

Region 7W/St. Cloud Area Planning Organization 2011 Local Human Service Transit Coordination Plan

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Executive Summary

The purpose of the development of the Region 7W/St. Cloud Area Planning Organization (APO) Local Human Service Transit Coordination Plan is to identify strategies and potential projects to coordinate transit services for the target populations of elderly, disabled and low income in the Region 7W/APO area of Benton, Sherburne, Stearns and Wright Counties in Central Minnesota.

Region 7W is located 50 miles northwest of the Twin Cities in Central Minnesota. The Region includes Benton, Sherburne, Stearns and Wright Counties. The St. Cloud APO is the metropolitan planning organization (MPO) for the area and is located entirely within Region 7W. Maps depicting the area covered by the Plan are shown on Figures 1 and 2. Region 7W includes 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 in 2010.

The transportation providers in Region 7W/St. Cloud APO area are diverse and include public transit, volunteer driver programs, specialized transportation services (STS), 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 serving the elderly and disabled.

Region 7W worked together with the St. Cloud APO to develop this plan to coordinate transit services offered by public transit providers, human services agencies or private providers. A project steering committee provided direction in the development of the plan.

Throughout March/April 2011, 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 includes information such as fleet size, vehicle capacity, passenger eligibility requirements, and service cost; this information provides a source of comparison across agencies and a means to identify service gaps. A questionnaire was sent to 180 of the region's transportation providers and human services providers.

A workshop was held in May 2011, which brought together approximately 50 providers to discuss the strengths and weaknesses of existing coordination efforts and transit services. Finally, strategies and potential projects to coordinate transit services for the target populations of elderly, disabled and low-income were identified.

Priority strategies for Region 7W/St. Cloud APO area include: 1) Outsource business functions; 2) Contract between agencies; 3) Share resources; 4) Coordinate dispatch 5) Consolidate business functions; 6) Coordinate volunteer driver training; 7) Improve service convenience; 8) Establish/enhance volunteer driver programs; 9) Hire a mobility manager; 10) Offer customer travel training; and 11) Convene a regional coordination body.

Region 7W Area

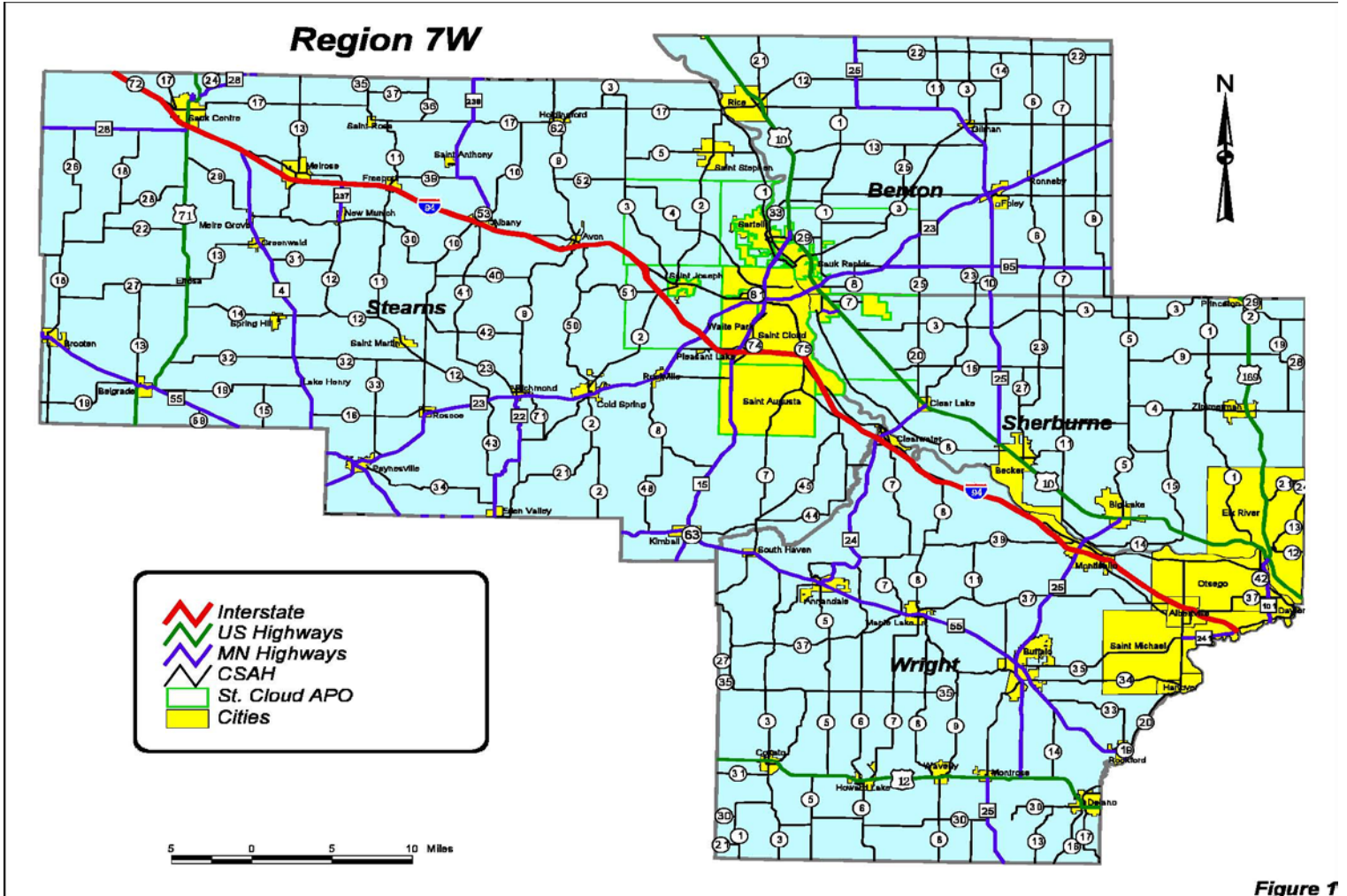
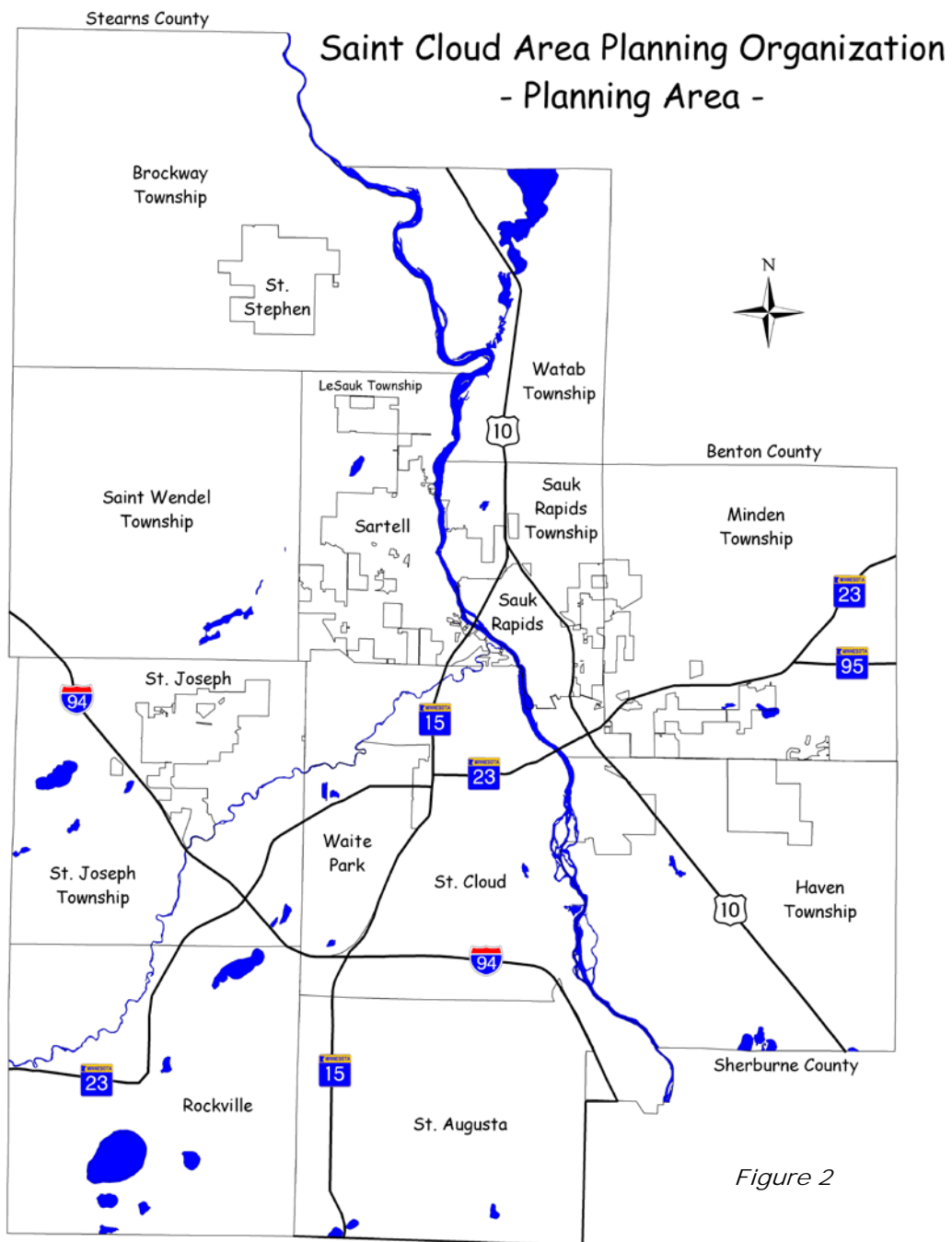


Figure 1



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 human services public transit coordination is to improve transportation services for persons with disabilities, older adults, and individuals with low incomes by ensuring that communities maximize use of transportation resources funded through public and private sources.

This document is an update of the 2006 Regional Coordinated Public Transit and Human Services Coordination Plan and will assist stakeholders as they determine ways to coordinate transit services in the Region 7W and the St. Cloud Area Planning Organization (APO) area. The 2011 Region 7W/St. Cloud APO Local Human Service Transit Coordination Plan documents technical analysis that evaluates existing transportation services in the Region 7W/St. Cloud APO area and assesses strengths and weaknesses of transportation service provision among public transit agencies, social service agencies, and other providers. The plan also records public outreach 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 Safe Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users (SAFETEA-LU). Federal regulations state that projects eligible for funding under the Transportation for Elderly Persons and Persons with Disabilities (Section 5310), Job Access and Reverse Commute (Section 5316), and The New Freedom Initiative (Section 5317) programs 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 coordination strategies in Region 7W/St. Cloud APO. Through public outreach activities, stakeholders brainstormed project ideas and refined these ideas in a collaborative setting. The final project list reflects input of a broad range of regional stakeholders and provides a five-year blueprint for future coordination efforts in Region 7W/St. Cloud APO.

Plan Process

The goal of the 2011 Region 7W/St. Cloud APO Local Human Service Transit Coordination Plan is to identify coordination strategies that will improve transportation services' ability to serve the unique needs of the elderly, persons with disabilities, and persons with low incomes. This planning process combines a needs assessment with public outreach tools to identify strategies for improved human services transit

coordination in Region 7W/St. Cloud APO. An overview of the plan’s key elements is described here.

Needs Assessment

The needs assessment establishes baseline conditions in Region 7W/St. Cloud APO by analyzing demographic trends and identifying available resources for human services transportation. Key elements of the needs assessment include:

- Identifying and analyzing regional demographic and transportation trends
- Mapping transit-dependent demographic groups, existing transit services, and key regional destinations
- Developing an inventory of public, private, and non-profit transportation provider capabilities and resources

Public Outreach

Public outreach activities informed the strategies and projects identified in this plan. Public outreach occurred during three steering committee meetings held on April 8, 2011, June 20, 2011 and August 31, 2011 and a public workshop held on May 18, 2011.

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

- Evaluating strategies and assessing outcomes of projects identified in the 2006 Regional Coordinated Public Transit and Human Services 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 public transit agencies, county human service agencies, area agency on aging representatives, and others. Members included:

Steering Committee Membership	Organization/Representing
Deb Rieland	Benton County Human Services
Dean Loidolt	Central Minnesota Council on Aging
Gail Sinkel	Delano Senior Center
Jamie Baker	Functional Industries, Inc./Section 5310
Amy T. Christensen	Independence Center, Inc./Section 5310
Tom Cruikshank	Metro Bus/Public Transit
Terry Markfort	Metro Bus/Public Transit

Steering Committee Membership (cont.)	Organization/Representing
Sue Siemers	Minnesota Department of Transportation
Steve Voss	Minnesota Department of Transportation
Richard Simonson	Options Inc./Section 5310
Dean Syvertson	Orange Cab/Private Provider
Chad Gessell	RiverRider/Public Transit
Julie Mayo	Sherburne County Health/Human Services
Peggy Sammons	Stearns County Human Services
Barb Rebischke	The Good Shepherd Community
Linda Elfstrand	Tri-Cap Transit Connection/Public Transit
Shannon Tietz	Transportation Resource Center
Nancy Betts	WACOSA/Section 5310
Valerie Larkin	Work Force Center
Marian Elkerton	Wright County Human Services

Strategy Identification and Plan Adoption

In addition to the steering committee, Region 7W/St. Cloud APO hosted a public workshop on May 18, 2011 to incorporate input from all interested stakeholders. A total of 46 people attended, listed in Appendix A. 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 projects and strategies included in the final plan. A draft plan was distributed to stakeholders for public comment between November x-x, 2011, prior to a public meeting held XXXX. This plan was adopted by Region 7W on XXX and the St. Cloud APO on XXXX.

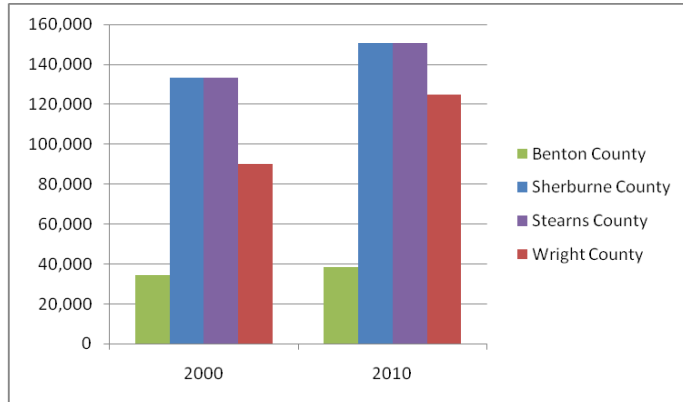
Needs Assessment

Regional Background

Region 7W is located 50 miles northwest of the Twin Cities in Central Minnesota. The Region includes Benton, Sherburne, Stearns and Wright Counties. The St. Cloud APO is the metropolitan planning organization (MPO) for the area and is located entirely within Region 7W. St. Cloud is a primary trade center, while the cities of Elk River, Big Lake/Monticello and Buffalo are secondary trade centers and St. Michael is classified as a shopping center. Region 7W includes urban centers but also low density rural areas. The low densities of the rural areas are a barrier to providing transit services between the rural residential and urban areas where services are located. Even though the region is in close proximity to the Twin Cities, limited services exist between the metro region and Region 7W.

Transportation and Demographics

According to the 2010 Census, Region 7W grew at a faster rate than any other region with a 25 percent increase in population within the ten-year period between 2000 and 2010. The total population was 402,292 in 2010. Wright County and Sherburne Counties were the fastest growing counties within Region 7W, with 38 and 37 percent increases in population respectively, between 2000 and 2010.



The majority of the region's population lives in Sherburne and Stearns Counties (See Figure X). The St. Cloud Metropolitan area is primarily in Stearns County while portions are also in Benton and Sherburne Counties. The St. Cloud area grew from 167,394 to 189,093; an increase of 21,699 or 13 percent between 2000 and 2010.

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

Population Density

Map 7W-1 presents population density in persons per square mile. The city of St. Cloud contains tracts with densities of up to 8760.8 persons per square mile. This high-density area is also served well by transit; the St. Cloud Metro Bus routes shown in the 7W-1 inset map generally coincide with population density.

Nearly all of Region 7W outside of the St. Cloud metro area is in the lowest population density category (0.0-592.5 persons per square mile). An exception is the city of Buffalo in Wright County, which is denser than the rest of the region. The moderately dense population in Buffalo is served by community dial-a-ride service and is also connected to Monticello and Rockford via rural deviated route service.

Households in Poverty

Map 7W-2 presents households in poverty per square mile. One relative concentration of poverty exists in St. Cloud, Waite Park, and Sauk Rapids; these areas fall mostly within the St. Cloud Metro Bus service area and appear to be well-served by fixed route transit. Tracts that extend outside the St. Cloud Metro Bus service area are covered by route deviation service. The city of Buffalo also exhibits a higher poverty concentration than the remainder of the region; as noted in the previous section, Buffalo is well-served by public transportation.

The American Community Survey for 2005-2009 confirms that the majority of the population in poverty is within Stearns County with the low of 6 percent in Wright County to 12 percent in Stearns County.

Minority Populations

Map 7W-3 presents minority populations per square mile. One relative concentration of minority populations exists within the city of St. Cloud, in the central part of the City along the Mississippi River. This area also appears to be well-served by fixed route transit, with the portions of tracts outside the St. Cloud Metro Bus service area covered by route deviation service.

LEP Populations

Map 7W-4 presents limited English proficiency (LEP) populations per square mile. A relative concentration of persons with limited English proficiency is located within the St. Cloud Metro Bus service area. These tracts are generally well covered by Metro Bus fixed routes. The easternmost census tract, shaded a darker blue, extends beyond the Metro Bus service area; however, this tract is covered by route deviation service. LEP populations appear to be very well served by available public transportation options.

Seniors

Map 7W-5 presents persons over 65 per square mile. Relative concentrations are visible in the St. Cloud metropolitan area, Cold Spring and surrounding Wakefield Township, Buffalo, Monticello and surrounding Monticello Township, and Elk River.

In the St. Cloud metropolitan area, tracts with the greatest density of senior populations fall within the St. Cloud Metro Bus service area and are served by a dense grid of bus routes. Tracts on the fringes of St. Cloud with high senior populations are served by either St. Cloud Metro Bus or route deviation services.

West of St. Cloud, Cold Spring and surrounding Wakefield Township have a moderate concentration of seniors. These tracts are within a rural demand response service area, and are also connected to Richmond, Rockville, and St. Cloud via a rural community-to-community route. The remaining relative concentrations of seniors in Elk River, Buffalo, and Monticello are within rural community dial-a-ride service areas and are also connected to neighboring communities via a rural deviated route. Relative concentrations of persons over age 65 appear to be very well served by transit.

Zero-Vehicle Households

Map 7W-6 presents zero-vehicle households per square mile. The vast majority of Region 7W contains low density of zero-vehicle households; most tracts have fewer than 24.8 zero-vehicle households per square mile. Two relative concentrations of zero-vehicle households appear in St. Cloud/Sauk Rapids and Buffalo. The Buffalo concentration of zero-vehicle households appears to be well-served by route deviation and community-to-community services. In St. Cloud, zero-vehicle household

concentrations are located in the center of the City, in an area very well served by St. Cloud Metro Bus. Across the Mississippi River in Sauk Rapids, a lower concentration of zero-vehicle households is located predominately within the St. Cloud Metro Bus service area; portions of some of these tracts extend into the route deviation service area.

Low Wage Workers and Low Wage Jobs

Map 7W-7 presents information on low wage workers and low wage jobs by census tract in Region 7W/St. Cloud APO. Low wage workers are concentrated in the St. Cloud Metropolitan area and cities of Becker and Zimmerman and surrounding areas. The majority of low wage jobs are also in the St. Cloud Metropolitan area. This area is well served by Metro Bus fixed route service.

Transportation Provider Inventory Findings

Throughout March/April 2011, 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 includes information such as fleet size, vehicle capacity, passenger eligibility requirements, and service cost; this information provides a source of comparison across agencies and a means to identify service gaps. To complete the inventory, Region 7W/St. Cloud APO sent an on-line questionnaire to 180 of the region's transportation providers and human services providers in spring 2011. Fifty-two responses were returned. A full record of responses to the questionnaire is available at www.xxxxx. A directory listing of providers is available in Appendix C.

Public Transit Providers

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

- St. Cloud Metro Bus Regular Route provides fixed route service for the cities of St. Cloud, Waite Park, Sauk Rapids and Sartell. Service is available seven days a week.
- St. Cloud Metro Bus Dial-a-Ride operates a dial-a-ride service within the cities of St. Cloud, Waite Park, Sauk Rapids and Sartell. Service is available seven days a week.
- RiverRider operates in Sherburne and Wright counties, providing route deviation and dial-a-ride services. Public transit services are provided in the cities of Annandale, Buffalo, Elk River and Monticello and their surrounding communities and townships.
- Tri-CAP Transit Connection operates in Benton, Morrison (Region 5) and Stearns counties, providing route deviation and dial-a-ride services. Public transit services are provided in the cities of Little Falls (Region 5), Melrose and Sauk Centre and their surrounding communities and townships.

Elderly and Disabled Transportation Providers (Section 5310)

Region 7W/St. Cloud APO has five private non-profit transportation providers that have 5310 vehicles. Section 5310 provides capital funding for lift-equipped busses to serve the elderly and disabled. The 5310 providers in Region 7W/St. Cloud APO include the following providers.

- Delano Senior Center operates one 5310 vehicle for senior programming trips.
- Functional Industries is private non-profit providing day training and habilitation services in Wright County. During their hours of operation, Functional Industries provides transportation for their clients, but one vehicle is used by the City of Buffalo during evenings, Monday-Friday. Functional Industries fleet consists of seven vehicles of which six are 5310 vehicles.
- Guardian Angels of Elk River provides health, housing and senior support services in Elk River, Becker and Zimmerman. Guardian Angels currently operates one 5310 vehicle.
- Independence Center, Inc. is a day training and habilitation provider in Stearns County. Their fleet consists of eight vehicles, of which two are 5310 vehicles.
- Options, Inc. is a day training and habilitation provider that provides services in Sherburne County and northern Wright County. Their fleet consists of 18 vehicles, of which 4 are 5310 vehicles.
- WACOSA is a day training and habilitation provider that provides services in St. Cloud, Waite Park, Sauk Centre and surrounding areas. They will be receiving a 5310 vehicle.

Section 5316 and 5317 Providers

Job Access and Reverse Commute (JARC) (Section 5316), New Freedom (Section 5317) projects have been implemented by Metro Bus and Tri-CAP. Metro Bus provides service on Route 75, which is funded by JARC funding. New Freedom projects include travel training conducted by Metro Bus and the Transportation Resource Center with a mobility management program that is provided by Tri-CAP. In addition, the TRC also operates a Ride Share Program for commuters in the 12 counties in District 3, which includes the Region 7W/St. Cloud APO area.

The Transportation Resource Center (TRC)

The TRC is a project of Tri-County Action Program Inc. It was created in 2008 to be the central access point for transportation in the five-county region of Benton, Morrison, Sherburne, Stearns and Wright. The TRC utilizes area transport resources to match the passenger with the most suitable and cost-effective transportation. The TRC providers

include mass transit, dial-a-ride services, taxi, private driver, volunteer driver and wheelchair accessible vehicles. Partners that provide rides using volunteer drivers include Foley Area Care, Great River Area Faith in Action, Helping Hands Outreach for Elders, Horizon Health Faith in Action, R.O.S.E. Center Paynesville Living at Home/Block Nurse Program, Rural Stearns Faith in Action, Wright County Faith in Action and Tri-CAP Volunteer Transportation Program.

Other Transportation Providers

Transportation services are provided by various agencies serving their clients including county social services, county public health, county veteran's services and agencies serving the elderly and disabled.

Outcomes since the 2006 Regional Coordinated Public Transit and Human Services Coordination Plan

Another component of the needs assessment is an analysis of the 2006 Regional Coordinated Public Transit and Human Services Coordination Plan. The 2006 Regional Coordinated Public Transit and Human Services Coordination Plan was the first local human services transit coordination plan to be conducted in this region, and includes a list of strategies and projects for improving transit coordination. The 2011 steering committee reviewed these strategies and projects and assessed regional progress on transit coordination since 2006. The group also identified causes for success and barriers to action regarding project implementation. The complete list of 2006 strategies and projects and an assessment of their outcome is presented on the following pages.

Action	Some Action	No Action	Priority 1: Better Agency Coordination, Communication and Mobility Management
	X		<p>A. Create and Maintain Provider Directory – Host online so accessible to all parties.</p> <p><i>The Transportation Resource Center (TRC) website lists public and private providers but there is a lack of awareness of the TRC. The directory should be readily available to all providers electronically and on social media such as Facebook.</i></p>
	X		<p>B. Peer Coordination and Sharing Information - Via e-mail; Update databases and quarterly Area Transit Advisory Committee (ATAC) meetings; Public education directed towards underserved individuals.</p> <p><i>The Area Transit Advisory Committee (ATAC) met initially after the 2006 plan but did not continue due to the lack of a facilitator.</i></p>
		X	<p>C. Area Coordination Program with ultimate vision of an interactive website with coordinated web hosting, automatic e-mail updates, directory with map, single point coordination for ride requests.</p> <p><i>No action was taken in this area because there isn't an organization willing to lead the program.</i></p>
	X		<p>D. Linkage Line – How to interpret; Communication needs work between Region 7W and St. Cloud APO geographically.</p> <p><i>There are some numbers to call including CTC Ride Net, TRC and Metro Bus, but no single point of contact.</i></p>

Action	Some Action	No Action	Priority 2: Support and Enhancement of Volunteer Programs
	X		<p>A. Provide reimbursements or incentives for volunteers and/or stipends.</p> <p><i>Seven Faith-in-Action programs and the Block Nurse Program are in place serving Region 7W and Morrison County.</i></p>
	X		<p>B. Create a booklet of standards to streamline.</p> <p><i>Recommendations include minimum standards such as insurance, health of driver and background of driver. Having a particular set of standards is a barrier to attracting volunteers and providers see additional provisions as unnecessary.</i></p>
	X		<p>C. Facilitate increased communication between volunteer driver programs. Implement a regional coordinated effort to attract volunteers.</p> <p><i>Some work has been done in this area. Agencies do not allow other providers to provide rides if volunteer drivers do not meet minimum standards.</i></p>
		X	<p>D. Cross utilize volunteers across agencies and county boundaries using mutual aid agreements</p> <p><i>Cross utilizations of volunteers is not part of MOUs. Same person may volunteer for both organizations but cannot transport for both organizations at the same time.</i></p>

Action	Some Action	No Action	Priority 3: Private Public Partnerships
	X		A. Better coordination of Transportation services in Region 7W and St. Cloud APO area. <i>Some action has been taken in this area, but work needs to be done; Need to include public private partnerships The TRC provides information on various transportation services.</i>
		X	B. Provision of reimbursement and/or incentives to volunteer drivers for mention of their name (advertising). <i>Businesses were not interested in providing incentives.</i>
		X	C. Businesses work with employers to provide rate reductions.
	X		D. Review legislation to reduce restrictions on cross utilization of vehicles between agencies. <i>Meetings have been held, but insurance is still a barrier.</i>
X			E. Provide funding support for “tried and true” programs. <i>JARC/New Freedom programs have been implemented by MetroBus and Tri-CAP.</i>
	X		F. Identify agencies that have components or portions of services that could be shared (i.e., maintenance, training, or administration). <i>Some agencies to contract for services.</i>
		X	G. Get multiple agencies together to provide a gap service and contract out services rather than start new service (i.e., request funding match from all agencies to provide service). <i>No action has been taken in this area due to the lack of an organization to lead the program.</i>

Summary of Existing Conditions and Needs

The final component of this needs assessment is a stakeholder-generated list of strengths and weaknesses of existing transit coordination efforts. At the public workshop, participants identified strengths and weaknesses of existing coordination efforts in Region 7W/St. Cloud APO. Combined with the plan’s technical findings, these strengths

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

The following strengths and weaknesses were identified at the workshop and are shown below.

Strengths

- Volunteer programs – transportation and human services
- Urban transit – good network in St. Cloud, Buffalo, Elk River, Sauk Centre and Delano
- Diversity of transportation providers
- MnDOT, county, city and business support of systems
- Providers with expertise willing to coordinate
- Willingness to coordinate/existing models are in place
- Public/private partnerships

Weaknesses

- Limited rural access
- Lack of communication
- Service limited to Monday-Friday, 8-5
- Transportation not primary activity
- Public's perception of needs
- Lack of funding
- City/county boundaries
- Organizational/program restrictions

The strengths of the local human service transit systems in Region 7W/APO include strong volunteer driver programs, urban areas that have good transit service and the Transportation Resource Center with a mobility manager to coordinate transit services. Weaknesses include limited services in the rural areas and smaller communities. Service is limited to Monday through Friday between 8 a.m. to 5 p.m. while evening and weekend service is limited to the St. Cloud Metro area. Reduced funding for human service agencies as well as public and non-profit transit providers are also barriers to coordination. Finally, a major weakness and barrier to the coordination of local transit services is a combination of agency/program restrictions (i.e., eligibility, insurance) and service boundaries.

Strategy and Project Identification

The priority strategies and projects identified in this plan were initially identified by stakeholders at the public workshop and further refined by the steering committee. At the public workshop, stakeholders reviewed strategies for transit coordination, identified which strategies should be prioritized for this region, and brainstormed project ideas for

implementation of these strategies. Taking the entire list of ideas generated, public workshop participants voted on high-priority strategies and projects to be highlighted in the final plan. Later, steering committee members considered this input while prioritizing strategies and projects for inclusion in the list presented below. A complete list of project ideas considered during the planning process is presented in Appendix D.

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.

Prioritized Strategies

A. Coordination and Consolidate Transportation Services and Resources

➤ *Strategy 2 – Outsource Business Functions*

- System mobility manager to enable systems to contract to receive services, joint purchasing, billing, reporting, fraud prevention in Region 7W counties.

➤ *Strategy 3 – Contract Between Agencies*

- Small organizations can contract with transportation providers to provide transportation for their elderly and disabled clients at affordable rates.
- Expand services by coordinate/communicate/contract with bordering counties (being cognizant that trips do not stop at regional boundaries).

➤ *Strategy 5 – Share Resources*

- Expand service using 5310 vehicles to provide service after hours and on weekends using qualified drivers.

➤ *Strategy 6 – Coordinate Dispatch*

- Call-in center for those needing rides in Region 7W.
- Create a regional center for dispatching.

➤ *Strategy 7 – Consolidate Business Functions*

- System mobility manager to enable systems to contract to receive services, joint purchasing, billing, reporting, fraud prevention in Region 7W counties.

- **Strategy 9 – 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.
 - Central coordination of volunteer driver training; Agencies would open up their training to volunteers from other agencies.

B. Mobility Strategies

- **Strategy 1 – 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.
- **Strategy 2 – Establish/enhance Volunteer Driver Programs**
 - Improve flexibility to serve clients of all ages in Region 7W.

C. Communication, Training and Organizational Support

- **Strategy 1 – Centralize Information**
 - Expand/maintain centralized electronic database with all transportation options (and phone line); Partnership with Orange Cab.
- **Strategy 2 – Hire a Mobility Manager**
 - Enhance existing mobility management services through the Transportation Resource Center.
- **Strategy 4 – Offer Customer Travel Training**
 - Create regional mobility assessment and travel training center.
- **Strategy 5 – Convene Regional Coordination Body**
 - Convene transportation providers and human services agencies to discuss on-going coordination needs in Region 7W/APO area.

Other Strategies

The Steering Committee reviewed all the Coordination Strategies as part of the development of a plan for implementation of local human services transit coordination. The Coordination Strategies are shown in Appendix F.

Prioritized Project List

Easy to do/Major Improvement

Project	Contract Between Agencies
Overview	Small organizations can contract with transportation providers to provide transportation for their elderly and disabled clients at affordable rates.
Clients Served by Project	Elderly, disabled as first priority and other individuals needing rides.
Communities Served	Region 7W communities
Type of Agency Responsible	Public, Private and 5310 providers
Strategy Addressed	A-3 Contract between agencies
Project	Develop Standards for Volunteer Driver Training
Overview	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.
Clients Served by Project	Agencies with volunteer driver programs
Communities Served	Region 7W communities
Type of Agency Responsible	Transportation providers with volunteer drivers including county volunteer programs
Strategy Addressed	A-9 Coordinate volunteer driver training
Project	Transportation Provider Database (Transit 2-1-1)
Overview	Expand/maintain centralized dispatching with all transportation options (and phone line); Example - Partnership with Orange Cab.
Clients Served by Project	Elderly, disabled, low income and general public
Communities Served	Region 7W communities
Type of Agency Responsible	Public and private transportation provider
Strategy Addressed	C-1 Centralize information

Project	Enhance Existing Mobility Management Services
Overview	Enhance existing mobility management services; Example - Transportation Resource Center
Clients Served by Project	Elderly, disabled, low income and general public
Communities Served	Region 7W communities
Type of Agency Responsible	Transportation providers and MnDOT
Strategy Addressed	C-2 Maintain Mobility Manager
Project	Region 7W/APO Transportation/Human Services Committee
Overview	Convene transportation providers and human services agencies to discuss on-going coordination needs in Region 7W/APO area
Clients Served by Project	Transportation providers and human service agencies
Communities Served	Region 7W communities
Type of Agency Responsible	Mn/DOT, Region 7W and St. Cloud APO
Strategy Addressed	C-5 Convene regional coordination body

Easy to do/Minor Improvement

Project	Coordinate Volunteer Driving Training
Overview	Partner to deliver volunteer driver training
Clients Served by Project	Transportation providers and human service agencies
Communities Served	Region 7W communities
Type of Agency Responsible	Transportation providers and/or volunteer driver programs
Strategy Addressed	A-9 Coordinate volunteer driver training

Difficult to do/Major Improvement

Project	Improve Service Using 5310 Vehicles
Overview	Expand service using 5310 vehicles to provide service after hours and on weekends using qualified drivers
Clients Served by Project	Elderly and disabled first and then others
Communities Served	Region 7W communities
Type of Agency Responsible	5310 providers and local organizations
Strategy Addressed	A-5 Share resources B-1 Improve service convenience
Project	Brokerage
Overview	System mobility manager to enable systems to contract to receive services, joint purchasing, billing, reporting, fraud prevention in Region 7W counties
Clients Served by Project	Transportation providers and human service agencies
Communities Served	Region 7W communities
Type of Agency Responsible	Mobility management agency
Strategy Addressed	A-2 Outsource business functions A-7 Consolidate business functions
Project	County Coordination
Overview	Expand services by coordinate/communicate/contract with bordering counties (being cognizant that trips do not stop at regional boundaries)
Clients Served by Project	Elderly, disabled, low-income and others
Communities Served	Region 7W communities
Type of Agency Responsible	Transit providers/mobility management agency
Strategy Addressed	A-3 Contract between agencies

Project	One Regional Call Center (24-7)
Overview	Call-in center for those needing rides in Region 7W; Create a regional center for dispatching
Clients Served by Project	Elderly, disabled, low-income and others
Communities Served	Region 7W communities
Type of Agency Responsible	Transit providers/mobility management agency
Strategy Addressed	A-6 Coordinate dispatch
Project	Expand Service Hours
Overview	Provide transportation after normal working hours, weekends within rural communities serving low- income, disabled, seniors and those in need in rural areas
Clients Served by Project	Elderly, disabled, low-income and others
Communities Served	Region 7W communities
Type of Agency Responsible	Transit providers/mobility management agency
Strategy Addressed	B-1 Improve service convenience
Project	Volunteer Driver Transportation Program
Overview	Improve flexibility to serve clients of all ages in Region 7W
Clients Served by Project	Elderly, disabled, low-income and others
Communities Served	Region 7W communities
Type of Agency Responsible	Transit providers/mobility management agency
Strategy Addressed	B-2 Establish/enhance volunteer driver programs

Project	Travel Training Center
Overview	Create regional mobility assessment and travel training center
Clients Served by Project	Elderly, disabled and low-income
Communities Served	Region 7W communities
Type of Agency Responsible	All transit Region 7W providers
Strategy Addressed	C-4 Offer customer travel training
Project	Communication Center
Overview	Call-in center for those needing rides in Region 7W; Create a regional center for dispatching
Clients Served by Project	Elderly, disable and low-income and public transit riders
Communities Served	Region 7W communities
Type of Agency Responsible	Transit providers/mobility management agency
Strategy Addressed	A-6 Centralize dispatch

Adoption and Approval of Plan

An Open House was held on December 8, 2011 at the St. Cloud Public Library to received final input on the plan objectives and goals. No additional comments were received at that time. On February 17, 2012 Region 7W's Transportation Policy Board adopted the 2011 Local Human Service Transit Coordination Plan.

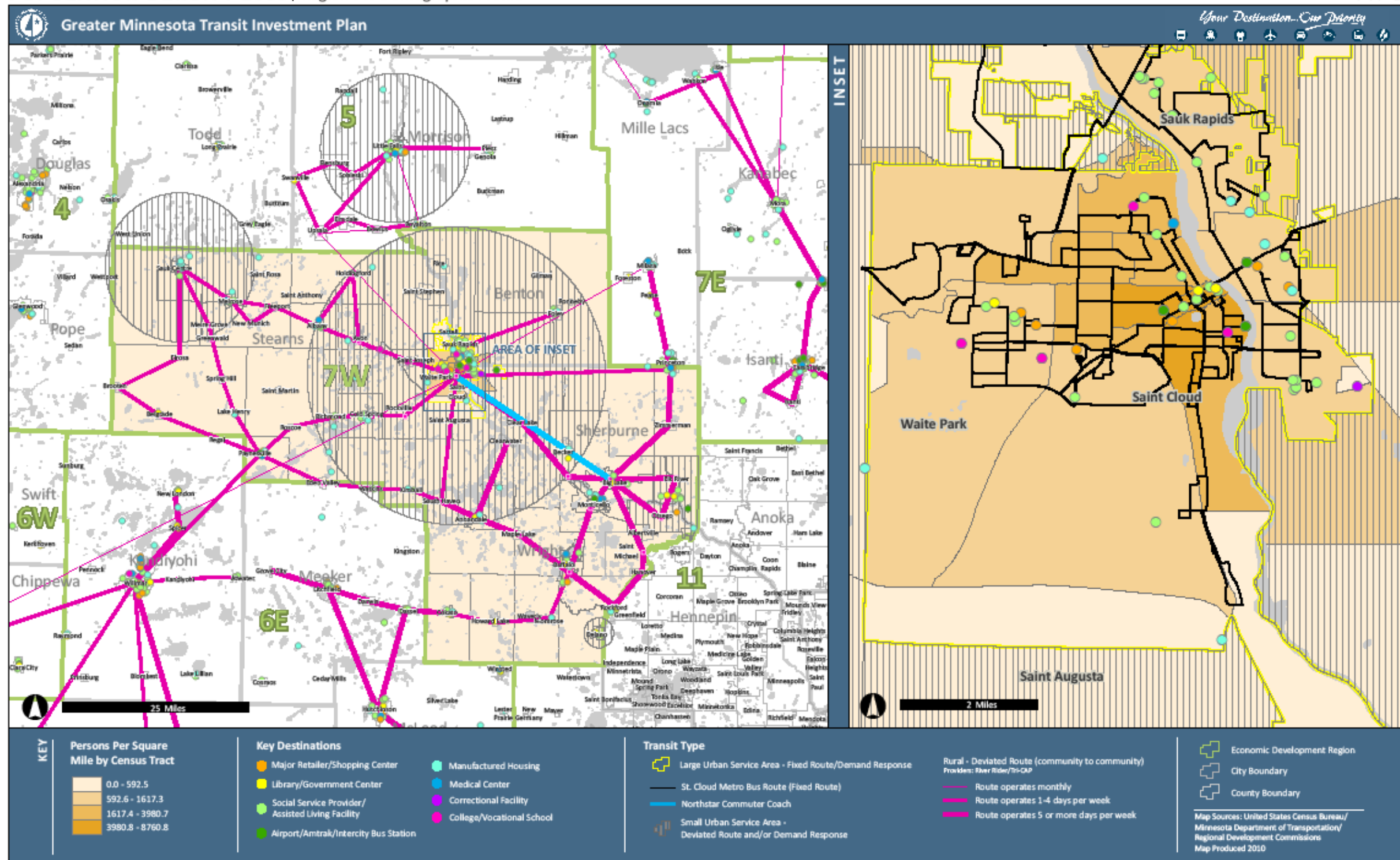
On September 21, 2012 Region 7W's Transportation Policy Board adopted the Region 7W/APO Local Human Service Transit Coordination Plan Steering Committee's Work Plan outlining a timeline for the priority projects over the next one to three years.

Appendix A - May 18, 2011 Public Workshop Participants

Name	Organization
Rosemary Becker	Angels on Main-Guardian Angels
Fong Lor	Apple Ride LLC
Kulcharee Lor	Apple Ride LLC
Diana Graning	Benton County Public Health Department
Deb Rieland	Benton County Social Services
Mary Rodeski	Buffalo Adult Day Center
Eric Nagle	Buffalo Community Center
Paul Weber	Care Cab
Kathryn Stolpman	Catholic Charities
Jolene Boeckermann	CentraCare Health Systems - Melrose
Stephanie Boeckermann	CentraCare Health Systems - Melrose
Dean Loidolt	Central Minnesota Council on Aging
Robert Waddell	Country Care-A-Van
Gail Sinkel	Delano Senior Center
Jamie Baker	Functional Industries, Inc.
Jeremy Baty	Great River Area Faith in Action
Amy T. Christensen	Independence Center
Barb Waldorf	Loesch Supported Living Services
Carolyn Knutson	Love Inc. Heartland
Susan Weiland	Love Inc. Heartland
Mary Safgren	Minnesota Department of Transportation
Noel Shughart	Minnesota Department of Transportation
Sue Siemers	Minnesota Department of Transportation
Steve Voss	Minnesota Department of Transportation
Richard Simonson	Options, Inc.
Dean Syvertson	Orange Cab
Jan Roers	People's Express, Inc.
Chad Gessell	RiverRider
Bonnie Schwartz	Rose Center
Ewald Petersen	Sherburne County Government Center
Gary Fahnhorst	Sherburne County Social Services
Cathryn Hanson	St. Cloud Area Planning Organization
Debbie Anderson	St. Cloud Metro Bus
Tom Cruikshank	St. Cloud Metro Bus
Terry Markfort	St. Cloud Metro Metro Bus
Peggy Sammons	Stearns County Human Services Department
Barb Rebeschke	The Good Shepherd Community
Heidi Blaske	Tri-CAP Transit Connection
Linda Elfstrand	Tri-CAP Transit Connection
Shannon Tietz	Tri-CAP Transit Connection
Connie Kostreba	Trobec's Bus Service, Inc.
John D. Kelly	VOIGT'S Bus Companies
Nancy Betts	WACOSA
Valerie Larkin	Workforce Center/Rehab Service
Marian Elkerton	Wright County Human Services
Joe Wollak	Benton County

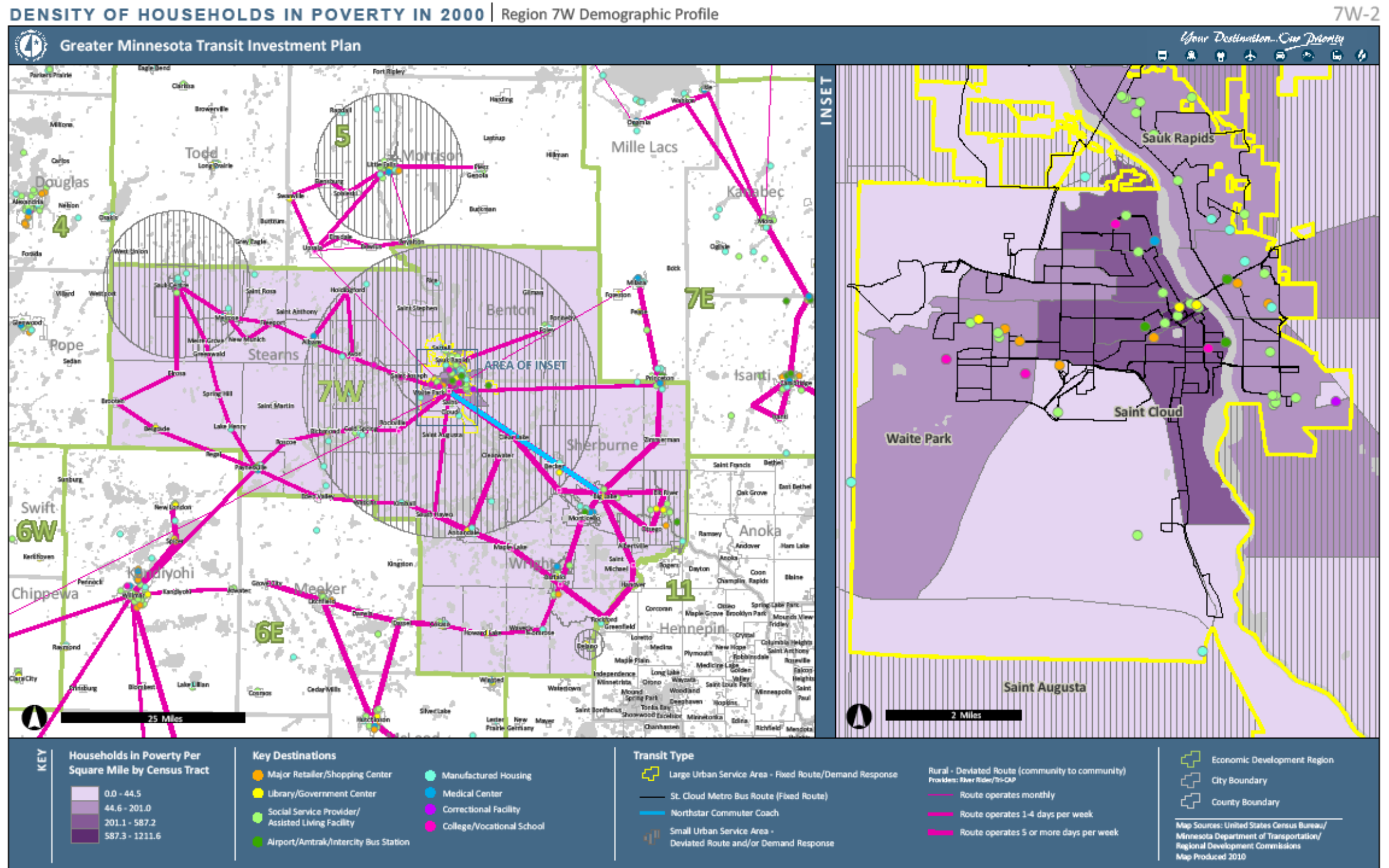
Appendix B -

Transit Services, Transit-Dependent Populations, and Key Destinations in Region 7W/St. Cloud APO

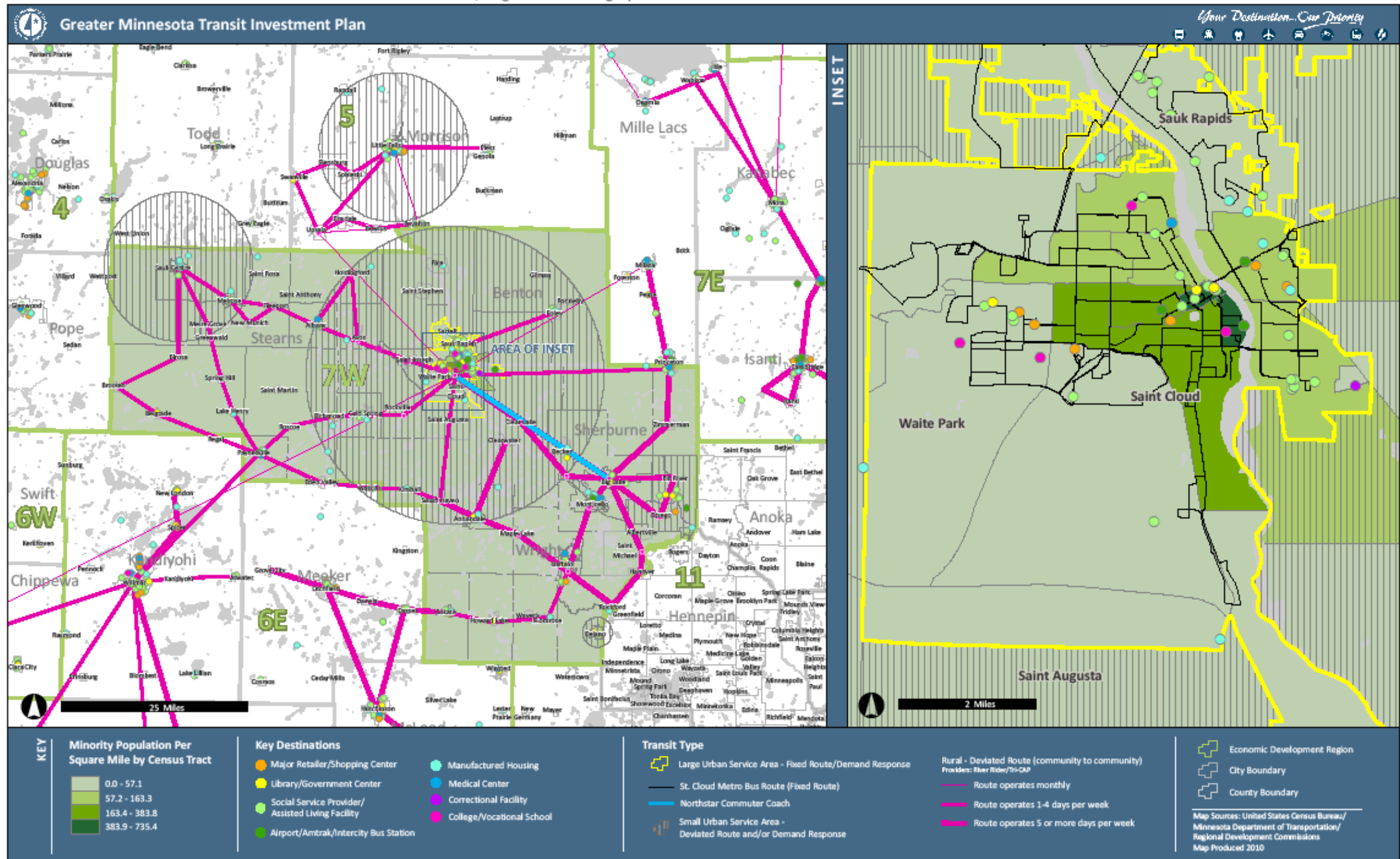


Appendix B -

Transit Services,
Transit-
Dependent
Populations, and
Key Destinations
in Region 7W
/St. Cloud APO

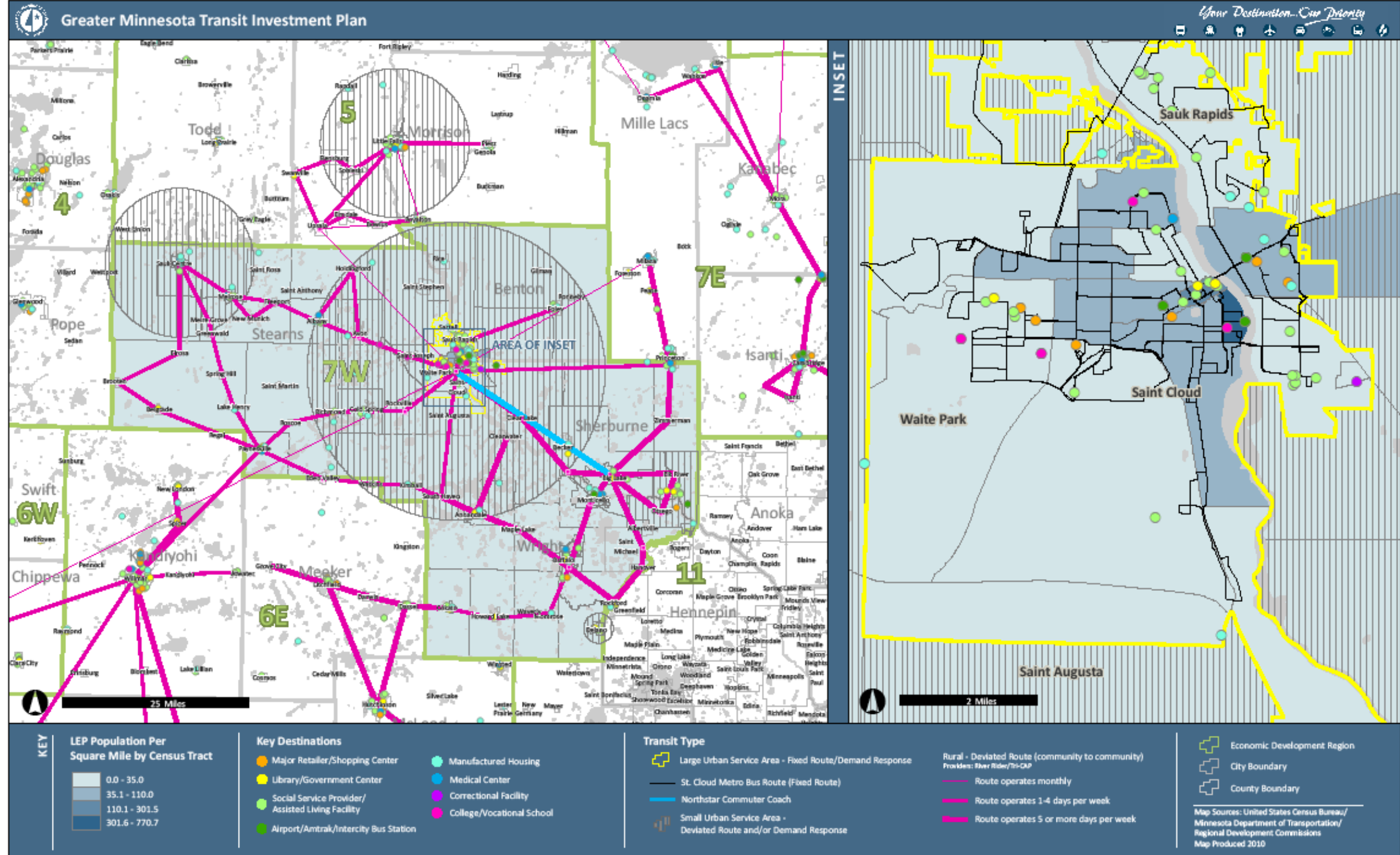


Appendix B –
Transit Services,
Transit-
Dependent
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and Key
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in Region
7W/St. Cloud
APO



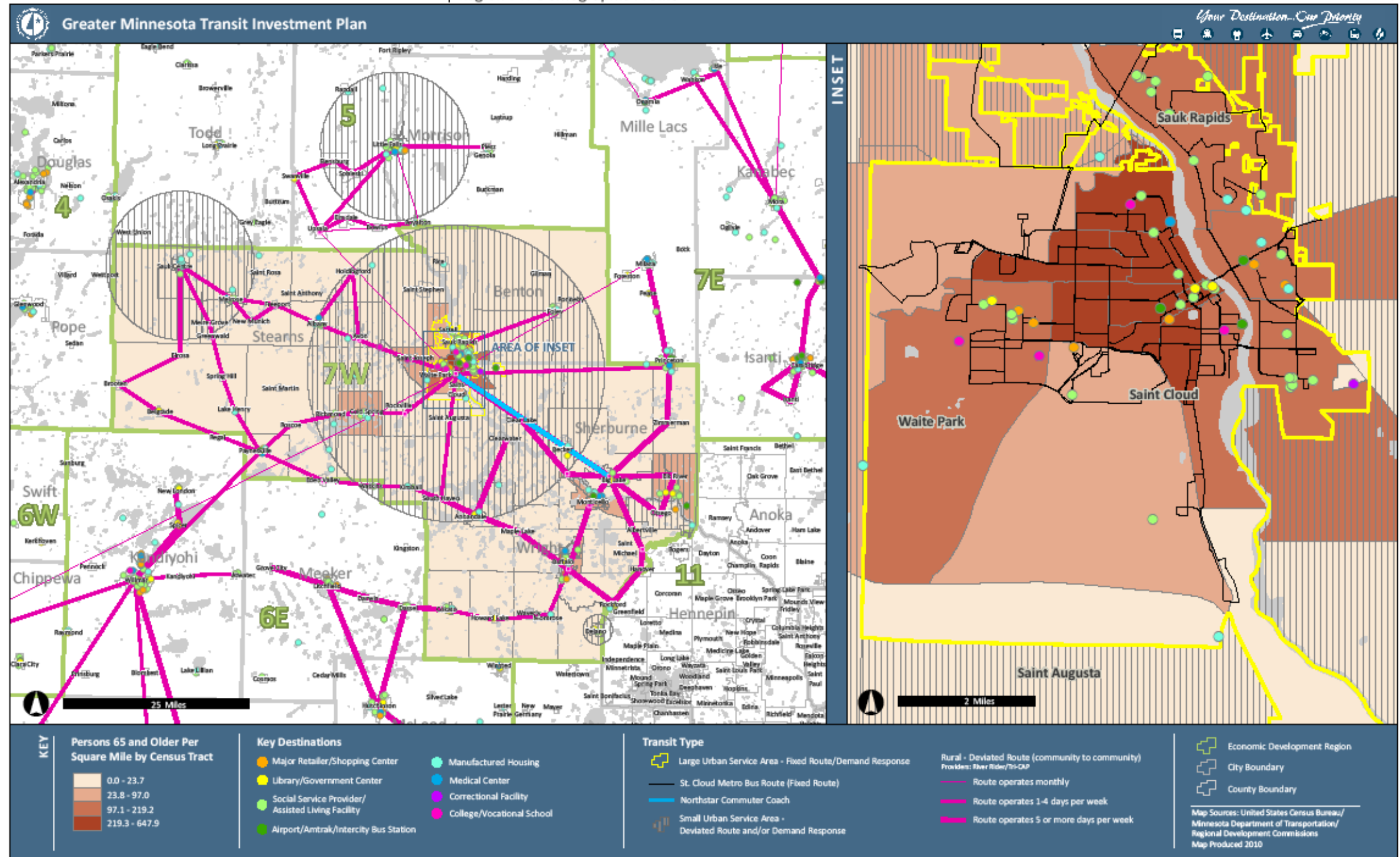
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Transit Services, Transit-Dependent Populations, and Key Destinations in Region 7W/St. Cloud APO



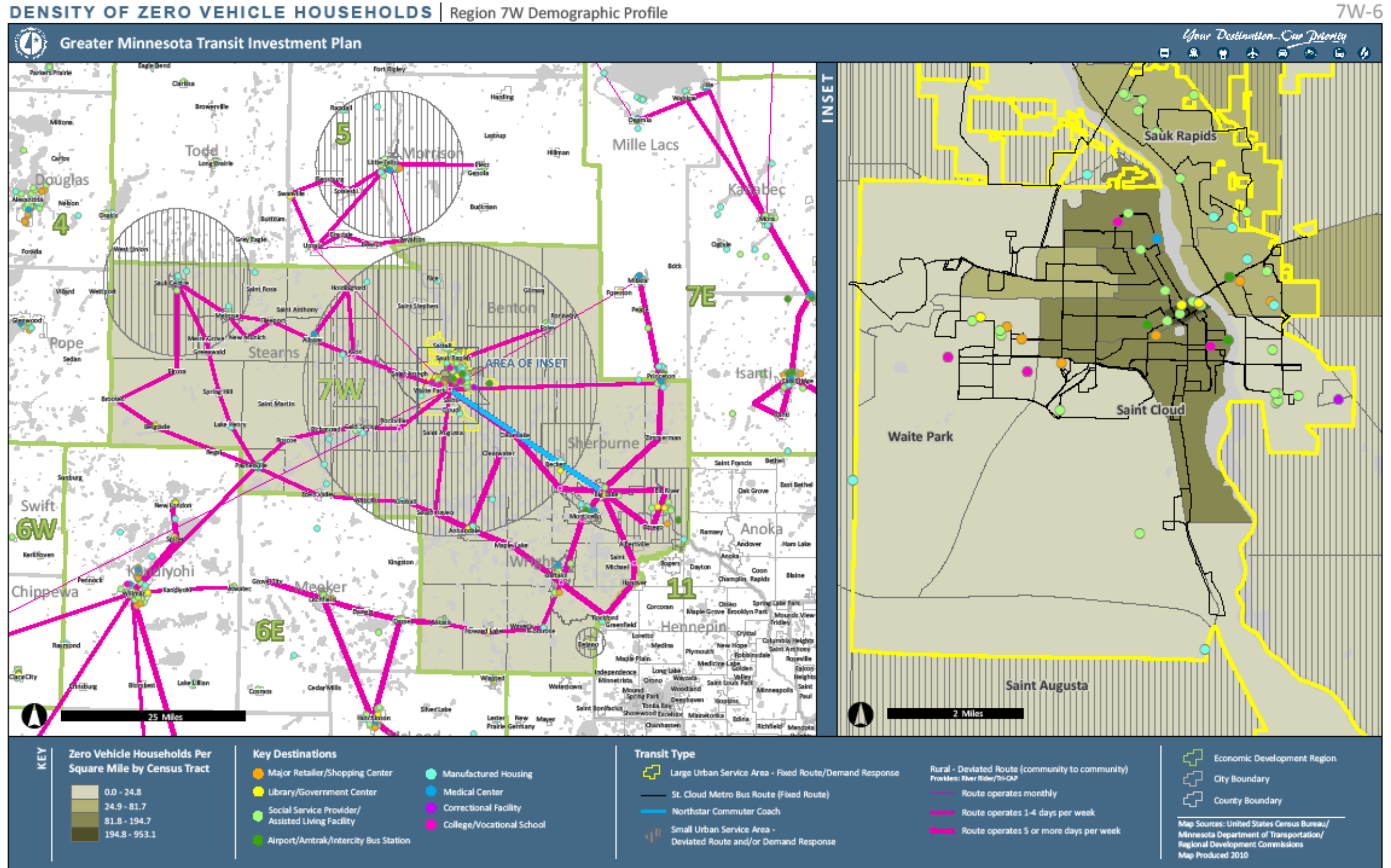
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Transit Services, Transit-Dependent Populations, and Key Destinations in Region 7W/St. Cloud APO



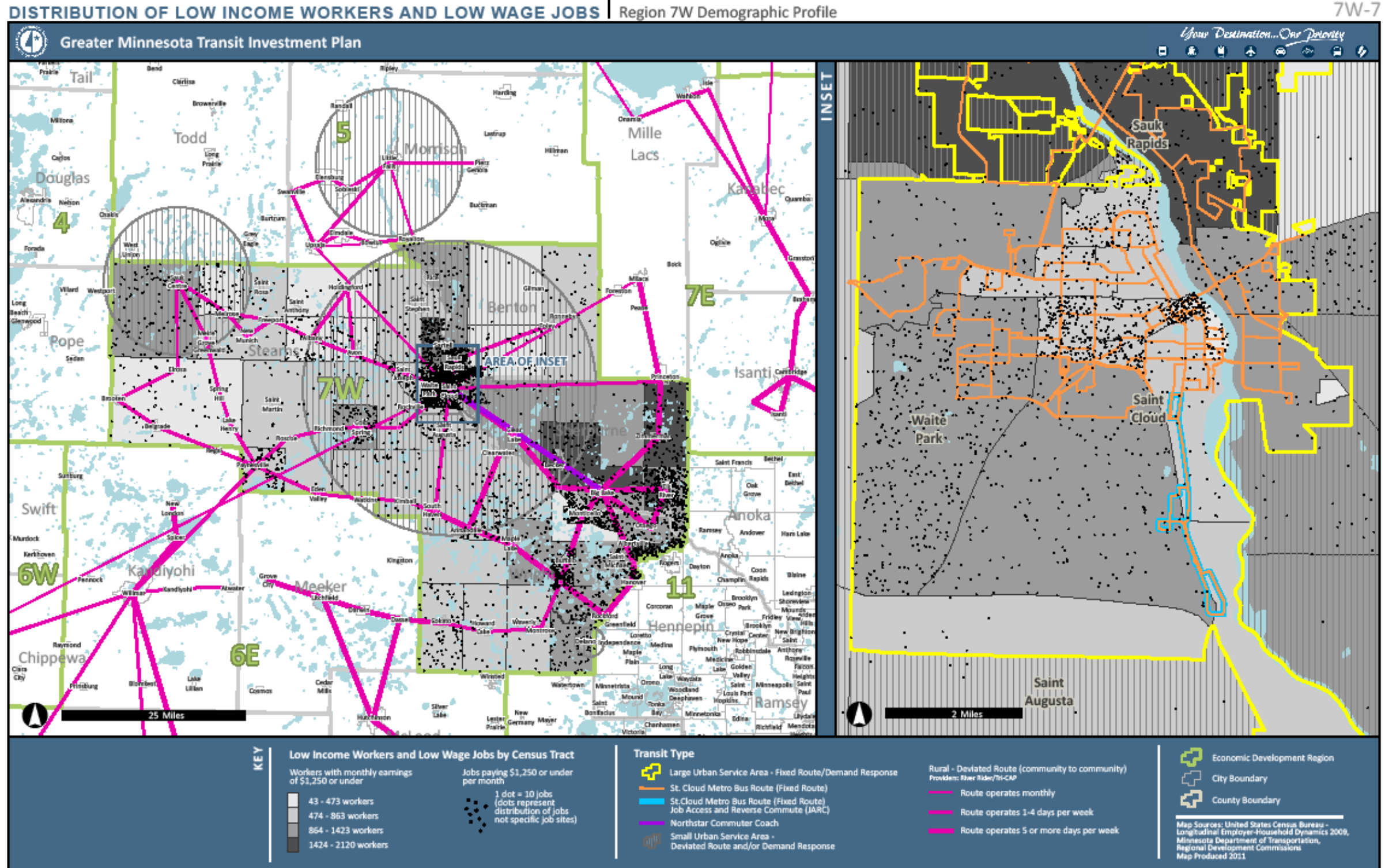
Appendix B -

Transit Services, Transit-Dependent Populations, and Key Destinations in Region 7W/ St. Cloud APO



Appendix B -

Transit Services, Transit-Dependent Populations, and Key Destinations in Region 7W/ St. Cloud APO



Appendix C - Transportation and Human Service Provider Inventory

The following directory includes contact information for all regional transportation providers who responded to an inventory questionnaire sent in spring 2011. This is not a complete list of providers in the Region 7W / St. Cloud APO Region.

KEY: HS – Human Services

TRANS – Transportation Provider

Benton County	
Name:	A Home for the Day
Address:	24910 Co. Rd 137 & 1971 Pine Cone Rd, St. Cloud, MN 56301
Phone:	320/260-5251
Web:	N/A
Service Type:	HS - Adult Day Care
Name:	Foley Area CARE
Address:	251 Fourth Avenue North, P.O. Box 205, Foley, MN 56329
Phone:	320/968-7848
Web:	www.foleyareacare.homestead.com
Service Type:	TRANS – Volunteer Driver
Name:	Independence Center, Inc.
Address:	51 First Avenue South, Waite Park, MN 56387
Phone:	320/252-4146
Web:	www.independencecenterinc.org
Service Type:	HS - Day Training and Habilitation
Name:	Independent School District 51 -- Foley Public Schools
Address:	840 Norman Avenue North, P.O. Box 297, Foley, MN 56329
Phone:	320/968-7175
Web:	www.foley.k12.mn.us
Service Type:	OTHER - School Transportation
Name:	Metro Bus
Address:	665 Franklin Avenue Northeast, St. Cloud, MN 56304
Phone:	320/251-7433
Web:	www.ridemetrobus.com
Service Type:	TRANS – Public Transportation / Fixed Route / Dial-a-Ride
Name:	Taxi Plus, Inc. d/b/a Orange Cab
Address:	1745 Quebecor Road NE, Suite 100, St. Cloud, MN 56304
Phone:	320/252-8080 St. Cloud Disp./763/295-8011 Monticello Disp.
Web:	www.ridewithorangecab.com
Service Type:	TRANS - Private Transportation

Sherburne County

Name:	At the Lake Adult Care
Address:	28532 – 138 Street Northwest, Zimmerman, MN 55398
Phone:	763/631-3908
Web:	N/A
Service Type:	HS - Senior Services / Adult Foster Care
Name:	CAER Food Shelf
Address:	19279 Watson Street, Elk River, MN 55330
Phone:	763/441-1020
Web:	www.caerfoodshelf.org
Service Type:	HS - Food Shelf and Emergency Financial Assistance
Name:	Great River Area Faith in Action
Address:	13074 Edgewood Street, Becker, MN 55308
Phone:	763/263-4277
Web:	www.gra-fia.com
Service Type:	TRANS - Volunteer Driver
Name:	Independence Center, Inc.
Address:	51 First Avenue South, Waite Park, MN 56387
Phone:	320/252-4146
Web:	www.independencecenterinc.org
Service Type:	HS - Day Training and Habilitation
Name:	Independent School District 51--Foley Public Schools
Address:	840 Norman Avenue North, P.O. Box 297, Foley, MN 56329
Phone:	320/968-7175
Web:	www.foley.k12.mn.us
Service Type:	OTHER - School Transportation
Name:	Metro Bus
Address:	665 Franklin Avenue Northeast, St. Cloud, MN 56304
Phone:	320/251-7433
Web:	www.ridemetrobus.com
Service Type:	TRANS – Public Transportation / Fixed Route / Dial-a-Ride
Name:	Options, Inc.
Address:	16820 – 197 Avenue Northwest, Big Lake, MN 55309
Phone:	763/263-3684
Web:	www.options-inc.org
Service Type:	HS - Day Training and Habilitation
Name:	RiverRider Public Transit System
Address:	17211-198 Avenue NW, Suite C, P.O. Box 395, Big Lake, MN 55309 / 763-263-0101
Phone:	
Web:	N/A
Service Type:	TRANS – Public Transportation / Deviated Route / Dial-a-Ride
Name:	Sherburne County Health & Human Services
Address:	13880 Business Center Drive NW, Elk River, MN 55330
Phone:	763/765-4000
Web:	www.co.sherburne.mn.us
Service Type:	HS - County / Volunteer Driver

Stearns County

Name:	CentraCare Health Systems – Melrose
Address:	525 Main Street West, Melrose, MN 56352
Phone:	320/256-4228
Web:	www.centracare.com/clinics/melrose
Service Type:	Health Care
Name:	Helping Hands Outreach
Address:	511 S. Main Street, P.O. Box 293, Holdingford, MN 56340
Phone:	320/746-9960
Web:	www.holdingfordhelpinghands.org
Service Type:	TRANS - Senior Services / Volunteer Driver
Name:	Independence Center, Inc.
Address:	51 First Avenue South, Waite Park, MN 56387
Phone:	320/252-4146
Web:	www.independencecenterinc.org
Service Type:	HS - Day Training and Habilitation
Name:	Independent School District 739 – Kimball
Address:	100 Highway 55 West, P.O. Box 368, Kimball, MN 55353
Phone:	320/398-7700
Web:	www.kimball.k12.mn.us
Service Type:	OTHER - School Transportation
Name:	Independent School District 741 - Paynesville Area Schools
Address:	217 West Mill Street, Paynesville, MN 56362
Phone:	320/243-3410
Web:	www.paynesvilleschools.com
Service Type:	OTHER - School Transportation
Name:	Independent School District 742 - St. Cloud Area Schools
Address:	737 Osseo Avenue South, St. Cloud, MN 56301
Phone:	320/253-9370
Web:	www.stcloud.k12.mn.us
Service Type:	OTHER - School Transportation
Name:	Independent School District 743--Sauk Centre Public Schools
Address:	903 State Road, Sauk Centre, MN 56378
Phone:	320/352-2285
Web:	www.isd743.k12.mn.us
Service Type:	OTHER - School Transportation
Name:	Independent School District 745--Albany Area Schools
Address:	30 Forest Avenue, P.O. Box 40, Albany, MN 55307
Phone:	320/845-2171
Web:	www.albany.k12.mn.us
Service Type:	OTHER - School Transportation
Name:	Independent School District 750--ROCORI Public Schools
Address:	534 Fifth Avenue North, Cold Spring, MN 56320
Phone:	320/685-4901
Web:	www.rocori.k12.mn.us
Service Type:	OTHER - School Transportation

Stearns County

Name:	Loesch Supported Living Services, Inc.
Address:	9517 Echo Road, Kimball, MN 55353
Phone:	320/398-5168
Web:	N/A
Service Type:	HS - Incorporated Foster Home
Name:	Metro Bus
Address:	665 Franklin Avenue Northeast, St. Cloud, MN 56304
Phone:	320/251-7433
Web:	www.ridemetrobus.com
Service Type:	TRANS - Public Transportation / Fixed Route / Dial-a-Ride
Name:	Mother of Mercy Campus of Care
Address:	230 Church Avenue, P.O. Box 676, Albany, MN 56307
Phone:	320/845-2195
Web:	www.motherofmercymn.com
Service Type:	HS - Nursing Home
Name:	Paynesville ROSE Center
Address:	1105 West Main Street, Paynesville, MN 56362
Phone:	320/243-5144
Web:	N/A
Service Type:	TRANS - Volunteer Driver
Name:	RiverRider Public Transit System
Address:	17211-198 Avenue NW, Suite C, P.O. Box 395, Big Lake, MN
Phone:	55309 / 763-263-0101
Web:	N/A
Service Type:	TRANS - Public Transportation / Deviated Route / Dial-a-Ride (Pick-up only at Transit Hub location)
Name:	Rural Stearns Faith in Action
Address:	715 First Street North, Cold Spring, MN 56320
Phone:	320/685-3693
Web:	www.assumptionhome.org
Service Type:	TRANS - Volunteer Driver / Senior Services
Name:	Stearns County Human Services
Address:	705 Courthouse Square, P.O. Box 1107, St. Cloud, MN 56302
Phone:	320/656-6000
Web:	www.co.stearns.mn.us
Service Type:	HS - County
Name:	Taxi Plus, Inc. d/b/a Orange Cab
Address:	1745 Quebecor Road NE, Suite 100, St. Cloud, MN 56304
Phone:	320/252-8080 St. Cloud Disp./763/295-8011 Monticello Disp.
Web:	www.ridewithorangecab.com
Service Type:	TRANS - Private Transportation

Stearns County

Name: WACOSA
Address: 320 Sundial Drive, P.O. Box 757, Waite Park, MN 56387
Phone: 320/251-0087
Web: www.wacosa.org
Service Type: HS - Day Training & Habilitation

Wright County

Name: Delano Senior Center
Address: 234 Second Street North, P.O. Box 462, Delano, MN 55328
Phone: 763/972-0574
Web: www.delano.mn.us
Service Type: TRANS - Volunteer Driver / Senior Services

Name: Faith in Action of Wright County
Address: P.O. Box 613, Buffalo, MN 55313
Phone: 763/234-3586
Web: www.faithinactionwc.com
Service Type: TRANS - Volunteer Driver

Name: Functional Industries, Inc.
Address: 1801 Highway 25 North, P.O. Box 336, Buffalo, MN 55313
Phone: 763/682-4336
Web: www.functionalindustries.org
Service Type: HS - Day Training & Habilitation

Name: Great River Area Faith in Action
Address: 13074 Edgewood Street, Becker, MN 55308
Phone: 763/263-4277
Web: www.gra-fia.com
Service Type: TRANS - Volunteer Driver

Name: Independent School District 742 - St. Cloud Area Schools
Address: 737 Osseo Avenue South, St. Cloud, MN 56301
Phone: 320/253-9370
Web: www.stcloud.k12.mn.us
Service Type: OTHER - School Transportation

Name: Independent School District 877-Buffalo-Hanover-Montrose 214
Address: First Avenue Northeast, Buffalo, MN 55313
Phone: 763/682-8700
Web: www.bhmschools.org
Service Type: OTHER - School Transportation

Name: Independent School District 879 - Delano Public Schools
Address: 700 Elm Avenue, Delano, MN 55328
Phone: 763/972-3365
Web: www.delano.k12.mn.us
Service Type: OTHER - School Transportation

Wright County

Name:	Midwest Paratransit
Address:	11780 Justen Circle, Hassan Township, MN 55369
Phone:	763/458-3736
Web:	www.midwestparatransitservices.com
Service Type:	TRANS - Private Transportation
Name:	Park View Care Center
Address:	200 Park Lane, Buffalo, MN 55313
Phone:	763/682-1131
Web:	www.elimcare.org/facilities/pvcc/
Service Type:	OTHER - Health Care
Name:	RiverRider Public Transit System
Address:	17211-198 Ave. NW, Ste C, PO Box 395, Big Lake, MN 55309
Phone:	763-263-0101
Web:	N/A
Service Type:	TRANS - Public Transportation / Deviated Route / Dial-a-Ride
Name:	Rural Stearns Faith in Action
Address:	715 First Street North, Cold Spring, MN 56320
Phone:	320/685-3693
Web:	www.assumptionhome.org
Service Type:	TRANS - Volunteer Driver
Name:	St. Benedict's Senior Community
Address:	1301 East Seventh Street, Monticello, MN 55362
Phone:	763/295-4051
Web:	www.centracare.com/specialty_centers/stben_senior_monticello
Service Type:	HS - Assisted Living/Memory Care Facility
Name:	Wright County Human Services
Address:	1004 Commercial Drive, Buffalo, MN 55313
Phone:	763/682-7400
Web:	www.co.wright.mn.us
Service Type:	HS - County / Volunteer Driver

Regional (Benton / Sherburne / Stearns / Wright Counties)	
Name:	Care Transportation
Address:	2600 Seventh Street North, St. Cloud, MN 56303
Phone:	320/253-7729
Web:	www.caretransportation.com
Service Type:	TRANS - Private Transportation
Name:	Catholic Charities of the Diocese of St. Cloud
Address:	157 Roosevelt Road, Suite 100, St. Cloud, MN 56301
Phone:	320/650-1550
Web:	www.ccstcloud.org
Service Type:	HS - Food Shelf and Emergency Financial Assistance
Name:	Central MN Council on Aging
Address:	1301 West St. Germain, Suite 101, St. Cloud, MN 56301
Phone:	320/253-9349
Web:	www.cmcoa.org
Service Type:	HS - Senior Services
Name:	Cities Edge Transportation
Address:	8182 Calder Avenue Southeast, Delano, MN 55328
Phone:	612/418-3203
Web:	www.citiesedge.net
Service Type:	TRANS - Private Transportation
Name:	Country Care-A-Van
Address:	520 First Street Northeast, Sartell, MN 56377
Phone:	320/258-2273
Web:	www.countrymanorcampus.org/countrycare-a-van.html
Service Type:	TRANS - Senior Services / Private Transportation
Name:	Executive Express
Address:	3358 Southway Drive, St. Cloud, MN 56301
Phone:	320/253-2226
Web:	www.executiveexpress.biz
Service Type:	TRANS - Private Transportation
Name:	Foley Area CARE
Address:	251 Fourth Avenue North, P.O. Box 205, Foley, MN 56329
Phone:	320/968-7848
Web:	www.foleyareacare.homestead.com
Service Type:	TRANS - Private Transportation
Name:	Horizon Health Faith in Action (<i>Morrison County</i>)
Address:	26814 - 143 Street, P.O. Box 220, Pierz, MN 56364
Phone:	320/468-6451 or 320/632-0075
Web:	www.horizonhealthservices.org
Service Type:	HS - Senior Services

Regional (Benton / Sherburne / Stearns / Wright Counties)	
Name:	Lutheran Social Service
Address:	2485 Como Avenue, St. Paul, MN 55108
Phone:	651/642-5990
Web:	www.lssmn.org
Service Type:	TRANS - Senior Services / Volunteer Driver
Name:	Mayers Charter Service, Inc.
Address:	37264 County Road 13, Melrose, MN 56352
Phone:	320/256-4479
Web:	www.mcbustours.com
Service Type:	TRANS - Private Transportation
Name:	Nan's Van Service (<i>Renville County</i>)
Address:	40376 - 710 Avenue, Franklin, MN 55333
Phone:	507/430-2610
Web:	N/A
Service Type:	TRANS - Private Transportation (STS)
Name:	Pearl Limousine Inc.
Address:	1310 Sunridge Drive, St. Cloud, MN 56301-9143
Phone:	320/251-1101
Web:	www.pearl-limo.com
Service Type:	TRANS - Private Transportation
Name:	SCHU-TRAN LLC
Address:	8898 - 175 Avenue Northeast, Oak Park, MN 56357
Phone:	320/968-7478
Web:	www.schu-tran.com
Service Type:	TRANS - Private Transportation (STS)
Name:	St. Cloud State University
Address:	720 Fourth Avenue South, AS 204, St. Cloud, MN 56301
Phone:	320/308-0121
Web:	www.stcloudstate.edu
Service Type:	Public Education
Name:	Tri-CAP Transit Connection (<i>Benton/Morrison/Stearns Co.</i>)
Address:	1200-23 Avenue S., P.O. Box 683, Waite Park, MN 56387
Phone:	320/202-7824
Web:	www.tricap.org
Service Type:	TRANS - Public Transportation / Deviated Route / Dial-a-Ride
Name:	Voigt's Motorcoach Travel Inc.
Address:	24243 County Road 7, P.O. Box 1, St. Cloud, MN 56302
Phone:	320/253-0510
Web:	www.voigtbus.com
Service Type:	TRANS - Private Transportation

Appendix D - Region 7W/St. Cloud APO Public Workshop Project Ideas Summary

Category 1: Coordinate and Consolidate Transportation Services and Resources					
Project #	Title of Project	Description of Project	Strategies Project Fulfills	Project Implementation A. Project champion(s) B. Responsible for Implementation C. Timing (1 year, 2-3 years, 4-5 years)	Effort vs. Impact
1	Transit 4U	Expand geographic coverage, <u>all</u> populations; Expand transportation to after work hours and weekends (use existing buses cooperative w/city)	A-5 Share resources B-1 Improve service convenience	B. Region 7W Transit Providers C. 5+ Years	C. Difficult to do – Major Improvement
2	Improve service using 5310 vehicles	Expand service using 5310 vehicles to provide service after hours and on weekends using qualified drivers	A-5 Share resources B-1 Improve service convenience (<i>Functional Industries already allows use of 5310 vehicles</i>)	B. MnDOT/5310 Providers C. 2-3 Years	C. Difficult to do – Major Improvement
3	Brokerage – Rides 4U	Create a program like MNET in Region 7W where rides are coordinated for those with financial need	A-7 Consolidate business functions		C. Difficult to do – Major Improvement
4	Brokerage	System mobility manager to enable systems to contract to receive services, joint purchasing, billing, reporting, fraud prevention in Region 7W counties	A-2 Outsource business functions A-7 Coordinate business functions	A. Transportation Resource Center (TRC) B. TRC C. Ongoing	C. Difficult to do – Major Improvement
5	Contract between agencies	Small organizations can contract with transportation providers to provide transportation for their elderly and disabled clients at affordable rates	A-3 Contract between agencies	A. TRC B. TRC C. Ongoing	A. Easy to do – Major Improvement

Category 1: Coordinate and Consolidate Transportation Services and Resources					
Project #	Title of Project	Description of Project	Strategies Project Fulfills	Project Implementation A. Project champion(s) B. Responsible for Implementation C. Timing (1 year, 2-3 years, 4-5 years)	Effort vs. Impact
6	County coordination	Expand services by coordinate/communicate/contract with bordering counties (being cognizant that trips do not stop at regional boundaries)	A-3 Contract between agencies	A. Tri-CAP/TRC B. Region 7W Transit Providers C. Ongoing	C. Difficult to do – Major Improvement
7	Contracting for Rural Access	Existing agency expanding by contracting w/smaller, rural agencies to provide “Dial-A-Ride” services to the rural areas;	A-3 Contract between agencies B-1 Improve service convenience	B. Tri-CAP/RiverRider, Metro Bus & 5310 Providers C. Ongoing	C. Difficult to do – Major Improvement
8	Develop standards for 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	A-9 Coordinate volunteer driver training	A. Tri-CAP B. Tri-CAP C. 1 Year	A. Easy to do – Major Improvement
9	Coordinate volunteer driver training	Central coordination of volunteer driver training requirements	A-9 Coordinate volunteer driver training	A. Tri-CAP B. Sherburne County Health & Human Services (HSS)/Tri-CAP C. 2-3 Years	B. Easy to do – Minor Improvement

Category 1: Coordinate and Consolidate Transportation Services and Resources					
Project #	Title of Project	Description of Project	Strategies Project Fulfills	Project Implementation A. Project champion(s) B. Responsible for Implementation C. Timing (1 year, 2-3 years, 4-5 years)	Effort vs. Impact
10	Coordinate agency schedules	Have a vehicle going each direction every two hours	A-10 Coordinate agency schedules		C. Difficult to do – Major Improvement
11	Linking the Linkages	Use computer software, GPS and On-Star	A-9 Implementation tools that support data management		C. Difficult to do – Major Improvement
12	Coordinate dispatch	Utilize vehicles to best potential to improve efficiencies using real-time dispatch of vehicles	A-6 Coordinate dispatch		C. Difficult to do – Major Improvement
13	District 3 Vehicle Coordination	District 3 coordination of vehicles	A-5 Share resources		C. Difficult to do – Major Improvement
14	Call center (24-7)	Call in center for those needing rides in Region 7W	A-6 Coordinate dispatch	A. Tri-CAP/TRC/Orange Cab/Region 7W Providers B. Orange Cab/Region 7W Providers Tri-CAP C. 5+ Years	C. Difficult to do – Major Improvement
15	Communication Center	Create a regional center for dispatching	A-6 Centralize information and educate public on transportation options	A. Metrobus B. MnDOT/Region 7W Transit Providers/ St. Cloud Area Planning Organization (APO) C. 5+ Years	C. Difficult to do – Major Improvement

Category 2: Mobility Strategies					
Project #	Title of Project	Description of Project	Strategy Projects Fulfills	Project Implementation A. Project champion(s) B. Responsible for Implementation C. Timing (1 year, 2-3 years, 4-5 years)	Effort vs. Impact
16	Expand service hours	Provide transportation in Big Lake and Elk River for evening and weekend hours	B-1 Improve service convenience		C. Difficult to do – Major Improvement
17	Expand service hours	Provide transportation after normal working hours, weekends within rural communities serving low-income, disabled, seniors and those in need in rural areas	B-1 Improve service convenience	A. Tri-CAP/TRC B. Region 7W Transportation Providers C. 4-5 Years	C. Difficult to do – Major Improvement
18	Volunteer Driver Transportation Program	Improve flexibility to serve clients of all ages in Region 7W	B-2 Establish volunteer driver programs	A. Tri-CAP/TRC B. Volunteer Driver Programs C. 2-3 Years	C. Difficult to do – Major Improvement

Category 3: Communication, Training and Organizational Support					
Project #	Title of Project	Description of Project	Strategy Projects Fulfills	Project Implementation A. Project champion(s) B. Responsible for Implementation C. Timing (1 year, 2-3 years, 4-5 years)	Effort vs. Impact
19	Web/video-based driver training	Develop web-based (video) for training volunteer drivers	C-8 Establish/enhance volunteer driver training programs		D. Difficult to do – Minor Improvement
20	Rider Assistance Program	Assist riders in use of transportation programs (ride along); door-to-door	C-9 Establish/enhance assisted transportation programs		C. Difficult to do – Major Improvement
21	Trained volunteer drivers for 5310 vehicles	Train volunteers for 5310 vehicles so vehicles can be used after hours	C-8 Establish/enhance volunteer driver training programs		D. Difficult to do – Minor Improvement
22	Transportation Provider Database (Transit 2-1-1)	Expand/maintain centralized electronic database with all transportation options (and phone line); Partnership with Orange Cab	C-1 Centralize information	A. MnDOT B. Tri-CAP/TRC C. Ongoing	A. Easy to do – Major Improvement
23	Enhance existing mobility management services	Enhance existing mobility management services through the Transportation Resource Center	C-2 Maintains staff resources to promote and implement coordination efforts	A. Tri-CAP/TRC B. Region 7W Providers C. 1 Year	A. Easy to do – Major Improvement

Category 3: Communication, Training and Organizational Support					
Project #	Title of Project	Description of Project	Strategy Projects Fulfills	Project Implementation A. Project Champion(s) B. Responsible for Implementation C. Timing (1 year, 2-3 years, 4-5 years)	Effort vs. Impact
24	Semi-annual /annual meeting of Region 7W/ APO group	Convene transportation providers and human services agencies to discuss on-going coordination needs in Region 7W/APO area	C-5 Convene regional coordination body	A. MnDOT B. Region 7W Transit Providers C. 1 Year	A. Easy to do – Major Improvement
25	Transit Management Association	Create membership organization to promote transit coordination	C-7 Educate public, regional professionals and others		B. Easy to do – Minor Improvement
26	Travel Training Center	Create regional mobility assessment and travel training center	C-4 Educate public on transportation options	A. Metrobus B. MnDOT/Region 7W Transit Providers/APO C. 1 Year	C. Difficult to do – Major Improvement
27	Transit Membership Card	Reduce redundancy of marketing to clients	C-6 Educate public on transportation options		D. Difficult to do – Minor Improvement
28	Regional Consortium Brand	Create a brand, web page, newsletter to promote transit	C-6 Educate public on transportation options A-7 Educate regional professionals on transportation options	A. Buffalo – Prepared for a Lifetime (BPAL)/ Buffalo Community Center/ Wright County B. BPAL C. 1 Year	D. Difficult to do – Minor Improvement

Appendix E - Project Analysis: Effort vs. Impact Assessment

Difficult to do/Minor impact projects	Difficult to do/Major impact projects
Easy to do/Minor impact projects	Easy to do/Major impact projects

Appendix F - Coordination Strategies

A - Coordinate and Consolidate Transportation Services and Resources			
	Strategy	Key Elements	Benefits
1	Allow joint purchasing	Coordinate purchases such as vehicle maintenance, insurance, driver training and substance abuse testing	Reduces costs by "buying in bulk;" increases consistency across organizations
2	Outsource business functions	Contract with external agencies for business services such as accounting, billing, or dispatching	Increased efficiency by allowing agency to focus on key mission while outside contractor handles ancillary functions
3	Contract between agencies	Allow providers with excess capacity to "sell" rides to other organizations, which are reserved for their clients	Improves service productivity and cost-effectiveness
4	Contract with common carrier	One or more sponsors have contracts with a common carrier, such as a public transit agency, and permit co-mingling of clients on the carrier's vehicles	Increases vehicle productivity; reduces per trip costs
5	Share resources	Share use of operational and capital resources (vehicles, facilities, support services)	Reduces costs; increases vehicle productivity; improves service quality
6	Coordinate dispatch	Create centralized call center and share trip dispatch under single entity within an organization. Buy software that incorporates reservation and scheduling capabilities and/or uses vehicle location information	Improves program access; creates cost-efficiencies; maximizes ridesharing; removes obstacles to providing same day, shared ride service; potential to reduce costs and increase productivity
7	Consolidate business functions	Merge various operating functions, such as call center or service delivery, from several agencies under single entity	Improves program access; creates cost-efficiencies
8	Coordinate volunteer driver training	Merge volunteer driver training across programs	Volunteer drivers are qualified to drive clients of more than one program

A - Coordinate and Consolidate Transportation Services and Resources			
	Strategy	Key Elements	Benefits
9	Implement tools that support data management	Install tools that improve data integrity, fare collection, cost sharing/allocation, billing, reporting and transfers	Improves service operations, design and management; may create cost savings
10	Coordinate agency schedules	Coordinate connections between transit services. Coordinate transit service hours with health services, social services, and employment schedules	Improves program access, could result in cost-efficiencies by grouping rides from similar origin/destination locations
B - Mobility Strategies			
	Strategy	Key Elements	Benefits
1	Improve service convenience	Improve/expand service hours, geographic coverage, driver assistance, same-day service, inter-city services, etc. Purchase additional vehicles. Use software that matches service information with data to maximize service design and enhance productivity	Enhances travel and service options; increase services productivity and frees resources for service expansion
2	Establish/enhance volunteer driver programs	Develop/incorporate volunteer driver program to deliver services	Low cost strategy to increase service, community involvement
3	Establish/enhance assisted transportation programs	Train volunteers to help riders who are unable to use transit services without personal assistance	Increase access to transit services
4	Establish/expand taxi subsidy programs	Provide vouchers to partially or completely pay for taxi services	Offers flexible service; increases travel options
5	Improve access to transit stops	Make accessibility improvements at bus stops, such as installing accessible pedestrian signals	Improves accessibility of fixed-route; does not require on-going funding; can reduce reliance on paratransit
6	Maintain existing vehicle fleet	Replace existing buses appropriate to their age/wear and tear	Future levels of service match current levels

C -	Communication, Training and Organizational Support		
	Strategy	Key Elements	Benefits
1	Centralize information	Create centralized listing of regional transportation services	More user friendly ; increases access to service
2	Hire mobility manager	Dedicate personnel resources to manage local mobility issues and/or staff coordination efforts	Creates staff resources to promote and implement coordination efforts
3	Provide technical training for coordination staff	Obtain technical training on background skills needed to implement coordination strategies, such as financial tools, team-building, etc.	Ensures local coordination staff has skills to implement recommended programs
4	Offer customer travel training	Encourage targeted populations to use transit services by teaching them how to ride the bus	May reduce paratransit costs by moving riders to fixed route services; increases consumers' transportation options; means to offer culturally specific training to target groups
5	Convene regional coordination body	Convene transportation providers and human services agencies to discuss on-going coordination needs within each region	Designated body can oversee implementation of identified coordination efforts. Could initiate studies such as identifying and tracking transportation spending within region to promote understanding of dollar trail
6	Educate public of transportation options	Marketing and education to teach consumers about their transportation options	Increased ridership, could target culturally specific groups
7	Educate regional professionals of transportation options	Education of human service professionals of the whole spectrum of transportation options available to clients	More cost-effective and efficient recommendations to clients
8	Establish/enhance volunteer driver training programs	Provide ongoing training opportunities for volunteer drivers	Ensures that volunteer drivers have relevant skills
9	Establish/enhance assisted transportation programs	Provide ongoing training for staff and volunteers in assisting elderly and disabled.	Ensures that staff and volunteers have relevant skills.

Appendix G – Steering Committee Work Plan Addendum



Region 7W/APO 2011 Local Human Service Transit Coordination Plan Steering Committee Work Plan

Region 7W/St. Cloud Area Planning Organization 2011 Local Human Service Transit Coordination Plan was adopted February 17, 2012. Region 7W/APO received an additional \$800.00 in federal funds to continue the coordination efforts of the plan for an additional six months to discuss plan outcomes, identify implementation strategies of high priority projects, and recommend projects for future federal and state funding applications and create a one to three year work plan with specific projects that local stakeholders involved in the coordination process could implement.

The additional stakeholder meeting was held on May 17, 2012. The meeting objectives were the following:

- Review status of local coordination activities;
- Review and discuss synthesis of projects from local coordination plans statewide;
- Identify local projects that may have the potential to be funded during the CY 2013 grant cycle for Job Access Reverse Commute (JARC); New Freedom or the Elderly and Disabled programs;
- Identification of how local projects may impact veterans and military service organizations within Region 7W/APO.

Stakeholders present at the April 17, 2012 meeting were several key transportation providers:

Name	Organization
Linda Elfstrand	Tri-CAP
Shannon Tietz	Tri-CAP – Transportation Resource Center
Jaime Baker	Functional Industries, Inc.
Dina Wuornos	Central MN Jobs & Training Services
Nancy Betts	WACOSA
Amy Christensen	Independence Center

Terry Markfort	Care Transportation, Inc.
Tom Cruikshank	St. Cloud Metro Bus
Richard Simonson	Options, Inc.
Ken Kelley	DAC – St. Cloud VAHCS
Patricia Aljets	St. Cloud VAHCS
Dean Loidolt	Central MN Council on Aging
Sanhita Chattopadhyay	St. Cloud APO
Mary Nieken	MnDOT District 3
Steve Voss	MnDOT District 3
Noel Shughart	MnDOT Office of Transit
Sue Siemers	MnDOT District 3

The top priority projects that emerged from the April 17 Steering Committee meeting were as follows:

1. Continuation of Steering Committee Meetings at least quarterly;
2. Communication Center
3. Enhance Existing Mobility Management Services; and
4. Improve Service Using 5310 Vehicles

The number one project was removed from the list of priority projects as Steering Committee Members agreed District Transit Project Manager would take responsibility to reconvene, schedule and solicit agenda topics from Steering Committee Members.

A second stakeholder sub-committee meeting was held on May 18, 2012. The meeting objective was to discuss and strategies the submittal of a grant for one or all of the high priority projects the Steering Committee had identified as priority for the Region. Sub-committee representation consisted of the following members:

Name	Organization
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Amy Christensen	Independence Center
Tom Cruikshank	St. Cloud Metro Bus
Linda Elfstrand	Tri-CAP
Shannon Tietz	Tri-CAP Transportation Resource Center
Chad Gessell	RiverRider
Terry Markfort	Care Transportation, Inc.
Debbie Anderson	St. Cloud Metro Bus
Fay Simer	MnDOT Office of Transit
Noel Shughart	MnDOT Office of Transit
Sanhita Chattopadhyay	St. Cloud APO
Steve Voss	MnDOT District 3
Sue Siemers	MnDOT District 3

It was determined the timeline for applying for either JARC, New Freedom or FTA Section 5310 funding for the top identified projects during the CY 2013 was not enough time to submit an application. The following work plan includes a detailed description for each of the remaining three priority projects for implementation over the next one to three years by the Steering Committee Members. The work plan identifies project champions, implementation parties, timing, action steps, resources needed and how the project will benefit veterans and military service organizations within Region 7W/APO.

Project #1 Work Plan:
Communication Center

Part 1: Project Details

Project Title:	Communication Center
Project Description and Objective (what do you want to accomplish):	Create a regional center for dispatching, mobility management, travel training and location for provider training and meetings.
Clients Served:	Everyone
Communities Served:	Region 7W/APO Geographic Area with intent for future growth to encompass all of Central Minnesota
Strategy:	Centralize information and educate public on transportation options available by making one-call.

Part 2: Implementation

Project Champion(s)	MnDOT District 3, St. Cloud Metro Bus, Region 7W/APO Transportation Providers
Responsible for Project Implementation:	MnDOT District 3, St. Cloud Metro Bus, Region 7W/APO Transportation Providers
Timing:	Third Year of Plan - 2014-2015
Action Steps:	*St. Cloud Metro Bus finalize 700 Germain Site purchase and complete site renovations; *Consent from governing transportation boards; *Create Coordinating Council; *Signed MOUs from all transportation providers
Resources Needed	*Funding and local match from transportation providers to renovate site and continued operational funding;
How will this project benefit Veterans specifically:	On-call/click transportation resource for educating and training on how to obtain and physically utilize the transportation services within Region 7W/APO Area.

Project #2 Work Plan:
Enhance Existing Mobility Management Services

Part 1: Project Details

Project Title:	Enhance Existing Mobility Management Services
Project Description and Objective (what do you want to accomplish):	Enhance existing Mobility Management services that currently exist within Region 7W/APO area through St. Cloud Metro Bus and Transportation Resource Center
Clients Served:	General Public
Communities Served:	Region 7W/APO Geographic Area
Strategy:	Maintain staff resources to promote and implement coordination efforts by joining forces to educate general public on transportation options available.

Part 2: Implementation

Project Champion(s)	Region 7W/APO Transportation Providers
Responsible for Project Implementation:	MnDOT District 3, Region 7W/APO Transportation Providers
Timing:	Third Year of Plan, 2014-2015
Action Steps:	* MOU from Region 7W/APO Transportation Providers who partner in this effort;
Resources Needed	*Operational Funding (upkeep of web based data information); *Minimal Capital Purchases (marketing tools)
How will this project benefit Veterans specifically:	On-call/click transportation resource for educating and training on how to obtain and physically utilize the transportation services within Region 7W/APO Area.

Project #3 Work Plan:
Improve Service Using 5310 Vehicles

Part 1: Project Details

Project Title:	Improve Service Using 5310 Vehicles
Project Description and Objective (what do you want to accomplish):	Expand services utilizing 5310 vehicles to provide transportation services after hours and on weekends using qualified, trained drivers.
Clients Served:	Elderly and Disabled – General Public
Communities Served:	Region 7W/APO Geographic Area
Strategy:	Share existing vehicle resources and improve service convenience.

Part 2: Implementation

Project Champion(s)	Region 7W/APO Transportation Providers (5310 and 5311)
Responsible for Project Implementation:	MnDOT District 3, Region 7W/APO Transportation Providers
Timing:	Third Year of Plan, 2014-2015
Action Steps:	*Consent from governing transportation boards; *Insurance barrier to overcome; *Signed MOUs from all transportation providers
Resources Needed	*Vehicles, qualified drivers and operating funds;
How will this project benefit Veterans specifically:	Opportunity for additional transportation services in the evening and weekends.