Region 7W/St. Cloud APO 2016 Local Human Service Public Transit Coordination Plan

Prepared by:

Jon Mason
Minnesota Department of Transportation
7694 Industrial Park Road
Baxter, MN, 56425

Adopted by:

Region 7W Date
St. Cloud Area Planning Organization Date
Date

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Executive Summary

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. 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 7W/St. Cloud APO.

The Region 7W is located fifty miles northwest of the Twin Cities in Central Minnesota and includes the counties of Benton, Sherburne, Stearns and Wright. The St. Cloud Area Planning Organization (APO) is a designated metropolitan planning organization (MPO) for the area and is located entirely within the Region 7W. The Region includes large urban centers, such as St. Cloud, and also low density rural areas. The total population of Region 7W, including the St. Cloud Metropolitan Area, was 402,292 according to the 2010 Census.

The transportation providers in the Region 7W/St. Cloud APO are diverse and include public transit, volunteer driver programs, specialized transportation services, taxis, and private providers. Transportation services are provided by various agencies serving their clients including county social services, county public health, county veteran's services and agencies severing the elderly and disabled.

Region 7W worked together with the St. Cloud APO in developing this plan to coordinate transit services offered by public transit providers, human service agencies or private providers. A project steering committee analyzed the status of the 2011 Region 7W/St. Cloud APO Local Human Service Public Transit Coordination plan provided direction in the development of this plan update.

In January/February 2017, Region 7W/St. Cloud APO developed an inventory meant to capture service information for all public, private, school district, human service, and non-profit transportation providers in the region. Human service and private providers also worked with their riders to complete surveys meant to assist in the evaluation of the unmet transportation needs of human service agency clients. In addition to the survey data collection efforts, three focus group meetings (one for providers and two for consumers) were held for participants to discuss their current perceptions of transportation services, opportunities, short and longer-term needs, trends and challenges.

A Planning Workshop was held on May 8th 2017, which brought together 42 transportation stakeholders to identify issues and barriers to meeting the transportation needs and brainstorm potential strategies and projects that could meet those needs.

Throughout the planning process, many needs and gaps were discussed and possible solutions identified in the strategy prioritization and project idea process. Many of these needs and gaps could be further refined through participation in a Regional Transportation Coordinating Council. Convening a regional coordination body through

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this planning process assisted in identifying issues and possible solutions, but a coordinating group working to implement projects would help ensure projects are completed. Centralizing information, staffing a mobility manager position, and marketing transit assets in the region could help improve the conditions of nearly all of the gaps and needs identified in this process.

Priority strategies for the Region 7W/St. Cloud APO area were grouped into three categories, including Coordinate and Consolidate Transportation Services and Resources; Mobility; and Communication, Training, and Organizational Support. The projects and strategies from the planning workshop were then evaluated by the Steering Committee for how much effort each project idea would take as well as how much impact each project could have in the region.

Difficult to do/Minor impact projects • Improve transportation services at senior housing centers (ex. Keller Lake Commons). • Educate regional professionals of transportation options. • Increase availability of smart phone applications for trip planning. • Increase service hours during non-typical travel times. • Coordinate volunteer driver programs/organize volunteers to provide rides. • Work with area schools/colleges to help coordinate mobility strategies and transportation services. • Work with Uber/Lyft, and others to help improve fee/fare structures.	**Difficult to do/Major impact projects** • Create a centralized database of available transportation resources. • Hire a mobility manager. • Create public awareness campaign to educate the public. • Increase service hours throughout the day. • Increase travel options to county seats. • Expand weekend and holiday hours. • Expand services in St. Cloud Metro outer lying area. • Collect ride denials from private transportation partners.
Easy to do/Minor impact projects • Improve community engagement activities. • Continue/expand customer travel training programs. • Provide technical training for coordination staff. • Improve school access for children at the Salvation Army in St. Cloud. • Job access for veterans. • Improve private sector involvement through full participation of private enterprise participation. • Contact between agencies with set base prices.	**Easy to do/Major impact projects** • Contract with common carrier to permit co-mingling of capital resources. • Convene regional coordination body.

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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 7W/St. Cloud APO. The 2016 Local Human Service Transit Coordination Plan documents technical analysis that evaluates existing transportation services in Region 7W/St. Cloud APO 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 7W/St. Cloud APO.

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 7W/St. Cloud APO. 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 7W/St. Cloud APO.

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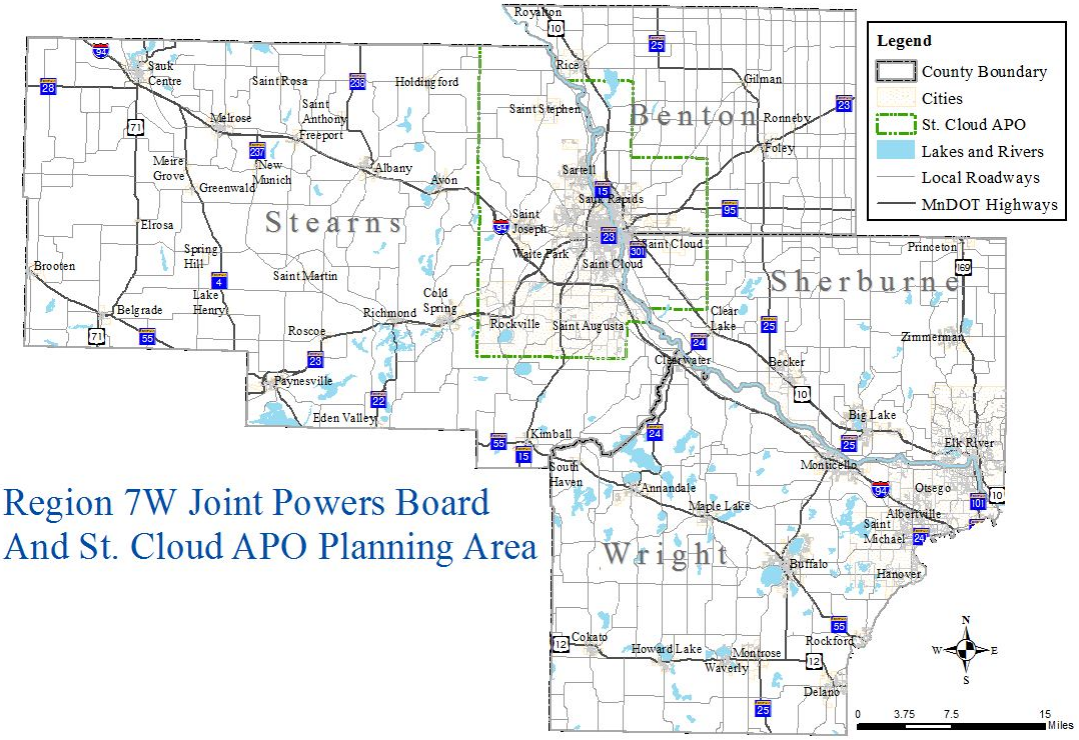
Existing Conditions

Geography

The Region 7W is located fifty miles northwest of the Twin Cities in Central Minnesota and includes the counties of Benton, Sherburne, Stearns and Wright. The St. Cloud Area Planning Organization (APO) is a designated metropolitan planning organization (MPO) for the area and is located entirely within the Region 7W.

St. Cloud is the largest city in the region and serves as a primary trade center within and outside the region. County seat cities in the region such as Foley (Benton County), Elk River (Sherburne County), St. Cloud (Stearns County), and Buffalo (Wright County) are larger centers and key destinations with other urban centers existing throughout the region. The region also includes low density rural areas, which can serve as a geographic barrier to transportation. The proximity of the region to the Twin Cities is one of the attractions to living there and is a frequent destination for a variety of trips.

According to the 2010 Census, the region's population is 402,292. There are fourteen state aid cities (population over 5,000) accounting for 54% of the region's population with 216,692. The population living in smaller cities or townships accounts for 46% of the region's population with 185,600.



Demographics

To better understand the relationship between regional demographics, transportation options, and key destinations, a series of maps was created depicting these elements in this region. These are included in Appendix A.

According to the U.S. Census Bureau, the 2015 population in Region 7W was 417,434 people, which accounts for 7.6 percent of the state's total population. The region experienced rapid growth between 1950 and 2010 by adding approximately 277,000 residents. From 2010 to 2015, the region saw a 30 percent population increase that makes it the fastest growing of the 13 regions in the state.

The Transit Dependency Index created for the Greater Minnesota Transit Investment plan presents concentrations of populations by census tract with the potential for higher public transportation needs based on population density, employment density, under age 18 density, over age 65 density, density of households with zero vehicles, density of population with a disability, density of population with limited English language ability, and density of population in poverty. The map presented in Appendix A shows pockets of areas with a higher likelihood of needing transit. The most prevalent is the St. Cloud metropolitan area in Stearns, Benton and a small portion in Sherburne counties. This area is served with public transit by the St. Cloud Metro Bus. Other areas with moderate densities include the western portion of Stearns County near Sauk Centre and Buffalo in Wright County. Areas with low to moderate dependency scores include most smaller urban cities throughout the region such as Albany, Cold Spring, Foley, Paynesville, Princeton/Zimmerman, St. Michael, the cities along Interstate 94 and US 10 in Sherburne and Wright counties and the cities along US 12 in Wright county.

The region's population is generally younger than the rest of the state with more people aged 25 years and younger and between 25 and 54 years of age and a smaller percentage of people over the age of 55. The number of young families moving into the region has quickly increased its number of young residents, but the size of the Baby Boom generation has also increased the number of residents aged 45 and older. The maps found in Appendix A show high densities of population age 18 and younger in the south and east portions of Sherburne and Wright counties and higher densities of population age 65 and older in rural Stearns county, St. Cloud area, and Buffalo. Older adults and youth represent higher demand for transit as they may be without a driver's license, have access to their own vehicle, or less willing to drive.

According to the State Demographic Center, Region 7W is expected to gain about 80,000 net new residents from 2015 to 2035, which is an increase of 18.2 percent while the State is projected to grow 10.8 percent. Despite the region's younger population, much of the demographic growth is expected to be in the older age groups.

Region 7W's population is less diverse than the rest of the state. Most of the minority population and population with a limited English language ability reside in the St. Cloud metropolitan area, with some pockets throughout the region. Limited English proficiency can be an indicator of a household's relative dependency on transit. These maps can be found in Appendix A.

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The density of population with a disability appears to be lower than the rest of the state. Persons with disabilities are often heavily dependent of public transit services. The population of people with disabilities analyzed in this process includes more than those with ambulatory or other disabilities preventing use of operating a personal motor vehicle. The map found in Appendix A shows the density of population with disabilities.

A map found in Appendix A shows poverty population density in the region. Highest densities are found in the St. Cloud metropolitan area. A map in Appendix A shows density of no-vehicle households. Higher densities are found in the St. Cloud metropolitan area with the highest density in the region near the St. Cloud State University. Other pockets are found throughout the region, but primarily in the smaller urban cities. Access to a car is one of the most influential indicators of transit need and may represent those without the economic ability of owning a vehicle, those who chose not to own a car or who are unable to drive like senior citizens and people with certain disabilities.

Region 7W is a net labor exporter by having more workers than available jobs according to commuting data from the U.S. Census Bureau. St. Cloud is the largest employment center in the region and attracts work from inside the region and outer counties. Benton, Sherburne, and Wright counties show labor outflows with residents traveling to the Twin Cities metro and St. Cloud.

According to the Minnesota Department of Employment and Economic Development's (DEED) Cost of Living tool, the basic needs budget for an average Minnesota family (2 adults and 1 child, with 1 full-time and 1 part-time worker) was $54,804 in 2016. The cost of living for a similar family in Region 7W as $52,404, which is third highest of the 13 regions in the state behind the Twin Cities metro and Region 7E. The highest monthly costs are similar to the rest of the state with transportation, food, and housing.

Transportation Resources

Throughout 2017, Region 7W/St. Cloud APO 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 7W sent an online questionnaire to 194 of the region's transportation providers, possible transportation providers, and human service providers. Fifteen responses were returned. A summary of the transportation and human service resources is available in Appendix B.

Public transit providers in Region 7W/St. Cloud APO include the following systems:

- Metro Bus is the primary public transit service in the St. Cloud metro area with service included in the cities of Sartell, Sauk Rapids, St. Cloud and Waite Park in the counties of Benton, Sherburne and Stearns. Metro Bus's services include fixed route and Dial-a-Ride transport seven days a week and includes the Northstar Link that provides bus service to the Northstar Commuter Rail in Big Lake.

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- Trailblazer Transit provides service in Wright County through cities in the county forming the Wright County Area Transit (WCAT) after the disbanding of River Rider. Service includes all of Wright County and Trailblazer also includes McLeod and Sibley counties.
- Tri-CAP is a public service that provides transportation in Benton, Morrison, Stearns, and Sherburne counties and service five days per week in the cities of Albany, Sauk Centre, Melrose, Paynesville, Little Falls, Big Lake and Elk River.

Region 7W/St. Cloud APO also has five private non-profit transportation providers that have Section 5310 vehicles, including: City of Delano, Functional Industries, Guardian Angels of Elk River, Independence Center Inc., Options Inc., and WACOSA.

Transportation services are provided in the region by various agencies from within and outside the region. Client based needs are addressed through non-profit human services, for-profit human services, government entities, and for-profit transportation companies. For example, Jefferson Lines operates a line through the heart of Region 7W along Interstate 94 with a primary transfer point in St. Cloud and a college connection at St. Cloud State University.

Travel pattern data collected from this process and the Greater Minnesota Transit Investment Plan indicate a lot of travel through the region (primarily to the south), travel into the region (primarily to St. Cloud), and cross county travel within and outside the region. Origin/destination mapping conducted by MnDOT appears to follow the geographic distribution of the population throughout the region. Destinations in this map tend to be within the higher population centers, shown as Origins/Home, in the region or in cities along major highways.

Response themes from the organization questionnaire show that most coordination in the region is being done with the public transit providers. Responses indicate that the following changes could improve coordination:

- Create cross agency collaboration with the Department of Human Services and counties to improve billing
- Allowing public transit to cross county lines
- Expanding hours of service and area
- Improving resources for rider referrals

When questionnaire respondents were asked what issues have you encountered in coordinating or attempting to coordinate services, the following barriers were ranked in order of greatest concern:

1. Cost
2. Scheduling conflicts
3. Staff time requirements
4. Limited serve area boundaries
5. Billing and payment
6. Limited service hour availability
7. Driver qualifications
8. Insurance
9. Passenger security

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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:

Steering Committee Membership	Organization	Representing
Dean Loidolt	Central MN Council on Aging	Area Agencies on Aging
Robert Cornelius	Benton County Human Services	County Human Services
Tony Masters	Sherburne County Human Services	County Human Services
Peggy Sammons	Stearns County Human Services	County Human Services
Nesa Black	Wright County Human Services	County Human Services
Debbie Anderson	St. Cloud Metro Bus	Public Transportation Provider
Tom Cruikshank	St. Cloud Metro Bus	Public Transportation Provider
Gary Ludwig	Trailblazer Transit	Public Transportation Provider

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Brian Horn	Tri-CAP	Public Transportation Provider
Cities of Wright County Area Transportation (Trailblazer Transit)	WCAT	Public Transportation Provider
Robert Fix	Functional Industries	Non-Profit Human Services
Tom Chatfield	WACOSA	Non-Profit Human Services
Amy Christenson	Independence Center	Non-Profit Human Services
Rosie Becker	Guardian Angels of Elk River	Non-Profit Human Services
Brenda Geldert	Options Inc.	Non-Profit Human Services
Kim Pettman	Minnesota Medicaid Citizens Advisory Committee	Statewide Human Services
Melissa Marengo	MTM	For-Profit Human Service Transportation
Roger Long	Voigt's Motorcoach	For-Profit Transportation
Jennifer Russell	Central Minnesota Jobs & Training	Non-Profit Human Services
Patty Storms	Reach-Up Head Start	Non-Profit Human Services
Heidi Schallberg	Met Council	Area Transportation Planning Agencies
Brian Gibson	St. Cloud APO	Area Transportation Planning Agencies
Joseph Mueller	St. Cloud APO	Area Transportation Planning Agencies
Noel Shughart	MnDOT Office of Transit	Minnesota Department of Transportation

Steve Voss	MnDOT District 3	Minnesota Department of Transportation
Sue Siemers	MnDOT Office of Transit	Minnesota Department of Transportation

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 outcome is presented below.

Strategy	Status	Discussion/Analysis	Successes/Barriers
Outsource Business Functions: System mobility manager to enable systems to contract to receive services, joint purchasing, billing, reporting, fraud prevention in Region 7W counties.	Started	Some organizations are outsourcing areas of their business, but not to the level of the identified strategy.	In-turn, outsourcing areas of business have reduced costs, staffing, and allowed staff more time to work in other areas of the business.
Contract Between Agencies: Small organizations can contract with transportation providers to provide transportation for their elderly and disabled clients at affordable rates.	Ongoing	Functional Industries contracts with Trailblazer. Metro Bus has contracts to take passengers shopping. Metro Bus offers Rider Referrals to find passengers the most appropriate services. WACOSA reaches out to find other available contract opportunities and are open to all collaborations. Other contracting may exist throughout the region.	Coordinated contracting has allowed the reduction of vehicles needed to provide services.

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Strategy	Status	Discussion/Analysis	Successes/Barriers
Share Resources: Expand service using 5310 vehicles to provide service after hours and on weekends using qualified drivers.	Started	MTM, private for-profit STS provider, operates as a broker for people needing transportation after-hours.	After typical hour service and weekend service is desired. New hours could become the new norm.
Coordinate Dispatch: Call-in center for those needing rides in Region 7W. Create a regional center for dispatching.	Ongoing	Metro Bus provides a call-in center.	Metro Bus doesn't go outside the St. Cloud metro area.
Consolidate Business Functions: System mobility manager to enable systems to contract to receive services, joint purchasing, billing, reporting, fraud prevention in Region 7W counties.	Not Started	The Steering Committee felt this project is very similar to "Outsource Business Functions".	While some organization have been outsourcing areas of business, none have been consolidating.
Coordinate Volunteer Driver Training: Training standards would support the use of volunteer drivers across agencies; first step may be the development of "best practices"; need to provide to provide financial incentive.	Not Started	Tri-Cap was working towards this in the previous planning effort, but the status is currently unknown. MCOTA would like to have standards throughout the state and has been working on it.	All organizations are different and standardizing statewide could be difficult.

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Strategy	Status	Discussion/Analysis	Successes/Barriers
Improve Service Convenience: Expand service using 5310 vehicles to provide service after hours and on weekends using qualified drivers. Provide transportation after normal working hours, weekends within rural communities serving low-income, disabled, seniors and those in need in rural areas.	In Progress	Organizations such as Functional Industries, Opportunity Matters, and Independent Lifestyles, for example, are allow/using vehicles after hours. The levels and permissions vary.	Votes for this strategy were distributed across the options, so In progress was chosen as the middle ground. It was discussed that issues with insurance are often up to the insurance agent, not the insurance agency.
Establish/enhance Volunteer Driver Programs: Improve flexibility to serve clients of all ages in Region 7W.	In-Progress	Some agencies are allowing reimbursements for only certain services, including no-load miles.	It has been difficult to find a one-size fits all.
Centralize Information: Expand/maintain centralized electronic database with all transportation options (and phone line); Partnership with Orange Cab.	Not Started	Orange Cab is no longer because it was bought by Care Cab. Previously Orange Cab was working on a database similar to the veterans program. Public transportation has to share, while health care is not required to share their data.	RTCCs could be a part of this strategy. Vulnerability Index-Service Prioritization Decision Assistance Tool (VI-SPADT) could be a model used by transportation to prioritize passengers with the greatest need.
Hire a Mobility Manager: Enhance existing mobility management	Not Started	Tri-CAP was providing this service.	Using one system to cover the entire state could be difficult and require most agencies

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Strategy	Status	Discussion/Analysis	Successes/Barriers
services through the Transportation Resource Center			to change current practices.
Offer Customer Travel Training: Create regional mobility assessment and travel training center.	In-Progress	Public transit agencies and human service providers throughout the region provide their custom training.	Often times, the rider needs training only once to become more familiar with the services.
Convene Regional Coordination Body: Convene transportation providers and human services agencies to discuss on-going coordination needs in Region 7W/APO area.	Started	Development of the RTCCs has led to multiple meetings in an on-going fashion. Meeting regionally could be enhanced to go beyond discussing RTCCs.	There is momentum in the region.

Rider Survey

On-line and paper copy surveys were made available to human service and private providers of transportation between January 23, 2017 and February 10, 2017. Approximately two-hundred agencies were asked to work with their clients to complete the survey that is used to evaluate the unmet transportation needs of human service agency clients. Returned surveys and followed discussions indicated that transportation services vary based location and individuals have unique travel needs. Public transit providers were not asked to complete rider surveys as they completed them last year for the Greater Minnesota Transit Investment Plan. Rider survey information from the public transit providers was used in the development of this plan.

Focus Group

In addition to the survey data collection, focus group meetings (one for providers and two for consumers) were held for participants to discuss their current perceptions of transportation services, opportunities, short and longer-term needs, trends and challenges. On February 8, 2017, the organization and first rider focus group meetings were held in

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St. Cloud. Nineteen participants from public transit, non-profit human service, non-profit transportation, and for-profit transportation attended the organization focus group meeting. The focus group discussed driver and worker shortages, current challenges for operators to leave their region, accommodating special requests/accommodations, challenges for people to get to the bus, and a general lack of awareness of the transportation services that are available. Public attendance was very limited at the rider focus group meeting on February 8, 2017 and the second rider focus group meeting on February 9, 2017 at the Monticello Community Center.

Planning Workshop

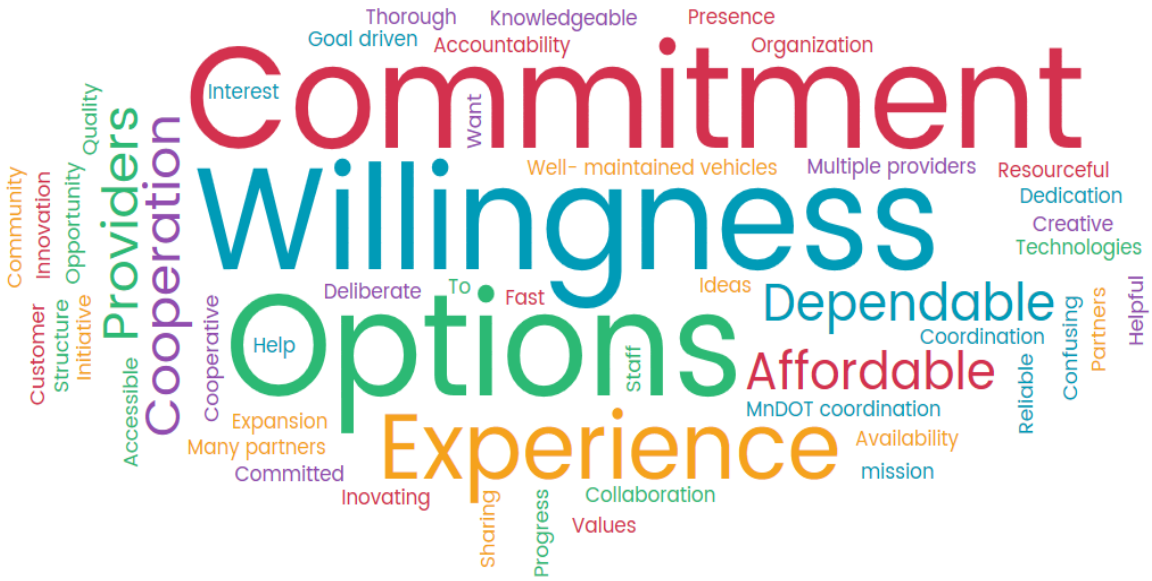
The planning workshop was held at the St. Cloud library on May 8, 2017 incorporated input from all interested stakeholders. A total of 42 people attended, listed in Appendix C. At the workshop, stakeholders identified strengths and weaknesses of transit coordination in the region. Building from these, 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 7W. In a word cloud, participants were asked to name three strengths and weaknesses that were then displayed on the screen. Participants then discussed the strengths and weaknesses to determine if anything was missing or needing additional clarification. Combined with the plan's technical findings, the strengths and

weaknesses helped form the basis for identifying strategies to address transportation coordination in this region.

What are the current strengths of human service transit coordination in the region?



What are the current weaknesses of human service transit coordination in the region?

Needs Assessment

The Steering Committee and Workshop attendees discussed needs and gaps in the region throughout the planning process. They were grouped into seven categories: service limitations, gaps & unmet needs, centralize information, spatial limitations, temporal limitations, program eligibility and trip purpose limitations, and service quality and miscellaneous issues.

- Service Limitations, Gaps & Unmet Needs
    - Services in rural areas is lacking and trips to the county seat are important.
    - There are not enough vehicles and capacity to handle the demand.
    - Mobility manager position could further assist in identifying and resolving limitations, gaps and unmet needs in the region.
    - Getting to the bus stop can be challenging in some locations.
    - Attracting and maintaining good workers is a challenge. There is a shortage of volunteer, public, and private transportation service drivers.
- Centralized Information
    - Many people are unaware of the public transit services that are available.
    - A user friendly central location of available transportation services is needed for riders to plan their own trip and could serve as a better resource for referrals.
    - Existing call centers primarily focus on non-transportation related matters.
    - Mobility manager position could assist directing riders to available services.
- Spatial Limitations
    - Operating hours are an issue when rides leave the region.
    - Reimbursement issues with empty miles.
    - Difficult to find companies/drivers to provide medical rides to large cities outside the region.
    - Crossing county lines can cause challenges for some operators.

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- Temporal Limitations
    - Service availability may be lacking for social trips.
    - Limited hours and weekend services.
    - Schedules don't always match demand.
- Program Eligibility and Trip Purpose Limitations
    - Need to work with agencies such as WACOSA to wean people from para transit to traditional services when applicable.
    - Providers can't pool passengers with different needs.
    - Paratransit services may be overused with other services available.
- Service Quality and Miscellaneous Issues
    - Some people may be reluctant or resistant to using transit.
    - Marketing transit could help shift perception issues for potential riders.
    - Traditional/regular riders get preference and special requests are sometimes difficult to coordinate.
    - Volunteer drivers do not always know the extent of their trip and may experience possible or perceived risk in their transport.

Throughout this planning process, many needs and gaps were discussed and possible solutions identified in the strategy prioritization and project idea process. Many of these needs and gaps could be further refined through participation in a Regional Transportation Coordinating Council. Convening a regional coordination body through this planning process assisted in identifying issues and possible solutions, but a coordinating group working to implement projects would help ensure projects are completed. Centralizing information, staffing a mobility manager position, and marketing transit assets in the region could help improve the conditions of nearly all of the gaps and needs identified in this process

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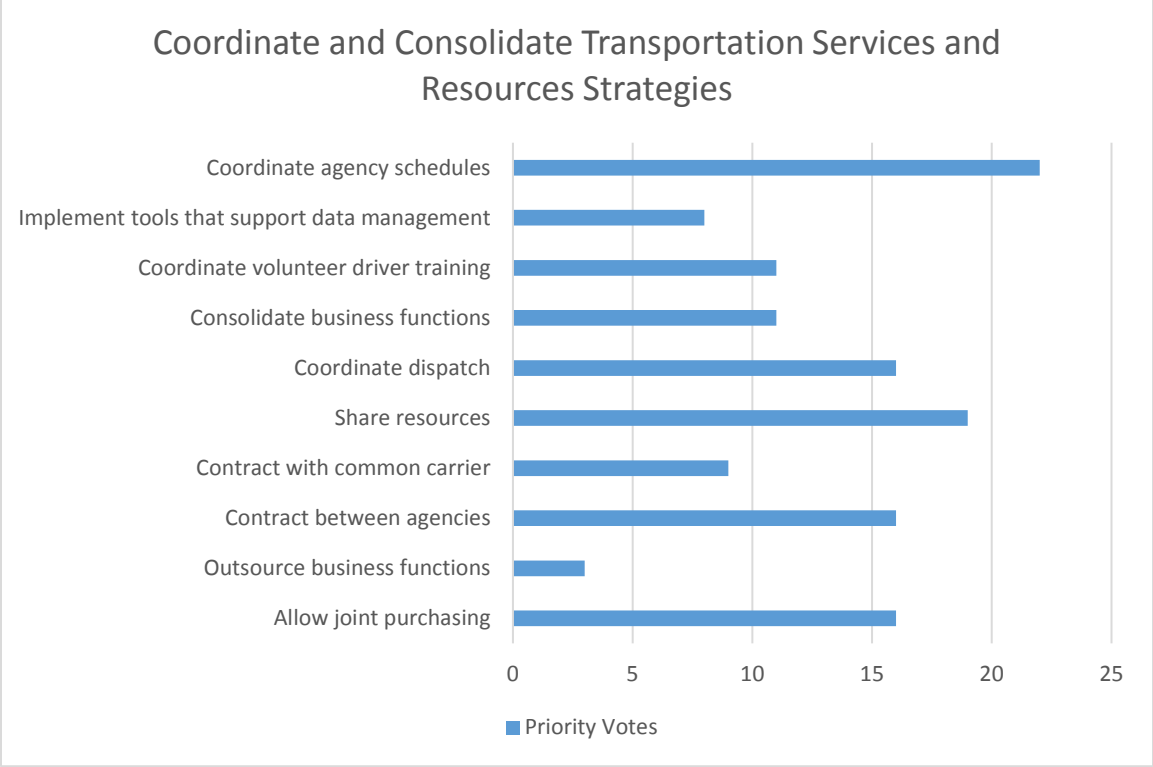
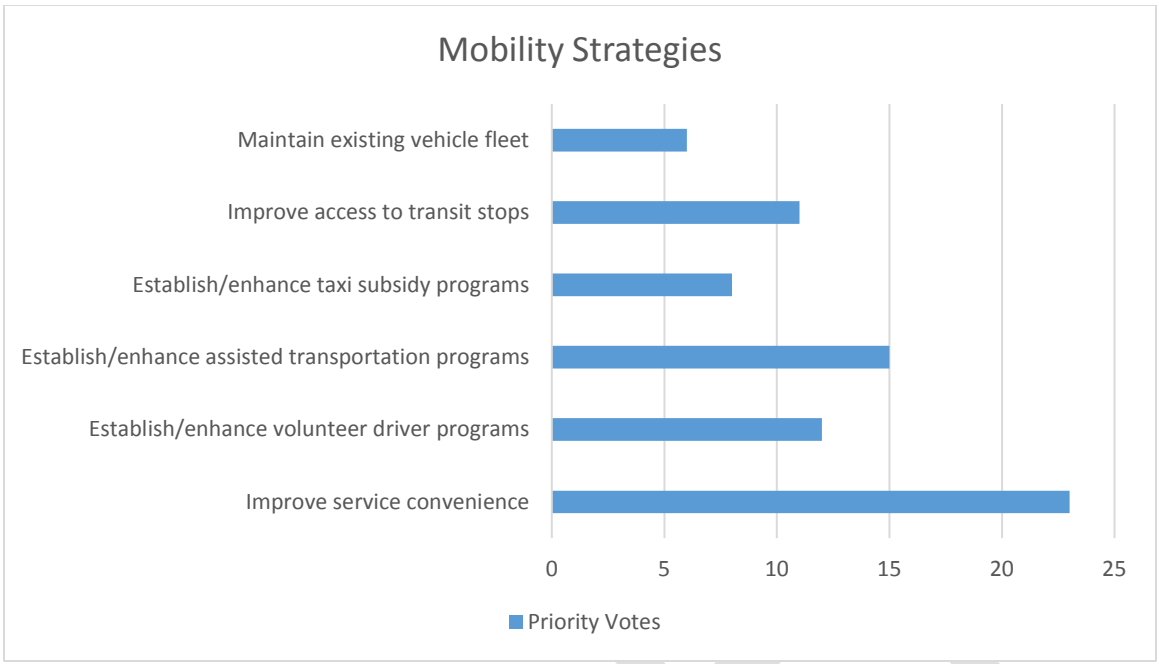
Strategies and Projects

Strategies

To prioritize typical coordination strategies, workshop attendees voted on sub-strategies that would improve transit coordination in the region. The sub-strategies are grouped into three main categories: Coordinate and Consolidate Transportation Services and Resources; Mobility; and Communication, Training, and Organizational Support.




Mobility Strategies
Maintain existing vehicle fleet
Improve access to transit stops
Establish/enhance taxi subsidy programs
Establish/enhance assisted transportation programs
Establish/enhance volunteer driver programs
Improve service convenience
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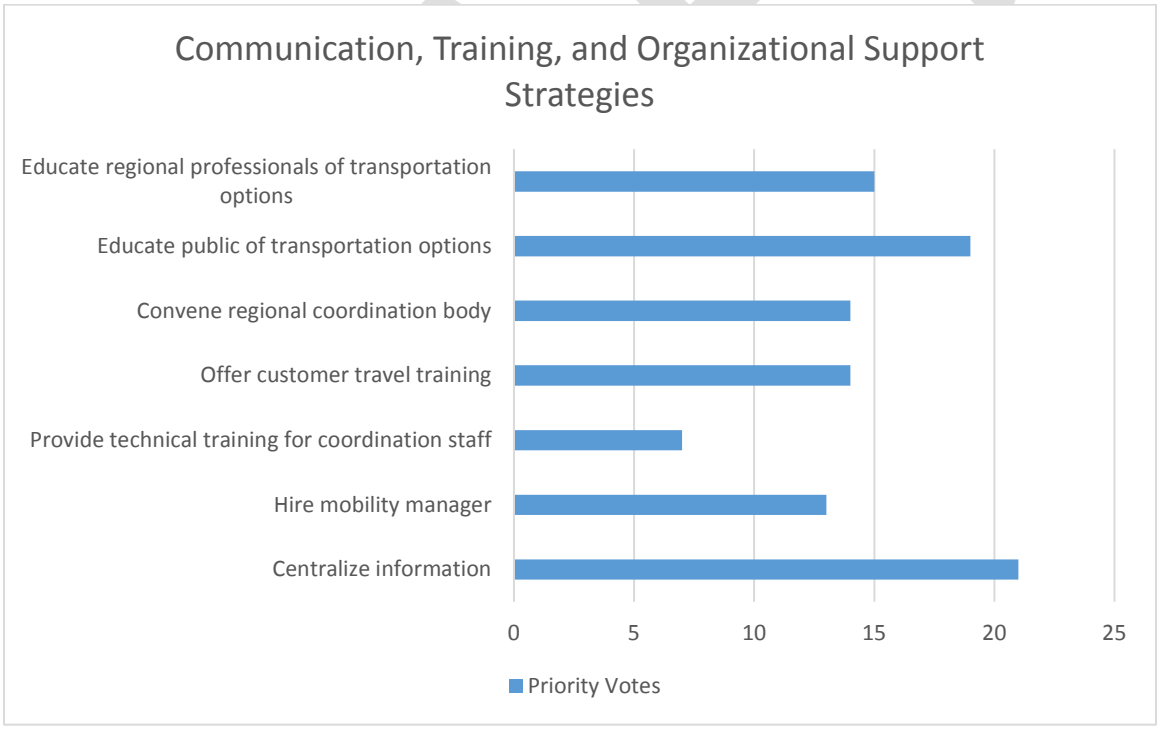
25
Priority Votes


Communication, Training, and Organizational Support Strategies
Educate regional professionals of transportation options
Educate public of transportation options
Convene regional coordination body
Offer customer travel training
Provide technical training for coordination staff
Hire mobility manager
Centralize information
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Priority Votes

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 7W/St. Cloud APO.

Communication, Training, and Organizational Support

- Create a centralized database of available transportation resources.
- Hire a mobility manager.
- Create a public awareness campaign to educate the public.
- Convene regional coordination body.
- Improve community engagement activities.
- Educate regional professionals of transportation options.
- Provide technical training for coordination staff.
- Continue/expand customer travel training programs.
- Increase availability of smart phone applications for trip planning.

Mobility Strategies

- Work with area schools/colleges to help coordinate mobility strategies and transportation services.
- Improve job access for veterans.
- Improve school access for children, such as the Salvation Army in St. Cloud.
- Improve transportation services at senior housing centers, such as the Keller Lake Commons.
- Expand services in the St. Cloud Metro outer lying area
- Expand weekend and holiday hours.
- Increase travel options to county seats.
- Increase service hours throughout the day.
- Increase service hours during non-typical travel times.

Coordinate and Consolidate Transportation Services and Resources

- Contract with common carrier to permit co-mingling of capital resources.
- Contract between agencies with set base prices.
- Improve private sector involvement through full participation of private enterprise participation.
- Collect ride denial data from private partners
- Work with Uber, Lyft, and others to help improve fee/fare structures.
- Coordinate volunteer driver programs/organize volunteers to provide rides.

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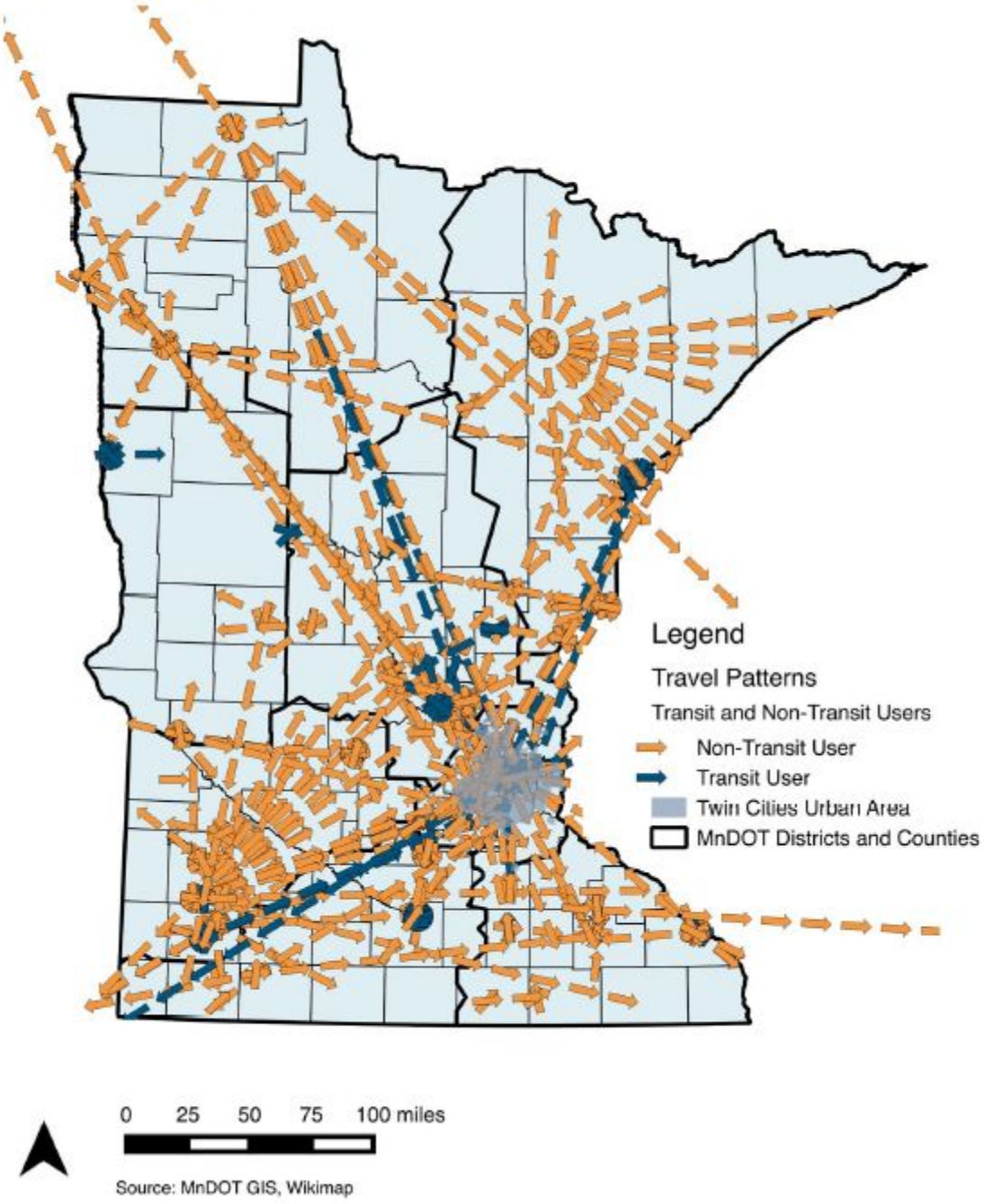
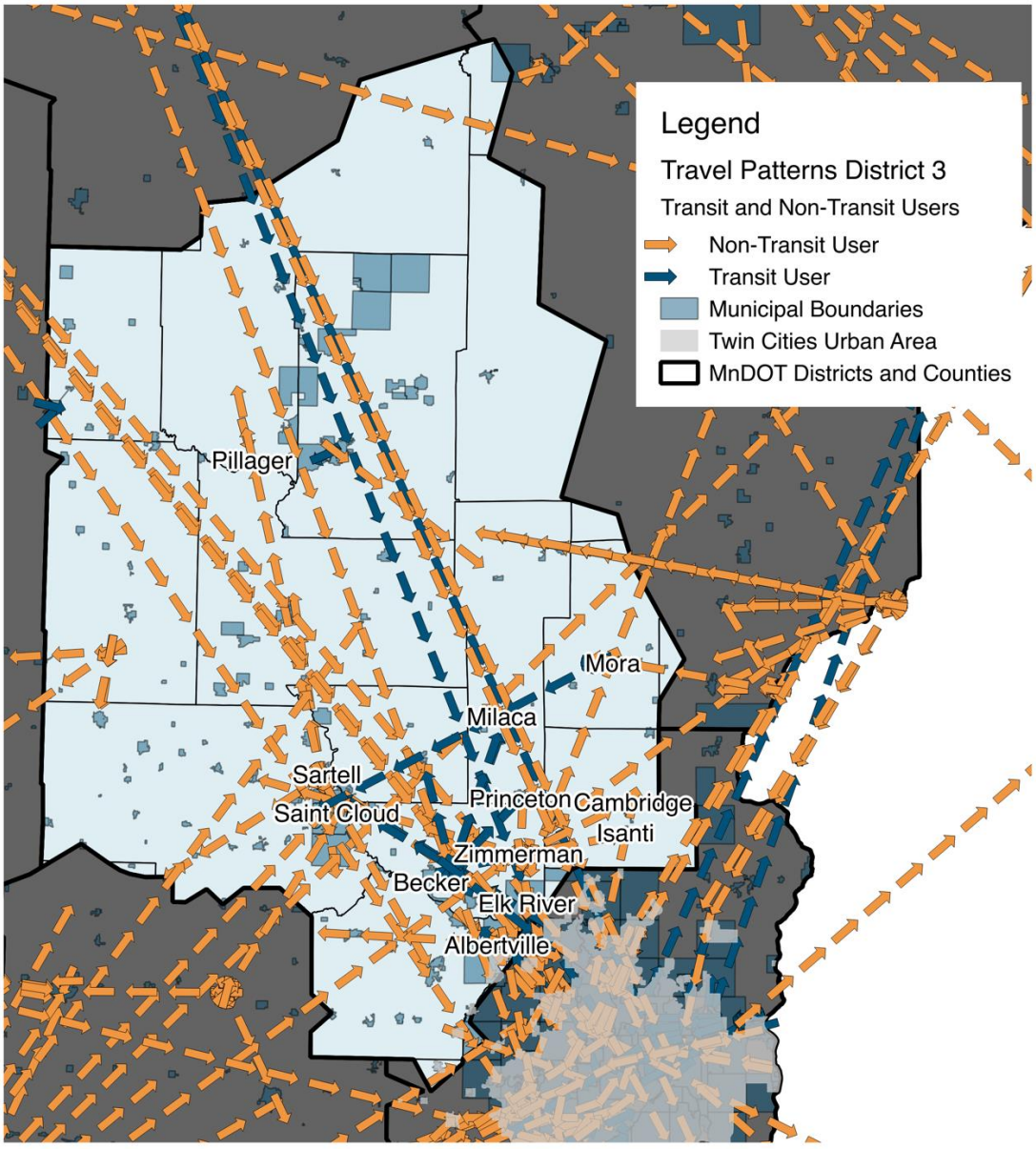
Appendix A – Transit Services, Transit-Dependent Populations, and Key Destinations

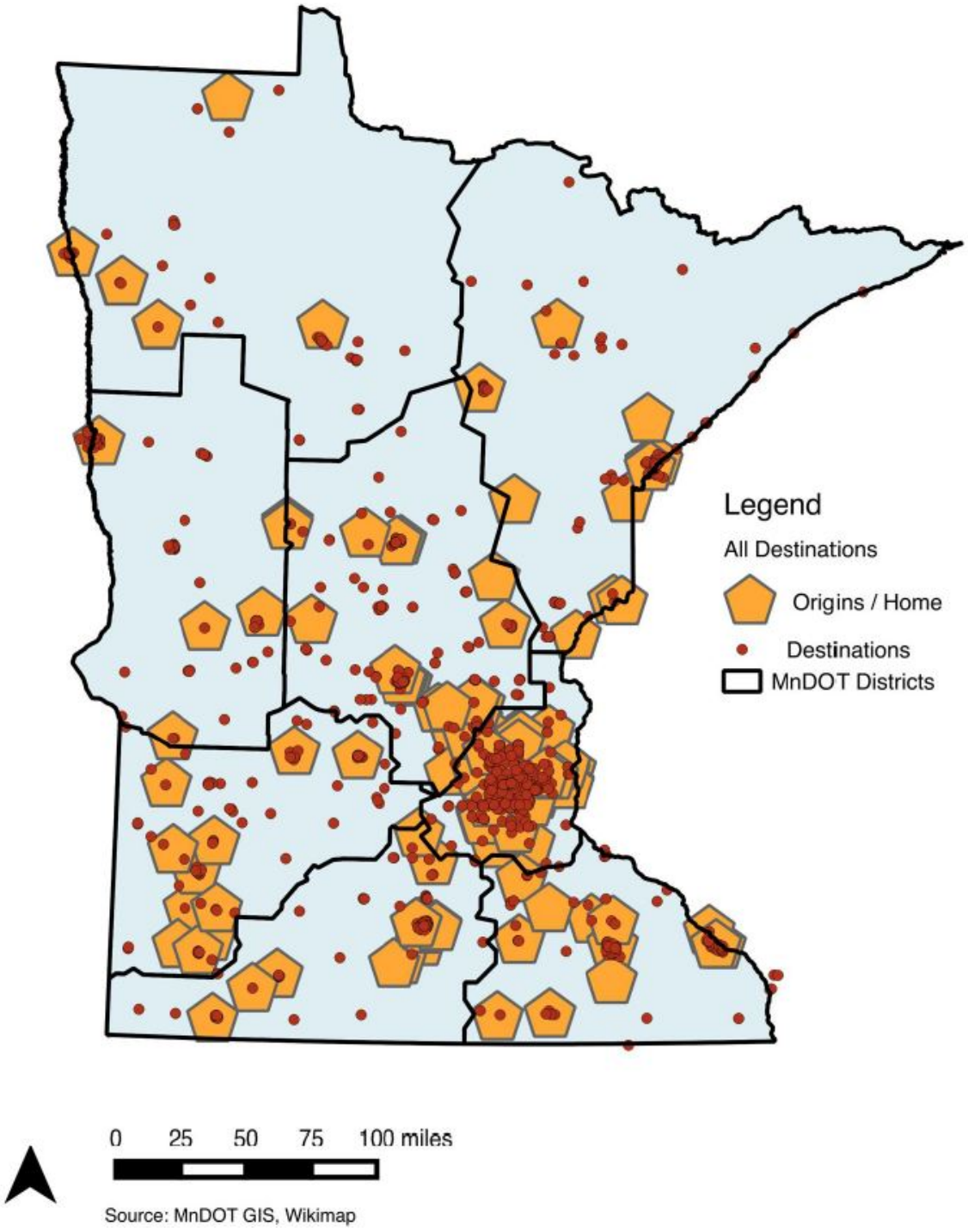
Figure 21 Existing and Desired Travel Patterns



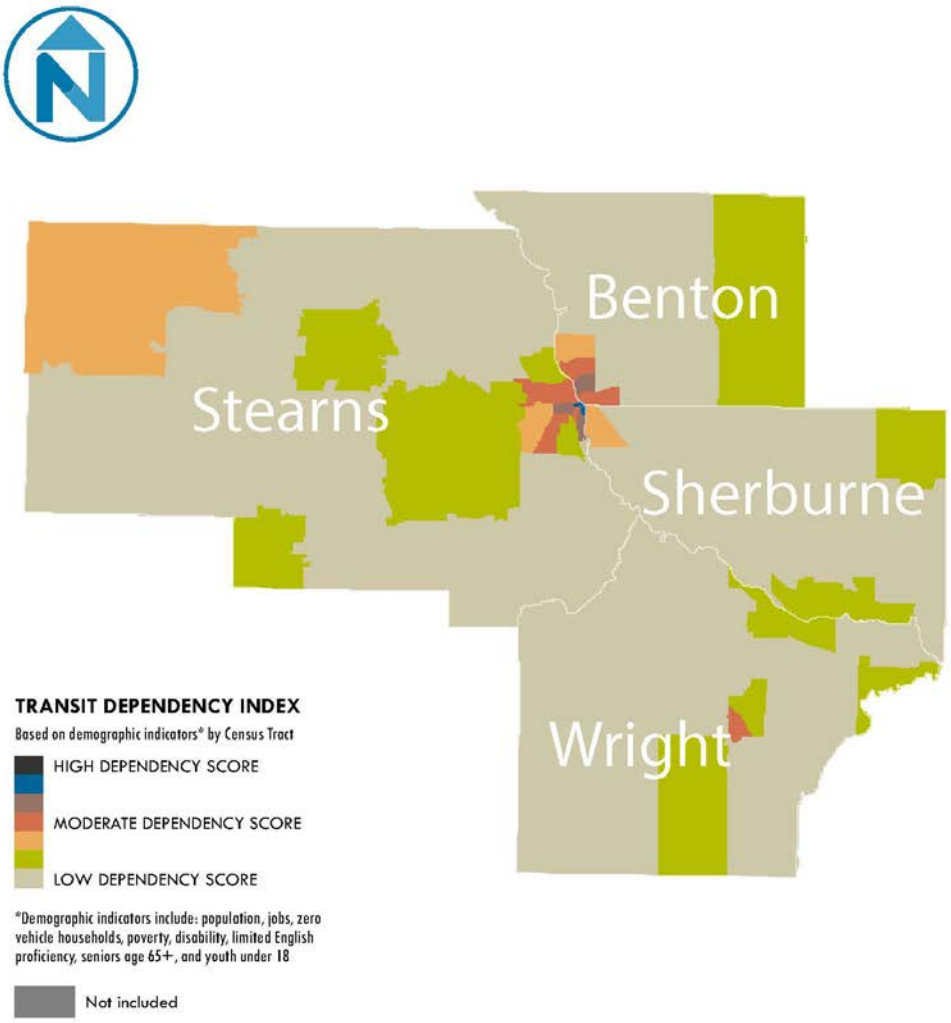
Source: MnDOT GIS, Wikimap



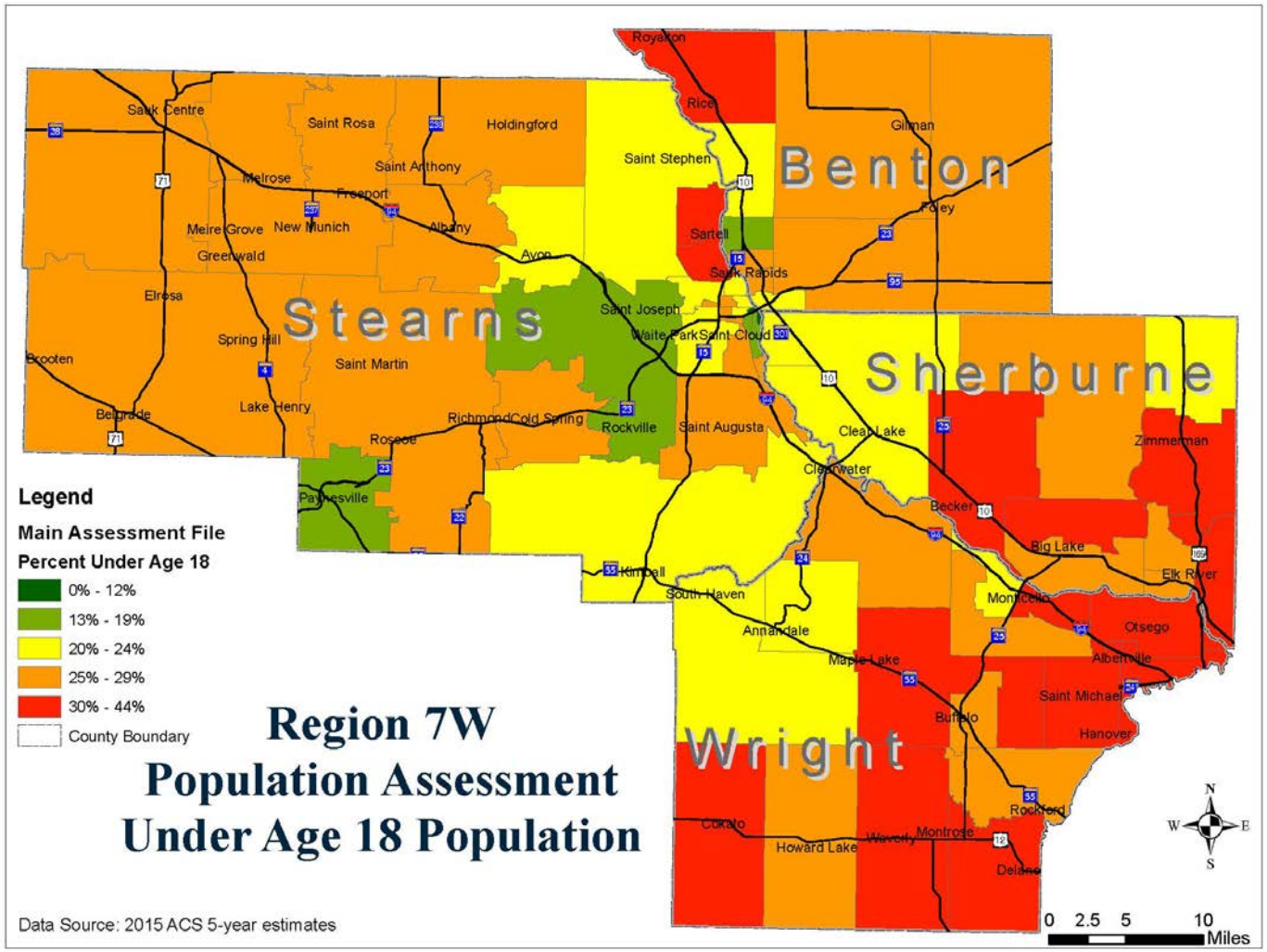
Source: MnDOT GIS, Wikimap

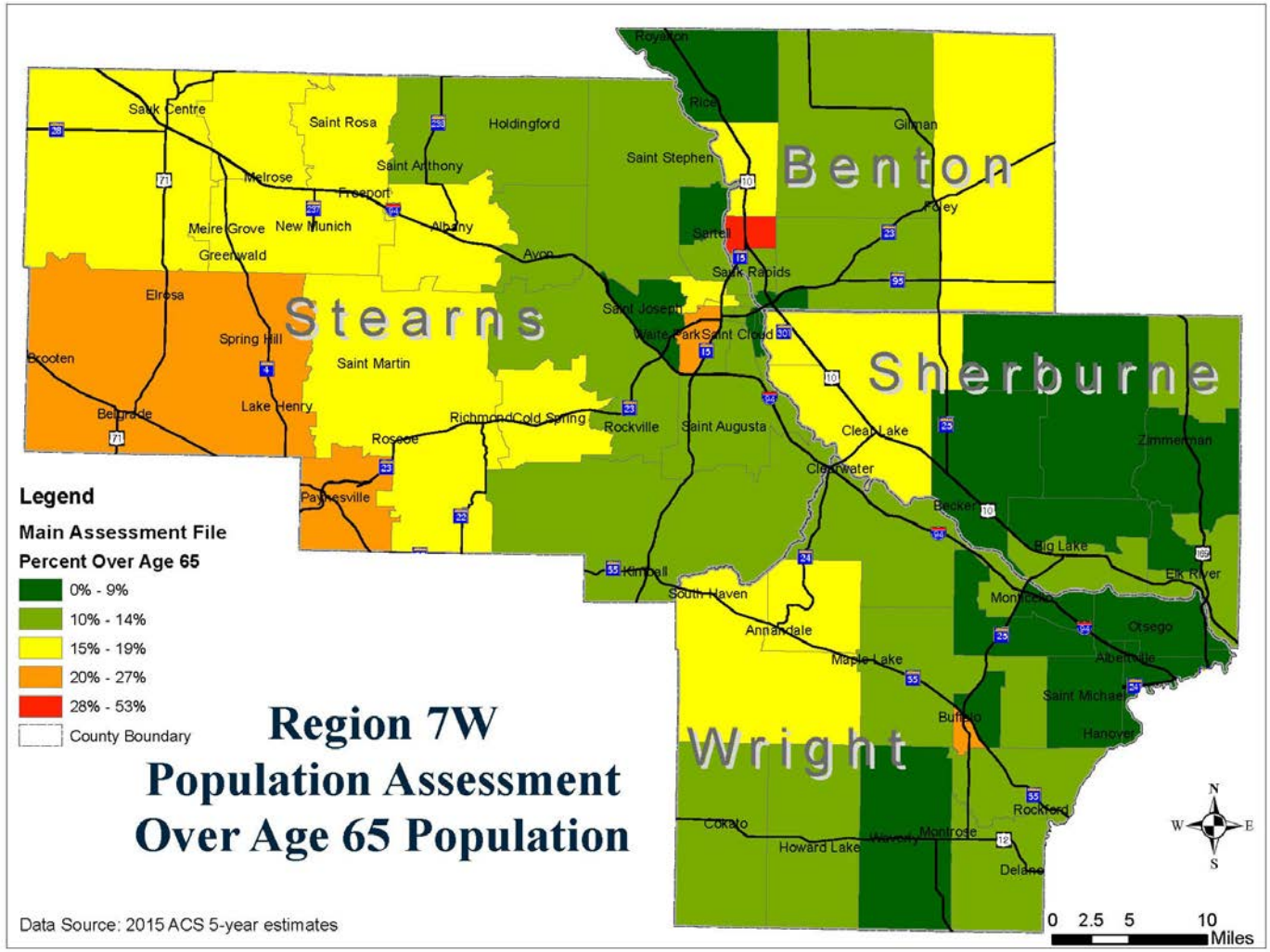

Legend
All Destinations
Origins / Home
Destinations
MnDOT Districts
0
25
50
75
100 miles
Source: MnDOT GIS, Wikimap

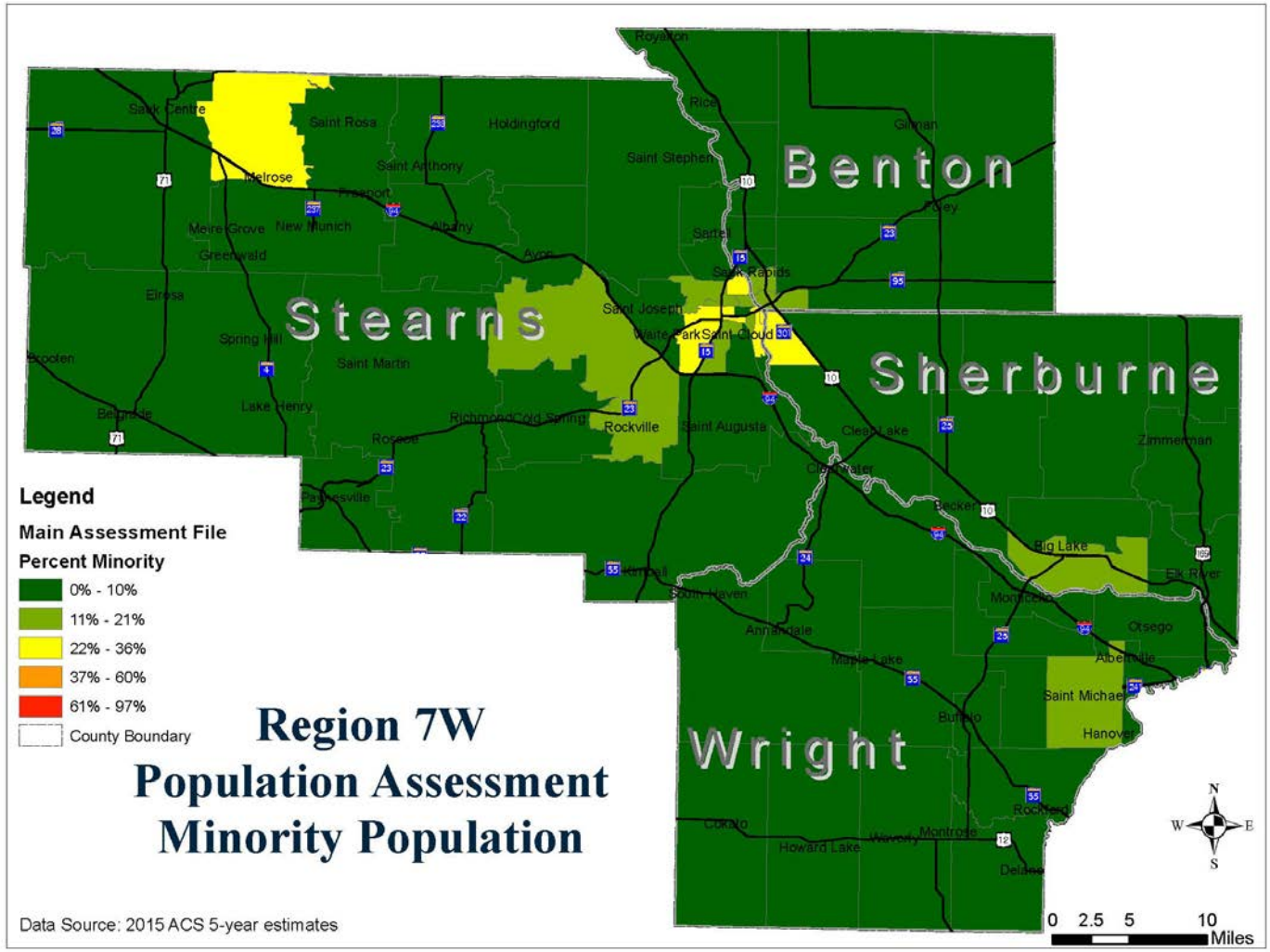
Transit Dependency Index - RDC 7W

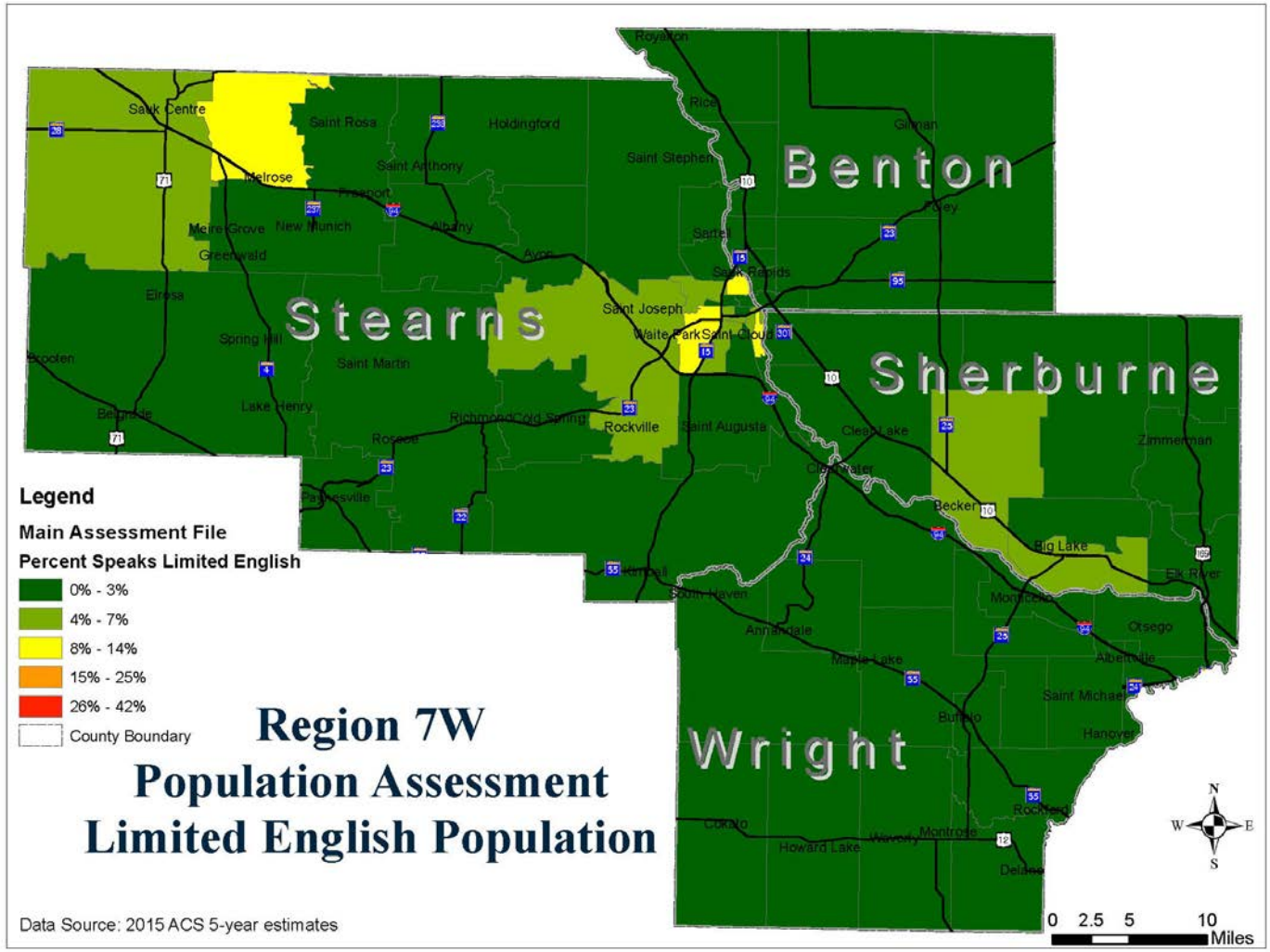


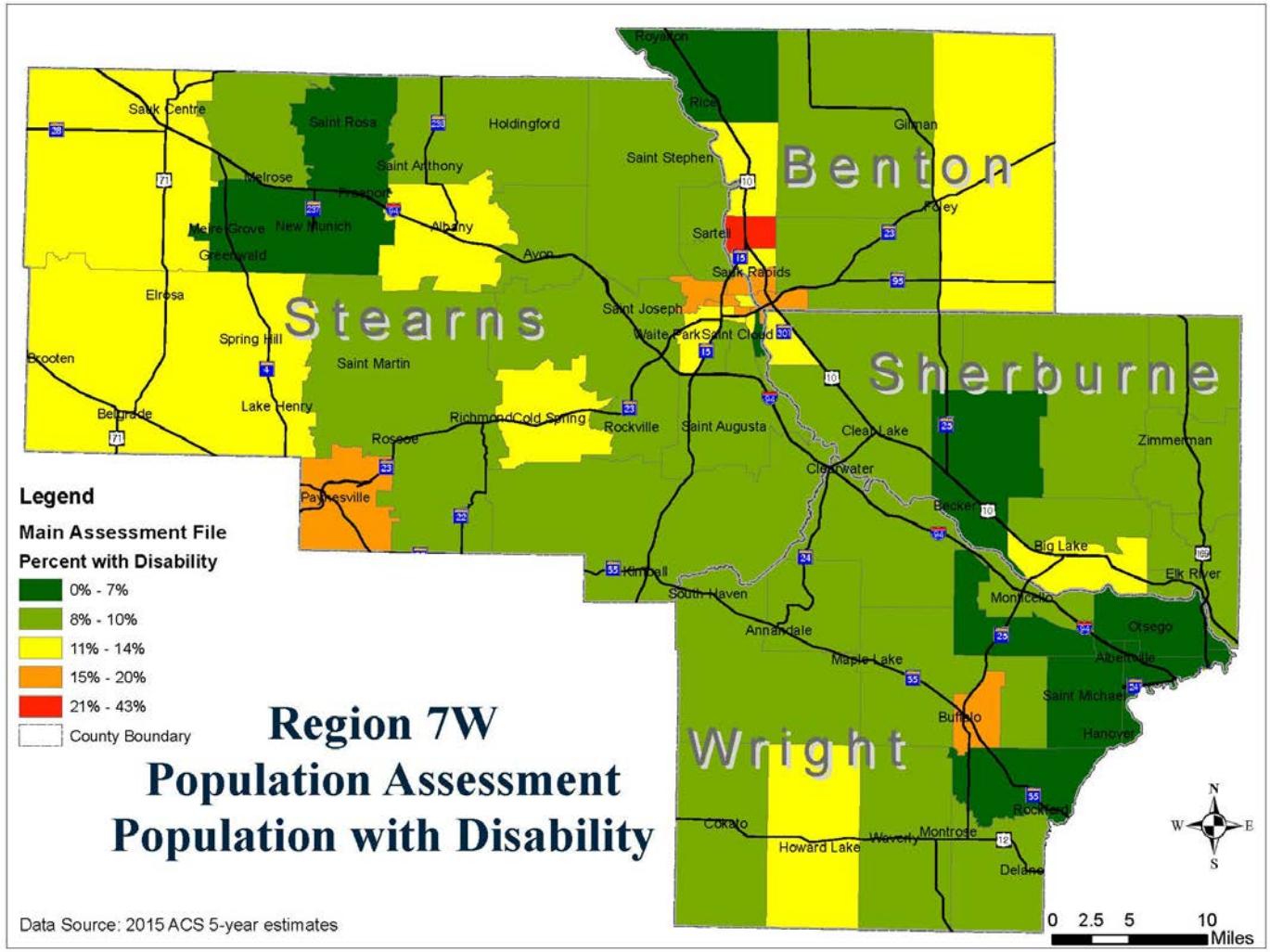
Data Sources: MnDOT GIS; ACS 5-yr estimates 2013; LEHD On the Map (All Jobs) 2013.

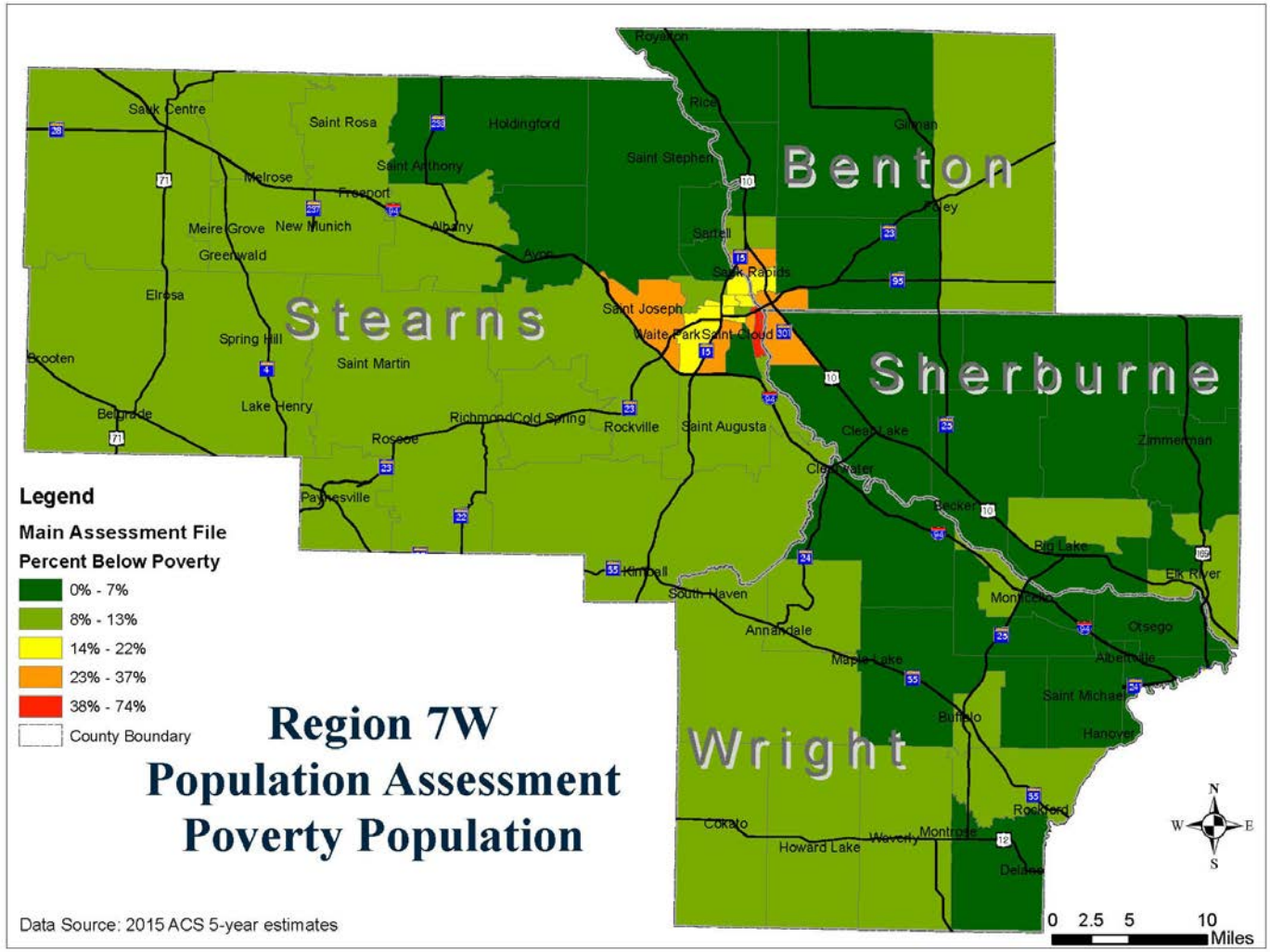

Benton
Stearns
Sherburne
Wright
Sauk Centre
Saint Rosa
Holdingford
Melrose
Saint Anthony
Freeport
Meire Grove
New Munich
Albany
Greenwald
Avon
Elrosa
Spring Hill
Saint Martin
Brooten
Lake Henry
Belgrade
Roscoe
Richmond
Cold Spring
Rockville
Saint Augusta
Saint Joseph
Waite Park
Saint Cloud
Sartell
Sauk Rapids
Saint Stephen
Rice
Royalton
Gilman
Foley
Clear Lake
Clearwater
Zimmerman
Becker
Big Lake
Elk River
Monticello
Otsego
Albertville
Saint Michael
Hanover
Buffalo
Rockford
Montrose
Waverly
Howard Lake
Cokato
Annandale
Maple Lake
South Haven
Kimball
Paynesville
Legend
Main Assessment File
Percent Under Age 18
0% - 12%
13% - 19%
20% - 24%
25% - 29%
30% - 44%
County Boundary
Region 7W
Population Assessment
Under Age 18 Population
Data Source: 2015 ACS 5-year estimates
N
W
E
S
0 2.5 5 10
Miles

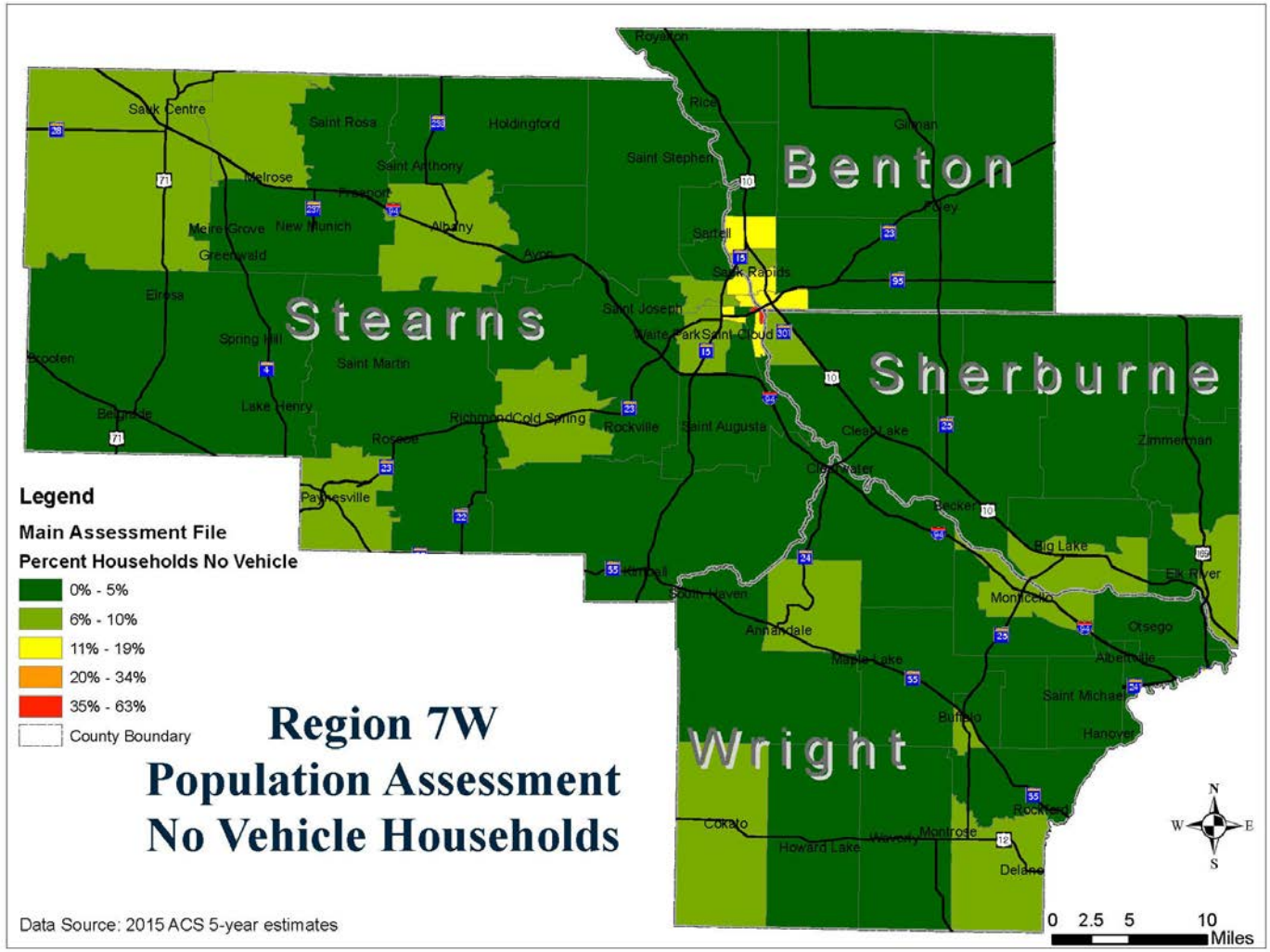

Region 7W
Population Assessment
Over Age 65 Population
Legend
Main Assessment File
Percent Over Age 65
0% - 9%
10% - 14%
15% - 19%
20% - 27%
28% - 53%
County Boundary
Benton
Stearns
Sherburne
Wright
Sauk Centre
Saint Rosa
Holdingford
Saint Stephen
Melrose
Saint Anthony
Freeport
New Munich
Albany
Meire Grove
Greenwald
Avon
Sartell
Sauk Rapids
Elrosa
Saint Joseph
Waite Park
Saint Cloud
Spring Hill
Saint Martin
Brooten
Belgrade
Lake Henry
Richmond
Cold Spring
Rockville
Saint Augusta
Clear Lake
Roscoe
Clearwater
Paynesville
Becker
Big Lake
Elk River
Kimball
South Haven
Annandale
Maple Lake
Buffalo
Saint Michael
Hanover
Rockford
Cokato
Howard Lake
Montrose
Delano
Data Source: 2015 ACS 5-year estimates
0 2.5 5 10
Miles


Benton
Stearns
Sherburne
Wright
Legend
Main Assessment File
Percent Minority
0% - 10%
11% - 21%
22% - 36%
37% - 60%
61% - 97%
County Boundary
Region 7W
Population Assessment
Minority Population
Data Source: 2015 ACS 5-year estimates
0 2.5 5 10
Miles
N
W
E
S


Benton
Stearns
Sherburne
Wright
Legend
Main Assessment File
Percent Speaks Limited English
0% - 3%
4% - 7%
8% - 14%
15% - 25%
26% - 42%
County Boundary
Region 7W
Population Assessment
Limited English Population
Data Source: 2015 ACS 5-year estimates
0 2.5 5 10
Miles
N
W
E
S


Region 7W
Population Assessment
Population with Disability
Legend
Main Assessment File
Percent with Disability
0% - 7%
8% - 10%
11% - 14%
15% - 20%
21% - 43%
County Boundary
Data Source: 2015 ACS 5-year estimates
0 2.5 5 10
Miles
Benton
Stearns
Sherburne
Wright
Royalton
Rice
Gilman
Foley
Sauk Centre
Saint Rosa
Holdingford
Saint Stephen
Saint Anthony
Melrose
Freeport
Albany
Sartell
Sauk Rapids
Meire Grove
New Munich
Greenwald
Avon
Elrosa
Saint Joseph
Waite Park
Saint Cloud
Spring Hill
Brooten
Saint Martin
Lake Henry
Belgrade
Richmond
Cold Spring
Rockville
Saint Augusta
Clear Lake
Zimmerman
Roscoe
Clearwater
Paynesville
Becker
Big Lake
Elk River
Kimball
South Haven
Monticello
Otsego
Annandale
Maple Lake
Albertville
Saint Michael
Buffalo
Hanover
Rockford
Cokato
Howard Lake
Waverly
Montrose
Delano
N
S
E
W


Benton
Stearns
Sherburne
Wright
Sauk Centre
Saint Rosa
Holdingford
Saint Stephen
Melrose
Saint Anthony
Freeport
Meire Grove
New Munich
Albany
Greenwald
Avon
Sartell
Sauk Rapids
Elrosa
Saint Joseph
Waite Park
Saint Cloud
Spring Hill
Saint Martin
Brooten
Lake Henry
Belgrade
Richmond
Cold Spring
Rockville
Saint Augusta
Roscoe
Clear Lake
Zimmerman
Becker
Big Lake
Elk River
Kimball
South Haven
Annandale
Maple Lake
Otsego
Saint Michael
Buffalo
Hanover
Rockford
Cokato
Howard Lake
Waverly
Montrose
Legend
Main Assessment File
Percent Below Poverty
0% - 7%
8% - 13%
14% - 22%
23% - 37%
38% - 74%
County Boundary
Region 7W
Population Assessment
Poverty Population
Data Source: 2015 ACS 5-year estimates
N
W
E
S
0 2.5 5 10
Miles


Benton
Stearns
Sherburne
Wright
Legend
Main Assessment File
Percent Households No Vehicle
0% - 5%
6% - 10%
11% - 19%
20% - 34%
35% - 63%
County Boundary
Region 7W
Population Assessment
No Vehicle Households
Data Source: 2015 ACS 5-year estimates
0 2.5 5 10
Miles
N
W
E
S

Appendix B – Transportation Resources

The following includes contact information of human service providers and regional transportation providers, but is not a complete list of all providers in the region.

Name:	A Home for the Day
Address:	1971 Pine Cone Rd, St. Cloud MN 56303
Phone:	320-260-5251
Web:	http://www.ahomefortheday.com/
Service Type/Area Served:	For-Profit Human Service/ Stearns County
Name:	All Good Home Care Inc.
Address:	9250 Lakewood Shore Rd NW, Rice MN 56367
Phone:	3203932406
Web:	
Service Type/Area Served:	For-Profit Human Service/Benton County
Name:	Alternative Senior Care
Address:	418 10th St S, Sauk Centre MN 56378
Phone:	866-352-3350
Web:	http://www.alternativeseniorcare.net/index.php
Service Type/Area Served:	For-Profit Human Service/ Stearns County and others
Name:	Anna Marie's Alliance
Address:	PO Box 367, St. Cloud MN 56302
Phone:	320-253-6900
Web:	http://www.annamaries.org/
Service Type/Area Served:	Non-Profit Human Service/Region 7W and others
Name:	Assumption Community

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Address:	615 1st St N Cold Spring, MN 56320
Phone:	320-685-3693
Web:	http://www.assumptionhome.org
Service Type/Area Served:	Non-Profit Human Service/Stearns County
Name:	Bayada Home Health Care
Address:	110 2nd St S, Waite Park MN 56387
Phone:	320-251-0668
Web:	https://www.bayada.com/?utm_expid=93640914-10.tofAJiEXTdmaVGwahteV1w.0
Service Type/Area Served:	For-Profit Human Service/Region 7W and others
Name:	Benton County Human Services
Address:	531 Dewey St, Foley MN 56329
Phone:	320-968-5087
Web:	http://www.co.benton.mn.us/Human_Services
Service Type/Area Served:	Government/Benton County
Name:	Brott's Housing with Specialized Service
Address:	305 2nd Ave S, Sauk Rapids MN 56379
Phone:	320-291-8159
Web:	
Service Type/Area Served:	For-Profit Human Service/ Benton, Sherburne and Stearns counties
Name:	Care Transportation
Address:	2600 7th St N, St. Cloud MN 56303
Phone:	800-450-6100
Web:	http://www.caretransportation.com

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Service Type/Area Served:	For-Profit Transportation/All of Minnesota
Name:	Catholic Charities of the Diocese of St. Cloud
Address:	374 4th Ave S, St. Cloud MN 56301
Phone:	320-240-8204
Web:	http://ccstcloud.org
Service Type/Area Served:	Non-Profit Human Services/Region 7W and others
Name:	CentraCare Health/St. Cloud Hospital
Address:	2035 15th St N, St. Cloud MN 56303
Phone:	320-259-9375
Web:	https://www.centracare.com/
Service Type/Area Served:	Non-Profit Human Services/ Region 7W and others
Name:	Central Minnesota Council on Aging
Address:	1301 W St Germaine St, St. Cloud MN 56301
Phone:	320-253-9349
Web:	http://www.cmcoa.org
Service Type/Area Served:	Non-Profit Human Services/ Region 7W and others
Name:	Central Minnesota Jobs & Training Services, Inc.
Address:	406 E 7th St, Monticello MN 55362
Phone:	763-271-3700
Web:	http://www.cmjts.org
Service Type/Area Served:	Non-Profit Human Services/ Sherburne, Wright counties and others
Name:	Central Minnesota Sexual Assault Center
Address:	15 Riverside Dr NE, St. Cloud MN 56304

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Phone:	320-251-4357
Web:	http://cmsac.org
Service Type/Area Served:	Non-Profit Human Services/ Region 7W
Name:	Cities Edge Transportation LLC
Address:	8182 Calder Ave SE, Delano MN 55328
Phone:	612-418-3203
Web:	http://www.citiesedge.net
Service Type/Area Served:	For-Profit Transportation/ Wright County
Name:	City of Delano
Address:	234 - 2nd Street North P. O. Box 462, Delano MN 55328
Phone:	763-972-0574
Web:	http://www.delano.mn.us/
Service Type/Area Served:	Government & Route Deviation/ Carver, Hennepin, Wright counties
Name:	Cokato Charitable Trust - Cokato Manor
Address:	182 Sunset Ave NW, Cokato MN 55321
Phone:	320-286-2158
Web:	http://www.cokatoseniorcare.com
Service Type/Area Served:	Non-Profit Human Services/ Wright County and others
Name:	Comfort Keepers - St. Cloud
Address:	50 10th Ave S, Waite Park MN 56387
Phone:	320-230-9939
Web:	http://waitepark-581.comfortkeepers.com
Service Type/Area Served:	For-Profit Human Services/Benton, Sherburne, Stearns counties and others

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Name:	Country Manor Campus
Address:	520 1st St NE, Sartell MN 56377
Phone:	320-258-2273
Web:	http://www.countrymanorcampus.org
Service Type/Area Served:	For-Profit Human Services/Benton, Sherburne, Stearns counties and others
Name:	Cummings Care Center
Address:	216 3rd Ave S, Sauk Rapids MN 56379
Phone:	320-251-3447
Web:	http://www.cummingscarecenter.com
Service Type/Area Served:	Non-Profit Human Services/ Benton County
Name:	Delano Senior Center
Address:	234 2nd St S, Delano MN 55328
Phone:	763-972-0574
Web:	http://www.delano.mn.us/services/departments/senior-center
Service Type/Area Served:	Non-Profit Human Services/Wright County
Name:	Eagle's Healing Nest
Address:	310 Hwy 71 North, Sauk Centre MN 56378
Phone:	320-351-6200
Web:	http://www.eagleshealingnest.com
Service Type/Area Served:	Non-Profit Human Services/ Stearns County
Name:	Elim Care
Address:	613 Montrose Blvd, Buffalo MN 55313
Phone:	763-684-0803

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Web:	http://www.elimcare.org
Service Type/Area Served:	Non-Profit Human Services/ Wright County
Name:	Essential Kare
Address:	6523 117th St NW, Maple Lake MN 55358
Phone:	320-963-7571
Web:	
Service Type/Area Served:	For-Profit Human Services/ Wright County
Name:	Executive Express
Address:	3358 Southway Drive, St. Cloud MN 56301
Phone:	320-253-2226
Web:	http://www.executiveexpress.biz/
Service Type/Area Served:	For-Profit Transportation/Region 7W and others
Name:	Fairview Health Services
Address:	911 Northland Dr, Princeton MN 55371
Phone:	763-389-1313
Web:	http://www.fairview.org
Service Type/Area Served:	Non-Profit Human Services/ Sherburne County and others
Name:	Foley Area C.A.R.E.
Address:	321 6th Ave, Foley MN 56329
Phone:	320-968-7848
Web:	http://foleyareacare.org
Service Type/Area Served:	Non-Profit Human Services/ Benton County
Name:	Functional Industries

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Address:	1803 Highway 25 N, Buffalo MN 55313
Phone:	763-682-2910
Web:	http://www.functionalindustries.org
Service Type/Area Served:	Non-Profit Human Services/ Wright County
Name:	Good Shepherd Community
Address:	1115 4th Ave N, Sauk Rapids MN 56379
Phone:	320-259-3470
Web:	http://goodshepherdcampus.org
Service Type/Area Served:	Non-Profit Human Services/ Benton County
Name:	Great River Area Faith in Action
Address:	500 Sundial Dr, Waite Park MN 56387
Phone:	763-263-4277
Web:	http://www.grfia.org
Service Type/Area Served:	Non-Profit Human Services/Region 7W and others
Name:	Guardian Angels Senior Services
Address:	922 Main St NW, Elk River MN 55330
Phone:	763-241-6845
Web:	http://www.guardianangelsmn.org
Service Type/Area Served:	Non-Profit Human Services/ Sherburne, Wright counties and others
Name:	Hartley's Safe House
Address:	PO Box 746, Elk River MN 55330
Phone:	763-515-6576
Web:	http://www.hartleyshouse.org

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Service Type/Area Served:	Non-Profit Human Services/Sherburne, Stearns, Wright counties and others
Name:	Healthnorth, Inc.
Address:	165 19th St S, Sartell MN 56377
Phone:	320-260-5280
Web:	http://www.healthnorthinc.com
Service Type/Area Served:	For-Profit Human Services/ Benton, Sherburne, Stearns counties and others
Name:	Helping Hands Outreach
Address:	101 Plymouth St, Holdingford MN 56340
Phone:	320-746-9960
Web:	http://holdingfordhelpinghands.org
Service Type/Area Served:	Non-Profit Human Services/ Stearns County
Name:	Heritage of Foley
Address:	152 Norman Ave S, Foley MN 56329
Phone:	320-968-7117
Web:	http://www.heritageoffoley.com
Service Type/Area Served:	For-Profit Human Services/ Benton County
Name:	Independence Center Inc.
Address:	215 N Benton Dr, Sauk Rapids MN 56379
Phone:	320-529-9000
Web:	http://www.independencecenterinc.org
Service Type/Area Served:	Non-Profit Human Services/ Region 7W and others
Name:	Lange Home
Address:	13892 37th St, Clear Lake MN 55319

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Phone:	763-662-2836
Web:	http://www.langeboardandroom.com/
Service Type/Area Served:	For-Profit Human Services/ Region 7W and others
Name:	L.J.'s Handi-Van
Address:	15001 309th Ave N, Princeton MN 55371
Phone:	763-389-9440
Web:	
Service Type/Area Served:	For-Profit Human Services/ Sherburne County and others
Name:	Legacy Place
Address:	902 15th St NE, Sauk Rapids MN 56379
Phone:	320-253-1733
Web:	http://www.legacyplace.net
Service Type/Area Served:	For-Profit Human Services/Benton, Sherburne, Stearns counties
Name:	Loving Hands Transportation LLC
Address:	
Phone:	763-607-8700
Web:	http://www.lovinghandstransportation.com
Service Type/Area Served:	For-Profit Human Services/Sherburne, Stearns, Wright counties and others
Name:	Lutheran Social Service
Address:	1525 Northway Dr, St. Cloud MN 56303
Phone:	320-356-9110
Web:	http://www.lssmn.org/assisted_living_caregiver_support
Service Type/Area Served:	Non-Profit Human Services/ Benton, Stearns counties

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Name:	M.R. Welty Homes
Address:	14780 Ogren Pl NE, Otsego MN 55330
Phone:	763-355-9190
Web:	http://mrweltyhomes.com
Service Type/Area Served:	For-Profit Human Services/ Wright County and others
Name:	Mains'l Services, Inc.
Address:	
Phone:	763-416-9180
Web:	http://www.mainsl.com/
Service Type/Area Served:	For-Profit Human Services/ Sherburne, Stearns, Wright counties and others
Name:	Mother of Mercy Campus of Care - Albany
Address:	334 Golfview Dr, Albany MN 56307
Phone:	320-845-2969
Web:	http://www.motherofmercymn.org/
Service Type/Area Served:	Non-Profit Human Services/ Stearns County
Name:	Murphy's Board and Care Home - St Cloud
Address:	1101 3rd St N, St. Cloud MN 56303
Phone:	320-251-6567
Web:	
Service Type/Area Served:	For-Profit Human Services/ Region 7W and others
Name:	Mykkanen Foster & Waivered Services, Inc.
Address:	635 7th St SE, Cokato MN 55321
Phone:	320-286-2772
Web:	http://www.mykkanenservices.com

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Service Type/Area Served:	For-Profit Human Services/ Wright County and others
Name:	MTM
Address:	16 Hawk Ridge Drive, Lake St. Louis Missouri 63367
Phone:	636-561-5686
Web:	https://www.mtm-inc.net/
Service Type/Area Served:	For-Profit Human Services/ Region 7W and others
Name:	National Home Health Care Transportation Inc
Address:	1411 W Saint Germain St, St. Cloud MN 56301
Phone:	320-217-8700
Web:	
Service Type/Area Served:	For-Profit Human Services/ Stearns County
Name:	Neighborhood Connections
Address:	PO Box 206, St. Michael MN 55376
Phone:	
Web:	http://www.ncimn.org
Service Type/Area Served:	Non-Profit Human Services/ Wright County
Name:	North Country Home Care II, Inc.
Address:	12567 5th Ave N, Zimmerman MN 55398
Phone:	763-856-9955
Web:	http://nchc2.com/
Service Type/Area Served:	For-Profit Human Services/ Sherburne, Stearns, Wright counties and others
Name:	Northstar Commuter Rail Line (Metro Transit)
Address:	560 Sixth Avenue North, Minneapolis, MN 55411

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Phone:	612-373-3333
Web:	https://www.metrotransit.org/northstar
Service Type/Area Served:	Public Transit/ Sherburne county and others
Name:	Nova Home Healthcare Inc
Address:	110 2nd St S, Waite Park MN 56387
Phone:	320-240-2913
Web:	http://novahomehealthcaremn.com/
Service Type/Area Served:	For-Profit Human Services/ Stearns County
Name:	Opportunity Matters, Inc.
Address:	701 23rd St S, Sartell MN 56377
Phone:	320-240-1900
Web:	http://www.opportunitymatters.org
Service Type/Area Served:	Non-Profit Human Services/ Benton, Sherburne, Stearns counties
Name:	Opportunity Services
Address:	1717 W Saint Germain St, St. Cloud MN 56301
Phone:	320-203-7750
Web:	http://www.oppserv.org
Service Type/Area Served:	Non-Profit Human Services/ Stearns County
Name:	Options Inc.
Address:	16820 197th Ave NW, Big Lake MN 55309
Phone:	763-263-3684
Web:	http://www.options-inc.org
Service Type/Area Served:	Non-Profit Human Services/ Sherburne County

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Name:	Overcomers International Fellowship, Inc.
Address:	529 16th Ave N, St. Cloud MN 56303
Phone:	320-656-1550
Web:	http://www.dreamcenterstcloud.org
Service Type/Area Served:	Non-Profit Human Services/ Benton, Sherburne, Stearns counties
Name:	Paynesville R.O.S.E. Center
Address:	1105 W Main St, Paynesville MN 56362
Phone:	320-243-5144
Web:	http://rosecenter.wix.com/paynesville
Service Type/Area Served:	Non-Profit Human Services/ Stearns County
Name:	Place of Hope Ministries
Address:	525 9th Ave N, St. Cloud MN 56303
Phone:	320-203-7883
Web:	http://placeofhopeministries.org
Service Type/Area Served:	Faith Community/ Benton, Sherburne, Stearns counties
Name:	Prairie River Home Care, Inc.
Address:	25 1st Ave NE, Buffalo MN 55313
Phone:	763-682-0665
Web:	http://www.prhomecare.com
Service Type/Area Served:	For-Profit Human Services/ Wright County
Name:	Recover Health
Address:	3400 1st St N, St. Cloud MN 56303
Phone:	320-774-0777
Web:	https://www.recoverhealth.org

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Service Type/Area Served:	For-Profit Human Services/ Region 7W and others
Name:	Reliant Transportation
Address:	600 25th Ave S, St. Cloud MN 56301
Phone:	320-281-5780
Web:	
Service Type/Area Served:	For-Profit Transportation/ Stearns County
Name:	REM Minnesota, Inc.
Address:	266 33rd Ave S, St. Cloud MN 56301
Phone:	320-259-6022
Web:	http://www.remminnesota.com
Service Type/Area Served:	For-Profit Human Services/ Stearns County
Name:	Resource
Address:	1542 Northway Dr, St. Cloud MN 56303
Phone:	612-752-8454
Web:	http://www.resource-mn.org
Service Type/Area Served:	Non-Profit Human Services/ Benton, Sherburne, Stearns counties and others
Name:	Rise, Inc.
Address:	3400 1st St N, St. Cloud MN 56303
Phone:	763-792-2414
Web:	http://www.rise.org
Service Type/Area Served:	Non-Profit Human Services/ Region 7W and others
Name:	Rural Stearns Faith In Action
Address:	715 1st St N, Cold Spring MN 56320

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Phone:	320-685-3693
Web:	https://www.facebook.com/Rural-Stearns-Faith-In-Action-1572833549624908
Service Type/Area Served:	Non-Profit Human Services/ Stearns County
Name:	Select Home Care Services, Inc.
Address:	13357 5th Ave, Zimmerman MN 55398
Phone:	763-856-4237
Web:	http://selecthomecareservices.com/
Service Type/Area Served:	For-Profit Human Services/ Sherburne County
Name:	Sherburne County Health and Human Services
Address:	13880 Business Center Dr NW, Elk River MN 55330
Phone:	763-765-4000
Web:	http://www.co.sherburne.mn.us
Service Type/Area Served:	Government/ Sherburne County
Name:	Metro Bus
Address:	665 Franklin Ave NE, St. Cloud MN 56304
Phone:	320-251-1499
Web:	http://www.ridemetrobus.com
Service Type/Area Served:	Public Transit/ Benton, Sherburne, Stearns counties
Name:	Stearns County Human Services
Address:	705 Courthouse Sq, St. Cloud MN 56303
Phone:	320-656-6000
Web:	http://www.co.stearns.mn.us
Service Type/Area Served:	Government/Stearns County

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Name:	The Legacy of St. Michael
Address:	4400 Lange Ave NE, St. Michael MN 55376
Phone:	763-497-0171
Web:	http://www.twdcc.com/The-Legacy-of-St-Michael
Service Type/Area Served:	For-Profit Human Services/ Wright County
Name:	Trailblazer Transit
Address:	207 West 11th Street, Glencoe MN 55336
Phone:	320-864-1000
Web:	http://www.trailblazertransit.com/
Service Type/Area Served:	Public Transit/ Wright County and others
Name:	Tri-CAP, inc.
Address:	1200 23rd Ave S, Waite Park MN 56387
Phone:	800-765-5597
Web:	http://www.tricap.org
Service Type/Area Served:	Public Transit/ Benton, Sherburne, Stearns counties and others
Name:	Voigt's Bus Companies
Address:	24243 County Road 7, St. Cloud MN 56301
Phone:	320-253-0510
Web:	http://www.voigtbus.com/index.html
Service Type/Area Served:	For-Profit Transportation/Region 7W and others
Name:	Visiting Angels- St. Cloud
Address:	1705 W Saint Germain St, St. Cloud MN 56301
Phone:	320-230-1140
Web:	http://www.visitingangels.com/stcloud/home

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Service Type/Area Served:	For-Profit Human Services/ Region 7W
Name:	WACOSA
Address:	1527 Northway Dr, St. Cloud MN 56303
Phone:	320-251-9251
Web:	http://wacosa.org
Service Type/Area Served:	Non-Profit Human Services/ Region 7W
Name:	Wright County Health and Human Services
Address:	1004 Commercial Drive, Buffalo MN 55313
Phone:	763-684-2343
Web:	http://www.co.wright.mn.us
Service Type/Area Served:	Government/Wright County

Appendix C – Public Workshop Participants

42 Workshop Participants	
Jenn Russell	Central Minnesota Jobs & Training Services
Roger Bonn	St. Cloud Regional Airport
Chuck Sell Jr	Northland Capital
Val Young	Independent Lifestyles
Rosie Becker	Guardian Angels
Marci Pullar	Keller Lake Commons
Raeanne Danielowski	Big Lake Mayor
Janet Goligowski	Stearns County Human Services
Roger Long	Voigt's Bus Companies
Nicole George	Minnesota Department of Transportation

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Tanya Greene	St. Cloud Veterans Affairs
Ibrahim Ali	Nova Home Health Care
Vicki Ikeogu	St. Cloud Area Planning Organization
Joe Mueller	St. Cloud Area Planning Organization
Betty Voss	A Home for the Day
Mary Jo Cobb	Sherburne County Health & Human Services
Kim Pettman	Policy Advocate
Elizabeth Flicker	St. Cloud VA Health Care System
April Olson	Lutheran Social Service of Minnesota
Joe Toeben	Salvation Army of St. Cloud
Herb Halverson	GRIP/ISAIAH
Bob Fix	Functional Industries
Brandyn Woodard	St. Ben's & St. Johns University
Tom Cruikshank	St. Cloud Metro Bus
Brian Horn	Tri-CAP
Sue Siemers	Minnesota Department of Transportation
Dean Loidolt	Central MN Council on Aging
Melisa Marengo	MTM
Tom Dybvik	MTM
Jim Nienaber	MTM
Anne Oberman	College of Saint Benedict
Tom Chatfield	WACOSA
Debbie Anderson	St. Cloud Metro Bus
Kim Hoff	St. Cloud Metro Bus
David Green	St. Cloud Metro Bus
Matt Carlson	Options Inc.

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Brenda Geldert	Options Inc.
Amy Christensen	Independence Center Inc.
Nancy Betts	WACOSA
Nikki Juntunen	Reach-Up Head Start
Steve Voss	Minnesota Department of Transportation
Jon Mason	Minnesota Department of Transportation

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Appendix D – Project Idea Summary

Project Overview	Create a centralized on-line database with the ability to print that has all public, non-profit, and for-profit providers with contract information, hours, coverage area, etc.
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Centralize Information
Project Overview	Hire a mobility manager to take on a variety of tasks, such as connecting riders to providers and vice versa, identifying gaps and finding solutions, etc.
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Hire a Mobility Manager
Project Overview	Create a public awareness campaign to educate the public of available transportation options, how to use the services, why the services good, etc.
Population Served	All
Communities Served	All
Responsible Entities	All
Strategies Addressed	Educate public of transportation options
Project Overview	Create a public awareness campaign to educate the public of available transportation options, how to use the services, why the services good, etc.
Population Served	All

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Communities Served	All
Responsible Entities	All
Strategies Addressed	Educate public of transportation options
Project Overview	Convene regional coordination body.
Population Served	All
Communities Served	All
Responsible Entities	All
Strategies Addressed	Convene regional coordination body
Project Overview	Improve community engagement activities.
Population Served	All
Communities Served	All
Responsible Entities	All
Strategies Addressed	Convene regional coordination body
Project Overview	Educate regional professionals of transportation options
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Educate regional professionals of transportation options
Project Overview	Provide technical training for coordination staff
Population Served	All
Communities Served	All
Responsible Entities	
Strategies Addressed	Provide technical training for coordination staff

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Project Overview	Continue/expand customer travel training programs
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Offer customer travel training
Project Overview	Increase availability of smart phone applications for trip planning
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Educate transportation options
Project Overview	Work with area schools/colleges to help coordinate mobility strategies and transportation services.
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Improve service convenience
Project Overview	Job access for veterans
Population Served	Veterans
Communities Served	St. Cloud
Responsible Entities	All providers
Strategies Addressed	Contract between agencies, contract with common carrier, dispatch agency schedules, improve service convenience
Project Overview	Improve school access for children, such as at the Salvation Army in St. Cloud

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Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Contract between agencies, contract with common carrier, dispatch agency schedules, improve service convenience
Project Overview	Improve transportation services at senior housing centers, such as the Keller Lake Commons
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Contract between agencies, contract with common carrier, dispatch agency schedules, improve service convenience
Project Overview	Improve transportation services at senior housing centers, such as the Keller Lake Commons
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Contract between agencies, contract with common carrier, dispatch agency schedules, improve service convenience
Project Overview	Expand services in the St. Cloud Metro outer lying area
Population Served	All
Communities Served	All
Responsible Entities	All providers

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Strategies Addressed	Contract between agencies, contract with common carrier, dispatch agency schedules, improve service convenience
Project Overview	Expand weekend and holiday hours.
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Contract between agencies, contract with common carrier, dispatch agency schedules, improve service convenience
Project Overview	Expand weekend and holiday hours.
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Contract between agencies, contract with common carrier, dispatch agency schedules, improve service convenience
Project Overview	Increase travel options to county seats.
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Contract between agencies, contract with common carrier, dispatch agency schedules, improve service convenience
Project Overview	Increase service hours throughout the day.
Population Served	All
Communities Served	All
Responsible Entities	All providers

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Strategies Addressed	Contract between agencies, contract with common carrier, dispatch agency schedules, improve service convenience
Project Overview	Increase service hours during non-typical travel times.
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Contract between agencies, contract with common carrier, dispatch agency schedules, improve service convenience
Project Overview	Contract with a common carrier to permit co-mingling of capital resources.
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Contract with common carrier
Project Overview	Contract with a common carrier to permit co-mingling of capital resources.
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Contract with common carrier
Project Overview	Contract between agencies with set base prices.
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Contract between agencies.

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Project Overview	Improve private sector involvement through full participation of private enterprise participation
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Contract between agencies.
Project Overview	Collect ride denial data from private partners
Population Served	All
Communities Served	All
Responsible Entities	Human service agencies
Strategies Addressed	Implement tools that support data management.
Project Overview	Work with Uber, Lyft, and others to help improve fee/fare structures
Population Served	All
Communities Served	All
Responsible Entities	Human service and transportation agencies
Strategies Addressed	Implement tools that support data management.
Project Overview	Coordinate volunteer driver programs/organize volunteers to provide rides
Population Served	All
Communities Served	All
Responsible Entities	All providers
Strategies Addressed	Coordinate volunteer driver training

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Appendix E – Project Analysis: Effort vs. Impact Assessment

Difficult to do/Minor impact projects • Improve transportation services at senior housing centers (ex. Keller Lake Commons). • Educate regional professionals of transportation options. • Increase availability of smart phone applications for trip planning. • Increase service hours during non-typical travel times. • Coordinate volunteer driver programs/organize volunteers to provide rides. • Work with area schools/colleges to help coordinate mobility strategies and transportation services. • Work with Uber/Lyft, and others to help improve fee/fare structures.	**Difficult to do/Major impact projects** • Create a centralized database of available transportation resources. • Hire a mobility manager. • Create public awareness campaign to educate the public. • Increase service hours throughout the day. • Increase travel options to county seats. • Expand weekend and holiday hours. • Expand services in St. Cloud Metro outer lying area. • Collect ride denials from private transportation partners.
Easy to do/Minor impact projects • Improve community engagement activities. • Continue/expand customer travel training programs. • Provide technical training for coordination staff. • Improve school access for children at the Salvation Army in St. Cloud. • Job access for veterans. • Improve private sector involvement through full participation of private enterprise participation. • Contact between agencies with set base prices.	**Easy to do/Major impact projects** • Contract with common carrier to permit co-mingling of capital resources. • Convene regional coordination body.

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