

Region Five Development Commission

2016 Local Human Service Transit Coordination Plan

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Table of Contents

Executive Summary 3

Introduction 4

Existing Conditions 5

Public Participation 6

Needs Assessment 11

Strategies and Projects 12

Appendix A – Transit Services, Transit-Dependent Populations, and Key Destinations 14

Appendix B – Transportation Resources 15

Appendix C – Public Workshop Participation 16

Appendix D – Project Idea Summary 17

Appendix E – Project Analysis: Effort vs. Impact Assessment 19

Appendix F – Client Survey Responses 20

Executive Summary

Introduction

Before surveying the plan in the coming pages, it is important to develop a working definition of Transit Coordination Planning. Transit Coordination Planning is a locally developed, coordinated public transit-human services transportation plan that identifies the transportation needs of individuals with disabilities, older adults, and people with low incomes, provides strategies for meeting those local needs, and prioritizes transportation services for funding and implementation.

This plan begins with an introduction that identifies the goals of the plan, highlights key planning efforts from the past, outlines the current Federal funding mechanisms and requirements and touches on the public participation in the planning process and the steering committees vision for transit coordination in the coming five years.

Existing Conditions

In the existing conditions section of this plan, the regions geography is discussed in order to provide contact and lay a foundation for ongoing transit coordination planning. Secondly, the plan offers a survey of the regions demography to further the readers understanding of transit coordination within the region. Segueing from demographics, the plan discusses the role of public participation in the planning process which lead to the formation of the transit coordination plan.

Public Participation

The Region Five Development Commission worked with local stakeholders to appoint a steering committee to guide the development of the plan. Steering Committee members included:

- County Human Service Directors
- Centers for Independent Living
- Area Agencies on Aging
- Transit Passengers
- Local Transit Providers

Needs Assessment

Utilizing both the Steering Committee and the public participation, Regional Planning staff utilized several input mechanisms to garner key insights, data, and information regarding transit issues, barriers, gaps and needs. Each of the planning mechanisms (local survey, focus groups, planning workshop, and assessment of strengths and weaknesses) is discussed in greater detail in later sections of the plan.

Strategies and Projects

The plans final section identifies several strategies and projects that were prioritized by the steering committee based on the existing conditions, public participation, and needs assessment. Each of these strategies and/or projects was analyzed using and “Effort vs. Impact” chart to prioritize the strategies and/or projects that would provide the greatest positive impact in terms of transit coordination planning.

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 coordination 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 can maximize 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 Five. The 2016 Local Human Service Transit Coordination Plan documents technical analysis that evaluates existing transportation services in Region Five and 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 Five.

A Local Human Service 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 in articulating specific projects that could advance transportation services in Region Five. 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 Five.

Existing Conditions

Geography

The Region Five Development Commission (R5DC) is comprised of an area that covers five counties in North Central Minnesota. These counties include Cass, Crow Wing, Morrison, Todd and Wadena. Geographically our region is unique in that three distinct environments or biomes meet. The western plains and prairies, the northern coniferous forest and eastern hardwood forest all intersect in central Minnesota. To the north encompassing the Walker, Hackensack and Longville area, there are deep pine forests, most which are state and federal land.

Lakes, large and small as well as the Mississippi River run through the surrounding terrain. In contrast to western water law, the surface waters of Minnesota are public waters. This area and the Brainerd Lakes are the heart of "The Land of 10,000 Lakes" for which Minnesota is known. The area remains a sportsman's paradise and a prime resort area that provides a plethora of outdoor choices for visitors and residents alike. Extensive trails system, including the Paul Bunyan, Soo Line, and Heartland trail systems are now interconnected to provide mountain bike, ATV and snowmobile riders a unique experience.

The south and west boundaries of the region possess rich farmland and rolling hills that define the pastoral landscape. Still an agricultural hub, the area has expanded and acquired a manufacturing and meat packing sector. Innovative wind turbines now dot the Highway 71 corridor in Todd County and further developments in biomass technology raise future expectations for becoming a producer of renewable energy and increased economic development.

Demographics

Our region is a rural and small town area with a population of 162,000 in 69,194 households spread over an area of 3,996,051 acres. The five-county area is blessed with an abundance of business, industry, cultural and natural resources.

Age

Region Five's population is significantly older than the state's, with 20.1% of the population aged 65 years and over in 2013, compared to 13.9% statewide. Region 5 also had a higher percentage of people in the 45-64 year old age range, with 28.8% of the population in the Baby Boom generation, which is creating a significant shift in population over time. In contrast, Region 5 had a much smaller percentage of people in the 25-54 age group, typically considered "prime working years". While the number of younger residents is declining, the number of residents aged 45 years and over was rapidly increasing.

Ethnicity

Region Five's population is less diverse than the state's but is becoming more diverse over time. In 2013, 94.6% of the region's residents reported White alone as their race, compared to 85.6% statewide. Only 0.5% of the region's residents identified as Black or African American, Asian or Other Pacific Islanders, and people of Some Other Race, while 1.4% reported Two or More Races. However, at 2.5%, Region 5 has a slightly higher percentage of American Indian and Alaska Natives than the state and 1.9% of people reported Hispanic or Latino origin. The region saw a slow but steady increase in the number of White residents and American Indian and Alaska natives, then saw much faster gains in every race group. The number of Black or African American residents, Some Other Race, and people of Hispanic or Latino origin all doubled in the region from 2000-2013.

Education

Educational attainment for Region Five's population is less than that of the state's, with 60% of adults having at least some college or higher compared to 71% statewide. A contributing factor to the lower level of educational attainment is the historic unavailability of advanced degree programs in Region Five. Currently, only two-year degree options are available through the two MN State schools in Region Five, MN State Community and Technical College in Wadena and Central Lakes College, with campuses in Brainerd and Staples.

Workforce

Since 2010, Region Five has lost 3200 workers yet still has 3500 more available workers now than in 2000. The state also saw an increase in available workers during the last decade, but at a steadier rate than in Region Five. Despite the region's projected population growth, the labor force will see a significant shift over time, with large gains in the number of workers aged 25 to 44 years and 65 years and over against huge declines in the number of workers aged 45-64. The region may lose about 6000 workers in the 45 to 64 year old age group as the Baby Boom generation moves through the population pyramid. The 25 to 54 year old age group will still be the largest part of the labor force, accounting for 59 percent of the total workforce.

Average wages in Region Five have been traditionally lower than the rest of the state, with a median hourly wage of \$14.37 compared to \$18.35. Careers with the largest wage disparity are management (\$35.29 Region 5 vs. \$47.47 Minnesota), computer and mathematics (\$30.53 Region 5 vs. \$37.96 Minnesota) and health care (\$26.57 Region Five vs. \$31.54). Consistently low wages make it harder to attract and retain highly skilled workers.

Transportation Resources

Region Five 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. To complete the inventory, Region Five sent an online questionnaire to transportation providers in Cass, Crow Wing, Morrison, Todd and Wadena counties. A summary of the transportation resources is available in Appendix B.

Public Participation

Steering Committee

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

1. Evaluating strategies and assessing outcomes of projects identified in the 2011 Local Human Service Transit Coordination Plan.
2. Developing project ideas and identifying priority strategies as part of the public workshop.
3. 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.

Steering Committee members and affiliation.

| Steering Committee Membership | Organization | Representing |
|-------------------------------|------------------------------------|---------------------------------|
| Brian Horn | Tri-Cap | Transit Provider |
| Lori Schultz | Tri-Cap | Transit Provider |
| Brad Vold | Morrison County | Health and Human Services |
| Ryan Damlo | Friendly Rider | Transit Provider |
| Andrew Stone | Brainerd/Crow Wing County | Transit Provider |
| Dean Loidolt | Central Minnesota Council on Aging | Elderly |
| Kim Minton | Cass County | Health and Human Services |
| Tanya Leskey | Wadena County | Health and Human Services |
| Kevin Larson | Productive Alternatives | Community Rehabilitation Center |
| Rosemary Franzen | Crow Wing County | Commissioner |
| Jackie Och | Todd County | Public Health |
| Katherine Mackedanz | Todd County | Public Health |
| Susan Siemers | MnDOT | Office of Transit |
| Jon Mason | MnDOT | District 3 |
| Kara Terry | Crow Wing County | Commissioner |
| Judy Rardin | CTS | Day training and rehabilitation |
| Insight ISD 181 | Independent School District 181 | Students |
| Eric Heppner | Central Lakes College | Students |
| Kari Christiansen | Central Lakes College | Students |
| Nathan Bertram | Crow Wing County | Adult Services |

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 2016 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 outcomes is presented below.

| Strategy | Status | Discussion/Analysis | Successes/Barriers |
|--------------------------------------|----------------------------|-----------------------------|---|
| Coordinate Volunteer Driver Training | Ongoing effort/discussion. | Still identified as a need. | Different process, paperwork in each county. |
| Coordinate Agency Schedules | Ongoing effort/discussion. | Still identified as a need. | Hoping that Coordinating Council will play a positive role. |
| Share Resources | Ongoing effort/discussion. | Still identified as a need. | More dialogue is needed in this area. |
| Coordinate Dispatch | Ongoing effort/discussion. | Still identified as a need. | More dialogue is needed in this area. |

| | | | |
|--|--|-----------------------------|--|
| Establish/Enhance Volunteer Driver Programs | Ongoing effort/discussion. | Still identified as a need. | Need to streamline process for each county. |
| Improve Service Convenience | Ongoing efforts to expand hours, days, routes, reduce costs etc. | Still identified as a need. | Success, Slow gradual improvement across the board. |
| Establish/Enhance Assisted Transportation Programs | Ongoing effort/discussion. | Still identified as a need. | Success, Slow gradual improvement across the board. |
| Centralize Information | Ongoing effort/discussion. | Still identified as a need. | Perhaps coordinating council could play a role in bringing this about. |
| Convene Regional Coordination Body | Ongoing effort/discussion. | Still identified as a need. | Funding. |
| Educate Public of Transportation Options | Regional Transit Brochure, Individual marketing efforts, Transit provider's websites | Still identified as a need. | Ongoing Success |
| Educate Regional Professionals of Transportation Options | Quarterly meeting of Regional Transportation Advisory Council (TAC) | Still identified as a need. | Ongoing Success |
| Maintain Current Funding Sources and Programs | Ongoing effort/discussion. | Still identified as a need. | Funding. |

Client Survey

The client survey was comprised of 18 questions intended to identify gaps in transit services and gather demographic information regarding the users of transit services. The survey found that 63% of clients are using the service for medical purposes.

The survey found that 33% of respondents use the service 2-4 days per week, and that an additional 38% of respondents use the service only a few days per month. Only 8% of respondent's report using the service 5-7 times per week.

The survey found that 54% of respondents have been using the system for 1-5 years. Furthermore, 54% of respondent's report being "very satisfied" while an additional 25% or respondents report being "satisfied" with using the service.

About 46% of respondents have no other means of transportation while 38% of respondents report that they do have other means of transportation. The remaining percentage of respondents declined to answer.

Respondents cited several areas of improvement that ranged from improved reliability, longer service hours and expanded geography.

42% of respondents reported their age to be 65 or older. 25% of respondents reported their age to be between 55-64. 13% reported their ages to be between 45-54. Another 13% of respondents reported their ages to be between 35-44. And only 4% reported their ages to be between 18-24.

67% of respondents were female and 33% were male. 96% reported their ethnicity as “White” and 4% reported their ethnicity as “Hispanic/Latino”).

67% of respondents identified as someone with a disability while 33% did not. A full list of client responses can be found in Appendix F.

Focus Group

Two focus group questionnaires were developed. One focus group was comprised of riders and a second was comprised of organizations. Summarize the information collected through the focus groups. The purpose of focus groups is to discuss current perceptions of transportation services, opportunities, short and longer-term needs, trends and challenges. Input from the focus groups will help to understand the types and levels of transportation services that will best meet the needs of the state’s residents.

Opportunities

- Extend hours of operation
- Intercounty/interagency coordination
- Billing and payment issues
- Passenger security

Short term needs

- Solutions for scheduling conflicts
- Staff time requirements
- Driver qualifications

Long term needs

- Solution to insurance challenges
- Limited service area boundaries
- Limited service hour availability

Planning Workshop

The planning workshop on May 2nd 2017 incorporated input from all interested stakeholders. 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.

Service limitation, gaps and unmet needs.

- Assisted/companion service needs for seniors and disabled.
- Training for Volunteers.
- ARHMS workers or social workers ride with clients for free.
- Weekend services.

- Longer service Monday through Friday.
- Weekend and evening service.

What are the key needs?

- Centralized Information

- Centralized website with routes, info on cost, phone numbers, etc.
- Knowing providers hours, cost, geographies, disabilities, etc.
- Website, database, providing cost, hours, routes, etc.
- One call info, or one website info.
- Lack of coordinated volunteer drivers.

- Weekend and Evening service
- Duration of ride.
- Short term scheduling vs. 24-48 hour in advance.

Program eligibility and trip purpose limitations

- Information to be shared easier between agencies and organizations to assess which program they can use.
- Public Transit is for the “public” – no eligibility.

Spatial Limitations

- Geographic needs from rural to metro areas in and outside of residents county, region, state.
- Constraints- County to County.
- Political understanding – educate elected leaders on transit issues.

Service quality and miscellaneous issues.

- Reliable wi-fi on all buses.
- Ability to purchase fare card online and reload it as needed. Can it be used across the region?
- More volunteer drivers, especially for very rural areas and long distances to medical providers.
- Ability to cross county/city lines and share common goal for access.

Temporal Limitations

- Weekend services.
- Weekend and evening services.
- Services after 6:00PM

Strengths and Weaknesses

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

| Strengths | Weaknesses |
|--|---|
| Extending beyond “boundaries” | Need to work more closely with Region Five to provide updated riders fees and routes. Send out brochures via mail and display on website. |
| Limited Funding means better communication on how to spend funding | Communication between agencies and counties. |
| Forward thinking and willingness to expand | Consider express routes and bus signage. |
| Ongoing Improvement | Seek more volunteer drivers. |
| Great value. | Develop clinic/medical rides to metro area. |
| Trusted partners. | Run more ads in local newspapers. |
| Willingness to expand services. | |
| Friendly and helpful. | |

Needs Assessment

This assessment will identify the needs and gaps in the region. Topics should be grouped in the following categories:

1. Service Limitations, Gaps & Unmet Needs
2. Centralized Information
3. Spatial Limitations
4. Temporal Limitations
5. Program Eligibility and Trip Purpose Limitations
6. Service Quality and Miscellaneous Issues

Summary of Needs Assessment

Service limitation, gaps and unmet needs.

- Assisted/companion service needs for seniors and disabled.
- Training for Volunteers.
- ARHMS workers or social workers ride with clients for free.
- Weekend services.
- Longer service Monday through Friday.
- Weekend and evening service.

Centralized Information

- Centralized website with routes, info on cost, phone numbers, etc.
- Knowing providers hours, cost, geographies, disabilities, etc.
- Website, database, providing cost, hours, routes, etc.
- One call info, or one website info.
- Lack of coordinated volunteer drivers.

Spatial Limitations

- Geographic needs from rural to metro areas in and outside of residents county, region, state.
- Constraints- County to County.
- Political understanding – educate elected leaders on transit issues.

Temporal Limitations

- Weekend services.
- Weekend and evening services.
- Services after 6:00PM
- Weekend and Evening service
- Duration of ride.
- Short term scheduling vs. 24-48 hour in advance.

Program eligibility and trip purpose limitations

- Information to be shared easier between agencies and organizations to assess which program they can use.
- Public Transit is for the “public” – no eligibility.

Service quality and miscellaneous issues.

- Reliable wi-fi on all buses.
- Ability to purchase fare card online and reload it as needed. Can it be used across the region?
- More volunteer drivers, especially for very rural areas and long distances to medical providers.
- Ability to cross county/city lines and share common goal for access.

Strategies and Projects

Projects

To categorize project ideas, Steering Committee members created an “Effort Vs. Impact” chart to compare these project ideas. This created a relative sense of how much effort (low to high) each project idea would take as well as how much impact (minor to major) each project could have in its region. This chart can be found in Appendix E. The strategies and projects listed below represent those ideas the steering committee prioritized as having the most potential to improve transit coordination in Region Five.

Difficult to do/Major Improvements

| | |
|----------------------|---|
| Project Overview | Consolidation of Pine River Ride With Us Bus and Brainerd/Crow Wing Public Transit. |
| Population Served | Anyone |
| Communities Served | Pine River & Crow Wing County. |
| Responsible Entities | City of Pine River, Brainerd/Crow Wing Public Transit |
| Strategies Addressed | Coordinate and Consolidate Transportation Services and Resources |

Easy to do/Minor Improvements

| | |
|----------------------|--|
| Project Overview | Create a one page 5310 form that is simple to understand that describes the program and includes a checklist for potential applicants. |
| Population Served | Elderly individuals and individuals with disabilities. |
| Communities Served | Region Five |
| Responsible Entities | Region Five & MnDOT D3 |
| Strategies Addressed | Communication, Training and Organizational Support. |

Easy to do/Minor Improvements

| | |
|----------------------|---|
| Project Overview | Creating a Region Five Transit Services and Related Service Brochure. |
| Population Served | Individuals using transit or related transportation service |
| Communities Served | Region Five |
| Responsible Entities | Region Five |
| Strategies Addressed | Communication, Training and Organizational Support. |

Difficult to do/Major Improvements

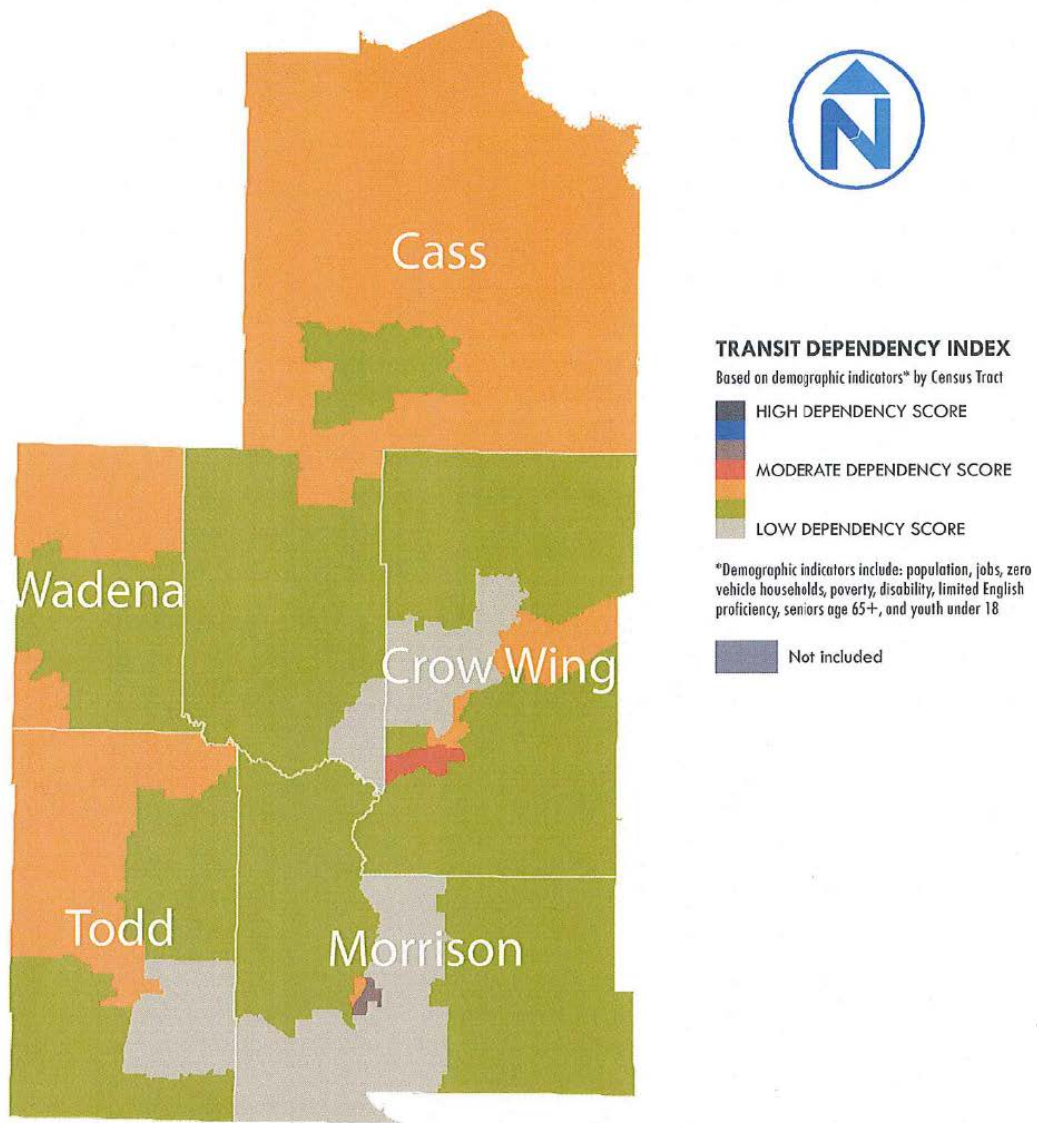
| | |
|------------------|--|
| Project Overview | Connect the Brainerd and Staples Central Lakes College with morning, midday and late afternoon |
|------------------|--|

| | |
|----------------------|---|
| | service while creating a private partnership with large employers (example Lakewood Hospital) to offer transit rides as well (Anticipated start date of August 14 th 2017) |
| Population Served | Students, General public. |
| Communities Served | Region Five. |
| Responsible Entities | Region Five, Central Lakes College, MnDOT, Lakewood Health System, Brainerd/Crow Wing Transit, Friendly Rider, ISD 2170. |
| Strategies Addressed | Mobility |

Appendices

Appendix A – Transit Services, Transit-Dependent Populations, and Key Destinations

Transit Dependency Index - RDC 5



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.

See Excel spreadsheet (attached separately)

Appendix C – Public Workshop Participation

| Steering Committee Membership | Organization | Representing |
|-------------------------------|------------------------------------|---------------------------------|
| Brian Horn | Tri-Cap | Transit Provider |
| Lori Schultz | Tri-Cap | Transit Provider |
| Brad Vold | Morrison County | Health and Human Services |
| Ryan Damlo | Friendly Rider | Transit Provider |
| Andrew Stone | Brainerd/Crow Wing County | Transit Provider |
| Dean Loidolt | Central Minnesota Council on Aging | Elderly |
| Kim Minton | Cass County | Health and Human Services |
| Tanya Leskey | Wadena County | Health and Human Services |
| Kevin Larson | Productive Alternatives | Community Rehabilitation Center |
| Rosemary Franzen | Crow Wing County | Commissioner |
| Jackie Och | Todd County | Public Health |
| Katherine Mackedanz | Todd County | Public Health |
| Susan Siemers | MnDOT | Office of Transit |
| Jon Mason | MnDOT | District 3 |
| Kara Terry | Crow Wing County | Commissioner |
| Judy Rardin | CTS | Day training and rehabilitation |
| Eric Heppner | Central Lakes College | Students |
| Kari Christiansen | Central Lakes College | Students |
| Nathan Bertram | Crow Wing County | Adult Services |

Appendix D – Project Idea Summary

Include all project ideas generated during this planning process, including those from the public workshop and the final steering committee meetings. Use the Project Idea Summary template provided.

Difficult to do/Major Improvements

| | |
|----------------------|---|
| Project Overview | Consolidation of Pine River Ride with us Bus and Brainerd/Crow Wing Public Transit. |
| Population Served | Anyone |
| Communities Served | Pine River & Crow Wing County. |
| Responsible Entities | City of Pine River, Brainerd/Crow Wing Public Transit |
| Strategies Addressed | Coordinate and Consolidate Transportation Services and Resources |

Easy to do/Minor Improvements

| | |
|----------------------|--|
| Project Overview | Create a one page 5310 form that is simple to understand that describes the program and includes a checklist for potential applicants. |
| Population Served | Elderly individuals and individuals with disabilities. |
| Communities Served | Region Five |
| Responsible Entities | Region Five & MnDOT D3 |
| Strategies Addressed | Communication, Training and Organizational Support. |

Easy to do/Minor Improvements

| | |
|----------------------|---|
| Project Overview | Creating a Region Five Transit Services and Related Service Brochure. |
| Population Served | Individuals using transit or related transportation service |
| Communities Served | Region Five |
| Responsible Entities | Region Five |
| Strategies Addressed | Communication, Training and Organizational Support. |

Difficult to do/Major Improvements

| | |
|-------------------|---|
| Project Overview | Connect the Brainerd and Staples Central Lakes College with morning, midday and late afternoon service while creating a private partnership with large employers (example Lakewood Hospital) to offer transit rides as well (Anticipated start date of August 14 th 2017). |
| Population Served | Students, General public. |

| | |
|----------------------|--|
| Communities Served | Region Five. |
| Responsible Entities | Region Five, Central Lakes College, MnDOT, Lakewood Health System, Brainerd/Crow Wing Transit, Friendly Rider, ISD 2170. |
| Strategies Addressed | Mobility |

Other Project Ideas

| |
|--|
| Strategy |
| Coordinate Volunteer Driver Training |
| Coordinate Agency Schedules |
| Share Resources |
| Coordinate Dispatch |
| Establish/Enhance Volunteer Driver Programs |
| Improve Service Convenience |
| Establish/Enhance Assisted Transportation Programs |
| Centralize Information |
| Convene Regional Coordination Body |
| Educate Public of Transportation Options |
| Educate Regional Professionals of Transportation Options |
| Maintain Current Funding Sources and Programs |

Appendix E – Project Analysis: Effort vs. Impact Assessment

| | |
|--|--|
| Difficult to do/Minor impact projects | Difficult to do/Major impact projects |
| Coordinate Dispatch | Project #1: Consolidation of Transit Services |
| Establish/Enhance Volunteer Driver Programs | Project #4: Central Lakes College Transit Connection |
| Educate Public of Transportation Options | Coordinate Volunteer Driver Training |
| | Coordinate Agency Schedules |
| | Establish/Enhance Assisted Transportation Programs |
| Easy to do/Minor impact projects | Easy to do/Major impact projects |
| Project #2: Creation of a Region Five 5310 Overview/Checklist | Share Resources |
| Project #3: Creating Transit Services and Related Services Brochure. | Improve Service Convenience |
| | Centralize Information |
| | Maintain Current Funding Sources and Programs |

Appendix F – Client Survey Responses
See PDF document (attached separately)