primary services does your agency provide?
14. Estimate the number of persons not accessing your services because of lack of transportation.
15. Does your agency serve people with transportation limitations? (Transportation limitations are disabilities or conditions that limit one’s ability or cause difficulty in getting places they need or want to go).
   - Yes
   - No

Vehicles

16. Does your agency operate its own vehicles to transport passengers?
   - Yes
   - No, if answer is NO skip to question 19
17. How many vehicles do you own that transport passengers?
18. How many of the vehicles noted in #17 are equipped with ADA accessible wheelchair lifts or ramps?

Coordination

19. What issues, if any, have you encountered in coordinating or attempting to coordinate transportation (e.g., billing and payment, insurance, driver qualifications, etc.)?
20. In your opinion, what do you see as the greatest obstacle(s) to transit coordination and in your service area?
21. In your opinion, what enhancements are most needed to improve the coordination of public transit and human service transportation in your service area?
County Specific Information

Please print or make additional copies of pages 3 and 4 to fill out for each county served by your agency.

Agency/Organization Name:
Specific COUNTY that the following responses apply to:

22. Why is transportation a barrier in accessing other services in this county? Please check all that apply and rank in priority, with 1 being highest priority.

Priority

☐ No transportation services are available

☐ Existing transportation providers are too costly

☐ Existing transportation services don’t operate the same hours as human service agency clients need transportation

☐ Existing transportation services don’t serve locations where services are located

☐ Existing transportation providers only want to serve their own clients

Transportation Services

23. Does your agency offer transportation services in this county? What types of services does it offer?
☐ Yes ☐ No

If you answered “NO” to question 23 under “Transportation Services”, skip to question 35 now.

24. Do you assist passengers to and from the vehicle in this county?
☐ Yes ☐ No
☐ Sometimes (please specify)

25. What hours and days of the week does your agency provide transportation services?
☐ Monday Specify hours
☐ Tuesday Specify hours
☐ Wednesday Specify hours
☐ Thursday Specify hours
☐ Friday Specify hours
☐ Saturday Specify hours
☐ Sunday Specify hours

26. How far in advance must a passenger schedule their trip?
27. What are the eligibility requirements for using your agency’s transportation services in this county and what is the process to be “qualified”?

28. What are the special needs of your passengers in this county?

29. Does your agency have paid or volunteer drivers in this county?
   - [ ] Paid Drivers
   - [ ] Volunteer Drivers
   Number of paid drivers?
   Number of volunteer drivers?

30. How many passenger trips do you provide per month in this county?
31. How many unduplicated passengers do you transport per month in this county?
32. Approximately how many hours per month do your employees spend transporting passengers?
33. About how many vehicle miles per month do you operate transporting passengers in this county?
34. What is your agency’s transportation service strength in this county?

**Unmet Needs**

35. Thinking of your agency or organization, what transportation needs are not being met adequately? (Please be specific. Please include any special needs or requirements your clients may have.)

36. Outside of your agency or organization, what transportation needs are you aware of in this county that are not met adequately? Please be specific. Please include any special needs or requirements you are aware of.

37. What are the barriers to meeting those needs? Why are these transportation services not being met?
Appendix VI. Copy of Interview Questionnaire 2

TRANSPORTATION STAKEHOLDER QUESTIONNAIRE

The first page of the questionnaire asks general information regarding your agency/organization. The last two pages are specific to transportation and access to services. If additional space is needed, please use additional pages.

Agency/Organization/Business Information

1. Agency / Organization / Business Name: __________________________________________
2. Street Address: __________________________________________
3. Mailing Address: __________________________________________
4. City, State, Zip Code: __________________________________________
5. Contact Person (Name & Title): __________________________________________
6. Contact Telephone #: __________________________________________
7. FAX Number: __________________________________________
8. E-Mail Address: __________________________________________
9. Is your agency:
   □ Public □ Private non-profit
   □ Private for-profit □ Other: ____________________________

10. List each county your agency serves: __________________________________________
11. If agency operates multiple sites, please give locations:
   __________________________________________
12. What types of services does your agency/org/bus provide?
   __________________________________________
13. Is it possible people cannot access your services due to lack of available transportation?
   □ Yes □ No
   If yes, please estimate number of people per year: ______
14. Does your agency serve people who are transportation disadvantaged? (Persons classified as “transportation disadvantaged” have personal limitations that may limit one’s ability or cause difficulty in getting to places they need or want to go.)
   □ Yes □ No
15. Do you serve people with the following disabilities? Please check all that apply:

<table>
<thead>
<tr>
<th>Personal Limitations</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cognitive</td>
<td>Person who has a cognitive impairment including, for example, Alzheimer’s, developmental disabilities, or other cognitive impairments</td>
</tr>
<tr>
<td>Dexterity</td>
<td>Person who has limited use of the hands, making it difficult to handle fares or operate switches, knobs, etc.</td>
</tr>
<tr>
<td>Endurance</td>
<td>Person who is frail or requires personal assistance including persons with weather sensitivities (heat or cold); may not be able to wait for long periods or travel long distances</td>
</tr>
<tr>
<td>Experience</td>
<td>Person who is not familiar with public transportation and/or the system</td>
</tr>
<tr>
<td>Hearing</td>
<td>Person who is hearing impaired including deaf and hard of hearing</td>
</tr>
<tr>
<td>Low income</td>
<td>Person who is low income</td>
</tr>
<tr>
<td>Language</td>
<td>Limited or no English proficiency; may include inability to read</td>
</tr>
<tr>
<td>Physical</td>
<td>Person who has physical disabilities especially related to ambulation</td>
</tr>
<tr>
<td>Vision</td>
<td>Person who is vision impaired including blind and low vision</td>
</tr>
</tbody>
</table>

**Vehicles:**

16. Does your agency/org/business staff use their own vehicles to transport people?

- [ ] Yes
- [x] No

17. Does your agency operate its own or leased vehicles to transport passengers?

- [ ] Yes
- [x] No

*If answer is NO skip to question 19.*
18. Please describe the vehicles used to provide transportation. Example 4 vans, three are 4/1 (4 passengers/1 wheelchair) and one is 6/0. See example below.

<table>
<thead>
<tr>
<th>Vehicle Type</th>
<th>Total Number of Vehicles</th>
<th>Total Ambulatory Capacity</th>
<th>Total Wheelchair/Scooter Capacity</th>
<th>Number of Vehicles Lift/Ramp Equipped</th>
</tr>
</thead>
<tbody>
<tr>
<td>Example (Vans)</td>
<td>4</td>
<td>18</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Sedans/Station Wagons</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vans/Minivans</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small Bus &lt; 10 pass.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medium Bus 11-20 pass</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Large Bus &gt; 20 pass</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Coordination** - A process through which representatives of different agencies and client groups work together to achieve any one or all of the following goals: more cost-effective service delivery; increased capacity to serve unmet needs; improved quality of service; and, services which are more easily understood and accessed by riders. Coordination can occur on many levels, examples include: informal information sharing; formal (written) coordination arrangements; the management of transportation services by one agency; or the consolidation of transportation services under one provider agency.

19. What issues, if any, have you encountered in coordinating or attempting to coordinate transportation (e.g. billing and payment, insurance, driver qualifications, etc.)?

________________________________________________________________________

20. In your opinion, what do you see as the greatest obstacle(s) to transit and human service transportation coordination in your service area?

________________________________________________________________________

21. In your opinion, what enhancements are most needed to improve the coordination of transportation in your service area? (e.g. agency collaboration, agency policies, funding, inter-agency agreements)

________________________________________________________________________

22. Is transportation a barrier or obstacle in accessing services for your clients/consumers? Please check all that apply and rank in priority, with 1 being highest priority.

<table>
<thead>
<tr>
<th>Priority</th>
</tr>
</thead>
<tbody>
<tr>
<td>No transportation services available</td>
</tr>
<tr>
<td>Existing transportation providers are too costly</td>
</tr>
<tr>
<td>Existing transportation services don’t operate the hours as when people need transportation</td>
</tr>
<tr>
<td>Existing transportation services don’t go to locations needed services are located</td>
</tr>
<tr>
<td>Please identify locations:</td>
</tr>
<tr>
<td>Other</td>
</tr>
<tr>
<td>Describe other:</td>
</tr>
</tbody>
</table>

Headwaters Regional Transit Coordination Plan 43
Transportation Services

23. What type(s) of transportation services does your agency offer or purchase? (List)
______________________________________________________________________________

24. What hours and days of the week does your agency provide or purchase transportation services?

<table>
<thead>
<tr>
<th>Day</th>
<th>Specify Hours:</th>
<th>Need Transportation Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tuesday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wednesday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Thursday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Friday</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Saturday</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

25. What are the special needs of your passengers? Check all that apply:
- Infants (car seat)
- Physical Disability
- Mental Impairments
- Interpreters
- Escorts/Personal Care Attendants
- Other (please identify) ___________________________________________________________________

26. Does your agency have paid or volunteer drivers?
- Paid Drivers □ Number of paid drivers ____________
- Volunteer Drivers □ Number of volunteer drivers ________________
- Where do you get your volunteer drivers? ________________________________________________

27. Approximately how many hours per month do your employees spend arranging rides for your clients / consumers / passengers?
If you answered “NO” to question 16 under “Vehicles”, skip to question 36 now.

28. Do you assist passengers to and from your vehicle(s)?
- □ Yes  □ No  □ Sometimes (please specify) ______________________________________

29. How far in advance must a passenger schedule their trip? ______________________________________

30. What are the eligibility requirements for using your agency’s transportation services and what is the process to be “qualified”? ______________________________________________

31. How many passenger trips do you provide per month? __________________________________________
- Passenger Trip - One person making a one-way trip from origin to destination. One round trip equals two passenger trips.

32. How many individual clients do you transport per month? ______________________________________

33. Approximately how many hours per month do your employees spend transporting passengers? ________________________________

34. About how many vehicle miles per month do you operate transporting passengers?

35. What is your agency’s transportation service strength? ______________________________________
Unmet Needs

36. Thinking of the clients or individuals your agency/organization represents, what transportation needs are not being met adequately? (Please be specific and include any special needs requirements, destinations, or social activities.)

________________________________________________________________________

37. Thinking of the clients or individuals your agency/organization provides transportation services to, what transportation needs are you aware that are not met adequately? Please be specific and include any special needs requirements, destinations or social activities.

________________________________________________________________________

38. What are the barriers / obstacles to meeting those needs? Why are these transportation services not being met?

________________________________________________________________________

39. Do you have any other information to share?

________________________________________________________________________

40. Using the map on the next page, please map out as closely as possible your agency’s service area.
Appendix VII. Funding Programs

The Federal Transit Administration (FTA) provides $286.4 billion in funding for federal surface transportation programs through FY 2009, including $52.6 billion for federal transit programs. This funding is subject to an annual appropriation by Congress. Several new programs have been created to facilitate enhanced coordination in Minnesota. The following are programs that are funded through SAFETEA-LU. Some of these programs may not be present within Region Two’s counties at the time of this document compilation, but may possibly be applicable to certain groups throughout the region.

<table>
<thead>
<tr>
<th>Program</th>
<th>Description</th>
<th>Funding Breakdown</th>
<th>Action/Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>5310 (Elderly Individuals and Individuals with Disabilities Program)</td>
<td>Provides funding through a formula program to increase mobility for the elderly, people with disabilities and special needs.</td>
<td>-80% federal funding -20% local match &amp; technical assistance provided by Mn/Dot</td>
<td>-yearly application process through Mn/Dot</td>
</tr>
<tr>
<td>5311</td>
<td>Provides capital and operating assistance for rural and small urban public transit systems.</td>
<td>-80% federal funding -20% local match &amp; technical assistance provided by Mn/Dot</td>
<td>-yearly application process through Mn/Dot</td>
</tr>
<tr>
<td>Job Access and Reverse Commute (JARC) (5316)</td>
<td>A grant program which is for the development of transportation services that are designed to transport welfare recipients and low income individuals to and from jobs.</td>
<td>-60% of funds go to designated recipients in areas with populations over 200,000 -20% of funds go to States for areas under 200,000 -20% of funds go to states for non-urbanized areas</td>
<td>-Grantees are selected upon a competitive process</td>
</tr>
<tr>
<td>New Freedom Initiative (5317)</td>
<td>A program designed to provide transportation service improvements and alternatives to public transit for people with disabilities above and beyond what is required by the Americans with Disabilities Act of 1990 (ADA).</td>
<td>-60% of funds go to designated recipients in areas with populations over 200,000 -20% of funds go to States for areas under 200,000 -20% of funds go to states for non-urbanized areas</td>
<td>-Grantees are selected upon a competitive process</td>
</tr>
</tbody>
</table>
Appendix VIII. Meetings and Memberships

TAC

During the beginning of January 2007, a Technical Advisory Committee was established in order to bring forth ideas and opinions from individuals that deal with different aspects of our focus groups.

Members of the Technical Advisory Committee consisted of:

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cindy Brugemann</td>
<td>Beltrami County Human Services</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Nancy Wendler</td>
<td>Lake of the Woods County Human Services</td>
<td>Lake of the Woods</td>
</tr>
<tr>
<td>Angel Normandon</td>
<td>Clearbrook Good Samaritan SNF - Clearbrook</td>
<td>Clearwater</td>
</tr>
<tr>
<td></td>
<td>Greensview Care Center SNF - Bagley</td>
<td></td>
</tr>
<tr>
<td>April Collman-Maddox</td>
<td>Bemidji Adult Day Services</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Leah Pigatti</td>
<td>Mahube Community Council, Inc.</td>
<td></td>
</tr>
<tr>
<td>Linda Bair</td>
<td>Hubbard County Transit</td>
<td>Hubbard</td>
</tr>
<tr>
<td>Greg Negard</td>
<td>Paul Bunyan Transit</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Michael Ness</td>
<td>Red Lake Transit</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Greg Liedl</td>
<td>Bemidji Public Schools, District 31</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Kent Ehrenstrom</td>
<td>Mn/DOT</td>
<td></td>
</tr>
</tbody>
</table>

The TAC met on two occasions at the Headwaters Regional Development Commission’s office to discuss different issues. Below is a table summarizing each meeting and what the topics of discussion were. Meeting agendas are provided in Appendix II and meeting notes are provided in Appendix III.

<table>
<thead>
<tr>
<th>Task</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>TAC meeting 1</td>
<td></td>
</tr>
<tr>
<td>• Plan workshop agenda</td>
<td>February 5, 2007</td>
</tr>
<tr>
<td>• Review potential workshop invitees</td>
<td></td>
</tr>
<tr>
<td>• Discuss survey results</td>
<td></td>
</tr>
<tr>
<td>• Discuss provider issues with transit coordination</td>
<td></td>
</tr>
<tr>
<td>TAC meeting 2</td>
<td></td>
</tr>
<tr>
<td>• Comments on minutes</td>
<td>March 19, 2007</td>
</tr>
<tr>
<td>• Discuss public meeting</td>
<td></td>
</tr>
<tr>
<td>• Discuss results of planning workshop/conference call</td>
<td></td>
</tr>
<tr>
<td>• Review and approve transit coordination draft</td>
<td></td>
</tr>
</tbody>
</table>
## Workshop

People present at the planning workshop were:

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melissa Barrus</td>
<td>Merit Care-Dialysis Unit</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Diane Boben</td>
<td>Beltrami County Human Services</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Cindy Bruggeman</td>
<td>Beltrami County Human Services</td>
<td>Beltrami</td>
</tr>
<tr>
<td>April Collman-Maddox</td>
<td>Bemidji Adult Day Services</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Kent Ehrenstrom</td>
<td>MN/Dot</td>
<td></td>
</tr>
<tr>
<td>Julie Harris</td>
<td>Beltrami County Veterans Services</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Sandy Hennum</td>
<td>Neilson Place</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Wanda Melgard</td>
<td>Rural MN CEP</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Darby Miller</td>
<td>Center of Human Environment</td>
<td>Mahnomen</td>
</tr>
<tr>
<td>Lucille Moe</td>
<td>Bi-County Community Action Program, Inc.</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Greg Negard</td>
<td>Paul Bunyan Transit</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Mike Ness</td>
<td>Red Lake Transit</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Matt Phelps</td>
<td>Northwoods Interfaith Volunteer Caregivers</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Ruth Sherman</td>
<td>Council of Nonprofits</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Missy Thomas</td>
<td>Northwoods Interfaith Volunteer Caregivers</td>
<td>Beltrami</td>
</tr>
<tr>
<td>Robin Wold</td>
<td>Hope House</td>
<td>Beltrami</td>
</tr>
</tbody>
</table>

People present during the planning conference call were:

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
<th>County</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ed Ranson</td>
<td>Hubbard County DAC</td>
<td>Hubbard</td>
</tr>
<tr>
<td>Linda Hanson</td>
<td>Hubbard County DAC</td>
<td>Hubbard</td>
</tr>
<tr>
<td>Steve Butler</td>
<td>FAR North Public Transit</td>
<td>Lake of the Woods</td>
</tr>
<tr>
<td>Rick Rone</td>
<td>Lake of the Woods Veteran’s Services</td>
<td>Lake of the Woods</td>
</tr>
<tr>
<td>Mike Frisch</td>
<td>Tri-Valley</td>
<td></td>
</tr>
<tr>
<td>Cleo Hartung</td>
<td>Adult Day Services</td>
<td>Hubbard</td>
</tr>
<tr>
<td>Chris Persons</td>
<td>Disability Linkage Line</td>
<td></td>
</tr>
</tbody>
</table>
Public Involvement & Input Meeting

A public meeting was held on Monday, March 26, 2007 from 5 PM - 6 PM at the Lakeside Service Center in Bemidji. Public announcements were printed in newspapers throughout the Headwaters region two weeks in advance. Private invitations were also sent to everyone who was invited to the planning workshop. Greg Negard from Paul Bunyan Transit and Michael Ness from Red Lake Transit attended the public meeting. Neither had any comments on the final draft of the coordination plan.
Appendix IX. Focus Groups Results

The HRDC scheduled a planning workshop for Thursday, March 1, 2007. Due to inclement weather, the majority of those in attendance were from the Bemidji area. The HRDC wanted to get input from others throughout the greater part of our region, thus a conference call was held a week later. As is reflected in the below results, the planning workshop and the conference call differed in the direction of the input substantially. During the planning workshop and the planning conference call, participants were asked to answer three questions in regards to three different focus groups. The three focus groups were persons with disabilities, elderly persons, and persons with limited incomes. Participants were asked:

- What transportation needs are not met adequately?
- What are the barriers to meeting those needs?
- What current coordination efforts seem to be working well?

The results from the planning workshop are explored here first, with the conference call results explored thereafter. As is reflected below, some preliminary coordination efforts stemmed from our planning conference call.

Planning Workshop Results:

**Elderly:**

**Needs:**
- Need for transportation to social events
- High volume of transportation needs to the hospital and clinic

**Barriers:**
- Lack of knowledge of the services that are out there (isolated people)
- Most health care facilities don’t assist with transportation needs, i.e. providing rides, coordinating rides
- No coordination of volunteer drivers--multiple riders in different vehicles going to the same location
- Families don’t want to get involved

**People with Limited Income:**

**Needs:**
- Need for transit service at night, on weekends and during the evening
- Can’t get to work because of current transit service hours
- Transportation is not available in rural areas where low income people can afford housing

**Barriers:**
- There is a stigma associated with riding the bus which prevents people from using this service
• Cost to ride bus can get expensive

**People with Disabilities:**

**Needs:**
• Flexibility of ride scheduling…people often have long waits between the end of the appointment and the next available ride
• No after 5 service, no weekend or evening service
• Need for coordination with medical services schedule, i.e. dialysis

**Barriers:**
• Not enough spaces in vans/buses to accommodate wheelchairs

**Outside these focus groups:**

**Needs:**
• Children need transportation to after-school and summer activities

**Barriers:**
• Last minute needs--schedules change and then transportation is not available
• Not enough buses
• Rules of funding agency (ies)
• Cost of gas to fuel buses and operations
• Bus cannot guarantee getting to work or appointments on time

**Current Efforts to Address Gaps:**
• Carpooling
• Social workers will transport clients given no other choice
• Purchasing bus passes for MFIP clients

**Planning Conference Call Results:**

**Elderly:**

**Needs:**
• In Lake of the Woods County it is difficult to transport people that live out of town, as a result, people sometimes have to move into town simply to get transportation
• Needs for service on weekends and evenings
• People can’t drive for various reasons and it is often hard to accommodate them

**Barriers:**
• Frailty--getting in and out of certain vehicles
• Elderly people want to be independent and are scared to call for transportation
• Sometimes transportation can get cost prohibitive
• We need to educate people that it’s okay to call the bus and ask for help
• Elderly do not like to ask for help

**People with Limited Income:**

**Barriers:**
• Fee structure to ride bus gives price rate break to seniors but not to general population who are disabled or have low-income
• Rides are often too costly
• Cost to ride can be prohibitive

**People with Disabilities:**

**Needs:**
• There is no service for handicapped persons outside of Baudette
• Chris Persons has lots of calls from disabled people needing to get to the Cities who need to pay for the private drivers out of the SSI checks-Chris can get help for clients in Minneapolis but cannot get help to get the clients down there
• Communities need transportation to get disabled people to and from work
• Ed Ranson feels that people from the DAC with cognitive disabilities are having their needs well met, but Ed suspects that the general public with physical disabilities are not having their needs met
• Cleo Hartung states that out of town transportation in Hubbard County is very limited and people have to rely on volunteers, families, and/or friends

**Barriers:**
• Fixed route vs. dial-a-ride route
• Number of vehicles that MN/DoT allows on the road--MN/DoT gives people a bus and pays no attention to previous efforts to coordinate. This promotes inefficiencies and a lack of coordination
• Insurance companies sometimes say “no” to certain riders
• Turf issues
• MN/DoT does not provide funding for smaller vans
• Public transit cannot buy smaller vans

**Outside these focus groups:**

**Needs:**
• Northwest Angle in Lake of the Woods County has no transit service

**Current Efforts to Address Gaps:**
• Steve Butler gives bus passes in Roseau County but not in Lake of the Woods County…it has been very successful in Roseau County
• Tri-Valley gives bus passes to Workforce Centers, social services, and homeless shelters for one time rides
• Some transit providers donate bus passes for homeless, etc.
• Ed also states that the hospital provides good transportation for patients to Fargo, etc.

**Preliminary Coordination Efforts:**
• Mike Frisch from Tri-Valley offered to coordinate with Steve Butler on the people located outside the city limits of Baudette
• Mike Frisch offered to coordinate with Chris as they have MANY volunteer drivers taking people to the Twin Cities