Public Transportation—Human Services Coordination Plan

By: Region Five Development Commission

For the Counties of: Cass, Crow Wing, Morrison, Todd and Wadena
Acknowledgements

The Communities, Organization and Associations within the counties of: Cass, Crow Wing, Morrison, Todd and Wadena

TAC Members
Pam Jenson – Wadena County Social Services
Tom Jay – Brainerd/Crow Wing Public Transit
Jon Knopik – Central Minnesota Council of Aging
Cindy Swenson – Lakewood Health Systems
Sylvia Silvers – Wadena County DAC
Shirley Nelson – Williams – Minnesota Department of Human Services
Linda Elfstrand – MORRTRANS
Dale Parks – Crow Wing County Social Services
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Region Five

Brenton Holper, Regional Planner II
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611 Iowa Ave NE
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REGION FIVE DEVELOPMENT COMMISSION

A RESOLUTION TO APPROVE THE PUBLIC TRANSPORTATION – HUMAN SERVICES CORDINATION PLAN

WHEREAS, the Region Five Development Commission is participating in a public transportation and human services coordination planning process as established under the Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A Legacy of Users [SAFETEA-LU]; and

WHEREAS, the Region Five Development Commission entered into a contract with the Minnesota Department of Transportation on June 1, 2006 to develop a regional coordination plan for transportation service according to the scope of work outlined in the grant contract by December 31, 2006; and

WHEREAS, Region Five staff developed a Technical Advisory Committee [TAC] made up of area transportation providers and experts to guide the planning process; and

WHEREAS, the plan is a record of the current resources available, transportation needs and conditions, and assessment of gaps and duplication of services; and

WHEREAS, the plan outlines goals, objectives and actions as identified by the TAC; and

WHEREAS, the plan has been reviewed by the TAC, the public, staff and members of this Commission.

THEREFORE BE IT RESOLVED, that the Region Five Public Transportation – Human Services Plan is approved in its entirety, and the Region Five Development Commission will support the efforts of transportation entities in the Region as they implement the action plan and secure necessary funding for implementation actions.

Motion by Regional Commissioner ____________________________________________

Second by Regional Commissioner ____________________________________________

to adopt Resolution # _____was passed on this _14th_ day of _December_, 2006.

__________________________________________
Gene Young, Chairperson
Region Five Development Commission
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Part One: Introduction and Background

1.0 Introduction

On a federal level, transportation coordination has made great strides within publicly funded transportation services for people with disabilities, clients of human services agencies, low income individuals and families, the elderly and others who can be described as to be transportation disadvantaged.

In August of 2005, Congress passed SAFETEA-LU (Safe, Accountable, Flexible, Efficient, and Transportation Equity Act: A legacy of Users). SAFETEA-LU is a program which provides funding for many aspects of government related to transportation, one of which is public transportation. Specific programs as part of this act that are affected include: 5310, 5311, JARC (5316), and the New Freedom Initiative (5317). As part of fulfilling a requirement in order to receive funding for the fiscal years of 2007 - 2009, this “Public Transit – Human Services Coordination Plan” must be completed. This plan addresses concerns for a five county region consisting of: Cass, Crow Wing, Morrison, Todd and Wadena counties.

Guidelines for this plan were established by Minnesota’s Department of Transportation (Mn/Dot) Office of Transit and the Department of Human Services (DHS) Aging Division. Region Five Development Commission (R5DC) is a Regional Development Commission (RDC) serving the North Central Minnesota counties of: Cass, Crow Wing, Morrison, Todd and Wadena. R5DC was retained by Mn/DOT to conduct the facilitation of the public involvement process and to construct the Public Transportation – Human Services Coordination Plan. The focus area of this plan is meant for the Region Five counties, but is also to be consistent with the other regional plans for the Public Transportation-Human Services Coordination Plan.

The Public Transportation – Human Services Coordination Plan is one of many plans completed on behalf of RDC’s throughout the State of Minnesota. The goals of this plan are:

- To identify public transportation providers within the Region Five counties
- Identify gaps within the service that is being provided to date
- Provide the region a comprehensive listing of transportation priority listings
- To begin the framework for the future of the coordination of public transportation and human services.
- Inventory the current transportation resources available within the region
2.0 Executive Summary

This plan was developed with the assistance of the Technical Advisory Committee (TAC) and the general public which choose to participate in this process. The public was encouraged to participate by open invitations through; newspaper postings, website postings on www.regionfive.org, mailed out invites to many organizations, and word of mouth. The opportunities for the public to participate included participation in: completing the questionnaire (shown in Appendix V), attendance at the public workshop, and attendance at the public meeting. With the assistance of Mn/Dot & the TAC, Region Five Development Commission provided technical assistance for the completion of this plan.

Region Five is located in North Central Minnesota. The region encompasses the counties of: Cass, Crow Wing, Morrison, Todd and Wadena Counties. With limited transportation opportunities available for the public within these counties, providers are attempted to be identified within this plan. Some varieties of transportation apparent within the Region Five area are: local taxi services, Dial a Ride Transportation (DRT), and volunteer driver programs.

The goals of this plan are to encourage the public to participate; provide an inventory of current resources available, assess transportation needs and conditions, determine where gaps and duplication of services are exists, and provide a listing of possible projects that the region would like to see happen in regards to public transportation.

A final copy of this plan is available online at www.regionfive.org.
3.0 Demographics of the Region

There is approximately 9,000 miles of roads within Region Five’s area, as for this may bring forward the concern of public transportation. The combined total population of the five counties is approximately 152,000 people, with nearly 74,000 individuals in the workforce (according to the 2000 US census). The number of families and individuals below the poverty level within these counties is slightly above the national average, but being within one percent for both. The table below indicates the total population of each county in Region Five along with the total percent of individuals within the county living at or below poverty.

<table>
<thead>
<tr>
<th>County</th>
<th>Total Population</th>
<th>Percent of overall R5DC population</th>
<th>% of Population living in Poverty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cass</td>
<td>27,150</td>
<td>17.9 %</td>
<td>13.6 %</td>
</tr>
<tr>
<td>Crow Wing</td>
<td>55,099</td>
<td>36.2 %</td>
<td>9.8 %</td>
</tr>
<tr>
<td>Morrison</td>
<td>31,712</td>
<td>20.8 %</td>
<td>11.1 %</td>
</tr>
<tr>
<td>Todd</td>
<td>24,426</td>
<td>16.1 %</td>
<td>12.9 %</td>
</tr>
<tr>
<td>Wadena</td>
<td>13,713</td>
<td>9.0 %</td>
<td>14.1 %</td>
</tr>
<tr>
<td>Total Population</td>
<td>152,100</td>
<td>100%</td>
<td>11.6 %</td>
</tr>
</tbody>
</table>

Source: [www.factfinder.census.gov](http://www.factfinder.census.gov)

The table below shows the overall population distribution of different age groups within the Region Five area.

<table>
<thead>
<tr>
<th>County</th>
<th>Under 19 years</th>
<th>20 to 34 years</th>
<th>35 to 54 years</th>
<th>55 to 64 years</th>
<th>65 years and older</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cass</td>
<td>7,380</td>
<td>3,436</td>
<td>7,707</td>
<td>3,728</td>
<td>4,899</td>
</tr>
<tr>
<td>Crow Wing</td>
<td>15,281</td>
<td>8,724</td>
<td>15,716</td>
<td>5,968</td>
<td>9,410</td>
</tr>
<tr>
<td>Morrison</td>
<td>9,812</td>
<td>5,144</td>
<td>8,977</td>
<td>2,825</td>
<td>4,954</td>
</tr>
<tr>
<td>Todd</td>
<td>7,499</td>
<td>3,494</td>
<td>6,974</td>
<td>2,520</td>
<td>3,939</td>
</tr>
<tr>
<td>Wadena</td>
<td>3,941</td>
<td>2,014</td>
<td>3,656</td>
<td>1,375</td>
<td>2,727</td>
</tr>
<tr>
<td>Total</td>
<td>43,913</td>
<td>22,812</td>
<td>43,030</td>
<td>16,416</td>
<td>25,929</td>
</tr>
</tbody>
</table>

Source: [www.factfinder.census.gov](http://www.factfinder.census.gov)
## 4.0 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 Five’s counties at the time of this document being compiled, 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 matching &amp; technical assistance provided by Mn/Dot</td>
<td>- yearly application process through Mn/Dot</td>
</tr>
<tr>
<td>5311 (Public Provider)</td>
<td>Provides capital and operating assistance for rural and small urban public transit systems.</td>
<td>-80% federal funding - 20% local matching &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>- 50% 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 application 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>- 50% 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 application process.</td>
</tr>
</tbody>
</table>
5.0 Focus Groups

There are three main groups and one general group that are to be focused within this plan. The main focus groups consist of: the disabled, elderly, and low income individuals and communities. The overall primary group that is focused on within this plan though is the general public, which may use public transportation for one or many reasons.

5.1 Disabled

This population consists of individuals who are physically and/or mentally impaired to the degree which limits daily activities of life. Typically these individuals use public transportation due to the limitations of their disability.

5.2 Elderly

This population is typically considered to be the age group of 62 years or older. This is a primary user group of public transportation due to limited incomes, health limitations and the amount of transportation on their own may not be economically feasible for them to have their own means of transportation such as owning a vehicle. This group is also a concern to public transportation providers due to the fact that the amount of people that are considered to be elderly is rapidly growing each day due to the baby boomer population reaching this age group. This group is also a concern due to the baby boomer generation moving to the Region Five area after their retirements is likely.

5.3 Low Income

Low income individuals vary in backgrounds and characteristics. Typically these individuals use public transportation due to the costs associated with owning a vehicle are higher than on can comfortably afford. This is also a factor in the Region Five area since as shown earlier in this plan; three counties have poverty levels above the national average of 12.1% (according to the 2000 US Census). Also, all of the counties within the Region Five area have significantly higher poverty levels than that of the state average.
6.0 *Meetings and Memberships*

6.1 TAC

During the begging of July 2006, 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>Pam Jenson</td>
<td>Wadena County Social Services</td>
<td>Wadena</td>
</tr>
<tr>
<td>Frank Sandelin</td>
<td>Todd County Social Services</td>
<td>Todd</td>
</tr>
<tr>
<td>Laurie Bach</td>
<td>Lakewood Health System</td>
<td>Todd</td>
</tr>
<tr>
<td>Tom Jay</td>
<td>Brainerd/Crow Wing Public Transit</td>
<td>Crow Wing</td>
</tr>
<tr>
<td>Sue Siemers</td>
<td>Mn/DOT</td>
<td>None, (project manager)</td>
</tr>
<tr>
<td>Jon Knopik</td>
<td>Central Minnesota Council of Aging</td>
<td>Cass, Crow Wing, Morrison, Todd, &amp; Wadena</td>
</tr>
<tr>
<td>Cindy Swenson</td>
<td>Lakewood Health Systems</td>
<td>Todd</td>
</tr>
<tr>
<td>Slyvia Silvers</td>
<td>Wadena County DAC</td>
<td>Wadena</td>
</tr>
<tr>
<td>Shirley Nelson-Williams</td>
<td>Minnesota Department of Human Services</td>
<td>Crow Wing</td>
</tr>
<tr>
<td>Paul Bukovich</td>
<td>Morrison County Social Services</td>
<td>Morrison</td>
</tr>
<tr>
<td>Linda Elfstrand</td>
<td>MorrTrans</td>
<td>Morrison</td>
</tr>
<tr>
<td>Dale Parks</td>
<td>Crow Wing County Social Services</td>
<td>Crow Wing</td>
</tr>
<tr>
<td>Craig Nathan</td>
<td>Minnesota Workforce Center</td>
<td>Cass, Crow Wing</td>
</tr>
</tbody>
</table>
The TAC met on three occasions at the R5DC 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 III and meeting notes are provided in Appendix IV.

<table>
<thead>
<tr>
<th>TAC meeting 1</th>
<th>Task</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Educate TAC about project, goals &amp; expectations</td>
<td>July 26\textsuperscript{th}, 2006</td>
</tr>
<tr>
<td></td>
<td>• Develop a project timeline</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Establish a stakeholder listing</td>
<td></td>
</tr>
<tr>
<td>TAC meeting 2</td>
<td>• Assessment of transportation within the region, by using the \textit{Framework for Action packet}</td>
<td>August 23\textsuperscript{rd}, 2006</td>
</tr>
<tr>
<td>TAC meeting 3</td>
<td>• Review material gathered from the public workshop</td>
<td>October 10\textsuperscript{th}, 2006</td>
</tr>
<tr>
<td></td>
<td>• Develop strategies and actions for the region</td>
<td></td>
</tr>
</tbody>
</table>
6.2 Workshop

A half day workshop was held on Thursday September 21st, 2006 at Pine Ridge Golf Course located in Motley, MN. The purpose of the half day workshop was to give the public and stakeholders a chance to learn about the plan and intentions, while also giving their input on different aspects involved within the plan while it is still in development.

In order to increase the awareness of this plan to key stakeholders, approximately 500 invites were mailed for this public workshop. These parties included but were not limited to: 5310 providers, 5311 providers, school districts, nursing homes, assisted living centers, other transportation providers, and local politicians. The invite was also available in .PDF format which the TAC was asked to forward on and an invite was posted on the R5DC website for all that were interested in attending.

The workshop had a total attendance of 15 individuals from various backgrounds and interests. The table below shows attendance and affiliations of individuals attending the workshop.

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brenton Holper (facilitator)</td>
<td>Region Five Development Commission</td>
</tr>
<tr>
<td>Chris Etzler (facilitator)</td>
<td>Region Five Development Commission</td>
</tr>
<tr>
<td>Gerry Weiss (Mn/Dot presenter)</td>
<td>Mn/Dot</td>
</tr>
<tr>
<td>Sue Siemers</td>
<td>Mn/Dot</td>
</tr>
<tr>
<td>Tom Wenzel</td>
<td>Morrison County Commissioner &amp; Region Five</td>
</tr>
<tr>
<td>Alan Perish</td>
<td>Todd County Twp’s &amp; Region Five</td>
</tr>
<tr>
<td>Tom Jay</td>
<td>Brainerd &amp; Crow Wing Transit</td>
</tr>
<tr>
<td>Cindy Swenson</td>
<td>Lakewood Health System</td>
</tr>
<tr>
<td>Lee Shade</td>
<td>Sylvan Township</td>
</tr>
<tr>
<td>Virginia Rollins</td>
<td>Lakewood Health System</td>
</tr>
<tr>
<td>Jon Knopik</td>
<td>Central Minnesota Council on Aging</td>
</tr>
<tr>
<td>Mary Koep</td>
<td>Brainerd Transit Committee</td>
</tr>
<tr>
<td>Dale Parks</td>
<td>Crow Wing County Social Services</td>
</tr>
<tr>
<td>Sylvia Silvers</td>
<td>Wadena County DAC</td>
</tr>
</tbody>
</table>
6.3 Public Involvement Input & Public Meeting

A public meeting was held on Tuesday November 14th, 2006 from 4pm to 6pm at the Brainerd Public Library. This meeting was held to give the general public an opportunity to comment on the plan and suggest possible changes as needed. Any suggestions given during this time period were taken into account and looked into further for changes to the final plan.

Many ideas during this meeting were brought forward including the development of a possible projects section and a third mailing of surveys to encourage organizations to participate in this plan were suggested to take place. The projects section of this plan is to identify possible projects that different organizations suggested as beneficial for the region.

Minor changes were also made to the overall structure of this plan and recommendations for the expansion of some sections of information were made during this meeting.
Part Two: Available Services Information

7.0 Assessment of Current Conditions & Needs

As of October 2006, the Region Five area had five 5310 providers (with one more organization seeking 5310 status) and four 5311 providers. The five 5310 providers within this region are: Bay Lake Area Lions Club, Employment Enterprises Inc., Greenwood Connections, Lakewood Health Systems, and Wadena County DAC Inc.. During the development of this plan, the Leech Lake Band of Ojibwe was seeking 5310 status (within the rest of this plan they will be included within the 5310 providers section). The 5311 providers consist of: Brainerd/Crow Wing Transit, Friendly Rider, MORRTRANS and Pine River Ride with Us Bus. Of the counties within Region Five, only Todd currently does not operate or have a 5311 organization operating a general transportation system within the county boundaries.

There are many other transportation service providers that have been identified, but these apply to only very specific groups e.g. school bus companies, charter bus services, hospital transportation, churches, social services, nursing homes and assisted living centers. The following listing shows a listing of identified organizations that transport either clients or the general public.

- Woodland Good Samaritan Village (cliental)
- Heritage House of Pequot Lakes (cliental)
- Horizon Health Faith in Action (cliental)
- Horizon Health (cliental)
- Morrison County Social Services (cliental)
- Wadena County Social Services (general public)
- Long Prairie Memorial (public, must meet income guidelines or source)
- Faith Lutheran Church in Staples (general public through volunteers)
- Quality Enterprises
- Riverside Villa Senior Apartments (cliental)
7.1 Available Services

The following is a brief biography about each service provider for the Region Five area that fall under the 5310 and 5311 transportation programs.

7.1.1 5310 Providers

For a definition of about this type provider, please refer to the Abbreviations, Acronyms, and Definitions section of this plan.

7.1.1. A. Wadena County DAC, INC

Wadena County DAC is a Day Training and Habilitation (DT&H) program licensed through the Minnesota Department of Human Services. They provide services to 52 adults with disabilities, offering vocational training, personal care, community integration and social activities.

As of the fall of 2006 they owned seven buses and one car. Of the vehicles owns by Wadena County DAC, Inc., four buses and the car are used for daily routes. Each bus is capable in transporting at least two individuals in wheelchairs and one of the buses being capable in transporting nine individuals in wheelchairs. The general riders are picked up both in rural and urban environments, traveling approximately 9,500 miles per month.

7.1.1. B. Employment Enterprises

Employment Enterprises Inc. (E.E.I.) is a Day Habilitation Program providing employment and training to persons with developmental disabilities living in Morrison County. They operate a fleet of five, fifteen passenger vans, one mini van, two handicap accessible passenger vans, and two twelve passenger busses. One of the twelve passenger busses is a 5310 vehicle which only operates within the city limits of Little Falls. The organization services all of Morrison County. As of December 2006 they assist 58 people, 235 days per year.

7.1.1. C. Greenwood Connections

Greenwood Connections is an assisted living center which provides transportation with one 5310 bus for their clients who are senior citizens.
7.1.1. D.  **Lakewood Health Systems**

Lakewood Health Systems (LHS) is the main hospital serving the Staples – Motley area and beyond. LHS currently is a 5310 provider, transporting individuals to and from any medical facilities for appointments within the region. Of all of the 5310 and 5311 providers within the region, LHS is the only provider that serves all five counties. LHS currently operates three vehicles with two being handicap accessible.

7.1.1. E.  **Bay Lake Area Lions Club**

The Bay Lake Area Lions Club covers an area spanning the boundaries of Crow Wing County. They provide transportation for handicap individuals and senior citizens free of charge. This program is operated by nine volunteers and the use of one bus, providing approximately 125 passenger trips per month.

7.1.1. F.  **Leech Lake Health Division**

The Leech Lake Health Division is currently in the process of applying for funds for a 5310 vehicle. Currently the Leech Lake Band of Ojibwe does not have a public transportation system. The 5310 vehicle would service a 1,050 square mile area covering sections of Itasca, Hubbard, Beltrami, and a large portion of Cass County.
7.1.2  5311
For a definition about this type provider, please refer to the Abbreviations, Acronyms, and Definitions section.

7.1.2. A.  Brainerd & Crow Wing Public Transit
Brainerd & Crow Wing Public Transit is a small urban public transit system, which operates 8 small buses within the City of Brainerd. Brainerd & Crow Wing Public Transit provides dial-a-ride service on weekdays from 7:15 A.M. to 4:30 P.M. A mayoral appointed Transportation Committee makes policy and budget decisions. The City Council has final budget approval, and the City Engineer is the administrator of the bus service. The service for Brainerd & Crow Wing Public Transit is broken down as shown below:

<table>
<thead>
<tr>
<th></th>
<th># of vehicles servicing the area</th>
<th>Days of Operation</th>
<th>Hours of Operation</th>
<th>Fares</th>
<th>Approximate number of passengers per year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crow Wing County</td>
<td>3</td>
<td>Monday – Friday</td>
<td>7:15 AM to 4:30 PM</td>
<td>$2.00 each way</td>
<td>20,000</td>
</tr>
<tr>
<td>City of Brainerd</td>
<td>4</td>
<td>Monday – Friday</td>
<td>7:15 AM to 4:30 PM</td>
<td>$2.00 each way, $1.00 each way if trip origin and destination is Brainerd</td>
<td>55,000</td>
</tr>
<tr>
<td>City of Baxter</td>
<td>1</td>
<td>Monday, Tuesday, and Thursday</td>
<td>7:15 AM to 4:30 PM</td>
<td>$2.00 each way</td>
<td>10,000</td>
</tr>
</tbody>
</table>

7.1.2. B.  Pine River Ride with US Bus
The Pine River bus is a rural public transit system, which operates one small bus that serves the transit dependant residents within the City of Pine River. The transit system is owned and operated by the City or Pine River. The hours of operation are Monday through Friday 8:45 A.M. to 4:15 P.M. (except on holidays). Pine River Ride with Us Bus travels up to 3 miles outside of the city limits and the rates are shown in the table below. *Note, each additional stop is $0.75
<table>
<thead>
<tr>
<th>Days of Operation</th>
<th>Hours of Operation</th>
<th>Cost One Way</th>
<th>Cost Two Way</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Town</td>
<td>Monday - Friday</td>
<td>8:45 A.M. to 4:15 P.M</td>
<td>$1.00</td>
</tr>
<tr>
<td>Town limit – 1 mile</td>
<td>Monday - Friday</td>
<td>8:45 A.M. to 4:15 P.M</td>
<td>$1.25</td>
</tr>
<tr>
<td>1 mile to 2 miles</td>
<td>Monday - Friday</td>
<td>8:45 A.M. to 4:15 P.M</td>
<td>$1.50</td>
</tr>
<tr>
<td>2 miles to 3 miles</td>
<td>Monday – Friday</td>
<td>8:45 A.M. to 4:15 P.M</td>
<td>$1.75</td>
</tr>
</tbody>
</table>

### 7.1.2. C. Friendly Rider

The Friendly Rider bus is a rural public transit system, which operates three class 400 (medium) size buses. The service area of Friendly Rider is Wadena County. The buses operate on a route deviation and dial-a-ride basis. Friendly Rider’s services hours are: Monday through Friday from 7:15 A.M. to 4:45 P.M and Sundays from 8 A.M. to 12 P.M. Friendly Rider fares are: 0-2 miles $1.00, 2-9 miles $2.00, and over 9 miles $3.00. There are also student and senior passes available for $25.00 which enables one to have unlimited rides for 30 days. Family passes are available for unlimited rides for 30 days. In 2005, Friendly Rider transported almost 30,000 people.

<table>
<thead>
<tr>
<th>Days of Operation</th>
<th>Hours of Operation</th>
<th>Fares</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-2 miles</td>
<td>Monday - Friday</td>
<td>7:15 AM to 4:45 PM</td>
</tr>
<tr>
<td>Over 2 and under 9 miles</td>
<td>Monday – Friday</td>
<td>7:15 AM to 4:45 PM</td>
</tr>
<tr>
<td>Over 9 miles</td>
<td>Monday - Friday</td>
<td>7:15 AM to 4:45 PM</td>
</tr>
</tbody>
</table>

### 7.1.2. D. MORRTRANS

MORRTRANS is a section of Tri-Cap. MORRTRANS is a rural public transit system, which operates 4 class 400 (medium) buses within Morrison County. Tri-CAP owns a total of 13 buses, in which the remaining 9 buses operate within Benton and Stearns Counties. Of the Morrison County buses, 3 are in regular service while one remains a back-up vehicle. The operation hours for MORRTRANS are Monday through Friday 7:30 A.M. to 4:45 P.M. for the Little Falls route. A listing of hours of operation for all of Morrison County by MORRTRANS can be found in the appendix; section VI. Fares vary depending on destination, but for the Little Falls route the fare is $1.00 each way. MORRTRANS transports approximately 23,000 tips one way annually, of these trips 19,000 are in the city of Little Falls.
8.0 5310 Service Areas Map

This map shows the serviced area covered by 5311 providers within the Region Five area as of December 2006.

These data are provided "as is" without guarantee or warranty, implied or expressed as to their accuracy and fitness for any particular purpose.

Region Five Development Commission 611 Iowa Ave NE Staples, MN 56479 www.regionfive.org 11-14-2006
9.0 5311 Service Areas Map

This map shows the serviced area covered by 5311 providers within the Region Five area as of December 2006.

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Region Five Development Commission
611 Iowa Ave NE Staples, MN 56479
www.regionfive.org
11-14-2006
10.0 Level of Services Analysis

The Level of Service Analysis is based off of the following information given to R5DC from Mn/Dot. The LOS measures used for the demand response service analysis are listed below:

10.1 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 measure 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 5 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>Hours Per Day</th>
<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>
<td></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>
<td></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 6</td>
<td>LOS 7</td>
<td>LOS 8</td>
<td></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>
<td></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>
<td></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.
10.2 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; similar to exclusive-ride taxi service</td>
</tr>
<tr>
<td>2</td>
<td>More than ½ hour, 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>
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>Bay Lake Area Lions Club</td>
<td>LOS 5</td>
<td>LOS 5</td>
<td>1 bus (class 300)</td>
<td>1</td>
</tr>
<tr>
<td>Employment Enterprises</td>
<td>LOS 5</td>
<td>Cliental only</td>
<td>2 buses (class 400)</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>5-15 passenger vans</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1 mini van</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2 handicap accessible vans</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2-12 passenger buses</td>
<td></td>
</tr>
<tr>
<td>Greenwood Connections</td>
<td>LOS 8</td>
<td>LOS 8</td>
<td>1 bus (class 400)</td>
<td>1</td>
</tr>
<tr>
<td>Lakewood Health Systems</td>
<td>LOS 5</td>
<td>LOS 5</td>
<td>1 bus (class 400)</td>
<td>1</td>
</tr>
<tr>
<td>Leech Lake Band of Ojibwe</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Wadena County DAC, Inc.</td>
<td>LOS 5</td>
<td>Cliental only</td>
<td>4 buses (3 – class 400)</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(1 – class 500)</td>
<td></td>
</tr>
</tbody>
</table>

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>Brainerd / Crow Wing Transit</td>
<td>LOS 4</td>
<td>LOS 4</td>
<td>8 buses</td>
<td>8</td>
</tr>
<tr>
<td>Friendly Rider</td>
<td>LOS 2</td>
<td>LOS 4</td>
<td>3 buses</td>
<td>3</td>
</tr>
<tr>
<td>Pine River Ride With Us Bus</td>
<td>LOS 5</td>
<td>LOS 3</td>
<td>1 bus</td>
<td>1</td>
</tr>
<tr>
<td>MORRTRANS (Little Falls)</td>
<td>LOS 4</td>
<td>LOS 3</td>
<td>1 bus</td>
<td>1</td>
</tr>
<tr>
<td>MORRTRANS (county wide)</td>
<td>LOS 5</td>
<td>LOS 6</td>
<td>3 buses (including the Little Falls bus)</td>
<td>3</td>
</tr>
</tbody>
</table>
The following table shows the level of services available for the remaining organizations that indicated through the provider questionnaire that they provide some sort of transportation.

<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>Woodland Good Samaritan Village</td>
<td>LOS 8</td>
<td>Cliental only</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Heritage House of Pequot Lakes</td>
<td>LOS 6</td>
<td>LOS 6</td>
<td>2 vans</td>
<td>2</td>
</tr>
<tr>
<td>Horizon Health Faith in Action</td>
<td>LOS 8</td>
<td>Cliental only</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Horizon Health</td>
<td>LOS 8</td>
<td>Cliental only</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Morrison County Social Services</td>
<td>LOS 3</td>
<td>LOS 5 (cliental only)</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Wadena County Social Services</td>
<td>LOS 4</td>
<td>LOS 4</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Long Prairie Memorial</td>
<td>LOS 4</td>
<td>LOS 6</td>
<td>3</td>
<td>3</td>
</tr>
<tr>
<td>Faith Lutheran Church</td>
<td>LOS 7</td>
<td>LOS 8</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Quality Enterprises</td>
<td>N/A</td>
<td>N/A</td>
<td>14</td>
<td>4</td>
</tr>
<tr>
<td>Riverside Villa Senior Apartments</td>
<td>LOS 5</td>
<td>LOS 6</td>
<td>1</td>
<td>1</td>
</tr>
</tbody>
</table>
The following table indicates possible solutions on how each organization can increase their LOS rating.

<table>
<thead>
<tr>
<th>Organization</th>
<th>LOS Ratings</th>
<th>Suggestions to receive a higher Operation LOS rating</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bay Lake Area Lions Club</td>
<td>LOS 5 / LOS 5</td>
<td>Provide approximately 3 more hours of service sun-sat</td>
</tr>
<tr>
<td>Employment Enterprises</td>
<td>LOS 5 / LOS N/A</td>
<td>Provide 9 hours or more mon-fri transportation</td>
</tr>
<tr>
<td>Greenwood Connections</td>
<td>LOS 8 / LOS 8</td>
<td>Provide at least 2 days of less than 4 hour service or else provide one day of service with at least 4 hours</td>
</tr>
<tr>
<td>Lakewood Health Systems</td>
<td>LOS 5 / LOS 5</td>
<td>Provide at least ½ hour more hour of service a day</td>
</tr>
<tr>
<td>Leech Lake Band of Ojibwe</td>
<td>LOS N/A / LOS N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Wadena County DAC, Inc.</td>
<td>LOS 5 / LOS N/A</td>
<td>Provide at least one more hour of service a day</td>
</tr>
<tr>
<td>Brainerd / Crow Wing Transit</td>
<td>LOS 4 / LOS 4</td>
<td>Provide weekend service (at least one day) or provide 3 hours more of mon-fri service</td>
</tr>
<tr>
<td>Friendly Rider</td>
<td>LOS 3 / LOS 4</td>
<td>Provide 2.5 more hours of mon-fri service</td>
</tr>
<tr>
<td>Pine River Ride With Us Bus</td>
<td>LOS 5 / LOS 3</td>
<td>Provide 1.5 more hours of mon-fri service</td>
</tr>
<tr>
<td>MORRTRANS (Little Falls)</td>
<td>LOS 4 / LOS 3</td>
<td>Provide weekend service (at least one day) or Provide 3 more hours of mon-fri- service</td>
</tr>
<tr>
<td>MORRTRANS (County wide)</td>
<td>LOS 5 / LOS 6</td>
<td>Provide at approximately 2 hours more of mon-fri service</td>
</tr>
<tr>
<td>Woodland Good Samaritan Village</td>
<td>LOS 8 / LOS N/A</td>
<td>Provide at least 4 hours of service 2 days a week</td>
</tr>
<tr>
<td>Heritage House of Pequot Lakes</td>
<td>LOS 3 / LOS 6</td>
<td>Provide 2 more hours of service sun-sat</td>
</tr>
<tr>
<td>Horizon Health Faith in Action</td>
<td>LOS N/A / LOS 8</td>
<td>N/A</td>
</tr>
<tr>
<td>Horizon Health</td>
<td>LOS N/A / LOS 8</td>
<td>N/A</td>
</tr>
<tr>
<td>Morrison County Social Services</td>
<td>LOS 4 (N/A) / LOS 3</td>
<td>N/A</td>
</tr>
<tr>
<td>Wadena County Social Services</td>
<td>LOS 4 / LOS 4</td>
<td>Provide 2.5 more hours of mon-fri service</td>
</tr>
<tr>
<td>Long Prairie Memorial</td>
<td>LOS 3 / LOS 4</td>
<td>Provide 2 more hours of sun-sat service</td>
</tr>
<tr>
<td>Faith Lutheran Church</td>
<td>LOS 8 / LOS 7</td>
<td>Provide on a continuous basis, 4 or more hours of Service at least one day a week</td>
</tr>
<tr>
<td>Quality Enterprises</td>
<td>LOS N/A / LOS N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Riverside Villa Senior Apartments</td>
<td>LOS 5 / LOS 6</td>
<td>Provide Service at least 5 days a week with a minimum of 9 hours a day</td>
</tr>
</tbody>
</table>
10.3 Service Gaps (broken down by county)

**Cass** - Cass County currently is one of two counties within the Region Five area which does not have a public transportation system operating throughout county boundaries. Cass County does depend on volunteer drivers throughout the county to help those that need transportation. Some organizations service small sections of Cass County, but this amount of area serviced by public transit only covers a very small portion of the county. Currently, one 5310 provider (Lakewood Health Systems) and one 5311 provider (Pine River Ride with Us Bus) operate within Cass County. Though these systems are apparent, there is no countywide 5311 or any other system open to the general public that has been identified for this county.

**Crow Wing** - Crow Wing County currently has one of the most extensive public transportation services available throughout the Region Five area. The main service area within this county is for the Brainerd/Baxter area. Service providers in this county for 5310 providers are Bay Lake Area Lions Club and 5311 providers are Brainerd / Crow Wing Transit.

**Morrison** - Morrison County currently has one 5310 provider and the largest 5311 provider within the Region Five area (when including areas that fall outside of the region). The 5310 provider within Morrison County is Employment Enterprises while the 5311 provider is MORRTRANS / TRI-CAP.

**Todd** - Todd County is the other county within Region Five that currently does not have any means of public transportation provided to the public by the county. There is one 5310 provider that does cover parts of Todd County which is Lakewood Health Systems.

**Wadena** - Wadena County has a very extensive transportation network compared the other counties within the Region Five area. The 5310 providers include Greenwood Connections, Lakewood Health Systems and Wadena County DAC, Inc. The 5311 provider for Wadena County is Friendly Rider.
11.0 Human Service Organization Interview Questionnaire Summary

A total of 40 out of 265 questionnaires were completed and returned before the final competition of this plan. A copy of this questionnaire can be found within the appendix section V of this plan. The questionnaire had an impressive response rate for school districts, while very few public healthcare facilities responded to this questionnaire. This was a bit of a surprise due to the fact that numerous comments were made through this questionnaire process and through the Todd County Transit Needs Survey that transportation to medical appointments was a leading reason to why individuals would use public transit.
Part Three: Making Things Happen

12.0 Goals, Objectives, Strategies & Actions

During the public workshop held of September 21st, 2006, goals and objectives were identified by participants. The following are goals that were identified through the Framework for Action. The goals were obtained through public input and also serve as the primary priorities determined by the TAC for the Region Five area. Projects proposed within the Public Transportation sector should address one or more of these goals stated within this plan.

Goal:
- Objective
  ✓ Strategy & Action

12.1 Goal 1: Making things happen by working together

- Overall Transportation needs are minimally met
  ✓ Seek public transportation within Cass and Todd Counties
  ✓ Morrison county Northern section (Cushing & Motley) is currently not covered by any provider

- Would like to see one organization play a role of regional facilitator or dispatcher
  ✓ Dispatch (specific area Crow Wing & Wadena Counties)
  ✓ Mn/Dot role?
  ✓ Notebook or flyer for Transportation in Region Five with all Public Transportation providers listed

- Communicate with Legislation about public transportation issues (insurance laws, funding, etc…)
  ✓ Political speaker or politician
  ✓ Educate congress / legislators, statewide, possibly through RDC’s
  ✓ Communicate with legislators
12.2 Goal 2: Taking stock of community needs and moving forward

- Data sharing needs to take place more often
  - If a transportation provider receives money from the state, make it mandatory for them to provide a yearly inventory along with hours of availability
  - Mobility manager/dispatcher
  - Refer people to cooperating providers in the region if the one contacted is unable to assist the customer with their current transportation needs at the time

- Volunteer Drivers (reluctance due to insurance and reimbursement)
  - Find a way for incentives to be offered to volunteers (similar to EMSRB retirement for volunteer EMTS)
  - Some sort of retirement benefit
  - The possibility of a tax break or credit for volunteers

- Reporting by funded systems (annual & mandating)

12.3 Goal 3: Putting Customers first

- Increase public awareness
  - Notebook or flyer for the general public listing transportation available
  - Single source of information - dispatcher
  - Support grant

- More outreach by using school newsletters, church bulletins, local papers, etc.
  - Single source phone number
  - Coupons
  - Punch cards system

- Single source of information
  - Regional Dispatcher
  - Booklet with annual updates of Public Transportation Providers
12.4 Goal 4: Adapting funding for greater mobility

- Easy payment method (automatic system for all methods of transportation)
  - Swipe card similar to the system used in St. Cloud
  - Regulate public transportation – taxi vs. bus
  - Punch cards

- Data tracking from providers is difficult from private & human services (what does it really cost?)
  - Data sharing with DHS, Counties and other organizations affiliated with transportation to help provide a different outlook.
  - If a provider receives state money, it should be mandatory for them to report volumes/inventory etc…

12.5 Goal 5: Moving people efficiently

- Smaller Region/Area
  - Focus areas for the region (Brainerd, Little Falls, & Wadena)

- Insurance Concerns
  - Address these concerns with legislators

- Mobility management on the regional level
  - Regional Facilitator
  - Authority of regional transportation
  - Dispatcher to assist with regulations of money spent by managing for public transportation
13.0 Possible Projects

The following list indicates possible projects identified by TAC members from Brainerd / Crow Wing Transit as for what would is felt to be useful within the region.

- **Medical Feeder Transportation** - hospital shuttles that pick up patients who may have a difficult time getting to a single pick-up location. This would help patients get to the hospital from their home for their appointments.

- **Early Morning Work Transportation** - many individuals do not work the same hours that the transportation services are available to them. A suggestion would be to encourage providers to operate earlier in the morning and later at night to accommodate these individuals’ needs.

- **Veterans Hospital Transportation** - There is a desire felt by TAC members for more transportation opportunities to the Veterans Hospital in St Cloud and Minneapolis.

- **Weekend Services for Disabled** – A need for weekend service has been identified. Currently, there isn’t a non-medical transportation service available for disabled individuals on weekends. This is very apparent in the Brainerd area where local Taxi service doesn’t have handicap accessible vehicles.

- **Volunteer Driver Assistance** – Assistance is desired for current and new volunteer driver programs in the areas of recruitment, reimbursement and insurance coverage.

- **Year round-(Seasonal Emphasis) Resort Transportation** – A partnership is desired between transportation providers and local resorts. This would be for the transportation of resort employees and resort guests with a seasonal emphasis.

- **Brochure-Web Site Development** – A brochure identifying transportation options in the region is desired. The majority of members felt that a web site as a resource made the most sense. Members felt that a web site could be continuously updated and could contain a printable schedule and resource guide. Those without computer access could use computers at public libraries or social service agencies. Members felt that a mass produced resource guide might be out date as fast as it was published and could be difficult to distribute.

- **TAC remaining together** – A desire was expressed by this coordination plans TAC to remain together to discuss public transportation issues in an ongoing process.

- **Car Loan & Car repair Program** – This would be a program to assist low income individuals with the costs associated with having a car where public transportation is unavailable.

- **Volunteer Driver Program** – This would be targeted for the JARC and New Freedom programs.
14.0 Abbreviations, Acronyms and Definitions

R5DC- Region Five Development Commission is a RDC which assists communities of the five county region of (Cass, Crow Wing, Morrison, Todd and Wadena counties) with the services of: Community Planning, Economic Development, and Transportation.

TAC- Technical Advisory Committee, a group of individuals from different aspects of a main focus to collaborate and bring forth more ideas to the table.

RDC- Regional Development Commission, regional planning agency that represents a specific area within the state.


Mn/DOT- Minnesota Department Of Transportation

New Freedom Initiative 5317- A program designed to encourage the improvements of facilities and services to which individuals would benefit from. This program is designed for those that go above and beyond the minimum requirements within the Americans with Disabilities Act of 1990 (ADA).

Jobs Access and Reserve Commute (JARC) 5316- A grant program for the development of transportation services that are designed to transport welfare recipients and low income individuals to and from jobs. This selection is based on a competitive basis.

5311- A funding program for public transportation providers.

5310- Elderly Individuals and Individuals with Disabilities Program.

MNCOA- Minnesota Council of Aging

FTA- Federal Transportation Administration

DHS- Department of Human Services

LOS- Level of Service

DRT- Dial a Ride Transit
Part Four: Appendix Directory

I: Project Timeline
II: Letters to the TAC & Meeting Invitations to Public
III: Meeting Agenda’s
IV: Meeting Notes
V: Interview Questionnaire
VI: MORRTRANS schedule
VII: Power point presentation TAC (Technical Advisory Committee)
Appendix I:

Project Timeline
### A. Public Involvement

Active role in the development and implementation of the Plan

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<th>Task</th>
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<td>Confirm Planning Workshop date</td>
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<td>3. Organize a Planning Workshop</td>
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<td>Document process and results</td>
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<td>4. Organize Public Meeting to Review FINAL Plan</td>
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<td>Notice to Stakeholders</td>
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<td>Prepare Meeting Agenda</td>
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<td>Compile Meeting Minutes</td>
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### B. Inventory Current Transportation Resources

Identify and document the transportation resources and capacity of a community; including transit, school, human service, community-based, non-profit, and private transportation providers.

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<tr>
<td>1. Collect baseline information on all entities in Region Five that buy, sell or use transportation services.</td>
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<td>Utilize Passenger Transportation Services Interview Questionnaire</td>
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<td>Compile responses to questionnaire</td>
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### C. Assessment of Current Conditions and Needs

Assess the transportation needs for individuals with disabilities, older adults, and persons with limited incomes.

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<tr>
<td>1. Evaluation of existing public transit services to determine current conditions and capacities and to identify gaps in terms of meeting customer expectations. Transit Service Gap Analysis</td>
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<tr>
<td>2. Assessment of local communities progress in developing a coordinated transportation system and the development of an action plan for moving forward with coordination efforts. Framework For Action: Building the Fully Coordinated Transportation System</td>
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### D. Strategies/Actions

Identification of activities required to address the gaps in service and actions to reduce duplication in services.

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<tr>
<td>1. Identify, describe and rank the preferred alternatives to address the unmet needs in Region Five. Include brief description of each proposed alternative and its estimated cost. Expected outcomes and role of coordination in the alternative.</td>
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<td>2. Identify and describe solutions to meet the unmet needs or reduction in duplication of services that can be made with existing resources. Include brief description of each proposed strategy. Expected outcomes and role of coordination in the strategy.</td>
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### E. Planning Document

Key Elements:
- Assessment of transportation needs
- Inventory of available services
- Strategies to address identified gaps in service
- Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources
- Prioritization of implementation strategies

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12/9/2006
Appendix II:

Letters to the TAC & Meeting Invitations to Public
July 5, 2006

Re: Regional Transit-Human Service Coordination Plan

Dear ….,

In August of 2005, Congress passed SAFETEA-LU (Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A legacy of users. One of the SAFETEA-LU requirements is that grantees under the New Freedom Initiative, Job Access and Reverse Commute (JARC) and Elderly and Disabled Transportation Program (5310) must meet certain requirements in order to receive funding for fiscal year 2007 and beyond.

In an effort to meet the requirements of SAFETEA-LU, Mn/DOT Office of Transit will be implementing statewide public transit-human services coordination plans. Region Five Development Commission will lead the development of a coordinated public transit-human services plan for Region Five (Cass, Crow Wing, Morrison, Todd and Wadena Counties).

On behalf of Region Five Development Commission, We would like to extend an invitation to you to be a member of the Technical Advisory Committee (TAC). The TAC will be involved in soliciting public involvement, inventorying current transportation resources, assessment of current conditions and transportation needs and ultimately working through strategies to address the gaps/duplication of services within Region Five.

Please contact either Chris Etzler or Brenton Holper by e-mail or telephone if you would be willing to participate. We look forward to hearing from you.

Sincerely,

Chris Etzler
Transportation Coordinator
(218) 894-3233
cetzler@regionfive.org

Brenton Holper
Regional Planner II
(218) 894-3233
bholper@regionfive.org
July 10, 2006

Re: Regional Transit-Human Service Coordination Plan

Dear ….,

The first Technical Advisory Committee (TAC) meeting for the Public Transit-Human Services Coordination Plan will be held on Wednesday, July 26th, 2006. The meeting will be held at Region Five Development Commission in Staples, MN from 10:00am to 11:30am, in the board room.

Please contact either Chris Etzler or Brenton Holper by e-mail or telephone if you will be unable to attend. We look forward to seeing everyone on the 26th.

Sincerely,

Chris Etzler
Transportation Coordinator
(218) 894-3233
cetzler@regionfive.org

Brenton Holper
Regional Planner II
(218) 894-3233
bholper@regionfive.org
On behalf of Region Five Development Commission, we would like to extend an invitation to you and anyone else who may be interested in attending a free public workshop for the development of the Public Transportation—Human Services Coordination Plan.

Thursday September 21st, 2006
8am to 12pm
Pine Ridge Golf Course
34500 Hillcrest Road, Motley, MN

If you are interested in attending this free workshop, please R.S.V.P. by calling Region Five at (218) 894-3233 or by e-mailing Brenton Holper, Regional Planner II at bholper@regionfive.org

- A light breakfast will be provided

- If anyone is interested in golfing after the meeting, the rate is $25 for 9-holes with a golf cart (you are responsible for your own costs for golfing). Also, if you do intend on golfing after the meeting, please let us know so we can notify the golf course ahead of time so they can plan accordingly.

What is the reason for this plan?

In August of 2005, congress passed SAFETEA-LU (Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A legacy of Users). One of the requirements is that grantees under the New Freedom Initiative, Job Access and Reverse Commute (JARC) and the Elderly and Disabled Transporations Program (5310) must meet certain requirements in order to receive funding for the fiscal year 2007 and beyond.

In effort to meet the requirements, Mn/Do is implementing statewide Public Transportation—Human Services Coordination Plans. Region Five Development Commission is leading the development of this plan for the counties of: Cass, Crow Wing, Morrison, Todd and Wadena.

This plan will also be used to identify transportation providers within the Region Five area and to help maximize the region’s overall transportation efforts.

More information about this plan can be found at www.regionfive.org or if you may have any questions, please feel free to e-mail Brenton Holper, bholper@regionfive.org or Chris Ettler, cettler@regionfive.org or call us at (218) 894-3233.
Appendix III:

Meeting Agenda’s
Technical Advisory Committee (TAC)

Wednesday, July 26, 2006
10am to 11:30am

- Introductions

- Power point presentation on Public Transit – Human Services Coordination Plan & Guide
  By: Brenton Holper

- Question & Answer

- Gather groups input about the overall project
  ✓ What is a “Fully Coordinated System”?  
  - Define Committee Goals from the Key Elements of the Plan
  ✓ Timeline
  ✓ Review stakeholder listing
  ✓ Questionnaire

- Future meetings
  ✓ TAC (next meeting we would like to hold mid- late August)
  ✓ Workshop (September)
  ✓ Public Meeting (October)

- Communication:
  ✓ How would you like to be contacted?
  ✓ Region Five’s website, documents will be put online along with meeting notes

- Other Items

- Next Meeting
  ✓ Framework for Action

- Adjourn

Key Elements of the Plan:

- An assessment of transportation needs for individuals with disabilities, older adults, and person with limited incomes;
- An inventory of available services that identifies areas of redundant service and gaps in service;
- Strategies to address the identified gaps in service;
- Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources; and,
- Prioritization of implementation strategies.
Technical Advisory Committee (TAC)  
Meeting 2 Agenda  
Wednesday, August 23, 2006  
9:30 to 11am

- Introduction

- Questionnaire status  
  (How can we get certain parties to complete the questionnaire?)

- Go through the Framework for Action packet to determine where our Region as a whole stands
  
  Section 1: Making Things Happen by Working Together
  
  Section 2: Taking Stock of Community Needs and Moving Forward
  
  Section 3: Putting Customers First
  
  Section 4: Adapting Funding for Greater Mobility
  
  Section 5: Moving People Efficiently

- Discuss workshop  
  (Location and time will be announced, determine key individuals and organizations to send invite to)

- Other items

- Adjourn
Technical Advisory Committee (TAC)

Tuesday October 10th, 2006
9:30am to 10:30am

- Introductions
- Set a date for the Public Meeting
- Review what was covered at the workshop held on September 21st, 2006
- Develop Strategies and Actions for the goals identified during the public workshop
- Next Meeting
  ✓ Public meeting date and location?
- Adjourn
Appendix IV:

Meeting notes
Meeting Notes/Topics Covered

Main Points discussed during this meeting included:

- **Public Transit - Human Services Coordination Plan & Guide**
  (power point presentation by: Brenton Holper)

- Future meeting dates:
  - TAC meeting--- Wed. August 23rd 9:30am-11am (at Region Five Development Commission)
  - Workshop (tentative)--- Tues. Sept 19th (Time, most likely during the morning and location TBA)
  - Public meeting --- Oct. 26th 5pm-7pm (Time and location TBA)

- How would TAC members like to be contacted?
  - The overall group consensus was that e-mail seems to work best for everyone. If that is not the case, please notify Brenton Holper bholper@regionfive.org &/or Chris Etzler cetzler@regionfive.org

- All TAC members were asked to take a few minutes to look through the stakeholders listing that was given to them. If organizations or certain individuals are not listed and it is felt that they should receive a questionnaire, please notify us so we can get those out.

- Website:
  - Information about the plan can be found at www.regionfive.org we will keep this updated as the plan progresses. We encourage everyone to check our website for updates.

- General discussion:
  - What is your own definition of a “fully coordinated system”?
  - Review updates prior to meeting, if possible

- Topics for next meeting:
  - Framework for Action packet
  - Summary of questionnaire progress (how are the results looking?)
Technical Advisory Committee (TAC)

Wednesday August 23rd, 2006
9am to 11am

Meeting Notes/Topics Covered

TAC members present:

Main Points discussed during this meeting included:

- Questionnaire response rate hasn’t been very high to date. TAC members were asked to review stakeholder listings to see if they knew of any organizations or specific people to mail the questionnaire to.

- TAC committee reviewed A Framework for Action packet, answered the assessment question to evaluate the region as a whole.

- Workshop date was changed from Tuesday September 19th, 2006 to the date of Thursday September 21st, 2006. This was due to a large percentage of TAC members unable to attend with scheduling conflicts.

Website:
- Information about the plan can be found at www.regionfive.org we will keep this updated as the plan progresses. We encourage everyone to check our website for updates.

Topics for next meeting:
- Workshop to be held on Thursday September 21st from 8am to 12pm @ Pine Ridge Golf Course, Motley, MN.
Appendix V:

Interview Questionnaire
PASSENGER TRANSPORTATION PROVIDER
INTERVIEW QUESTIONNAIRE

In August of 2005, Congress passed SAFETEA-LU (Safe, Accountable, Flexible, Efficient, Transportation Equity Act: A legacy of Users). One of the requirements is that grantees under the New Freedom Initiative, Job Access and Reverse Commute (JARC) and Elderly and Disabled Transportation Program (5310) must meet certain requirements in order to receive funding for fiscal year 2007 and beyond.

In an effort to meet the requirements of SAFETEA-LU, Mn/Dot Office of Transit will be implementing statewide public transit-human services coordination plans. Region Five Development Commission will lead the development of the coordinated public transit-human services plan for Region Five (Cass, Crow Wing, Morrison, Todd and Wadena Counties).

We are sending this survey to collect baseline information on all entities that buy, sell or use transportation services in Region Five. The information collected will be used to help construct a plan that would apply to the needs of the region.

We thank you in advance for taking the time for participating in this important planning process. If you have any questions regarding this questionnaire or about the Public Transportation-Human Services Plan, please feel free to contact Brenton Holper, Regional Planner II by e-mail at: bholper@regionfive.org or Chris Etzler, Transportation Coordinator at: cetzler@regionfive.org. We can also be reached by phone at: (218) 894-3233.
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. What type(s) of transportation services does your agency offer in this county?

If you answered “NONE” to question 23, 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  Number of paid drivers? ________________
   - Volunteer 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?
**Individual Questionnaire Summaries**

**ISD School Districts**

Staples Motley ISD #2170

Address: Bonnie Thoele, Payroll/Risk Management  
Or Huck Holst, Transportation Supervisor  
202 Pleasant Ave NE  
Staples, MN 56479

Phone: (218) 894-2430 ext. 229  
(218) 894-2437  
E-mail: bthole@isd2170.k12.mn.us

Serviced Counties: Todd, Wadena, Cass, & Morrison

Primary Service provided:  
(Transportation of) Elementary & Secondary education students

Total Vehicles: 31 buses & 3 Vans

Total Vehicles w/ ADA wheelchair lifts or ramps: 3

Service hours: Monday – Friday 7:00am to 4:00pm

Total amount of service hours per week: 45 hours/week

Eligibility requirements: Must be enrolled in public or parochial school

Total number of paid drivers: 23 drivers

Approximate number of passenger trips provided each month: 800 + Special trips

Approximate hours per month employees spend transporting passengers: 1090 + Special trips

Approximate number of total miles operating passengers per month: 39,000 miles + Special trips
Pequot Lakes Schools-ISD#186

Address: RJ Ryan, Transportation Director
         30805 Olson St
         Pequot Lakes, MN 56472

Phone: (218) 568-8541

Serviced Counties: Crow Wing & Cass

Total Vehicles: 34

Total Vehicles w/ADA wheelchair lifts or ramps: 2
Foley Public Schools

Address: Kevin Seifermann, Transportation Director
757 Penn Street
Foley, MN 56329

Phone: (320) 968-8618
E-mail: kseifermann@foley.k12.mn.us

Serviced Counties: Morrison, Benton, Sherburn, Milacs

Total Vehicles: 35

Total Vehicles w/ADA wheelchair lifts or ramps: 2

Greatest obstacle(s) to transit coordination and in your service area:
“People open enrolling in the school and wanting out of the district transportation”
Remer, ISD #118

Address: Michael Doro, Superintendent
316 Main Street E
Remer, MN  56672

Phone: (218) 566-2351
E-mail: mdoro@isd118.k12.mn.us

Serviced Counties: Cass

Total Vehicles: 17 buses

Total Vehicles w/ADA wheelchair lifts or ramps: 0

Greatest obstacle(s) to transit coordination and in your service area: Road network

Enhancements most needed to improve the coordination of public transit & human service transportation:
“there is no public transit in our area”

Service hours: Monday – Friday 7:00am to 8:30am
3:00pm to 6:00pm

Eligibility Requirements:
“student or parent of a student”
Sauk Center, ISD # 243

Address: Duane Vornbrock
903 State Road
Sauk Center, MN  56328

Phone: (320) 352- 2365

Serviced Counties: Todd

Total Vehicles: 26+ for all types

Total Vehicles w/ADA wheelchair lifts or ramps: 4

Issues encountered in coordinating or attempting to coordinate transportation:
“Driver availability for part-time jobs”

Greatest obstacle(s) to transit coordination and in your service area:
“Resource $ / Public belief in & use of public trans”

Enhancements most needed to improve the coordination of public transit & human service transportation:
“# Incentives for agencies to cooperate public desire”

Service hours: Regular school hours

Eligibility Requirements: public school student

Paid or Volunteer drivers: 18 paid drivers + subs

Barriers to meeting needs:
“Public beliefs, sparsity, lack of system, resource $, Ever increasing costs”
Upsala Area Schools

Address: Gene Harthan, Superintendent
415 South Main Street
Upsala, MN 56384

Phone: (320) 573-2173
E-mail: gharthan@upsala.k12.mn.us

Serviced Counties: Morrison, Todd, Stearns

Total Vehicles: 11

Total Vehicles w/ADA wheelchair lifts or ramps: None

Issues encountered in coordinating or attempting to coordinate transportation:
“finding substitute qualified bus drivers”

Service hours: Monday – Friday 7am to 8am
3pm to 4 pm

Eligibility Requirements: Attend the school

Paid or Volunteer drivers: 7 paid drivers

Approximate number of passenger trips provided each month: 200

Approximate hours per month employees spend transporting passengers: 700 hours

Approximate number of total miles operating passengers per month: 1300 miles
Swanville Schools

Address: Gene Harthan, Superintendent
602 DeGraf Street
P.O. Box 98
Swanville, MN 56382

Phone: (320) 547-2576
E-mail: gharthan@swanville.k12.mn.us

Serviced Counties: Morrison & Todd

Total Vehicles: 6 buses

Total Vehicles w/ADA wheelchair lifts or ramps: 1

Issues encountered in coordinating or attempting to coordinate transportation:
“finding substitute qualified bus drivers”

Service hours: Monday – Friday 7am to 8am
3pm to 4 pm

Eligibility Requirements: Attend the school

Paid or Volunteer drivers: 6 paid drivers

Approximate number of passenger trips provided each month: 200

Approximate hours per month employees spend transporting passengers: 700 hours

Approximate number of total miles operating passengers per month: 1,200 miles
Bertha – Hewitt High School

Address: 310 Central Ave
P.O. Box 8
Bertha, MN 56437

Phone: (218) 924-2500
E-mail: bsiebing@bertha-hewitt.k12.mn.us

Serviced Counties: Todd & Ottertail

Service hours: Monday – Friday A.M. & 3:00pm

Eligibility Requirements: Enrolled in our school

Paid or Volunteer drivers: 7 paid drivers

Approximate number of passenger trips provided each month: 30-40

Approximate hours per month employees spend transporting passengers: 60 hours
Pine River – Backus Schools

Address: Pam Harrington, Business Manager
980 First St. N
P.O. Box 610
Pine River, MN  56474

Phone:   (218) 587-4120
E-mail:  pharrington@prbackus.k12.mn.us

Serviced Counties: Cass & Crow Wing

Estimated number of persons not accessing their service provided: 800

Total Vehicles: 33
Total Vehicles w/ADA wheelchair lifts or ramps: 3 with lifts

Issues encountered in coordinating or attempting to coordinate transportation:
“Adequate number of vehicles to cover rural routes”

Greatest obstacle(s) to transit coordination and in your service area:
“the are is very rural”

Enhancements most needed to improve the coordination of public transit & human service transportation:
“Public transportation is only provided in the City of Pine River”

Service hours: Monday – Friday 7:00am to 8:20am
               3:05pm to 4:30pm

Eligibility Requirements: Must attend school

Paid or Volunteer drivers: paid drivers
Verndale Public Schools

Address: James C Madsen, Superintendent
411 SW Brown St.
Verndale, MN 56481

Phone: (218) 445-5184
E-mail: jmadsen@verndale.k12.mn.us

Serviced Counties: Todd & Wadena

Total Vehicles: 13

Total Vehicles w/ADA wheelchair lifts or ramps: none

Service hours: Monday – Friday 6:30am to 6:00pm
Saturday “as needed”

How far in advance are trips to be scheduled: “set schedule”

Eligibility Requirements: Enrolled in the schools programs

Paid or Volunteer drivers: 10 paid drivers

Approximate number of passenger trips provided each month: 417

Approximate hours per month employees spend transporting passengers: 300

Approximate number of total miles operating passengers per month: 12,000
Nursing Homes & Assisted Living

Woodland Good Samaritan Village

Address: Kris Matich, Activity Director
100 Buffalo Hills Lane
Brainerd, MN 56401

Phone: (218) 829-1429

Serviced Counties: Crow Wing

Total Vehicles: 2

Total Vehicles w/ADA accessible wheelchair lifts or ramps: 2

Enhancements most needed to improve the coordination of public transit & human service transportation:
“more buses, longer hour-evening hours”

Service Hours: (Hours vary) “upon request & uses with volunteer drivers”

How far in advance are trips to be scheduled:
“Short notice maybe accommodated, scheduled outing provided”

Eligibility requirements: “in house use”

Paid or Volunteer drivers: 4 paid, some volunteer

Approximate number of passenger trips provided each month: 0-300

Approximate hours per month employees spend transporting passengers:
“up to 160”

Transportation needs outside of the agency, not being met adequately:
“hours of transportation need for evening hours”

Barriers to meeting needs:
“Lack of funding to support more hours, GAS PRICES”
Riverside Villa Senior Apartments

Address: Pat Johnson, Housing Director
2189 White Pine Point Rd. SW
Pine River, MN  56474

Phone: (218) 587-3650

Serviced Counties: Cass & Crow Wing

Estimated number of persons not accessing their service provided: unknown

Total Vehicles: 1

Total Vehicles w/ADA wheelchair lifts or ramps: 1

Issues encountered in coordinating or attempting to coordinate transportation:
“Availability & Billing procedures”

Greatest obstacle(s) to transit coordination and in your service area:
“Availability & hours of services, i.e. local community van only operates mon-fri”

Enhancements most needed to improve the coordination of public transit & human service transportation:
“More flexible scheduling”

Service hours: Mon-Fri, 9am-4pm (community van)

How far in advance are trips to be scheduled: one week

Eligibility Requirements: “Cass county senior transportation-tenant must contact & fill out application. Pine River community van has no pre-registration”

Paid or Volunteer drivers: both paid and volunteer drivers

Approximate number of passenger trips provided each month: 12

Approximate hours per month employees spend transporting passengers: 4-6

Approximate number of total miles operating passengers per month: 20

Transportation needs within your agency, not being met adequately: “availability – flexible scheduling”

Transportation needs outside of the agency, not being met adequately: “medical appointments return transportation after hospitalization”

Barriers to meeting needs: “availability filling procedures, scheduling”
Bertha Senior Citizen Center

Address: 127 2nd Ave NW
P.O. Box 12
Bertha, MN  56437

Phone:  (218) 924-2082

Serviced Counties: Todd, Ottertail

Estimated number of persons not accessing their service provided: possibly 10

Enhancements most needed to improve the coordination of public transit & human service transportation:

“Transportation to meal site – recreational activities – personal needs – church, activities for the disabled and those 60+”
Heritage House of Pequot Lakes

Address: Jane Partzke, Administrator
5384 Country Care Lane
Pequot Lakes, MN  56472

Phone: (218) 568-4673
E-mail: heritagehouse@tds.net

Serviced Counties: Cass & Crow Wing

Estimated number of persons not accessing their service provided: 40

Total Vehicles: 2 vans (too small, need larger vehicles)

Total Vehicles w/ADA wheelchair lifts or ramps: 2

Issues encountered in coordinating or attempting to coordinate transportation: Billing

Greatest obstacle(s) to transit coordination and in your service area:
“No one knows who to charge each resident different for billing each county”

Enhancements most needed to improve the coordination of public transit & human service transportation:
“Funding need- Grants for vehicles. Health care- need more grants to purchase larger vehicle.”

Service hours: Sunday-Saturday 8am to 6pm

How far in advance are trips to be scheduled: 1 to 7 days

Eligibility Requirements: “Residents must live at our facility to transport”

Paid or Volunteer drivers: 6 paid drivers

Approximate number of passenger trips provided each month: 60

Approximate hours per month employees spend transporting passengers: 180 hours

Approximate number of total miles operating passengers per month: 3,600 miles

Transportation needs within your agency, not being met adequately:
“We need (a) larger bus”

Transportation needs outside of the agency, not being met adequately: “Activities & outings”

Barriers to meeting needs:
“Because we need a larger bus that can hold 3 wheelchairs and about four residents.”
Whispering Pines

Address: Karen Prososk  
518 Jefferson Ave  
Pine River, MN  56474

Phone:  (218) 587-8413  
E-mail:  kprososk@good-sam.com

Serviced Counties:  Cass

Issues encountered in coordinating or attempting to coordinate transportation:
“Payments & times, if to early or to late can not get transportation”

Greatest obstacle(s) to transit coordination and in your service area:
“Heavy service when we need it, the cost”

Enhancements most needed to improve the coordination of public transit & human service transportation:
“meeting the needs of our residents. Most of them are unable to travel by themselves.”

Transportation needs within your agency, not being met adequately:
“Making transportation affordable, having transportation when you need it.”

Transportation needs outside of the agency, not being met adequately:
“Most of our residents need assistant when traveling. They can not go by themselves. Most are wheelchairs. Some need to be transported w/ oxygen or other medical supplies.”

Barriers to meeting needs:
“It is too costly. No service at night or early morning.”
Horizon Health Faith in Action

Address: Bridget Britz, Volunteer Services Director
         93 Edward St. S
         P.O. Box 220
         Pierz, MN 56364

Phone: (320) 468-6452
E-mail: bbritz@horizonhealthservices.com

Serviced Counties: Morrison

Issues encountered in coordinating or attempting to coordinate transportation:
   “Recruiting volunteers and finding the funding to help reimburse the volunteers”

Greatest obstacle(s) to transit coordination and in your service area:
   “the distance some people need to travel to get to appointments”

Enhancements most needed to improve the coordination of public transit & human service
transportation:
   “awareness and understanding of what providers are serving our country and how/when
those services can be accessed”.

Service hours: Daytime hours, if volunteer is available

How far in advance are trips to be scheduled: 48 hours

Eligibility Requirements: enrolled as a “client” of Faith in Action

Paid or Volunteer drivers: 15 volunteer drivers

Approximate number of passenger trips provided each month: 25

Approximate hours per month employees spend transporting passengers: 150 hours

Approximate number of total miles operating passengers per month: 1,500 miles

Transportation needs within your agency, not being met adequately:
   “Long distance medical appointments and rides for residents in rural areas”.

Transportation needs outside of the agency, not being met adequately:
   “Transportation to larger metro areas, such as: St. Cloud, Twin Cities”

Barriers to meeting needs:
   “*Cost and availability, * if a provider does provide transportation in rural areas the
flexibility is very limited”
Horizon Health

Address: Judy Meyer
P.O. Box 220
Pierz, MN  56364

Phone: (320) 468-0016
E-mail: countryp@pierz.net

Serviced Counties: Morrison, Crow Wing

Total Vehicles: 2
Total Vehicles w/ADA wheelchair lifts or ramps: 2

Issues encountered in coordinating or attempting to coordinate transportation:
“Tenants in Randall & Motley have trouble accessing transportation…”

Greatest obstacle(s) to transit coordination and in your service area:
“Randall & Motley are on far Northern end of Morrison County”

Enhancements most needed to improve the coordination of public transit & human service transportation:
“A regular schedule in those areas. Transportation between Motley & Staples”.

Eligibility Requirements: Assisted Living

Paid or Volunteer drivers: Volunteer drivers from Faith in Action

Approximate number of passenger trips provided each month: 30 to 40
Approximate hours per month employees spend transporting passengers: 150 hours
Approximate number of total miles operating passengers per month: 2,500 to 3,000

Transportation needs outside of the agency, not being met adequately:
“Limited flexibility on hours with other (public transportation providers)”
“It does not work if someone’s cognitive ability limits them from traveling”
“Limited distance pick-up areas”
Lakes Area Senior Activity Center

Address: 803 Kingwood St
Brainerd, MN  56401

Phone: (218) 829-9345

Serviced Counties: Crow Wing

Estimated number of persons not accessing their service provided: approximately 150

Greatest obstacle(s) to transit coordination and in your service area:
“costs & timing”

Enhancements most needed to improve the coordination of public transit & human service transportation:
“reduce the price”  “available 7 days a week”

Transportation needs within your agency, not being met adequately:
“No transportation on weekends or evenings”
Social & Human Services

Quality Enterprises

Address: Shirley Nelson – Williams
8055 Industrial Park Road
Baxter, MN 56425

Phone: (218) 828-6062

Serviced Counties: Crow Wing

Estimated number of persons not accessing their service provided: none

Total Vehicles: 14

Total Vehicles w/ADA wheelchair lifts or ramps: 4

Issues encountered in coordinating or attempting to coordinate transportation:

“Crow Wing County is large and long routes take from program day and staff time. Costs of maintaining vehicles is extensive and takes significant portion of budget”

Greatest obstacle(s) to transit coordination and in your service area:

“Limited public transportation and very limited to non-traditional hours in Baxter area. Many of our clients live outside city limits and are limited to worksites that are service type employment with non traditional hours. Our organization is not meant to be a transportation provider and it is not our program focus yet we are forced to provide the service because there are few options. If public transportation was expanded to larger service area and fleet, most all of our individuals would utilize it daily”.

Enhancements most needed to improve the coordination of public transit & human service transportation:

“More options for public transit. A one stop shop for coordination of all area providers. Longer service hours, a larger system and coordination with City of Baxter to increase services of local Dial A Ride to at least 5 days per week”.

Transportation needs within your agency, not being met adequately:

“Need more service hours, both traditional and none traditional. Need services 5 day or even 7 days per week”.
Wadena County DAC

Address: Sylvia Silvers, Director
305 5th St. SW
Wadena, MN 56477

Phone: (218) 837-5063

Serviced Counties: Wadena & Cass

Estimated number of persons not accessing their service provided: none

Total Vehicles: 7

Total Vehicles w/ADA wheelchair lifts or ramps: 7

Issues encountered in coordinating or attempting to coordinate transportation:
“We are not allowed to serve patrons other than our own client for insurance reasons. Friendly Rider has difficulty transporting our clients if they are not on the scheduled route”.

Service hours: 7:30am-4pm

How far in advance are trips to be scheduled: “we have scheduled routes”

Eligibility Requirements: “Riders must be accepted into our program”

Paid or Volunteer drivers: one paid driver

Approximate number of passenger trips provided each month: 150

Approximate hours per month employees spend transporting passengers: 60

Transportation needs within your agency, not being met adequately:
“we are meeting the need of our clients”

Transportation needs outside of the agency, not being met adequately:
“People in East Ottertail County have limited access to Public Transit”

Barriers to meeting needs:
“Unsure”
Bay Lake Lions Charities

Address: Dan Kantorowick
18257 State Hwy 6
Deerwood, MN 56444

Phone: (218) 678-9999
E-Mail: dan.sug@charter.net

Serviced Counties: Crow Wing

Total Vehicles: one

Total Vehicles w/ADA wheelchair lifts or ramps: one

Greatest obstacle(s) to transit coordination and in your service area:
“We have no certain route; we go door to door and chair to chair”

Service hours: all hours of the day

How far in advance are trips to be scheduled: one to three days

Eligibility Requirements: handicap or seniors (free of charge)

Paid or Volunteer drivers: 9 volunteer drivers

Approximate number of passenger trips provided each month: 100 to 125

Approximate hours per month employees spend transporting passengers:
Approx. 175 hours

Approximate number of total miles operating passengers per month: 1,500 to 2,000
Kinship Partners

Address: Pam Bundy, Program Coordinator
         910 Pine Street
         P.O. Box 642
         Brainerd, MN 56401

Phone: (218) 855-1388
E-mail: pbkinship@quest.net

Serviced Counties: Crow Wing & Cass

Estimated number of persons not accessing their service provided: 75

Issues encountered in coordinating or attempting to coordinate transportation:
   “Dial-a-ride has been cooperative, but the families we work with have trouble planning ahead to arrange rides. Cost is also a factor.”

Greatest obstacle(s) to transit coordination and in your service area:
   “Cost and having to arrange transportation ahead of time.”

Enhancements most needed to improve the coordination of public transit & human service transportation:
   “Regular routes and schedules, lower cost, wider service area on a daily basis, weekend service”

Service Hours: Depends on the activity- could be evenings or weekends

Transportation needs within your agency, not being met adequately:
   “We offer monthly activities to our kinship kids. Often, these kids need transportation. Weekend and evening transportation would be great and low cost would also be desirable.”
Morrison County Social Services

Address: Jody Lucken, Coordinator or Paul Bukovich, Supervisor
213 1st Ave SE
Little Falls, MN 56345

Phone: (218) 632-0248

Serviced Counties: Morrison

Issues encountered in coordinating or attempting to coordinate transportation:
“Limited volunteer drivers- not always available”

Greatest obstacle(s) to transit coordination and in your service area:
“available drivers- too much liability put on drivers”

Service hours: Monday – Friday 7am to 8pm
Saturday & Sunday 8am to 2pm

How far in advance are trips to be scheduled: 48 hour working notice

Eligibility Requirements: MA billable clients only

Paid or Volunteer drivers: 9 volunteer drivers

Approximate number of passenger trips provided each month: 150 (2 way)

Approximate number of total miles operating passengers per month: 13,000
Wadena County Social Services  
Address: Pam Jenson, Admin. Services Supervisor  
124 First Street SE  
Wadena, MN 56482  
Phone: (218) 631-7605  
E-mail: pam.jenson@co.wadena.mn.us  
Serviced Counties: Wadena  
Estimated number of persons not accessing their service provided:  
“few because public transit is available”  
Total Vehicles: 3  
Total Vehicles w/ADA wheelchair lifts or ramps: 3  
Issues encountered in coordinating or attempting to coordinate transportation:  
“cooperation among all entities”  
Greatest obstacle(s) to transit coordination and in your service area:  
“too many separate state funded agencies independent”  
Enhancements most needed to improve the coordination of public transit & human service transportation:  
“Put all buses under one county coordinator”  
Service hours: Monday-Friday 7:15am to 4:45pm  
Sunday 8am to 12:30pm  
How far in advance are trips to be scheduled:  
“rural citizens are asked to schedule one day in advance, otherwise same day”  
Eligibility Requirements: none  
Paid or Volunteer drivers: 3 fulltime & 2 part time  
18 volunteer  
Approximate number of passenger trips provided each month:  
2500 w/ buses & 200 w/ volunteers  
Approximate hours per month employees spend transporting passengers:  
600- buses & 320- volunteers (other employees “social workers” = about 50 hours)  
Approximate number of total miles operating passengers per month:  
“we cover all of the county with our schedule (weekly)”  
Transportation needs within your agency, not being met adequately:  
“Public transit – later hours”  
Transportation needs outside of the agency, not being met adequately:  
“Veterans-Transit to out of area appointments”  
Barriers to meeting needs: “Funding”
MADD Crow Wing County Chapter

Address: M.L. Cody, Site Leader
601 NW 5th St
P.O. Box 267
Brainerd, MN 56401

Phone: (218) 828-5055
E-mail: maddcwcc@uslink.net

Serviced Counties: Crow Wing & Cass
Brainerd HRA

Address: 324 E River Rd.
Brainerd, MN 56401

Phone: (218) 828-8817

Serviced Counties: Crow Wing

Estimated number of persons not accessing their service provided: Over 100

Greatest obstacle(s) to transit coordination and in your service area:
“only option affordable for our clients is Dial a ride”

Enhancements most needed to improve the coordination of public transit & human service transportation:
“Buses & regular schedules…more options that are income based”
Todd County HRA – Sunrose Courts

Address: Kim Wallace, Executive Director  
300 Linden Ave  
Browerville, MN 56438

Phone: (320) 594-6388  
E-mail: toddhra@rea-alp.com

Serviced Counties: Todd

Transportation needs within your agency, not being met adequately:  
“Clients can’t always find rides to the office for appointments”

Transportation needs outside of the agency, not being met adequately:  
“volunteer drivers are being used but not all clients can afford them”
WHRA

Address: 222 2nd St S.E.
          Wadena, MN  56482

Phone: (218) 631-7723

Serviced Counties: Wadena
Clinics

St. Joseph’s Medical Center – The Grace Unit
Address: Bill Whiteman, MH/LD Services Director
523 North 3rd St.
Brainerd, MN 56401

Phone: (218) 828-7463
E-mail: bill.whiteman@sjmcmn.org

Serviced Counties: Cass, Crow Wing, Morrison, Todd, Wadena

Estimated number of persons not accessing their service provided: unknown

Issues encountered in coordinating or attempting to coordinate transportation:
“Sometimes it is at the last minute we need something, agencies try not to work that way”.

Greatest obstacle(s) to transit coordination and in your service area:
“extended times, distance, & cost”

Enhancements most needed to improve the coordination of public transit & human service transportation:
“extended hours & distance”

Transportation needs within your agency, not being met adequately:
“Often times we are trying to schedule a ride last minute. Services in our area don’t work like that. The financially reasonable transportation doesn’t go much beyond Brainerd/Baxter area.”

Transportation needs outside of the agency, not being met adequately:
“extended hours”
St. Joseph’s Medical Center Family Clinic’s
@ Pierz, Pequot Lakes, Pine River, Crosslake & Pillager

Address: Lila Moen, Director
P.O. Box 8
Pine River, MN 56474

Phone: (218) 587-2009
E-mail: lila.moen@sjmcmn.org

Serviced Counties: Cass, Morrison, Crow Wing

Estimated number of persons not accessing their service provided: unknown
Northern Eye Center, P.A.

Address: Deb Smith, Clinic Administrator
2020 S. 6th Street
Brainerd, MN 56401

Phones: (218) 829-2303
E-mail: noreyepa@charterinternet.com

Counties Serviced: Cass, Crow Wing, Morrison, Todd, Wadena, etc…

Service provided: Ophthalmology

Issues encountered in coordinating or attempting to coordinate transportation:
“None, all of our patients seem to have this under control as far as we know.”

Greatest obstacle(s) to transit coordination and in your service area:
“I feel it is difficult for the driver’s to coordinate transporting many patients as many times we cannot give them a set time as to how long a patient may be at our clinic.”
Long Prairie Memorial

Address: Ron Bless
20 SE 9th St
Long Prairie, MN 56347

Phone: (320) 732-7251
E-mail: blessr@centracare.com

Serviced Counties: Todd

Estimated number of persons not accessing their service provided:
“Unknown, many people are unable to pay the special transportation costs”

Total Vehicles: 3

Total Vehicles w/ADA wheelchair lifts or ramps: 3

Issues encountered in coordinating or attempting to coordinate transportation:
“Having a 3rd party”

Greatest obstacle(s) to transit coordination and in your service area:
“Need to have a transportation provider that only does transportation & can coordinate all transportation needs/types”.

Enhancements most needed to improve the coordination of public transit & human service transportation:
“1 central location with knowledgeable staff who can give the clients multiple options, central dispatch”.

Service hours: Sunday – Saturday 7am to 5pm (by appointment)

How far in advance are trips to be scheduled:
“During the week 3-4 hours, prefer 2-3 days & weekend 1 week”

Eligibility Requirements: “meet qualifications of their pay or source”.

Paid or Volunteer drivers: 3 paid drivers

Approximate number of passenger trips provided each month: 102-232 people

Approximate hours per month employees spend transporting passengers: 416 hours

Approximate number of total miles operating passengers per month: 3,000-9,000

Transportation needs within your agency, not being met adequately:
“The private pay clients who cannot afford the present rate. If we charged less for the out-of-town trips cannot cover costs. We are losing money everyday with our present program”.

Transportation needs outside of the agency, not being met adequately:
“Many possible clients are not aware of what services are available or cannot afford it. It is very difficult to get transportation paid for by insurance companies”.

Barriers to meeting needs:
“There are a lot of possible clients who are stuck between not being able to afford the things necessary to support a healthy lifestyle and are not eligible for medical assistance”.

Public Transportation – Human Services Final Plan Coordination Plan
Godfrey Chiropractic Clinic

Address: Keona
309 S Jefferson St.
Wadena, MN  56482

Phone:  (218) 631-1291

Serviced Counties: Todd & Wadena

Estimated number of persons not accessing their service provided: 10 to 20
Lakewood Health Systems – CareVan

Address: Connie Johnson (CJ)
401 NE Prairie Ave
Staples, MN  56479

Phone: (218) 894-8331

Serviced Counties:  Cass, Crow Wing, Morrison, Todd, Stearns & Wadena

Estimated number of persons not accessing their service provided:  unknown

Total Vehicles:  3

Total Vehicles w/ADA wheelchair lifts or ramps:  2

Issues encountered in coordinating or attempting to coordinate transportation:
“Not enough w/c equipped vehicles and lack of stretcher capacity”

Greatest obstacle(s) to transit coordination and in your service area:
“Centralized dispatcher – lack of awareness on behalf of public & whether on not public qualities for MA reimbursement”

Service hours:  8am-4:30pm (or different by appointment)

How far in advance trips to be scheduled are:  “we prefer as soon as their appointment is scheduled – but try to accommodate last minutes calls”

Eligibility Requirements:  “Anyone is eligible – whether MA or self pay, we handle paperwork for MA qualification”

Paid or Volunteer drivers:  6 paid drivers

Approximate number of passenger trips provided each month:  60

Approximate hours per month employees spend transporting passengers:  75

Approximate number of total miles operating passengers per month:  2000

Transportation needs within your agency, not being met adequately:  Public Transit

Transportation needs outside of the agency, not being met adequately:  Public Transit

Barriers to meeting needs:  Public Transit & money
Transportation

Aksamit Transportation, Inc.

Address: Jenny & Mike Aksamit, Owners
241 West Front Street
Browerville, MN 56438

Phone: (320) 594-8228

Serviced Counties: Todd

Total Vehicles: 10

Total Vehicles w/ADA wheelchair lifts or ramps: 0

Issues encountered in coordinating or attempting to coordinate transportation:
“N/A; we work by contract with public school; we do our own hiring & billing insurance is always costly”

Greatest obstacle(s) to transit coordination and in your service area:
“wide spread area; to get people to & from in a timely maner”

Enhancements most needed to improve the coordination of public transit & human service transportation:
“More in town affordable housing so farming families can encourage their parents/grandparents to move to town; being closer to facilities & etc…and not live so far away that public transit wouldn’t even consider coming their direction.”

Transportation needs outside of the agency, not being met adequately:
“Medical transports; for the elderly to get to & from doctor appointments without having to call 911 & pay on ambulance service.”

Barriers to meeting needs:
“Lack of funding for persons interest in attempting to meet the needs of the people; and we are a rural area, we need to travel many miles to help those who need transportation service.”
Isensee Bus Service

Address: Berton H Lambrecht
24496 US HWY 71
Long Prairie, MN 56347

Phone: (320) 732-2795
E-mail: isenbus@earthlink.net

Serviced Counties: Todd

Total Vehicles: 26

Total Vehicles w/ADA wheelchair lifts or ramps: none

Issues encountered in coordinating or attempting to coordinate transportation:
“Lack of drivers”

Greatest obstacle(s) to transit coordination and in your service area:
“Cost of insurance”

Enhancements most needed to improve the coordination of public transit & human service transportation:
“Cost”

Service hours: School hours

Paid or Volunteer drivers: 26 paid drivers

Approximate hours per month employees spend transporting passengers: 150 hours

Approximate number of total miles operating passengers per month: 30,000 miles
Churches

Faith Lutheran Church

Address: Pastor Stephen Sreom
430 12th St NE
P.O. Box 236

Phone: (218) 894-0059
E-mail: flcmainoffice@quest.net

Serviced Counties:

Issues encountered in coordinating or attempting to coordinate transportation:
“We are looking to provide services at this time”

Service hours: As needed

How far in advance are trips to be scheduled: 1-2 weeks

Eligibility Requirements: none

Paid or Volunteer drivers: Volunteer

Approximate number of passenger trips provided each month: 6-8

Approximate hours per month employees spend transporting passengers: 4-5

Transportation needs within your agency, not being met adequately:
“Since we as a church have moved to a new location- so it is difficult for some members (all ages & needs) to get to service”

Transportation needs outside of the agency, not being met adequately:
“We need more- less expensive- transportation to/from hospitals, shopping (etc) for our very low income families in Todd.”

Barriers to meeting needs:
“Todd County is (maybe) the poorest county in the state”
Staples Assembly of God

Address: Pastor Roy Miles
914 3rd Ave NE
Staples, MN 56479

Phone: (218) 894-1081

Serviced Counties: Todd, Wadena & Morrison

Estimated number of persons not accessing their service provided: 1,000 maybe more

Issues encountered in coordinating or attempting to coordinate transportation:
“Money to buy & operate vans or buses”

Greatest obstacle(s) to transit coordination and in your service area:
“Services are on Sunday, elderly need help in get on & off, in & out of van or bus,
Wednesday night- kids program (at night)”

Enhancements most needed to improve the coordination of public transit & human service transportation:
“Sunday morning route to church, Wednesday night route to church”

Transportation needs within your agency, not being met adequately:
“Transportation from care center, Lakewood pines to Sunday morning services,
Transportation from rural areas for kid on Wednesday nights.”

Barriers to meeting needs:
“Cost- inconsistency of attendance of people, wrong day & time of service”
Church of Christ

Address: Pastor Barry Klein
27343 490th Street
Staples, MN 56479

Phone: (218) 894-2609
E-mail: stapleschurchofchrist@wtca.net

Serviced Counties: Todd, Wadena, Morrison

Greatest obstacle(s) to transit coordination and in your service area:
“Communication of need & availability of vehicles”

Enhancements most needed to improve the coordination of public transit & human service transportation:
“better communication”
Appendix VI:

MORRTRANS schedule
### Little Falls - In Town
**Monday - Friday**
- Little Falls: 7:45 to 4:45

### Little Falls - St. Cloud - 3rd Thursday of Month
- Little Falls: 8:00-8:30
- Royalton: 8:45
- Bowlus: 9:00
- Upsala: 9:15
- St. Cloud: 10:00
- Times may vary 15-20 min to accommodate route

### Upsala - Little Falls
**Tuesday - Friday**
- Upsala: 12:00
- Swanville: 12:15 12:30
- Flensberg: 12:45
- Sobieski: 1:05
- Little Falls: 12:30 1:00
- Times may vary 15-20 min to accommodate route

### Upsala - St. Cloud
- Upsala: 9:15
- St. Cloud: 10:00
- Times may vary 15-20 min to accommodate route

### Upsala - Long Prairie
**1st Thursday of Month**
- Upsala: 8:30
- Grey Eagle: 8:40
- Burtrum: 8:50
- Swanville: 9:00
- Long Prairie: 9:30
- Times may vary 15-20 min to accommodate route

### Upsala - St. Cloud
**3rd Thursday of Month**
- Upsala: 9:15
- St. Cloud: 10:00
- Times may vary 15-20 min to accommodate route

### Pierz - Little Falls
**Tuesday**
- Pierz: 7:45
- Little Falls: 8:15 8:40 9:00
- Hillman: 8:15 8:30 8:40
- Buckman: 12:00 12:25 12:35
- Genola: 12:25 12:35 12:50
- Pierz: 12:25 12:35 12:50
- Little Falls: 12:00 12:35 12:50
- Pierz: 7:45
- Little Falls: 12:25
- Pierz: 12:00
- Little Falls: 8:05 8:20 8:35
- Lastrup: 8:05 8:20 8:35
- Harding: 12:25 12:40 12:55
- Richardson: 12:25 12:40 12:55
- Capp's Corner: 8:05 8:20 8:35
- Capp's Corner: 12:00 12:25 12:55
- Pierz: 12:25
- Lastrup: 12:25
- Harding: 12:25
- Richardson: 12:25
- Capp's Corner: 12:25

### Pierz - In Town
**Monday - Friday**
- Pierz: 9:15
- Little Falls: 11:30
- Times may vary 15-20 min to accommodate route

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**Schedules Subject to Change. Call Ahead for Updated Information and Reservations**

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**Fares:**
- $1.00 per 1 way
- $6.00 round trip or 2 rural tokens

**Contact:**
- Phone: 877-457-4318

**Effective:**
- 12/1/2006
Appendix VII:

Power Point Presentation TAC
(Technical Advisory Committee)
Regional Transit-Human Service Coordination Plan

- Purpose - to fulfill the requirement for SAFETEA-LU.
  - Must be completed for certain programs to be able to receive funding for fiscal year 2007.

SAFETEA-LU Coordinated Planning Requirements

- Requires the establishment of a locally developed, coordinated public transit-human services transportation plan for all FTA human service transportation programs:
  - Section 5310 Elderly Individuals and Individuals with Disabilities Program
  - Section 5316 Job Access and Reverse Commute Program
  - Section 5317 New Freedom Program

- Requires the plan to be developed by a process that includes:
  - Representatives of public, private and nonprofit transportation and human services providers and participation by the public.
Key Players

- Mn/DOT
- Region Five Development Commission & other RDC’s throughout the state
- Members of Technical Advisory Committee
- Public/Stakeholder Involvement
- General Public

Key Elements Of Coordinated Plans

- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes;
- An inventory of available services that identifies areas of redundant service and gaps in service;
- Strategies to address the identified gaps in service;
- Identification of coordination actions to eliminate or reduce duplication in services and strategies for more efficient utilization of resources; and,
- Prioritization of implementation strategies.

What does TAC stand for?

- TAC stands for Technical Advisory Committee.
- Members come from all over the region.
Why?

- The main purpose for establishing a TAC for the Public Transit-Human Service Coordination Plan is to brainstorm ideas, encourage different viewpoints, and to set forth common goals for the plan.

Why did we select you?

- Our goal on selecting members for the TAC is to have representation for areas throughout Region Five, while at the same time keeping the group in a manageable environment so every individual receives ample opportunity to participate with the planning process.
- Members range from a variety of backgrounds that all are related to Human Services &/or transportation (e.g. 5010, 5311, CMCOA, Social Services, Tribal, Workforce Center, and members that provide public transit to the communities that make up Region Five).

Public Involvement

- Plan Committee (TAC)
- Questionnaire
- Market Research
- Planning Workshop
- Public Meeting
Questionnaire

- General
  - Contact Information
  - Transportation Needs of Clients
  - Coordination Obstacles
  - Fleet Information

- County Specific
  - Agency Provided Operations
  - Unmet Needs

Strategies/Actions

- Community Priorities
  - Preferred alternatives

- Fiscally Constrained Strategies
  - Improvements made with existing resources

Assess Current Public Transit System

- Compare Current Service to Customer Expectations
  - Availability
    - 6:00 am – 10:00 pm
    - 7 days per week
  - Responsiveness
    - Reservations same day with 2 hour lead time
  - Interregional Travel
    - Travel to regional trade center five days per week
    - Trade centers within Region Five are: Cass Lake- Cass County, Brainerd- Crow Wing County, Little Falls- Morrison County, Long Prairie- Todd County, and Wadena- Wadena County.
Public Transit Service Assessment

- Fixed Route
  - Transit Service and Operational Redesign Plans, Performance Analysis, Comprehensive Operational Assessments
- Demand Response
  - Level Of Service (LOS) Assessment
- ADA Accessible

Why Quantify?

- Customer expectations vs. productivity and cost effectiveness
- Measure the “gap” in service
- Refine performance standards

Frequency

- **Current**
  - Park Rapids: ~240 hours
  - Rural Hubbard: ~2,076 hours
- **Customer Expectations**
  - Park Rapids: 16 hours per day, 7 days per week = 4,000 hours
  - Rural Hubbard: 16 hours per day, 7 days a week = 4,000 hours
Responsiveness

- **Current**
  - Call day ahead
  - 2 Buses

- **Customer Expectations**
  - Same day
  - Adding 1 bus, 16 hours per day, 7 days a week
    - 4,000 hours

Service to Regional Trade Centers

- **Current**
  - Service to Bemidji = 114 annual hours

- **Customer Expectations**
  - Service to Bemidji 5 days per week, 8 hours per day = 2080 hours

Service Gap

- **Current**
  - 4,230 annual service hours

- **Customer Expectations**
  - 14,080 annual service hours
Planning Workshop

- Half day workshop, end of August
- Educational workshop on the Public Transit-Human Services Coordination Plan.
- Any stakeholder is strongly encouraged to attend, along with local officials and the general public.

Public Meeting

- Early-mid October
  - Opportunity for the general public to give input on the final plan so edits can be made in a timely manner.

Timeline

- Public involvement- mid July through end of Oct.
- Inventory- July through Sept.
- Assessment- mid July through early Sept.
- Actions- August to Oct.
- Planning Document- mid Oct to Nov.
Resources

- MnDOT
  - Sue Siemers, Transit Project Manager
    - suan.siemers@dot.state.mn.us
  - Noel Shughart, Principal Planner
    - Noel.shughart@dot.state.mn.us

- Region Five Development Commission
  - Brenton Holper, Regional Planner II
    - bholper@regionfive.org
    - (218) 894-3233 ext. 24
  - Chris Etzler, Transportation Coordinator
    - cetzler@regionfive.org
    - (218) 894-3233 ext. 15