

# Region 4 2017 Local Human Service Transit Coordination Plan

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Prepared by:

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Adopted by:

West Central Minnesota Economic Development District Board

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## Executive Summary

The 2017 Local Human Service Transit Coordination Plan for Region 4 is an update of the 2011 Local Human Service Transit Coordination Plan. The goal of the 2017 planning process was to identify gaps in transit service in west central Minnesota (Region 4) and develop strategies that would fill those service gaps.

This was accomplished through a planning process that involved a number of stakeholders throughout the region. The first step in the development of this plan was to bring together a steering committee comprised of a cross-section of individuals from public transit and human service sectors, which would help facilitate the planning process.

An inventory of transportation providers in the region was then conducted. The inventory was intended to provide information that would lead to identification of gaps in transportation services. The inventory included information such as a vehicle inventory, days/hours of service, service areas, etc. This was followed by a stakeholder workshop, where strengths and weaknesses of transportation coordination were identified, strategies were discussed, and potential projects were brainstormed.

Using information from both the transportation provider inventory and the stakeholder workshop, along with a review of the 2011 plan, the steering committee reviewed and ranked strategies and potential project ideas for inclusion in this document.

Strategies were sorted into three categories: Coordinate and Consolidate Transportation Services and Resources; Mobility Strategies; and Communication, Training and Organizational Support. The top three strategies (one from each category) included:

- Region 4 Schedule Access Hub
- Public Education Campaign
- Taxi-Subsidy Program

Project ideas were ranked by both their difficulty to implement, and their potential for impact. The projects that were both easy to implement and had major impacts were the ones that were ranked highest. Those that would be difficult to implement and had minimal impacts, were ranked at the bottom. Some of the top-ranked strategies included:

- Region 4 Schedule Access Hub
- Educate public about transportation available
- Brokerage Center

## Introduction

The goal of transit coordination is to enhance transportation access by minimizing duplication of services and facilitating the most appropriate and cost-effective transportation possible with available resources. The purpose of coordination between human services and public transit is to improve transportation services for all, but with special focus on persons with disabilities, older adults, and individuals with low incomes. By coordinating communities, we can maximize the use of transportation resources funded through public and private sources.

This document is an update of the 2011 Local Human Service Transit Coordination Plan and will assist stakeholders, such as Regional Transportation Coordinating Councils, as they determine ways to coordinate human service transportation and transit services in Region 4. The 2017 Local Human Service Transit Coordination Plan documents technical analysis that evaluates existing transportation services in Region 4. It assesses needs and gaps of transportation service provision among public transit agencies, social service agencies, and other providers. The plan also records public participation efforts and stakeholders' preferred strategies and projects to improve transportation coordination in Region 4.

A Local Human Services Transit Coordination plan is a federal requirement under the Fixing America's Surface Transportation Act (FAST Act). Federal regulations state that projects eligible for funding under the Transportation for Elderly Persons and Persons with Disabilities (Section 5310) program must advance strategies identified in a Local Human Service Transit Coordination Plan. This planning process fulfills federal requirements by engaging transportation providers, social services agencies, and members of the public in identifying strategies for regional transportation coordination.

Beyond fulfilling federal requirements, this planning process encouraged representatives of diverse organizations to join together in articulating specific projects that could advance transportation services in Region 4. Through public participation activities, stakeholders brainstormed project ideas and refined these ideas in a collaborative setting. The final project list reflects input from a broad range of regional stakeholders and provides a 5-year blueprint for future coordination efforts in Region 4.

## **Existing Conditions**

### ***Geography***

Region 4 is located in west central Minnesota and consists of Becker, Clay, Douglas, Grant, Otter Tail, Pope, Stevens, Traverse and Wilkin Counties. The region contains one Metropolitan Statistical Area; Fargo-Moorhead, ND-MN and three Micropolitan Statistical Areas: Fergus Falls, Alexandria, and Wahpeton- Breckenridge, ND-MN. The regional trade centers are Moorhead, Fergus Falls, Detroit Lakes, Morris and Alexandria. The estimated population in 2016 was 228,562 for the entire region.

The vast majority of key destinations in Region 4 are located within four primary communities. The cities of Moorhead, Detroit Lakes, Fergus Falls and Alexandria act as the regional service centers for west central Minnesota. Detroit Lakes, Fergus Falls and Alexandria all have the majority of major medical service providers with specialized care. The city of Moorhead is a key destination for educational institutions: Concordia College, Minnesota State University Moorhead, and in addition, multiple technical and business colleges. The University of Minnesota Morris, M-State Fergus Falls, M-State Detroit Lakes, and Alexandria Technical & Community College are also key destinations in the region.

As expected, the major retail destinations, including the big box stores, and social service providers, are located in the major communities. The typical distance that people have to travel to access services and shopping in the major population areas is under an hour. All cities with a population of 5,000 or more are located no more than one hour from another similar-sized city.

Transit availability within the communities to the above-mentioned destinations is generally accessible during weekdays. However, transit services are offered on a limited basis in outlying communities and there are very few fixed routes that offer multiple community pick up. Weekend and evening service is also limited in most areas in the region, with the exception of Moorhead.

### ***Demographics***

The information in this section is from the 2017 Regional Profile for Economic Development Region 4: West Central. This report is available in its entirety at:

[https://mn.gov/deed/assets/rp\\_edr4\\_2017\\_tcm1045-133254.pdf](https://mn.gov/deed/assets/rp_edr4_2017_tcm1045-133254.pdf)

## POPULATION CHANGE, 2000-2016

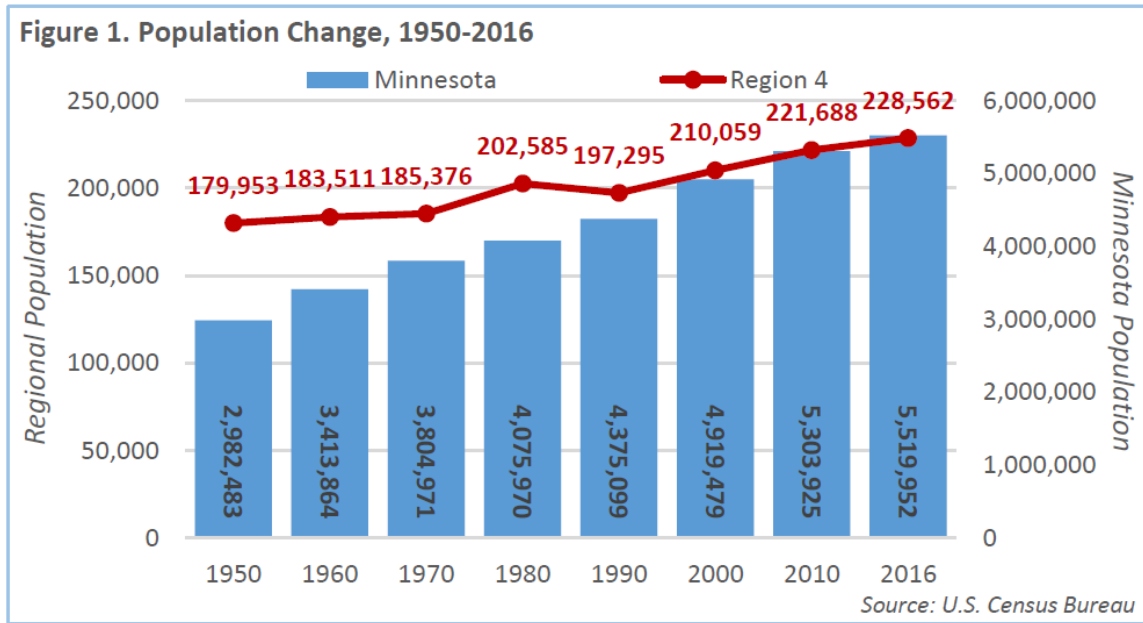
Economic Development Region 4 – West central Minnesota includes a total of 9 counties located in the northwest Minnesota planning area. Region 4 was home to 228,562 people in 2016, comprising 4.1 percent of the State’s total population. The region saw an 8.8 percent population increase since 2000, making it the sixth largest and sixth fastest growing of the 13 economic development regions (EDRs) in the State. In comparison, Minnesota had a 12.2 percent gain from 2000 to 2016 (see Table 1).

	2000 Population	2016 Estimates	2000-2016 Change	
			Number	Percent
<b>Region 4</b>	<b>210,059</b>	<b>228,562</b>	<b>+18,503</b>	<b>+8.8%</b>
Becker Co.	30,000	33,734	+3,734	+12.4%
Clay Co.	51,229	62,875	+11,646	+22.7%
Douglas Co.	32,821	37,456	+4,635	+14.1%
Grant Co.	6,289	5,956	-333	-5.3%
Otter Tail Co.	57,159	58,085	+926	+1.6%
Pope Co.	11,236	11,049	-187	-1.7%
Stevens Co.	10,053	9,693	-360	-3.6%
Traverse Co.	4,134	3,356	-778	-18.8%
Wilkin Co.	7,138	6,358	-780	-10.9%
<b>Minnesota</b>	<b>4,919,479</b>	<b>5,519,952</b>	<b>+600,473</b>	<b>+12.2%</b>

*Source: U.S. Census Bureau, Population Estimates*

Interestingly, only 4 of the 9 counties in the region saw population gains since 2000. As part of the fast growing Fargo-Moorhead Metropolitan Statistical Area, Clay County added 11,646 new residents, a 22.7 percent increase, making it the ninth fastest growing county (of 87) in the State and the largest in the region. Becker and Douglas Counties gained over 3,700 and 4,600 residents, respectively, from 2000 to 2016, placing them among the top 25 fastest growing counties in the State. Otter Tail County, which is the second largest county in the region, also gained over 900 people. In contrast, Traverse County was the smallest in the region, and had the second fastest decline of the 87 counties in the State. Wilkin County’s population dropped 10.9 percent, Grant County declined by 5.3 percent, and Pope and Stevens County both declined by less than 4 percent.

The recent population gains are part of a longer-term trend in the region, where the population has increased by nearly 50,000 people since 1950. As shown in Figure 1, the region suffered some population loss during the 1980s, then grew rapidly. Since 1990, the region’s population has gained over 30,000 people, including about 18,500 new residents since 2000 (see Figure 1).

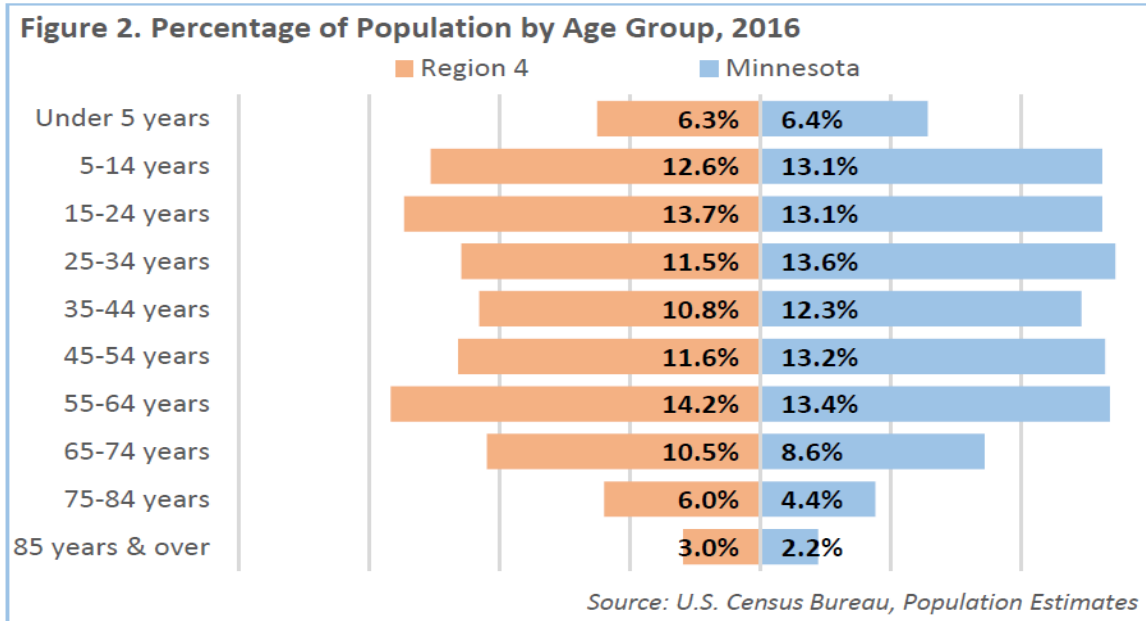


Again, 5 of the 9 counties in the region have declined in population since 1950, with Traverse County losing almost 60 percent of its population from 1950 to 2016. Wilkin and Grant Counties both declined about 40 percent, and Stevens and Pope fell between 10 and 15 percent since 1950. In contrast, led by Moorhead, Clay County more than doubled in size from 1950 to 2016, leading the region in growth by adding over 32,500 people. Anchored by Alexandria, Douglas County grew 76 percent, gaining over 16,000 net new residents. Becker County increased by nearly 9,000 people with a 35.8 percent growth rate, and Otter Tail County expanded 13.2 percent from 1950 to 2016, welcoming 6,765 new residents.

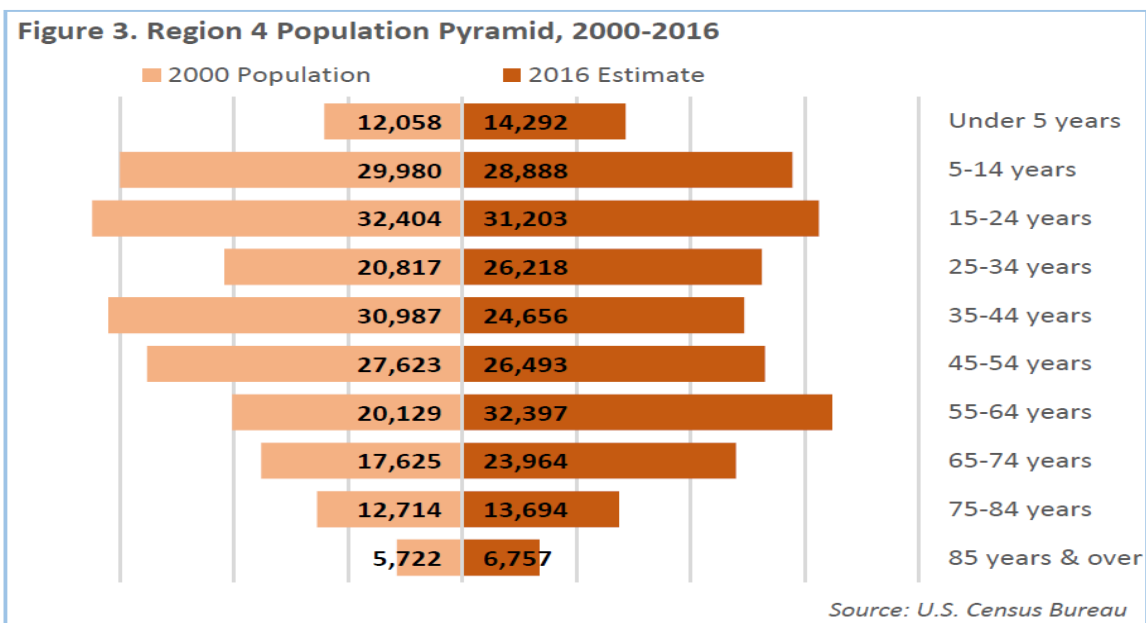


## POPULATION BY AGE GROUP, 2000-2016

Region 4’s population has been aging over time. In 2016, 19.5 percent of the population was aged 65 years and over, compared to 15.2 percent statewide. In contrast, Region 4 had a lower percentage of people in the 25 to 54-year-old age group, typically considered the “prime working years,” as well as a smaller percentage of school-aged children 14 years of age and under. However, with several postsecondary institutions in the region, Region 4 had a higher percentage of those aged 15 to 24 (see Figure 2).

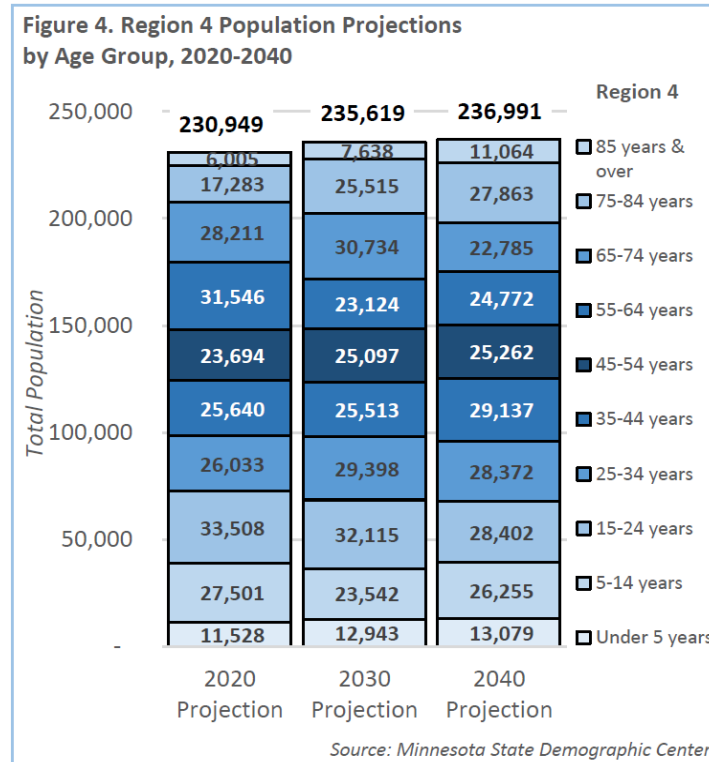


A large portion of the region’s population is a part of the Baby Boom generation, or people born between 1946 and 1964, which is creating a significant shift in the population demographics over time. While the number of younger residents was nearly the same, the number of residents aged 55 years and over has rapidly increased from 2000 to 2016 (see Figure 3).



## POPULATION PROJECTIONS BY AGE GROUP, 2020-2040

Region 4 is projected to enjoy continued population growth in the next 20 years as well. According to population projections from the Minnesota State Demographic Center, Region 4 is expected to gain a net of over 6,000 new residents from 2020 to 2040; a 2.6 percent increase (see Figure 4). In comparison, the state of Minnesota is projected to grow 8.8 percent.



However, most of the population growth is expected to be in the older age groups. Region 4 is projected to add over 15,000 people aged 75 years and over, a 67.2 percent increase. The region is also expected to gain nearly 7,400 people in the 25- to 54-year-old age group, as well as a corresponding increase in children under 5 years of age. In contrast, Region 4 is expected to have fewer residents 5 to 24 years of age by 2040, and over 12,000 less people from 45 to 64 years of age as the Baby Boom generation moves through the population pyramid.

**POPULATION BY RACE, 2015**

Region 4’s population is less diverse than the State’s, but is becoming more diverse over time. In 2015, 94.1 percent of the region’s residents reported White alone as their race, compared to 84.8 percent of residents statewide. About one percent of the region’s residents were Black or African American, even fewer were Asian or Other Pacific Islanders and people of Some Other Race. 1.9 percent of the people reported being of Two or More Races, and 2.7 percent of people reported Hispanic or Latino origin. At 1.7 percent, Region 4 had a slightly higher percentage of American Indian and Alaska Natives than the State (see Table 2).

Table 2. Race and Hispanic Origin, 2015	Region 4			Minnesota	
	Number	Percent	Change from 2000-2015	Percent	Change from 2000-2015
Total	224,783	100.0%	+7.0%	100.0%	+10.2%
White	211,465	94.1%	+5.4%	84.8%	+4.4%
Black or African American	2,482	1.1%	+260.2%	5.5%	+74.2%
American Indian & Alaska Native	3,783	1.7%	+4.6%	1.0%	+2.9%
Asian & Other Pac. Islander	1,606	0.7%	+42.1%	4.5%	+68.6%
Some Other Race	1,084	0.5%	-31.4%	1.5%	+24.7%
Two or More Races	4,363	1.9%	+86.6%	2.7%	+74.3%
Hispanic or Latino	6,095	2.7%	+69.7%	5.0%	+89.0%
<i>Source: <a href="#">U.S. Census Bureau, American Community Survey</a></i>					

Since 2000, Region 4 saw a slow and steady increase in the number of White residents, and much faster gains in every minority group except Some Other Race. In particular, the Black or African American population increased by 260 percent. In addition, the number of people of Two or More Races jumped 87 percent, and the number of Hispanic or Latino residents rose by almost 70 percent, making them the largest minority groups in the region (see Table 2).

**Transportation Resources**

Throughout 2017, WCI developed an inventory meant to capture service information for all public, private, school district, human service, and non-profit transportation providers in the region. The inventory provides a source of comparison across agencies and a means to identify service gaps. A summary of the transportation resources is available in Appendix B.

## **Existing Transportation System**

For the vast majority of trips in the region, private automobiles are used. For those trips not made by private automobile, transit is a vital link for many residents in both rural and urban areas within Region 4. Public transit systems in the region include Becker County Transit, Moorhead MAT, Rainbow Rider, Transit Alternatives and White Earth Transit. These systems combine to serve the entire nine-county area of Region 4.

While public transit serves all nine counties in Region 4, service within the counties is limited primarily to weekdays between 8 a.m. and 5 p.m. This serves to effectively limit who can use public transit and for what purpose. In other instances, the service areas of public transit systems do not necessarily serve all rural parts of a county, again limiting who is able to access the system.

In addition to public transit systems, there are a number of other transportation providers in the region, including school districts, nursing homes, the V.A., private taxi companies, charter bus companies and national/regional carriers such as Jefferson Lines and Greyhound. Many of these systems provide transportation services only to their client base, while others have limited services areas or routes. An inventory is included in Appendix B.

## **Public Participation**

### *Steering Committee*

The plan Steering Committee closely guided plan decision-making. Steering Committee duties included:

- Evaluating strategies and assessing outcomes of projects identified in the 2011 Local Human Service Transit Coordination Plan
- Developing project ideas and identifying priority strategies as part of the public workshop
- Prioritizing project ideas identified at the public workshop for inclusion in the final plan

The Steering Committee was made up of representatives from county human service agencies, area agency on aging representatives, centers for independent living representatives, passengers and others.

Members included:

<b>Steering Committee Membership</b>	<b>Organization</b>	<b>Representing</b>
Nate Aalgaard	Freedom Resource Center	Centers for Independent Living
Jill Amundson	West Central Minnesota Communities Action	Community Action Agency
Keven Anderson	Rainbow Rider Transit	Public Transit Providers
Rhonda Antrim	Traverse County	County Human Service Directors
Kenneth Bakken	White Earth Public Transit	Tribal Government
Susan Christianson	Moorhead Manor	Independent Living
Karen Crabtree	Essentia Health St. Mary's	Healthcare Facilities
Ryan Damlo	Becker County Transit	Public Transit Providers
Lori Hanson	Someplace Safe	Protection and Advocacy Organizations
Beverly Herfindahl	MnDOT	State Government
Barb Hillenbrand	Heartland Industries	Job Training and Placement Agencies
Char Hirte	Rural MN CEP	Job Training and Placement Agencies
Nancy Jost	West Central Initiative	Economic Development Organizations / Early Childhood
Charlie Kampa	Otter Tail County	Veteran Services
Lori Kettner	N/A	Transit Riders
Mary Krueger	Douglas County	County Government
Craig Larson	Eventide Lutheran Home	Assisted Living
Michael Maddox	Fargo-Moorhead Metropolitan Council of Governments	Councils of Government
Jason Mekalson	Glenwood Estates	Assisted Living
Noel Shughart	MnDOT	State Government
Sue Siemers	MnDOT	State Government
Cynthia Sprung	Wilkin County	County Human Services
Kate Storhaug	Land of the Dancing Sky Area Agency on Aging	Area Agencies on Aging
Daryn Toso	Transit Alternatives	Public Transit Providers

**2011 Local Human Service Transit Coordination Plan Outcomes**

Another component of the existing conditions is an analysis of the 2011 Local Human Service Transit Coordination Plan’s list of strategies and projects for improving transit coordination. The 2017 Steering Committee reviewed these strategies and projects to assess regional progress on transit coordination since 2011. The group also identified causes for success and barriers to action regarding project implementation. The complete list of 2011 strategies and projects and an assessment of their outcome is presented below.

<b>Strategy</b>	<b>Status</b>	<b>Discussion/Analysis</b>
Coordinate dispatch	Ongoing	May be addressed in part via Regional Transportation Coordination Councils
Share resources	Ongoing	May be addressed in part via Regional Transportation Coordination Councils
Improve service convenience	Ongoing	This is an ongoing effort; adequate funding continues to be a limitation to implementation
Establish/enhance volunteer driver programs	Ongoing	New pending volunteer driver requirements may prove challenging
Educate public of transportation options	Ongoing	This is an ongoing effort; increased social media utilization since last plan
Convene regional coordination body	Not started	May be addressed in part via Regional Transportation Coordination Councils

**Planning Workshop**

The planning workshop on July 25, 2017 incorporated input from all interested stakeholders. A total of 12 people attended, listed in Appendix C. At the workshop, stakeholders identified strengths and weaknesses of transit coordination in the region. Building from these, stakeholders then identified priority strategies for transit coordination and brainstormed project ideas that could address these strategies. Using input gathered at this workshop, the Steering Committee prioritized the strategies and projects included in the final plan. A complete list of project ideas considered during the planning process is presented in Appendix D.

## **Strengths and Weaknesses**

At the public workshop, participants identified strengths and weaknesses of existing coordination efforts in Region 4. Combined with the plan's technical findings, these strengths and weaknesses form the basis for identifying strategies to address transportation coordination in this region.

### ***TOP THREE STRENGTHS***

1. Collaboration between  
Counties  
Cities  
Providers
2. Customer Service  
Commitment to being client-centered  
Not competitive
3. Financial Support for Transportation  
State  
Local  
Can try new things

### ***TOP THREE WEAKNESSES***

1. Access
2. Cost  
Restrictive funding streams  
Limitations on grants  
Fund guidelines
3. Transit Needs  
Vary so much it is difficult to achieve "mass"  
Need to be financially-viable  
Funding stream restricted to particular populations



Additional Strengths	Additional Weaknesses
Established transportation companies	<ul style="list-style-type: none"> <li>• Lack of public understanding of the services</li> </ul>
Existing agreement in place	<ul style="list-style-type: none"> <li>• Lack of specific/fixed routes               <ul style="list-style-type: none"> <li>○ Common places people want to go, e.g. Walmart</li> </ul> </li> </ul>
DCCCP	<ul style="list-style-type: none"> <li>• Balancing the routes with ridership (utilization)               <ul style="list-style-type: none"> <li>○ If you offer, will they come?</li> </ul> </li> </ul>
Collaboration between companies	<ul style="list-style-type: none"> <li>• Better education of potential users</li> </ul>
Coordination with human services	<ul style="list-style-type: none"> <li>• Unrealistic expectations of transit providers               <ul style="list-style-type: none"> <li>○ We are not a taxi service.</li> </ul> </li> </ul>
People/stakeholders know each other	<ul style="list-style-type: none"> <li>• Limited hours of service               <ul style="list-style-type: none"> <li>○ 6:00 AM to 6:00 PM</li> <li>○ Fiscal constraints</li> </ul> </li> </ul>
Strong county and community support <ul style="list-style-type: none"> <li>○ Financial</li> <li>○ Philosophical</li> </ul>	<ul style="list-style-type: none"> <li>• Cost/expense for riders in rural areas               <ul style="list-style-type: none"> <li>○ Some rural areas still do not have service.</li> </ul> </li> </ul>
Capable/good staff, providers <ul style="list-style-type: none"> <li>○ Good customer service</li> </ul>	<ul style="list-style-type: none"> <li>• Define “what is expensive?”               <ul style="list-style-type: none"> <li>○ Relative</li> </ul> </li> </ul>
Technology adaptation good – e.g. Rainbow Rider	<ul style="list-style-type: none"> <li>• Reimbursement level for volunteer drivers?               <ul style="list-style-type: none"> <li>○ Impact on taxes</li> </ul> </li> </ul>
Care providers ride for free	<ul style="list-style-type: none"> <li>• Specific clients may need more care than “door-to-door” service can provide.               <ul style="list-style-type: none"> <li>○ Not a PCA or school bus</li> <li>○ Preschool</li> <li>○ Elderly</li> </ul> </li> </ul>
Training for volunteer drivers, e.g. Ready Ride	

## **Needs Assessment, Strategies, and Projects**

### ***Overview***

Primary destinations in the region include the regional centers of Alexandria, Detroit Lakes, Fergus Falls, Moorhead and Morris. Concentrations of employment, education, healthcare, shopping and services can be found in these regional centers, and to a lesser degree in the remaining county seats in the region – Breckenridge, Elbow Lake, Glenwood and Wheaton.

There are also cities outside Region 4 that are significant destinations for people living in the region. Fargo, the Twin Cities, Rochester and St. Cloud are all destinations that people travel to on a regular basis. While Fargo would fall into many of the same categories as mentioned above regarding reasons for travel, the other destinations outside the region typically fall into either medical or shopping/leisure trips. That is, people typically are not travelling or commuting to those locations for employment, education or services on a regular basis.

In addition, the White Earth Reservation is a significant destination in the northern part of the region. The majority of the Reservation lies outside Region 4, and many of their administrative and medical facilities, as well as major employment areas (in particular, the Shooting Star Casino) are just outside the region, in adjacent Mahnomen County. There are significant numbers of trips between the portions of White Earth in Becker County, and those in Mahnomen County.

Further complicating the issue is that the White Earth Reservation is split between two regional planning areas and two MnDOT Districts. This causes challenges for coordinating planning in the Reservation area, which spans all or parts of three counties: Becker, Clearwater and Mahnomen.

### ***Strategies***

Steering Committee members and other stakeholders brainstormed strategies and project ideas. The strategies and projects listed below represent those ideas the steering committee prioritized as having the most potential to improve transit coordination in Region 4.

***Coordinate and Consolidate Transportation Services and Resources***

(listed in order of priority)

<b>Project Overview</b>	<b>Implement a Region 4 Schedule Access Hub</b> <ul style="list-style-type: none"> <li>○ Locations, times, maps, how to pay</li> <li>○ A place to see all the services and how to access</li> <li>○ Online website</li> <li>○ User (client) and providers</li> </ul>
<b>Population Served</b>	All transit riders and providers
<b>Communities Served</b>	All communities in west central Minnesota
<b>Responsible Entities</b>	Public transit agencies, private transportation providers
<b>Strategies Addressed</b>	Share resources, coordinate dispatch, consolidate business functions, coordinate agency schedules

<b>Project Overview</b>	<b>Implement a Brokerage Center</b> <ul style="list-style-type: none"> <li>○ People-centered</li> <li>○ Governing body</li> <li>○ Staffed</li> <li>○ Maybe an expansion of Ready Ride services</li> <li>○ One call, one access point</li> </ul>
<b>Population Served</b>	All transit riders and providers
<b>Communities Served</b>	All communities in west central Minnesota
<b>Responsible Entities</b>	MnDOT, MDH, MCOTA, public transit agencies, private transportation providers
<b>Strategies Addressed</b>	Share resources, coordinate dispatch, consolidate business functions, coordinate agency schedules

<b>Project Overview</b>	<b>Implement Coordinated Dispatch Systems</b> <ul style="list-style-type: none"> <li>○ Even between regions, e.g. Becker and Wadena</li> </ul>
<b>Population Served</b>	All transit riders and select public transit agencies
<b>Communities Served</b>	All communities with participating public transit agencies
<b>Responsible Entities</b>	Public transit agencies
<b>Strategies Addressed</b>	Coordinate dispatch

<b>Project Overview</b>	<b>Provide Respite Transportation</b> <ul style="list-style-type: none"> <li>○ Waiver restrictions</li> <li>○ Maybe transportation to respite</li> <li>○ Or opportunity for respite provider to get out</li> <li>○ May build on existing services, e.g. “Let’s Go Fishing”</li> <li>○ Coordinate efforts to make more accessible</li> </ul>
<b>Population Served</b>	Seniors / individuals with disabilities
<b>Communities Served</b>	All communities with participating public transit agencies and/or private transportation providers
<b>Responsible Entities</b>	Public transit agencies, private transportation providers
<b>Strategies Addressed</b>	Contract between agencies, contract with common carrier, share resources

### ***Mobility Strategies***

(listed in order of priority)

<b>Project Overview</b>	<b>Establish/Enhance Assisted Transportation</b> <ul style="list-style-type: none"> <li>○ E.g., Medi-Van, People’s Express</li> <li>○ E.g., Carry groceries, put on shoes, wait for people at appointments</li> </ul>
<b>Population Served</b>	Seniors, individuals with disabilities
<b>Communities Served</b>	All communities with participating public transit agencies and/or private transportation providers
<b>Responsible Entities</b>	Public transit agencies, private transportation providers, county human services
<b>Strategies Addressed</b>	Establish/enhance assisted transportation programs

<b>Project Overview</b>	<b>Establish Taxi-Subsidy Program</b> <ul style="list-style-type: none"> <li>○ E.g. Tri-CAP</li> <li>○ Particularly for late and weekend hours</li> <li>○ Short notice needs</li> </ul>
<b>Population Served</b>	Low income residents, others with need for short-notice transportation
<b>Communities Served</b>	Participating communities in west central Minnesota
<b>Responsible Entities</b>	CAP agencies, private transportation providers
<b>Strategies Addressed</b>	Establish/expand taxi subsidy programs

<b>Project Overview</b>	<b>Implement Rural Transit Bus Stops</b> <ul style="list-style-type: none"> <li>○ Volunteer driver picks up clients and brings to central location to catch a bus</li> </ul>
<b>Population Served</b>	Rural transit riders, seniors, low income residents
<b>Communities Served</b>	All communities with participating public transit agencies and/or private transportation providers
<b>Responsible Entities</b>	Public transit agencies, private transportation providers, county human services
<b>Strategies Addressed</b>	Improve access to transit stops

<b>Project Overview</b>	<b>Increase Service Hours to Later in the Day</b> <ul style="list-style-type: none"> <li>○ Will need drivers willing to work late hours</li> <li>○ Will need funds</li> </ul>
<b>Population Served</b>	All transit riders
<b>Communities Served</b>	All communities with participating public transit agencies
<b>Responsible Entities</b>	Public transit agencies
<b>Strategies Addressed</b>	Improve service convenience

***Communication Training & Organizational Support***

(listed in order of priority)

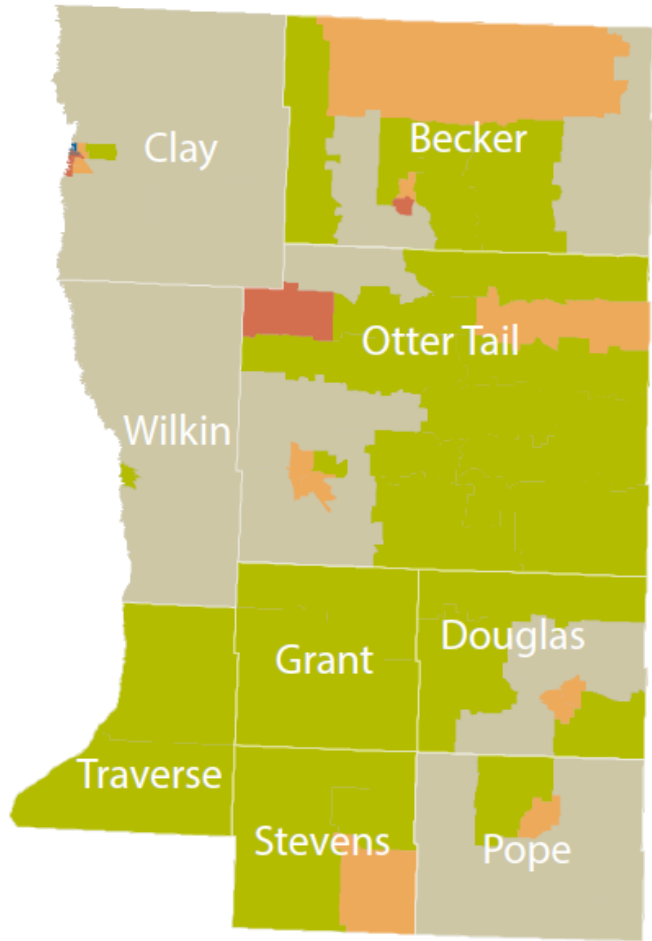
<b>Project Overview</b>	<b>Educate public about transportation available</b> <ul style="list-style-type: none"> <li>○ Radio ads</li> <li>○ Newspaper</li> </ul>
<b>Population Served</b>	General public
<b>Communities Served</b>	All communities in west central Minnesota
<b>Responsible Entities</b>	Public transit agencies, private transportation providers
<b>Strategies Addressed</b>	Educate public of transportation options

<b>Project Overview</b>	<b>Centralize Information for Public Transit Agencies</b>
<b>Population Served</b>	Public transit agencies
<b>Communities Served</b>	All communities in west central Minnesota
<b>Responsible Entities</b>	Public transit agencies, MnDOT
<b>Strategies Addressed</b>	Centralize information

<b>Project Overview</b>	<b>Distribute Transit Information to High Potential Ridership Locations</b> <ul style="list-style-type: none"> <li>○ Grocery stores</li> <li>○ Wal-Mart, Target, etc.</li> </ul>
<b>Population Served</b>	General public
<b>Communities Served</b>	All communities in west central Minnesota
<b>Responsible Entities</b>	Public transit agencies
<b>Strategies Addressed</b>	Educate public of transportation options

# Appendix A – Transit Dependency Index Map

## Transit Dependency Index - RDC 4



**TRANSIT DEPENDENCY INDEX**  
Based on demographic indicators\* by Census Tract

- HIGH DEPENDENCY SCORE
- MODERATE DEPENDENCY SCORE
- LOW DEPENDENCY SCORE

\*Demographic indicators include: population, jobs, zero vehicle households, poverty, disability, limited English proficiency, seniors age 65+, and youth under 18

Not included

0 25 50 Miles  
Data Sources: MnDOT GIS; ACS 5-yr estimates 2013; LEHD On the Map (All Jobs) 2013.



## Appendix B – Transportation Resources

The following includes contact information of all regional transportation providers for whom information was received. This is not a complete list of providers in the region.

Region-Wide or Multi-County Service	
<b>Name</b>	Ringdahl Ambulance Service
<b>Address</b>	214 E Junius Ave, Fergus Falls, MN 56537-2821
<b>Phone</b>	218-736-2819
<b>Email</b>	rfischer@ringdahlems.com
<b>Web</b>	<a href="http://www.ringdahlems.com">http://www.ringdahlems.com</a>
<b>Service Type</b>	Emergency Medical Services
Region-Wide or Multi-County Service	
<b>Name</b>	Lakes Medi-Van, Inc.
<b>Address</b>	
<b>Phone</b>	218-847-1729
<b>Email</b>	dlmedivan@hotmail.com
<b>Web</b>	<a href="http://medi-van.org">http://medi-van.org</a>
<b>Service Type</b>	Wheelchair & Ambulatory Transportation
Region-Wide or Multi-County Service	
<b>Name</b>	Minnesota Pollution Control Agency (MPCA)
<b>Address</b>	714 Lake Ave Ste 220, Detroit Lakes, MN 56501-3058
<b>Phone</b>	218-847-1519
<b>Email</b>	
<b>Web</b>	<a href="https://www.pca.state.mn.us">https://www.pca.state.mn.us</a>
<b>Service Type</b>	Environmental Protection Agency
Becker	
<b>Name</b>	Becker County Transit
<b>Address</b>	712 Minnesota Ave, Detroit Lakes, MN 56501-3035
<b>Phone</b>	888-847-1674
<b>Email</b>	rdhaski@co.becker.mn.us
<b>Web</b>	<a href="http://www.co.becker.mn.us">http://www.co.becker.mn.us</a>
<b>Service Type</b>	Public Transit Agency
Becker	
<b>Name</b>	Mahube-Otwa Community Action Partnership
<b>Address</b>	1125 W River Rd, Detroit Lakes, MN 56501-2722
<b>Phone</b>	218-847-1385
<b>Email</b>	dloffice@mahube.org
<b>Web</b>	<a href="http://www.mahube.org">http://www.mahube.org</a>
<b>Service Type</b>	Community Action Agency

<b>Becker</b>	
<b>Name</b>	Mahube-Otwa Community Action Partnership
<b>Address</b>	119 Graystone Plz, Detroit Lakes, MN 56501-3034
<b>Phone</b>	218-844-5832
<b>Email</b>	crastedt@mahube.org
<b>Web</b>	<a href="http://www.mahube.org">http://www.mahube.org</a>
<b>Service Type</b>	Community Action Agency
<b>Multi-County Service</b>	
<b>Name</b>	Blue Sky, Inc.
<b>Address</b>	801 Roosevelt Ave Fl 1, Detroit Lakes, MN 56501-3703
<b>Phone</b>	218-844-7591
<b>Email</b>	anng@blueskyi.us
<b>Web</b>	<a href="http://blueskyi-info.webs.com">http://blueskyi-info.webs.com</a>
<b>Service Type</b>	Job Training and Placement Agencies
<b>Multi-County Service</b>	
<b>Name</b>	Lakes Crisis & Resource Center
<b>Address</b>	PO Box 394, Detroit Lakes, MN 56502-0394
<b>Phone</b>	218-847-7446
<b>Email</b>	lcrcdl@lakescrisis.com
<b>Web</b>	<a href="http://lakescrisis.com">http://lakescrisis.com</a>
<b>Service Type</b>	Protection and Advocacy Organizations
<b>Multi-County Service</b>	
<b>Name</b>	Ecumen Detroit Lakes
<b>Address</b>	1405 Madison Ave, Detroit Lakes, MN 56501-4524
<b>Phone</b>	218-844-8340
<b>Email</b>	ashleymcnally@ecumen.org
<b>Web</b>	<a href="http://www.ecumendetroitlakes.org">http://www.ecumendetroitlakes.org</a>
<b>Service Type</b>	Assisted Living
<b>Multi-County Service</b>	
<b>Name</b>	Ecumen Detroit Lakes
<b>Address</b>	1425 Madison Ave, Detroit Lakes, MN 56501-4515
<b>Phone</b>	218-844-7139
<b>Email</b>	kyliejohnson@ecumen.org
<b>Web</b>	<a href="http://www.ecumendetroitlakes.org">http://www.ecumendetroitlakes.org</a>
<b>Service Type</b>	Assisted Living

<b>Becker</b>	
<b>Name</b>	Neighbor to Neighbor of Frazee and Vergas
<b>Address</b>	501 W Juniper Ave Ste B, Frazee, MN 56544-4345
<b>Phone</b>	218-334-3559
<b>Email</b>	frazeenton@loretel.net
<b>Web</b>	<a href="http://neighbortoneighbor.lahnetwork.org">http://neighbortoneighbor.lahnetwork.org</a>
<b>Service Type</b>	Independent Living
<b>Becker</b>	
<b>Name</b>	White Earth Public Transit
<b>Address</b>	36671 Marten Dr, PO Box 418, White Earth, MN 56591-0418
<b>Phone</b>	218-983-3283
<b>Email</b>	Kenneth.Bakken@whiteearth-nsn.gov
<b>Web</b>	<a href="http://www.whiteearth.com/programs/index.html?page_id=450&amp;program_id=11.html">http://www.whiteearth.com/programs/index.html?page_id=450&amp;program_id=11.html</a>
<b>Service Type</b>	Public Transit Providers
<b>Clay</b>	
<b>Name</b>	The Corner Stepping Stone
<b>Address</b>	202 3rd Ave SE, Barnesville, MN 56514-3649
<b>Phone</b>	218-354-7585
<b>Email</b>	
<b>Web</b>	<a href="http://www.adult-foster-care.com">http://www.adult-foster-care.com</a>
<b>Service Type</b>	Assisted Living
<b>Clay</b>	
<b>Name</b>	Barnesville Area Helpers
<b>Address</b>	124 2nd Ave SE, Barnesville, MN 56514-3405
<b>Phone</b>	218-354-7090
<b>Email</b>	barnesvillehelpers@live.com
<b>Web</b>	<a href="https://www.facebook.com/pages/Barnesville-Area-Helpers/177555375710319">https://www.facebook.com/pages/Barnesville-Area-Helpers/177555375710319</a>
<b>Service Type</b>	Independent Living
<b>Multi-County Service</b>	
<b>Name</b>	Apple Tree Dental
<b>Address</b>	520 Main St, Hawley, MN 56549
<b>Phone</b>	218-483-1038
<b>Email</b>	speterson@appletreedental.org
<b>Web</b>	<a href="http://www.appletreedental.org">http://www.appletreedental.org</a>
<b>Service Type</b>	Dental Assistance

<b>Multi-County Service</b>	
<b>Name</b>	Rural AIDS Action Network (RAAN)
<b>Address</b>	715 11th St N Ste 304A, Moorhead, MN 56560-2000
<b>Phone</b>	
<b>Email</b>	
<b>Web</b>	<a href="http://www.raan.org">http://www.raan.org</a>
<b>Service Type</b>	Protection and Advocacy Organization
<b>Multi-County Service</b>	
<b>Name</b>	Community Health Service Inc. (CHSI)
<b>Address</b>	810 4th Ave S, Ste 101, Moorhead, MN 56560-2891
<b>Phone</b>	218-236-6502
<b>Email</b>	<a href="mailto:khalverson@chsiclinics.org">khalverson@chsiclinics.org</a>
<b>Web</b>	<a href="http://chsiclinics.org">http://chsiclinics.org</a>
<b>Service Type</b>	Assisted Living
<b>Multi-County Service</b>	
<b>Name</b>	Blue Sky, Inc.
<b>Address</b>	3213 11th Ave S, Moorhead, MN 56560-6828
<b>Phone</b>	218-844-7591
<b>Email</b>	
<b>Web</b>	<a href="http://blueskyi-info.webs.com">http://blueskyi-info.webs.com</a>
<b>Service Type</b>	Job Training and Placement Agencies
<b>Clay</b>	
<b>Name</b>	Clay County Housing & Redevelopment Authority (HRA)
<b>Address</b>	1817 1st Ave N, Moorhead, MN 56560-2305
<b>Phone</b>	218-233-8883
<b>Email</b>	
<b>Web</b>	<a href="http://www.claycohra.com">http://www.claycohra.com</a>
<b>Service Type</b>	Affordable Housing
<b>Clay</b>	
<b>Name</b>	Connections
<b>Address</b>	715 11th St N Ste 403, Moorhead, MN 56560-2083
<b>Phone</b>	701-532-1145
<b>Email</b>	<a href="mailto:ssartwell@connectionsofmoorhead.org">ssartwell@connectionsofmoorhead.org</a>
<b>Web</b>	<a href="http://www.connections.services">http://www.connections.services</a>
<b>Service Type</b>	Job Training and Placement Agency

<b>Clay</b>	
<b>Name</b>	Eventide
<b>Address</b>	1405 S 7th St, Moorhead, MN 56560-3444
<b>Phone</b>	218-233-7508
<b>Email</b>	jriewer@eventide.org
<b>Web</b>	http://www.eventide.org
<b>Service Type</b>	Assisted Living
<b>Clay</b>	
<b>Name</b>	Social Connexions
<b>Address</b>	2419 12th Ave S Ste 1, Moorhead, MN 56560-3800
<b>Phone</b>	218-284-6069
<b>Email</b>	
<b>Web</b>	
<b>Service Type</b>	Job Training and Placement Agency
<b>Clay</b>	
<b>Name</b>	Heartland Industries, Inc.
<b>Address</b>	2600 16th Ave S Ste A, Moorhead, MN 56560-3853
<b>Phone</b>	320-231-3337
<b>Email</b>	barbh@heartland-industries.org
<b>Web</b>	http://heartland-industries.org
<b>Service Type</b>	Job Training and Placement Agency
<b>Clay</b>	
<b>Name</b>	Positive Psychological Initiatives, LLC Waivered Services
<b>Address</b>	464 Clearview Ct, Moorhead, MN 56560-6800
<b>Phone</b>	701-866-3641
<b>Email</b>	
<b>Web</b>	
<b>Service Type</b>	Job Training and Placement Agency
<b>Multi-County Service</b>	
<b>Name</b>	Lakes and Prairies Community Action Partnership, Inc.
<b>Address</b>	715 11th St N Ste 402, Moorhead, MN 56560-2071
<b>Phone</b>	218-512-1500
<b>Email</b>	info@lakesandprairies.net
<b>Web</b>	http://www.lakesandprairies.net
<b>Service Type</b>	Community Action Agency

<b>Clay</b>	
<b>Name</b>	A & A Taxi & Transportation, LLC
<b>Address</b>	3014 18th St S, Moorhead, MN 56560-5204
<b>Phone</b>	701-320-4775
<b>Email</b>	
<b>Web</b>	
<b>Service Type</b>	Public Transit Provider
<b>Clay</b>	
<b>Name</b>	Richards Transportation Services, Inc
<b>Address</b>	2139 100th Ave N, Moorhead, MN 56560-7242
<b>Phone</b>	218-233-3404
<b>Email</b>	jrich811@msn.com
<b>Web</b>	<a href="http://richardstransportationinc.com/">http://richardstransportationinc.com/</a>
<b>Service Type</b>	Public Transit Provider
<b>Clay</b>	
<b>Name</b>	Schuck Bus Services
<b>Address</b>	1620 29th Ave S, Moorhead, MN 56560-5142
<b>Phone</b>	218-233-1402
<b>Email</b>	
<b>Web</b>	
<b>Service Type</b>	Public Transit Provider
<b>Multi-County Service</b>	
<b>Name</b>	Jefferson Lines
<b>Address</b>	308 3rd Ave E, Alexandria, MN 56308-1494
<b>Phone</b>	800-451-5333
<b>Email</b>	<a href="mailto:info@jeffersonlines.com">info@jeffersonlines.com</a>
<b>Web</b>	<a href="https://www.jeffersonlines.com/">https://www.jeffersonlines.com/</a>
<b>Service Type</b>	Public Transit Provider
<b>Multi-County Service</b>	
<b>Name</b>	PrimeWest Health
<b>Address</b>	3905 Dakota St, Alexandria, MN 56308-3391
<b>Phone</b>	866-431-0801
<b>Email</b>	
<b>Web</b>	<a href="https://www.primewest.org/web/guest/home">https://www.primewest.org/web/guest/home</a>
<b>Service Type</b>	Healthcare Facility

<b>Douglas</b>	
<b>Name</b>	Alexandria Housing and Redevelopment Authority (HRA)
<b>Address</b>	805 Fillmore St, Alexandria, MN 56308-1462
<b>Phone</b>	320-762-1311
<b>Email</b>	alexhra@rea-alp.com
<b>Web</b>	<a href="http://www.alexandriahra.com">http://www.alexandriahra.com</a>
<b>Service Type</b>	Affordable Housing
<b>Douglas</b>	
<b>Name</b>	Choices Home Care LLP
<b>Address</b>	2214 Geneva Rd NE, Alexandria, MN 56308-8995
<b>Phone</b>	320-762-1501
<b>Email</b>	swarner@choiceshomecaremn.com
<b>Web</b>	<a href="https://choiceshomecaremn.com/">https://choiceshomecaremn.com/</a>
<b>Service Type</b>	Assisted Living
<b>Douglas</b>	
<b>Name</b>	Douglas County Senior Office
<b>Address</b>	806 Fillmore St Ste 1195, Alexandria, MN 56308-1766
<b>Phone</b>	320-762-3047
<b>Email</b>	maryk@co.douglas.mn.us
<b>Web</b>	<a href="http://www.co.douglas.mn.us/dc/senior-citizens-health.aspx">http://www.co.douglas.mn.us/dc/senior-citizens-health.aspx</a>
<b>Service Type</b>	Protection and Advocacy Organization
<b>Douglas</b>	
<b>Name</b>	Douglas County Veterans Services Office (CVSO)
<b>Address</b>	806 Fillmore St, Alexandria, MN 56308-1766
<b>Phone</b>	320-762-3883
<b>Email</b>	joshb@co.douglas.mn.us
<b>Web</b>	<a href="http://www.co.douglas.mn.us/Veterans.htm">http://www.co.douglas.mn.us/Veterans.htm</a>
<b>Service Type</b>	Veteran Services
<b>Douglas</b>	
<b>Name</b>	Ecumen Bethany Community
<b>Address</b>	910 Ash St, Alexandria, MN 56308-1881
<b>Phone</b>	320-763-7200
<b>Email</b>	wendyhalbe@ecumen.org
<b>Web</b>	<a href="http://www.ecumenbethany.org">http://www.ecumenbethany.org</a>
<b>Service Type</b>	Assisted Living

<b>Douglas</b>	
<b>Name</b>	Knute Nelson
<b>Address</b>	2715 Highway 29 S Ste 103, Alexandria, MN 56308-3470
<b>Phone</b>	320-759-1273
<b>Email</b>	
<b>Web</b>	<a href="http://www.knutenelson.org">http://www.knutenelson.org</a>
<b>Service Type</b>	Assisted Living
<b>Douglas</b>	
<b>Name</b>	Lutheran Social Service - Personal Support Services
<b>Address</b>	2758 Le Homme Dieu Hts NE, Alexandria, MN 56308-7983
<b>Phone</b>	320-762-1004
<b>Email</b>	<a href="mailto:pss@lssmn.org">pss@lssmn.org</a>
<b>Web</b>	<a href="http://www.lssmn.org/assisted_living_caregiver_support">http://www.lssmn.org/assisted_living_caregiver_support</a>
<b>Service Type</b>	Assisted Living
<b>Multi-County Service</b>	
<b>Name</b>	Horizon Public Health
<b>Address</b>	809 Elm St Ste 1200, Alexandria, MN 56308-1760
<b>Phone</b>	320-763-6018
<b>Email</b>	
<b>Web</b>	<a href="http://www.horizonpublichealth.org">http://www.horizonpublichealth.org</a>
<b>Service Type</b>	Public Health Agency
<b>Multi-County Service</b>	
<b>Name</b>	Alexandria Opportunities Center, Inc.
<b>Address</b>	107 Donna Ave, Alexandria, MN 56308-5377
<b>Phone</b>	320-762-2015
<b>Email</b>	<a href="mailto:mikeaoc@centurylink.net">mikeaoc@centurylink.net</a>
<b>Web</b>	<a href="http://www.alexandriaopportunitiescenter.com">http://www.alexandriaopportunitiescenter.com</a>
<b>Service Type</b>	Job Training and Placement Agency
<b>Douglas</b>	
<b>Name</b>	Alec-Courier Delivery and Shuttle
<b>Address</b>	1912 Green Ln NE, Alexandria, MN 56308-8651
<b>Phone</b>	320-760-5462
<b>Email</b>	
<b>Web</b>	<a href="https://plus.google.com/+AlecCourierDeliveryandShuttleAlexandria">https://plus.google.com/+AlecCourierDeliveryandShuttleAlexandria</a>
<b>Service Type</b>	Public Transit Provider



<b>Multi-County Service</b>	
<b>Name</b>	Greyhound Bus Stop
<b>Address</b>	3181 Evergreen Ln, Alexandria, MN 56308-5190
<b>Phone</b>	800-231-2222
<b>Email</b>	
<b>Web</b>	<a href="http://locations.greyhound.com/bus-stations/US/Alexandria">http://locations.greyhound.com/bus-stations/US/Alexandria</a>
<b>Service Type</b>	Public Transit Provider
<b>Douglas</b>	
<b>Name</b>	Heywood Transportation Services
<b>Address</b>	700 Cedar St, Alexandria, MN 56308-1769
<b>Phone</b>	320-759-1451
<b>Email</b>	Public Transit Provider
<b>Web</b>	
<b>Service Type</b>	
<b>Douglas</b>	
<b>Name</b>	Smitty's Airport Service
<b>Address</b>	1422 Hawthorne St, Alexandria, MN 56308
<b>Phone</b>	320-270-1012
<b>Email</b>	
<b>Web</b>	
<b>Service Type</b>	Public Transit Provider
<b>Douglas</b>	
<b>Name</b>	MidWest Taxi Service
<b>Address</b>	707 Park St #2, Alexandria, MN 56308-2058
<b>Phone</b>	320-815-7997
<b>Email</b>	
<b>Web</b>	
<b>Service Type</b>	Public Transit Provider
<b>Douglas</b>	
<b>Name</b>	Evansville Care Campus
<b>Address</b>	115 Nelson St NW, Evansville, MN 56326-8286
<b>Phone</b>	218-948-2119
<b>Email</b>	
<b>Web</b>	<a href="http://www.evansvillecc.org">http://www.evansvillecc.org</a>
<b>Service Type</b>	Assisted Living

<b>Multi-County Service</b>	
<b>Name</b>	Community Memorial Home at Osakis, MN Inc.
<b>Address</b>	240 6th Ave N, Osakis, MN 56360-4960
<b>Phone</b>	320-859-2142
<b>Email</b>	dcarlson@galeonmn.com
<b>Web</b>	<a href="http://www.GaleonMN.com">http://www.GaleonMN.com</a>
<b>Service Type</b>	Assisted Living
<b>Multi-County Service</b>	
<b>Name</b>	West Central Minnesota Communities Action, Inc.
<b>Address</b>	411 Industrial Park Blvd, Elbow Lake, MN 56531-4213
<b>Phone</b>	800-492-4805
<b>Email</b>	office@wcmca.org
<b>Web</b>	<a href="http://www.wcmca.org">http://www.wcmca.org</a>
<b>Service Type</b>	Community Action Agency
<b>Grant</b>	
<b>Name</b>	Grant County Department of Social Services
<b>Address</b>	28 Central Ave S, Elbow Lake, MN 56531-4100
<b>Phone</b>	218-685-8200
<b>Email</b>	deb.rapp@co.grant.mn.us
<b>Web</b>	<a href="http://www.co.grant.mn.us">http://www.co.grant.mn.us</a>
<b>Service Type</b>	County Human Services
<b>Grant</b>	
<b>Name</b>	Grant County Transportation
<b>Address</b>	28 Central Ave S, Elbow Lake, MN 56531-4100
<b>Phone</b>	218-685-8200
<b>Email</b>	
<b>Web</b>	
<b>Service Type</b>	Public Transit Provider
<b>Douglas</b>	
<b>Name</b>	Alternative Senior Care
<b>Address</b>	1810 Darling Ave E, Alexandria, MN 56308-4795
<b>Phone</b>	320-763-7627
<b>Email</b>	cindy@alternativeseniorcare.net
<b>Web</b>	<a href="http://www.alternativeseniorcare.net/index.php">http://www.alternativeseniorcare.net/index.php</a>
<b>Service Type</b>	Assisted Living

<b>Grant</b>	
<b>Name</b>	Grant County Veterans Services Office
<b>Address</b>	411 1st St SE, Elbow Lake, MN 56531-0029
<b>Phone</b>	218-685-4801
<b>Email</b>	joseph.hjelmstad@co.grant.mn.us
<b>Web</b>	<a href="http://www.co.grant.mn.us/356/Veterans-Services">http://www.co.grant.mn.us/356/Veterans-Services</a>
<b>Service Type</b>	Veterans Services
<b>Grant</b>	
<b>Name</b>	Horizon Public Health
<b>Address</b>	10 1st St NW, Elbow Lake, MN 56531-4108
<b>Phone</b>	320-763-6018
<b>Email</b>	
<b>Web</b>	<a href="http://www.horizonpublichealth.org">http://www.horizonpublichealth.org</a>
<b>Service Type</b>	Public Health Agency
<b>Multi-County Service</b>	
<b>Name</b>	Grant County DAC/Pope County DT&H
<b>Address</b>	106 7th St N, Hoffman, MN 56339-4104
<b>Phone</b>	320-986-2923
<b>Email</b>	grantdac@runestone.net
<b>Web</b>	
<b>Service Type</b>	Job Training and Placement Agency
<b>Multi-County Service</b>	
<b>Name</b>	LB Homes
<b>Address</b>	805 E Channing Ave, Fergus Falls, MN 56537-3754
<b>Phone</b>	218-998-1400
<b>Email</b>	<a href="mailto:lisa.vogel@lbhomes.org">lisa.vogel@lbhomes.org</a>
<b>Web</b>	<a href="http://www.LBHomes.org">http://www.LBHomes.org</a>
<b>Service Type</b>	Assisted Living
<b>Multi-County Service</b>	
<b>Name</b>	Productive Alternatives, Inc. (PAI)
<b>Address</b>	1225 N Tower Rd, Fergus Falls, MN 56537-1077
<b>Phone</b>	866-998-3002
<b>Email</b>	<a href="mailto:darynt@paiff.org">darynt@paiff.org</a>
<b>Web</b>	<a href="http://www.paiff.org">http://www.paiff.org</a>
<b>Service Type</b>	Job Training and Placement Agencies

<b>Multi-County Service</b>	
<b>Name</b>	Apple Tree Dental
<b>Address</b>	2001 W Lincoln Ave, Ste 33, Fergus Falls, MN 56537-1010
<b>Phone</b>	218-483-1038
<b>Email</b>	speterson@apple-treedental.org
<b>Web</b>	<a href="http://www.apple-treedental.org">http://www.apple-treedental.org</a>
<b>Service Type</b>	Dental Services
<b>Multi-County Service</b>	
<b>Name</b>	PioneerCare
<b>Address</b>	411 E Everett Ave, Fergus Falls, MN 56537-3515
<b>Phone</b>	218-739-7772
<b>Email</b>	stephaniel@pioneer-care.org
<b>Web</b>	<a href="http://www.pioneer-care.org">http://www.pioneer-care.org</a>
<b>Service Type</b>	Assisted Living
<b>Otter Tail</b>	
<b>Name</b>	City of Fergus Falls
<b>Address</b>	2010 S Oak St, Fergus Falls, MN 56537-3319
<b>Phone</b>	218-736-5916
<b>Email</b>	city.hall@ci.fergus-falls.mn.us
<b>Web</b>	<a href="http://www.ci.fergus-falls.mn.us">http://www.ci.fergus-falls.mn.us</a>
<b>Service Type</b>	City Government
<b>Otter Tail</b>	
<b>Name</b>	LB Homes
<b>Address</b>	808 S Sheridan St, Fergus Falls, MN 56537-3001
<b>Phone</b>	218-998-7400
<b>Email</b>	Mary.Widiger@LBHomes.org
<b>Web</b>	<a href="http://www.LBHomes.org">http://www.LBHomes.org</a>
<b>Service Type</b>	Assisted Living
<b>Otter Tail</b>	
<b>Name</b>	Otter Tail County Veterans Services Office (CVSO)
<b>Address</b>	505 S Court St Ste 2, Fergus Falls, MN 56537-2757
<b>Phone</b>	218-998-8605
<b>Email</b>	ckampa@co.otter-tail.mn.us
<b>Web</b>	<a href="http://www.co.otter-tail.mn.us/164/Veterans-Service">http://www.co.otter-tail.mn.us/164/Veterans-Service</a>
<b>Service Type</b>	Veterans Services

<b>Multi-County Service</b>	
<b>Name</b>	Ottertail Minn-Dakota Coaches
<b>Address</b>	1116 N Tower Rd, Fergus Falls, MN 56538-0402
<b>Phone</b>	218-739-3393
<b>Email</b>	
<b>Web</b>	<a href="http://ottertailcoaches.com/">http://ottertailcoaches.com/</a>
<b>Service Type</b>	Public Transit Provider
<b>Multi-County Service</b>	
<b>Name</b>	Mahube-Otwa Community Action Partnership
<b>Address</b>	128 W Cavour Ave, Fergus Falls, MN 56537-2102
<b>Phone</b>	218-739-3011
<b>Email</b>	
<b>Web</b>	<a href="http://www.mahube.org">http://www.mahube.org</a>
<b>Service Type</b>	Community Action Agency
<b>Otter Tail</b>	
<b>Name</b>	Willow Creek Senior Community
<b>Address</b>	500 Willow Creek Dr, Henning, MN 56551-4224
<b>Phone</b>	218-548-6683
<b>Email</b>	<a href="mailto:willowcreek@arvig.net">willowcreek@arvig.net</a>
<b>Web</b>	<a href="http://www.willowcreekseniorliving.net">http://www.willowcreekseniorliving.net</a>
<b>Service Type</b>	Assisted Living
<b>Multi-County Service</b>	
<b>Name</b>	Lake Country Home Care LLC
<b>Address</b>	95 Miller St Ste E, New York Mills, MN 56567-4332
<b>Phone</b>	218-385-3422
<b>Email</b>	<a href="mailto:lakecountryhomecare@hotmail.com">lakecountryhomecare@hotmail.com</a>
<b>Web</b>	<a href="http://lakecountryhc.com">http://lakecountryhc.com</a>
<b>Service Type</b>	Independent Living
<b>Otter Tail</b>	
<b>Name</b>	Productive Alternatives, Inc. (PAI)
<b>Address</b>	421 Jackson St E, Parkers Prairie, MN 56361-4538
<b>Phone</b>	218-998-5630
<b>Email</b>	<a href="mailto:parkpai@midwestinfo.net">parkpai@midwestinfo.net</a>
<b>Web</b>	<a href="http://www.paiff.org">http://www.paiff.org</a>
<b>Service Type</b>	Job Training and Placement Agency

<b>Otter Tail</b>	
<b>Name</b>	Christianson Bus Service
<b>Address</b>	25 12th Ave SW, Pelican Rapids, MN 56572-4449
<b>Phone</b>	218-863-7000
<b>Email</b>	
<b>Web</b>	
<b>Service Type</b>	Public Transit Provider
<b>Region-Wide</b>	
<b>Name</b>	Ringdahl Ambulance Service-Perham
<b>Address</b>	41 1st St NW, Pelican Rapids, MN 56572-4010
<b>Phone</b>	218-736-2819
<b>Email</b>	rfischer@ringdahlems.com
<b>Web</b>	<a href="http://www.ringdahlems.com">http://www.ringdahlems.com</a>
<b>Service Type</b>	Emergency Medical Services
<b>Otter Tail</b>	
<b>Name</b>	Blue Diamond Party Bus
<b>Address</b>	30640 County Hwy 1, Underwood, MN 56586-9249
<b>Phone</b>	218-731-0598
<b>Email</b>	
<b>Web</b>	
<b>Service Type</b>	Public Transit Provider
<b>Otter Tail</b>	
<b>Name</b>	Synstelien Community Services, Inc.
<b>Address</b>	128 E Meadowlark Lane, Fergus Falls, MN 56537-1281
<b>Phone</b>	218-736-7322
<b>Email</b>	openings@scslife.com
<b>Web</b>	<a href="http://www.scslife.com/">http://www.scslife.com/</a>
<b>Service Type</b>	Job Training and Placement Agency
<b>Multi-County Service</b>	
<b>Name</b>	Central Minnesota Senior Care, Inc.
<b>Address</b>	515 6th Ave Parkcrest, Glenwood, MN 56334-1880
<b>Phone</b>	320-441-7001
<b>Email</b>	
<b>Web</b>	<a href="http://www.centralmnseniorcare.com">http://www.centralmnseniorcare.com</a>
<b>Service Type</b>	Assisted Living

<b>Pope</b>	
<b>Name</b>	Central Minnesota Senior Care, Inc.
<b>Address</b>	501 5th St SE, Glenwood, MN 56334-6334
<b>Phone</b>	320-231-2738
<b>Email</b>	
<b>Web</b>	<a href="http://www.centralmnseniorcare.com">http://www.centralmnseniorcare.com</a>
<b>Service Type</b>	Assisted Living
<b>Pope</b>	
<b>Name</b>	Horizon Public Health
<b>Address</b>	211 E Minnesota Ave, Glenwood, MN 56334-6334
<b>Phone</b>	320-763-6018
<b>Email</b>	
<b>Web</b>	<a href="http://www.horizonpublichealth.org">http://www.horizonpublichealth.org</a>
<b>Service Type</b>	Public Health Agency
<b>Pope</b>	
<b>Name</b>	Pope County Human Services
<b>Address</b>	211 Minnesota Ave E Ste 200, Glenwood, MN 56334-1668
<b>Phone</b>	320-634-7755
<b>Email</b>	<a href="mailto:GroupWebHumanServices@co.pope.mn.us">GroupWebHumanServices@co.pope.mn.us</a>
<b>Web</b>	<a href="http://www.co.pope.mn.us/senior_services.php">http://www.co.pope.mn.us/senior_services.php</a>
<b>Service Type</b>	County Human Services
<b>Pope</b>	
<b>Name</b>	Pope County Veterans Services
<b>Address</b>	130 E Minnesota Avenue, Glenwood, MN 56334-9253
<b>Phone</b>	320-634-7846
<b>Email</b>	<a href="mailto:GroupWebVeteranServices@co.pope.mn.us">GroupWebVeteranServices@co.pope.mn.us</a>
<b>Web</b>	
<b>Service Type</b>	Veterans Services
<b>Multi-County Service</b>	
<b>Name</b>	Rainbow Rider Transit
<b>Address</b>	249 Poplar Ave, Lowry, MN 56349-4613
<b>Phone</b>	800-450-7770
<b>Email</b>	<a href="mailto:rainbowr@runestone.net">rainbowr@runestone.net</a>
<b>Web</b>	<a href="http://www.rainbowriderbus.com">http://www.rainbowriderbus.com</a>
<b>Service Type</b>	Public Transit Provider

<b>Multi-County Service</b>	
<b>Name</b>	Minnewaska Community Health Services
<b>Address</b>	500 Holly Ridge Dr, Starbuck, MN 56381-2150
<b>Phone</b>	320-239-4775
<b>Email</b>	mrandt@mchs-healthcare.org
<b>Web</b>	<a href="http://www.mchs-healthcare.org">http://www.mchs-healthcare.org</a>
<b>Service Type</b>	Healthcare Facility
<b>Pope</b>	
<b>Name</b>	Minnewaska Community Health Services
<b>Address</b>	109 E 7th St, Starbuck, MN 56381-2429
<b>Phone</b>	320-239-7125
<b>Email</b>	
<b>Web</b>	<a href="http://www.mchs-healthcare.org">http://www.mchs-healthcare.org</a>
<b>Service Type</b>	Healthcare Facility
<b>Stevens</b>	
<b>Name</b>	Stevens County Ambulance
<b>Address</b>	209 S Highway 9, Morris, MN 56267-0231
<b>Phone</b>	320-589-7421
<b>Email</b>	<a href="mailto:jfischer@stevensems.com">jfischer@stevensems.com</a>
<b>Web</b>	<a href="http://www.stevensems.com">http://www.stevensems.com</a>
<b>Service Type</b>	Emergency Medical Services
<b>Stevens</b>	
<b>Name</b>	Horizon Public Health
<b>Address</b>	10 E Highway 28, Morris, MN 56267-1177
<b>Phone</b>	320-763-6018
<b>Email</b>	
<b>Web</b>	<a href="http://www.horizonpublichealth.org">http://www.horizonpublichealth.org</a>
<b>Service Type</b>	Public Health Agency
<b>Stevens</b>	
<b>Name</b>	Morris City Transit
<b>Address</b>	609 Oregon Ave, Morris, MN 56267-1295
<b>Phone</b>	320-589-1000
<b>Email</b>	<a href="mailto:transit@ci.morris.mn.us">transit@ci.morris.mn.us</a>
<b>Web</b>	<a href="http://ci.morris.mn.us/transit.php">http://ci.morris.mn.us/transit.php</a>
<b>Service Type</b>	Public Transit Provider



<b>Stevens</b>	
<b>Name</b>	Stevens County Developmental Achievement Center - DAC
<b>Address</b>	203 Green River Rd, PO Box 25, Morris, MN 56267-1635
<b>Phone</b>	320-589-3020
<b>Email</b>	charlieoakes86@gmail.com
<b>Web</b>	<a href="http://stevenscodac.org">http://stevenscodac.org</a>
<b>Service Type</b>	Job Training and Placement Agency
<b>Traverse</b>	
<b>Name</b>	Broadway Industries
<b>Address</b>	917 Broadway Ave, Wheaton, MN 56296-1301
<b>Phone</b>	320-563-0229
<b>Email</b>	brdwyind@frontiernet.net
<b>Web</b>	
<b>Service Type</b>	Job Training and Placement Agency
<b>Traverse</b>	
<b>Name</b>	Horizon Public Health
<b>Address</b>	203 8th St N, Wheaton, MN 56296-1443
<b>Phone</b>	320-763-6018
<b>Email</b>	
<b>Web</b>	<a href="http://www.horizonpublichealth.org">http://www.horizonpublichealth.org</a>
<b>Service Type</b>	Public Health Agency
<b>Traverse</b>	
<b>Name</b>	Traverse Care Center / Prairieview Place
<b>Address</b>	305 7th St S, Wheaton, MN 56296-1737
<b>Phone</b>	320-563-8600
<b>Email</b>	
<b>Web</b>	<a href="http://traversecarecenter.com">http://traversecarecenter.com</a>
<b>Service Type</b>	Assisted Living
<b>Multi-County Service</b>	
<b>Name</b>	Friendly Riders
<b>Address</b>	229 Harry Rich Dr, Wadena, MN 56482-2411
<b>Phone</b>	218-631-5730
<b>Email</b>	
<b>Web</b>	<a href="http://www.friendlyrider.com">www.friendlyrider.com</a>
<b>Service Type</b>	Public Transit Provider

<b>Wilkin</b>	
<b>Name</b>	CHI Health At Home
<b>Address</b>	1110 Highway 75 N Ste A, Breckenridge, MN 56520-1108
<b>Phone</b>	218-643-2274
<b>Email</b>	
<b>Web</b>	<a href="http://www.sfcare.org/HomeHealthHospice">http://www.sfcare.org/HomeHealthHospice</a>
<b>Service Type</b>	Independent Living
<b>Wilkin</b>	
<b>Name</b>	CHI St. Francis Health
<b>Address</b>	601 Oak St, Breckenridge, MN 56520-1216
<b>Phone</b>	218-643-0407
<b>Email</b>	
<b>Web</b>	<a href="http://www.sfcare.org">http://www.sfcare.org</a>
<b>Service Type</b>	Healthcare Facility
<b>Wilkin</b>	
<b>Name</b>	Wilkin County Family Service Agency
<b>Address</b>	300 5th St S, PO Box 369, Breckenridge, MN 56520-0369
<b>Phone</b>	218-643-7161
<b>Email</b>	<a href="mailto:dsayler@co.wilkin.mn.us">dsayler@co.wilkin.mn.us</a>
<b>Web</b>	<a href="http://www.co.wilkin.mn.us/index.asp?Type=B_BASIC&amp;SEC={DDFBDB1A-1FC5-4288-A23E-09837C5D093F}">http://www.co.wilkin.mn.us/index.asp?Type=B_BASIC&amp;SEC={DDFBDB1A-1FC5-4288-A23E-09837C5D093F}</a>
<b>Service Type</b>	County Human Service Agency
<b>Multi-County Service</b>	
<b>Name</b>	Rothsay Partners
<b>Address</b>	230 1st Ave SW, PO Box 234, Rothsay, MN 56579-0234
<b>Phone</b>	218-867-1234
<b>Email</b>	<a href="mailto:rpartners@rtelnet.net">rpartners@rtelnet.net</a>
<b>Web</b>	<a href="http://partners.lahnetwork.org">http://partners.lahnetwork.org</a>
<b>Service Type</b>	Independent Living

## Appendix C – Public Workshop Participants

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### Region 4 Workshop Participants

Name	Organization
Jill Amundson	West Central Minnesota Communities Action
Keven Anderson	Rainbow Rider Transit
Terry Beck	Synsteliem Community Services
Laurie Bonds	Douglas County Social Services
Lori Hanson	Someplace Safe
Beverly Herfindahl	MnDOT
Jamie Hess	PrimeWest Health
Char Hirte	Rural Minnesota CEP
Wayne Hurley	West Central Initiative
Charlie Kampa	Otter Tail County Veterans Services
Cynthia Sprung	Wilkin County Public Health
Kate Storhaug	Land of the Dancing Sky Area Agency on Aging
Daryn Toso	Transit Alternatives

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