

2022 Region 2

**Local Human Services-Transit Coordination
Plan**

Plan Prepared By:

Headwaters Regional Development Commission (HRDC)

In Cooperation With Representatives and Agencies From:

Beltrami, Hubbard, Clearwater, Mahnommen and Lake of The Woods

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INTRODUCTION

The purpose of this document is to evaluate existing transportation providers, identify the unmet needs and services, and establish transportation related goals for Region 2. The counties included in this region are Beltrami, Hubbard, Clearwater, Mahnomon, and Lake of The Woods, all in Minnesota. This documentation fulfills planning requirements for the Fixing America's Surface Transportation Act (FAST Act), signed into law December 4, 2015.

As a requirement of the FAST Act, grantees under the Section 5310: Enhanced Mobility of Seniors and Individuals with Disabilities program must have projects under a "locally developed coordinated public transit-human services transportation plan" (49 U.S.C. 5310) to receive federal funding. This plan must be developed through a process that includes representatives of public, private, and non-profit transportation services as well as human services providers and the public.

The local human service transportation coordination planning process encourages participation from all local stakeholders and public in the region, especially within the target populations. The purpose of this process is to improve human service and public transportation through coordinated transportation for older adults, individuals with disabilities, and individuals with low incomes.

The plan contains demographic conditions, inventory of existing transportation providers, gaps in service, and unmet needs throughout the region that have been identified through analysis, committee input, and stakeholder outreach.

Major Plan Components

The plan has three major components:

- A demographic profile;
- A view of mobility today, analyzing existing transportation services, regional origins and destinations, needs, gaps, and current coordination;
- A vision of mobility tomorrow, laying out goals and strategies to improve transportation services.

Impact of COVID 19

The Headwaters Region was not immune to the effects of COVID 19. The initial Stay-at -Home Order lead to a decline in businesses and services available which resulted in a decline in riders utilizing public transport. The extended decline in riders forced some of our providers to pause or suspend some fixed routes, which are still suspended today. Driver shortages was a barrier prior to the pandemic and COVID 19 has further exposed the issue for our transportation providers. With the limited number of drivers, Dial-a-Ride has taken a more prominent role in the region as our transportation providers work to be as efficient as possible with the drivers they have available. With the adjustment of availability during the pandemic, people with

disabilities or limited mobility who rely heavily on our transportation system were greatly affected. This is important as every county in Region 2 has a disabled population over the Minnesota average. Our transportation providers also adjusted to ensure transportation was safe for all; social distancing and masking became a requirement as they worked to continue to provide a clean safe service to their riders. Transportation providers also coordinated with local food shelves to assist with food deliveries to residents in need. In the two years since the start of the COVID 19 pandemic we have seen an increase in ridership as the transportation industry rebounds from the effects of COVID 19.

Outline Design

The plan is designed to outline:

- A comprehensive review of existing public transportation and human services coordination;
- A context for continuing and broadening communication between human service agencies and transportation providers;
- A platform to enhance transportation access for older adults, people with disabilities, and those with low incomes through identification of unmet needs and strategies to address them;
- An educational tool for human service agencies, transportation providers, and Regional Transportation Coordinating Councils (RTCCs) to identify coordination opportunities.

Table 1 shows the suggested timeline for the processes that go along with plan completion.

Table 1: Suggested Timeline for Plan Completion:

	July	Aug-Sept	Oct	Nov-Dec	Jan-Feb	Mar-Apr	May	Jun
Executed Contracts	X							
Appoint Steering Committee	X							
Survey & Questionnaire Collection		X						
Previous Effort Evaluation		X						
Steering Committee Meeting 1		X						
Focus Groups			X					
Steering Committee Meeting 2				X				
Planning Workshop (Steering Committee Meeting 3)					X			
MnDOT Draft Review						X		
Steering Committee Meeting 4						X		
MCOTA Draft Review							X	
Plan Adoption								X

BACKGROUND

Study Area Demographics

A key step in developing and evaluating transit plans is a careful analysis of the mobility needs of various segments of the population and the potential ridership of transit services. As part of the plan development process, an effort was undertaken to identify any concentrations of the following targeted population groups: elderly, disabled, low income and unemployed individuals.

Transit demand analysis is the basic determination of demand for transportation in each area. There are several factors that affect demand, not all of which can be projected; however, demand estimation is an important task in developing any transportation plan and several methods of estimation are available for this purpose. The analysis makes intensive use of several demographic data and trends. In consideration of the limited resources available to prepare this plan, a decision was made to utilize the most recent American Community Survey (ACS) data to identify any concentrations of the targeted groups along with completing an analysis of the program demand. ACS data is also available and summarized at the Minnesota State Demographic Center.

This section provides information on individuals considered by the transportation and human services sectors to be dependent upon transit services. In general, these individuals have barriers which preclude them from driving, and thereby make carpooling and transit their only viable alternative of motorized transportation available.

The four types of limitations which preclude persons from driving are:

1. physical limitations
2. financial limitations
3. legal limitations
4. self-imposed limitations

Physical limitations may include permanent disabilities due to (age, blindness, paralysis, or developmental disabilities) or temporary disabilities such as (acute illnesses or head injuries). Financial limitations include those persons unable to purchase or rent their own vehicle. Legal limitations generally refer to limitations for persons who are too young to drive (generally under age 16). Self-imposed limitations refer to those people who choose not to own or drive a vehicle (some or all the time) for reasons other than those listed in the first three categories. The Census is generally capable of providing information about the first three categories of limitation. The fourth category of limitation is currently recognized as representing a relatively small proportion of transit ridership but is still significant to this study.

Study Area

The study area includes five counties in Region 2. These counties include Beltrami, Hubbard, Clearwater, Mahnomen and Lake of the Woods.

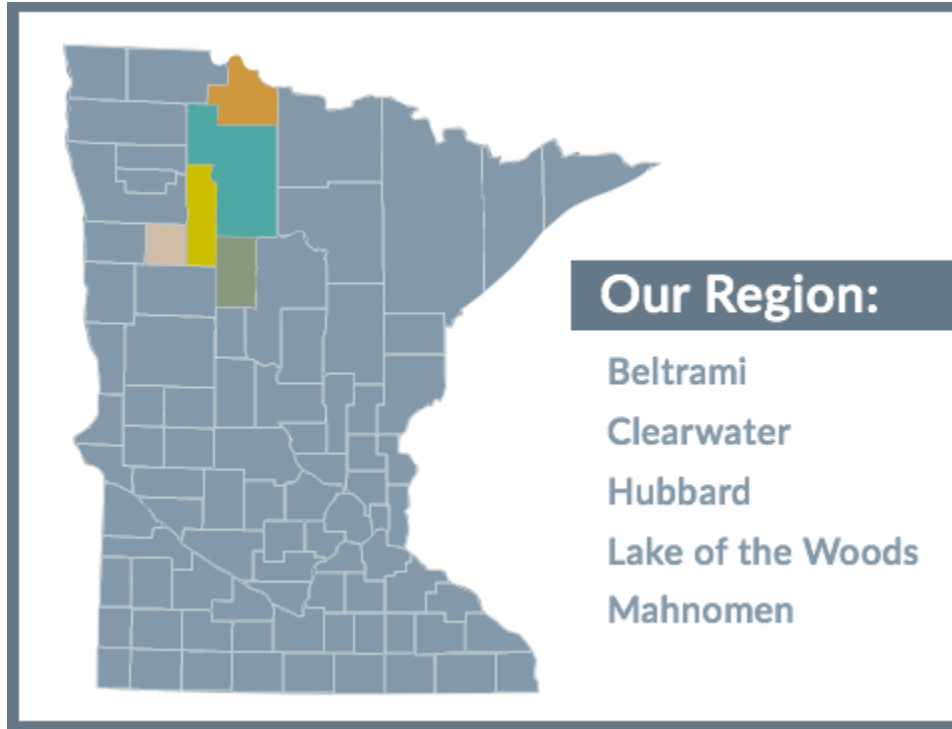


FIGURE 1

Total Population

Region 2 covers an expansive geography with over 75% of the population residing in Beltrami and Hubbard. The number of residents residing in these two counties means that additional resources and services are available, which are not as prominent in the other three counties. Additional resources and services create a need for transportation to and from these more populated areas.

Table 1 below shows the distribution of the regional population between each county.

Table 1: Population by County

County	Population	Percent of Total
Beltrami	46,403	54.2%
Clearwater	8,821	10.3%
Hubbard	21,019	25.5%
Lake of the Woods	3,771	4.4%
Mahnomen	5,501	6.4%
Total	85,515	100%

Source: ACS

Table 1a: indicates the projected population for the Headwaters region over the next 5 years. The region will see an average of 1.5% growth, with most growth concentrated in the two largest counties (Beltrami and Hubbard) and a significant decrease in Lake of the Woods.

Table 1a: Projected Population by County

County	2023 Projected Population	2028 Projected Population	Percent of Change
Beltrami	47,980	49,074	2.3%
Clearwater	8,936	8,981	0.5%
Hubbard	21,547	21,914	1.7%
Lake of the Woods	3,527	3,298	-6.5%
Mahnomen	5,574	5,591	0.3%
Total	87,564	88,858	1.5%

Population by Age

Region 2 age demographics are generally consistent throughout the region with a few noteworthy exceptions. Mahnomen county has the highest percentage of youth population at 31% which is 6% higher than the other four counties in the region. Another point of notice is the senior population in three of the counties are greater than 18% which exceed the Minnesota average of 15%. Both youth and senior populations rely heavily on the region’s transportation system.

Tables 2-4 show the number of youths, adults, and seniors within each county and the percent these populations make out of the total county population.

Table 2: Youth Population (17 years and younger)

County	Total Population	Youth Population	Percent of Total
Beltrami	46,403	11,686	25.2%
Clearwater	8,821	2,191	24.8%
Hubbard	21,019	4,442	21.1%
Lake of the Woods	3,771	799	21.2%
Mahnomen	5,501	1,739	31.6%
Total	85,515	20,857	24.4%

Source: ACS

Table 3: Adult Population (18 to 64 years)

County	Total Population	Adult Population	Percent of Total
Beltrami	46,403	27,501	59.3%
Clearwater	8,821	4,842	54.9%
Hubbard	21,019	11,354	54.0%
Lake of the Woods	3,771	2,086	55.3%
Mahnomen	5,501	2,798	50.9%
Total	85,515	48,581	56.8%

Source: ACS

Table 4: Senior Population (65 years and over)

County	Total Population	Senior Population	Percent of Total
Beltrami	46,403	7,216	15.6%
Clearwater	8,821	1,788	20.3%
Hubbard	21,019	5,223	24.8%
Lake of the Woods	3,771	886	23.5%
Mahnomen	5,501	964	17.5%
Total	85,515	16,077	18.8%

Source: ACS

The maps in Figure 2-4 show the population breakdowns for the region by age. As displayed in the maps are a consistent age breakdown throughout the region with two areas worth mentioning the percentage of youth population in Mahnomen and the senior population in Hubbard county, both of which are age groups identified as groups more dependent on transportation services.

Headwaters - Percent Youth Population

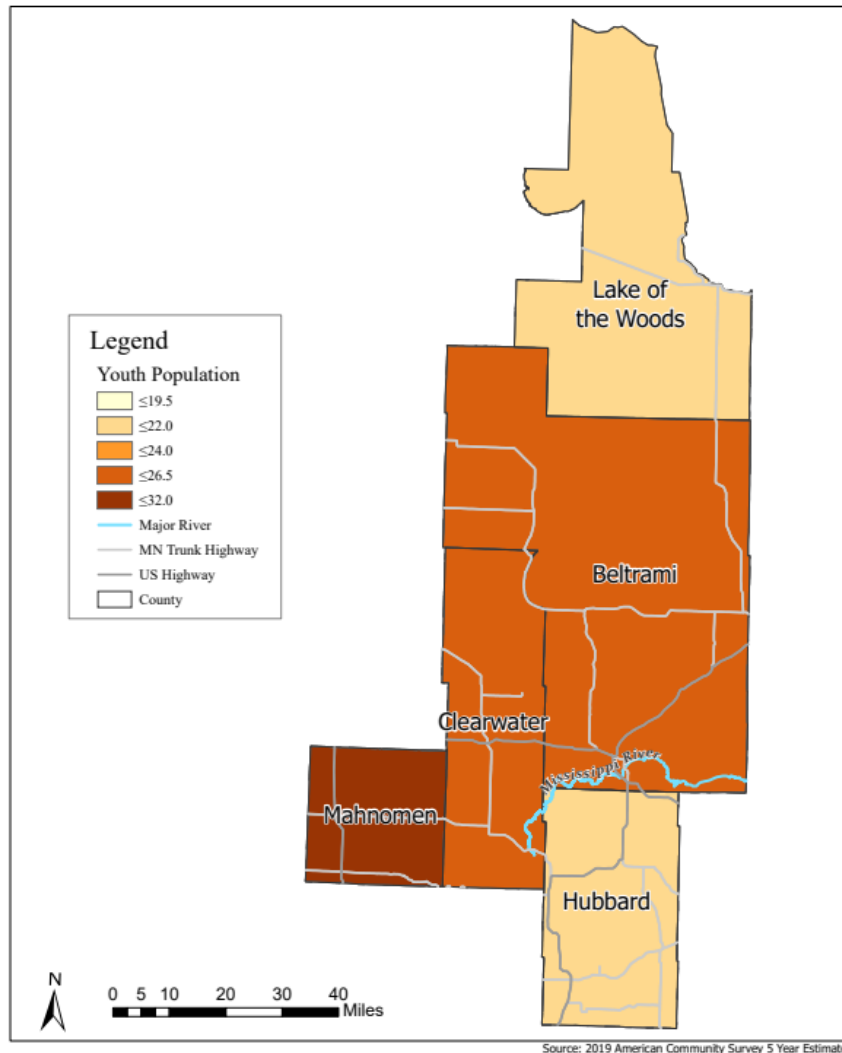


FIGURE 2

Headwaters - Percent Adult Population

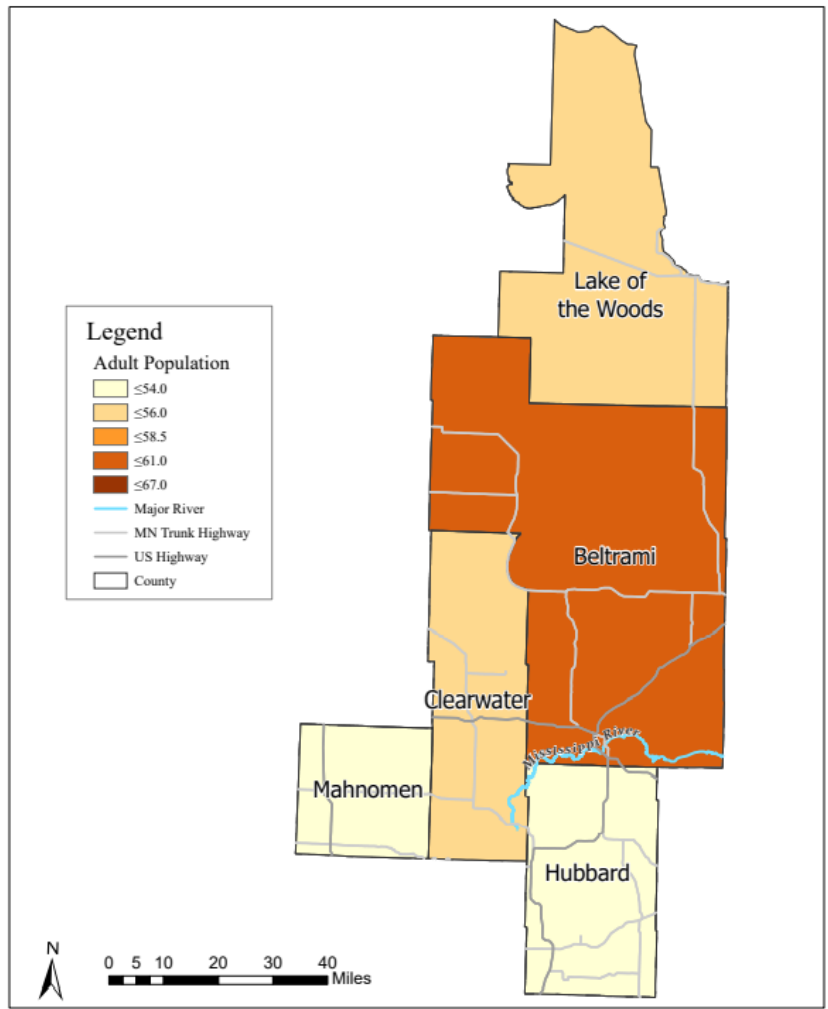


FIGURE 3

Headwaters - Percent Senior Population

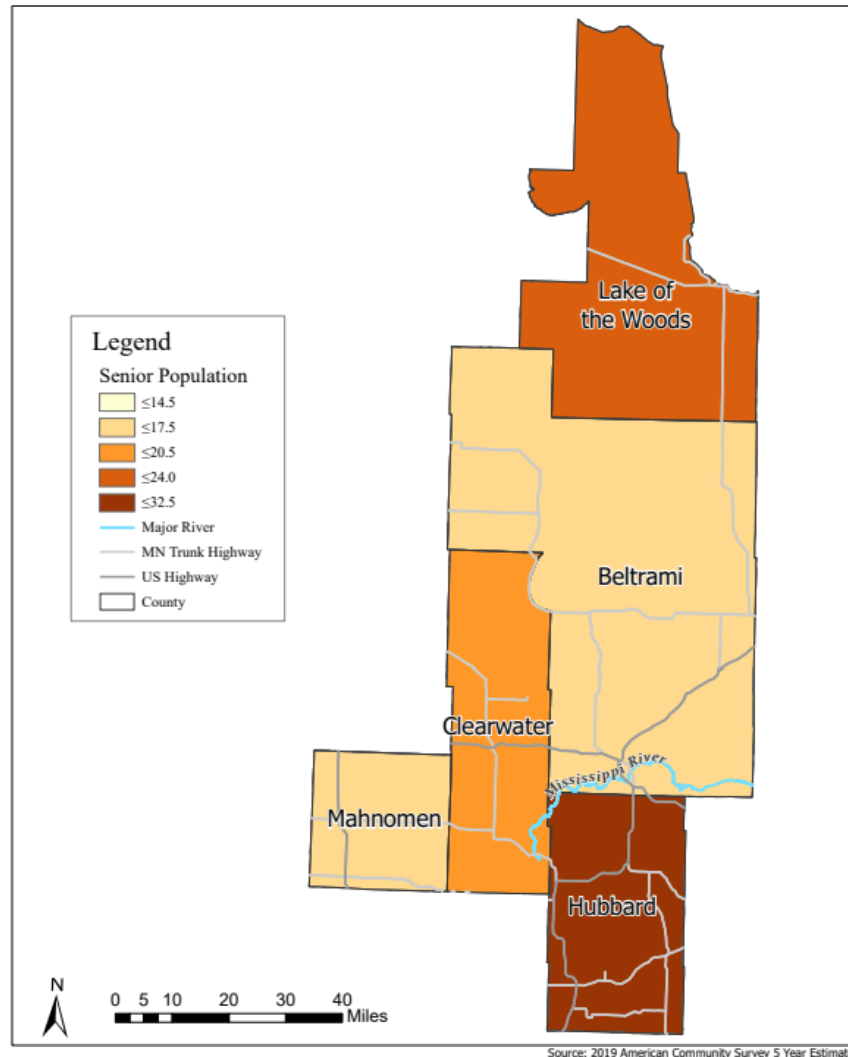


FIGURE 4

Populations with a Disability

The Minnesota population has an average of 10.9% of the population with one or more disabilities. In Region 2, each of the counties have average population with disabilities higher than the Minnesota average of 10.9%. According to ACS data, Region 2 has 12,345 people with one or more disabilities, which totals 14.5% of the region’s population. Transportation is a critical need for residents with disabilities, providing them access to shopping, healthcare services, and employment opportunities.

Table 5 contains the total county populations for individuals with disabilities, and the percent that population is of the total county population. Tables 6-8 break down that total population into youth, adults, and seniors with a disability.

Table 5: Total Population with a Disability

County	Total Population	Disabled Population	Percent of Total
Beltrami	46,403	6,330	13.8%
Clearwater	8,821	1,498	17.2%
Hubbard	21,019	3,196	15.3%
Lake of the Woods	3,771	479	12.9%
Mahnomen	5,501	842	15.4%
Total	85,515	12,345	14.5%

Source: ACS

Table 6: Youth Population with a Disability (5 to 15 years)

County	Total Youth	Disabled Population	Percent of Total
Beltrami	8,359	761	9.1%
Clearwater	1,639	122	7.4%
Hubbard	3,309	186	5.6%
Lake of the Woods	589	6	1.0%
Mahnomen	1,257	111	8.8%
Total	15,153	1,186	7.8%

Source: ACS

Table 7: Adult Population with a Disability (16 to 64 years)

County	Total Adult	Disabled Population	Percent of Total
Beltrami	27,325	3,186	11.7%
Clearwater	4,813	676	14.0%
Hubbard	11,291	1,359	12.0%
Lake of the Woods	2,081	283	13.6%
Mahnomen	2,792	394	14.1%
Total	48,302	5,898	12.2%

Source: ACS

Table 8: Senior Population with a Disability (65 years+)

County	Total Seniors	Disabled Population	Percent of Total
Beltrami	6,952	2,382	34.3%
Clearwater	1,709	700	41.0%
Hubbard	5,134	1,634	31.8%
Lake of the Woods	844	190	22.5%
Mahnomen	942	326	34.6%
Total	15,581	5,232	33.5%

Source: ACS

The maps in Figure 5-8 are a visual indicator of the high population of people with one or more disabilities in these communities. The needs of people with varying disabilities must be accounted for when creating transportation initiatives to ensure communities are meeting the needs of these individuals.

Headwaters - Percent of Pop. with Disabilities

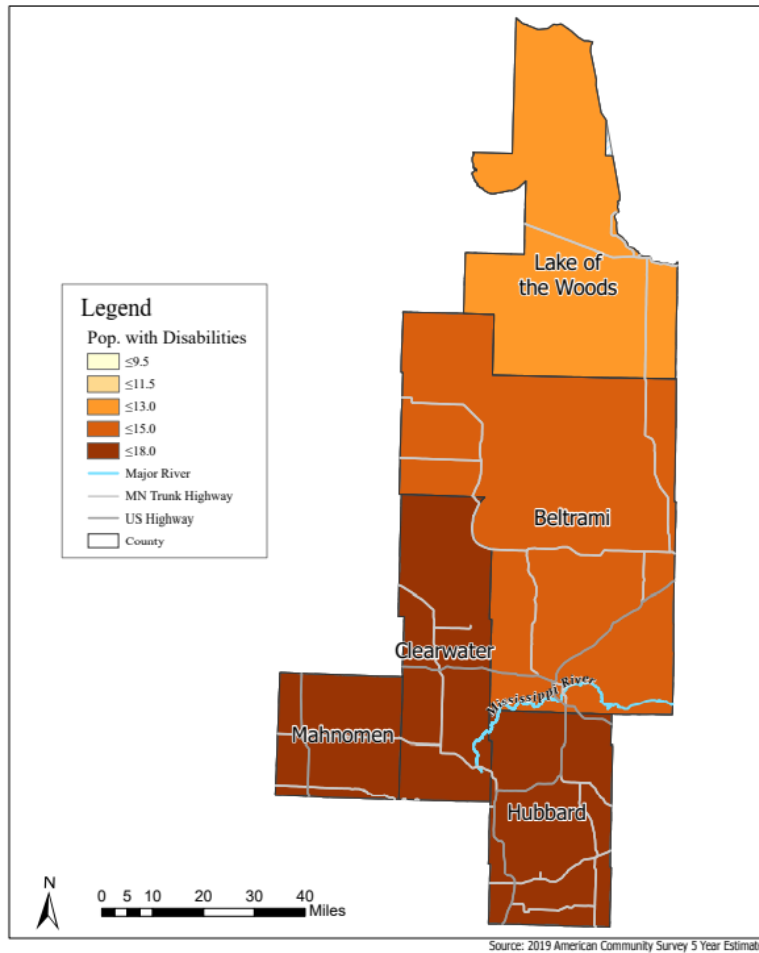


FIGURE 5

Headwaters - Percent of Youth with Disabilities

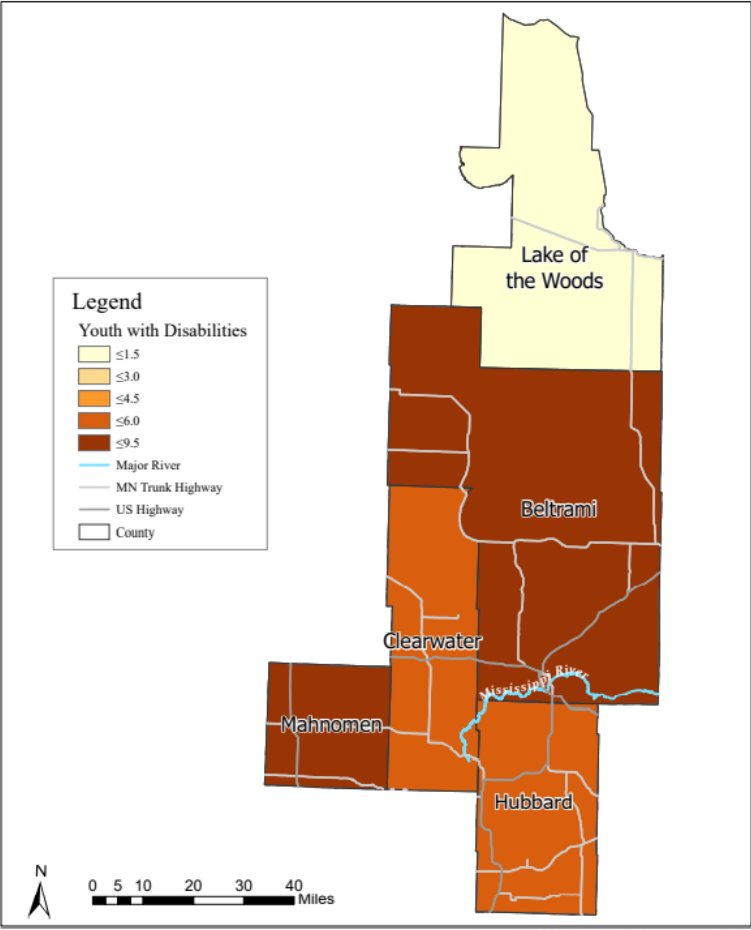


FIGURE 6

Headwaters - Percent of Adults with Disabilities

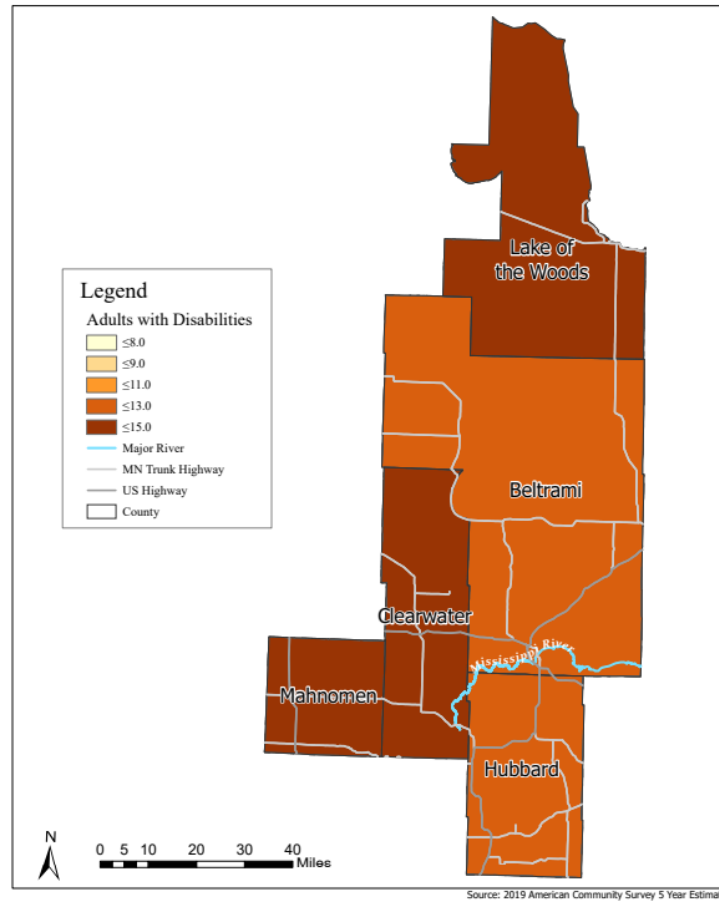


FIGURE 7

Headwaters - Percent of Seniors with Disabilities

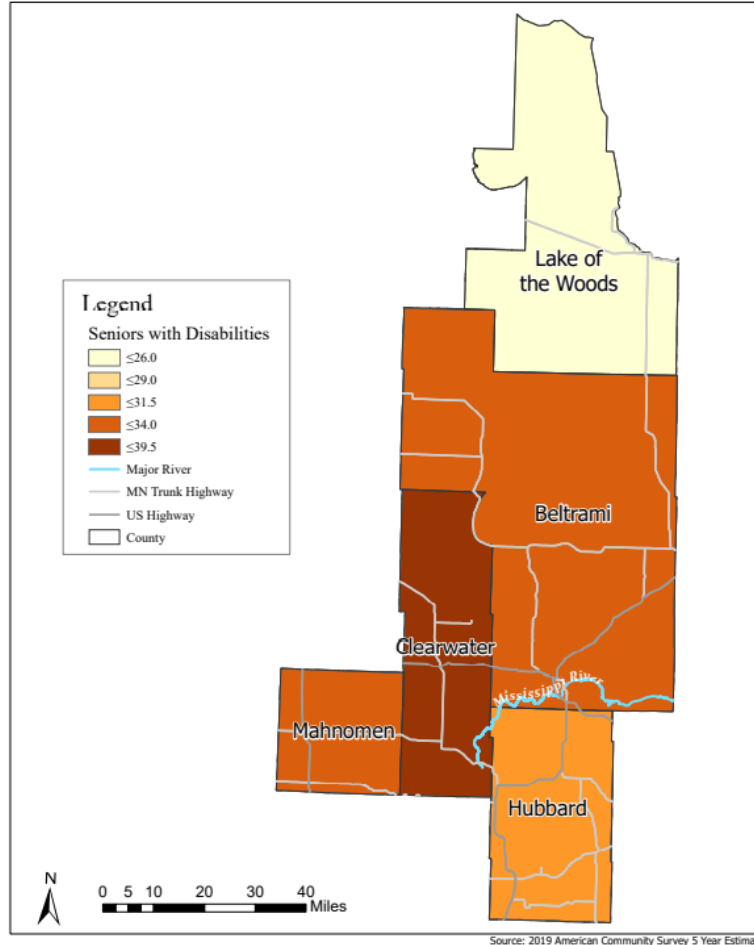


FIGURE 8

Low-Income Population

As defined by the Department of Health and Human Services, an individual having an annual income of no more than \$12,880 is considered to be living below the poverty level. Of the 87 counties in the state of Minnesota, counties within Region 2 rank 87th, 86th, and 84th as having the highest poverty rates in the state. Mahnomen has the highest percentage of people living below the poverty line at 23% followed by Beltrami at 18%. Lake of the Woods has the lowest percentage in the region at 10%. The high number of people living below the poverty line creates significant need for affordable transportation and transportation assistance programs to support these residents gaining access to healthy food, medical care, and employment.

Table 9 shows the population of individuals living below the poverty level by county, and the percentage that population represents of the total. Tables 10-12 describe this population in more detail by showing county populations for youth, adults, seniors, and individuals with a disability living below poverty.

Table 9: Total Population Below Poverty Level

County	Total Population	Population Below Poverty Level	Percent of Total
Beltrami	43,962	8,306	18.9%
Clearwater	8,619	1,260	14.6%
Hubbard	20,740	2,452	11.8%
Lake of the Woods	3,713	399	10.7%
Mahnomen	5,391	1,254	23.3%
Total	82,425	13,671	16.5%

Source: ACS

Table 10: Youth Below Poverty Level (17 years and younger)

County	Total Youth	Population below Poverty Level	Percent of Total
Beltrami	11,102	2,749	24.8%
Clearwater	2,093	395	18.9%
Hubbard	4,311	732	17.0%
Lake of the Woods	788	161	20.4%
Mahnomen	1,657	560	33.8%
Total	19,951	4,597	23.0%

Source: ACS

Table 11: Adults Below Poverty Level (18 to 64 years)

County	Total Adults	Population below Poverty Level	Percent of Total
Beltrami	25,908	4,920	19.0%
Clearwater	4,817	632	13.1%
Hubbard	11,295	1,381	12.2%
Lake of the Woods	2,081	173	8.3%
Mahnomen	2,792	591	21.2%
Total	46,893	7,697	16.4%

Source: ACS

Table 12: Seniors Below Poverty Level (65 years and over)

County	Number of Adults	Population below Poverty Level	Percent of Total
Beltrami	6,952	637	9.2%
Clearwater	1,709	233	13.6%
Hubbard	5,134	339	6.6%
Lake of the Woods	844	65	7.7%
Mahnomen	942	103	10.9%
Total	15,581	1,377	8.8%

Source: ACS

Table 13: Individuals with a Disability Below Poverty Level

County	Number of Persons with a Disability	Population below Poverty Level	Percent of Total
Beltrami	6,330	1,769	27.9%
Clearwater	1,498	367	24.5%
Hubbard	3,196	575	18.0%
Lake of the Woods	479	57	11.9%
Mahnomen	842	259	30.8%
Total	12,345	3,027	24.5%

Source: ACS

The maps in Figure 9-12 display the large number of people currently living in poverty across the region. With higher population densities in three of the counties (Beltrami, Clearwater and Mahnomen) these locations have higher needs for transportation resources to gain access to employment, shopping, resources, and healthcare.

Headwaters - Percent of Pop. Living in Poverty

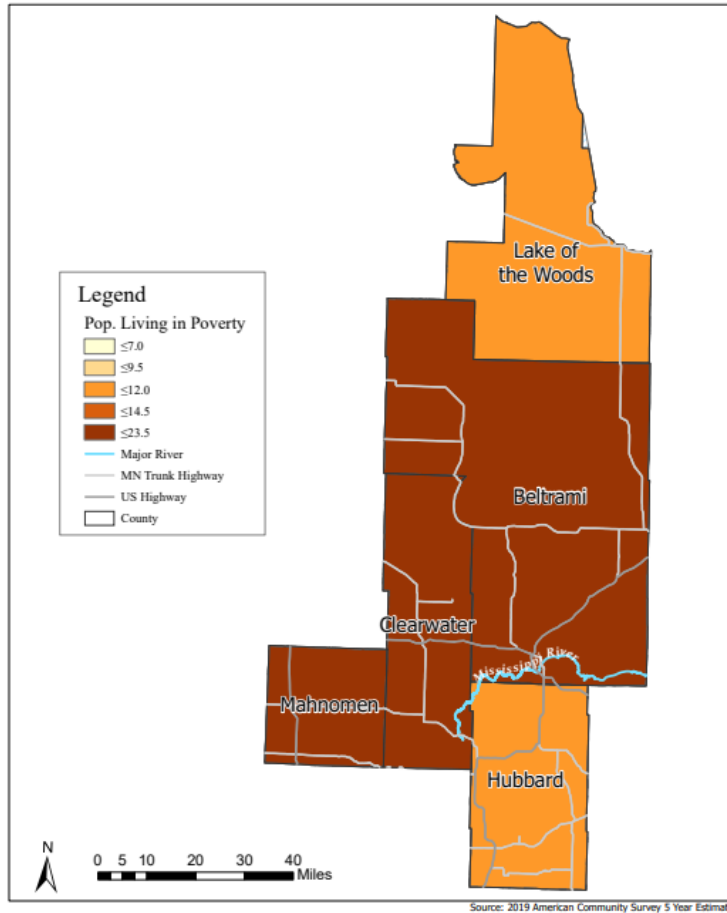


FIGURE 9

Headwaters - Percent of Youth living in Poverty

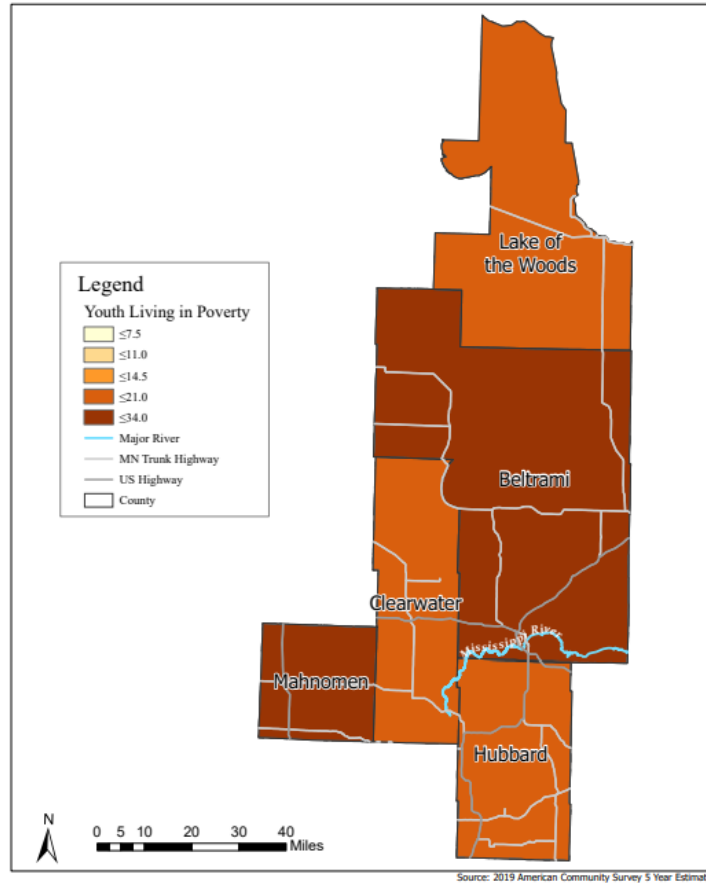


FIGURE 10

Headwaters - Percent of Adults living in Poverty

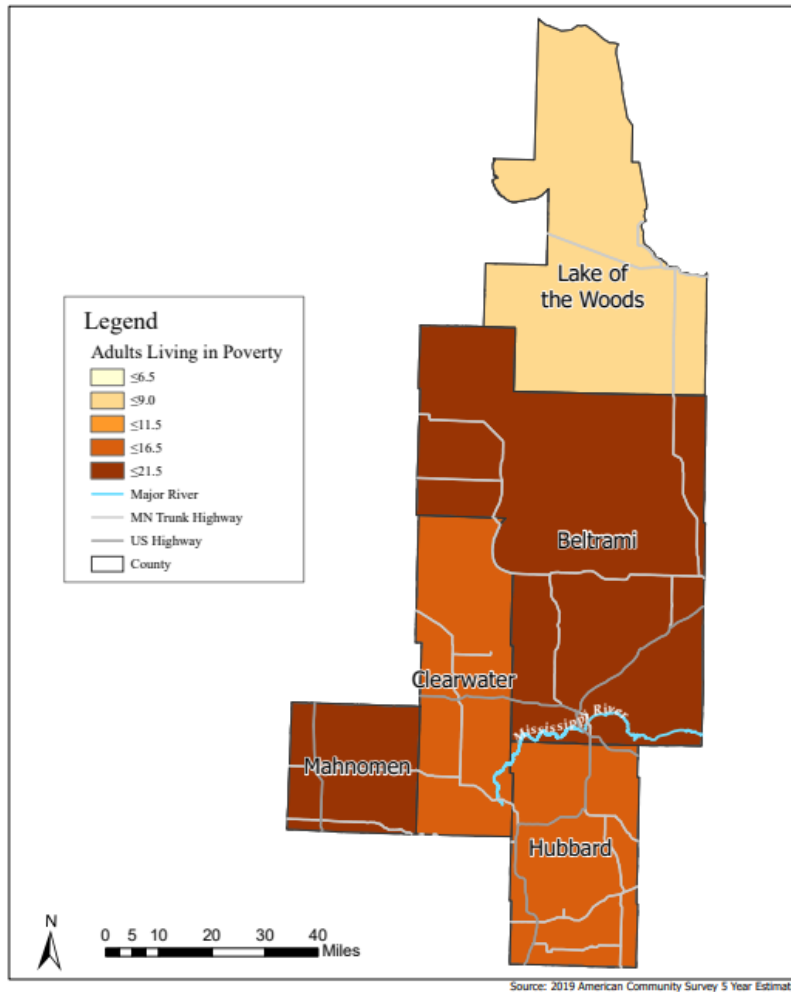


FIGURE 11

Headwaters - Percent of Seniors living in Poverty

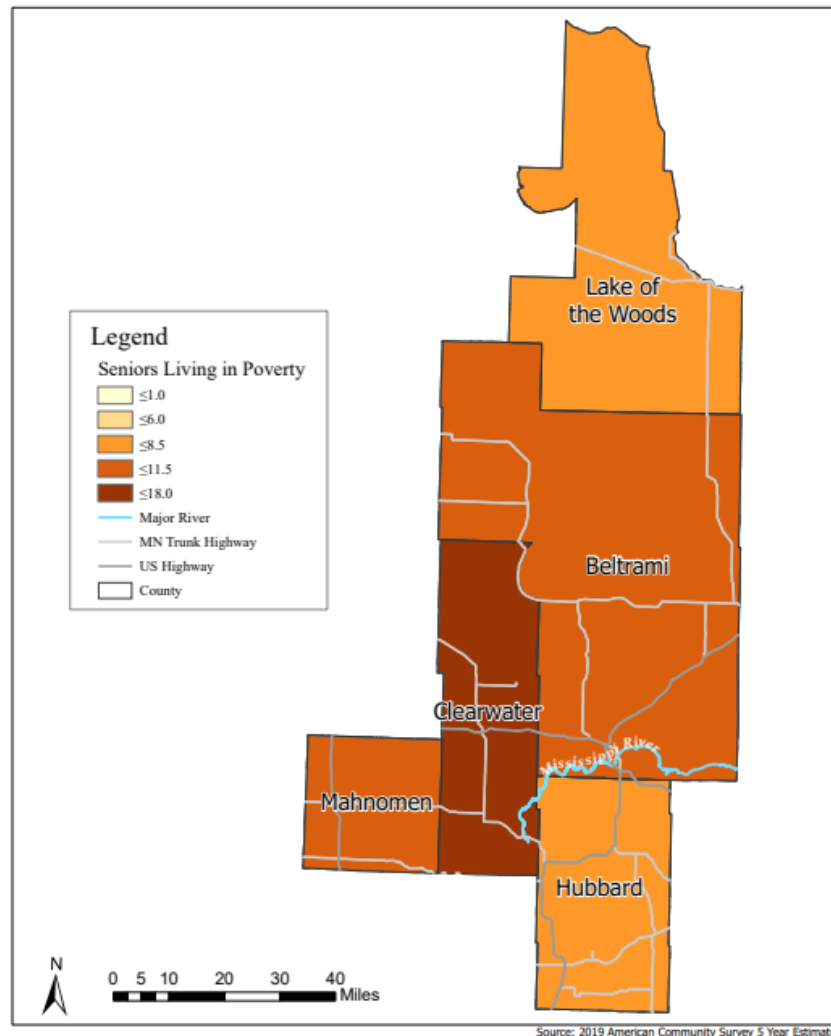


FIGURE 12

Zero-Vehicle Households

Households without a motor vehicle are important to identify in human service transportation and transit plans. Households without access to vehicles rely more heavily on transit and alternative transportation options. Throughout the region there are 2,394 households with zero vehicles and an additional 9,357 households with one vehicle. These 11,751 households make up over 33% of the total households in the region and have higher needs for transportation services to access everyday necessities. Another aspect to consider is the reliability of a household's vehicles, with lower cost and older vehicles requiring more maintenance.

Table 15 shows the number of vehicles per household and the percentage of households that contain zero-vehicles.

Table 15: Zero Vehicle Households

County	Total Households	Zero Vehicle Households	1 Vehicle	2 Vehicle	3 or More Vehicles	Percent Zero-Vehicle of Total
Beltrami	17,372	1,507	5,400	6,299	4,166	8.7%
Clearwater	3,405	256	773	1,153	1,223	7.5%
Hubbard	8,688	419	2,075	3,483	2,711	4.8%
Lake of the Woods	1,470	42	490	444	494	2.9%
Mahnomen	1,946	170	619	668	489	8.7%
Total	32,881	2,394	9,357	12,047	9,083	7.2%

Source: ACS

The map in Figure 13 visually represents the higher number of Zero-Vehicle Households in both Beltrami and Mahnomen Counties; Clearwater, which is located between Beltrami and Mahnomen, is also nearing the percentage of Zero-Vehicle Households that would put them in the same category as Beltrami and Mahnomen. With the high number of one or zero vehicle households, there is an increased need for transportation services for the residents of Region 2.

Headwaters - Percent Zero Vehicle Households

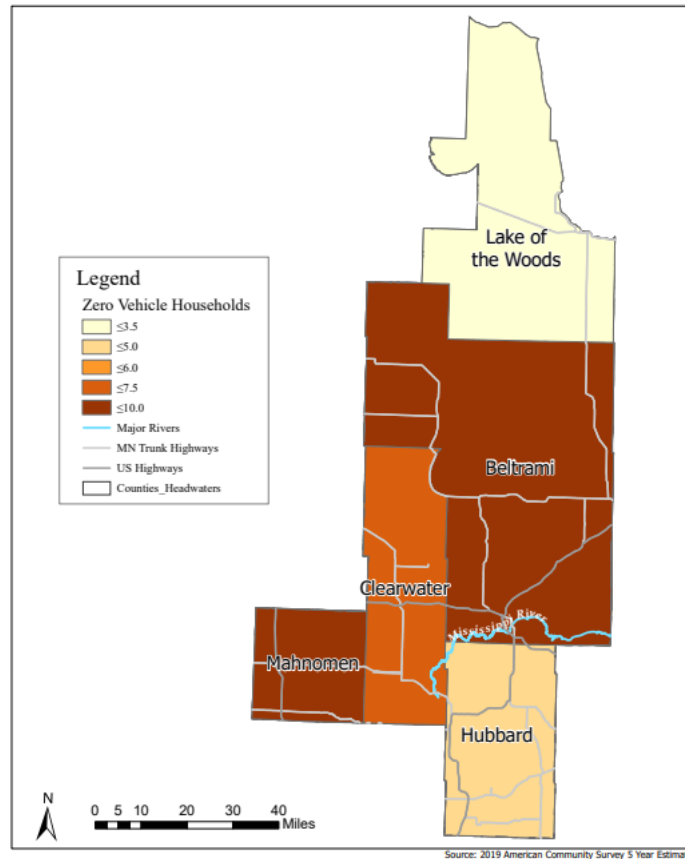


FIGURE 13

Commuting to Work

It is important to understand how residents are getting to their place of work when developing human service transportation and transit plans. About 90% of Region 2 workers are driving personal vehicles, either alone or carpooling. Additionally, 6% used a form of active transport such as biking or walking. Beltrami had the highest usage of public transit of all the counties in the region with 2% of the population utilizing public transportation as their primary source of commuting to work.

Table 16 outlines the manner in which residents get to work by county. The modes of getting to work are split into six categories.

Table 16: Commuting to Work

County	Drove Alone	Carpooled	Public Transportation	Walked	Bicycle	Worked at Home
Beltrami	15,513	2,120	412	922	275	1396
Clearwater	2,963	407	18	149	20	247
Hubbard	7,222	937	55	259	125	701
Lake of the	1,276	253	5	184	3	199
Mahnomen	1,600	197	22	97	4	172

Source: ACS

Place of Work

Knowing where current residents are working is useful in assessing the need for expanding transportation services. Beltrami reported the highest percentage of people working within the county in which they live at 84.6%. Hubbard reported the highest percentage of people working outside their county of residence at 40%. The number of jobs available in Beltrami has an impact on the number of people working within Beltrami, and can also explain the number of people working outside their county of residence for the neighboring counties.

Table 16: Place of Work

County	Works in County of Resident	Percent of Total Work Within County	Works Outside County of Residence	Percent of Total Works Outside
Beltrami	17,457	84.6%	2,969	14.4%
Clearwater	2,198	57.8%	1,451	38.1%
Hubbard	5,346	57.5%	3,718	40.0%
Lake of the Woods	1,324	69.0%	573	29.8%
Mahnomen	1,471	70.3%	590	28.2%

Source: ACS

Minority Communities

While the population of Region 2 is 78% white, there are 3 Tribal Nations in our 5-county region: Red Lake Nation in Beltrami, Leech Lake Nation in Hubbard, and White Earth Nation in Clearwater and Mahnomen. These 3 Tribal Nations represent 16% of the Region 2 population. Other races make up the remaining 6%.

Table 17: Population by Race

County	White	Black of African American	Asian	Hispanic or Latino	American Indian or Native	Two or More Races
Beltrami	33,818	729	348	1,130	9,395	2,078
Clearwater	7,568	16	42	191	734	441
Hubbard	19,634	135	140	448	468	431
Lake of the Woods	3,508	2	3	3	49	208
Mahnomen	2,572	29	19	239	2,194	664

Source: ACS

The map in Figure 14 shows higher densities of minority populations in Beltrami and Mahnomen, both of which are home to tribal communities. The White Earth Nation also stretches into Clearwater County which represents a higher minority population than in Lake of the Woods and Hubbard.

Headwaters - Percent Minority Population

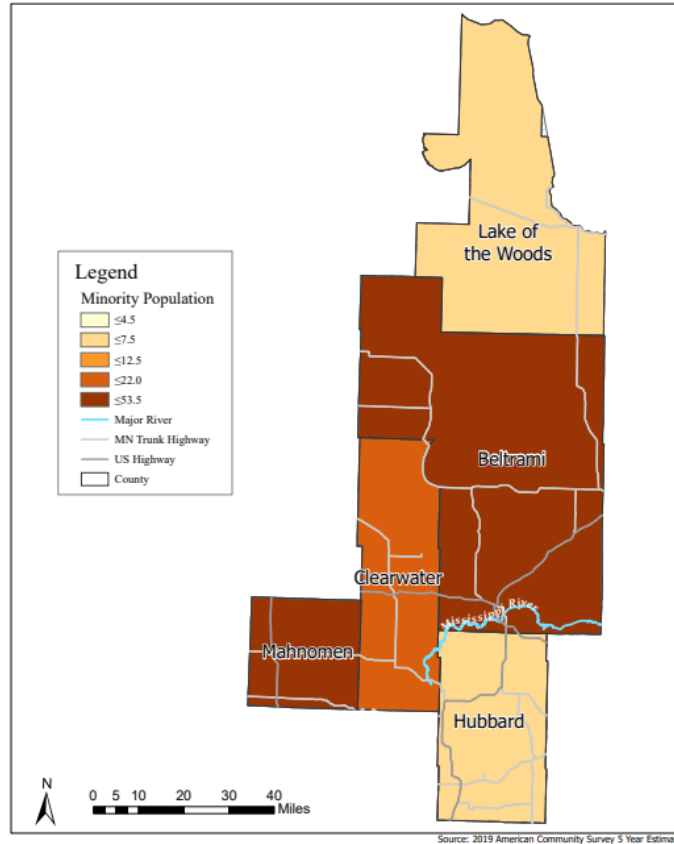


FIGURE 14

Limited English Communities

Each of the counties in the region reported speaking English “Very Well” at a rate of 98.5 or better, with Lake of the Woods reporting the highest percentage with speaking English “Very Well” at 99.97% with only one person reporting that they speak English less than “Very Well”. Hubbard reported the lowest percentage at 98.5% speaking English “Very Well” with 299 individuals speaking English less than “Very Well”.

Table 18: Limited English Population

County	Speak English only or speak English “very well”	Percent of Total	Speak English less than “very well”	Percent of Total
Beltrami	42,922	99.4%	244	0.6%
Clearwater	8,183	99.0%	86	1.0%
Hubbard	19,587	98.5%	299	1.5%
Lake of the	3,560	99.97%	1	0.03%
Mahnomen	4,980	99.2%	39	0.8%

Source: ACS

The map in Figure 15 indicates the Limited English Proficiency. All of our counties have English proficiency above 98%. Hubbard County has the lowest percentage of the five counties with a rate of 98.5% and is indicated with the darker tan color on the map.

Headwaters - Percent Limited English Proficiency

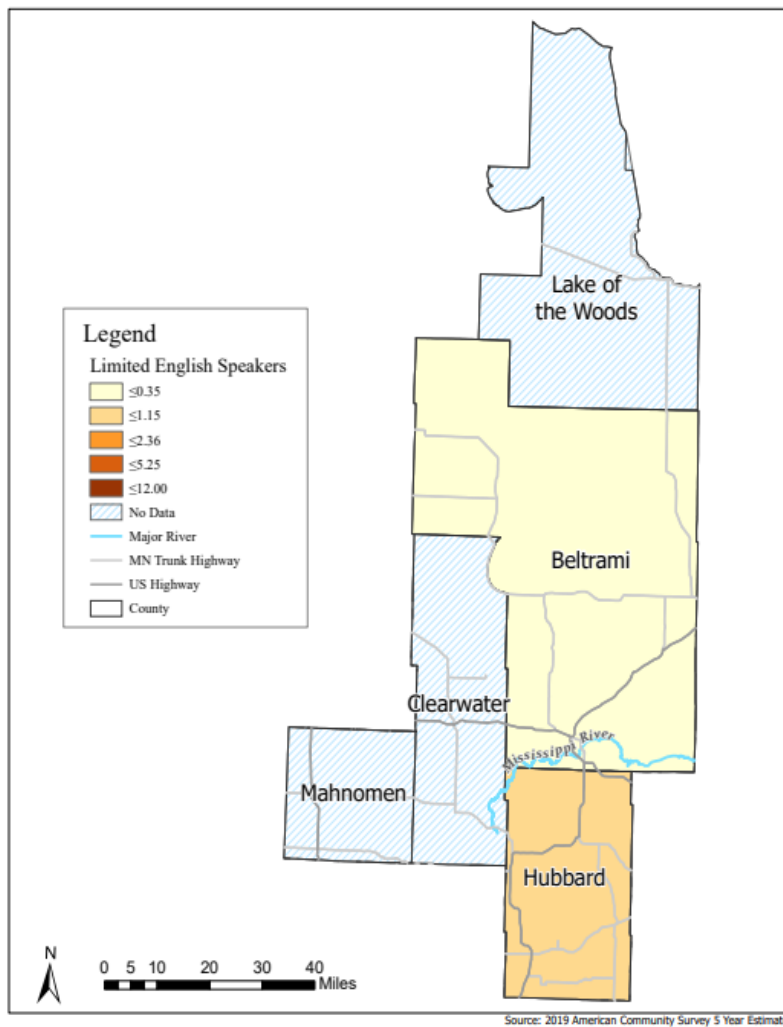


FIGURE 15

Economic Conditions

The Region 2 economy faces a number of challenges due to remoteness and an undiversified economy. The proportion of people in the region in the prime working ages of 25-54 is smaller than in Minnesota and the Nation. As the baby boomers retire and age, this is expected to tighten the workforce and lead to growth in care related industries. Top industries of the region include Health Care, Retail Trade, Accommodation & Food Services, Education and Public Administration. Over the next 10 years, employment in the region is projected to expand by

2,009 jobs. Although the cost of living is 5.6% lower than the National Average, personal income within the Headwaters Region is only 70% of the National Average according to the most recent BEA Statistics. Broadband access is regionalized within the Headwaters Region while regional hubs like Bemidji have great broadband infrastructure, digital equity and inclusion remain a high economic priority in the region to expand broadband access and affordability. Headwaters Regional Development Commission (HRDC) sees broadband playing a role in congregating the population in areas with more accessibility, which will increase the transportation needs in areas with quality broadband. Disparities for underserved populations seeking employment create challenges for the transportation system. Individuals working second or third shift jobs, as well as service industry jobs, have limited options for transportation, which makes it difficult to improve individual’s economic resilience or improve their quality of life.

Employment Status

Unemployed individuals need a mode of transportation to seek job opportunities. The Headwaters Region has some of the highest unemployment rates of the 87 counties in Minnesota. These unemployed individuals have a higher need for transportation services to access basic needs and employment opportunities. Beltrami has the highest number of unemployed people at 1,643 representing 4.6% of the population. Lake of the Woods has the fewest unemployed people at 73, which represents 2.4% of the population. With transportation being a need in rural MN, it is the region’s goal to expand opportunities to increase drivers in the region, thus providing more employment opportunities, as well as transportation resources to those who use public transit to access employment.

Table 19: Regional Employment Status

County	Employed	Unemployed	Not in Labor Force	Percent of Total Population Unemployed
Beltrami	21,064	1,643	13,061	4.6%
Clearwater	3,871	276	2,763	4.0%
Hubbard	9,495	384	7,183	2.3%
Lake of the Woods	1,931	73	1,063	2.4%
Mahnomen	2,140	169	1,608	4.3%

Source: ACS

MOBILITY TODAY

Major Trip Generators

Major Trip Generators get people where they want to go and need to go throughout the county. Major trip generators can be different in every county, most would be located in the Major Cities throughout the region, Bemidji, Baudette, Park Rapids, Mahnommen and Bagley. The location of major trip generators within the county are an important component in understanding the transportation needs of the county.

Employment- Health Care, Education, and Tribal Organization are major employers for the region, including:

- Bemidji State University (BSU)
- Northwest Technical College
- Sanford Health
- Essentia Health
- White Earth Tribal College
- Red Lake Tribe
- White Earth Tribe
- Shooting Star Casino
- Cedar Lakes Casino
- School Districts

Shopping- Region 2 contains both big box stores as well as local family owned stores. These stores generate ridership for the region, some of which include:

- Target
- Walmart
- Paul Bunyan Mall
- Hugo's Grocery Store
- Bagley Foods
- Bruggeman's Super Value
- Dollar General
- Local Downtowns

Education- Not only does education play a role in generating jobs for the region, it also creates a transportation need. Region 2 contains the following education options:

- 33 High Schools and Elementary Schools
- 1 University
- 2 Tribal Colleges
- 1 Technical College
- 1 Christian College

Medical- With a growing senior population and a large population with one or more disabilities, medical transportation will continue to be a driver for Region 2 transportation needs. Some of these medical providers include:

- Sanford Health
- Indian Health Services
- Essentia Health
- Veteran's Affairs Clinic

Public Services- Region 2 has some of the highest-ranking counties in the state of people living below the poverty level. These people utilize transportation services to reach safety, housing, and resource programs. Some of these locations include:

- Conifer Estates
- Village of Hope
- Places of religious, spiritual, and cultural significance
- Evergreen Youth Services
- County Services
- Wolfe Center and Day Center
- Ridgeway Complex
- Bi-Cap

Special Services- Provide activities or events that generate interest from the community to attend. These locations generate interest from a variety of demographic groups. These locations include:

- Sanford Event Center
- Casinos
- Places of religious, spiritual, and cultural significance
- Senior Centers
- Airports

List of Human Service Program Providers Impacted by Transportation

Agency Name: Clearwater County Department of Human Services

Transportation Service Type: Public

Other Services Provided: Medical Appointment Transportation

Contact Information: 218-694-6164

Hours:

Service Area: Clearwater County

Eligibility Requirements: General Public, Individuals with intellectual, physical, mental health issues, Elderly, Children with families, low-income, addiction, and homeless

Website:www.co.clearwater.mn.us/index.asp?Type=B_LIST&SEC=%7bAC94A27E-E0A7-4C9F-9DF2-43B23A0DDA2B%7d

Agency Name: Living At Home of the Park Rapids Area

Transportation Service Type: Non-Profit
Other Services Provided: Schedule a Ride
Contact Information: 218-732-3137
Hours: Mon-Fri Varies by request
Service Area: Hubbard, Wadena, Becker Counties
Eligibility Requirements: Elderly
Website: www.parkrapidslivingathome.org

Agency Name: Bemidji Early Childhood Collaborative
Transportation Service Type: Non Profit
Other Services Provided: As Needed
Contact Information: 218-760-1301
Hours:
Service Area: Beltrami
Eligibility Requirements: Program Clients
Website: www.bemidjierlychildhoodcollaborative.org

Agency Name: Beltrami Human Services
Transportation Service Type: Public
Other Services Provided: On Demand
Contact Information: 218-333-8023
Hours: As Needed
Service Area: Beltrami
Eligibility Requirements: General Public, Individuals with intellectual, physical, mental health issues, Elderly, Children with families, low-income, addiction, and homeless
Website: www.beltramicounty.com

Agency Name: Hubbard County DAC
Transportation Service Type: Non-Profit
Other Services Provided: Fixed-Route
Contact Information: 218-732-3358
Hours: Mon-Fri 7:30-4PM
Service Area: Hubbard, Wadena, Becker
Eligibility Requirements: Individuals with Intellectual, Physical, sensory, Mental Health Issues, addictions, homeless individuals, Elderly, Children with families, Low-income Individuals
Website: www.hcdac.org/

Agency Name: Dancing Sky Area Agency on Aging

Transportation Service Type: Public

Other Services Provided: Deviated Fixed Route

Contact Information: 800-333-2433

Hours:

Service Area: Naytahwaush, Rice Lake, Waubun, Mahnomen, Ogema, White Earth, Pine Point, Ponsford, Callaway, Richwood, Detroit Lakes, Bagley

Eligibility Requirements: Elderly

Website: www.dancingskyaaa.org/

Agency Name: Lake of the Woods County Social Services

Transportation Service Type: Public

Other Services Provided: By Appointment

Contact Information: 218-634-2642

Hours: Mon-Fri As Needed

Service Area: Lake of the Woods

Eligibility Requirements: MA, Waivers

Website: www.co.lake-of-the-woods.mn.us

Agency Name: Crystal Brook Senior Living

Transportation Service Type: Non-Profit

Other Services Provided: Demand Response

Contact Information: 218-699-3605

Hours

Service Area: Baudette, Williams, Carp, Pitt, Angle, Inlet

Eligibility Requirements: General Public, Individuals with intellectual, physical, mental health issues, Elderly, Children with families, low-income, addiction, and homeless

Website: www.knutenelson.org

Agency Name: Evergreen Youth and Family Services

Transportation Service Type: Non-Profit

Other Services Provided: Demand Response

Contact Information: 218-751-8223

Hours: Mon-Tue 8AM-6PM Wed. 12-6PM Th-Fri 8AM-6PM

Service Area: Bemidji, Wilton, Cass Lake, Red Lake, Walker

Eligibility Requirements: Youth Clients, Elderly

Website: www.evergreenyfs.org/

Agency Name: Northwest Indian Community Development Center

Transportation Service Type: Non-Profit
Other Services Provided: As Needed
Contact Information: 218-759-2022
Hours: Mon 8:30AM- 5PM Tue-Fri 8:30 AM-7PM
Service Area: Beltrami, Surrounding Tribal reservations
Eligibility Requirements: Program Clients
Website: www.nwicdc.org/ombishkaa

Program Demand Analysis

Demand Estimation as Part of Needs Assessment

Program Trips are defined as those trips that would not be made without the existence of a specific social-service program or activity. The distinguishing factor is that the trip time and destination are set not by the traveler, but by the agency sponsoring the trip. Equations were presented in Transit Cooperative Research Program (TCRP) Report 3 for use in estimating Program Trip demand based on specific Census data. These formulas can be accessed from TCRP Report 3 online.

Given the high variance in program trip demand that was observed in data obtained since the publication of TCRP Report 3, it is recommended that better estimates can be derived by using specific information collected directly from individual programs. To develop an estimate of the demand for program trips begin by listing the known programs in your area. Obtain from the agencies providing these services the following data using Table 20 below:

- Number of program participants
- Number of days per week that the program meets
- The number of weeks per year the program is offered
- The proportion of program participants who attend the program on an average day
- The proportion of program participants who require transportation service. (It has been observed that some people use provided transportation even though they can drive and own a vehicle because the ride is considered a part of the social aspect of the program. These individuals should be included in the proportion figure.)

Table 20: Program Transportation Data

Program Name	SAFEFIT Parent Class/ Bemidji Early Childhood	Hubbard County DAC	NW Indian Community Development Center
Number of Participants	50 per year	68	2000
Number of Events per Week	1	5	8
Percent of Participants who Attended on and Average Day	15%	72%	10 per class
Percent of Participants who are Transit Dependent or Likely to use Transit	5%	82%	40%
Number of Weeks the Program is Offered per Year	40	52	52
Results x 2	30	20,876	3,328

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of seven organizations provided information about their services.

List of Transportation Service Providers

Agency Name: Paul Bunyan Transit

Transportation Service Type: Public

Other Services Provided: Fixed Route, Deviated Fixed Route, Dial A Ride, Scheduled, Volunteer Drivers

Contact Information: 218-751-8765

Hours: Mon-Fri 7AM-6PM Sat 8AM-5PM

Service Area: Beltrami, Lake of the Woods, Roseau County

Eligibility Requirements: General Public, Individuals with intellectual, physical, mental health issues, Elderly, Children with families, low-income, addiction, and homeless

Web-site: www.paulbunyantransit.com

Agency Name: Red Lake Public Transit

Transportation Service Type: Tribal
Other Services Provided: Dial-A-Ride
Contact Information: 218-679-2395
Hours: Mon-Fri 6AM – 5 PM
Service Area: Red Lake, Ponemah, Bemidji
Eligibility Requirements:
Web-site: www.redlakenation.org/public-transit/

Agency Name: Jefferson Lines
Transportation Service Type: Public
Other Services Provided: Inter-city Coach
Contact Information: 858-800-8898
Hours: Mon- Sun 24 Hours
Service Area: Fargo, Twin Cities, Duluth
Eligibility Requirements: None
Web-site: www.jeffersonlines.com

Agency Name: Hubbard County Heartland Express
Transportation Service Type: Public
Other Services Provided: Dial-A-Ride
Contact Information: 218-732-9328
Hours: Mon-Fri 7:30 AM – 6:45 PM Sat 8AM-4PM
Service Area: Laporte, Akeley, Nevis, Park Rapids, Lake George
Eligibility Requirements: General Public, Individuals with intellectual, physical, mental health issues, Elderly, Children with families, low-income, addiction, and homeless
Web-site: www.hubbardcountyheartlandexpress.com/

Agency Name: Tri-Valley Transit
Transportation Service Type: Public
Other Services Provided: Dial-A-Ride, Paratransit
Contact Information: 218-281-0700
Hours: Mon-Sun Extended Hours
Service Area: Polk, Red Lake, Norman, Marshall, Kittson, Pennington, Mahnomen, Clearwater
Eligibility Requirements: General Public
Web-site: www.tvoc.org/services/transportation/

Agency Name: White Earth Public Transit

Transportation Service Type: Tribal
 Other Services Provided: Paratransit
 Contact Information: 218-983-3283
 Hours: Mon-Fri 5AM – 6:45 PM
 Service Area: White Earth Reservation
 Eligibility Requirements: Public, Tribal Members
 Web-site: www.whiteearth.com/home

Agency Name: First City Taxi LLC
 Transportation Service Type: Private
 Other Services Provided: On Demand
 Contact Information: 218-444-8294
 Hours: Mon-Sun 7AM- 3 AM
 Service Area: Beltrami
 Eligibility Requirements: None
 Web-site: www.218taxi.com

Transportation Resources and Technology

The following table provides information about local travel training program options.

Table 21: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
Travel Training	Tri Valley Riders	Free	On-Site	Tri Valley Service Area

The following table contains the technology used by each transportation provider for scheduling, dispatching and/or GPS tracking.

Table 22: Technology

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/GPS (Y/N)?
Paul Bunyan Transit				Y
White Earth Public Transit	None	N	None	Y
Heartland Express	Basic Scheduling Format	N	Samsara	Y

Vehicles

Survey/Interview participants listed a combined total of 67 vehicles. Approximately 84% of the vehicles are wheelchair accessible. A vehicle utilization table is provided below. Public transit providers have included an inventory list of their vehicle fleet. The vehicle inventory includes the year, make and model of the vehicle and days these vehicles are in use. All of the transit providers have indicated they currently maintain vehicles equipped to handle wheelchair passengers, with three of the providers indicating their entire fleet is wheelchair accessible. The information provided also indicates which vehicles are currently in use and the information indicates that older vehicles are being used as backups or spares.

Table 23: Vehicle Utilization Table

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheelchair Capacity	Days of the Week Vehicle is in Service	Service Hours	Service Area
Tri-Valley Opportunity Council, Inc								
44	Ford	Goshen GCII	2008	1FD4E45S28DB32326	16/4	Spare	Varies	Polk
49	Ford	Glaval Universal	2010	1FDFE4FS0ADA46302	22/2	Spare	Varies	Pennington
50	Ford	Glaval Universal	2011	1FDFE4FS3BDB21298	20/4	Spare	Varies	Polk
51	Ford	Glaval Universal	2012	1FDFE4FS2CDB04784	20/4	Spare	Varies	Polk
52	Ford	Glaval Universal	2012	1FDFE4FS4CDB04785	20/4	Spare	Varies	Polk
53	Ford	Glaval Universal	2013	1FDFE4FS6DDB04840	20/4	Spare	Varies	Polk
54	Ford	Glaval Universal	2014	1FDFE4FS8EDB05540	20/4	Spare	Varies	Clearwater
55	Ford	Glaval Universal	2014	1FDFE4FSXEDB05541	20/4	Mon-Sat	46/wk	Polk
56	Ford	Glaval Universal	2014	1FDFE4FS1EDB05542	20/4	Mon-Fri	40/wk	Pennington
57	Ford	Glaval Universal	2016	1FDFE4FS5GDC07168	20/4	Mon-Sat	46/wk	Pennington
58	Ford	Glaval Universal	2016	1FDFE4FS7GDC07169	20/4	Sun-Sat	62/wk	Pennington
59	Ford	Glaval Universal	2017	1FDFE4FS8HDC01267	20/4	Mon-Sat	46/wk	Clearwater
60	Ford	Glaval Universal	2017	1FDFE4FSXHDC01268	20/4	Mon-Fri	40/wk	Pennington
61	Ford	Glaval Universal	2017	1FDFE4FS1HDC01269	20/4	Mon-Fri	40/wk	Pennington
62	Ford	Glaval Universal	2017	1FDFE4FS3HDC49159	19/4	Mon- Fri	50/wk	Pennington
63	Ford	Glaval Universal	2017	1FDFE4FSXHDC52866	19/4	Mon-Sat	56/wk	Polk
64	Ford	Glaval Universal	2018	1FDFE4FS3JDC24008	19/3	Mon-Thur	40/wk	Red Lake County
65	Ford	Glaval Universal	2018	1FDFE4FS0JDC24032	19/3	Sun-Sat	62/wk	Polk
66	Ford	Glaval Universal	2018	1FDFE4FS8JDC42858	19/3	Mon-Fri	40/wk	Polk
67	Ford	Elkhart Coach ECII	2019	1FDFE4FS2KDC42114	19/3	Mon-Fri	40/wk	Polk
68	Ford	Elkhart Coach ECII	2019	1FDFE4FS3KDC42123	19/3	Mon-Fri	40/wk	Polk, Clearwater, Red Lake County
69	Ford	Elkhart Coach ECII	2019	1FDFE4FS7KDC42125	19/3	Mon - Fri	40/wk	Polk, Norman, Mahnommen
91	Ford	Supreme Startrans	2006	1FDXE45S66DB21128	13/2	Spare	Varies	Polk
94	Ford	EIDorado National Aerotech	2009	1FDFE45SX9DA88442	16/2	Spare	Varies	Mahnommen
95	Ford	EIDorado National Aerotech	2013	1FDFE4FS5DDB36503	16/2	Mon-Fri	40/wk	Mahnommen
109	Ford	Glaval Legacy	2016	4UZADRDU1GCHD6880	40/2	Varies	Varies	Varies
110	Ford	Glaval Legacy	2016	4UZADRDU8GCHK7839	40/2	Varies	Varies	Varies
111	Ford	Glaval Legacy	2016	4UZADRDU0HCHZ0080	40/2	Varies	Varies	Varies
43	Ford	Elkhart Coach ECII	2008	1FD3E35L58DB38345	8/2	Spare	Varies	Polk, Red Lake, Clearwater, Norman, Mahnommen
Paul Bunyan Transit								
PBT								
10	Ford	400	2013		8/2	Spare	Varies	Bemidji
23	GMC	500	2009		12/6	Spare	Varies	Bemidji

25	Ford	400	2011		12/5	M-F	8-4	Bemidji
26	Ford	400	2012		14/6	Spare	Varies	Bemidj
27	Ford	500	2014		12/5	Tuesday & Saturday	8-11:30 8-4	Bemidji
28	Ford	400	2013		14/6	Spare	Varies	Bemidji
29	Ford	400	2014		14/6	Spare	Varies	Bemidji
31	Ford	500	2016		14/5	M-F	6-4:30	Warroad
32	Ford	400	2017		14/6	M-F	7-5:30	Bemidji
33	Ford	400	2017		14/6	M-F	6:30-5	Bemidji
35	Ford	400	2017		20/5	M-F	6:30-5	Bemidji
36	Ford	400	2018		19/4	M-F	7:30-6	Bemidji
38	Ford	400	2019		19/4	M-F	6:30-5	Bemidji
39	Ford	400	2019		19/4	M-F	6:30-5	Bemidji
RWB 11	Ford	400	2014		16/2	M-F	6-5	Roseau
RWB 30	Ford	400	2015		15/4	M-F	7-4:30	Baudette
RWB 34	Ford	400	2017		19/6	Spare	Varies	Roseau
RWB 37	Ford	400	2019		17/4	M-F	7:15-5	Roseau
RWB 7	GMC	400	2008		8/3	Spare	Varies	Baudette
SV-1	Dodge	Ram 2500	2018			Support		Bemidji
SV-2	Ford	Explorer	2019			Support		Bemidji
Van 20	Ford	Van	2006			Support		Bemidji
Heartland Express								
HE								
10		400	2009	1FDFE45S19DA72341	14/2	Spare	Varies	Park Rapids
9		400	2009	1FDFE45S29DA57010	14/2	Spare	Varies	Park Rapids
11		400	2011	1FDFE4FSXBDB12288	14/2	Spare	Varies	Park Rapids
12		400	2015	1GB6G5BGXF1130145	14/2	M-F Sat	7:30-7 7:30-4	Park Rapids
13		400	2016	1GB6GUBG0G1314179	14/2	M-F Sat	7:30-7 7:30-4	Park Rapids
14		400	2020	1FDFE4FS3KDC65191	14/2	M-F Sat	7:30-7 7:30-4	Park Rapids
White Earth Transit								
White E								
15	Ford	E-450	2015	1FDFE4FS4FDA30532		Spare	Varies	White Earth
17	Ford	E-450	2015	1FDFE4FS3FDA35074		4	Varies	White Earth
18	Ford	E-450	2015	1FDFE4FFS5FDA35075		4	Varies	White Earth
19	Ford	E-450	2015	1FDGF5GY7FED20204	26/2	5	Varies	White Earth
20	Ford	E-450	2015	1FDGF5GY9FED20205	26/2	5	Varies	White Earth
24	Ford	E-450	2018	1FDFE4FSJDC06433		5	Varies	White Earth
25	Chevrolet	Express 450	2018	1HA6GYBG5HN009973		5	Varies	White Earth

26	Ford	E-450	2018	1FDFF4F55JDC37262		Spare	Varies	White Earth
27	Ford	Transit 350HD	2020	1FDES8PM8KKB72934		5	Varies	White Earth
28	Ford	Transit 350HD	2020	1FDES8PM7KKB57762		5	Varies	White Earth
29	Blue Bird	Vision	2022	1BAKCCHHOPF387338		3	Varies	White Earth
30	Blue Bird	Vision	2022	1BAKCCHH2PF387339		5	Varies	White Earth
31	Blue Bird	Vision	2022	1BAKCCHH9PF387340		5	Varies	White Earth

OUTREACH EFFORTS

Steering Committee

The Steering Committee guides the plan development. Steering Committee duties included:

- Evaluating strategies and assessing outcomes of projects identified in the 2017 Local Human Service Transit Coordination Plan.
- Developing project ideas and identifying priority strategies as part of the public workshop of the draft plan.
- 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, public transit providers, non-profits, business leaders, and riders. These partnerships with our steering committee have grown over the last 5 years since the last LCP and other transportation initiatives in the Region. HRDC has worked to coordinate discussion around transportation with these stakeholders to eliminate transportation barriers and provide solutions for the region’s transportation needs. The idea of changing the narrative has become the steering committees motto as we bring people together who care about making positive change in the community (Appendix B:4). The table below lists the members of the Steering Committee.

Table 24: Steering Committee Membership

Members	Organization
Ramona Desjar	Red Lake Transit/Tribal Transportation
Sandy Hennum	Village of Hope
Ivie Roberts	Passenger
Connie Norman	Sanford Health
Shane Guftagson	Veterans Affairs
Connie Carmichael	Living at Home
Connie Troska	Dancing Sky Area of Agency
Ashley Ylitalo	Crystal Brook Senior Living
LuAnn Durant	Mahnomen City Council
Torey Hunkus	Transit Management Coordinators

Jon Mason	MnDOT Planner District 2
Jamie Halverson	Clearwater County Social Services
Amy Ballard	LOW County Social Service
Jo Aery	LOW County Social Services
Becky Secore	Beltrami County Social Services
Aleah Stroll	Bemidji Schools
Cailee Furer	Bemidji Area Schools Early Childhood
Veronica Kingbird	Red Lake Schools
Sharon Kingbird	Red Lake Schools
Mike Thompson	White Earth Director Human Services
Annie Butler Ricks	Wheels to Work
Will Kingbird	Bemidji Taxi
Laura Johnson	Hubbard County DAC
Danae Alamano	United Way
Deb Pierce	Adult Day Services
Chris Pieper	Nurse- Lake of the Woods
Adam Coe	Nielson Place
LuAnn Bleiler	Paul Bunyan Transit
Cindy Pic	Tri Valley Transportation
Ernie Robinson	Leech Lake Transit
Kenneth Bakken	White Earth Transit
Nick Johnson	Heartland Express
Brian Ophus	Hubbard County Social Services
Cheryl Paddock	Volunteer Driver Program
Terri Mead	Village of Hope
Anne Lindseth	Beltrami County Social Services
Amanda Sachau	Beltrami County Health and Human Service
Perri Adelman	Northwoods Caregivers
Martin Jennings	Northwest Indian Community Development Center
Natasha Kingbird	Northwest Indian Community Development Center
Carrie Kissel	NADO
Sheri Wegner	ConnectAbility MN
Derek Claypool	Housing Matters
John Fick	Evergreen Youth and Family Services
Rebecca Bergquist	Sanford Health
Tomisha Parker	Drive Away MN
Sarah Ann Post	BiCap

Client Experience

During the month of October rider surveys were distributed and collected. Utilizing partnering organizations events; Wolfe Center on October 5th, Village of Hope October 21st and Bemidji Food Shelf on October 21st additional rider surveys were collected. Region 2 residents utilize transportation for a variety of reasons, with the primary rider usage being shopping, medical, and employment. Many of these riders use these services multiple times per week and have been using the current service for one year or more. These figures are important since more than 50% of the riders surveyed have no other means of transportation. A large portion of the clients surveyed were over 45 years of age and more than 50% were currently without a driver's license. These members of the community are reliant on the services provided through public transit. It is also important to note that 80% of riders surveyed are Very Satisfied, Satisfied or Somewhat Satisfied with the current service from agencies, which is encouraging as the region works to further improve the transit system (Appendix E).

The data in figures 16-22 show sample questions used to collect rider experience data from the rider surveys.

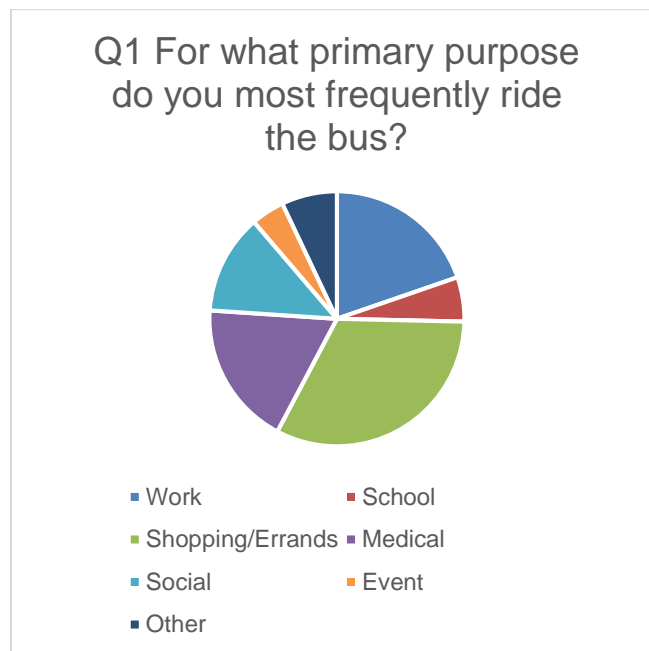


FIGURE 16

Q2 How often do you use an agency transportation service?

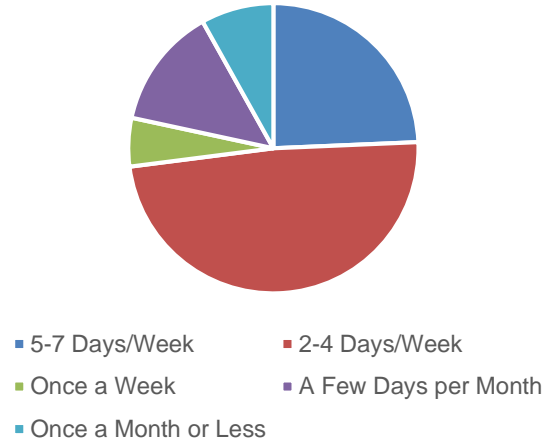


FIGURE 17

Q3 How long have you been using this transportation service?

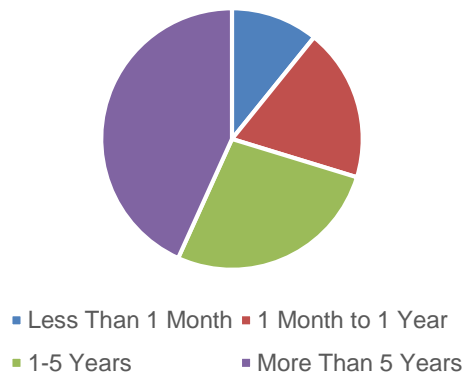


FIGURE 18

Q4 How Satisfied are you with the availability of transportation services from the agency?

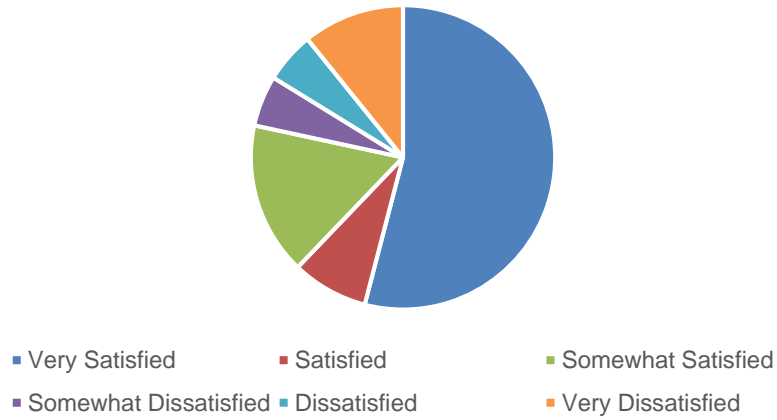


FIGURE 19

Q5 Do you have any other means of transportation?

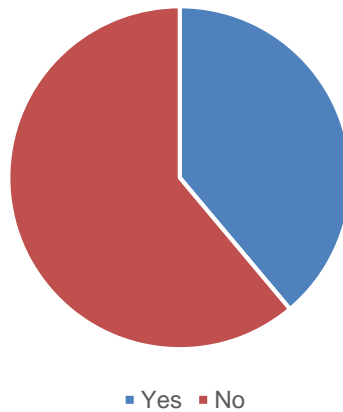
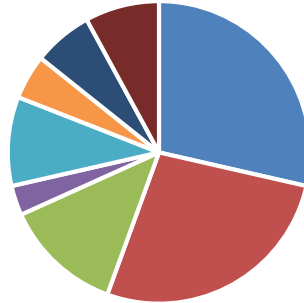


FIGURE 20

Q7 What improvements to this service would make it most likely that you would ride more frequent?



- Reliability (on-time)
- Longer Serve Hours (earlier or later)
- Better Information
- Better Driver Courtesy
- Lower Cost/Fare
- More Comfortable/Cleaner Vehicle
- Shorter Travel Time
- Other

FIGURE 21

Q11 What is your age?



- Under 18
- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

FIGURE 22

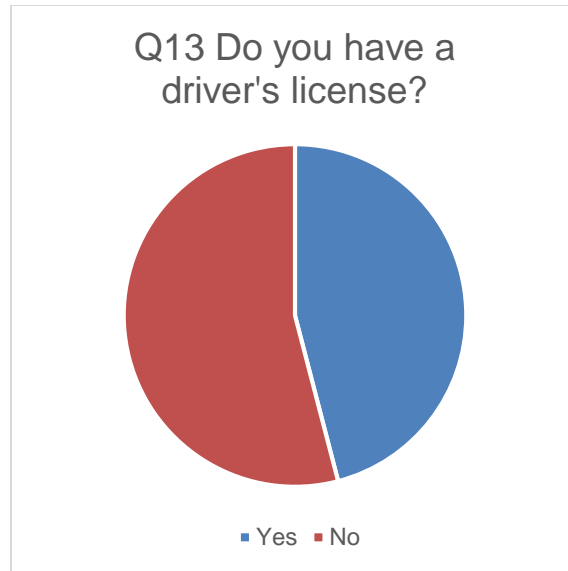


FIGURE 23

Focus Group

Working with the steering committee, HRDC was able to gain access to and continue to build on the relationship with four focus groups throughout the region outside of the steering committee. These focus groups included Bemidji State University November 21st, Youth Action Board (YAB) January 5th, LOW Providers Meeting January 18th, and United Way's Women United February 10th. HRDC utilized the questions for providers and riders provided by MnDOT, along with additional steering committee questions to facilitate transportation discussions within each of the focus groups (Appendix C:1, C:2). These discussions provided important insight to understand how transportation is viewed by different entities throughout different communities. The discussions also provided HRDC with communities interests to utilize as focus areas for the upcoming steering committee workshop. HRDC continues to stay in contact with these focus groups as the region moves forward with transportation projects and initiatives.

Planning Workshop

The virtual planning workshop on February 22nd was well attended by over 40 members of the Steering Committee, and included good representation from each of the counties in Region 2. During the meeting there were breakout sessions each focusing on one of the seven areas that were identified during the Focus Group outreach:

- 1)Shuttles for Shelter
- 2)Expanding Capacity
- 3)Employment Transportation
- 4)Senior Transportation
- 5)Medical Transportation
- 6)Youth Transportation
- 7)VA Transportation

Steering committee members were recruited to facilitate the breakout areas and each breakout leader was provided five questions to activate discussions and identify actionable next steps (Appendix D:1). Inside these groups common themes emerged including, the importance of communication between organizations and the need for drivers (both volunteer and staff). These breakout sessions created initiatives that the steering committee wanted to move forward into actionable activities or programs (Appendix B:1).

- 1)Shuttles for Shelter
- 2)Wheels to Work
- 3)Home to Healthcare
- 4)Expanding Services
- 5)Youth Transportation Initiatives
- 6)Veterans Transportation Initiatives
- 7)On Demand Lyft
- 8)Creative opportunities to recruit drivers

Another emerging discussion in Region 2 is around Electric Vehicles. This would promote the use of clean transportation for the region. HRDC is looking to help stakeholders explore the options for electric vehicles in the Headwaters Region.

Strengths and Opportunities for Improvement

Working with the steering committee strengths and opportunities for improvement within our region were identified. Collaboration and Active Engaged Community were strengths mentioned by various members of our steering committee. The Need for Drivers and On Demand Transportation are the biggest opportunities for improvement in the region. A major obstacle in Region 2 is the distance between major cities creating large rural areas for transportation providers to cover (Appendix B:3).

Table 25: Public Workshop Outcomes

Strengths	Weaknesses
Active Engaged Community	Volunteer Drivers
Good framework to build upon	Expanded Service Hours
Interested in collaboration	No RTCC
Creative solutions	Large Rural Geography
Experienced Leaders	Demand Services

COORDINATION, NEEDS, GAPS, and BARRIERS

Coordination

Regional Needs & Gaps

Service needs and gaps persist despite on-going efforts to improve the quality of community transportation services by transportation and human service providers. This section identifies needs of gaps revealed by stakeholder input.

- Service Limitations, Gaps & Unmet Needs
 - Extended Service Hours
 - Extended Weekend Services
 - More fixed routes
- Centralized Information
 - Database, providing cost, hours, routes
 - Website containing contact information, routes and hours
- Spatial Limitations
 - Expanding service area to service rural residents
 - Expanding routes to major cities, Fargo, Rochester, Twin Cities
- Temporal Limitations
 - Weekend services
 - Evening services
 - Wait times
- Program Eligibility and Trip Purpose Limitations
 - Improve Public Awareness of services

- Improved Communication between agencies, and organizations
- Service Quality and Miscellaneous Issues
 - Increase volunteer drivers
 - Increase reimbursement for providers
 - No show for apartment complexes or duplexes
 - Increase options to major medical facilities

MOBILITY TOMORROW

Goals & Strategies

The purpose of formulating goals and strategies is to determine what direction planning efforts should take, independent of timeframe and individual projects. A goal is defined as an end state that will be brought about by implementing this plan.

Table 26: Goals and Strategies

Goal 1:		Complete RTCC		
Strategy		Action	Progress	Notes
1.1:	Activate initiatives of LCP	Move forward initiatives into working programs	Shuttles for Shelter Wheels to Work RMOMS 100 Trips	HRDC is currently adding a mobility manager
1.2:	Expand Transportation network	Continue with quarterly steering committee meetings		Build on the momentum of the LCP and add new stakeholders
1.3:	Strengthen Transportation partnerships	Facilitate Annual Regional Workshop		Keep the steering committee together to share ideas

Goal 2:		Support people by removing transportation barriers to gain access to improve quality of life		
Strategy		Action	Progress	Notes
2.1:	Expand Capacity	Shuttles for Shelter	Pilot Program with Village of hope	(Appendix A:2)
		Lyft	Discussion Phase with BSU	(Appendix A:5)
		Electric Vehicles		Federal Funding opportunities
2.2:	Address Community Concerns	Home2Healthcare	RMOMS Family First with Sanford Health	(Appendix A:6)
		Youth Transportation	Partnership with YAB	
		Senior Transportation	Partnership with Bemidji Senior Center	(Appendix A:8)
		VA Transportation	Partnership with VA Services	House in the Woods (Appendix A:9)
2.3:	Extending Services	Extend services to rural area		Lyft can provide options

		After hours transportation		Lyft program can provide options
Goal 3:	Coordinate and collaborate with our transportation network to service our communities			
Strategy		Action	Progress	Notes
3.1:	Driver Expansion	Active Recruitment		Job fairs
		Employer Stakeholders	100 Trips Model	(Appendix A:7)
		Religious/Spiritual/Cultural Group Involvement		Standing in the Gap Education
3.2:	Employment Transportation	NADO-Rural Transportation White Earth	Kickoff meeting June 21	(Appendix A:3)
		Wheels to Work	Partnership with United Way	(Appendix A:1)
3.3:	Active Transportation	Bikeable Communities	MnDOT, Park Rapids, and Mahnomen	
		Walkable Communities	Superhero Steppers	(Appendix A:4)
3.4	Cross Regions lines	Conduct multi regional correspondence with neighboring Regions		

Priority of Projects

Over the next year, the main goal is to obtain the Regional Transportation Coordination Council (RTCC) in July of 2023. In the interim, HRDC is working to secure an additional funding source to maintain the high-level engagement of the LCP steering committee, the transportation initiatives within this plan, and ultimately keep the momentum going. As these initiatives are transitioned into working programs the reach of the transportation resources throughout the Region 2 communities will expand to better serve our senior and disabled populations. HRDC is committed to our communities needs and the transportation system in our region. As our region continues work to improve the transportation system Table 27 indicates our order of priorities for projects.

Table 27: Priority of Projects

Priority	Project	Goal, Strategy
1	Obtain RTCC	1.1
2	Shuttles to Shelter	2.1
3	Employment Transportation	3.2
4	Volunteer Drivers/Driver Expansion	3.1
5	Extending Services	2.3

APPENDICIES

2022 Region 2

Local Human Services-Transit Coordination Plan

Appendix A: Programs

Appendix A:1 Wheels to Work

The United Way recently launched a car care program. They have partnered with local car dealerships to provide a car care clinic as well as general maintenance on vehicles for households that would not be able to pay to have the needed maintenance completed. This program will allow these households access in their own vehicle to groceries, shopping, medical appointments, and employment. This program has also gained interest in additional communities as we work to fund and scale this program to multiple city/counties in the region.

Appendix A:2 Shuttles for Shelter

The United Way in partnership with Northwest Minnesota Foundation, HRDC, and Village of Hope, is working on securing grant funding through Northwest Minnesota Foundation to provide a vehicle in the Beltrami area to support the Village of Hope, a family shelter for those experiencing homelessness. This program is a pilot program for Village of Hope, with the intentions of expanding this shuttle and service to additional shelters in the Bemidji Area with additional vehicles. Working with the United Way on vehicle expansion programs one of the options being considered is electric as a clean energy source.

Appendix A:3 NADO-Rural Employment Transportation for White Earth

NADO, in partnership with HRDC, is creating a transportation committee in Mahnomon County for White Earth Nation. The goal is to bring together transportation providers, employers, and community stakeholders to expand discussion on current transportation options, barriers, and next steps to providing transportation solutions to residents who need transportation services to gain access to employment. This will be an 18-month program, with the potential for this to be an ongoing group as transportation needs and barriers may change.

Appendix A:4 Superhero Steppers

BikeMN in partnership with HRDC is building a walking school bus. This is a walking program designed for people ages 8-80, with a goal of increasing connection between seniors and school-age children. This program will route the after-school walking school bus route past the Senior Center and encourage the seniors to participate in the walking school bus route for the students. This program will bring multiple age groups together around active transportation

initiatives.

Appendix A:5 Lyft

The idea behind this proposed initiative is to explore electric vehicles, and Federal electric vehicle funding sources for a fleet of vehicles for Bemidji State University. These vehicles could then be driven by Bemidji State students under the Lyft program. The funds generated from these rides would support both student drivers and vehicle maintenance. Utilizing Bemidji State would provide driver coverage and could provide subsidized rides for low income individuals and Bemidji State students.

A:6 RMOMS Program

Rural Maternity and Obstetrics Management Strategies Program is a Sanford Health program. RMOMS program is designed to increase access to maternal and obstetrics care in rural communities. This program is currently being funded through Health Resources and Services Administration this is a 4-year funded program to improve health outcomes for mothers and infants.

A:7 100 Trips

This initiative is in the infancy stage, working with community business to donate 100 trips through public transportation. These trips could be used to hand out to customers or employees struggling with transportation to their business, or the trips can be donated by the business to be distributed to transportation burdened individuals at locations such as; Senior Center, Village of Hope, Adult Day Services, or Ridgeway Complex. These donated rides will have double effect increasing ridership for public transit providers and also provide rides for those with limitations to transportation.

A:8 Bemidji Senior Center Partnership

Working in partnership with the Bemidji Senior Center to provide rider education sessions. With the rising number of seniors in the region making sure they are educated on how to schedule rides will increase their ability to utilize the current system. This program will also be supported by the 100 trips initiative providing ride tokens to those who attend the education sessions.

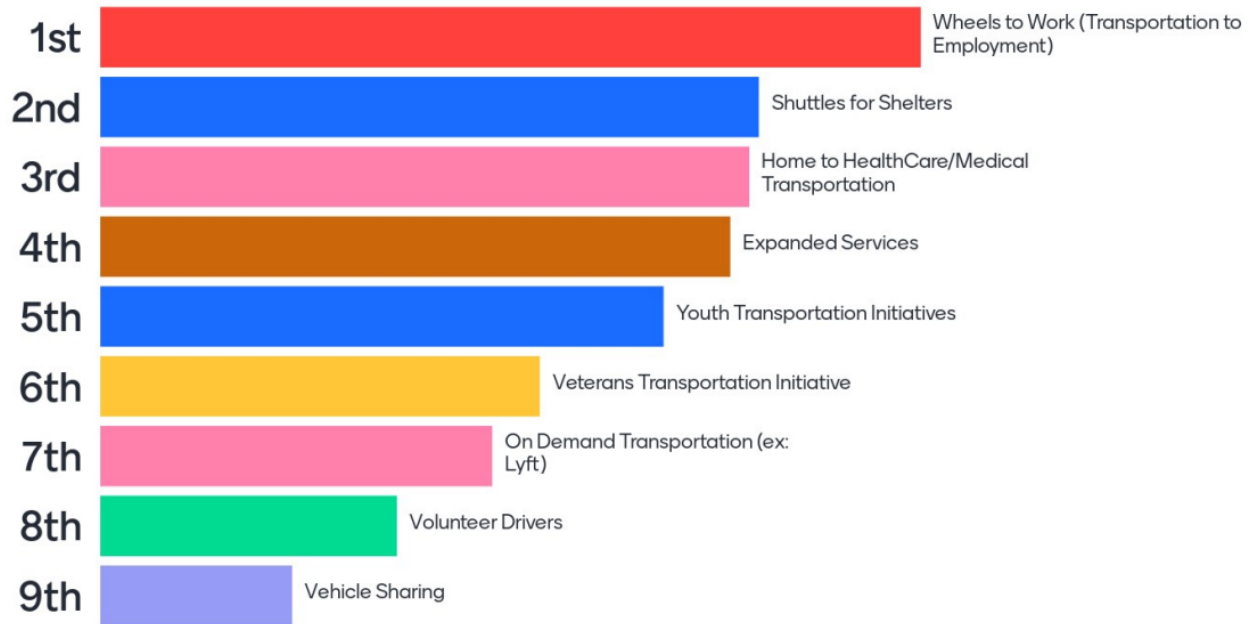
A:9 House in the Woods

Construction on the 72-unit VA facility is currently underway, this complex will provide housing on the north side of Bemidji. Once complete this location will become a major trip generator. Working with Pauly Bunyan Transit and VA Services to ensure accessibility for House in the

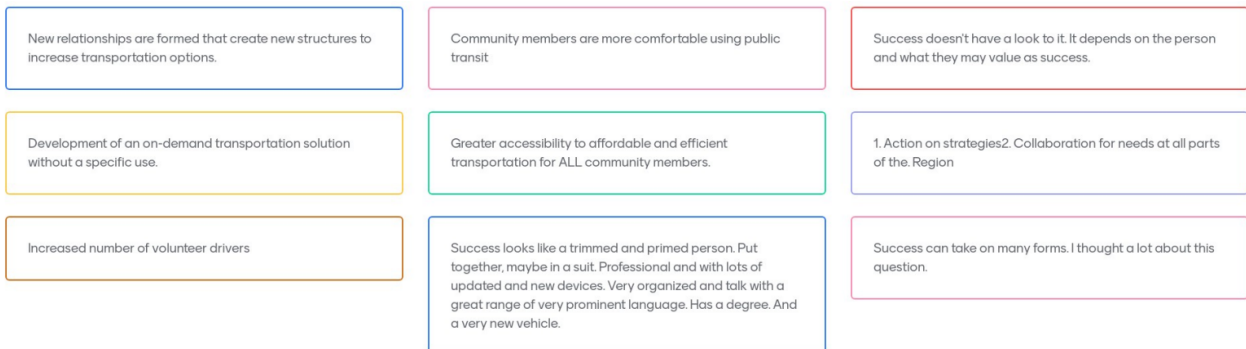
Woods residence. Discussion has started with VA Services as we look for creative ways to meet these residence needs.

Appendix B: Steering Committee Results

Appendix B:1 Transportation Ranking



Appendix B:2 What Does Success Look Like



Appendix B:3 Regional Strengths and Weaknesses

Strengths

Engaged Community	Great framework of current transportation providers	Interest in collaboration
Collaboration	Determination to create positive change	Plenty of organizations
Agencies willing to collaborate together.	Experienced leaders	Lots of "low-hanging fruit" -- almost ANY project/program/service will make a difference.
Regional collaboration	Community Focus	Collaborations
Provide transportation at the needs of the clients	Passion	Community focus on people of the communities

Weaknesses

expanding service hours	More volunteer drivers	large spread out geography
expand area of service	Political awareness	Provide service gaps
Service on demand	Provide outreach	Need a transportation solution for "after-hours" in the Bemidji area.



Appendix B:4 What are you most looking forward to about being part of this committee

- Being solution based to help our families
- Getting teen parents in Red Lake to and from ALC school
- More transportation options for residents in our region
- Taking action and moving forward
- Improving the transportation volunteer program
- How to expand our transportation services
- Collaborate creatively between agencies, non-profit and for-profit organizations
- To Learn how individual organizations are working on transportation in their area
- United Way is a “Gap Filling” organization to help meet needs within our communities
- A plan to help understand barriers
- Develop “gap” service opportunities
- How to develop a service to key destinations
- Rides to and from court appointments and rides to help with license and registration
- Active transportation opportunities

Appendix C: Focus Group Results

Appendix C:1 Provider Focus Group

FOCUS GROUP QUESTIONS FOR ORGANIZATIONS

2022 Local Human Service Transit Coordination Plan

Introduction

Plan Overview: The plan will guide future transportation coordination.

Purpose of focus groups: to discuss current perceptions of transportation services, opportunities, short and longer-term needs, trends and challenges. Your input will help us understand the types and levels of transportation services that will best meet the needs of the state's residents.

Individuals may speak to us in confidence. Any quoting of outcomes will be done anonymously. Our main purpose is to allow stakeholders to speak freely about their concerns.

Questions/Topics (*Note: not all topics or questions will be relevant for all stakeholders*)

Stakeholder Name: Jamie Halverson

Organization/Role (Transportation Provider or Client Support): Director of Clearwater County Department of Human Services

Contact Information: jamie.halverson@co.clearwater.mn.us 218-694-6164

Transportation Services

1. What are the major challenges in your community for people to get from point a to point b?

CCDHS has a limited number of volunteer drivers for transporting individuals to their medical appointments. This is the only transportation CCDHS provides. Public transit does run in the community but doesn't run on Sundays.

2. What are the strengths and weaknesses of existing service(s)?

Having a public transit bus is very beneficial to the community and meets many of the needs. Having a limited number of volunteer drivers to provide medical transportation can create barriers to individuals receiving the medical care they need, which puts their health and safety at risk.

3. What is/should be the role of human service transportation with respect to:
 - Service availability
 - Service quality
 - Consumer familiarity with service
 - Ease of use for the rider
 - Connectivity to major destination / activity centers?

I see the role being the development of a plan and system that will provide services to the people in the community that will allow individuals to access the resources they need such as medical care, grocery shopping, running errands and attending social activities. The services should be easy to access and available 7 days a week.

4. Are there any potential markets (groups of people, types of people, people in certain areas) that you think could be better served? Do you have specific suggestions for serving them? Are there any populations that are over-served?

A population that could be better served are individuals in need of transportation to medical services outside the area. There is a very limited pool of volunteer drivers that are available to transport individuals to Fargo, the twin cities and Rochester.

5. What comments do you have regarding access to the transportation network? What opportunities do you see for improving accessibility and connectivity for riders? Are there suggestions you have for enhancing amenities/facilities and/or infrastructure improvements?

I believe the network is already there but just needs to be expanded. There needs to be people willing and able to provide the service. I hear from many transportation companies that they want to serve our area they just don't have the drivers to do it. Funding is a large contributing factor to the limited number of drivers. The reimbursement rates need to be higher to attract drivers.

6. Do you see a need to expand transit service beyond what exists today? To which cities or communities?

To other neighboring counties? Yes, we need drivers willing to take people to the larger surrounding cities such as Fargo, Grand Forks, Duluth, the twin cities and Rochester.

Transportation Gaps & Needs

7. What do you think are the primary gaps in service? Do you have tools to assess gaps, service duplication, or underused assets?

Drivers to provide the rides.

8. What do you see as the top three transportation needs in your county? For your city/organization? What are the primary transportation-related concerns that you have /hear from your constituents/clients/consumers?

Drivers to provide the rides. Increase in rates for volunteer drivers,

The concerns heard from the clients are usually pertaining to the limited availability of drivers.

9. In general, what do you believe are the top 3-5 priorities for transportation for this area within the short-term? Long-term?

Building the provider network. Increasing rates for volunteer drivers may help in recruiting drivers. Transportation availability on nights and weekends.

Transportation Funding and Partnerships

10. If there were more funds for transportation, how should these funds be used? (For example, provide later evening service, weekend service, connections to neighboring counties, etc.)

Increase reimbursement rates for volunteer drivers, service on early mornings, nights, weekends and out of area.

11. Do you have ideas about partnership opportunities between your organization and other transportation providers?

There are providers in the area that we have built relationships with, who want to serve our area. They just can't find drivers to provide the service.

Other

12. Do you have any advice for involving the public in this planning process? Are there any specific stakeholders or groups you think we should talk with?

Community forums or surveys.

13. What haven't we covered that's important to you?

14. Do you have any other comments, questions or concerns?

Appendix C:2 Riders Focus Group

YAB Focus Group Recap

1. **Do you know what public transportation is available to you? If yes, what is the cost?**
 - a. Heartland bus only operates in Park Rapids area/boundaries
 - i. Only open during certain times, usually stops at 6PM and if you want to ride, you have to call in advance, this is an example of a major barrier
 - ii. We need transportation that is more available at all times
 - iii. Extended hours of service would be of interest for everyone
 - b. Sober ride sharing in the region? (need to learn more about this)
 - c. Bemidji Bus Lines only operate within city boundaries
 - d. Bus tickets are available at NWCoC service sites
 - e. What are the bussing hours?
 - f. Taxis?
2. **What are some activities that you'd like transportation for?**
 - a. after work, for recreation, errands for family, NA or AA meetings, mental health support meetings/appointments, doctor appointments, go to work when spouse gets home, emergency visits, school functions, weekend events,
3. **How do you access food delivery resources?**
 - a. Door dash takes way longer than it says it will, and usually costs extra money for rural areas
 - b. Lyft?? Uber??
 - c. Could we recruit for these types of services? Is this an employment opportunity?
 - d. Pricing of gas and insurance costs for drivers?
 - i. Can we subsidize the costs of EV vehicles, or insurance payments, etc.?
 - e. Most grocery stores or pharmacies don't actually deliver in the region
4. **If you can't access public transportation what other options do you use to get basic essentials?**
 - a. Ex: door dash/Instacart/Walmart deliver/prescription delivery/Amazon
5. **Do you have access to a vehicle?**

- a. Is the vehicle owned by you or someone else? (if comfortable answering, how are you related to the person lending you the vehicle?)
 - b. Does it have insurance? (if it's not yours, does the owner?)
 - c. Does it need repairs? (if yes, what repairs & what recourses can you utilize to cover the cost?)
 - d. Is the vehicle registration up-to-date or is it outdated?
- 6. Statement: vehicles have a LOT of maintenance issues all the time**
- 7. Need more resources where rides can be shared** (community hotline for ride sharing?)
- a. Not just for emergencies, but also for other general needs

Appendix D: Virtual Workshop Recap

Appendix D:1

Breakout Groups Questions:

1. When you think about transportation projects what excites you the most?
2. What support do you need to move ahead?
3. What steps could we take right now that would have the greatest impact on the project?
4. What are you waiting for?
5. What actions could you take to move forward?

Breakout Group #1:

Nick Johnson – Expanding Capacity

- Mike- Freedom of Express
- Michaela Bellefy
- Brian Ophus

Next Steps:

- Connectability- Lyft Increase
 - Volunteers
 - Funding
 - Collaboration

Breakout Group #2:

Annie Ricks Butler– Shuttle for Shelters

- Ivie Roberts
- Tomisha Parker
- Danae
- Becky Secore
- Cheryl Paddock
- Terri Mead
- Anne Lindseth
- Kayla Winkler
- Sandy Hennum

Next Step:

- Applying for NWMF for a Vehicle Funding
 - Equipment
 - Staffing
- Needs Assessment
 - Target Demographic
 - Right Questions to ask
- Increase Mobility

Breakout Group #3:

LuAnn Durant and Shannon Lee- Transportation/Employment in Mahnomen

- Antonio
- EDA Mahnomen
- Larry Olson
- Peter Haddeland
- Karrie – city admin
- CJ Holl
- Darvin S.
- Carrie Kissel

United Way -Wheels to Work Program

Next Steps:

- Wheels for Work
 - Car care clinic
 - 34 families benefited
- W.E. Investment Initiative Previous Program
 - Helped fund vehicle purchases
- Expanding Partnerships to Sustain Programs
 - Sanford
- Bush Grant
 - Innovative ideas that change systems
- Improve Availability
 - Night Shift
 - Swing Shift

Breakout Group #4:

Laura Johnson - Transportation for Elders

- Lynnell Simonson – Share your *Great Ideas*
- Connie Carmichael
- Ashley Y
- Connie Troska
- Deb Pierce
- Adam Coe

Next Step:

- Collaboration- United Front
- Education to End Users

- Availability-Marketing
- Lack of Technology capabilities
- Increase funding
- HCDAC
 - Renting a bus several times a week to Heritage Living Center, contact Senior Providers to let them know this service exists
 - Training organizations drivers in
 - using the bus
 - setting up contracts
 - billing procedures

Breakout Group #5:

Chris Piper- Medical Transportation Initiatives

- Connie Norman
- Adam Coe
- Amy Ballard
- Jeff Stampohar
- Kyle Yoder
- Kristy Bowman
- Jo Aery
- Kayla Winkler

Next Steps: Additional Transportation needs in region being met is what Excites me most

Funding

- to rural areas
- paid drivers

Collaboration within regions

- Sharing Vans
- Sharing Drivers

Find a Grant Writer

Breakout Group #6:

John Fick- Youth Transportation Initiatives

- Margaret Krueger
- Malayza Rae
- Kari Cooper
- Ramona Desjar
- Cailee Furer
- Boys and Girls Club Executive Director

Youth Action Board (YAB)

Next Step- Didn't have a recap for this group

Apply to NWMF for Vehicle

Breakout Group #7:

Melody Gordon – Veterans Affairs Initiatives

- Kayla Winkler
- Sandy Hennum
- Connie Norman
- Melissa Barrus
- Tony Klaers

Next Steps:

Funding

- Taxi Vouchers
- Fundraising events

Increase drivers

- per diem for volunteer or on call drivers

Increase reach

- County VSOs
- VFW
- Legions
- Churches
- Bring Veterans Home
- DAV

Appendix D:2 Guest Speaker Flyer

VIRTUAL Transportation Workshop

**FACILITATED BY
SANDY HENNUM**

VILLAGE OF HOPE
EXECUTIVE DIRECTOR

FEBRUARY 22ND, 2022
12:00 - 2:30 P.M.



SPECIAL GUEST:

TOMISHA PARKER

CREATOR OF
DRIVE AWAY MN

BREAKOUT ROOM LEADERS

NICK JOHNSON
HUBBARD COUNTY

CHRIS PIEPER
LOW COUNTY

JOHN FICK
EVERGREEN

ANNIE BUTLER RICKS
UNITED WAY

LAURA JOHNSON
HUBBARD COUNTY DAC
EXECUTIVE DIRECTOR

SHANNON LEE & LUANN DURANT
MAHUBE & MAHNOMEN CITY COUNCIL

RSVP by 2/16/2022 to
ncarlson@hrdc.org for Zoom link



Appendix E: Rider Quotes

“My health issues limit my energy, but are you connected with Paul Bunyan Transit out of Bemidji that I use? We have only 1000 population, and when I ride the Bus, seldom is there another person aboard. More people should use it”

“A wonderful feature of our system is you enter a warm bus in the winter and cool one in summer”

“I am dependent upon our Paul Bunyan Transit System for going to my Baudette Medical

appointments, shopping, visiting friends at the Care Center, Hospital, and church at a price I can afford”

“I am 91 and use a walker getting on and off the bus is so convenient. Guess I’m more a “giver” than “receiver” and giving my friends rides when needed during my driving days was so much easier than asking for rides now when I need them.”