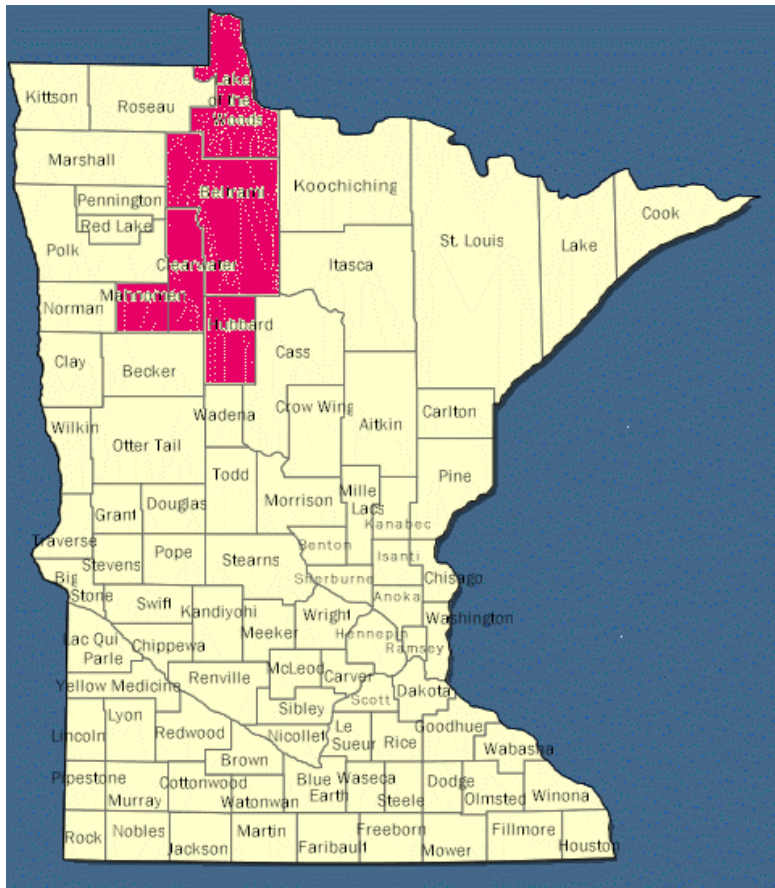


Headwaters Regional Transportation Coordination Plan

By: Headwaters Regional Development Commission



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HEADWATERS
Regional Development Commission

Leading the Way

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

Acknowledgements

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

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Part One: Introduction and Background

1.0 Introduction

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

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

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

2.0 Executive Summary

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

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

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

Needs and Barriers Common to All Groups:

Needs

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

Barriers

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

Elderly:

Needs

- Transportation to social events
- More service to medical facilities

Barriers

- Accessibility of some vehicles
- Inefficient use of volunteer drivers

Persons with Limited Income:

Needs

- Expand service hours to include weekday early mornings and late night weekends

Barriers

- Cost of the fare
- Pride

Persons with Disabilities:

Needs

- Coordination with medical facilities
- ADA vehicle availability in rural areas
- Transportation to the major medical facilities

Barriers

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

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

1. Use volunteer drivers more effectively
 - Increase the quantity of drivers
 - Increase the number of passengers per trip
2. Create a set of Regional Coordination Tools
 - Create a web-based directory of service providers with locations served, days and hours of operation, and other information necessary for effective coordination
 - Create a web-based tool that would allow providers to upload anticipated routes or post information about trips they are making with seats still available
 - Explore the creation of a “Mobility Manager” position
3. Reduce Operating Expenses
 - Use vans when appropriate rather than buses - buses can cost as much as \$12.00/mile to run in the Headwaters Region
4. Increase Funding
 - Look for additional funding not currently being accessed
 - Work with law makers to “adjust” laws and regulations to allow for more funding
5. Increase Public Awareness of Transit Services
 - Advertise services better
6. Minimize Insurance Issues
 - Standardize policies (make it so transit providers can pick up insurance from a state or federal agency to enable better transit coordination)

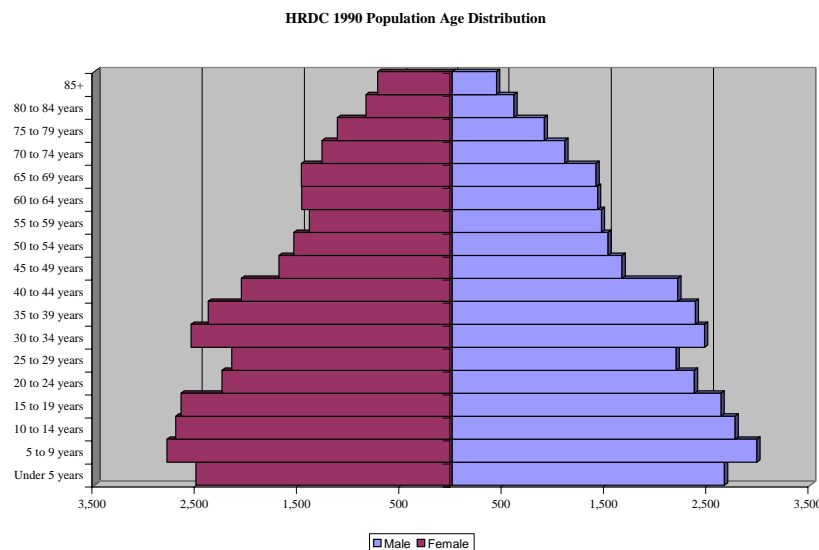
Part Two: Inventory

3.0 Demographics of the Region

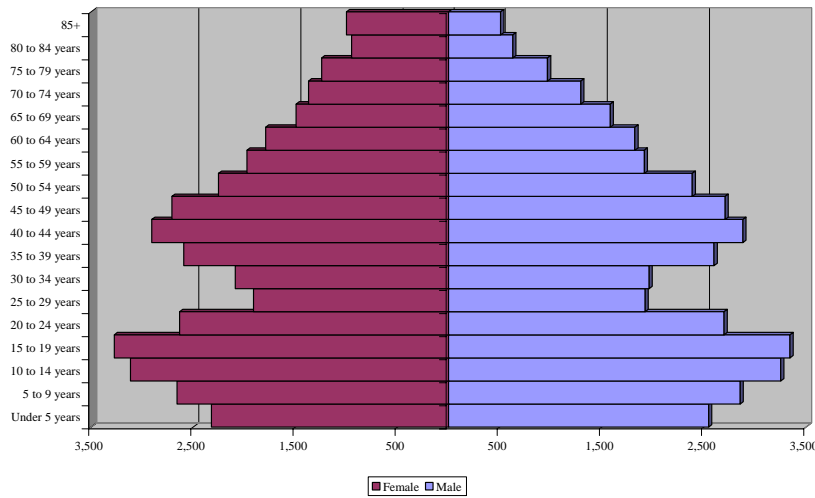
The Headwaters Region sits in North Central Minnesota and is a mix of fast and slow growing counties. The two counties growing the most in absolute numbers are Beltrami and Hubbard. The landscapes of these two counties are characterized by lakes and forests which many people consider desirable when selecting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

County	2000	2005	2010	2015	2020	2025	2030
Beltrami	39,650	42500	45040	47570	49920	52240	54450
Clearwater	8,423	8600	8810	9010	9210	9380	9500
Hubbard	18,376	20160	21950	23810	25550	27160	28590
LOW	4,522	4690	4850	5010	5160	5280	5380
Mahnomen	5,190	5270	5360	5430	5500	5570	5610
Totals	76,161	81,220	86,010	90,830	95,340	99,630	103,530

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



HRDC 2000 Population Age Distribution



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

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

Household Income In 1999

	Minnesota	Beltrami	Clearwater	Hubbard	L.O.W.	Mahnomen
Total Households	1,262,953	14397	3325	7428	1261	1964
Less than \$10,000	3.12%	13.07%	15.22%	8.84%	4.60%	12.98%
\$10,000 to \$14,999	2.85%	8.11%	8.54%	8.90%	5.79%	9.73%
\$15,000 to \$19,999	3.66%	7.85%	10.41%	7.88%	6.74%	7.94%
\$20,000 to \$24,999	4.50%	8.42%	8.81%	9.25%	6.74%	10.69%
\$25,000 to \$29,999	5.01%	7.64%	6.20%	7.23%	9.83%	8.55%
\$30,000 to \$34,999	5.45%	7.16%	6.83%	7.46%	8.80%	8.91%
\$35,000 to \$39,999	5.54%	6.84%	5.26%	6.60%	9.99%	5.40%
\$40,000 to \$44,999	5.80%	6.22%	6.29%	7.42%	7.85%	7.43%
\$45,000 to \$49,999	5.76%	5.37%	4.36%	6.17%	6.03%	5.19%
\$50,000 to \$59,999	11.59%	8.63%	9.44%	8.01%	8.64%	8.86%
\$60,000 to \$74,999	14.91%	8.54%	8.60%	9.02%	10.15%	7.08%
\$75,000 to \$99,999	15.35%	6.68%	5.80%	7.70%	10.07%	5.09%
\$100,000 to \$124,999	7.30%	2.83%	2.20%	2.64%	1.74%	1.53%
\$125,000 to \$149,999	3.48%	0.98%	0.81%	1.06%	1.43%	0.10%
\$150,000 to \$199,999	2.82%	0.71%	0.87%	0.86%	1.43%	0.25%
\$200,000 or more	2.86%	0.97%	0.36%	0.97%	0.16%	0.25%

Individuals in Poverty

	Beltrami	Clearwater	Hubbard	LOW	Mahnomen
Total Persons	16.80%	14.82%	9.58%	9.69%	16.45%
Under 5 Years	1.92%	1.44%	0.76%	0.38%	1.71%
5 Years	0.43%	0.25%	0.19%	0.15%	0.33%
6 to 11 Years	2.19%	1.89%	1.08%	0.95%	1.79%
12 to 17 Years	1.70%	1.51%	1.10%	0.73%	2.52%
18 to 64 Years	9.22%	6.87%	4.84%	5.75%	7.63%
65 to 74 Years	0.56%	0.94%	0.60%	0.64%	0.48%
75+ Years	0.78%	1.92%	1.00%	1.08%	1.98%

The number of persons in the Region considered to have some sort of disability seems to be higher than that of most parts of the State. Four of the five counties in the Region experience disability rates twice that of the State and Mahnomen County has a rate that is nearly three times that of the State. It is not entirely clear why the rates are so high but one factor is probably the socio-economic class of many of the Region’s residents.

Persons with a Disability - Ages 5 and Older

	Any Disability	Sensory	Physical	Mental	Self Care	Go-Outside-Home	Employment
Beltrami	29.46	12.33%	27.20%	15.07%	7.61%	16.94%	20.85%
Clearwater	30.83	12.28%	29.03%	11.44%	7.09%	17.60%	22.56%
Hubbard	31.39	12.57%	29.78%	15.38%	6.83%	15.65%	19.80%
Lake of the Woods	27.29	11.43%	25.93%	14.18%	7.29%	12.32%	28.85%
Mahnomen	43.12	13.23%	23.41%	9.38%	5.76%	13.36%	34.85%

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

Means of Transportation to Work

	Total Workers Ages 16+	Personal Vehicle	Public Transit	Walked	Biked	Other	Worked at Home
Beltrami	17,713	86.99%	0.91%	6.06%	0.14%	0.80%	5.10%
Clearwater	3,491	86.71%	0.60%	5.21%	0.14%	1.03%	6.30%
Hubbard	7,862	89.91%	0.55%	2.94%	0.04%	0.51%	6.05%
L.O.W.	2,123	82.62%	0.00%	6.64%	0.42%	0.75%	9.56%
Mahnomen	2,200	81.23%	0.50%	6.36%	0.00%	1.27%	10.64%

Based on the selected demographic items examined it would appear that the Headwaters Region has a fairly large population that is traditionally a user of public transit.

4.0 Available Services

5310 Providers

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

5311 Providers

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

Private Providers who own vehicles

- Hope House
- Lakes Medi-Van Inc.
- Beltrami County Human Services
- Clearwater County Transportation
- White Earth Reservation

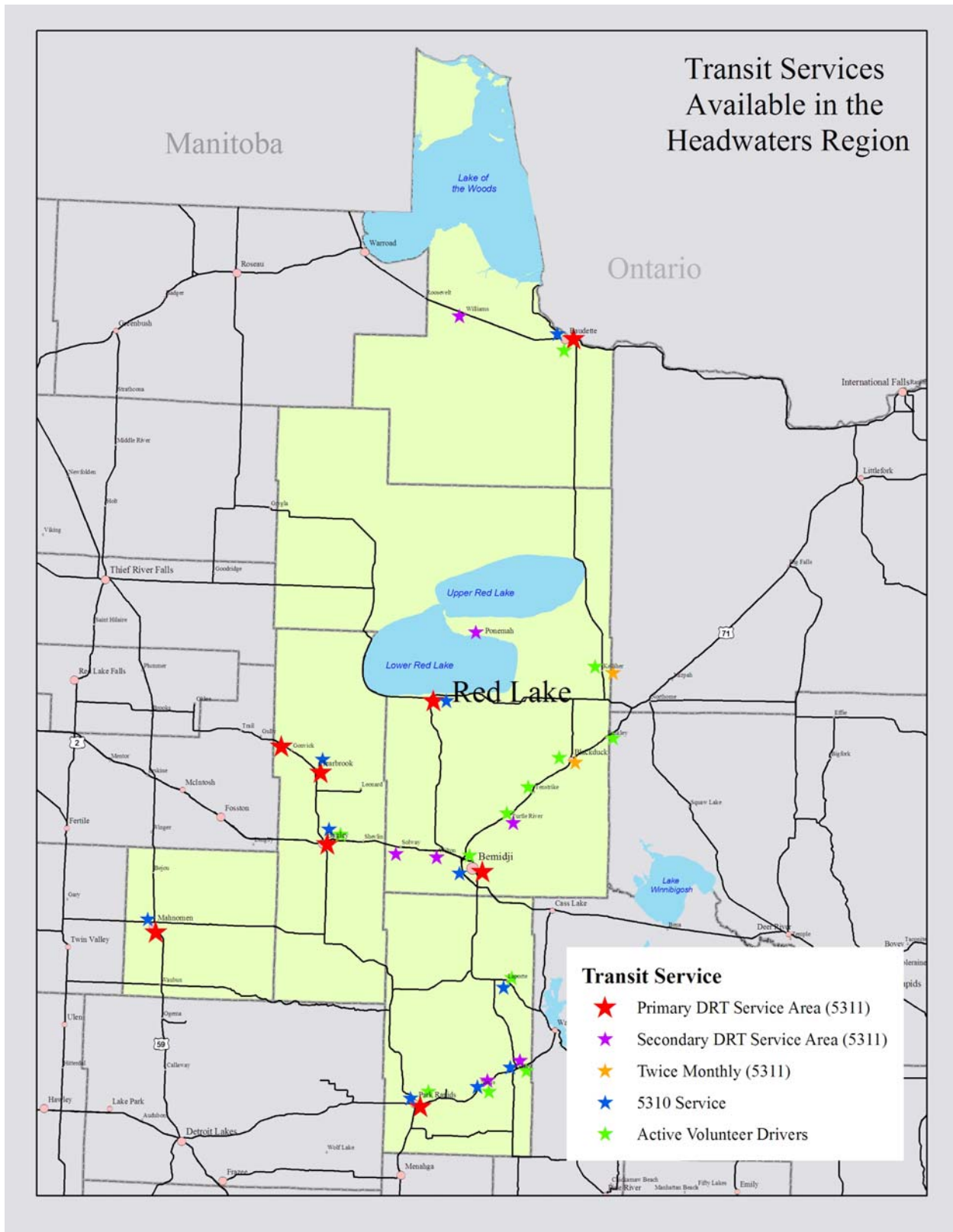
Private Providers who don't own vehicles but coordinate transportation for cliental

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

School Districts

- Bemidji Public Schools, District 31
- Blackduck Public Schools
- Kelliher Public Schools
- Red Lake Public Schools
- Bagley Public Schools
- Clearbrook-Gonvick Public Schools
- Park Rapids School District
- Laporte School District
- Nevis School District
- Baudette Public Schools
- Mahnommen Public Schools

5.0 Transit Service Areas Map



6.0 Level of Services Analysis

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

Availability - Service Span

Service span measures the number of hours during the day and days per week that Dial-A-Ride Transit (DRT) service is available in a particular area. Unlike the similar measure for fixed-route service that measures hours per day of service, the service span measures for DRT incorporates *days* of service in addition to *hours* per day. This is done because in some rural areas, DRT service may only be provided selected days per week, or even selected days per month.

Incorporation of both hours per day and days per week provides a more complete perspective on the amount of DRT service that is available within a community or larger area. Given that the measure incorporates two factors, it is presented as a matrix.

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

Table 1

Hours Per Day	Days Per Week						
	6-7	5	3-4	2	1	0.5	<0.5
≥ 16.0	LOS 1	LOS 2	LOS 4	LOS 5	LOS 6	LOS 7	LOS 8
12.0-15.9	LOS 2	LOS 3	LOS 4	LOS 5	LOS 6	LOS 7	LOS 8
9.0-11.9	LOS 3	LOS 4	LOS 4	LOS 6	LOS 6	LOS 7	LOS 8
4.0-8.9	LOS 5	LOS 5	LOS 5	LOS 6	LOS 7	LOS 7	LOS 8
<4.0	LOS 6	LOS 6	LOS 6	LOS 7	LOS 8	LOS 8	LOS 8

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

Availability - Response Time

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

Table 2

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

Market research indicates that persons want a prompt response. The level of service 2 would meet this customer expectation.

The following table shows the level of services available for 5311 providers.

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

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

Organization	Operation Time LOS	Response Time LOS	Fleet Size	# of Handicap Accessible Vehicles
Adult Day Services, Inc.	LOS 4			
Bi-County CAP	LOS 8	Cliental Only	2-Sedans 5-Vans	0
Clearwater Day Activity Center	LOS 4	Cliental Only	N/A	N/A
Greensview Care Center	LOS 4	Cliental Only	N/A	N/A
Heritage Living Center	LOS 6	Cliental Only	N/A	N/A
Mahube Community Council	LOS 5	Cliental Only	20-Vans 5-Medium buses (11-20)	0

			passengers)	
Hubbard County DAC	LOS 4	LOS 2	3-Sedans 2-Vans 3-Medium buses (11-20 passengers)	3
Center of Human Environment	LOS 8	LOS 1	1-Sedan 1-Medium Bus (11-20 passengers)	1

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

Organization	Operation Time LOS	Response Time LOS	Fleet Size	# of Handicap Accessible Vehicles
Hope House	LOS 4	LOS 1	1-Sedan 1-Van	0
Lakes Medi-Van Inc.	LOS 1	LOS 1	128-Vans	128
Beltrami County Human Services	LOS 4	LOS 4	3-Sedans 1-Van	0
Clearwater County Transportation	LOS 5			
White Earth Reservation	LOS 8	Cliental Only	Many	

Days of the Week	Monday						Tuesday						Wednesday						Thursday						Friday						Saturday																																															
Hours of Operation	6	7	8	9	10	11	12	1	2	3	4	5	6	6	7	8	9	10	11	12	1	2	3	4	5	6	6	7	8	9	10	11	12	1	2	3	4	5	6	6	7	8	9	10	11	12	1	2	3	4	5	6	6	7	8	9	10	11	12	1	2	3	4	5	6	6	7	8	9	10	11	12	1	2	3	4	5	6
Organization																																																																														
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Paul Bunyan Transit	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
Red Lake Transit	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
Tri-Valley Opportunity Council	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
Hubbard County Transportation	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
FAR North Public Transportation	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
Mahnomen County Heartland Express	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
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Adult Day Services, Inc.	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
Bi-County CAP	Emergency Only						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
Clearwater Day Activity Center	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
Greensview Care Center	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
Heritage Living Center	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
Mahube Community Council	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
Hubbard County DAC	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
Center of Human Environment	24 hours a day, 7 days a week, 365 days a year																																																																													
Private Providers																																																																														
Hope House	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
Lakes Medi-Van Inc.	24 hours a day, 7 days a week																																																																													
Beltrami County Human Services	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
Clearwater County Transportation	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															
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Mahnomen Public Schools	[shaded]						[shaded]						[shaded]						[shaded]						[shaded]						[shaded]																																															

7.0 Needs Assessment

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

The three questions posed to participants for each group were:

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

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

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

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

Common to All Groups:

Needs

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

Barriers

- Funding and/or vehicle availability – Providers either do not have an additional vehicle at their disposal or do not have the funds to cover the additional operational expenses they would incur to expand service.
- Client awareness of available resources – There is a general lack of knowledge regarding public transit options available to people living in the Headwaters Region. A common comment by 5311 providers was "Most people that see our buses don't realize that they are available for anyone to ride."
- Insurance providers – When different providers have attempted to coordinate their insurance companies have prohibited it because they did not want to be liable for the other provider's clients.

- Advance notice scheduling – Many of the providers require a 24 hour notice to arrange a ride and this can prove to be problematic for some individuals for good and bad reasons.
- Mechanisms to facilitate coordination – Coordination efforts within the region are ad hoc for the most part with providers relying on personal relationships with other providers in the region.

Elderly:

Needs

- Transportation to social events
- More service to medical facilities

Barriers

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

Persons with Limited Income:

Needs

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

Barriers

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

Persons with Disabilities:

Needs

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

Barriers

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

Current Coordination Efforts:

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

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

Part Three: Implementation

8.0 Goals, Objectives, Strategies & Actions

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

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

Part Four: Appendix Directory

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

Appendix I. Service Area Questionnaire

Agency	Counties Served	Operate own vehicles	# of Vehicles owned	ADA accessible wheelchair lifts/ramps	Assist passengers to and from vehicle
Center of Human Environment	All MN counties	Yes	2	1	Yes
Heritage Living Center	Hubbard	Yes	1	1	Yes
Hubbard County	Hubbard	Yes	4	4	Sometimes (inclement weather)
Mahnomen County Heartland Express	Mahnomen	Yes	4	4	Sometimes (if necessary)
Lake of the Woods County Social Services	Lake of the Woods	No	n/a	n/a	n/a
Red Lake Community Action Agency	Beltrami	No	n/a	n/a	n/a
Red Lake Transit	Beltrami	Yes	4	4	Yes
Adult Day Services, Inc.	Beltrami, Hubbard, Cass	Yes	2	2	Yes
Mahube Community Council, Inc.	Hubbard, Mahnomen, Becker	Yes	5	0	Yes
Paul Bunyan Transit	Beltrami	Yes	8-10	All	Sometimes (don't lift/carry individuals)
Minnesota Department of Employment & Economic Development	Statewide	Yes	Don't know	n/a	No
FAR North Public Transit	Lake of the Woods	Yes	3 plus 2 back-ups	5	Sometimes (if needed)
Clearwater Day Activity Center, Inc.	Clearwater	Yes	4	2	

Center of Human Environment, Mahnomen, MN

- Contact Information:
 Darby Miller, Director
 2425 230th Ave.
 Mahnomen, MN 56557
 Telephone: 218-935-5402 Fax: 218-935-5175 Email: CHE@arvig.net
- Primary Services: Trips to doctor appointments and activities for our residents
- Transportation services offered by agency & what types: Yes
- How far in advance must a passenger schedule their trip: Whenever the bus is available
- Eligibility requirements: Anyone that needs a ride
- Special needs of your passengers: disabled, mentally ill, chemical dependency issues, elderly

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

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

Heritage Living Center, Park Rapids, MN

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

appropriate for the program; look at medical diagnosis; rarely do we have to turn anybody away

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

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

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

Hubbard County, Park Rapids, MN

- Contact Information:
Linda Bair, Transit Coordinator
301 Court St.
Park Rapids, MN 56470
Telephone: 218-732-9328 Fax: 218-732-3231 Email: lbair@co.hubbard.mn.us
- Primary Services: Transportation of all types
- Transportation services offered by agency & what types: Yes; bus and volunteer driver and connections with Jefferson bus lines; airport shuttle services
- How far in advance must a passenger schedule their trip: city – 2 hours; all others – 24 hours
- Eligibility requirements: There are none; we're a public facility
- Special needs of your passengers: None

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

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

Mahnomen County Heartland Express, Mahnomen, MN

- Contact Information:
 Cindy Marihart, Director of Human Services
 311 North Main Street, PO Box 460
 Mahnomen, MN 56557
 Telephone: 218-935-2568 Fax: 218-935-5459
 Email: cmarihart@hs.co.mahnomen.mn.us
- Primary Services: Complete welfare office; transit is an extra program offered
- Transportation services offered by agency & what types: Yes; regular public transit program
- How far in advance must a passenger schedule their trip: prefer if they call the day before but often handle the same day
- Eligibility requirements: Transit is open to everybody; the volunteer drivers are MA eligible or private pay
- Special needs of your passengers: Wheelchair lift is used quite a bit; other disabilities; blind & hearing impaired, mentally ill

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

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

Lake of the Woods County Social Services

- Contact Information:
 Nancy Wendler, Director of Social Services
 206 8th Ave. SE, Suite 200
 Baudette, MN 56623
 Telephone: 218-634-2642 Fax: 218-634-4520
 Email: nancy_w@co.lake-of-the-woods.mn.us
- Primary Services: Social Services
- Transportation services offered by agency & what types: None
- How far in advance must a passenger schedule their trip: Preferably one day
- Eligibility requirements: Must be eligible for Medical Assistance or Social Services
- Special needs of your passengers: Developmentally delayed, mentally ill, senior citizens, and youth

Agency Type	Hours of Service	Paid or Volunteer Drivers	Number of drivers	Number of passenger trips/month	Number of unduplicated passengers/month	Hours/month transporting passengers	Vehicle miles/month transporting passengers
Other: Government	Monday - Sunday	Volunteer	8	30	15	2	125

- Have a great need for expanded services; lack of service availability; limited people involved in the one bus system currently owned; little or no advertising for the system; Enhancements needed: running the coordination through one central point

Red Lake Community Action Agency, Red Lake, MN

- Contact Information:
Noreen Smith, Director of Head Start
25012 Elementary Street; PO Box 53
Red Lake, MN 56671
Telephone: 218-679-3396 Fax: 218-679-2923 Email: rlhdst@paulbunyan.net
- Primary Services: Preschool program
- Transportation services offered by agency & what types: Yes; bus children to and from school
- How far in advance must a passenger schedule their trip: We schedule at the beginning of school year
- Eligibility requirements: Enrolled in head start; verified through school
- Special needs of your passengers: Some children have disabilities that need to be transported by special buses

Agency Type	Hours of Service	Paid or Volunteer Drivers	Number of drivers	Number of passenger trips/month	Number of unduplicated passengers/month	Hours/month transporting passengers	Vehicle miles/month transporting passengers
Public	M-Th 8:00-9:30; 1:30-2:30	Paid	5	32	200	32	

- Biggest issue is coming up with costs that are reasonable; none of the buses have seatbelts and no one has the money to pay for them; would like to see help for individuals to become qualified to drive the bus with CDL license

Red Lake Transit, Red Lake, MN

- Contact Information:
Mike Ness, Director
BIA Building Hwy1, PO Box 274
Red Lake, MN 56671
Telephone: 218-679-3361 X 1424 Fax: 218-679-2761
Email: rltrans@paulbunyan.net

- Primary Services: Public transit
- Transportation services offered by agency & what types: Yes; public transit on the Red Lake Indian Reservation
- How far in advance must a passenger schedule their trip: 1-2 hours
- Eligibility requirements: None
- Special needs of your passengers: Every rider is “special”. We serve whoever needs us in our service area

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

- Driver qualification main issue; better communication with drivers needed

Adult Day Services, Inc., Bemidji, MN

- Contact Information:
April Collman-Maddox, Executive Director
620 Carr Lake Road SE
Bemidji, MN 56601
Telephone: 218-751-1324 Fax: 218-444-5324 Email: acollman@paulbunyan.net
- Primary Services: Transportation for older adults who are experiencing challenges associated with aging
- Transportation services offered by agency & what types: Yes; transport to adult day services; we will coordinate with the county to transport other clients
- How far in advance must a passenger schedule their trip: at least one day
- Eligibility requirements: Have to be free from communicable disease; have five-page assessment tool to evaluate people; 30 minute to one hour interview with clients
- Special needs of your passengers: mainly physical challenges, some mental deterioration, dementia

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

- Have offered use of smaller vehicle to other providers who have not taken advantage of it's availability as much as we'd like to see; cost due to distance in rural areas is an issue as well as money and financial funding; vehicles are available to other agencies outside our operating hours; work within a ten mile radius

Mahube Community Council, Inc., Park Rapids, MN

- Contact Information:
Leah Pigatti, Executive Director
120 N. Central Ave., PO Box 229
Park Rapids, MN 56470
Telephone: 218-847-1385 Fax: 218-847-1388 Email: lpigatti@mahube.org
- Primary Services: Human Services, education and support to low income and elderly individuals
- Transportation services offered by agency & what types: Yes; only to head start children
- How far in advance must a passenger schedule their trip: one day
- Eligibility requirements: Must be eligible for Head Start
- Special needs of your passengers: Families in need of transportation to work or medical/legal appointments. Scheduled on an “on-call” basis and require individual trips

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

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

Paul Bunyan Transit, Bemidji, MN

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

Agency Type	Hours of Service	Paid or Volunteer Drivers	Number of drivers	Number of passenger trips/month	Number of unduplicated passengers/month	Hours/month transporting passengers	Vehicle miles/month transporting passengers
Private non-profit	M-W, F 7-5; Th 7-6; Sat. 8-5	Paid and Volunteer	13 Paid 11 Volunteer	7-8000		1200	18000+

- Have limited resources and not enough vehicles to meet the needs of all agencies; need better resources and communication; transportation strength is our reliability

Minnesota Department of Employment and Economic Development, Bemidji, MN

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

Agency Type	Hours of Service	Paid or Volunteer Drivers	Number of drivers	Number of passenger trips/month	Number of unduplicated passengers/month	Hours/month transporting passengers	Vehicle miles/month transporting passengers
Public	24 hours a day, 7 days a week						

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

FAR North Public Transit, Roseau, MN

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

Agency Type	Hours of Service	Paid or Volunteer Drivers	Number of drivers	Number of passenger trips/month	Number of unduplicated passengers/month	Hours/month transporting passengers	Vehicle miles/month transporting passengers
Public	M-F 7-5	Paid	5	1170		430	8000

- Funding is an issue as well as condition of buses; transportation strength is our friendly drivers and good service

Clearwater Day Activity Center, Inc., Bagley, MN

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

Bi-County CAP, Bemidji, MN

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

Agency Type	Hours of Service	Paid or Volunteer Drivers	Number of drivers	Number of passenger trips/month	Number of unduplicated passengers/month	Hours/month transporting passengers	Vehicle miles/month transporting passengers
Private non-profit	M-F; 8-4:30 or as needed	Paid	Staff only				

- Coordinating the usage of the six vehicles used for transportation of clients is an issue; would like to see someone other than staff providing the service

Question 35: Thinking of your agency or organization, what transportation needs are not being met adequately?

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

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

- None
- Nothing that I know of. I have heard several people with disabilities say they are very thankful for the transportation services available
- Rides to work
- Shift workers
- The FarNorth Transit system out of Roseau does their best with the one bus they do have and the cost of gas and other expenses to keep the bus system operating, however, there are still many unmet needs, and many people being unserved by the current transit system
- Don't know of any

- Outside the ten mile radius there is not the regular transportation being offered. One agency in Bemidji does private transportation but they will not do the medical clients but they will do personal errands but will not transport clients to other providers
- I'm not sure, I cannot speak for other organizations
- Public transportation (bus) from rural areas to city
- Getting people to out of town medical appointments such as Grand Forks, Fargo, Bemidji
- I don't think there is anything in the evening hours for people who live in their own homes and don't have any transportation of their own
- Just transportation in general. Many of the YouthBuilders living in the Cass Lake area do not have transportation or a vehicle to get to our office

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

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

Appendix II. Meeting Agendas

Agenda for Task Force Meeting

Monday, February 5, 2007

10-12 with lunch to follow

- Discuss planning workshop agenda
 - *Workshop Date: Thursday, March 1
 - *Workshop Time: 9-1:30 (includes lunch)
- Review potential workshop invitees
 - *Bring a list of people you would like to see attend the workshop
- Discuss survey results
 - *Review enclosed survey results and bring any questions you have for discussion
- Discuss provider issues with transit coordination
 - *You will have an opportunity to discuss transit issues with the entire task force and brainstorm ways to improve the transit system
 - *What's working?
 - *What's not working?
 - *What are the barriers to coordination?

PLANNING WORKSHOP AGENDA
MARCH 1, 2007
BELTRAMI ELECTRIC CONFERENCE ROOM

- 9:00 a.m. Sign-In (*Coffee and Donuts will be served.*)
- 9:30 a.m. Introduction (general session)
- Opening Comments
 - Purpose of Transit Coordination Planning Workshop
 - Overview
- 10:00 a.m. Inventory of current Transportation Services throughout the Headwaters Region (general session)
- 10:30 a.m. Break
- 10:45 a.m. Needs Assessment – Breakout Sessions (centered upon three main categories of transportation users)
- a. Persons with Disabilities
 - b. Elderly Persons
 - c. Persons with Limited Incomes
- Questions to be asked regarding each of the above three categories:
- What transportation needs are not met adequately?
 - What are the barriers to meeting those needs?
 - What current coordination efforts seem to be working well?
- Session 1** 10: 45 a.m. – 11:15 a.m
Session 2 11: 20 a.m.– 11:50 a.m
Session 3 11: 55 a.m. – 12:25 p.m.
- 12:30 p.m. Lunch
- 1:15 p.m. Update on Recent Changes in Transit Funding
- 1:30 p.m. Summary of Breakout Sessions
- Top Priorities that were identified in Break-Out Sessions
 - Brainstorming Session – What are some possible Coordination Opportunities to Explore?

(We hope to end around 3:00 p.m. or shortly thereafter.)

Agenda for Task Force Meeting

Monday, March 19, 2007

11-1 with lunch

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

Appendix III. Meeting Minutes

MINUTES

MN/DOT REGIONAL TRANSIT TAC MEETING

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

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

Discussion:

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

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

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

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

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

- Distance
- Time
- Education
- Volunteer drivers, recruiting & sharing drivers

- Having volunteer drivers who don't mind being called at the last minute
- FAR North is advertised as a county-wide bus service but only will go 5 miles out of city limits

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

Appendix IV. Letters to the TAC committee

MEMO

To: "Click here to type in name"
From: Jackie Meixner, Accounting Clerk
Date: January 29, 2007
Re: Transit Coordination Task Force Meetings

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

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

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

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

We look forward to working with you!

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

MEMO

To: Kent Ehrenstrom

From: Jackie Meixner, Accounting Clerk

Date: March 12, 2007

Re: Transit Coordination Task Force Meeting

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

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

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

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

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

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

Appendix V. Copy of Interview Questionnaire 1

PASSENGER TRANSPORTATION PROVIDER INTERVIEW QUESTIONNAIRE

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

Agency/Organization Information

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

Vehicles

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

Coordination

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

County Specific Information

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

Agency/Organization Name:

Specific COUNTY that the following responses apply to:

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

Priority

- No transportation services are available
- Existing transportation providers are too costly
- Existing transportation services don't operate the same hours as human service agency clients need transportation
- Existing transportation services don't serve locations where services are located
- Existing transportation providers only want to serve their own clients

Transportation Services

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

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

24. Do you assist passengers to and from the vehicle in this county?
 Yes No
 Sometimes (please specify)
25. What hours and days of the week does your agency provide transportation services?
 Monday Specify hours
 Tuesday Specify hours
 Wednesday Specify hours
 Thursday Specify hours
 Friday Specify hours
 Saturday Specify hours
 Sunday Specify hours
26. How far in advance must a passenger schedule their trip?

Appendix VI. Copy of Interview Questionnaire 2

TRANSPORTATION STAKEHOLDER QUESTIONNAIRE

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

Agency/Organization/Business Information

1. Agency / Organization / Business Name: _____
2. Street Address: _____
3. Mailing Address: _____
4. City, State, Zip Code: _____
5. Contact Person (Name & Title): _____
6. Contact Telephone #: _____
7. FAX Number: _____
8. E-Mail Address: _____
9. Is your agency:
 Public Private non-profit
 Private for-profit Other: _____
10. List each county your agency serves: _____
11. If agency operates multiple sites, please give locations: _____
12. What types of services does your agency/org/bus provide? _____
13. Is it possible people cannot access your services due to lack of available transportation? Yes No
If yes, please estimate number of people per year: _____
14. Does your agency serve people who are transportation disadvantaged? (Persons classified as “transportation disadvantaged” have personal limitations that may limit one’s ability or cause difficulty in getting to places they need or want to go.)
 Yes No

15. Do you serve people with the following disabilities? Please check all that apply:

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

Vehicles:

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

Yes No

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

Yes No

If answer is NO skip to question 19.

18. Please describe the vehicles used to provide transportation. Example 4 vans, three are 4/1 (4 passengers/1 wheelchair) and one is 6/0. See example below.

Vehicle Type	Total Number of Vehicles	Total Ambulatory Capacity	Total Wheelchair/Scooter Capacity	Number of Vehicles Lift/Ramp Equipped
Example (Vans)	4	18	3	3
Sedans/Station Wagons				
Vans/Minivans				
Small Bus < 10 pass.				
Medium Bus 11-20 pass				
Large Bus > 20 pass				

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

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

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

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

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

		Priority
No transportation services available	<input type="checkbox"/>	_____
Existing transportation providers are too costly	<input type="checkbox"/>	_____
Existing transportation services don't operate the hours as when people need transportation	<input type="checkbox"/>	_____
Existing transportation services don't go to locations needed services are located	<input type="checkbox"/>	_____
Please identify locations: _____		
Other	<input type="checkbox"/>	_____
Describe other: _____		

Transportation Services

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

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

		Specify Hours:	Need Transportation Services
Monday	<input type="checkbox"/>	_____	_____
Tuesday	<input type="checkbox"/>	_____	_____
Wednesday	<input type="checkbox"/>	_____	_____
Thursday	<input type="checkbox"/>	_____	_____
Friday	<input type="checkbox"/>	_____	_____
Saturday	<input type="checkbox"/>	_____	_____

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

- Infants (car seat)
- Physical Disability
- Mental Impairments
- Interpreters
- Escorts/Personal Care Attendants
- Other (please identify) _____

26. Does your agency have paid or volunteer drivers?

- Paid Drivers Number of paid drivers _____
- Volunteer Drivers Number of volunteer drivers _____

Where do you get your volunteer drivers? _____

27. Approximately how many hours per month do your employees spend arranging rides for your clients / consumers / passengers?

If you answered “NO” to question 16 under “Vehicles”, skip to question 36 now.

28. Do you assist passengers to and from your vehicle(s)?

- Yes No
- Sometimes (please specify) _____

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

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

31. How many passenger trips do you provide per month? _____

Passenger Trip - One person making a one-way trip from origin to destination. One round trip equals two passenger trips.

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

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

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

35. What is your agency’s transportation service strength? _____

Unmet Needs

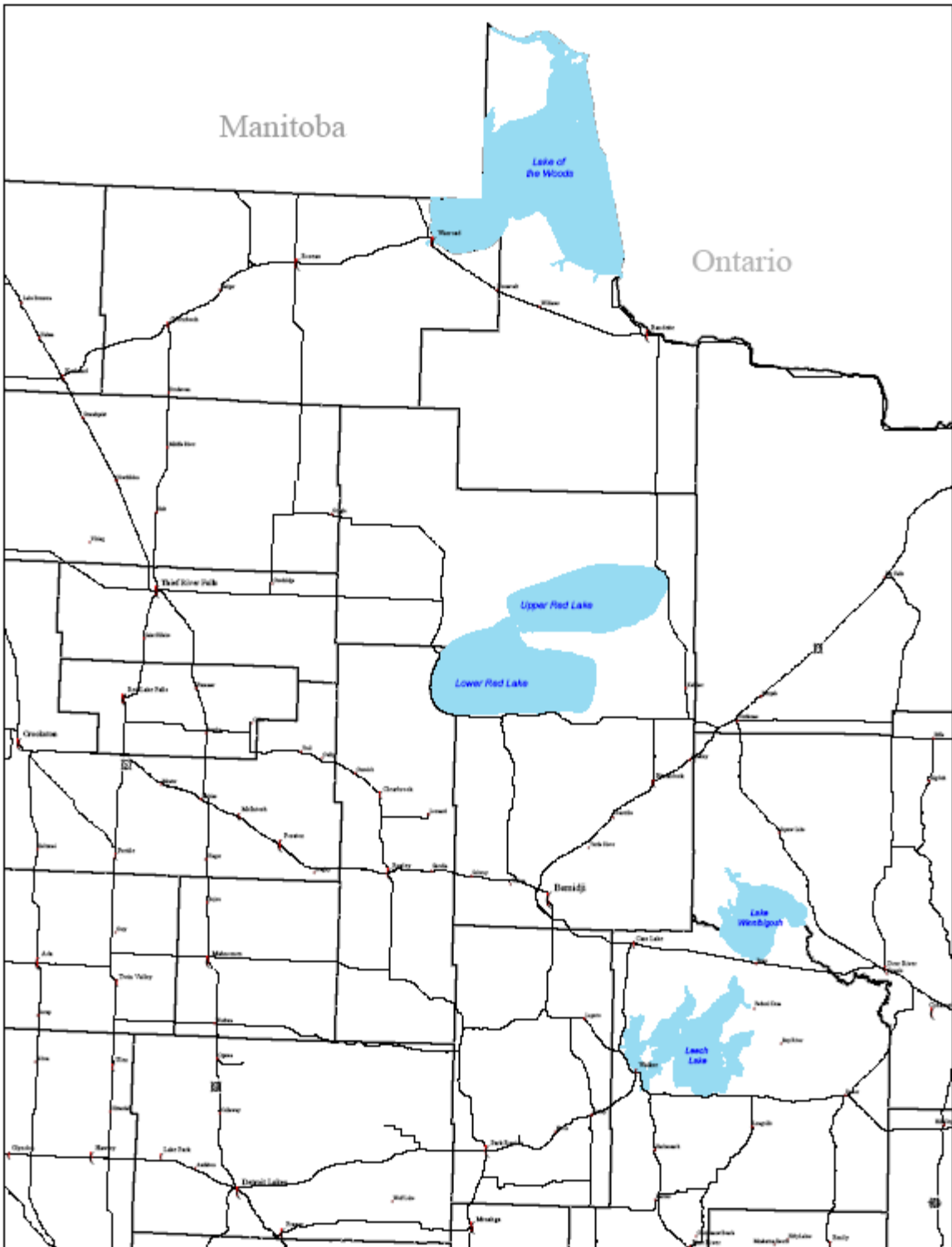
36. Thinking of the clients or individuals your agency/organization represents, what transportation needs are not being met adequately? (Please be specific and include any special needs requirements, destinations, or social activities.)

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

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

39. Do you have any other information to share?

40. Using the map on the next page, please map out as closely as possible your agency's service area.



Appendix VII. Funding Programs

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

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

Appendix VIII. Meetings and Memberships

TAC

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

Members of the Technical Advisory Committee consisted of:

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

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

	Task	Date
TAC meeting 1	<ul style="list-style-type: none"> • Plan workshop agenda • Review potential workshop invitees • Discuss survey results • Discuss provider issues with transit coordination 	February 5, 2007
TAC meeting 2	<ul style="list-style-type: none"> • Comments on minutes • Discuss public meeting • Discuss results of planning workshop/conference call • Review and approve transit coordination draft 	March 19, 2007

Workshop

People present at the planning workshop were:

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

People present during the planning conference call were:

Name	Organization	County
Ed Ranson	Hubbard County DAC	Hubbard
Linda Hanson	Hubbard County DAC	Hubbard
Steve Butler	FAR North Public Transit	Lake of the Woods
Rick Rone	Lake of the Woods Veteran's Services	Lake of the Woods
Mike Frisch	Tri-Valley	
Cleo Hartung	Adult Day Services	Hubbard
Chris Persons	Disability Linkage Line	

Public Involvement & Input Meeting

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

Appendix IX. Focus Groups Results

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

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

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

Planning Workshop Results:

Elderly:

Needs:

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

Barriers:

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

People with Limited Income:

Needs:

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

Barriers:

- There is a stigma associated with riding the bus which prevents people from using this service

- Cost to ride bus can get expensive

People with Disabilities:

Needs:

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

Barriers:

- Not enough spaces in vans/buses to accommodate wheelchairs

Outside these focus groups:

Needs:

- Children need transportation to after-school and summer activities

Barriers:

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

Current Efforts to Address Gaps:

- Carpooling
- Social workers will transport clients given no other choice
- Purchasing bus passes for MFIP clients

Planning Conference Call Results:

Elderly:

Needs:

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

Barriers:

- Frailty--getting in and out of certain vehicles
- Elderly people want to be independent and are scared to call for transportation
- Sometimes transportation can get cost prohibitive

- We need to educate people that it's okay to call the bus and ask for help
- Elderly do not like to ask for help

People with Limited Income:

Barriers:

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

People with Disabilities:

Needs:

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

Barriers:

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

Outside these focus groups:

Needs:

- Northwest Angle in Lake of the Woods County has no transit service

Current Efforts to Address Gaps:

- Steve Butler gives bus passes in Roseau County but not in Lake of the Woods County...it has been very successful in Roseau County

- Tri-Valley gives bus passes to Workforce Centers, social services, and homeless shelters for one time rides
- Some transit providers donate bus passes for homeless, etc.
- Ed also states that the hospital provides good transportation for patients to Fargo, etc.

Preliminary Coordination Efforts:

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