Local Public Transit – Human Service Coordination Plan
Region 6W
Big Stone, Chippewa, Lac qui Parle, Swift and Yellow Medicine Counties

Adopted
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CHAPTER ONE:  Introduction
OVERVIEW

The framework for the development of this coordination plan is linked to changes in federal transportation legislation. In February 2004, President Bush issued executive order #13330 on human services transportation that identified the “fundamental importance of human service transportation and the continuing need to enhance coordination.” The newly formed Interagency Transportation Coordinating Council on Access and Mobility (CCAM) was challenged to come up with the most appropriate, cost effective service within the parameters of existing resources. Out of this came the initiative to develop a statewide action plan for improving transportation coordination spearheaded by the Minnesota Department of Transportation (MnDOT). The Minnesota Coordination Action Plan was adopted in March 2006 and outlines coordination strategies at the state, regional and local levels. A copy of the plan can be accessed for review on MnDOT’s website [http://www.dot.state.mn.us](http://www.dot.state.mn.us).

The local planning process is a result of Congress passing the Safe Accountable, Flexible, Efficient, Transportation Equity Act (SAFETEA – LU) a six-year transportation reauthorization bill, in August of 2005. In doing so reauthorization of the surface transportation act took place and grantees under the New Freedom Initiative (5317), Job Access and Reverse Commute (JARC –5316) and Elderly and Disable Transportation Program (5310) must meet certain requirements in order to receive funding for fiscal year 2007 (beginning October 1, 2006) and beyond. These programs are required to be part of a “locally developed coordinated public transit-human service transportation plan”.

PURPOSE AND ROLE

The purpose of the Local Public Transit-Human Service Coordination Plan is to create a comprehensive plan to help state and local community leaders, organizations and agencies involved in human service transportation and public transit services to cooperate and coordinate programs and develop action plans for the delivery of services. In communities who practice coordination and cooperation the results have been improved services, lower costs and improved access, which benefits the customer.

The plan itself must be developed by an independent and objective entity through a planning process that includes representatives of public, private, and non-profit transportation services, human service providers and the general public.

The key elements of the plan must include:

- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes;
- An inventory of available services that identifies current levels of service; 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.

The plan is designed to identify the gaps between customer expectations and the current level of service. Some local strategies are similar to the strategies that are part of the state plan.

LOCAL REGIONAL FRAMEWORK

The counties covered by this local plan include Big Stone, Chippewa, Lac qui Parle, Swift and Yellow Medicine (Region 6W) in west central Minnesota. The Upper Sioux Community is located in Yellow Medicine County but has no formal transportation system currently in place. Public and private transit is available in all five counties. There is one regional public transportation system, Prairie Five RIDES that provides service in all five counties (5311). There is one 5310 system within the region – Main Street Industries, Inc., Clinton, Minnesota. Systems providing service in the region are all demand responsive systems. Some systems provide multi-county services while others operate within one county or one community of the region. Chapter Two of the Plan is a physical inventory of the public and private systems in the region and identifies service areas, service hours, fee structures and contacts for each system identified.

It is important to note the traditional public transit model cannot and does not effectively or efficiently serve the region. In order to meet the needs of the population and lower service numbers the transportation network includes a less traditional and informal system combining public non-profit, private-for-profit and volunteer providers. The population base that needs or wants transportation services in the region is very diverse like everywhere in the state and requires a very diverse network to meet their needs. The challenge in this region is the low service numbers and the long distances that may be traveled for rides – better referred to as economies of scale.

Although there isn’t a formal mechanism in place for coordination and cooperation a comprehensive approach to meet mobility needs is happening in the region and quite frankly done well, especially for people on public assistance programs. There are some formal interagency agreements in place but for the most part coordination and cooperation is done on an informal basis. The physical inventory is there. Tapping those vehicles and drivers to coordinate services is the challenge. Barriers do make this difficult to accomplish but not impossible to attain if regulations and rules were loosened providing some flexibility to the systems. However, facilitation of the process through some type of “mobility manager” or staff position would increase the probability of formalizing coordination and cooperation.
PLANNING PROCESS

Minnesota’s Department of Transportation (MnDOT), Office of Transit teamed up with the Department of Human Services (DHS), Aging Division to set the guidelines and oversee the development of these local plans. Since 2000 transportation plans in the state have been performance based on productivity and cost effectiveness and have included transit operation planning. Customer expectations have not been part of the equation.

Regional Development Commissions (RDC) and Metropolitan Planning Organizations (MPO) were selected as the independent agencies to facilitate and conduct the planning process for several reasons. RDC/MPO planners are not stakeholders and should be viewed as an independent and objective entity with no vested interests. The local comprehensive transportation plans prepared by RDC/MPO planners are required to address transit. In addition planners are aware of and knowledgeable of transit programs and funding streams in their counties and cooperate and coordinate with stakeholders to meet transportation needs in their service area.

The following planning process steps were taken to complete the transit plan:

- Contract Development with MnDOT and DHS
- MnDOT Training for Planners
- Selection of Local Technical Advisory Committee Members to Oversee Project
- Technical Advisory Committee Meeting – Review Questionnaire and Plans for Workshop
- Conduct Needs Assessment for Public Involvement
  - Distribution and Analysis of Stakeholder Questionnaire
  - Conduct Local Stakeholder Workshop with Public Involvement
  - Profile of Transit Service Providers
  - Identify Strengths and Weaknesses/Gaps
  - Identify Duplication
  - Identify Redundancy
- Develop Transportation System Inventory
- Develop Strategies and Coordination Strategies
- Technical Advisory Committee Meeting – Review First Draft
- First Draft to MnDOT
- UMVRDC Commission Reviews First Draft
- Technical Advisory Committee Meeting - Review Final Draft
- Post Plan on UMVRDC Website for Public Comment
- Conduct Public Hearing
- Adoption of Plan by RDC

PUBLIC INVOLVEMENT

Several techniques and resources were used to ensure public participation was part of the planning process. Public input was gathered in the planning process from the following:
MnDOT’s market study data; the development of a local technical advisory committee; the dissemination and collection of a stakeholder questionnaire; a public planning workshop; regular updates to the Upper Minnesota Valley Regional Development Commission; and a public comment period and public meeting to review the final draft before adoption.

**Market Research Study Data**
MnDOT’s Office of Transit coordinated with the Market Research Section of the Office of Communications to conduct a Minnesota Transit Market Research Study in 2000. The study was conducted to: determine statewide transit needs; identify service designs and areas that have a need for such services; assist transit programs in developing marketing programs, and identify the reasons why certain segments of the population who could be using these services are not.

Public participation through an on-board survey (4,124 returned) and random sampling telephone surveys (810) was conducted throughout greater Minnesota to collect customer satisfaction and customer preference data. In May 2000 the study “Greater Minnesota Transit Market Research Study” was released. Significant findings from the study pertinent to Region 6W are summarized in Chapter Three of this document.

**Local Technical Advisory Committee**
The federal transportation act (SAFETEA-LU) required in the development of the local plan a local technical advisory committee (TAC) for direct oversight of the planning process. The federal guidelines suggested membership should include, but is not limited to, representation from human services, transit providers (5311 and/or 5310), major funders, disability community, workforce centers, Area Agency on Aging, senior housing, health care agencies, and MnDOT. Membership on the Local Transit-Human Service Coordination Plan TAC for Region 6W included:

- **Dick Olson**, Prairie Five RIDES (5311)
- **Jason Giese**, Southwest MN PIC/Montevideo WorkForce Center
- **Brad Hermansen/Peggy Heglund**, Yellow Medicine Family Services
- **Bernie Struck**, Dawson Heartland Express (5311)
- **Gary Johnson**, Yellow Medicine County Commissioner
- **Michele Sonnabend**, Swift County Benson Hospital
- **Robin Olson**, Big Stone County Day Training & Habilitation Center (5310)
- **Michelle Bouta**, Minnesota River Area Agency on Aging
- **Dawn Hegland**, Upper Minnesota Valley RDC Transportation Director
- **Bev Herfindahl**, MnDOT District 8 Planner
- **Connie Nygard**, Facilitator – Upper Minnesota Valley Regional Development Commission

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The TAC met four times during the preparation of the plan and was very instrumental in its development and format. The TAC assisted staff by providing valuable input into the planning process and insight into the local transportation network. They were also very active in the planning workshop and played a critical role in reviewing the plan for content and accuracy.

**Stakeholder Questionnaire**

The stakeholder questionnaire, developed by MnDOT, was intended to gather input from key stakeholders who either provide transportation services or purchase transportation services for the elderly, disabled and low-income population. All RDCs and MPOs used the same questionnaire in an attempt to gather data that would be consistent across the state making it possible to do comparative analysis of data from one part of the state to another.

Federal guidelines suggested participants in the questionnaire include, but was not limited to, the following groups and organizations:

- Transit riders and/or potential riders from the targeted populations
- Public transit providers
- Private transit providers
- Human service agencies
- Government agencies administering health, employment or other support programs for targeted populations
- Advocacy organizations working on behalf of the targeted populations
- Security and emergency management agencies
- Tribes
- Community-based organizations
- Job training and placement agencies
- Health care facilities
- Housing facilities for targeted populations
- Elected officials

In Region 6W a total of 297 questionnaires were direct mailed with a stamped, self-addressed return envelop. The turnaround time was two weeks. The return rate was 28.2% with 84 surveys returned. The questionnaire was designed to collect data on current services, physical inventory of transportation systems, coordination currently being practiced and any unmet needs or gaps in services. Data collected from questions on the physical inventory of transportation systems included the type of service available, level of service, service span, response time, service area coverage and areas of gaps or unmet needs. Copies of the letter and survey are included in the Appendix. A summary of the results of the survey can be found in Chapter Three.

**Planning Workshop**

An open invitation to attend a planning workshop was mailed with the stakeholder questionnaire to 297 providers and purchasers of transportation for the elderly, disabled
and low-income. The purpose of the half-day workshop was to discuss ways local transit and human service organizations could coordinate better to meet the needs of their clients. A follow-up reminder of the workshop was sent one week prior to the workshop (see Appendix). In addition a news release was sent out to invite the general public to this open discussion (see Appendix).

The workshop was attended by 15 participants and had an excellent cross section of attendees. Participants included representatives of the private and public transportation systems, county human service agencies, health care facilities, disabled organizations, workforce centers, funding agencies, and consumers.

An opening exercise to identify strengths and weaknesses in the local transportation network was completed by the entire group (see Appendix). Small discussion groups with a facilitator and note taker were used to discuss the issues or problems (gaps) and then to create solutions (strategies) to the problems. The full group was divided into five small work groups to address coordination (Making Things Happen by Working Together), funding adaptability (Adapting Funding for Greater Mobility), efficiencies of service (Moving People Efficiently), customer satisfaction (Putting Customers First) and assessing the community needs (Taking Stock of Community Needs and Moving Forward) taken from Framework for Action: Building the Fully Coordinated Transportation System.2 This format was used in the development of the state plan. Each group had a series of prepared questions to lead the discussion (See Appendix). The groups were instructed to put their energies into the development of strategies. The strategies were listed on flipcharts to share with the entire group for input and inclusion of overlooked ideas or strategies. At the close of the workshop participants prioritized the strategies and selected five as their top priorities. A list of all the strategies and the priority list are in Chapter Four.

The small discussion groups fostered participation of all participants of the workshop. Quality time was spent on strategy development. The small groups were not expected to develop an action plan but were encouraged to elaborate on strategies as much as time permitted. Several of the action steps came out of these work groups.

Upper Minnesota Valley Regional Development Commission Meetings
To engage more elected officials in the planning process the Upper Minnesota Valley Regional Development Commission (UMVRDC) was given the opportunity to review and comment on the local plan. It was part of their agenda at their regular monthly meetings. Staff felt it was important to do so for two reasons. One, the UMVRDC would be officially adopting this plan for the region and should have an understanding of the document. Second, all of the counties and some of the municipalities fund transportation systems in the region and have a vested interest in the purpose of the plan. It is important systems use public dollars both effectively and efficiently, there be no duplication in systems, transportation needs be met and coordination and cooperation be a standard not just a goal for the transportation network. The draft plan was posted on the UMVRDC

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2 Department of Transportation (2003), Framework for Action: Building the Fully coordinated Human Service Transportation System, Federal Transit Administration, Washington D.C.
Public Meeting
The public meeting was the last step prior to the adoption of the local plan. Public notice of the meeting was put in the newspaper encouraging public participation. The public could testify at this meeting or provide written comment prior to the meeting. It was held as part of the UMVRDC’s November 20, 2006 monthly meeting. Minutes of the meeting and written comments (if applicable) are included in the Appendix. At the close of the public meeting the UMVRDC took action on the Plan to adopt for submittal to MnDOT.

UPDATES
Plan updates will occur on a regular basis, to coincide with the regional long-range transportation plan development process that already takes place. Strategies that are identified in the plan are eligible for funding consideration under the New Freedom Initiative, Job Access and Reverse Commute (JARC) and Elderly and Disabled Transportation Program funding programs beginning the fall of 2006. Adopted plans will be posted on the MnDOT, Office of Transit, and University of Minnesota Center of Transportation Studies (CTS) Coordination websites and the Upper Minnesota Valley Regional Development Commission website [www.umvrdc.org](http://www.umvrdc.org).
CHAPTER TWO: Local Inventory of Transportation Services
INTRODUCTION

The transportation network in Region 6W includes a variety of providers and systems – city systems, a regional provider, program specific providers, specialized systems, facility owned systems, commercial intercity systems, charter providers, as well as a regional volunteer driver program and other volunteer programs. There is one non-profit organization funded with Section 5310 federal funds for elderly and/or disabled person (Main Street Industries, Inc. – Clinton). Many nursing homes, assisted living facilities or group homes and other organizations in the region including churches have their own vehicles, some handicapped equipped. These vehicles are primarily used for group outings or recreational purposes and work trips. The physical inventory is available.

Prairie Five RIDES has a formal volunteer driver program to supplement their bus system that serves the entire region. It fills a huge gap in providing rides outside the five counties, low volume rides and serving the very frail. It is no surprise that volunteers are the consumer’s choice of transportation. Other components of the informal network in the region are other volunteer drivers not part of a formal system; car-pooling; ride sharing; family; friends and neighbors; and faith based programs. All are critical in transporting people in and outside the region and meeting our diverse mobility needs.

The following is an inventory of transportation service providers in Region 6W (Big Stone, Chippewa, Lac qui Parle, Swift and Yellow Medicine Counties). They have been divided into four primary categories:

1. Public Non-profit (5311 systems)
2. Public Non-profit Program Specific
3. Private For-profit
4. Schools

In collecting this data we realized there are some basic realities surrounding the transportation network in the region impacting service. Some of these realities are:

- The inventory is fluid and undergoes changes constantly.
- If a provider has been missed no doubt they provide very minimal service within the region.
- Some providers are located within the region while others provide services in the region but are housed outside the five counties and serve larger service areas.
- Most public transportation systems are funded by local, state and/or federal funding sources.
- Of the nine public systems in the region eight are city systems bound geographically to the city limits for the most part.
- Most systems are not 24/7 systems. In fact the majority provide service Monday thru Friday with service hours roughly about 7:00 am to 5:00 pm.
Most systems are demand responsive systems and have few if any fixed routes. There are some “quasi-fixed medical routes” for dialysis or regularly treated individuals such as cancer patients that are on going, episodic routes for a period of time.

Schools “bite the bullet” and transport their own handicapped students to meet the letter of the law – some with their own systems and some contract services with charter bus services. Coordination of vehicles and drivers during down times still could be a viable option.

The informal network is a critical component of the regional system. Getting our hands around this informal network is almost impossible and formalizing the network may just be its demise. Almost all agencies and service providers have their own list of volunteer drivers if the formal network is unable to meet their needs.

Staff “step up to the plate” in serving clients and meeting needs at senior housing facilities, medical facilities, nursing homes, DACs, group homes, etc. in providing rides. “You do what you have to do.”

Prior authorization for reimbursement is required for many programs leaving customers hanging or not getting service in some cases for last minute, emergency and weekend rides.

Some elderly, disabled and/or low-income clients can be a fickle group to serve making planned coordination very difficult at times. It is not uncommon for rides to be cancelled at the last moment making coordination very difficult.

Many systems have remained virtually at flat funding since they were first funded with only 2% cost of living increases while the level of service has continued to grow.

Cutting taxes and imposed mandates become HUGE barriers to getting the job done by making larger demands on the local level. Implications for rural Minnesota counties and communities with declining populations translate into cutting service.

Coordination has its costs and should not be perceived as free.

These five counties are very rural with low populations. Service numbers are not high. Resources are limited. Transporting miles can be long distances. None of these realities translate into less need.

Providers feel we do a good job of providing transportation in the region especially to individuals on public assistance programs. Where things fall short is mostly in the unplanned or emergency trips and the near poverty clientele. The informal network becomes the backbone to the network to meet these rides. Formal systems prefer 24-hour notice and most are not 24/7 systems making these trips difficult to meet. More coordination may help alleviate some of the problems but will not be the total fix to this issue.

Individuals living in the region accept doing without because of the rural nature of the region.
Many facilities or organizations have been given or “gifted” vehicles but operating dollars and insurance regulations still remain an obstacle to usage and limits sharing or coordination of vehicles.

Delivery of services and goods, the Internet, and catalogue services ease some of the transportation demands.

Ambulance services and law enforcement have been used as a means of last resort for transporting individuals.

Rural areas and some smaller cities are underserved in the region. Setting fixed routes of some regularity for these areas may be helpful.

The following inventory does not include the numerous informal transportation providers and volunteer programs that exist within the region. A physical inventory of vehicles is the focus of the plan. Although the list may not be all-inclusive it does represent an earnest attempt under the time and resource constraints of this planning process. Specifically it identifies the transportation providers that are available to move the elderly, disabled and low-income populations of the region. **Disclaimer:** Information has been drawn from a variety of sources. While every effort has been made to ensure this information is accurate and up-to-date, we cannot guarantee the information.
<table>
<thead>
<tr>
<th>PROVIDER</th>
<th>FUNDING SOURCES</th>
<th>ADDRESS</th>
<th>PHONE</th>
<th>SERVICE AREA</th>
<th>SERVICE HOURS</th>
<th>TYPE OF SERVICE</th>
<th>FLEET</th>
<th>H/A*</th>
<th>ELIGIBILITY</th>
<th>SCHEDULING</th>
<th>FARES*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prairie Five RIDES Regional System</td>
<td>Section 5311, MnDOT, Title III OAA, Counties, Cities, Passenger Fares Contracts</td>
<td>7 &amp; Washington PO Box 159 Montevideo, MN 56265</td>
<td>877-757-4337</td>
<td>Big Stone, Chippewa, Lac qui Parle, Swift and Yellow Medicine Counties; Twin Cities; Marshall; Willmar; St. Cloud; Moorhead; Drivers can drive to all areas of the state and some North and South Dakota locations</td>
<td>M-Sat: 6:00am – 6:00 pm M-F Dispatch: 7:00am – 6:00 pm</td>
<td>Public demand responsive system of volunteer drivers and bus service; contracted rides</td>
<td>5 regional buses: 14 – 20 passenger capacity 1 Mini-van – 3 capacity</td>
<td>Yes – 5 buses (2 wheelchair capacity in each)</td>
<td>All Ages</td>
<td>24 hour advance reservation preferred</td>
<td>Adults: $.20/mi Children: $.15/mi</td>
</tr>
<tr>
<td>Prairie Five RIDES City Systems</td>
<td>Section 5311, MnDOT, Cities, Passenger Fares</td>
<td>7 &amp; Washington PO Box 159 Montevideo, MN 56265</td>
<td>289-1010</td>
<td>City of Appleton</td>
<td>M-F: 7:00 am – 5:00 pm</td>
<td>Dial-A –Ride public demand responsive system;</td>
<td>4 City Buses – all 20 passenger capacity</td>
<td>Yes – 2 wheelchair capacity in all 4</td>
<td>All ages</td>
<td>Call for ride</td>
<td>One-way fare $1; city monthly pass $25; tokens $5 for 6 tokens; youth punch card $12 (20 punches); general public punch card $13 (16 punches); senior punch card $8 (16 punches); youth summer pass $35</td>
</tr>
<tr>
<td>Benson Heartland Express</td>
<td>Section 5311, MnDOT, Cities, Passenger Fares</td>
<td>1410 Kansas Ave Benson, MN 56215</td>
<td>320-843-4293</td>
<td>Within two miles of Benson city limits</td>
<td>M-F: 7:00 am – 5:00 pm Saturday: 8:00 am – 12:00 pm Sunday: 8:00 am – 12:00 pm</td>
<td>Dial-A Ride demand responsive system</td>
<td>3 - 20 capacity buses</td>
<td>Yes – 6 wheelchair capacity and lift</td>
<td>All ages</td>
<td>Call for ride</td>
<td>$1.00 one way trip</td>
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<tr>
<td>Dawson Heartland Express</td>
<td>Section 5311, MnDOT, Cities, Passenger Fares</td>
<td>Box 552 675 Chestnut Dawson, MN 56232</td>
<td>320-769-2154</td>
<td>City of Dawson</td>
<td>Spring/Fall/Winter: M-F: 7:30 am – 4:30 pm Summer: M-F: 8:30 am to 3:30 pm</td>
<td>Curb to curb dial-a ride demand responsive system (dispatching on board)</td>
<td>1 Active – 1 backup – 18 passenger capacity</td>
<td>Yes - 2 wheelchair capacity</td>
<td>All ages</td>
<td>Call for ride</td>
<td>Base fare $2.00/trip; monthly passes $25 (regular); students and seniors $20; tokens 10 for $15</td>
</tr>
</tbody>
</table>
### Granite Falls Heartland Express
- **Section**: 5311, MnDOT, Cities, Passenger Fares
- **Address**: 885 Prentice St, Granite Falls, MN 56241
- **M-F**: 6:30 am – 5:30 pm Sunday: 7:15 am – 12:15 pm (Church only trips)
- **Door to door dial-a-ride demand responsive system**
- **Capacity**: 1 – 20
- **Wheelchair and ramp**: Yes
- **Fare**: 1 – 20 ride Ticket: $28
- **One-way trip**: $1.50
- **Sundays**: FREE
- **Call for ride**: N/A
- **Monthly Pass**: Youth - $20, Adult - $25, Senior - $20, Student Summer - $30, 20-ride Ticket: $28, One-way trip: $1.50, Sundays: FREE

### Montevideo Heartland Express
- **Section**: 5311, MnDOT, Cities, Passenger Fares
- **Address**: 625 Gravel Road, Montevideo, MN 56265
- **M-F**: 5:30 am – 4:00 pm
- **Dial-a-ride demand responsive system and a fixed route commuter system**
- **Capacity**: 1
- **Wheelchair and ramp**: Yes
- **Fare**: $1.50
- **Call for ride**: $1.50 one-way trip

### PUBLIC NON-PROFIT PROGRAM SPECIFIC
#### COUNTY DAY TRAINING AND HABILITATION CENTERS (DT&H):

<table>
<thead>
<tr>
<th>County</th>
<th>Facility</th>
<th>Address</th>
<th>Phone</th>
<th>Capacity</th>
<th>Wheelchair and Ramp</th>
<th>Ages</th>
<th>Program</th>
<th>Service</th>
<th>CDL</th>
<th>Nursing Home Can Use</th>
<th>Pre-arranged</th>
<th>Per-Days</th>
<th>Per-Ride</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Street Industries (Active 5310)</td>
<td>93 Main St Box 321 Clinton, MN 56225</td>
<td>320-325-5251</td>
<td>Big Stone County and Browns Valley</td>
<td>M-F: 7:45 am – 2:45 pm</td>
<td>To/from worksite and home; to/from worksite to community job sites</td>
<td>2 Vans – 12 Capacity</td>
<td>Yes – 4 tie-downs; ramp on bus</td>
<td>Clients enrolled in the program only</td>
<td>CDL requires the nursing home can use</td>
<td>N/A</td>
<td>Pre-arranged</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Swift County</td>
<td>2105 Minnesota Av Benson, MN 56215</td>
<td>320-843-4201</td>
<td>Swift County</td>
<td>M-F: 8:00 am – 3:30 pm</td>
<td>To/from worksite and home Appointments w/family services</td>
<td>3 mini-vans - 15 capacity (3 routes)</td>
<td>Yes - 1</td>
<td>Clients enrolled in the program</td>
<td>Pre-arranged</td>
<td>$20-50/day, 6.99/ride</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chippewa County</td>
<td>Box 562 Montevideo, MN 56265</td>
<td>320-269-6134</td>
<td>Chippewa County Cities of Dawson, Clara City, and Montevideo</td>
<td>M-F: 8:30 am – 2:30 pm</td>
<td>To/from worksite and home</td>
<td>3 Vans</td>
<td>No</td>
<td>Clients enrolled in the program – 18+</td>
<td>Pre-arranged</td>
<td>N/A</td>
<td></td>
<td></td>
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<tr>
<td>Yellow Medicine County</td>
<td>County Rd 3 PO Box 154 Canby, MN 56220</td>
<td>507-223-7900</td>
<td>30 mile radius of Canby</td>
<td>M-F: 8:00 am – 3:00 pm</td>
<td>To/from worksite and home</td>
<td>3 - 15 capacity vans; 3 minivans; 1 mid-size van</td>
<td>Yes – 1 only (mid-size van)</td>
<td>Clients enrolled in the program</td>
<td>Pre-arranged</td>
<td>N/A</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### NURSING HOMES:

<table>
<thead>
<tr>
<th>Facility</th>
<th>Address</th>
<th>Phone</th>
<th>Capacity</th>
<th>Wheelchair and Ramp</th>
<th>Ages</th>
<th>Program</th>
<th>Service</th>
<th>CDL</th>
<th>Nursing Home Can Use</th>
<th>Pre-arranged</th>
<th>Per-Days</th>
<th>Per-Ride</th>
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<tbody>
<tr>
<td>Granite Falls Manor</td>
<td>345 10th Av Granite Falls, MN 56241</td>
<td>320-564-6246</td>
<td>N/A</td>
<td>N/A</td>
<td>Outings (locally) and medical appointments</td>
<td>1 Bus – 16 capacity</td>
<td>Yes - 3 wheelchair capacity; ramp</td>
<td>Residents of facility</td>
<td>N/A</td>
<td>N/A</td>
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<td>Facility Name</td>
<td>Facility Information</td>
<td>Service Details</td>
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<tr>
<td><strong>Clarkfield Care Center</strong></td>
<td>805 5th St, Clarkfield, MN 56223</td>
<td>Outings</td>
<td>N/A</td>
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<tr>
<td><strong>Clinton Care Center</strong></td>
<td>PO Box 379, Clinton, MN 56225</td>
<td>Outings and medical appointments</td>
<td>N/A</td>
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<tr>
<td><strong>Clara City Care Center</strong></td>
<td>PO Box 797, Clara City, MN 56222</td>
<td>Outings and medical appointments</td>
<td>N/A</td>
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<tr>
<td><strong>Luther Haven</strong></td>
<td>1109 E Hwy 7, Montevideo, MN 56265</td>
<td>Outings only</td>
<td>N/A</td>
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<tr>
<td>Swift County</td>
<td>301 14th St, Benson, MN 56215</td>
<td>Volunteer Drivers for medical appointments: Odd-numbered days – St. Cloud and even-numbered days - Minneapolis</td>
<td>Demand responsive system Mini-van No Swift County veterans; spouse can ride if room (pay fare); will coordinate rides with other counties Call with scheduled appointment in advance $15/trip or donation</td>
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<tr>
<td>Chippewa County</td>
<td>629 N 11th St, Montevideo, MN 56265</td>
<td>Paid drivers for only medical appointments to VA hospitals and clinics</td>
<td>Demand responsive system Bus – 16 capacity or county car with low numbers No Chippewa &amp; Lac qui Parle County veterans; spouse can ride if room (pay fare); coordinate with other counties Call with appointment one week prior; day before call for departure time; spouse can escort – pay fee $15/trip for Lac qui Parle &amp; Chippewa veterans; other counties pay $20</td>
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<tr>
<td>Yellow Medicine County</td>
<td>415 9th Av, Suite 104, Granite Falls, MN 56241</td>
<td>Volunteer drivers for medical appointments to VA hospitals &amp; clinics</td>
<td>Demand responsive system Mini-van – 6 capacity No Yellow Medicine veterans – spouses can ride if room (pay fare); coordinate with other counties Call with scheduled appointment in advance $20/trip</td>
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<td><strong>PRIVATE PROVIDERS</strong></td>
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<tr>
<td>Heartland Girls Ranch</td>
<td>185 Hwy 9 NE, Benson, MN 56215</td>
<td>Transportation for clients</td>
<td>2 Sedan wagons 1 Medium Bus No Groups living at the group home N/A N/A</td>
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<td>Company</td>
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<tr>
<td>Greyhound Bus Service</td>
<td>Tri County Coop 1297 Granite St Granite Falls, MN 56241, 320-564-2525, City Stop Ticket Counter</td>
<td>Subject to change. Call to verify. Coach bus service N/A No All ages Call ticket counters – use phone numbers Based on destination determined</td>
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<tr>
<td>Passenger fares</td>
<td>KWIK &amp; EZY Hwy 23 &amp; Main St Clara City, MN 56222, 320-847-3567, City Stop</td>
<td>Subject to change. Call to verify. Coach bus service N/A No All ages Call ticket counters – use phone numbers Destination determined</td>
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<tr>
<td>Jefferson Bus Lines</td>
<td>Tri County Coop 1297 Granite St Granite Falls, MN 56241, 320-564-2525, City Stop Ticket Counter</td>
<td>Subject to change. Call to verify. Passenger &amp; package coach bus service No All Ages Call ticket counters – use phone numbers Destination determined</td>
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<tr>
<td>Gold Star Limousine &amp; Van</td>
<td>PO Box 330 New London, MN 56273, 888-354-2414, Statewide Service, 24/7 Dispatching 8:00 am – 5:00 pm</td>
<td>All types of transportation 2 Limos 5 vans – Bus –24 passenger Yes – 24 passenger bus – ramp All ages Call in advance Based on destination hour and/or mile</td>
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<tr>
<td>Living Life Limousine</td>
<td>321 S 1st S Montevideo, MN 56265, 320-269-8075 or 320-841-0649, 100 mile radius of Montevideo</td>
<td>Flexible Primarily luxury limo service; some airport shuttle service 2 Limo cars (10 passenger) No All ages Advance notice – 2 weeks preferred $65/hour</td>
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<tr>
<td>Starlight Limousine of Graceville</td>
<td>7558 Co. Hwy 2 Graceville, MN 56265, 320-748-7123, 100 mile radius of Morris</td>
<td>24/7 – Subject to scheduling All types of transportation 1 – 10 passenger No All ages Advance notice – 1 day $150 for first two hours $50/hour after that</td>
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<tr>
<td>Fantasy Limo Service</td>
<td>PO Box 1024 Clear Lake, SD 57226, 605-874-2646, Primarily SD – will serve western edge of MN</td>
<td>Flexible Luxury limo service primarily 6 – Limo buses 6 – Limo cars 1 = SUV No All ages Advance registration – 2 weeks preferred Varies based on destination and type of service</td>
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<tr>
<td>Fiesta Taxi Service</td>
<td>Montevideo, MN 56265, 320-841-1692, 40 Mini-vans</td>
<td>Flexible (24/7) Primarily medical; occasional social and business trips Yes All ages Call for ride – prefer 24 hour notice Varies – basic costs: weekdays $20+1.70 ambulatory and wheelchair; $60+$2.60 stretcher with attendant; $15 additional</td>
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**SPECIALIZED TRANSPORTATION SYSTEMS**

<table>
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<tr>
<th>Company</th>
<th>Contact Information</th>
<th>Services</th>
<th>Notes</th>
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<tbody>
<tr>
<td>People’s Express, Inc.</td>
<td>15578 Shady Acres Drive Wadena, MN 564825-6502, 218-631-2909, Central MN, including western half of MN; Out of state in ND, SD and Iowa</td>
<td>Flexible (24/7) Primarily medical; occasional social and business trips 40 Mini-vans Yes All ages Call for ride – prefer 24 hour notice Varies – basic costs: weekdays $20+1.70 ambulatory and wheelchair; $60+$2.60 stretcher with attendant; $15 additional</td>
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<tr>
<td>Service Name</td>
<td>Prepaid health plans and Medicaid clients; private pay fares</td>
<td>Phone Number</td>
<td>City, State Zip</td>
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<tr>
<td>Lakes Medi-Van</td>
<td>Prepaid health plans and Medicaid clients; private pay fares</td>
<td>218-846-7377 or 800-422-0976</td>
<td>Detroit Lakes, MN 56502</td>
</tr>
<tr>
<td>Care Cab</td>
<td>Prepaid health plans and Medicaid clients; private pay fares</td>
<td>800-535-7190</td>
<td>2600 7th St N St. Cloud, MN 56301</td>
</tr>
<tr>
<td>Espeland Van Service</td>
<td>Prepaid health plans and Medicaid clients; private pay fares</td>
<td>800-448-7433</td>
<td>PO Box 24 Winnebag, MN 56098</td>
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<tr>
<td>Wheelchair Express</td>
<td>Prepaid health plans and SD Medicaid clients; private pay fares</td>
<td>605-338-9529</td>
<td>PO Box 778 725 N Mail St Sioux Falls, SD 57101</td>
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<td>CHARTER SERVICES</td>
<td>WD Tours</td>
<td>Passenger Fares/fees</td>
<td>3341 271st Ave</td>
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<td>Peterson Bus Service</td>
<td>Passenger Fares/fees; contracts</td>
<td>New London, MN 56273</td>
<td>320-354-2414</td>
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<tr>
<td>R&amp;J Tours</td>
<td>Passenger Fares/fees</td>
<td>1030 Hwy 71 Willmar, MN 56201</td>
<td>320-235-5875</td>
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<tr>
<td>Bennett &amp; Bennett Transportation</td>
<td>Passenger Fares/fees; contracts</td>
<td>109 Winter Dr Granite Falls, MN 56241</td>
<td>320-564-4766</td>
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<td>Palmer Bus Service</td>
<td>Passenger Fares/fees; contracts</td>
<td>22 S Division St Clara City, MN 56222</td>
<td>320-847-3109</td>
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<tr>
<td>Riley Bus &amp; Tours</td>
<td>Passenger Fares/fees; contracts</td>
<td>302 W Hwy 12 Murdock, MN 56271</td>
<td>320-875-2491</td>
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<tr>
<td>Rustad Bus &amp; Tours</td>
<td>Passenger Fares/fees; contracts</td>
<td>208 N 12th St Kerkhoven, MN 56252</td>
<td>320-264-2987</td>
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<td>Service Provider</td>
<td>Passenger Fares/fees; contracts</td>
<td>Address</td>
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<tr>
<td>Clark Transportation</td>
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<td>708 S 17th St Montevideo, MN 56265</td>
<td>320-269-7427</td>
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<td>Breberg Charter</td>
<td>Passenger Fares/fees; contracts</td>
<td>Dawson, MN 56232</td>
<td>320-769-4496</td>
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<tr>
<td>Willmar Bus Service</td>
<td>Passenger Fares/fees; contracts</td>
<td>1308 7th SE Willmar, MN 56201</td>
<td>320-231-2110</td>
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<tr>
<td>Thielen Buss Lines, Inc.</td>
<td>Passenger Fares/fees; contracts</td>
<td>220 W 11th St Redwood Falls, MN 56283</td>
<td>507-637-3600</td>
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**SCHOOLS**

**PUBLIC SCHOOLS**

<table>
<thead>
<tr>
<th>School</th>
<th>Levy</th>
<th>Address</th>
<th>Phone Number</th>
<th>Student Transportation – School</th>
<th>Transportation – School and Activities</th>
<th>Transportation – School and Activities</th>
<th>Transportation – School and Activities</th>
<th>Transportation – School and Activities</th>
<th>Transportation – School and Activities</th>
<th>Transportation – School and Activities</th>
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<th>Transportation – School and Activities</th>
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<tbody>
<tr>
<td>Bellingham Elementary</td>
<td>Levy</td>
<td>522 1st St Bellingham, MN 56212</td>
<td>320-568-2118</td>
<td>M-F 7:00 am – 4:00 pm</td>
<td>1 Car 5 Buses – 1 medium and 4 large</td>
<td>No – based on needs</td>
<td>Students enrolled in the district</td>
<td>Scheduled</td>
<td>N/A</td>
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<tr>
<td>Benson Public Schools</td>
<td>Levy</td>
<td>14th &amp; Bernhart Av Benson, MN 56215</td>
<td>320-843-2710</td>
<td>M-F Before and after school hours; evening and Saturday hours for special activities and events</td>
<td>2 Vans 11 Buses</td>
<td>1 Van – lift/ ramp; 1 Bus – lift/ ramp</td>
<td>Students enrolled in the district</td>
<td>Scheduled</td>
<td>N/A</td>
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<tr>
<td>School</td>
<td>Levy</td>
<td>Address</td>
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<tr>
<td>Canby Public Schools</td>
<td>Levy</td>
<td>106 Ring Av N Canby, MN 56220</td>
<td>507-223-5965</td>
<td>Yellow Medicine, Lincoln, Lac qui Parle Counties; Cities of Canby, St. Leo, Porter,</td>
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<td>M-F: 6:50 am – 4:20 pm; evening and Saturday hours for special activities and events</td>
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<td>Student transportation – school and activities; lease vehicles to community groups for</td>
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|                                           |       |                                      |             | 13 School buses; 1 Van; 2 cars                                                      | No – based on needs
|                                           |       |                                      |             | Students enrolled in the district                                                   | Scheduled
| MANCRAY Public Schools                     | Levy  | Box 590 Clara City, MN 56222         | 320-847-2154| Contract transportation services out. Own small van for district needs.             |
| Clinton-Graceville-Beardsley Schools       | Levy  | 601 N 1 St Clinton, MN 56225         | 320-748-7281| Traverse, Big Stone and Stevens Counties; Clinton, Graceville and Beardsley         |
|                                           |       |                                      |             | M-F Before and after school hours; evening and Saturday hours for special activities |
|                                           |       |                                      |             | and events                                                                          |
|                                           |       |                                      |             | Student transportation – school and activities.                                    |
|                                           |       |                                      |             | 1 Car                                                                                  |
|                                           |       |                                      |             | 10 Buses -20 Passenger                                                                 |
|                                           |       |                                      |             | 1 Van – Lift/Ramp                                                                     |
| Dawson-Boyd Public Schools                 | Levy  | 848 Chestnut St Dawson, MN           | 320-769-2955| Traverse, Big Stone and Stevens Counties; Dawson and Boyd                            |
|                                           |       |                                      |             | M-F Before and after school hours; evening and Saturday hours for special activities |
|                                           |       |                                      |             | and events                                                                          |
|                                           |       |                                      |             | Student transportation – school and activities.                                    |
|                                           |       |                                      |             | 3 Vans                                                                                |
|                                           |       |                                      |             | 1 medium passenger and 8 large passenger                                               |
|                                           |       |                                      |             | Yes – 1 medium passenger bus lift/ramp                                                |
|                                           |       |                                      |             | Students enrolled in the district                                                    | Scheduled
<p>| YME Public Schools                         | Levy  | 56232 450 9 Av Granite Falls, MN 56241| 320-564-4081| Contract transportation services out. Small van and car for district needs.         |
| KMS Public Schools                         | Levy  | 302 15th St N Kerkhoven, MN 56252    | 320-264-1411| Contract transportation services out.                                                |
| LqPV Public Schools                        | Levy  | 2860 S 9th Av Madison, MN 56256      | 320-752-4200| Lac qui Parle, Chipewa, Big Stone Counties; Appleton, Milan, Madison, Marietta and  |
|                                           |       |                                      |             | Nassau                                                                               |
|                                           |       |                                      |             | M-F: Before and after school hours (6:50 am – 4:30 pm); evening and Saturday hours  |
|                                           |       |                                      |             | for student special activities and events                                            |
|                                           |       |                                      |             | Student transportation – school and activities.                                    |
|                                           |       |                                      |             | 24 School buses – 16 to 77 passenger; 16 vns/cars (can use to transport students if  |
|                                           |       |                                      |             | vehicle is under 12 years old)                                                     |
|                                           |       |                                      |             | Yes – 1 Bus with 4 wheelchair; 3 vans with lifts                                    |
|                                           |       |                                      |             | Students enrolled in the school district (includes HeadStart and preschool)        |
| Montevideo Public Schools                  | Levy  | 1501 Williams Av Montevideo, MN 56265| 320-269-8833| Contract transportation services out. Own 2 vans (8 passenger), 2 cars and 5 school  |
|                                           |       |                                      |             | buses for district use. Contractor uses buses.                                      |</p>
<table>
<thead>
<tr>
<th>Name</th>
<th>Levy</th>
<th>Address</th>
<th>Phone</th>
<th>M-F: Time</th>
<th>Description</th>
<th>Number of Buses</th>
<th>Age</th>
<th>Hours/Activities</th>
<th>Special Services</th>
<th>Scheduled</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ortonville Area Public Schools</td>
<td>Levy</td>
<td>200 Trojan Dr</td>
<td>320-839-6181</td>
<td>7:00 am – 4:30 pm; evening and Saturday hours for special activities and events</td>
<td>Student transportation; lease to community organizations some</td>
<td>12</td>
<td>All ages – primarily students enrolled in the district</td>
<td>Scheduled</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Echo Charter</td>
<td></td>
<td>101 Rocket Av</td>
<td>507-925-4143</td>
<td>7:30 am – 4:30 pm</td>
<td>Student transportation</td>
<td>2 Vans (7 passenger)</td>
<td>Yes - 1</td>
<td>Students enrolled in school</td>
<td>Scheduled</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>St. Peter's Catholic School</td>
<td></td>
<td>410 N Ring Av</td>
<td>507-223-7729</td>
<td>8:00 am – 4:00 pm</td>
<td>Students use buses from other schools.</td>
<td>N/A</td>
<td>Students enrolled in school</td>
<td>N/A</td>
<td>N/A</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*H/A – Handicapped Accessible

*Fares/rates – Based on 2006 costs and are subject to change.
INTERNET RESOURCE LIST

Code of Federal Regulations
www.access.gpo.gov/nara/cfr/cfr-table-search.html

Federal Motor Carrier Safety Administration
www.fmcsa.dot.gov

Federal Register
www.access.gpo.gov/su_docs/aces/aces140.html

Minnesota Department of Public Safety
www.dps.state.mn.us

Minnesota Department of Transportation
www.dot.state.mn.us

MnDOT Office of Motor Carrier Services
www.dot.state.mn.us/motorcarrier

National Highway Traffic Safety Administration
www.nhtsa.dot.gov

Northstar (Minnesota State Government)
www.state.mn.us

Office of the Revisor of Statutes (MN Laws and Rules)
www.revisor.leg.state.mn.us

Transportation Safety Institute
www.tsi.dot.gov

U.S. Code
www.uscode.house.gove/usc.htm

U.S. Department of Transportation
www.dot.gov

U.S.DOT Office of Hazardous Materials Safety
http://haxmat.dot.gov

Minnesota Help Info
www.MinnesotaHelp.Info

Association of Minnesota Counties
www.mncounties.org

Minnesota Department of Employment and Economic Development
www.mnpro.com

American Public Transit Association
www.apta.com/links/state

Upper Minnesota Valley Regional Development Commission
www.umvrdc.org
Chapter Three: Needs Assessment
INTRODUCTION

This chapter summarizes economic and demographic census and data collected from the needs assessment tools used as the framework for the development of the strategies or action plan. The data from these tools identifies the needs of the region. The assessment tools include the customer satisfaction and marketing data from the Market Research Study – May 2000; identified strengths and weaknesses/gaps of the region’s transportation network for the elderly, disabled and low-income populations from the planning workshop; MnDOT’s service analysis of the region’s public transit systems; and provider data collected from the Stakeholder Questionnaire done in September 2006.

REGIONAL ECONOMIC AND DEMOGRAPHIC PROFILE

Name: Upper Minnesota Valley – Region 6W

Location: Five counties in west central Minnesota along the South Dakota border - Big Stone, Chippewa, Lac qui Parle, Swift and Yellow Medicine

Land Area: 3,346.2 square miles
Average persons per square mile is 15.2

Cities: Total of 37 cities
Largest City – Montevideo (population 5,346)
70% are under population of 500

Population Data:

2000 Total Population – 50,011

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Population</td>
<td>48,306</td>
<td>50,011</td>
<td>50,845</td>
</tr>
<tr>
<td>Per cent of Change</td>
<td>3.4%</td>
<td>1.6%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

Region 6W Population Projections:

<table>
<thead>
<tr>
<th></th>
<th>2005</th>
<th>2010</th>
<th>2015</th>
<th>2020</th>
<th>2025</th>
<th>2030</th>
</tr>
</thead>
<tbody>
<tr>
<td>Females -</td>
<td>24,784</td>
<td>24,784</td>
<td>24,784</td>
<td>24,784</td>
<td>24,784</td>
<td>24,784</td>
</tr>
<tr>
<td>Males –</td>
<td>25,227</td>
<td>25,227</td>
<td>25,227</td>
<td>25,227</td>
<td>25,227</td>
<td>25,227</td>
</tr>
<tr>
<td>61% reside in cities (30,511 – 2.2% increase from 1990)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>39% reside in townships (19,500 – 7.1% decrease from 1990)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Median age – 41.4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19% of population is 65+</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Age Groups of 2000 Population

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Totals</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-19</td>
<td>13,582</td>
</tr>
<tr>
<td>20-29</td>
<td>4,405</td>
</tr>
<tr>
<td>30-49</td>
<td>13,922</td>
</tr>
<tr>
<td>50-64</td>
<td>7,734</td>
</tr>
<tr>
<td>65-79</td>
<td>6,723</td>
</tr>
<tr>
<td>80+</td>
<td>3,645</td>
</tr>
<tr>
<td><strong>Totals</strong></td>
<td><strong>50,011</strong></td>
</tr>
</tbody>
</table>

Minority population – 2,480 (4.9%)
Total households - 19,509
Average household size – 2.34
Persons with 1 or more disabilities – 17.4%
2,314 or 4.6% of population is institutionalized
Farm population – 7,829 (16%)

Economic Data
- Population below poverty - 4,450 or 9.6%
- Median household income (1999): $33,628 – 29% less than state ($47,111)
- Per capita income (1999): $16,925 – 37% less than state ($23,198)
- 2004 average weekly wage: $495 (lowest in state) - $777 for state
- Median hourly wage - $11.85
- 76% of the jobs pay $15/hour or less
- Median housing value - $58,240
- Median contract rent - $265
- No vehicle available – 1,233
- Lack Telephone Service – 1.8%
- Do not speak English – 28
- Percent on public assistance – averages 0.22% for the region

Workforce Data
- 72.9% of population work in county of residence
- Average travel time to work - 16.4 minutes
- 20,783 commute to work
- 17,090 drive to work alone
- 2,252 carpool to work
- 1,263 cycle or walk to work
- 84 use public transportation for work
- Total labor force in 2005: 25,737
- Total employment in 2005: 24,793 (3.8% unemployment – 944)
- Labor force participation – 61.6% (lowest in the state)

Major regional employers
- CCA Prairie Correctional Facility – Swift
- Friendship Homes of Minnesota – Chippewa
- Madison Lutheran Home – Lac qui Parle
- Jennie-O Foods – Chippewa
- CNH Benson – Swift
- Appleton Municipal Nursing Home – Swift
- Associated Milk Producers Inc – Lac qui Parle
- Chippewa County Hospital – Chippewa County
- Benson Public Schools – Swift
- Projected job growth through 2010 – 8.3% (slowest in the state)
- Agriculture is number one industry

Source: DATANET – GeoAnalysis Tool; Minnesota Department of Administration; US Census and Positively Minnesota; Department of Employment and Economic Development
NEEDS ASSESSMENT TOOLS

Market Research Study Data
In May 2000 the MnDOT Office of Transit released the “Greater Minnesota Transit Market Research Study”. The purpose of the study was “to identify profiles of transit users and non-users to understand the effectiveness of current marketing efforts”. The data gives transit systems an idea of statewide transit needs, identifies successful service designs, suggests marketing techniques that would be successful and gives a clearer profile of who would use public transportation (new riders). It should be emphasized that the study was statewide and for all ages. Some of the data is skewed a bit as a result of the high metro and younger rider participation in the survey.

Customer satisfaction findings from the study in rural Minnesota include the following:

- Ridership in rural Minnesota from 1993 – 1998 has increased by 75 percent. There was a gain of ten new systems over the same time period that plays into this statistic.
- Respondents in rural Minnesota want systems that cover more than one county (60%) compared to 53 percent in urban areas.
- Respondents do not want to wait any length of time for bus service. Most would prefer only a 1-5 minute wait (91%). Sixty percent of the respondents are willing to wait up to ten minutes. Anything longer is acceptable to only a limited number of respondents.
- Respondents do not want to wait and prefer direct service. Most respondents (92%) are willing to accept a bus trip that is 10 percent longer than by car but fewer respondents (42%) are willing to use the bus if it will take 25 percent longer by bus.
- The majority of the respondents felt more money should be spent on bus service in their community (59%).
- A clear “pecking order” of valued service characteristics was identified in order of preference or features trade-off as follows: 1) number of days of service; 2) less travel time or distances; 3) hours of service; 4) length of wait time; and 5) size of the service area.
- Respondents ranked bus service characteristics using a 10-point scale (10 being very important) and ranked the following characteristics as the top six: reliable service (8.55), reasonable travel time (8.47), courteous drivers (8.35), safe travel (8.30), clean vehicles (8.28) and reasonable cost (8.17). Women rank all of the characteristics higher than men.
- Information that respondents felt would be the most helpful were bus route maps and local telephone numbers for systems. The sources respondents were the most interested in obtaining information from were local media (newspaper and radio), direct mailings, providers (senior centers, senior housing and health care facilities) and at grocery stores.
- Respondents over 65 were more interested in receiving all types of service information. Other information respondents would like included connecting

routes of surrounding systems, a newsletter for the elderly, escort or passenger assistance information, handicap accessibility capabilities and boarding restrictions (if any).

- Ridership of county transit service areas (no city more than 5,000 populations) is primarily elderly (52 – 61%), female (72 - 78%), low-income (80 – 94%) and limited mobility (37 - 45%). The main purpose for riding is shopping (22 – 33%) and medical (23 – 30%) because they don’t or can’t drive a car (38 - 46%) or convenience (22 - 24%).

- Most use transit regularly (56 - 64%) at least 2-3 times per week and have used transit for more than a year (66 – 74 %). The most common reasons for riding the bus were to save money (29%), save time (21%), or protect the environment (14%).

- In conclusion the majority of respondents, especially women, want a system that covers several counties; runs no less than five days a week and preferably seven days a week; and operates 6 a.m. to 10 p.m. (16 hours). Existing transit services are meeting most of their needs (95 – 97%) and are somewhat to very satisfied with service. Ninety-one percent of the respondents would probably or definitely recommend using the current service to others.

The urban areas are more likely to draw new customers. Marketing strategies that stress how the use of transportation can save on their vehicles and how using the bus is worry-free made an impact on the new customer. Awareness and use of transportation services was greater in larger population centers and amongst the lower income households. Rural Minnesota users tend to be older females with limited mobility and lower incomes making access to systems an issue. Less than half (47%) of the respondents have ridden the bus less than one year. Turnover of users in the rural systems is high and conducting on-going marketing to capture new riders is imperative.

Planning Workshop Exercises
As part of the public planning workshop the group participated in an exercise to identify strengths and weaknesses/gaps of the current transportation system in Region 6W (see Appendix) focusing particularly on service for the elderly, disabled, and low-income populations. Everyone was given only ten minutes to individually list what they believe to be the strengths and weaknesses/gaps. Once the ten minutes were up responses were collected and tallied to use in the small group discussions while developing strategies. The group used the following definitions as they completed the exercise: strengths - what is done well; weaknesses - what could be done better; gaps - the difference between what we do and what we expect.

The following is a list of the participants’ comments that are region specific:

**STRENGTHS**
- Good service
- Area has reliable pool of public transit providers and volunteer drivers
- Current system seems to work well for routine appointments
- Agency’s experience is that communication with the provider is good
- Prairie Five RIDES (P5) gets drivers for our clients
- Faxing P5 requests works very well
- P5 meets our requests 99% of the time
- City and County buses are an asset
- RIDES program usually works very well
- Affordable
- Daytime needs met
- Good coordination with P5 RIDES
- Wide availability in time and location – flexibility
- Highly trained drivers
- Dispatchers
- Use of one driver for several riders going to same area
- Region is covered by transit
- Public transit costs to customers is cheap
- Transit can pick you up at your house
- Local city systems operate by dial-a-ride, door-to-door
- Always available
- Always well maintained
- Dependable staff
- Links to other providers
- Willingness of providers to accept our limitations
- Emphasis on client centered service
- Fair rates in communities we serve
- Guidance from DOT
- Access to out services
- Accessible vehicles

In summary, the group was pleased that all the counties have transit services, and for the most part, services available for riders. They felt transportation service is a quality, affordable service with good drivers, well-maintained vehicles and are client centered. They also felt providers do a good job of coordinating and cooperating with each other in this region to meet the needs.

WEAKNESSES
- Funding - inability to provide wages to bus drivers
- Availability of resources
- Inflexibility, parameters set by regulators, unfunded mandates
- Hours of service – limited week-end, evening, holidays for appointments and work
- Reluctance on the part of DOT to fund alternative vehicles and fund transit outside of limits of defined DOT parameters
- Advertising availability
- High cost of fuel doesn’t allow “extra trips”, so “non-drivers” also need to assist in picking up
- Can’t guarantee rides to airport and back
• Lead time is **TOO** long for some types of needs
• Bus may not always be able to drop off at destination, may need to transfer, is confusing
• Not enough drivers
• People can’t afford the service but don’t qualify for assistance either
• Sioux Falls appointments
• Bus could give a better ride, poor suspension, older people need a smooth ride on long trips
• Too expensive for large groups
• Rides to Metro area
• Scheduled rides to work or school can tie up transportation
• Lack of car seats for children
• Help for those with mild handicaps
• For those on managed care, communication with health plans is dysfunctional
• Clients may be a “no show” which frustrate the provider – Prairie Five
• Health plan only accepts calls for rides 3 weeks into the future – would like to see accepting appointments up to 4 weeks ahead
• Drivers sometimes ask too personal questions of riders
• Some vehicles are tough to access
• No “regular” bus services (Greyhound) to Metro
• Lack of assistance to get client on and off vehicle if don’t need the special lift
• Frail clients don’t tolerate riding all over the place before being dropped off
• No regular service for people out of city limits
• Large clients have trouble with size of seats and other special needs
• Crossing county lines – North of Benson to Pope County line, Prairie Five stops there, Rainbow Rider serves Pope County

**Public Transit Service Analysis**
The level of service (LOS) measures developed and used by MnDOT for demand response serve analysis of public transit systems are listed below in matrix format. Chart 1 measures the number of hours per day and days per week service is provided or available. Chart 2 measures response time or minimum amount of time a user needs for scheduling and accessing a trip or advance reservation time. Chart 3 is the results for Region 6W public transit providers.

<table>
<thead>
<tr>
<th>Hours Per Day</th>
<th>Days per Week</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>6-7 days</td>
</tr>
<tr>
<td>&gt;16 hours</td>
<td>LOS 1</td>
</tr>
<tr>
<td>12.0 -15.9 hours</td>
<td>LOS 2</td>
</tr>
<tr>
<td>9.0 -11.9 hours</td>
<td>LOS 3</td>
</tr>
<tr>
<td>4.0 -8.9 hours</td>
<td>LOS 5</td>
</tr>
<tr>
<td>&lt;4.0 hours</td>
<td>LOS 6</td>
</tr>
</tbody>
</table>
**Chart 2 – Response Time**

<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; similar to exclusive taxi service</td>
</tr>
<tr>
<td>2</td>
<td>More than ½ hours, and up to 2 hours</td>
<td>Prompt; considered immediate response for DRT</td>
</tr>
<tr>
<td>3</td>
<td>More than 2 hours, but still same day service</td>
<td>Requires planning, but 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>

**Chart 3 – Region 6W Public Transit Providers Rankings**

<table>
<thead>
<tr>
<th>6W Provider</th>
<th>Service Span*</th>
<th>Response Time-Preferred</th>
<th>Service Area Coverage**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prairie Five RIDES Regional System</td>
<td>LOS 3 M-Sat 12 hrs/day</td>
<td>LOS 4</td>
<td>LOS 2</td>
</tr>
<tr>
<td>Prairie Five RIDES City Systems (4)</td>
<td>LOS 5 M-F 10 hrs/day</td>
<td>LOS 1</td>
<td>LOS 8</td>
</tr>
<tr>
<td>Benson Heartland Express</td>
<td>LOS 2 M-F 10 hrs/day Sat 4 hrs Sun 4 hrs</td>
<td>LOS 1</td>
<td>LOS 8</td>
</tr>
<tr>
<td>Dawson Heartland Express</td>
<td>LOS 5 M-F 10 hrs/day</td>
<td>LOS 1</td>
<td>LOS 8</td>
</tr>
<tr>
<td>Granite Falls Heartland Express</td>
<td>LOS 3 M-F 11 hrs/day Sun 5 hrs/day</td>
<td>LOS 1</td>
<td>LOS 8</td>
</tr>
<tr>
<td>Montevideo Heartland Express</td>
<td>LOS 5 M-F 11.5 hrs/day</td>
<td>LOS 1</td>
<td>LOS 8</td>
</tr>
</tbody>
</table>

* The LOS was provided by the District Transportation Director.
** Assumption of this performance measure is that all counties, at a minimum, have access to a level 3 regional trade center 5 days per week.

To bring the levels of service up to acceptable levels of service the systems would have to do one or all of the following:

- Increase service hours – most customers expect at a minimum 16 hours per day.
- Increase service days – most customers expect service 7 days a week.
- Improve response time to little or no delay – customers are willing to wait ½ hour for local trips and expect same day service for regional or beyond trips.
- Provide service at a minimum to one regional trade center 5 days per week. The nearest regional trade centers are Montevideo, Willmar and Marshall.

The regional system (Prairie Five RIDES) does have some extended hours six days a week and regularly travels to the regional trade centers of Montevideo and Willmar. The city systems could extend service hours and days but expanding service beyond the city limits would be seen as a duplication of services since all can be served by the regional system.
Stakeholder Questionnaire Data

Agency/Organization/Business Information

1 – 8. Name, address, contact, phone, email

297 questionnaires were mailed, 84 were returned. 28% return rate. Data is on file for each respondent.

9. Is your agency:

Agency Type

<table>
<thead>
<tr>
<th>Type of Agency</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public</td>
<td>30</td>
<td>35.7%</td>
</tr>
<tr>
<td>Private non-profit</td>
<td>22</td>
<td>26.2%</td>
</tr>
<tr>
<td>Private for-profit</td>
<td>11</td>
<td>13.1%</td>
</tr>
<tr>
<td>Other</td>
<td>13</td>
<td>15.5%</td>
</tr>
<tr>
<td>No answer</td>
<td>8</td>
<td>9.5%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>84</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Categories of Agencies

<table>
<thead>
<tr>
<th>Code</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Government with Transit</td>
<td>7</td>
<td>6.4%</td>
</tr>
<tr>
<td>Government without Transit</td>
<td>22</td>
<td>20.2%</td>
</tr>
<tr>
<td>Service Provider</td>
<td>17</td>
<td>15.6%</td>
</tr>
<tr>
<td>Care &amp; housing with Services</td>
<td>12</td>
<td>11.0%</td>
</tr>
<tr>
<td>Low-income</td>
<td>19</td>
<td>17.4%</td>
</tr>
<tr>
<td>Disabled Services</td>
<td>9</td>
<td>8.3%</td>
</tr>
<tr>
<td>Schools</td>
<td>4</td>
<td>3.7%</td>
</tr>
<tr>
<td>Private Transportation Provider</td>
<td>3</td>
<td>2.8%</td>
</tr>
<tr>
<td>Public Transportation Provider</td>
<td>2</td>
<td>1.8%</td>
</tr>
<tr>
<td>Senior Organization/Clubs</td>
<td>5</td>
<td>4.6%</td>
</tr>
<tr>
<td>Housing</td>
<td>9</td>
<td>8.3%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>84</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

Summary:

- The largest return rate was from the public sector at 35.7% followed by the private non-profit sector at 26.2%.
- Most were not transportation providers but rather purchasers/coordinators of transportation services - 68 of the 84 total respondents.

---

2 Stakeholder Transportation Questionnaire, prepared by MnDOT Office of Transit, 2006. Data is actual responses using SPSS 12.0.1 Windows Software.
10. **List each county and/or city your agency serves:**

**Number of Agencies Serving Counties**

<table>
<thead>
<tr>
<th>County</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Big Stone</td>
<td>31</td>
<td>36.9%</td>
</tr>
<tr>
<td>Chippewa</td>
<td>27</td>
<td>32.1%</td>
</tr>
<tr>
<td>Lac qui Parle</td>
<td>29</td>
<td>34.5%</td>
</tr>
<tr>
<td>Swift</td>
<td>24</td>
<td>28.6%</td>
</tr>
<tr>
<td>Yellow Medicine</td>
<td>35</td>
<td>41.7%</td>
</tr>
<tr>
<td>Other Counties</td>
<td>44</td>
<td>52.4%</td>
</tr>
</tbody>
</table>

**Summary:**
- The county with the highest rate of return on the questionnaire was Yellow Medicine County at 41.7% followed by Big Stone County at 36.9%.
- Over half (52.4%) of those responding serve counties outside Region 6W.
- Most respondents served multiple counties.

11. **If agency operates multiple sites, please give number and locations:**

**Number of Agencies with Multiple Sites**

<table>
<thead>
<tr>
<th>Number of Additional Locations</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>15</td>
<td>17.9%</td>
</tr>
<tr>
<td>1 Locations</td>
<td>2</td>
<td>2.4%</td>
</tr>
<tr>
<td>2 Locations</td>
<td>9</td>
<td>10.7%</td>
</tr>
<tr>
<td>3 Locations</td>
<td>5</td>
<td>6.0%</td>
</tr>
<tr>
<td>4 Locations</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>5 Locations</td>
<td>3</td>
<td>3.6%</td>
</tr>
<tr>
<td>7 Locations</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>68 Locations</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>No Answer</td>
<td>47</td>
<td>56.0%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>84</strong></td>
<td><strong>100.0%</strong></td>
</tr>
</tbody>
</table>

**Summary:**
- The majority (17.9%) of respondents do not operate multiple sites.
- Only one respondent operates more than 8 sites.
- A large number of respondents (56%) did not answer the question lending one to assume that they do not operate multiple sites.

12. **What types of service does your agency/org/bus provide?**

**Echo** - Senior Nutrition Program provided by Prairie Five, Montevideo.
**Sioux Valley Canby Campus** – Home care, skilled and self-pay nursing, aides, homemaking, lifeline, oxygen, tele-video home monitoring.
Clinton Main Street Industries - Vocational training for adults with developmental disabilities.

Graceville Health Center – Acute care CAH hospital, assisted living, rural health clinics, skilled care nursing home and home health.

Ortonville Area Health Services Home Health – Home care services.

Swift County Human Services – Public welfare and social services.

Odessa – No city transportation vehicles of its own.

Ortonville Northside Medical Center – Family practice medical clinic.

Prairie Five Montevideo – Public and nonpublic transit.

Housing and Redevelopment Administration, Madison – Low rent apartments to elderly/disabled.

Peoples Express, Inc. – Primarily medical transports with occasional non-medical trips (social, business).

RSVP – We promote volunteerism with primary focus on people age 55 and older.

Prairie Five, Madison – Community, county, state.

Swift County Benson Hospital – Acute/observation/CCU, ambulance service, cardiac rehab, consultants, home health, dietary, discharge senior planning, emergency room, hospice, laboratory, OB, OT, PT, oncology and IV therapy, pharmacy, radiology, speech therapy, surgery, same day procedures, wellness.

Dawson Heartland Express – Dial-a-ride, on-board dispatch, curb to curb.

Swift County Day Activity Center – We provide day training and habilitation services, employment opportunities to developmentally disabled adults in Swift County.

Heartland Ranch, Inc. – Group home.

Chippewa County Family Services – We arrange and purchase rides for medical and social service appointments.

Parkview Manor, Benson – Elderly, low-income.

Westwood Manor, Benson – Elderly, low-income housing.

Riverview Apartments, Granite Falls – Subsidized housing for the elderly (55 and older).

Yellow Medicine County Family Service Center – Welfare and social services.

Clinton Graceville Beardsley School – Student transportation.

Big Stone County Family Service Center – Medical assistance and other financial programs, adult services, children’s services, child support collections, etc.

Big Stone County Housing and Redevelopment Administration/Lakeside Apartments – Housing and rehabilitation.

Peterson Bus Service, Inc. – School bus transportation/motor coach transportation.

Senior Advocacy Corp., Benson – The Corporation promotes fundraisers, rentals and senior dining.

Southwest MN Private Industry Council – We provide employment/vocational related counseling/planning.

Clinton Community Housing, Inc. – Housing.
Swift County Veteran Services - Transportation is provided for our veterans. We deliver them to and from appointments at the VA hospitals in St. Cloud and Minneapolis.

City of Milan – Municipal: water, sewer, public safety, fire dept., EMTs, street maintenance.

Potter Psychiatry Service, Inc. – Counseling by a master level licensed psychologist.

Four N’ Some Limited Partnership, Canby – Low-income, elderly apartments, no assisted living or transportation.

Clara City Community Haus Apartments – Low-income housing.

Living at Home/Block Nurse Program – Services for the elderly 65 and over and disabled.

Yellow Medicine County Senior Advocacy – We have congregate meals, senior center and also do information and referral.

City of Benson – Bus, road, trail.

Big Stone County Veterans Service – Provides help to eligible veterans; state and federal programs; health care.

Montevideo Housing and Rehabilitation Administration – Low rent housing

City of Marietta – Ambulance.

Benson Public Schools – Bus service to and from schools and activity bus service.

Countryside Public Health – Public health services.

Sioux Valley Canby Campus – Full spectrum of health care and senior housing.

Canby Community Housing, Inc. – We provide low-income housing. We do not provide transportation.

Yellow Medicine County Veterans Service – Serving veterans with benefits.

Madison Hospital Home Care – Home care we set up rides for clients for medical appointments.

Health Providers, Inc. – Assisted living, developmental disabled.

Bellingham Independent School – Student transportation.

Riverview Apartments, Appleton – Prairie Five provides bus transportation for our residents.

Madison Hospital – Medical service; acute care, outpatient, ER.

Granite Falls Heartland Express – Dial-a-Ride, door-to-door.

Affiliated Community Medical Center, Benson – Clinic, health care services.

Lac qui Parle Family Services – Transportation to medical appointments for Medical Assistance clients is organized through our agency.

Graceville Health Center – Hospital, nursing home.

Graceville Health Center Home Health – No service for clients.

Dawson-Boyd School – Student transportation.

Henry Hill Apartments, Granite Falls – Senior housing.

Apple Ridge Estates, Appleton – Housing for independent senior citizens.

CCMH – Montevideo Medical Clinic – Medical.

Granite Ridge Place, Granite Falls – Housing market rate.
Check your client base(s):

Agencies by Client Base

<table>
<thead>
<tr>
<th>Client Base</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Disabled</td>
<td>60</td>
<td>71.4%</td>
</tr>
<tr>
<td>Senior</td>
<td>58</td>
<td>69%</td>
</tr>
<tr>
<td>Temporary Disabled</td>
<td>34</td>
<td>40.1%</td>
</tr>
<tr>
<td>Low Income</td>
<td>55</td>
<td>65.5%</td>
</tr>
<tr>
<td>Other</td>
<td>29</td>
<td>34.5%</td>
</tr>
</tbody>
</table>

Summary:
- Most respondents serve the client bases of disabled (71.4%) or seniors (69%). This is not surprising since 25.3% of Region 6W’s population is over the age of 60 years (2000 U.S. Census).
- Most respondents serve multiple client bases.
- Of the 61 respondents that identified the type of service they provided 20 (32.7%) were social service providers, 16 (26.2%) were housing facilities, 13 (21.3%) were health care providers, 5 (8%) were transportation providers, 4 (6.5%) were schools and 3 (4.9%) were cities.

13. *Is it possible people cannot access your service due to lack of available transportation?*

   Yes = 33  (39.3%)    No = 37  (44.0%)

*Primary Reason:*
- Echo - Lack of transportation.
- *Graceville Health Center* – Handicap, senior citizens
- *Northside Medical Center, Ortonville* – Bus doesn’t run then or cannot get a ride.
- RSVP – Can’t get in/out of car and/or unable to drive.
- *Swift County Benson Hospital* – Transportation not available or not available after business hours and on weekends.
- *Dawson Heartland Express* – People wanting service outside city limits.
- *Heartland Ranch, Inc.* – Parents can’t find transportation to visit their children.
- *Parkview Manor, Benson* – Serviced by the community.
- *Westwood Manor, Benson* – Serviced by the community
- *Yellow Medicine County Family Service Center* – Not a driver available.
- *Southwest MN Private Industry Council* – Lack of funding to pay for transportation.
- *Clinton Community Housing, Inc.* – Unable to drive themselves.
- *Yellow Medicine County Senior Advocacy* – Evenings and weekend are difficult for transportation.
- *Granite Falls Heartland Express* – They wish to go evenings or weekends.
- *Lac qui Parle Family Services* – Not enough volunteers.
Summary:
- A slightly larger percentage of respondents (44% to 39.3%) felt people didn’t have problems accessing their services due to a lack of transportation.
- A lack of transportation in the evenings and weekends was identified as the biggest barrier to accessing services. The availability of handicapped transportation vehicles was identified as the number two barrier, especially for the person of larger frame or size.

14. **Does your agency serve people who are transportation disadvantaged?** *(Persons classified as “transportation disadvantaged” have personal limitations that may limit one’s ability or cause difficulty in getting to places they need or want to go.)*
   Yes = 65 (77.4%)  
   No = 19 (22.6%)

15. *Please check all that apply.*

**Personal Limitations**

<table>
<thead>
<tr>
<th>Personal Limitation</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cognitive</td>
<td>53</td>
<td>63.1%</td>
</tr>
<tr>
<td>Dexterity</td>
<td>52</td>
<td>61.9%</td>
</tr>
<tr>
<td>Endurance</td>
<td>56</td>
<td>66.7%</td>
</tr>
<tr>
<td>Experience</td>
<td>42</td>
<td>50.0%</td>
</tr>
<tr>
<td>Hearing</td>
<td>58</td>
<td>69.0%</td>
</tr>
<tr>
<td>Low Income</td>
<td>59</td>
<td>70.2%</td>
</tr>
<tr>
<td>Language</td>
<td>32</td>
<td>38.1%</td>
</tr>
<tr>
<td>Physical</td>
<td>60</td>
<td>71.4%</td>
</tr>
<tr>
<td>Vision</td>
<td>58</td>
<td>69.0%</td>
</tr>
</tbody>
</table>

Summary:
- The personal limitations with the highest frequency of return by respondents include physical (60), low-income (59), hearing (58) and vision (58) limitations. All these limitations are associated with the senior and/or disabled populations.
- The personal limitation of language had the lowest frequency at 32. Region 6W’s minority population is 4.9% of its total population.

**Vehicles**

16. **Does your agency/org/business staff use their own personal vehicles to transport people?**
   Yes = 6 – 19.0%  
   No = 68 – 81.0%

17. **Does your agency operate its own or leased vehicles to transport passengers?**
   Yes = 26 – 31.0%  
   No = 58 – 69.0%
18. **Please describe the vehicles used to provide transportation.**

<table>
<thead>
<tr>
<th>Vehicle Type</th>
<th>Number of Providers with Vehicles</th>
<th>Number of Vehicles</th>
<th>Total Ambulatory Capacity or Seats</th>
<th>Total Wheelchair Capacity</th>
<th>Number of Vehicles w/ Lifts/Ramps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sedans</td>
<td>5</td>
<td>36</td>
<td>13</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Vans/mini-vans</td>
<td>17</td>
<td>117</td>
<td>264</td>
<td>89</td>
<td>76</td>
</tr>
<tr>
<td>Small bus</td>
<td>1</td>
<td>1</td>
<td>12</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Medium bus</td>
<td>11</td>
<td>19</td>
<td>249</td>
<td>32</td>
<td>16</td>
</tr>
<tr>
<td>Large Bus</td>
<td>6</td>
<td>28</td>
<td>23</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>50</strong></td>
<td><strong>201</strong></td>
<td><strong>561</strong></td>
<td><strong>125</strong></td>
<td><strong>94</strong></td>
</tr>
</tbody>
</table>

**Summary:**
- Of the total 84 returned questionnaires 50 responded to this question.
- Of the total 201 vehicles identified in the question the majority are vans/mini-vans (117) that agencies have at their disposal to transport clients.
- The large buses are owned by the school districts. No motor coach charter services filled the questionnaire out.
- The smaller low occupancy vehicles better fit the makeup of the region’s sparse population yet long travel distances for usage and comfort.
- Less than half (94 or 46.7%) are handicapped equipped with lifts or ramps and have a total wheelchair capacity of 125. This gives further justification to the barriers identified in question #13.

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

- **Canby** - Difficulty if need to arrange ride on short notice (same day or next day).
- **Clinton Main Street Industries** - Requirement of CDL for nursing home to use our bus.
- **Graceville Health Center** – Availability, cost to the low-income, qualified drivers
- **Swift County Human Services** – We had one client in a Group Residents Housing program that needed transportation 2-3x/week. Blue Plus would not allow the GRH to call and make arrangements – only the financial worker could. Another case, the driver did not follow the data practices guidelines and not respectful to client.
- **Odessa** – The people in town do not know if a bus will come to town and pick them up to take to appointments.
- **Northside Medical Center, Ortonville** – Lack of volunteers to drive individuals to medical appointments and no way of knowing who would be willing. We have individuals cancel appointments due to lack of transportation.
- **Housing and Rehabilitation Administration, Madison** – Tenants would like to ride on weekends.
Prairie Five, Madison – None.
Swift County Benson Hospital – Cost for people without insurance or funding. Time – unable to arrange a ride before a nursing home admission office closes. Patient needs large check (don’t always have checkbook with them) before commercial drivers will pick up.
Swift County Day Activity Center – Prairie Five is not always available when we need services. Also, cost is a prohibitive factor; however, we do use them whenever possible and on a regular basis.
Heartland Ranch, Inc. – Billing/payment, finding drivers, having vehicles.
Chippewa County Family Services – Hours available, unable to make early a.m. medical appointments.
Housing and Redevelopment Administration, Benson – None. We have excellent services provided by the city, county and Region 6W.
Parkview Manor, Benson – None. We have excellent services provided by the city, county and Region 6W.
Westwood Manor, Benson – None. We have excellent services provided by the city, county and Region 6W.
Yellow Medicine County Family Service Center – Non-MA rides, not go where consumers need to go (especially “social” type meetings).
Clinton Graceville Beardsley School – None, except having enough drivers that are certified.
Big Stone County Family Service Center – Some clients are scheduled for medical appointments and given short notice so is then difficult to find a driver.
Big Stone County Housing and Redevelopment Administration, Lakeside Apartments – Obtaining proper paperwork.
Care Transportation Inc. – Interagency billing and payment, lack of incentive
Southwest MN Private Industry Council – Our agency uses Prairie Five Rides for much of the public transit needs of clients. As “issues” surface it seems that matters can be remedied with increased communication.
Clinton Community Housing, Inc. – We do not try to coordinate transportation, but our clients would benefit from it.
City of Milan – Communication of how the programs work; knowledge of how the programs work; EDUCATION and INFORMATION are vital components.
Potter Psychiatry Service, Inc. – I go to them. Can’t bill for that.
Yellow Medicine County Senior Advocacy – The expense of doing activities out of town. The service for evenings and weekends are not available.
Big Stone County Veterans Service – Nothing available because of location.
Sioux Valley Canby Campus – Medical transportation out of town doesn’t seem to be a problem. In-town is more difficult when timing is important or assistance isn’t available. There’s a real problem with frail, low-income people getting to a clinic appointment or the elderly whose need isn’t “urgent” – getting to a funeral or just wanting to hire a ride around Lake Cochrane or around town over and above what we can provide.
Madison Hospital Home Care – Difficulty getting drivers and reimbursement to driver due to low income.
Health Providers, Inc. – Billing, driver qualification, time of appointments.
Riverview Apartments, Appleton – The residents needs to pay for their own fare. Most buy a month-long pass.

Madison Hospital – Some vehicles cannot accommodate large wheelchairs.

Lac qui Parle County Developmental Achievement Center – We have consumers that live in various parts of the county (Lac qui Parle) plus Appleton. Our budget cannot support owning a vehicle, insurance costs and salary/pay for a driver. Also, in order to have the majority of consumers arrive and depart at approximately the same time, we need several vehicles transporting at the same time.

Lac qui Parle Family Services – Prairie Five Rides does not always have enough volunteers to go around for all the appointments needed.

Graceville Health Center – Finding drivers and vehicles.

Henry Hill Apartments, Granite Falls – Motorized wheelchairs do not fit on bus.

Apple Ridge Estates, Appleton – Billing, communication.

Granite Ridge Place – The city bus is hard to access because of steps being too high.

Summary:

- Of the 37 agencies that responded to this question the most common difficulties encountered in coordination include (in order of most common to least common): difficulties with finding drivers (paid or volunteer); costs are prohibitive for the non-medical assistance clients; short notice or rides fall before or after service hours; limited hours (evenings and weekends); complications with billing/payment from one agency to another; transporting the very frail elderly (non-handicapped) or those in very large wheelchairs.
- Four respondents said they had no difficulties – three were from Benson in Swift County.

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

City of Echo - Availability.

Sioux Valley Canby Campus Home Care - Prairie Five bus often busy with school age children during summer. Clients affected by this availability; clients with limited mobility may need assistance at home and with bus.

Graceville Health Center – Rural, low-income, staffing

Ortonville Area Health Services Home Health – Weekend transportation.

Benson County Human Services – We need more drivers.

Odessa – People need to know if there is a service to this area and the cost of it.

Housing and Redevelopment Administration, Madison – No weekend buses.

RSVP – Cost, time it takes to coordinate, meeting the ever-increasing needs.

Prairie Five, Madison – Transporting nursing home residents.

Swift County Benson Hospital – Not available in evenings/weekend; cost; Rides program needs 24 hour notice at times. This is difficult to do when at times discharge is not known until day of discharge; cost for cancellation.
Swift County Day Activity Center – Scheduling.
Heartland Ranch, Inc. – There is very limited options.
Chippewa County Family Services – Costs are increasing, federal reimbursement rate is not.
Parkview Manor, Benson – Funding.
Westwood Manor, Benson – Funding.
Riverview Apartments, Granite Falls – Heartland Express does a good job for our residents. The “wait” time is normally very short.
Yellow Medicine County Family Service Center – Gas prices, lack of resources, lack of volunteers, miles between towns and cities.
Clinton Graceville Beardsley School – The number of miles between towns/cities. Very sparsely populated area so students travel longer distances.
Big Stone County Family Service Center – Distances to be covered for medical transportation (Minneapolis, St. Cloud, etc.) and limitation of drivers available.
Peterson Bus Service, Inc. – Funding.
Care Transportation Inc. – Interagency billing and payment, lack of incentive.
Southwest MN Private Industry Council – The hours of availability can be restrictive.
Clinton Community Housing, Inc. – The elderly population has to be dependent on others for the sole reason they have no public transportation available.
City of Milan – Money, money, money – economies of scale.
Potter Psychiatry Service, Inc. – Many have no phone.
Yellow Medicine County Senior Advocacy – No evening and weekend service. The need is so great that it can make the wait lengthy.
City of Benson – Coordinating with other agencies to promote seamless services.
Big Stone County Veterans Service – Veterans need transportation to VA clinic/hospitals because of where we are located.
Montevideo Housing and Redevelopment Administration – Our city bus does not go out of city limits.
Benson Public Schools – We need more money from the state. Also, it’s difficult to find drivers.
Sioux Valley Canby Campus – Payor often determines what can be used (i.e., reimbursed), qualified drivers who can provide some physical assistance, availability for in-town appointments when the vehicle has multiple commitments (i.e., kindergarten kids have to be picked up at a specific time and place making the vehicle unavailable at times – I understand the difficulty). Customer reluctance to ask for family or neighbor or church help.
Sioux Valley Canby Campus – The elderly who constitute a majority of my tenants, feel that using public transportation is giving up some of their freedom.
Madison Hospital Home Care – No services during evening hours or weekends.
Health Providers, Inc. – Bus runs 8 am-5 pm; only one bus available to entire community. You call, they are busy – comes one hour late. You don’t call again.
Riverview Apartments, Appleton – Perhaps cost and limited hours. Recently, a small group wanted to go out of Appleton a short distance to go on a pontoon ride. Would have cost $200+. The trip was canceled.
Lac qui Parle County Developmental Achievement Center – Cost and distance problems of a rural area.
Granite Falls Heartland Express – Getting potential riders to use the system.
Affiliated Community Medical Center, Benson – Benson daily bus service routes do not reach patients.
Graceville Health Center – Lack of service.
Graceville Health Center Home Health – Lack of availability and cost of service available.
Henry Hill Apartments, Granite Falls – Communication from clients and time to be picked up.
Apple Ridge Estates, Appleton – Communication, understanding needs of seniors.
CCMH – Montevideo Medical Clinic – Services we use, “Dial-a-Ride”, “Peoples Express”, “fiesta taxi” – have run into problems with some of them closing too early.
Granite Ridge Place – It’s not 7 days per week. It only runs in town and not outlying areas.

**Summary:**
- There were 44 agencies that responded to this question of the 84 that completed the questionnaire.
- Respondents identified costs and funding; hours and days of service; the rural location of the region and the long distances to travel (economies of scale); and staffing or drivers as the top three obstacles to coordination in Region 6W.
- Service concerns were use of public transit for school age children tying the system up during certain times of the day; transporting the very frail elderly where assistance in and out of the vehicle is imperative; educating the public on the use of public transit for first time users and ease of service; coordination is timely and costly when already operating on a very tight budget; and use and reimbursement of transportation is payor driven which is cumbersome and restrictive.

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

City of Echo - Inter-agency agreements
Graceville Health Center – Funding, agency collaboration, low-income options.
Swift County Human Services – Allow GRH to make own arrangements.
Odessa – To have them come down here, some people in town have to rely on getting rides from other people.
Housing and Redevelopment Administration, Madison – It’s easy to set up a ride.
RSVP – Funding is biggest issue for elderly and working poor.
Prairie Five, Madison – Flexible at certain times. Operation hours to 5 or 5:30 pm and Saturday and Sunday.
Swift County Benson Hospital – Local transportation available on evenings and weekends. Cost for rides to and from hospital if non-emergency transfer needed or ambulatory, wheelchair and gurney.

Swift County Day Activity Center – Agency collaboration.

Heartland Ranch, Inc. – Funding.

Chippewa County Family Services – Funding.

Parkview Manor, Benson – Funding.

Westwood Manor, Benson – Funding.

Riverview Apartments Granite Falls – More information to the residents about other transportation available.

Yellow Medicine Center Family Service Center – Funding for non-MA, adequate reimbursement to volunteers – time, gas and wear on vehicle.

Clinton Graceville Beardsley School – Funding.

Peterson Bus Service, Inc. – Funding: public gets help from government; private does not.

Care Transportation Inc. – Area coordinator.

Southwest MN Private Industry Council – We have an inter-agency agreement with Prairie Five that seems to work well.

City of Milan – Better/larger funding source.

Potter Psychiatry Service, Inc. – Funding.

City of Benson – Funding.

Big Stone County Veterans Service – Funding.

Montevideo Housing and Redevelopment Administration – The Prairie Five buses can’t be used by Montevideo city residents for out of town trips because we have our own bus system (which also does not go out of town).

Sioux Valley Canby Campus – Funding and agency collaboration to best use the bus transportation currently available in Canby to run the system, hopefully at a break even basis.

Madison Hospital Home Care – Evening and weekend availability, funding for rider.

Health Providers, Inc. – Funding; inter-agency working together.

Riverview Apartments, Appleton – Funding.

Madison Hospital – Inter-agency agreements and collaboration.

Lac qui Parle County Developmental Achievement Center – Probably funding and inter-agency agreements.

Granite Falls Heartland Express – Inter-agency agreements.

Affiliated Community Medical Center, Benson – Services outside of Benson city limits.

Graceville Health Center – Funding.

Graceville Health Center Home Health – Funding.

Henry Hill Apartments, Granite Falls – Better voice connection, less background noise.

Apple Ridge Estates – Public relations training, better understanding of seniors’ needs and issues.

CCMH – Montevideo Medical Clinic – Longer hours.

Granite Ridge Place – Someone to help people onto bus and help with walkers or an ‘arm up’.
Summary:
- There were 38 agencies that responded to this question of the 84 completing the questionnaire.
- Overwhelmingly respondents to this question felt more funding would improve coordination of transportation by providing funding for local coordinators, paying drivers adequately (both paid staff and volunteers), marketing dollars and funding for assistants.
- Enhancements or suggestions with no increases in funding includes interagency agreements creating working agreements, creating low-income options and provide flexibility in service areas and service hours.
- Many of the barriers to improving coordination are not at the local level and will need to be worked out between state departments and federal requirements by interagency agreements or changes in the law.

22. Is transportation a barrier or obstacle in accessing services for your clients/consumers? Please rank in priority.

No transportation services available.

<table>
<thead>
<tr>
<th>Priority</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1&lt;sup&gt;st&lt;/sup&gt; priority</td>
<td>7</td>
<td>8.3%</td>
</tr>
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<td>5</td>
<td>6.0%</td>
</tr>
<tr>
<td>3&lt;sup&gt;rd&lt;/sup&gt; priority</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>4&lt;sup&gt;th&lt;/sup&gt; priority</td>
<td>2</td>
<td>2.4%</td>
</tr>
<tr>
<td>5&lt;sup&gt;th&lt;/sup&gt; priority</td>
<td>1</td>
<td>1.2%</td>
</tr>
</tbody>
</table>

Existing transportation providers are too costly

<table>
<thead>
<tr>
<th>Priority</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1&lt;sup&gt;st&lt;/sup&gt; priority</td>
<td>10</td>
<td>11.9%</td>
</tr>
<tr>
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<td>6</td>
<td>7.1%</td>
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<tr>
<td>3&lt;sup&gt;rd&lt;/sup&gt; priority</td>
<td>3</td>
<td>3.6%</td>
</tr>
<tr>
<td>4&lt;sup&gt;th&lt;/sup&gt; priority</td>
<td>2</td>
<td>2.4%</td>
</tr>
</tbody>
</table>

Existing transportation services don’t operate the same hours as when people need transportation

<table>
<thead>
<tr>
<th>Priority</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
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<td>27</td>
<td>32.1%</td>
</tr>
<tr>
<td>2&lt;sup&gt;nd&lt;/sup&gt; priority</td>
<td>9</td>
<td>10.7%</td>
</tr>
<tr>
<td>3&lt;sup&gt;rd&lt;/sup&gt; priority</td>
<td>4</td>
<td>4.8%</td>
</tr>
<tr>
<td>4&lt;sup&gt;th&lt;/sup&gt; priority</td>
<td>2</td>
<td>2.4%</td>
</tr>
</tbody>
</table>
Existing transportation services don’t go to locations where needed services are located

<table>
<thead>
<tr>
<th>Priority</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st</td>
<td>10</td>
<td>11.9%</td>
</tr>
<tr>
<td>2nd</td>
<td>12</td>
<td>14.3%</td>
</tr>
<tr>
<td>3rd</td>
<td>5</td>
<td>6.0%</td>
</tr>
<tr>
<td>4th</td>
<td>1</td>
<td>1.2%</td>
</tr>
</tbody>
</table>

List of desired locations to transport riders to:
Alexandria – 1
Benson – 1
Casino - 2
Fargo, ND - 4
St. Cloud - 4
Montevideo - 1
Morris - 1
Minneapolis. - 5
Outside Appleton - 1
Outside Madison - 1
Outside Montevideo - 1
Rochester - 1
Sioux Falls - 3
Watertown, SD - 1
Willmar - 1
Rides to church - 3
Other: Big Stone County Housing and Redevelopment Administration/Lakeside Apartments – Certain times of day bus is too busy and unable to get a ride. Yellow Medicine County Senior Advocacy – City bus out of town shopping, doctors’ appointments out of town.

Summary:
- The same number of respondents did not respond to ranking the obstacles of transportation – 42 responded to operation hours, 28 to service location, 21 to high costs and 16 to no availability of transportation.
- Based on the frequencies respondents ranked the obstacles in the following order: operation hours, service locations, high costs and no transportation.
- Certain locations that were listed as popular locations for transportation systems to have included in their service plans are Minneapolis, Fargo, St. Cloud and Sioux Falls, SD – all locations local health providers make referrals to. It should be noted that some of the current systems do travel to these destinations based on availability of vehicles and drivers and with adequate lead time.
- Several respondents would like more flexibility in the city systems going outside the city limits and to nearby cities.
- Buses traveling between states, important to border counties, is difficult due regulations and restrictions.

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

**Clinton Main Street Industries, Inc.** – To/from worksite and home; to/from worksite to community job sites.

**Swift County Human Services** – Rides.

**Prairie Five Community Action Council** – Public transportation and non-public transportation.

**HRA of Madison, Park Avenue Apartments** – People ride and pay for bus themselves.

**Peoples Express, Inc.** – Medical, social, business.

**RSVP Volunteers United** – We provide mileage and/or bus reimbursement for volunteers to get to/from their volunteer assignment.

**Prairie Five CAC, Madison** – We provide drivers, bus and van.

**Swift County Benson Hospital** – Heartland Express, Medi-Van, Care Cab, Peoples Express, volunteers, Swift County Human Service.


**Swift County DAC, Inc.** – Transportation to and from our facility, to and from worksites, using Benson transit, also volunteer drivers to transport clients in rural areas.

**Heartland Ranch, Inc.** – We provide transportation for our girls, use city bus and sometimes use Prairie Five Rides.

**Chippewa County Family Service** – Medical and social services appointments.

**Yellow Medicine County Family Service Center** – Volunteer drivers, purchase from Prairie Five Rides.

**Clinton Graceville Beardsley School** – Educational transportation.

**Big Stone County Family Service Center** – Contract with Prairie Five Rides; have also used People’s Express.

**Southwest MN Private Industry Council** – Prairie Five Rides and volunteer drivers (via Prairie Five).

**Granite Falls Municipal Hospital and Manor** – Offer ambulance and offer bus for our nursing home residents. We purchase van services for our residents.

**Swift County Veterans Service/Emergency Management** – Transport to VA hospitals in St. Cloud and Minneapolis.

**Potter Psychiatric Service, Inc.** – None. I go to the clients home if need be.

**Yellow Medicine County Senior Advocacy** – We have transportation through community education tours, city bus.

**Benson Public Schools** – Bus service to school kids.

**Sioux Valley Canby Campus/Senior Haven SNF, Sylvan Place Assisted Living, Adult Foster Care** – Medical transport companies, local bus, some volunteer drivers.

**Yellow Medicine County Veteran Service/Emergency Management** – Veterans in Yellow Medicine County ride the county vet van on scheduled days.

**Madison Hospital Home Care** – We set up rides through Prairie Five Rides.
Health Providers Inc. – Medical appointments and social appointments.
Riverview Apartments, Appleton – None. Prairie Five Rides is it.
Lac qui Parle County Developmental Achievement Center – We utilize Madison Rides, contract with the Canby DAC and volunteer drivers that we reimburse a stipend.
Granite Falls Heartland Express – Door-to-door and Dial-a-Ride.
Lac qui Parle County Family Services – Contract with Prairie Five Rides for transportation to medical appointments, for Medical Assistance clients.
Graceville Health Center – Handicap van for our nursing home residents.
Dawson Boyd School District – Student transportation.
Granite Ridge Place – Emergency rides.
Lutheran Social Service Senior Companion/Foster – For our Senior Companion volunteers, we reimburse the Companion from their home to their client's home and back (portal-to-portal mileage) at 32 cents a mile. No clients are charged for companionship/transportation assistance. However, clients of participating agencies are asked to make a contribution to the Companion’s portal mileage and is entirely responsible for any mileage on behalf of the client (from client's home to clinic and back, etc.) For clients with county waivered services, the reimbursement through these programs pays for the volunteer expenses.
Habilitative Services Inc. – Purchase Medi-Van, Wheelchair Express, etc.
Prime West Health Systems – Prime West provides transportation for its members as required by the Department of Human Services.
Hendricks Hospital/Nursing Home – Van transport.
Slayton Manor Care Center – Heartland Express and People’s Express.

Summary:
- There were 39 respondents of this question out of the 84 who completed the questionnaire.
- Of the 39 who responded to this question 12 provide transportation with their own vehicles to their clients only, 8 provide transportation using staff or volunteers for their clients only and only four were public transportation providers.
- The provider most commonly listed as the transportation system used was Prairie Five RIDES, the regional provider, and the city systems and volunteers fill the gaps for the non-medical rides including work related rides. Medi-Van, Care Cab, Peoples Express and Wheelchair Express were mentioned for medical appointments.
24. **What hours and days of the week does your agency provide or purchase/coordinate rides:**

### Service by Hour and Days

<table>
<thead>
<tr>
<th>Hours of Service</th>
<th>M – F</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td>6:00 am – 6:00 pm</td>
<td>10</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>8:00 am – 4:00 pm</td>
<td>13</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>11:00 am – 3:30 pm</td>
<td>4</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>24 hours</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>No Answer</td>
<td>48</td>
<td>65</td>
<td>67</td>
</tr>
</tbody>
</table>

**Total:**

<table>
<thead>
<tr>
<th></th>
<th>M – F</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>100%</strong></td>
<td></td>
<td><strong>100%</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**Summary:**
- Of the 84 respondents, 42.9% provide/purchase service Monday – Friday, 22.6% provide/purchase service Saturdays and 20.2% provide/purchase service Sundays.
- A large number did not identify any times or days of service – there actually may be more on Saturday and Sunday.
- The majority (13 or 15.5%) provide/purchase services from 8:00 am to 4:00 pm Monday thru Friday. An additional 10 or 11.9% provide/purchase service from 6:00 am to 6:00 pm Monday thru Friday.

25. **What are the special needs of your passengers? Check all that apply.**

### Special Needs of Passengers

<table>
<thead>
<tr>
<th>Special Need</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infants (car seat)</td>
<td>15</td>
<td>17.9%</td>
</tr>
<tr>
<td>Physical Disability</td>
<td>50</td>
<td>59.5%</td>
</tr>
<tr>
<td>Mental Impairments</td>
<td>35</td>
<td>41.7%</td>
</tr>
<tr>
<td>Interpreters</td>
<td>13</td>
<td>15.5%</td>
</tr>
<tr>
<td>Escorts/Personal Care Attendants</td>
<td>30</td>
<td>35.7%</td>
</tr>
<tr>
<td>Other:</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

**Summary:**
- The percent of return by respondents show that the special needs they address most is the physically disabled passenger needs at 59.5%, followed by mental impairments at 41.7% and escorts/personal care attendants at 35.7%.
26. **Does your agency have paid or volunteer drivers?**

Paid Drivers: Yes = 17 (20.2%)  No = 67 (79.8%)

**Number of Paid Drivers**

<table>
<thead>
<tr>
<th>Number</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>2</td>
<td>8</td>
<td>9.5%</td>
</tr>
<tr>
<td>4</td>
<td>4</td>
<td>4.8%</td>
</tr>
<tr>
<td>6</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>10</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>20+</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>125</td>
<td>1</td>
<td>1.2%</td>
</tr>
</tbody>
</table>

No Answer 67 79.8%

Total 84 100%

Volunteer Drivers: Yes = 14 (16.7%)  No = 70 (83.8%)

**Number of Volunteer Drivers**

<table>
<thead>
<tr>
<th>Number</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>5</td>
<td>6%</td>
</tr>
<tr>
<td>3</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>4</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>5</td>
<td>2</td>
<td>2.4%</td>
</tr>
<tr>
<td>15</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>17</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>56</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>71</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>88</td>
<td>1</td>
<td>1.2%</td>
</tr>
</tbody>
</table>

No Answer 70 83.3%

Total 84 100%

**Summary:**

- The number of agencies responding that use paid drivers was 17 or 20.2% of the total 84 returned questionnaires.
- Of the number of agencies responding only 2 agencies have over 10 paid drivers on staff and 13 of the 17 have less than 5 paid drivers.
- The number of agencies responding that use volunteer drivers was 14 or 16.7% of the total 84 returned questionnaires.
- The number of volunteers each agency uses ranged from 2 to 88 volunteers. Nine of the 14 agencies use less than ten volunteers.
27. Approximately how many hours per month do your employees spend arranging rides for your clients/consumers/passengers?

Number of Monthly Hours Employees Spend Arranging Rides

<table>
<thead>
<tr>
<th>Hours</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>6</td>
<td>7.1%</td>
</tr>
<tr>
<td>3</td>
<td>4</td>
<td>4.2%</td>
</tr>
<tr>
<td>6</td>
<td>9</td>
<td>10.7%</td>
</tr>
<tr>
<td>8</td>
<td>3</td>
<td>3.6%</td>
</tr>
<tr>
<td>9</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>15</td>
<td>3</td>
<td>3.6%</td>
</tr>
<tr>
<td>20</td>
<td>2</td>
<td>2.4%</td>
</tr>
<tr>
<td>30</td>
<td>2</td>
<td>2.4%</td>
</tr>
<tr>
<td>40</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>100+</td>
<td>3</td>
<td>4.8%</td>
</tr>
<tr>
<td>No Answer</td>
<td>49</td>
<td>57.1%</td>
</tr>
<tr>
<td>Total</td>
<td>84</td>
<td>100%</td>
</tr>
</tbody>
</table>

Summary:
- 29 of the 84 respondents to the questionnaire indicated they use staff to arrange rides.
- 22 of the respondents spend 20 hours or less per month arranging rides.

28. Do you assist passengers to and from your vehicles?
Yes = 18 (21.4%)  No = 6 (7.1%)  Sometimes = 7 (8.3%)

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

Advance Scheduling of Trips

<table>
<thead>
<tr>
<th>Number of Days</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less Than 1 Day</td>
<td>6</td>
<td>7.1%</td>
</tr>
<tr>
<td>1 Day</td>
<td>11</td>
<td>13.1%</td>
</tr>
<tr>
<td>2 Days</td>
<td>3</td>
<td>3.6%</td>
</tr>
<tr>
<td>1 Week</td>
<td>2</td>
<td>2.4%</td>
</tr>
<tr>
<td>No Answer</td>
<td>62</td>
<td>73.8%</td>
</tr>
<tr>
<td>Total</td>
<td>84</td>
<td>100%</td>
</tr>
</tbody>
</table>

Summary:
- There were 22 (26.2%) respondents of the total 84 who answered this question on advance scheduling.
- Most prefer 24 hour notice or less (17 or 20.2%) for scheduling.
- Only 5 respondents (6%) require 2 or more days advance scheduling of passenger rides.
- A large number (62 or 73.8%) did not answer the question.
30. What are the eligibility requirements for using your agency’s transportation services and what is the process to be “qualified”?

Clinton Main Street Industries – To be an attending client of MSI.
Graceville Health Center – Used primarily for nursing home outings
Prairie Five, Montevideo – Prairie Five provides public transit/no qualifications except that seniors can donate toward fare for ride.
Peoples Express – Anyone can use the service. If passenger has a program or insurance that will pay, each program has its own requirements.
Prairie Five, Madison – Age and disability.
Dawson Heartland Express – All ages; require personal assistant for nursing home residents, etc.
Swift County Day Activity Center – Client enrolled in our program.
Heartland Ranch, Inc. – Must be residents; we check other available transportation first.
Clinton Graceville Beardsley School – They need to be enrolled as a student.
Sioux Valley Canby Campus – Medical transport companies, local bus, some volunteer drivers.
Benson Public Schools – Available to all students on bus routes.
Yellow Medicine County Veterans Service – Must be a veteran from our county and have appointment only at the VA.
Bellingham Independent School – Attend our school.
Granite Falls Heartland Express – No limitations.
Lac qui Parle Family Services – Clients must be on Medical Assistance or the Food Support Program for us to organize the rides with Prairie Five Rides or our volunteer drivers.

Summary:
- Fifteen agencies responded to this question – four are public transportation providers, three are schools, and 8 are public service program providers.
- Of those responding to the question 10 serve only their clients or those enrolled in their program and the service is not available to the general public.
- The other five agencies served the general public.
- If there is a third party payor they must meet program eligibilities (i.e. MA, food support program).
31. *How many passenger trips do you provide per month?*

**Number of Passenger Trips**

<table>
<thead>
<tr>
<th>Passenger Trips</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>10</td>
<td>2</td>
<td>2.4%</td>
</tr>
<tr>
<td>12</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>30</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>40</td>
<td>3</td>
<td>3.6%</td>
</tr>
<tr>
<td>50</td>
<td>2</td>
<td>2.4%</td>
</tr>
<tr>
<td>100</td>
<td>1</td>
<td>1.2%</td>
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<tr>
<td>830</td>
<td>2</td>
<td>2.4%</td>
</tr>
<tr>
<td>1,500</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>1,600</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>2,500</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>2,800</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>5,800-6,000</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>30,000</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>No Answer</td>
<td>65</td>
<td>77.4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>84</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**Summary:**
- Only eight responding (9.6%) indicated they provide less than 50 passenger trips per month.
- Another 3 or 3.6% provide 50-100 passenger trips per month.
- The breakdown of the number of passenger trips per month of the remaining respondents is the following: 6 (7%) provide 830 – 2800; 1 provides over 5,800 – 6,000; and 1 over 30,000.
- The majority of the respondents (77.4%) did not answer the question.
32. How many individual clients do you transport per month?

### Number of Clients Transported Per Month

<table>
<thead>
<tr>
<th>Number of Clients</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>6</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>15</td>
<td>2</td>
<td>2.4%</td>
</tr>
<tr>
<td>20</td>
<td>3</td>
<td>3.6%</td>
</tr>
<tr>
<td>24</td>
<td>2</td>
<td>2.4%</td>
</tr>
<tr>
<td>30</td>
<td>1</td>
<td>1.2%</td>
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<tr>
<td>50</td>
<td>5</td>
<td>6%</td>
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<tr>
<td>200</td>
<td>1</td>
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</tr>
<tr>
<td>400-500</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>3,000</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>7,500</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>8,000</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>50,000</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>No Answer</td>
<td>63</td>
<td>75.0%</td>
</tr>
</tbody>
</table>

**Total** 84 100%

### Summary:
- A total of 15 respondents (17.9%) transport 50 or less clients per month.
- Another 2 transport between 100 – 500 clients per month; 3 transport 3,000 – 8,000 clients per month; and 1 transports over 50,000 clients per month.
- A large number of respondents (63 or 75%) did not answer this question.
33. Approximately how many hours per month do your employees spend transporting passengers?

### Hours Per Month Employees Transport Passengers

<table>
<thead>
<tr>
<th>Hours Per Month</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>5</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>8</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>10</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>40</td>
<td>1</td>
<td>1.2%</td>
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<tr>
<td>64</td>
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<tr>
<td>80</td>
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<td>92</td>
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<tr>
<td>120</td>
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<td>2.4%</td>
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<tr>
<td>180</td>
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<td>240</td>
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<td>264</td>
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<td>550</td>
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<td>4,800</td>
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<td>1.2%</td>
</tr>
<tr>
<td>15,000</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>No Answer</td>
<td>65</td>
<td>77.4%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>84</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**Summary:**

- Of the total 84 respondents to the questionnaire 9 or 11% indicated employees spend 100 hours or less per month transporting passengers.
- Only 2 respondents spend 120 – 550 hours per month transporting passengers and 3 spend between 1,100 – 15,000 hours per month transporting passengers.
- A total of 65 respondents to the questionnaire did not answer the question.
34. *About how many vehicle miles per month do you operate transporting passengers?*

### Vehicle Miles Per Month Transporting Passengers

<table>
<thead>
<tr>
<th>Monthly Vehicle Miles</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>65</td>
<td>77.4%</td>
</tr>
<tr>
<td>32</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td>200</td>
<td>2</td>
<td>2.4%</td>
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<tr>
<td>1,000</td>
<td>2</td>
<td>2.4%</td>
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<tr>
<td>1,050</td>
<td>2</td>
<td>2.4%</td>
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<tr>
<td>1,350</td>
<td>2</td>
<td>2.4%</td>
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<tr>
<td>2,000</td>
<td>1</td>
<td>1.2%</td>
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<tr>
<td>3,000</td>
<td>1</td>
<td>1.2%</td>
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<tr>
<td>7,480</td>
<td>1</td>
<td>1.2%</td>
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<tr>
<td>15,500</td>
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<td>1.2%</td>
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<tr>
<td>45,000</td>
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<td>1.2%</td>
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<tr>
<td>70,000</td>
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<td>1.2%</td>
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<tr>
<td>75,000</td>
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<td>1.2%</td>
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<tr>
<td>100,000</td>
<td>1</td>
<td>1.2%</td>
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<tr>
<td>250,000</td>
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<td>1.2%</td>
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<tr>
<td>350,000</td>
<td>1</td>
<td>1.2%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>84</strong></td>
<td><strong>100%</strong></td>
</tr>
</tbody>
</table>

**Summary:**
- The majority of respondents (65 or 77.4%) indicated they transport passengers 10 vehicle miles per month.
- The remaining 19 or 22.6% transport passengers from 32 miles to 350,000 vehicle miles per month.

35. *Thinking of the clients or individuals your agency/organization represents, what transportation needs are not being met adequately?*

**Graceville** – Low-income options, available transportation for social activities.
**Northside Medical Center, Ortonville** – We sometimes have clients who need to access care at times that the local city bus is not available.
**Prairie Five, Montevideo** – Stability and affordability.
**RSVP** – Weekend service.
**Prairie Five, Madison** – Saturday and Sunday transportation.
**Dawson Heartland Express** – We do not run on weekends; our budget and management plan with MnDOT does not provide long enough hours for the workforce.
**Swift County Day Activity Center** – We meet nearly all their current needs but we often can’t schedule “after hour” jobs because of transportation needs.
**Heartland Ranch, Inc.** – Transportation to/from major cities, hours of operation.
Chippewa County Family Services – Appointments, in metro area have to be after 9 a.m.; transports to Sioux Falls have been a problem.

Big Stone County Housing and Redevelopment Administration/Lakeside Apartments – On Sunday tenants are unable to get to church services.

Southwest MN Private Industry Council – There is a lack of reliable public transit during evening hours and on weekends. For our clientele the need for this type of transit would primarily be used to get to/from work.

City of Milan – Medical, dental, eye care visits; avenue for shopping; visiting; access to large regional center.

Clara City Community Haus Apartments – Transportation for shopping (i.e., medication, groceries, general).

Living at Home/Block Nurse Program – We basically can meet all clients’ transportation needs, and we usually take them wherever they want to go.

Big Stone County Veterans Service – Elderly veterans needing transportation to VA hospital/clinic.

Montevideo Housing and Redevelopment Administration – No bus service for out of town events, entertainment, tours, etc. Can’t use Prairie Five Rides bus because we have a city bus system (which does not go beyond city limits).

Madison Hospital Home Care – Assistance getting on and off buses - driver will not assist.

Health Providers, Inc. – Being able to go at the drop of a dime.

Granite Falls Heartland Express – Have evenings and weekend hours and to and from the Casino service.

Lac qui Parle Family Services – Prairie Five Rides does an excellent job providing rides for our clients. At this time, our needs are being met.

Graceville Health Center – Destinations, more flexible times.

Apple Ridge Estates, Appleton – Transportation to church, weekend social events, evening events.

Granite Ridge Place – Saturday and Sunday visits to friends, going to the Casino, the steps are too high on bus if not using an escort.

36. Thinking of the clients or individuals your agency/organization provides transportation services to, what transportation needs are you aware that are not met adequately?

City of Echo - To and from meal site; perhaps doctor appointments; shopping; school events, etc.

Graceville Health Center – Sliding fee scales based on income for medical transportation available transportation for social activities.

Ortonville Area Health Service, Ortonville – Weekend and evening hours.

Odessa – To know if a bus or van would come and pick a person up, how far would they take them for appointments?

Northside Medical Center, Ortonville – We have clients who worry about how they are going to get to their medical appointments here at our facility and out of town. There really are limited options for individuals who do not drive or are not capable of driving when they need to get to an appointment locally and especially if they need to go out of town.
Prairie Five Montevideo – Out-of-state wheelchair transportation.  
**Housing and Redevelopment Administration Madison** – Weekend travel on buses (to church).  
**People Express** – Long distance one-way transports.  
**Swift County Benson Hospital** – No local bus service for after hours/weekends for people that need ambulatory/wheelchair/gurney transportation; assistance with getting on and off bus; bus service to people living in the country and local small towns.  
**Swift County Day Activity Center** – After hour jobs and activities (before 8 am or after 4 pm).  
**Heartland Ranch, Inc.** – After hour transportation for girls working or to attend sporting events. Transportation to visit families in the client’s home county.  
**Chippewa County Family Services** – Transportation hours can be a problem.  
**Parkview Manor, Benson** – General transportation in rural areas could be expanded especially on Sat. or Sundays.  
**Westwood Manor, Benson** – General transportation in rural areas could be expanded especially on Saturdays or Sundays.  
**Yellow Medicine County Family Service Center** – “Social” type rides, non-MA rides, out-of-state needs, appointments non-medical.  
**Big Stone County Family Service Center** – Needed drivers early in morning and some weekends when clients are released from hospital stays.  
**Big Stone County Housing and Redevelopment Administration/Lakeside Apartments.** - There are certain times of the day bus that are overbooked and unable to provide service.  
**Care Transportation Inc.** – Low-income and disabled non-medical trips.  
**Four N’ Some Limited Partnership, Canby** – The elderly need convenience and frequent reminders of whom to call when in need of rides for various social activities and appointments. Many rely heavily on family members.  
**Living at Home/Block Nurse Program** – Overnight trips because of cost. We do have volunteers that would do this but will not pay out of pocket.  
**Yellow Medicine County Senior Advocacy** – Bus in evenings to attend program or school activities. Evenings to go out for dinner. A bus that does not have such a high step.  
**Montevideo Housing and Redevelopment Administration** – Our tenants would like to go on group (small) tours to area sights/events, etc. No bus service.  
**Sioux Valley Canby Campus** – Senior citizen with resources would love to purchase transportation to social/family events; just take pleasure rides; and/or just drive around the community for an hour or two. Evenings and weekends are the biggest problem.  
**Madison Hospital Home Care** – As above (Q35), no hands-on assistance from drivers. Not having rides available on evenings or weekends or taking clients long distances for appointments.  
**Riverview Apartments – Appleton** – “Let’s Go Fishing”, shopping in Montevideo or Benson. Costs too much for our low-income residents.  
**Lac qui Parle County Developmental Achievement Center** – After DAC hours, social activities in the evening.  
**Benson Heartland Express** – Out of Benson city limits.
**Lac qui Parle Family Services** – Some of our clients may be unsteady and need just a helping hand getting them to and from the vehicle. Not all drivers provide this.

**Henry Hill Apartments, Granite Falls** – Motorized wheelchairs do not fit on bus. Communication – upgrade to headset.

**CCMH – Montevideo Medical Clinic** – Longer hours.

**Granite Ridge Place** – We use city bus and the Living at Home Block Nurse Rides. The Living at Home Block Nurse Rides ask residents to “give” substantial donation to organization to get rides.

**Summary (35 & 36):**
- The overwhelming response to needs not being met were the lack of evening or weekend service hours for social events, before or after hour appointments, rides to work and rides to church.
- Others needs respondents felt were not being met included low-income options for affordability; emergency or “no notice” rides and out-of-state rides.
- Rural residents and the smaller cities are underserved.
- Assistance for the very frail and some disabled are other needs respondents highlighted for the region.

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

**City of Echo** - Lack of educational programs informing people of services because there isn’t proper coordination between agencies providing transportation.

**Graceville Health Center** – Cost, rural, low population, and staffing.

**Northside Medical Center, Ortonville** – Most of our clients in need of transportation live on fixed incomes and may not be able to pay a lot for somebody to drive them to needed medical appointments.

**Prairie Five, Montevideo** – Same day service is difficult to provide. Sunday church services.

**Housing and Redevelopment Administration Madison** – Buses don’t run on weekends; probably not enough interest in Madison.

**Peoples Express** – High number of unloaded miles. High cost of fuel and insurance, etc. Reimbursement based on loaded miles and set when fuel was $1.59/gallon.

**Prairie Five, Madison** – Most needs are met and individuals use the services provided within the community.

**Swift County Benson Hospital** – Commercial vans expensive. No bus service available locally after hours and on weekend; barrier may be the cost of personnel to be available for riders. No bus service in Heartland Express available for people that live in the country or local towns; barrier – people that need it, need to ask for it. Could there be a mileage cost, time cost for their riders so that it could be an option if needed?
Swift County Day Activity Center – Transportation not always available during those hours or in the area needed. Cost can be prohibitive for low-income people.

Heartland Ranch, Inc. – Due to the location in Benson and the predicted usage of such services.

Chippewa County Family Services – Evening/weekend within Montevideo.

Parkview Manor, Benson – Government funding.

Big Stone County Family Service Center – No drivers available on weekend. Often we are given short notice and cannot line up a driver that quickly.

Care Transportation Inc. – Low-income and disabled non-medical trips; no public service or private funding.

Southwest MN Private Industry Council – Evening and weekend availability not being offered.

City of Milan – MONEY – People in Milan and Region 6W are decimated in funding streams, which are necessary to provide essential and minimum service.

Potter Psychiatric Senior, Inc. – Those I serve are in crisis often and not always consistent or responsible.

Living at Home/Block Nurse Program – Overnight trips to Minneapolis, St. Cloud and Sioux Falls, SD.

Yellow Medicine County Senior Advocacy – Cost of drivers and cost of a handicap bus.

Big Stone County Veterans Service – Funding; enough veterans needing transportation to be able to provide it.

Montevideo Housing and Redevelopment Administration – We are told we can’t use Prairie Five Rides for outings for our seniors because we have a city bus system. This city bus system does not go out of town.

Madison Hospital Home Care – Nothing available, not being met by funding or availability of drivers.

Health Providers, Inc. – Having drivers, vans.

Riverview Apartments, Appleton – Funding.

Lac qui Parle County Developmental Achievement Center – Local public transportation is not available past late afternoon.

Granite Falls Heartland Express – Enough volume to justify the need.

Lac qui Parle Family Services – Some of the drivers may not have been informed that our agency has a ‘door-to-door’ policy.

CCMH – Montevideo Medical Clinic – They close earlier than our office.

Summary:

- Common themes identified as obstacles/barriers to meeting the needs of passengers included: not enough funding; high operating costs; economies of scale (low usage – long distances); and lack of drivers.
- More coordination could address some of these issues.

38. Do you have any information to share?

City of Echo - We should be considered as a place in need of some of the transportation services available through other areas.
Sioux Valley Canby Campus Home Care – We have had good services for our clients. If we have needed to arrange a ride, it has been fairly easy to accomplish. Good staff to work with and work hard to accommodate our requests.

Clinton Main Street Industries – Main Street Industries is unique in that the agency, as a licensed DT&H, is required to provide transportation to all clients.

City of Odessa – Odessa is a small community with a few people that are older and don’t drive. It would be nice if they would be able to schedule a transportation ride.

Northside Medical Center, Ortonville - I think there may be options out there, but my staff and I probably are not aware of them and the general public probably is not aware of them.

Prairie Five, Montevideo – Funding, cooperation between systems.

Housing and Redevelopment Administration, Madison – The Rides bus is a great idea for people who have given up their own car.

RSVP – Continue to support the Rides program. They have the transportation down to an art. They do a great job and with additional funding, could serve even more. Help make it affordable for our very low income.

Prairie Five, Madison – Monthly passes are great gifts to give parents and grandparents.

Chippewa County Family Services – We have budgeted $44,500 for mileage, meal and parking for consumers only in 2007. Transportation is an important issue for our agency.

Clinton Graceville Beardsley School – The cost of fuel is making this increasingly difficult. We currently offer an after-school shuttle bus so kids can participate in extra-curricular activities. However, if we don’t get more money into our district, this will end.

Care Transportation Inc. – Example of solution: vouchers to available transportation

Southwest MN Private Industry Council – Finding/obtaining reliable and cost-effective transportation for our clientele can be quite challenging. Given the geographic area we serve, transportation is almost always needed.

Clara City Community Haus Apartments – Have many seniors that can’t operate their own vehicles anymore or have no vehicle.

Living at Home/Block Nurse Program - Services are being met by the family, but they have to take time off work, etc.

Montevideo Housing and Redevelopment Administration – Our city bus system used to be a route system, and then went to a taxi-type system. Too confusing, long waits for taxi-type. Route systems better for seniors.

Sioux Valley Canby Campus – Financial: the investment in a facility vehicle doesn’t generate revenue to offset the cost.

Riverview Apartments, Appleton – Prairie Five Rides is a great service. There are times our residents would like to go out on weekends.

Lac qui Parle Family Services – Maybe recruitment ads could be placed in church bulletins.

Apple Ridge Estates, Appleton – We would like to take advantage of Prairie Five Rides more as a group, but costs are prohibitive. The `suggested’ donation has become an invoice/billing statement that we cannot afford.
Summary:
- Prairie Five RIDES got high praises for their regional service.
- Our geographical location and demographics creates a real “catch 22” in the delivery of services.
- Third party payor vouchers were suggested to cut the complexity of prior authorization and reimbursement.
- Fixed routes may help to eliminate “wait” time and are less confusing for the consumer.
- Costs are getting prohibitive – flat funding needs to be addressed.
- Fund what works!

39. What is your agency’s transportation service strength?

**Clinton Main Street Industries** - That we’re always available.
**City of Odessa** – We do not have an agency, but it would be nice if there were some in the area that would come to Odessa if needed.
**Northside Medical Center, Ortonville** – We have a lot of clients that use the local city bus so this service is a huge asset to our community.
**People Express** – Outstanding employees that provide superior service to their passengers.
**Prairie Five, Madison** – Friendly staff.
**Swift County Day Activity Center** – We make every effort to schedule according to individual needs.
**Heartland Ranch, Inc.** – We do whatever it takes to get our girls the services they need.
**Chippewa County Family Services** – Coordination with Prairie Five Rides.
**Yellow Medicine County Family Service Center** – We try to accommodate the best we can, sometimes we set up rides “last minute”.
**Clinton Graceville Beardsley School** – We have an excellent transportation supervisor and an excellent maintenance person so things run quite smoothly.
**Big Stone County Family Service Center** – Very good at this time providing we have sufficient time to set this up.
**Care Transportation Inc.** – Local service cost: curb-to curb is $7.16/trip; special transportation is $16.95/trip.
**Southwest MN Private Industry Council** – We are fortunate to have funds to assist with the transportation needs for some program participants. However, the funding can only meet part of the need.
**Swift County Veteran Services** – Volunteer drivers.
**City of Milan** – We are here to serve our citizens, but we need money to provide the services our residents need, require and are mandated to receive.
**Potter Psychiatry Service, Inc.** – I go to people in crisis or when they are unable to travel.
**Living at Home/Block Nurse Program** – We feel we do a great job providing transportation for our clients. There isn’t anywhere in the 50-mile radius of Granite Falls that our volunteers will not provide.
Yellow Medicine County Senior Advocacy – We use the city bus for most things.
Montevideo Housing and Redevelopment Administration – No transportation funding for own bus in our budget. Will never have own bus service.
Benson Public Schools – Good buses, trained bus drivers.
Yellow Medicine County Veterans Service – Strong.
Madison Hospital Home Care – None, as we do not transport clients due to liability.
Health Providers, Inc. – We have three handicap vans.
Bellingham Independent School – Get students to school and back home in a safe and timely manner.
Riverview Apartments, Appleton – Awesome professionalism. Bus drivers for Prairie Five Rides really care. They try to help whenever possible.
Lac qui Parle County Developmental Achievement Center – We contract with the Canby DAC to transport our consumers that live in Dawson. They own a van and hire a driver. This mode of transportation is consistent and reliable (although very costly) as opposed to our volunteer drivers whose work schedules, vacation days, and personal commitments we are at the mercy of.
Granite Falls Heartland Express – Cheap, dependable service with friendly, helpful drivers.
Lac qui Parle Family Services – We feel we provide prompt and courteous service to our clientele and Prairie Five Rides does the same.
CHAPTER FOUR: Framework for Action
Strategies
DEVELOPMENT OF STRATEGIES

The United We Ride Framework for Action was the tool used as the basis for the region’s assessment and planning process. The ultimate is to move toward building a fully coordinated transportation system. This planning process allows individuals that lack a shared perspective (all the stakeholders) to move forward and tackle coordination and define solutions together. The state used this framework in developing the state plan. The Framework for Action uses a straightforward planning and action process of planning, assessing, prioritizing and setting an action plan. These four steps lay the foundation for ACTION. The five areas assessed were the following:

1. Making things happen by working together. Agencies and organizations working together to support a coordinated transportation system.
2. Taking stock in community needs. Identifying inventory, strengths, weaknesses, obstacles, barriers and gaps to move forward.
3. Putting customers first. Gathering input from users and representatives of users on a fully coordinated transportation system.
4. Adapting funding for greater mobility.
5. Moving people efficiently. Service is user-friendly, cost efficient, coordinated and provides choices – a seamless system.

At a half day planning workshop in Region 6W the group developed the following strategies and action plan for each of the five areas from the Framework for Action Tool.

ACTION PLAN

MAKING THINGS HAPPEN BY WORKING TOGETHER

Strategy #1: Create a local (regional) transportation coordination council (TCC) made up of transit providers and human service providers to encourage inter-agency coordination to improve the transportation network and its service within the region.

<table>
<thead>
<tr>
<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>1. Select membership and the lead agency to facilitate the TCC for Region 6W providers.</td>
<td>UMVRDC</td>
<td>January-February 2007</td>
</tr>
<tr>
<td>2. Determine role, mission and goals of the TCC using this transit – human service coordination plan as the foundation for moving forward.</td>
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<tr>
<td>3. Seek funding for TCC plan of action. Discuss the mobility management model of the state and feasibility of applying for funds for the region.</td>
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<td>March - July 2007</td>
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<tr>
<td>4. Move toward a seamless model of delivering transportation services within the region.</td>
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Strategy #2: Identify and seek solutions to barriers at the local level that stop coordination from happening and share with policy makers at all levels – local, state and federal.

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<tr>
<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>1 Additional assessment of the regional transportation network’s needs and barriers.</td>
<td>TCC</td>
<td>July 2007</td>
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</tbody>
</table>
2 Conduct planning sessions on barriers to coordination—whether perceived or reality. Seek assistance of MnDOT and DHS for clarification on regulations.
3 Tabulate list of barriers (i.e. liability regulations, insurance, service boundaries, program regulations) and share with policy makers at the federal, state, and local levels as applicable.
4 Work with state agencies (i.e. MnDOT, DOC and DHS) to establish a legislative work plan or agenda to deal with these barriers.
5 Look specifically at certification of Specialized Transportation Systems at possible different levels or types of certification and crossing geographical boundaries for service of transportation systems.

<p>| Strategy #3: Develop a coordinated system for delivery of transportation services in the region. |</p>
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<tr>
<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>1. Meet regularly to discuss options and foster cooperation and coordination.</td>
<td>TCC Mobility Manager</td>
<td>On-going</td>
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<tr>
<td>2. Identify service gaps.</td>
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<td>3. Discuss the pros and cons of a single point of access within the region.</td>
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<td>4. Begin implementation of regional coordination strategies and support projects that fill gaps and provide choices.</td>
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<td>5. Discuss coordination between systems beyond the region.</td>
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<td>6. Conduct marketing and awareness campaign.</td>
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<tr>
<td>7. Explore use of technology-based tools that would enhance the regional transportation system (i.e. software, GPS systems, mobile data computers, Fare Media).</td>
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<td>2008</td>
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TAKING STOCK IN COMMUNITY NEEDS AND MOVING FORWARD

Strategy #1: Prioritize rides or target service in the event funding is not adequate and needs to be cut back.

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<tr>
<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>1. Canvass providers and customers.</td>
<td>TCC Mobility Manager</td>
<td>July 2007</td>
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<tr>
<td>2. Establish service priorities.</td>
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<td>3. Identify alternatives.</td>
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<td>4. Maintain a resource list.</td>
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Strategy #2: Identify ways that extended service hours could be implemented within the region.

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<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
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<tbody>
<tr>
<td>1. Identifying non-traditional service programs that currently exist within the region.</td>
<td>TCC Mobility Manager</td>
<td>July 2007</td>
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<tr>
<td>2. Develop a list of potential providers and increase</td>
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awareness.
3. Consider memorandums of agreement or contracts to provide extended service outside of current scope.
4. Seek funding - private and public.
5. Consider development of volunteer/informal networks or programs to meet the needs. Encourage projects that address this need.

**Strategy #3: Continue to assess community needs.**

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<tr>
<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
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</thead>
<tbody>
<tr>
<td>1. Seek on-going feedback of customers and communities (i.e. random on-board or telephone surveys).</td>
<td>TCC Mobility Manager</td>
<td>On-going</td>
</tr>
<tr>
<td>2. Conduct forums for community input.</td>
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<tr>
<td>3. Work with civic organizations, faith based communities, the corporate or businesses community and city government.</td>
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<tr>
<td>4. Seek solutions at the same time as identifying needs.</td>
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<td>5. Prioritize the needs and decide what feasibly the network can address.</td>
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**PUTTING THE CUSTOMER FIRST**

**Strategy #1: Further implement and support volunteer driver programs as an intricate and vital part to the transportation network in our rural region.**

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<tr>
<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
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</thead>
<tbody>
<tr>
<td>1. Support the development and utilization of volunteer drivers and volunteer programs.</td>
<td>TCC Mobility Manager</td>
<td>January 2008</td>
</tr>
<tr>
<td>2. Seek corporate or business sponsorship.</td>
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<tr>
<td>3. Focus volunteer service in smaller underserved areas of the region.</td>
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<tr>
<td>4. Seek ways to coordinate resources – physical inventory and volunteers between programs.</td>
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<tr>
<td>5. Acknowledge/recognize volunteers as a valued asset.</td>
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<td>Annually</td>
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**Strategy #2: Increase utilization by providing passenger assistants, escorts and/or “first time helpers” to ease first time or infrequent users fear of the unknown or how to use the current systems.**

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<tr>
<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
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</thead>
<tbody>
<tr>
<td>1. Consider the development of volunteer programs to fill this customer service gap.</td>
<td>TCC Mobility Manager Aging Program Director</td>
<td>January 2008 On-going</td>
</tr>
<tr>
<td>2. Work with service providers to identify where responsibility lies with this issue. Clearly define and agree on parameters.</td>
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<tr>
<td>3. Market to family members, neighbors and service providers to encourage use (i.e. vouchers, gift certificate).</td>
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</tr>
<tr>
<td>4. Promote the use of transportation services as being user friendly, easy to use, and cost effective – “the right thing to do”.</td>
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</table>
Strategy #3: Market services to dispel misconceptions, identify what is available, and how to use systems.

<table>
<thead>
<tr>
<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Identify the issues/misconceptions consumers have with the service.</td>
<td>TCC Mobility Manager</td>
<td>On-going</td>
</tr>
<tr>
<td>2. Develop strategies to address the issues.</td>
<td>Aging Program Director</td>
<td></td>
</tr>
<tr>
<td>3. Conduct education and awareness marketing campaign promoting the available transportation system and their use as being user friendly, easy to use and cost effective (i.e. directories, magnets, phone numbers, ads, gift certificates, promotions, flyers).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Work to improve sources of information available through other sources than the regional stakeholders (i.e. websites, databases and phone directories).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Document increased utilization of transportation following marketing efforts.</td>
<td></td>
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</tr>
</tbody>
</table>

ADAPTING FUNDING FOR GREATER MOBILITY

Strategy #1: Provide more employer incentives or subsidies to cost-share rides or develop ride share programs for the workforce.

<table>
<thead>
<tr>
<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Assess the business community – what do they do, do they perceive a need, what are feasible options and who could they partner with.</td>
<td>TCC Mobility Manager</td>
<td>July 2008 On-going</td>
</tr>
<tr>
<td>2. Identify the benefits to employer and employee as a win-win effort.</td>
<td>Aging Program Director</td>
<td></td>
</tr>
<tr>
<td>3. Educate the business community on best practices and brainstorm new ideas.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Provide TA and support to projects addressing workforce transportation issues.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Encourage increased coordination within the business communities to work together.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. Encourage policy makers to develop incentives for transportation of their workforce.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Strategy #2: Identify potential options to defray cost of trips and keeping transportation affordable for the consumer.

<table>
<thead>
<tr>
<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop potential options (i.e. sliding fee scale, vouchers, ride share) to assist low-income or near poverty population.</td>
<td>TCC</td>
<td>July 2008 On-going</td>
</tr>
<tr>
<td>2. Encourage sponsorships.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Consider bartering of services between providers (i.e. trade volunteer/drivers hours for cost of trip).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Increase levels of service – economies of scale.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Encourage efficiencies in operating costs (i.e.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
smaller vehicles, use of renewable fuels, coordination, volunteers).

6. Encourage increased coordination to cut costs.

**MOVING PEOPLE EFFICIENTLY**

**Strategy #1:** Advocate that MnDOT fund alternative vehicles that are more fuel-efficient and are low-passenger size (vans, mini-vans, cars) rather than only cutaway vehicles.

<table>
<thead>
<tr>
<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Encourage/endorse downsizing of vehicles to correspond to need.</td>
<td>TCC Mobility Manager</td>
</tr>
<tr>
<td>2.</td>
<td>Support flexibility of funding for smaller vehicles.</td>
<td>TCC Mobility Manager</td>
</tr>
<tr>
<td>3.</td>
<td>Explore new technologies as they are developed and research best practices in vehicle efficiencies.</td>
<td>TCC Mobility Manager</td>
</tr>
<tr>
<td>4.</td>
<td>Advocate for development and use of more fuel-efficient vehicles.</td>
<td>TCC Mobility Manager</td>
</tr>
<tr>
<td>5.</td>
<td>Encourage more flexibility in regulations to facilitate more efficient vehicle capital purchases and use.</td>
<td>TCC Mobility Manager</td>
</tr>
</tbody>
</table>

**Strategy #2:** Encourage all funding sources to convert to electronic billing.

<table>
<thead>
<tr>
<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Identify who is not using electronic billing and why.</td>
<td>TCC Mobility Manager</td>
</tr>
<tr>
<td>2.</td>
<td>Identify the components and costs associated for electronic billing.</td>
<td>TCC Mobility Manager</td>
</tr>
<tr>
<td>3.</td>
<td>Provide technical assistance to implement electronic billing.</td>
<td>TCC Mobility Manager</td>
</tr>
<tr>
<td>4.</td>
<td>Seek funding to assist with implementation.</td>
<td>TCC Mobility Manager</td>
</tr>
</tbody>
</table>

**Strategy #3:** Identify “true costs” of systems for equity in funding and reimbursement.

<table>
<thead>
<tr>
<th>Action Steps</th>
<th>Responsible Party</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Create a more uniform reporting system, comparing apples to apples, etc. to identify true costs.</td>
<td>TCC Mobility Manager</td>
</tr>
<tr>
<td>2.</td>
<td>Advocate for more equality in funding and equity in reimbursement by working with state agencies and funding sources.</td>
<td>TCC Mobility Manager</td>
</tr>
<tr>
<td>3.</td>
<td>Work toward the development of level playing fields between systems – the perception is that there is disparity between the public and private systems.</td>
<td>TCC Mobility Manager</td>
</tr>
<tr>
<td>4.</td>
<td>Coordination is difficult when players do not feel they are equals.</td>
<td>TCC Mobility Manager</td>
</tr>
<tr>
<td>5.</td>
<td>Work with third party payors (i.e. Blue, U-Care, etc) to identify the issues and clarify reality.</td>
<td>TCC Mobility Manager</td>
</tr>
</tbody>
</table>

**PRIORITY STRATEGIES**

1. Create a local (regional) transportation coordination council (TCC) made up of transit providers and human service providers to encourage inter-agency coordination to improve the transportation network and its service within the region.
2. Identify ways that extended service hours could be implemented within the region.

3. Identify and seek solutions to barriers at the local level that stop coordination from happening and share with policy makers at all levels – local, state and federal.

4. Further implement and support volunteer driver programs as an intricate and vital part to the transportation network in our rural region.

5. Identify potential options to defray cost of trips and keeping transportation affordable for the consumer.

COORDINATION OPPORTUNITIES

Coordination in its truest sense is “working together to solve an issue” and can happen at many levels or any level. It usually does take a catalyst to facilitate the process. Mobility managers could be these catalysts and Region 6W advocates it happen at the regional level through the Regional Development Commission and/or local office of the Area Agency on Aging. Larger models would not be as effective in getting the cooperation and coordination needed, would have a more difficult time getting their “arms around the system” and would not be as attuned to the pulse of the local network. The overwhelming message from the TAC, participants at the workshop and those completing the questionnaire was “keep these functions at the lowest possible common denominator” – they felt that was regionally for Region 6W.

- There may be ways to use vehicles and drivers in down times if regulations and rules allowed it.
- Playing fields have to be equal between private providers and public providers before any coordination will take place.
- Creating multi-purpose transportation permits would allow systems to provide different types of service.
- Education is critical in coordination - education identifying limitations and what is available.
- Local providers in the region are willing to coordinate.
- Providers are willing to come together and strategize.
- There are economies of scale if coordination can take place – this region has low population per square mile, which is a barrier to delivery of services.
- Physical inventory in the region is available if more coordination could be done.
- Reality versus perception needs to be clarified. Identify real barriers versus the ones that are perceived or made up.
- Stakeholders need to be more legislatively active on funding and regulations. Support issue papers and “day on the hill” activities.
- Providers are willing to address mobility issues and shifting some of the responsibilities to the local level.
- Use of volunteers and insurance liability issues are barriers that need to be addressed.
- Fewer regulatory agencies would simplify the system – either under one roof or at a one-stop-shop.
- School transportation is very untapped and has potential for coordination if regulations can be flexible.
- Nursing home vehicles have huge down times and have potential coordination opportunities.
- Elimination of territorial boundaries would help with coordination.
- Funding sources need to provide opportunities to reimburse the individual if they drive their own vehicle or if they have someone else drive for them rather than to hire the service and require a receipt and pre-authorization.
- Systems could tap community programs, service organizations, companies or businesses as sponsors for special rides to help cover costs.
- The use of advance technology by providers could facilitate better coordination and efficiencies (i.e. GPS systems).
- Increase information sharing between agencies, providers and the public.
- Encourage creating formal agreements between agencies, providers and/or the community to deliver services more cost effectively (i.e. sharing, rides, vehicles or drivers).
- Management of transportation (mobility managers) is a primary goal of the region to increase coordination of transportation services at the local level. Dispatching rides is not perceived as a role for the mobility managers.
- Coordination with the third party payors must be facilitated to allow more flexibility in choosing providers and payment of providers. They need to have a better understanding of transportation at the local level – not all regions or communities are alike. Moving toward a less complicated model should be the goal.
- Coordination with the Upper Sioux Community (an active stakeholder) to deliver services needs to be considered.
Chapter Five: Executive Summary
OVERVIEW

Federal reauthorization of the surface transportation act in 2005 requires grantees under the New Freedom Initiative (5317), Job Access and Reverse Commute (JARC – 5316) and Elderly and Disable Transportation Program (5310) meet certain requirements in order to receive funding for fiscal year 2007 (beginning October 1, 2006) and beyond. These programs are required to be part of a “locally developed coordinated public transit-human service transportation plan”.

To develop these “local public transit – human service transportation plans” the State of Minnesota, through Mn/DOT, Office of Transit, in cooperation with DHS, established the planning framework for the local plans and contracted with Regional Development Commissions (RDCs) and Metropolitan Planning Organizations (MPOs) to complete the plans. The purpose of the plan is to educate public transit and human service transportation stakeholders (providers and purchasers/coordinators) at the local level (e.g. organizations responsible for transporting agency clients, students, and the general public) about the benefits of coordinating public transit and human service transportation, identify “best practices” in coordination activities, and develop local action plans for improving transportation coordination.

Coordination among providers and agencies that provide transportation services could:

♦ Increase transportation availability;
♦ Improve access to jobs;
♦ Enhance service quality;
♦ Eliminate duplicative efforts; and
♦ Improve the cost-effectiveness of transportation dollars.

The Upper Minnesota Valley Regional Development Commission facilitated the planning and writing of Region 6W’s (Big Stone, Chippewa, Lac qui Parle, Swift and Yellow Medicine Counties) Local Transit-Human Service Coordination Plan. The federal transportation act (SAFETEA-LU) required in the development of the local plan a local technical advisory committee (TAC) for direct oversight of the planning process be formed and utilized. Membership of the TAC for Region 6W included:

**Dick Olson**, Prairie Five RIDES (5311)  
**Jason Giese**, Southwest MN PIC/Montevideo WorkForce Center  
**Brad Hermansen/Peggy Heglund**, Yellow Medicine Family Services  
**Bernie Struck**, Dawson Heartland Express (5311)  
**Gary Johnson**, Yellow Medicine County Commissioner  
**Michele Sonnabend**, Swift County Benson Hospital  
**Robin Olson**, Big Stone County Day Training & Habilitation Center (5310)  
**Michelle Bouta**, Minnesota River Area Agency on Aging  
**Dawn Hegland**, Upper Minnesota Valley RDC Transportation Director  
**Bev Herfindahl**, MnDOT District 8 Planner
Elements required as inclusion in the plan include:

- An inventory of available services that identifies current levels of service; areas of redundant service and gaps in service;
- An assessment of transportation needs for individuals with disabilities, older adults, and persons with limited incomes;
- 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.

The plan is designed to identify the gaps between customer expectations and the current level of service. Some local strategies are similar to the strategies that are part of the state plan.

INVENTORY

Chapter Two is a physical inventory of the transportation vehicles available within the region and their ownership – both public and private entities. A brief profile is included on type of service, area of service, fees, fleet, eligibility and funding. It is meant to get an idea of the location and number of vehicles that are available in the region for transportation purposes and at what level are they utilized for coordination. Below is a summary of the inventory.

<table>
<thead>
<tr>
<th>REGIONAL TRANSPORTATION VEHICLE INVENTORY SUMMARY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TYPE OF AGENCY</strong></td>
</tr>
<tr>
<td>-------------------</td>
</tr>
</tbody>
</table>
| Public Non-Profit Section 5311 | **Prairie Five RIDES**
Regional System
Appleton, Canby, Ortonville, Madison
**Benson Heartland**
**Dawson Heartland**
**Granite Falls Heartland**
**Montevideo Heartland** | Public transportation – all ages & income |
<p>| Public Non-Profit Section 5311 | <strong>Main Street Industries, Inc. (DT&amp;H Program)</strong> - Big Stone County | Client transportation |</p>
<table>
<thead>
<tr>
<th>Private Service Programs</th>
<th>Heartland Girls Ranch - Benson</th>
<th>Client transportation</th>
</tr>
</thead>
</table>
| Public Non-Profit Program Specific | Day Training and Habilitation Programs  
Swift County DAC  
Chippewa County DAC  
Yellow Medicine DAC | Client transportation |
| | Veterans Services  
Swift County  
Chippewa County  
Yellow Medicine County | |
| | Nursing Homes  
Granite Falls Manor  
Clarkfield Care Center  
Clinton Care Center  
Luther Haven, Montevideo  
Clara City Care Center | |
| | Nursing Homes  
Granite Falls Manor  
Clarkfield Care Center  
Clinton Care Center  
Luther Haven, Montevideo  
Clara City Care Center | |
| Private Commercial Providers | Greyhound Bus Service - Clara City, Granite Falls  
Jefferson Bus Lines - Granite Falls  
Gold Star Limousine and Van - Regional  
Living Life Limousine - 100 mile radius of Montevideo  
Starlight Limousine - 100 mile radius of Morris  
Fantasy Limousine – Western edge of region  
Fiesta Taxi Service – Montevideo Area | Public transportation – all ages & incomes |
| Private Specialized Transportation Systems | People’s Express - Regional  
Care Cab - Regional  
Lakes Medi-Van - Regional  
Espeland - Regional  
Wheelchair Express | Public transportation (primarily medical) – all ages & income |
| Schools | Bellingham Elementary  
Benson Public Schools  
Canby Public Schools  
Clinton-Graceville-Beardsley Public Schools  
Dawson-Boyd Public Schools  
Lac qui Parle Valley Public Schools  
Ortonville Area Public Schools  
Benson Christian School  
Echo Charter | Student Transportation |
NEEDS ASSESSMENT

Chapter Three summarizes the data collected from the assessment tools used to identify weaknesses/gaps in the current transportation network within the region hindering service delivery and coordination or cooperation. Several tools or items were used to quantify these gaps and barriers. These tools included:

- Regional Economic and Demographic Profile
- MnDOT Market Research Study Data
- Planning Workshop
- Public Transit Service Analysis
- Stakeholder Questionnaire

Detailed results from each of the assessments tools are in Chapter Three. The following gaps and needs appeared over and over again in our assessment process:

- Service is not 24/7. There are gaps in service hours and days.
- Prior authorization is cumbersome and not reasonable for all types of rides.
- Liability and insurance regulations are a huge obstacle to coordination. There are other barriers in regulations that need to be reviewed and provide more flexibility to meet the transportation needs.
- The near poverty or low-income populations who are not on public assistance are falling through the gaps – service is not affordable.
- Smaller, rural areas of the region are underserved.
- Funding needs to be available for smaller more efficient vehicles to add to fleets.
PRIORITY STRATEGIES

Chapter Four identifies the action plan for the Local Transit-Human Service Coordination Plan in Region 6W - strategies, action steps, the responsible party and timeline. Strategies were developed at the half-day public planning workshop. The United We Ride Framework for Action was used to help develop the strategies, the same process used by MnDOT in creating the state plan.

Participants at the planning workshop and the TAC identified the following strategies as having the highest priority from the action plan for the region:

1. Create a local (regional) transportation coordination council (TCC) made up of transit providers and human service providers to encourage inter-agency coordination to improve the transportation network and its service within the region.

2. Identify ways that extended service hours could be implemented within the region.

3. Identify and seek solutions to barriers at the local level that stop coordination from happening and share with policy makers at all levels – local, state and federal.

4. Further implement and support volunteer driver programs as an intricate and vital part to the transportation network in our rural region.

5. Identify potential options to defray cost of trips and keeping transportation affordable for the consumer.

COORDINATION OPPORTUNITIES

The purpose of the plan was to identify ways or areas that would facilitate more cooperation and coordination in the delivery of transportation services. In Chapter Four a complete list of opportunities to engage stakeholders in more coordination and cooperation is included that participants involved in this planning process came up with for Region 6W. Opportunities are summarized below:

- Local providers are willing to coordinate – a forum for strategizing facilitated by a catalyst is needed to get it going.
- Coordination is not free.
- There are “down times” for many vehicles and drivers – ways to coordinate need to be discussed.
- An exercise in identifying the rules and regulations that are reality and not perception is critical to understand the parameters with which we have to work.
- Crossing geographical boundary agreements need to be formed.
- Technology may afford many options for better coordination.
- On-going opportunities for program sharing, marketing and information sharing aids in coordination and cooperation. Knowledge is power.
- Cooperation beyond just regional providers is necessary to facilitate coordination statewide. Geographical boundaries are a huge barrier to coordination.
- Legislative advocacy on issues related to transportation is critical for the region.

IMPLEMENTATION

Plan updates will occur on a regular basis, to coincide with the regional long-range transportation plan development process that already takes place. UMVRDC staff will spearhead next steps and efforts to follow through on the Plan or a mobility manager if funding becomes available. The technical assistance committee supported a pilot project for Region 6W is the number one strategy.
Region 6W Public Transportation

Weekday: Monday - Friday
6:00 am to 6:00 pm

Weekend: Saturday and Sunday

Weeknight: Monday - Friday
6:00 pm to 6:00 am

Transportation Hours
- No City Transportation
- City: 5:30 am - 4:00 pm
- City: 6:30 am - 5:30 pm
- City: 7:00 am - 5:00 pm
- City: 7:15 am - 5:00 pm
- City: 7:30 am - 4:30 pm
- Prairie Five Rides: 6:00 am - 6:00 pm

City Transportation Hours
- No City Transportation
- No City Weekend Service
- City: 8:00 am - 12:00 pm
- City: Sunday 7:15 am - 12:15 pm
- Prairie Five Rides: Saturday 6:00 am - 6:00 pm

City Transportation Hours
- No City Transportation
- No City Weeknight Service
- No Prairie Five Rides Weeknight Service

Data Source: MN DOT, UMVRDG
At Risk Population Below Below Age 18*

Percent of Population Aged 18 or Less

Percent of Population Aged 18 - 64 in Poverty

Percent of Population Aged 5 - 21 with 1 or more Disabilities

* US Census has the ages of Children with Disabilities broke down between 5-20. Children under the age of 5 are not counted.

Data Source: US Census Bureau - 2000 Census
At Risk Population Aged 18 to 64*

Percent of Population Aged 18 - 64

Percent of Population Aged 18 - 64 in Poverty

Percent of Population Aged 21 - 64 with 1 or more Disabilities

* The US Census has the ages of Children with Disabilities broken down between 5-20. Children under the age of 5 are not included.

Data Source: US Census Bureau - 2000 Census
At Risk Population Ages 65+

Percent of Population over 65

Percent Poverty

Percent of Population over 65 in Poverty

Percent of Population over 65 With a Disability

Data Source: US Census Bureau - 2000 Census