

# **2022 Region Five Local Human Services-Transit Coordination Plan**

---

Plan Prepared By:  
Region Five Development Commission

In Cooperation with representatives and agencies from:  
Cass, Crow Wing, Todd, Morrison, and Wadena Counties

## Contents

2022 Region Five .....	2
Local Human Services-Transit Coordination Plan .....	2
INTRODUCTION.....	4
Major Plan Components.....	4
Outline Design .....	4
BACKGROUND.....	5
Study Area Demographics .....	5
MOBILITY TODAY.....	34
Major Trip Generators .....	34
List of Human Service Program Providers Impacted by Transportation .....	37
Program Demand Analysis.....	39
Existing Transportation Services .....	40
OUTREACH EFFORTS .....	48
Steering Committee.....	48
Client Experience.....	49
Focus Group .....	52
Planning Workshop .....	53
COORDINATION, NEEDS, GAPS, and BARRIERS .....	54
Coordination.....	54
Regional Needs & Gaps .....	54
MOBILITY TOMORROW .....	56
Goals & Strategies .....	56
Priority of Projects.....	58
Each of the projects listed above were prioritized based on level of need, impact and ability to achieve/execute.....	58

# 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 Five. The counties included in this region are the Counties of Cass, Crow Wing, Todd, Morrison, and Wadena, 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 the public in the region, especially within target populations. The purpose of this process is to improve human service and public transportation for older adults, individuals with disabilities, and individuals with low incomes through coordinated transportation.

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.

## 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 below shows the suggested timeline for the processes that go along with plan completion.

**Table 1.a: Suggested Timeline for Plan Completion:**

	July	Aug-Sept	Oct	Nov-Dec	Jan-Feb	Mar-Apr	May	Jun
Contracts Executed	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 individuals and individuals with disabilities.

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, the characteristics of these individuals 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 and temporary disabilities such as acute illnesses and 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.

## **Impact of COVID 19**

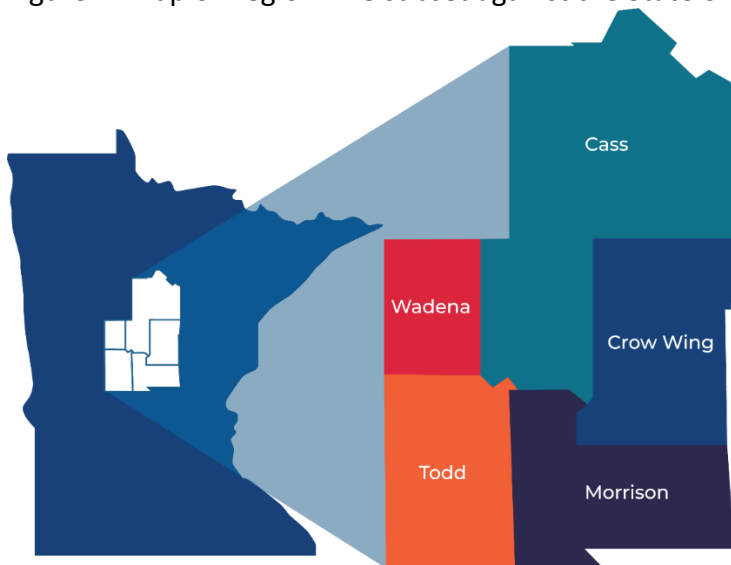
Each of the transit organizations within the region experienced a temporary pause to their services as the initial impacts of the COVID 19 pandemic began to be felt. However, once communities and organizations began to understand the scope of the situation, and other community needs emerged, many of the transit organizations pivoted their operations towards assisting residents through grocery delivery, and delivery of essential goods.

Those that pivoted operations included Friendly Rider in Wadena County and Faith in Action for Cass County. Friendly Rider, which is a 5311 began delivering groceries for all of the local grocery stores, food shelves and Meals on Wheels. They averaged 35 deliveries a day during the peak of the pandemic and were a huge help to their community. Along the same lines, Faith in Action for Cass County which is a volunteer driver program also began delivery services that included: Delivering meals-on-wheels to remote rural areas on weekly routes, delivering groceries and prescriptions preordered from local stores, delivering boxes of food from local food shelves, and transporting people to do their food shopping at local stores including garden centers. Looking at the numbers they were able to deliver Meals-on-wheels to 20 people providing a total of 100 meals each week, delivering food from a store or a food shelf to about 6 people each week, and driving about 5 people each week to shop for food. Additionally, most of the fixed routes were paused and dial-a-ride options became the main means of operation. Universally the transit providers implemented a series of precautionary measures such as: masking, social distancing, increased encouragement and awareness of handwashing and use of hand sanitizers. Many also provided on bus hand sanitizers and disposable masks.

Driver retention was greatly impacted across the board by all transportation providers from 5311's to volunteer programs. Driver retention had already been a concern during pre-pandemic times, but with the onset of COVID 19, it became a critical issue and remains an issue as of the writing of this plan.

Lastly, ridership dropped precipitously during the pandemic, presumably out of an abundance of caution and precaution for individual and public safety. Ridership has since rebounded but not to pre-pandemic levels.

Figure 1. Map of Region Five subset against the State of Minnesota.



### Total Population

With a total combined population of 164,697, the population of the five counties in Region Five has grown slowly over the past five years. Table 1 below, shows the distribution of the regional population between each of the five counties that comprise what is known as Region Five.

**Table 1.b: Population by County**

County	Population	Percent of Total
Cass County	29,268	18%
Crow Wing County	64,217	39%
Morrison County	33,064	20%
Todd County	24,494	15%
Wadena County	13,654	8%
Region Five Combined Total	164,697	100%

Additionally, Table 1a, below shows the State of Minnesota Demographers population projections for the five counties within Region Five for the next five years beginning with 2023. These projections were released in August of 2020. These figures indicate that the population of the region is anticipated to grow at a slow but steady rate over the next five years. While the overall regional population is projected to grow slowly, that is not true for each of the individual counties within the region. In fact, the only two counties within the region that are projected to grow (according to the State Demographers Office) are Cass County and Crow Wing County. The remaining three counties including Morrison, Todd, and Wadena are projected to decline in population.

**Table 1.c: Population Projections by County**

County	2023 Projected Population	2024 Projected Population	2025 Projected Population	2026 Projected Population	2027 Projected Population
Cass County	29,926	30,032	30,132	30,228	30,317
Crow Wing County	65,763	65,981	66,188	66,383	66,567
Morrison County	32,802	32,751	32,694	32,631	32,561
Todd County	24,088	24,014	23,936	23,853	23,766
Wadena County	13,606	13,589	13,570	13,548	13,532
Region Five Combined Total	166,185	166,367	166,674	166,643	166,743

### Population by Age

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. The region's population is broken out by age beginning with a cohort 17 years and younger (youth population) before moving on to the adult population (18-64) years and ending with the regions senior population comprised of those 65 years and over.

In table 2, we see that of the combined total regional population of 164,697, about 22.57% or 37,181 are 17 years and younger.

**Table 2: Youth Population (17 years and younger)**

County	Total Population	Youth Population	Percent of Total
Cass County	29,268	6,187	21.14%
Crow Wing County	64,217	13,969	21.75%
Morrison County	33,064	7,741	23.41%
Todd County	24,494	5,829	23.80%
Wadena County	13,654	3,455	25.30%

Source: ACS

In table 3 we can see that, of the combined total regional population of 164,697, about 55.69%, or 91,726 are between the ages of 18 and 64 years.

**Table 3: Adult Population (18 to 64 years)**

County	Total Population	Adult Population	Percent of Total
Cass County	29,268	15,675	53.56%
Crow Wing County	64,217	36,115	56.24%
Morrison County	33,064	19,056	57.63%
Todd County	24,494	13,544	55.30%
Wadena County	13,654	7,336	53.73%

Source: ACS

In table 4 we see that, of the combined total regional population of 164,697, about 21.74%, or 35,820 are 65 years of age and over.

**Table 4: Senior Population (65 years and over)**

County	Total Population	Senior Population	Percent of Total
Cass County	29,268	7,406	25.30%
Crow Wing County	64,217	14,133	22.01%
Morrison County	33,064	6,267	18.95%
Todd County	24,494	5,121	20.91%
Wadena County	13,654	2,863	20.97%

Source: ACS

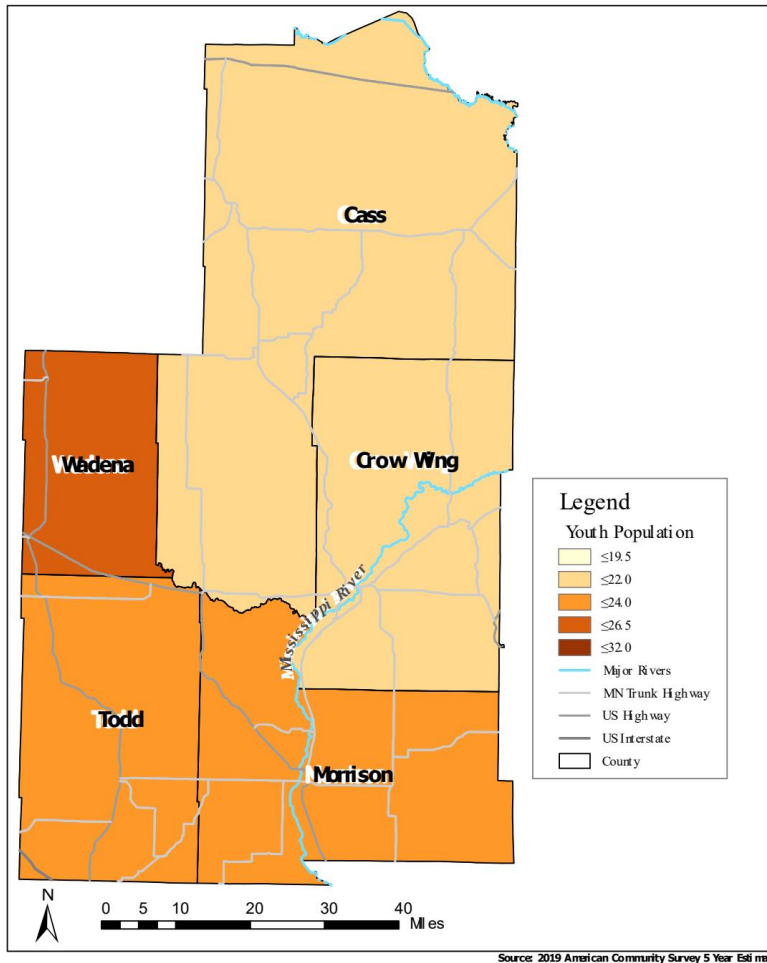
The Minnesota Department of Transportation (MnDOT) developed the following series of maps to graphically represent the region's population through different age cohorts including youth population, adult population, and senior population.

**Figure 2: Map representing percent of youth population in Region Five**

The map in figure 2 below, shows that the county within region five with the highest percentage of youth population is Wadena County. Wadena County is followed by both Todd and Morrison County. Lastly, both Cass and Crow Wing have the lowest percentage of youth within the region.



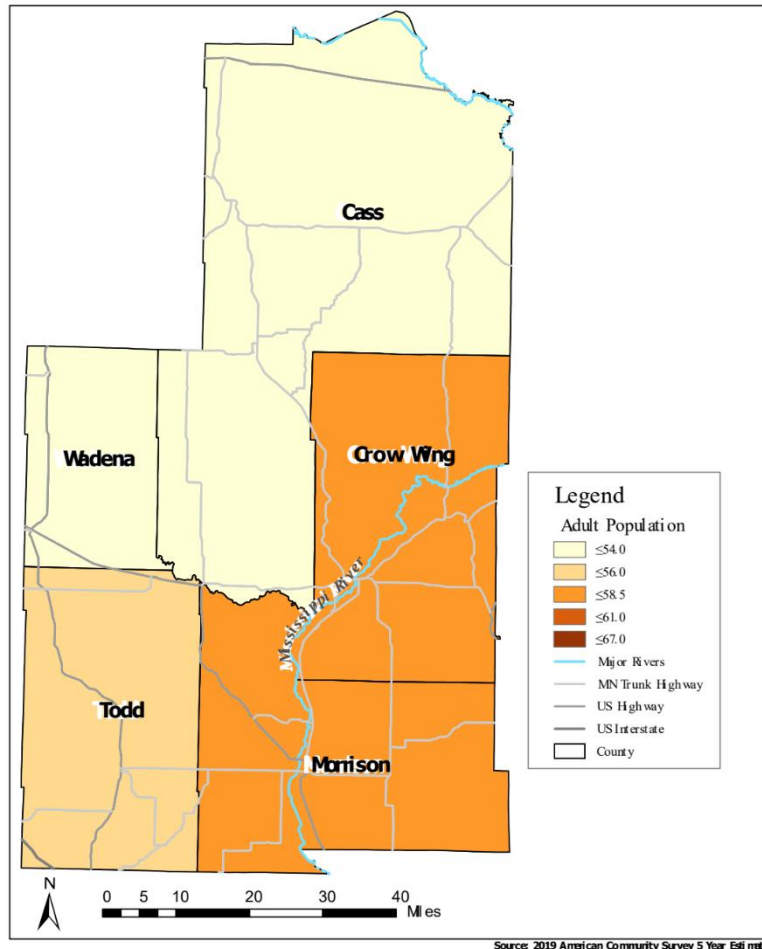
### Region 5 - Percent Youth Population



**Figure 3: Map representing percent of adult population in Region Five**

From the map in Figure 3, we can see that Crow Wing and Morrison counties both have adult populations between 58.5-61% of the whole. Following these two, Todd County has an adult population between 56-58.8%. Lastly, Cass and Wadena Counties have adult populations between 54-56%.

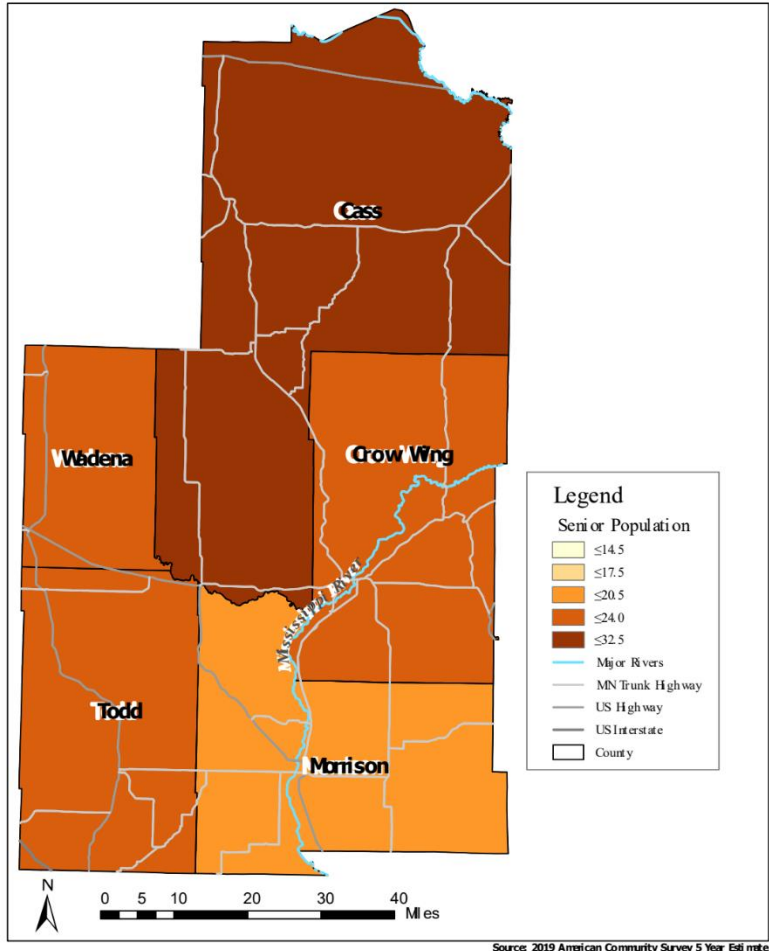
### Region 5 - Percent Adult Population



**Figure 3: Map representing percent of seniors in Region Five**

The map depicted in Figure 3 below shows the percent of senior population in region five. The county with the highest percentage of seniors in region five is Cass with a senior population equal to or greater than 32.5%. Crow Wing, Wadena and Todd Counties all have senior populations between 24-32.5%. Lastly, Morrison County has the lowest percentage of seniors, having seniors between 20.5-24%.

## Region 5 - Percent Senior Population



### Populations with a Disability

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: Populations with a Disability**

County	Total Population	Disabled Population	Percent of Total
<b>Cass County</b>	29,268	4,281	<b>14.63%</b>
<b>Crow Wing County</b>	64,217	8,696	<b>13.54%</b>
<b>Morrison County</b>	33,064	4,002	<b>12.10%</b>
<b>Todd County</b>	24,494	3,373	<b>13.77%</b>
<b>Wadena County</b>	<b>13,654</b>	<b>2,251</b>	<b>16.49%</b>

Source: ACS

Table 6 depicts the percentage of disabled youth population by county, showing not only the total number of youths by county, but also the subset of youth with disabilities by population and finally summarizing that comparison by a percentage by county.

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

County	Total Youth	Disabled	Percent of Total
Cass County	6,187	23	3.75%
Crow Wing County	13,969	59	4.27%
Morrison County	7,741	38	4.96%
Todd County	5,829	23	4.07%
Wadena County	3,455	20	6.11%

Source: ACS

Table 7 depicts the percentage of disabled adult population by county, showing not only the total number of adults by county, but also the subset of adults with disabilities by population and finally summarizing that comparison by a percentage by county.

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

County	Total Adult	Disabled Population	Percent of Total
Cass County	15,675	1,940	12.38%
Crow Wing County	36,115	4,038	11.18%
Morrison County	19,056	1,695	8.89%
Todd County	13,544	1,542	11.39%
Wadena County	7,336	1,099	14.98%

Source: U.S. ACS

Table 8 depicts the percentage of disabled senior population by county, showing not only the total number of seniors by county, but also the subset of seniors with disabilities by population and finally summarizing that comparison by a percentage by county.

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

County	Total Seniors	Disabled	Percent of Total
Cass County	7,406	2,109	28.48%
Crow Wing County	14,133	4,062	28.74%
Morrison County	6,267	1,923	30.68%
Todd County	5,121	1,594	31.13%
Wadena County	2,863	941	32.87%

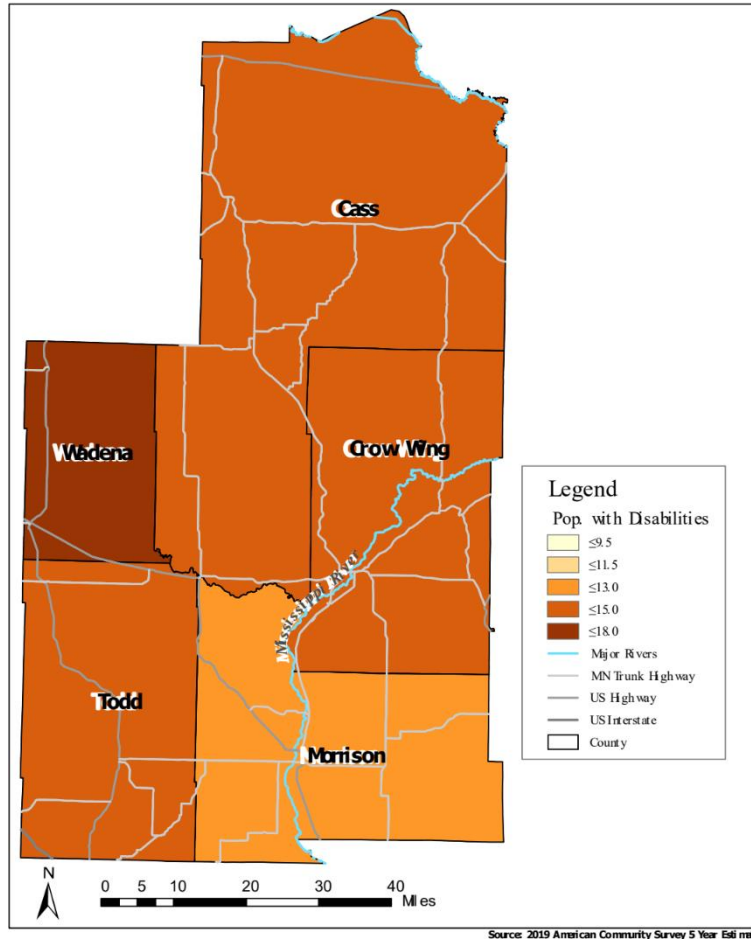
Source: ACS

**Figure 4: Map representing percent of population in Region Five with disabilities**

The map depicted in Figure 4 below shows the percentage of the region five population with disabilities. The county with the highest overall percentage of individuals with disabilities is Wadena with a population with disabilities equal to or greater than 18%. Cass, Crow Wing and

Todd counties all have between 15-18% of their populations with disabilities. And lastly, Morrison County has a population with disabilities between 13-15%.

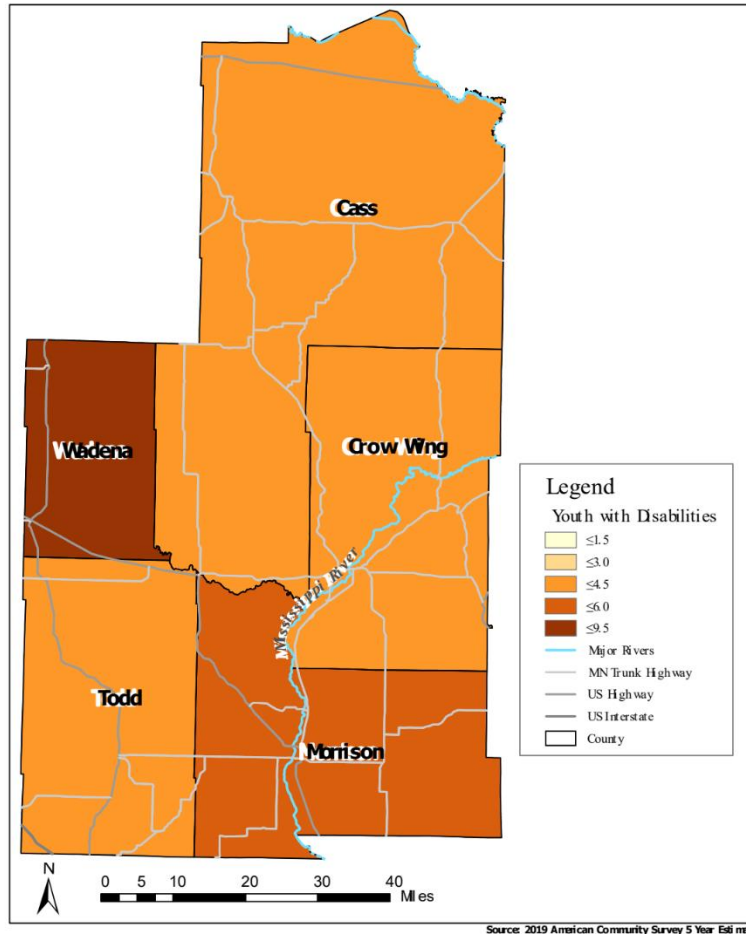
### Region 5 - Percent Pop with Disabilities



**Figure 5: Map representing percent of youth population in Region Five with disabilities**

The map depicted in Figure 5 below shows the percentage of the region five youth population with disabilities. The county with the highest percentage of youths with disabilities is Wadena with a population with disabilities equal to or greater than 9.5%. Morrison county has a youth population with disabilities between 6-9.5. Lastly, Cass, Crow Wing and Todd counties all have between 4.5-6% of their youth populations with disabilities.

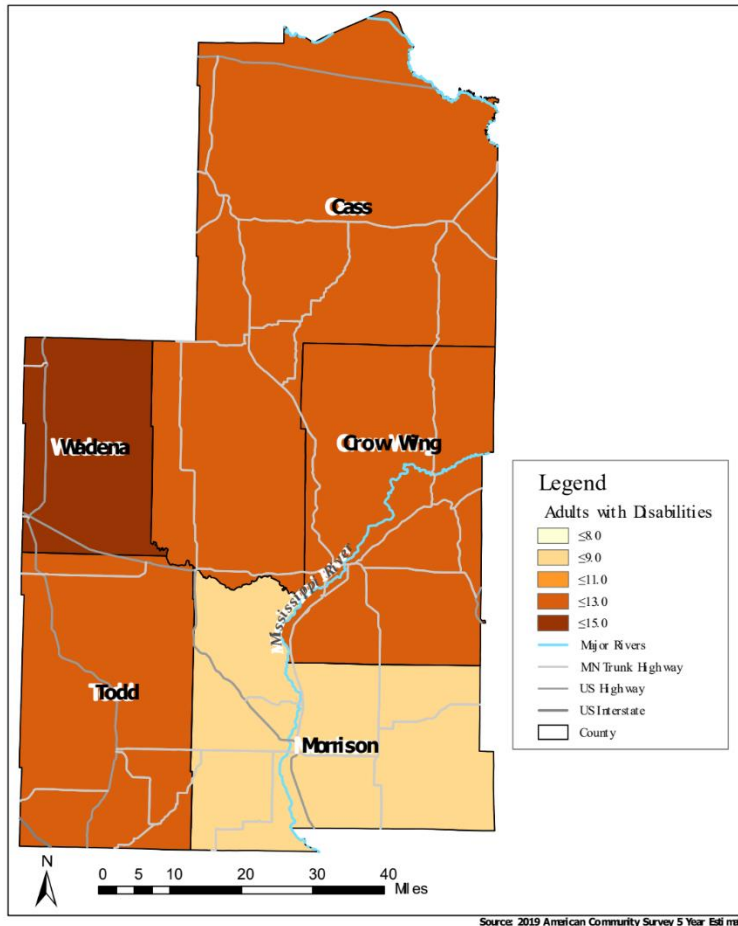
## Region 5 - Percent Youth with Disabilities



**Figure 6: Map representing percent of adult population in Region Five with disabilities**

The map depicted in Figure 6 below shows the percentage of the region five adult population with disabilities. The county with the highest percentage of adults with disabilities is Wadena with a population with disabilities equal to or greater than 15%. Cass, Crow Wing and Todd counties all have between 13-15%. Lastly, Morrison County has an adult population with disabilities between 9-11%.

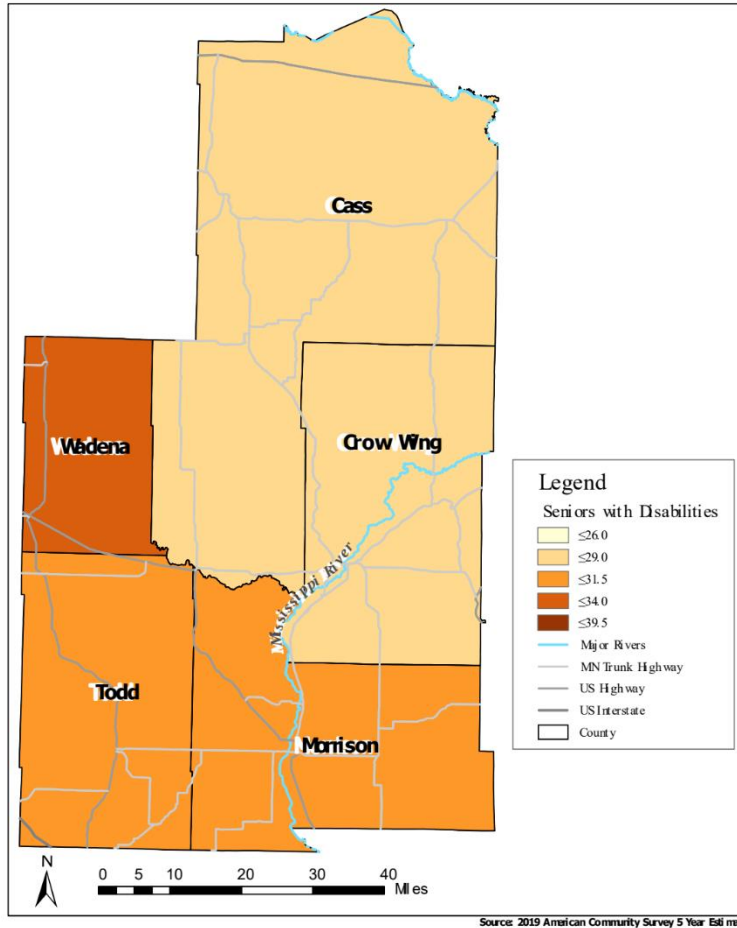
## Region 5 - Percent Adults with Disabilities



**Figure 7: Map representing percent of senior population in Region Five with disabilities**

The map depicted in Figure 7 below shows the percentage of the region five senior population with disabilities. The county with the highest percentage of senior with disabilities is Wadena with a population of disabled seniors between 34-39.5%. Todd and Morrison counties both have disabled senior populations between 31.5-34%. Lastly, Cass and Crow Wing have the lowest percentage of disabled seniors with populations between 29-31.5%.

## Region 5 - Percent Seniors with Disabilities



### 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.

Table 9 below shows the population of individuals living below the poverty level per county, and the percent that population represents of the total.

**Table 9: Population Below Poverty Level**

County	Total Population	Population below Poverty	Percent of Total
<b>Cass County</b>	29,268	3,98	<b>13.6</b>
<b>Crow Wing County</b>	64,217	6,93	<b>10.8</b>
<b>Morrison County</b>	33,064	3,37	<b>10.2</b>
<b>Todd County</b>	24,494	2,91	<b>11.9</b>
<b>Wadena County</b>	<b>13,654</b>	<b>1,95</b>	<b>14.3</b>

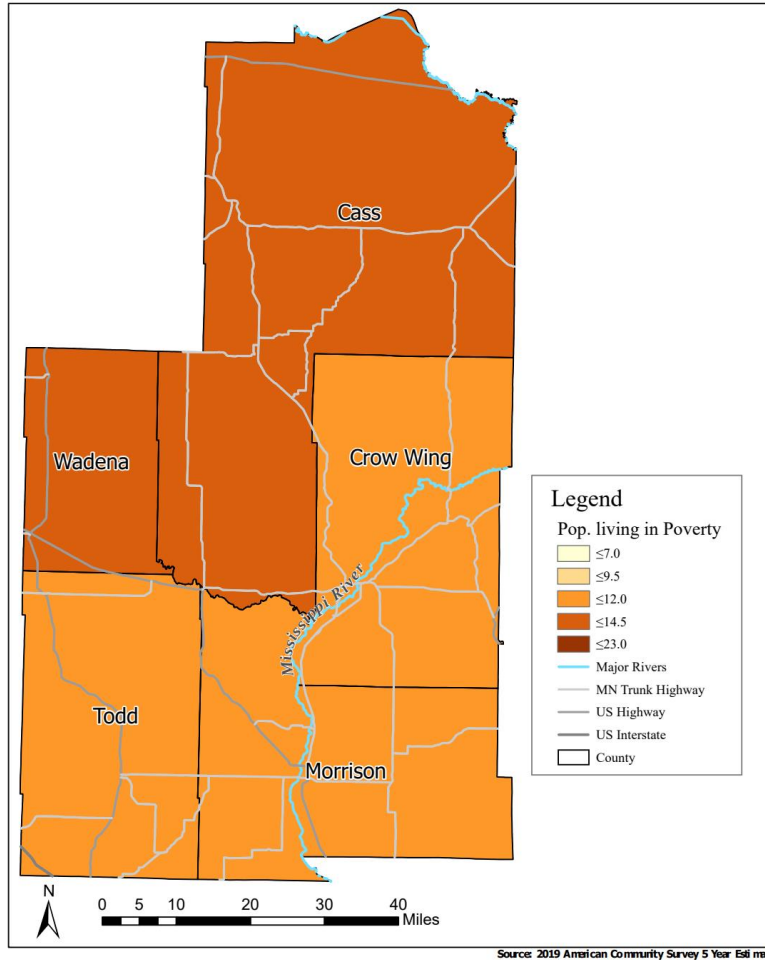
Source: ACS



**Figure 8: Map representing percent of population in region five living in poverty.**

The map depicted in Figure 8 below shows the percentage of the population in region five that are living in poverty. According to the map, developed by MnDOT, both Cass and Wadena counties have between 14.5-23% of their populations living in poverty. Crow Wing, Todd and Morrison Counties each have between 9.5-12% of their populations living in poverty.

### Region 5 - Percent Pop. Living in Poverty



Tables 10 describes the region’s population in more detail by showing county populations of youths living below poverty. As you can see, Cass County has the highest percentage of youth living below the poverty level (23.2%). Wadena, Todd, and Crow Wing counties all have youth populations between 14.7-16.8%. Lastly, Morrison County has the lowest percentage of youth below the poverty line with 10.8%.

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

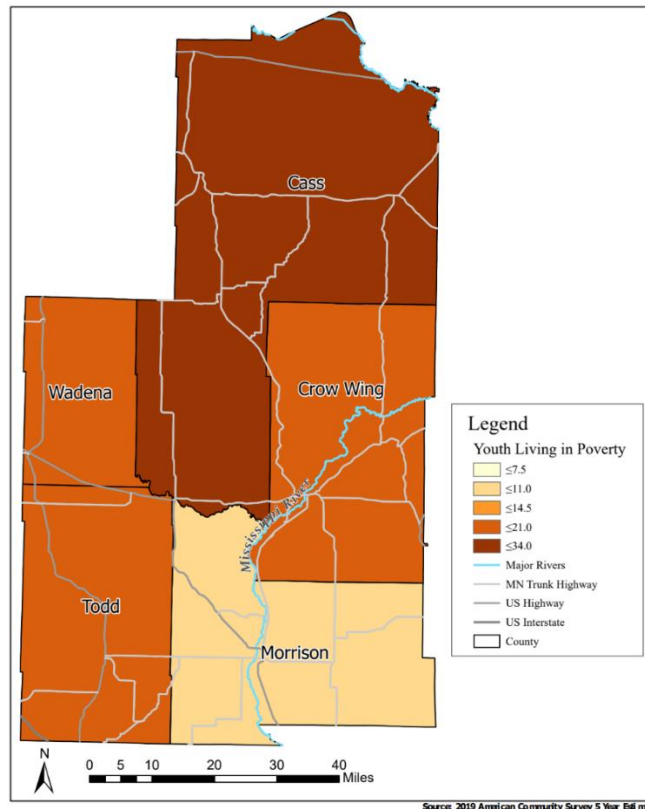
County	Total Youth	Population below Poverty Level	Percent of Total
Cass County	6,187	1,485	<b>23.2%</b>
Crow Wing County	13,969	2,053	<b>14.7%</b>
Morrison County	7,741	836	<b>10.8%</b>
Todd County	5,829	979	<b>16.8%</b>
Wadena County	<b>3,455</b>	<b>563</b>	<b>16.3%</b>

Source: ACS

**Figure 9: Map representing percent of youth population in region five living in poverty.**

The map depicted in Figure 9 below shows the percentage of the youth population in region five that are living in poverty. According to the map, developed by MnDOT, Cass County has a percentage of youth population between 21-34%. Crow Wing, Wadena, and Todd counties have youth populations living in poverty between 14.5-21%. Morrison County has the lowest percentage of youth living poverty, having between 11-14.5% of their youth populations living in poverty.

**Region 5 - Percent Youth Living in Poverty**



Tables 11 describes the region’s population in more detail by showing county populations of adults living below poverty. As you can see, Wadena County has the highest percentage of adults

living below the poverty level (14%). Cass County has 12.5% of its adult population living below the poverty line. Crow Wing, Morrison, and Todd counties all have adult populations living below the poverty line between 10.2-10.6%.

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

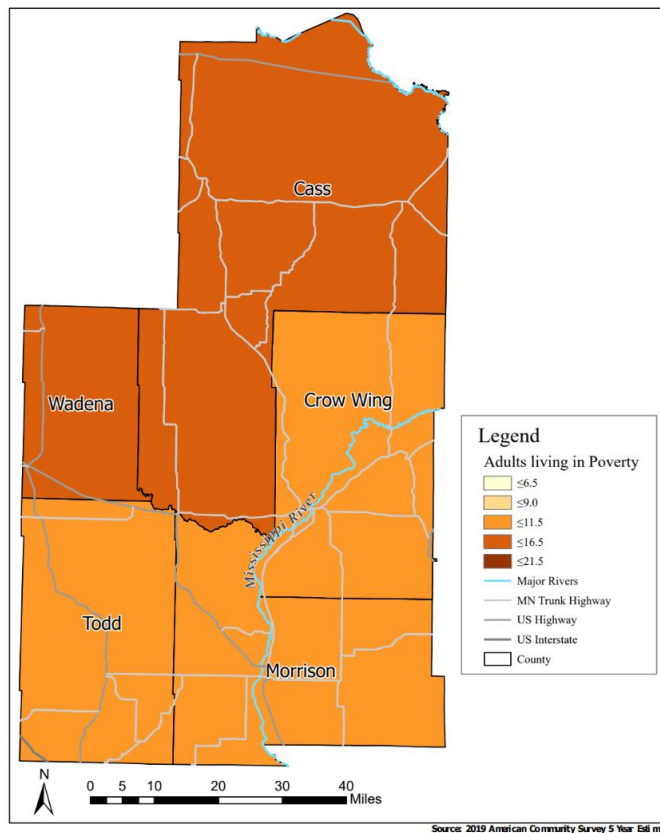
County	Total Adults	Population below Poverty Level	Percent of Total
Cass County	15,675	1,959	12.5%
Crow Wing County	36,115	3,828	10.6%
Morrison County	19,056	1,943	10.2%
Todd County	13,544	1,408	10.4%
Wadena County	7,336	1,027	14%

Source: ACS

**Figure 10: Map representing percent of adult population in region five living in poverty.**

The map depicted in Figure 10 below shows the percentage of the adult population in region five that are living in poverty. According to the map, developed by MnDOT, Cass and Wadena County have a percentage of their adult populations between 16.5-21.5% living in poverty. Crow Wing, Todd and Morrison counties have adult populations living in poverty between 9-11.5%.

**Region 5 - Percent Adults Living in Poverty**



Source: 2019 American Community Survey 5 Year Est. mta

Tables 12 describes the region’s population in more detail by showing county populations of

seniors living below poverty. As you can see, Wadena County has the highest percentage of seniors living below the poverty level (12.8%). Todd and Morrison County have between 9.2-10.1% of its adult population living below the poverty line. Additionally, Cass and Crow Wing, both have senior populations living below the poverty line between 7.4-7.7%.

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

County	Number of Seniors	Population below Poverty Level	Percent of Total
<b>Cass County</b>	7,406	570	<b>7.7%</b>
<b>Crow Wing County</b>	14,133	1,045	<b>7.4%</b>
<b>Morrison County</b>	6,267	576	<b>9.2%</b>
<b>Todd County</b>	5,121	517	<b>10.1%</b>
<b>Wadena County</b>	<b>2,863</b>	<b>366</b>	<b>12.8%</b>

Source: ACS

**Figure 11: Map representing percent of the senior population in region five living in poverty.**

The map depicted in Figure 11 below, shows the percentage of the senior population in region five that are living in poverty. According to the map, developed by MnDOT, Wadena County has between 11.5-18% of their senior population living in poverty. Todd and Morrison counties each have between 8.5-11.5% of their senior populations living in poverty. Lastly, both Cass and Crow Wing counties have between 6-8.5% of their senior populations living in poverty.

## Region 5 - Percent Seniors Living in Poverty

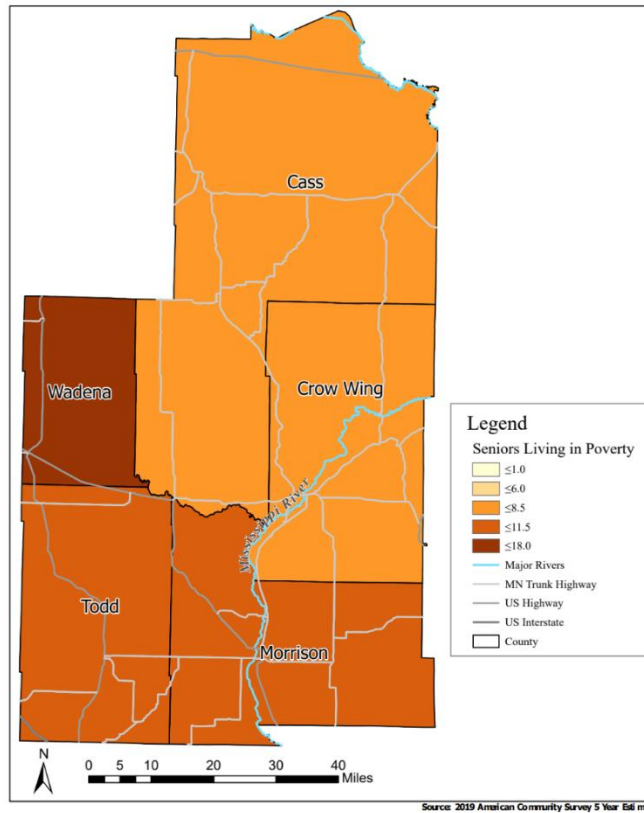


Table 13 describes the region’s population in more detail by showing county populations of individuals with disabilities, living below the poverty level. As you can see, Wadena County has the highest percentage of individuals with disabilities living below the poverty level (21.67%). Cass and Morrison County have between 16.91-17.96% of its population of individuals with disabilities living below the poverty line. Additionally, Todd and Crow Wing, both have populations of individuals with disabilities living below the poverty line between 13.77-15.17%.

**Table 13: Individuals with a Disability Below Poverty Level**

County	Number of Persons with a Disability	Population below Poverty Level	Percent of Total
Cass County	4,281	769	17.96%
Crow Wing County	8,696	1,198	13.77%
Morrison County	4,002	677	16.91%
Todd County	3,373	512	15.17%
Wadena County	2,251	488	21.67%

## Households with Incomes Below the Poverty Level

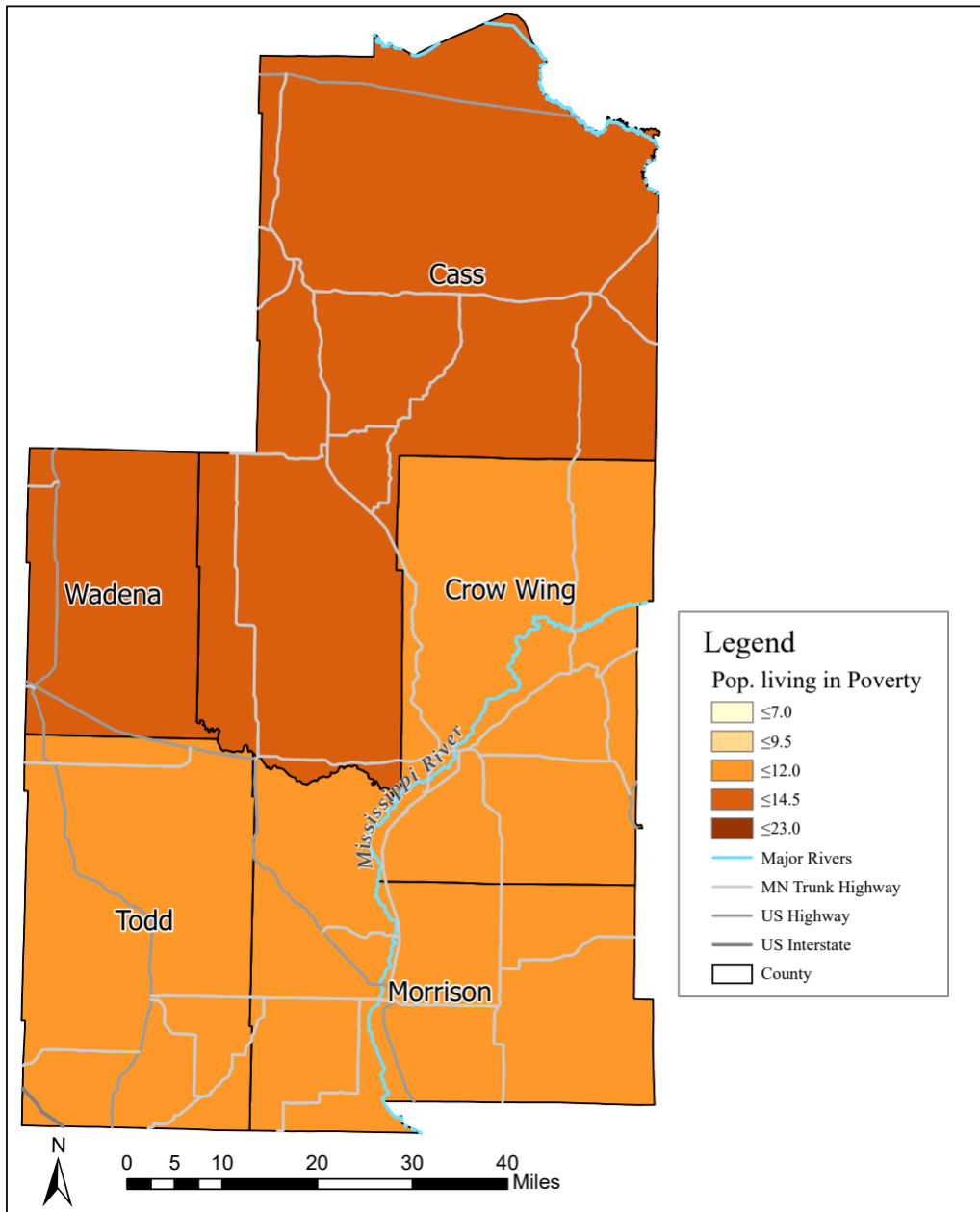
Households below the federal poverty level are defined by the Department of Health and Human services as a household of four having an annual income of no more than \$26,500.

Table 14 below depicts the number of households below the poverty level and the percentage of households in the area that are living below the poverty level.

**Table 14: Population Below Poverty**

<b>County</b>	<b>Households Below Poverty</b>
<b>Cass County</b>	<b>13.6%</b>
<b>Crow Wing County</b>	<b>10.8%</b>
<b>Morrison County</b>	<b>10.2%</b>
<b>Todd County</b>	<b>11.9%</b>
<b>Wadena County</b>	<b>14.3%</b>

## Region 5 - Percent Pop. Living in Poverty



### Zero-Vehicle Households

Households without a motor vehicle are important to identify in human services transportation and transit plans. Households without access to vehicles rely more heavily on transit and alternative transportation options.

Zero-vehicle households comprise about 5.8% of the regions combined total households. Morrison and Wadena counties, with 6.39% and 7.04% respectively have zero vehicle

percentages above the regional average. The remaining three counties including Cass, Crow Wing, and Todd have zero vehicle household percentages of 4.89%, 5.42%, and 5.29% respectively.

**Table 15: Zero Vehicle Households**

County	Total Household	Zero Vehicle Households	1 Vehicle	2 Vehicle	3 or More Vehicles	Percent Zero – Vehicle of Total
<b>Cass County</b>	13,164	645	3,582	5,33	3,601	<b>4.89%</b>
<b>Crow Wing</b>	27,605	1,496	8,443	11,1	6,552	<b>5.42%</b>
<b>Morrison</b>	13,371	855	3,155	4,84	4,512	<b>6.39%</b>
<b>Todd County</b>	9,819	520	2,350	3,60	3,341	<b>5.29%</b>
<b>Wadena</b>	<b>5,666</b>	<b>399</b>	<b>1,547</b>	<b>2,16</b>	<b>1,554</b>	<b>7.04%</b>

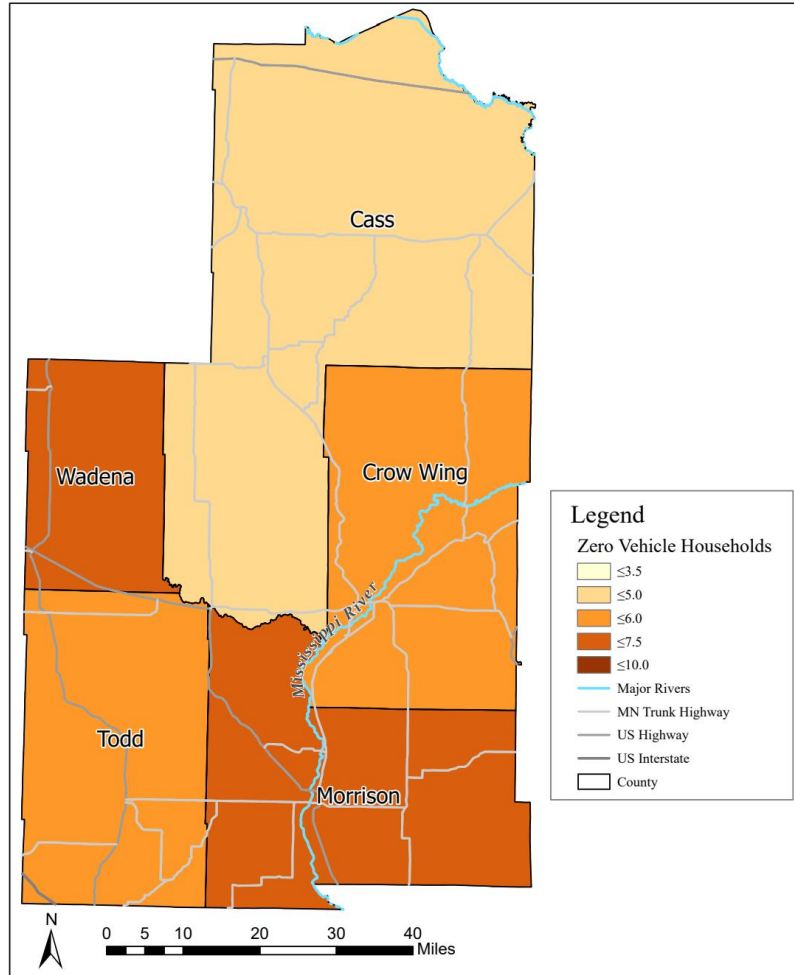
Source: ACS

**Figure 12: Map representing households with zero vehicles with region five living in poverty.**

The map depicted in Figure 12 below, graphically represents the zero vehicle household data found in Table 15. Accordingly, we see the highest rates of zero vehicle households in both Wadena and Morrison counties where both have levels between 7.5-10%%. Furthermore, both Crow Wing and Todd counties have levels between 6-7.5%. Lastly, Cass County has a zero-vehicle household percentage that is between 3.5-5% according to the maps provided by MnDOT.



## Region 5 - Percent Zero Vehicle Households



### 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.

Not surprisingly, the primary mode of commuting to work in each of the five counties in region five is the category of “Drove Alone” with each county having at least 75.7% of their commutes via this mode. As is shown in Table 16, Crow Wing County has the highest level of “Drove Alone” commutes with 80.1%. Followed by Morrison, Todd and Wadena Counties with 77.9%, 77.5%, and 76.2% respectively. The County with the lowest percentage in the “Drove Alone” category is Cass County with 75.7%.

The category with the second highest percentages is that of “Carpooled”. The regional average hovers just under 10% with Cass, Crow Wing, Morrison, Todd and Wadena Counties having 10.4%, 8.8%, 9.9%, 9.7%, and 9.6% respectively.

Interestingly, the category with the third highest percentages is the “Worked at Home” category with a combined regional average of 7.74%.

The category with the fourth highest percentages in the pedestrian category entitled “Walked”. The pedestrians ring in with a combined regional average percentage of 5.24%.

The categories of “Bicycle” and “Public Transportation” come in with the fifth and sixth lowest combined regional average percentages of .4% and .26% respectively.

Table 16 below outlines the way residents get to work per 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
<b>Cass County</b>	75.7%	10.4%	0.0%	3.6%	0.	<b>8.</b>
<b>Crow Wing</b>	80.1%	8.8%	0.2%	2.0%	0.	<b>7.</b>
<b>Morrison</b>	77.9%	9.9%	0.5%	3.7%	0.	<b>6.</b>
<b>Todd County</b>	77.5%	9.7%	0.4%	3.3%	0.	<b>7.</b>
<b>Wadena</b>	<b>76.2%</b>	<b>9.6%</b>	<b>0.2%</b>	<b>3.6%</b>	<b>0.</b>	<b>9.</b>

### Place of Work

Knowing where current residents are working is useful in assessing the need of expanding transportation services.

Not surprisingly, given that Crow Wing County is the most populous county in the region, and that it is home to two of the top three most populous cities in the region (Brainerd, Baxter) it has the largest percentage of workers that work in their county of residences. Of the 31,010 workers in Crow Wing County, 82.7% of them work within the county and only 17% of them work outside the county.

Of the 12,256 workers in Cass County, 55.4% of them work within the county and 43.1% work outside the county. Of the 16,253 workers in Morrison County, 59.9% of them work within the county and 39.2% of them work outside the county. Of the 10,790 workers in Todd County, 52.2% of them work within the county and 46.9% of them work outside the county.

Interestingly, Wadena being the least populated county in the region has the 2nd highest percentage of workers that work in their county of residence. Of the 5,840 workers in Wadena County, 63.9% of them work within the county and 35% of them work outside the county.

**Table 16: Place of Work**

County	Works in County of Residence	Percent of Total Work Within County	Works Outside County of Residence	Percent of Total Works Outside
<b>Cass County</b>	6,893	55.4%	5,363	<b>43.1%</b>
<b>Crow Wing</b>	25,72	82.7%	5,287	<b>17.0%</b>
<b>Morrison County</b>	9,824	59.9%	6,429	<b>39.2%</b>
<b>Todd County</b>	5,684	52.2%	5,106	<b>46.9%</b>
<b>Wadena County</b>	<b>3,773</b>	<b>63.9%</b>	<b>2,067</b>	<b>35.0%</b>

### Minority Communities

Our regional population has had significant changes since the turn of the century but remains less diverse than the state overall. Since 2000, the white population decreased and the number of people of other races has increased. In 2019, over 93% of the region’s residents reported white alone as their race, compared to 82.8% of the residents statewide. However, every minority race increased faster than the white population from 2000-2019. In fact, the number of Black or African American residents has tripled since 2000 and those of Hispanic or Latino origin and Two or More Races increased by more than 130%. Most of the regional diversity in our five-county region is due to the sizable American Indian population. An estimated 4,392 residents in the region are American Indian or Alaskan Native. This was 2.7% of the regional population, nearly triple the statewide proportion.

Source: Region Five, Comprehensive Regional Economic Development Strategy - [https://r5dc.files.wordpress.com/2022/02/r5dc\\_creds\\_2022-2026\\_approved.pdf](https://r5dc.files.wordpress.com/2022/02/r5dc_creds_2022-2026_approved.pdf)

As is shown in Table 17 the racial distribution throughout the region is predominantly white with a combined regional average white population of 91.57%. The distribution of non-white races within the region declines precipitously with American Indian or Native

consisting of a combined regional average of 2.8% the second highest in the region. A close third, is the Hispanic or Latino population with a combined regional average of 2.6%. The fourth most populous race category in the region is the category of “Two or More Races” with a combined regional average of 1.8%. The fifth most populous race category in the region is the category of “Black or African American” with a combined regional average of .6%. The sixth most populous race category in the region is the category of “Asian” with a combined regional average of .49%.

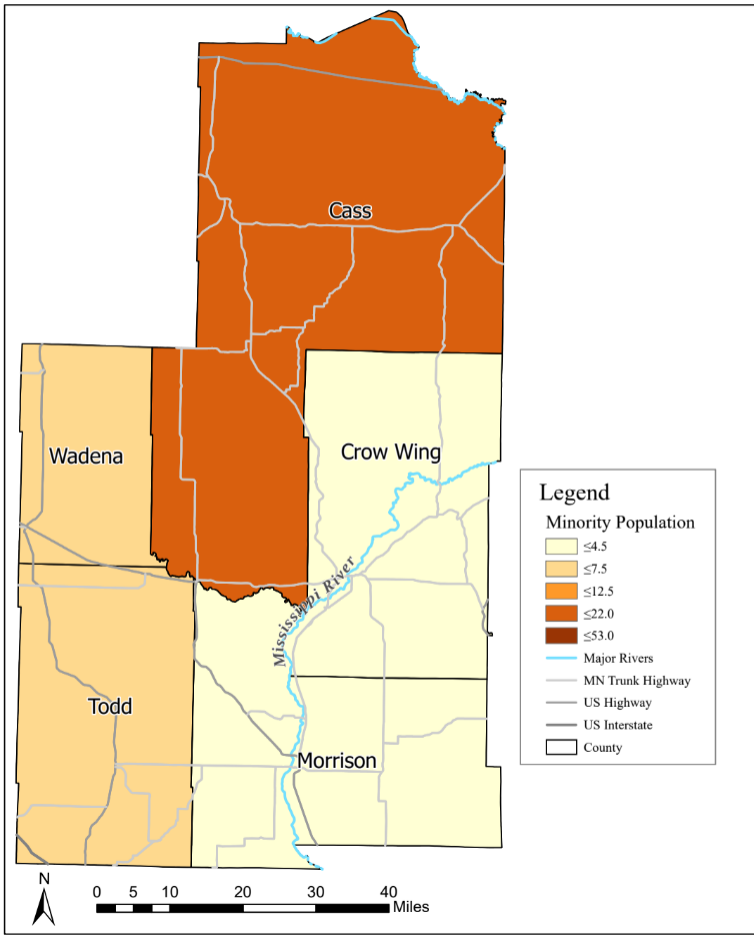
**Table 17: Population by Race**

County	White	%	Black or African American	%	Asian	%	Hispanic or Latino	%	American Indian or Native	%	Two or More Races	%	Total Population
Cass County	24,720	82.8%	122	.4%	187	.6%	658	2.2%	3,450	11.55%	717	2.4%	29,854
Crow Wing	61,499	94.59%	526	.8%	272	.41%	958	1.47%	599	.92%	1,160	1.78%	65,014
Morrison County	31,845	95.64%	185	.55%	144	.43%	577	1.73%	75	.22%	470	1.4%	33,296
Todd County	23,109	90.89%	173	.68%	157	.61%	1,478	5.81%	124	.48%	383	1.5%	25,424
Wadena County	12,982	93.95%	82	.59%	57	.41%	267	1.93%	144	1.04%	285	2.06%	13,817

Source: ACS

Figure 13: Map representing the percent minority population.

### Region 5 - Percent Minority Population



## Limited English Communities

As is depicted in both Table 18 and in Figure 14, the combined regional average of limited English-speaking residents of the region is 4.4. Todd County has the highest percentage of Limited English-speaking residents with 10.5%. The remaining counties of Cass, Crow Wing, Morrison, and Wadena Counties each have 3.4%, 2.1%, 2.7% and 3.3% respectively.

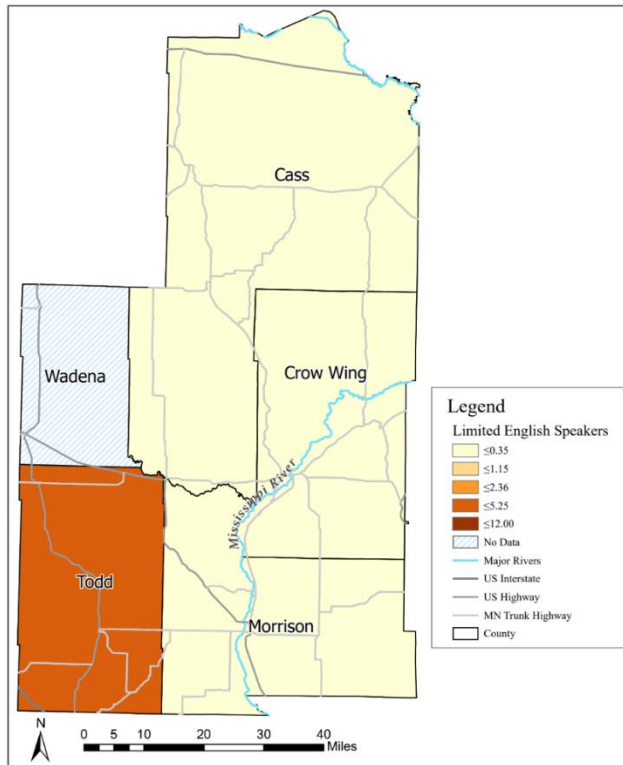
**Table 18: Limited English Population**

County	Speak English only or speak English "very well"	Percent of Total	Speak English less than "very well"	Percent of Population
Cass County	26,672	96.6	947	<b>3.4%</b>
Crow Wing	59,957	97.9	1,265	<b>2.1%</b>
Morrison County	30,289	97.3	854	<b>2.7%</b>
Todd County	20,436	89.5	2,403	<b>10.5%</b>
Wadena County	12,295	96.7	423	<b>3.3%</b>

**Figure 14: Map representing the percent limited English proficiency in the region.**

Source: ACS

### Region 5 - Percent Limited English Proficiency



Source: 2019 American Community Survey 5 Year Ed misc

## **Title VI Plan**

Region Five Development Commission/NCEDA is committed to providing meaningful access to its programs and services to persons who, as a result of their national origin, are limited in English proficiency. It is our policy to ensure no person is subjected to prohibited discrimination based on national origin in any program receiving Federal financial assistance from USDA Rural Development (RD).

This Language Access Plan (LAP) sets forth the policy and procedures for ensuring that persons with limited English Proficiency (LEP) have meaningful access to our programs and activities receiving Federal financial assistance from the U.S. Department of Aquiculture/Rural Development (USDA/RD). This LAP applies to all programs and activities of recipient's receiving Federal financial assistance from the USDA Rural Development.

Region Five Development Commissions Title VI Plan can be found [here](#)

## **Economic Conditions**

Historically, the main industries in region five have included agriculture (small and mid-sized family farms, no large-scale production), health care, tourism, construction, and manufacturing. Over time, these industries have shifted, yet agriculture and local foods have remained an asset in our five-county region.

Source: Region Five, Comprehensive Regional Economic Development Strategy - [https://r5dc.files.wordpress.com/2022/02/r5dc\\_creds\\_2022-2026\\_approved.pdf](https://r5dc.files.wordpress.com/2022/02/r5dc_creds_2022-2026_approved.pdf)

Tele-work in Region Five was a beginning trend in the region prior to the COVID 19 Pandemic, however, with the emergence of the global pandemic in 2020, tele-work increased dramatically. However, the lessons learned throughout 2020 and 2021 have shed light on both the benefits and the additional infrastructure needs that exist in order to fill broadband gaps throughout the region. The “U.S. Census Bureau’s COVID-19 data center shows that broadband could be expanded in the region, which was known before the pandemic, but became an even larger need during the pandemic.19”.

Source: Region Five, Comprehensive Regional Economic Development Strategy - [https://r5dc.files.wordpress.com/2022/02/r5dc\\_creds\\_2022-2026\\_approved.pdf](https://r5dc.files.wordpress.com/2022/02/r5dc_creds_2022-2026_approved.pdf)

For example, in our five-county region, an average of 76.82% of households indicated they have a broadband internet subscription compared to 82.7% in the United States.

Source: Region Five, Comprehensive Regional Economic Development Strategy - [https://r5dc.files.wordpress.com/2022/02/r5dc\\_creds\\_2022-2026\\_approved.pdf](https://r5dc.files.wordpress.com/2022/02/r5dc_creds_2022-2026_approved.pdf)

Finally, the Region Five CREDS describes the regions Cluster/Sector Analysis by stating: “With 11,187 jobs, Health Care and Social Assistance remains the largest employment industry in the region, accounting for 17.8% of the total jobs in the region. 13.8% were in the Retail Trade and 12.3% in the Accommodation & Food Services.

Source: Region Five, Comprehensive Regional Economic Development Strategy - [https://r5dc.files.wordpress.com/2022/02/r5dc\\_creds\\_2022-2026\\_approved.pdf](https://r5dc.files.wordpress.com/2022/02/r5dc_creds_2022-2026_approved.pdf)

For additional information on the economic conditions in Region Five, the Region Five

Comprehensive Regional Economic Development Strategy (CREDS) can be viewed in its entirety [here](#).

## Employment Status

Unemployed individuals need a mode of transportation to seek job opportunities.

As of 2019 the combined regional percentage of total population unemployed was 4.5%. This regional unemployment rate is significantly higher than the Minnesota 2019 unemployment rate of 3.7% and over a full percentage point higher than the US average unemployment rate during the same year (3.6%).

Additionally, as is described in the Region Five Comprehensive Regional Economic Development Strategy (CREDS) the size of the regional workforce continues to be an ongoing challenge.

“Our five-county region has a lower work force participation rate than the state. The workforce in our region is less racially diverse than the state (where 85.5% of workers are white alone) but is becoming more diverse over time. The number of workers in the region increased over the past year. Long term, the region’s workforce expanded more slowly from 2004- 2019 compared to a statewide growth rate of 8.0%. There were 2,321 job vacancies posted by employers in the 4th quarter of 2019, indicating extensive opportunity in the region, with openings across several occupations and industries. At \$17.50 in 2020, wages were lower in this region, compared to the state. Overall, our region had the lowest median hourly wage level of the 13 economic development regions in the state. Wages were highest for management occupations (\$37.55) and lowest for food preparation and serving related jobs (\$12.25).

Source: Region Five, Comprehensive Regional Economic Development Strategy - [https://r5dc.files.wordpress.com/2022/02/r5dc\\_creds\\_2022-2026\\_approved.pdf](https://r5dc.files.wordpress.com/2022/02/r5dc_creds_2022-2026_approved.pdf)

**Table 19: Regional Employment Status**

County	Employed	Unemployed	Not in Labor Force	Percent of Total Population Unemployed
<b>Cass County</b>	12,654	666	10,381	5.0%
<b>Crow Wing County</b>	30,830	1,262	20,373	3.9%
<b>Morrison County</b>	16,512	715	8,846	4.2%
<b>Todd County</b>	11,089	385	7,777	3.4%
<b>Wadena County</b>	5,998	385	4,223	6.0%



# MOBILITY TODAY

---

## Major Trip Generators

The location of major trip generators within the county is an important component in understanding the transportation needs of the county. Key destinations for the residents in the region include the major service areas of Brainerd/Baxter, Little Falls, Wadena and Long Prairie. These areas are important for medical appointments, libraries, shopping and conducting a variety of other business.

Source: <http://www.resilientregion.org/cms/files/Resilient%20Region%20Transportation%20Plan%20reduced.pdf>

Each trip generator category represents the following:

- Employment – Top employers, employers with transit dependent populations.

Current employment trends are an Increase in Education & Health Services (7.2%), Decrease in Trade, Transportation and Utilities (-5.2%), Increase in Leisure and Hospitality (10.8%), Decrease in Manufacturing (-22.6%), Increase in Public Administration (18.6%), Increase in Professional and Business Services (0.4%), Decrease in Construction (-25.1%), Decrease in Financial Activities (-1.7%), Decrease in Other Services (-8.7%), and increase in Natural Resources and Mining (10.2%). Source: <http://www.resilientregion.org/economic/>

The Region Five CREDS describes the regions Cluster/Sector Analysis by stating: “With 11,187 jobs, Health Care and Social Assistance remains the largest employment industry in the region, accounting for 17.8% of the total jobs in the region. 13.8% were in the Retail Trade and 12.3% in the Accommodation & Food Services. Source: Region Five, Comprehensive Regional Economic Development Strategy - [https://r5dc.files.wordpress.com/2022/02/r5dc\\_creds\\_2022-2026\\_approved.pdf](https://r5dc.files.wordpress.com/2022/02/r5dc_creds_2022-2026_approved.pdf)

The region focuses on exporting manufactured goods and agricultural products to bring dollars into the regional economy. The region also focuses on tourism and the arts which bring dollars into the regional economy from outside the region. The health care sector increases to provide a high quality of life. Each county in the region enjoys certain of these economic engines to varying degrees but combine they constitute major trip generators in each county. Source: <http://www.resilientregion.org/economic/>

- Shopping - Supermarkets and other grocery stores, department stores, and malls.

While all the county seat communities have thriving supermarkets and grocery stores, many of the smaller community’s local grocery stores are either struggling or nonexistent. Therefore, a thriving local foods market has grown within the region and coupled with the existing agriculture industry constitutes a major trip generator in each county.

Increased economic prosperity through access and awareness of underserved growers &

makers of the region is an opportunity this initiative addressed. We proved that addressing economic prosperity can also be done in ways that improve social cohesion. Multi-cultural culinary art delivered with chefs & regional residents in a local vendor Marketplace setting addressed barriers of engagement through intentional action steps. Co-creation of learning opportunities for growers & makers increase economic & social prosperity. Source: [https://r5dc.files.wordpress.com/2022/02/r5dc\\_creds\\_2022-2026\\_approved.pdf](https://r5dc.files.wordpress.com/2022/02/r5dc_creds_2022-2026_approved.pdf)

- Education - Elementary and secondary schools, colleges, universities, and professional schools.

There are 24 independent school districts within the region along with several private schools. Each school represents a major trip generator in each of the communities. This region has a lower percentage of adults (18 years & over) with at least a high school diploma than the state (92.4%) and a lower percentage of people with at least some college experience. Our region also has a higher percentage of people with an associate degree and a lower percentage of people with a bachelor's degree or higher with a contributing factor to the lower level of educational attainment is the historic unavailability of advanced degree programs in this region.

Currently, only two-year in-person degree options are available through the two MN State schools within the region, MN State Community and Technical College in Wadena and Central Lakes College, with campuses in Brainerd and Staples. However, students who complete their degree, diploma, or certificate with CLC can enroll in specific online bachelor's degree programs while continuing to maintain CLC as their home campus. Colleges participating in this partnership are St Cloud State University, Bemidji State University, Southwest Minnesota State University, Minnesota State University – Moorhead, The College of St. Scholastica, University of Minnesota Crookston.

Source: Region Five, Comprehensive Regional Economic Development Strategy - [https://r5dc.files.wordpress.com/2022/02/r5dc\\_creds\\_2022-2026\\_approved.pdf](https://r5dc.files.wordpress.com/2022/02/r5dc_creds_2022-2026_approved.pdf)

- Public Service - Justice, public order, safety activities, and the administration of human resource programs.

Each of the county seats in the five counties, (Walker, Brainerd, Little Falls, Wadena and Long Prairie). These county seats provide their counties with public services such as judicial services, health and human services, land services, public safety and transportation services and therefore constitute major trip generators in each of their communities.

- Medical - Outpatient care centers, hospitals, nursing care facilities, residential, intellectual, and developmental disability, mental health, and substance abuse facilities.

Regional hospitals are present in each of the region's county seat communities with the exception of the Cass County seat of Walker where no hospital exists. Each of the

region's hospitals naturally act as major trip generators. Additionally, several outpatient clinics existing in several of the smaller communities throughout the region and are major trip generators for their communities.

- Specialty Services - Services for the elderly and persons with disabilities, museums, historical sites, and similar institutions.

A unique arts and cultural environment in our region are a potential economic driver as well as the ongoing trend in ethnic diversity. These regional assets also constitute major trip generators, and several can be found in each of the five counties.

## List of Human Service Program Providers Impacted by Transportation

Agency Name: Crow Wing County Human Services

Other Services Provided: Adult, Child, Family, Health, Financial, and Veteran Services

Contact Information: 218-824-1140

Hours: 8am – 5pm Monday through Friday

Service Area: Crow Wing County

Website:

<https://crowwing.us/91/Community-Services>

Agency Name: Cass County Human Services

Other Services Provided: Financial. Child Care, Social Services

Contact Information: 218-547-1340

Hours: 8am – 4pm Monday through Friday

Service Area: Cass County

Website:

[https://co.cass.mn.us/services/health\\_human\\_and\\_veterans\\_services/index.php](https://co.cass.mn.us/services/health_human_and_veterans_services/index.php)

Agency Name: Morrison County Human Services

Other Services Provided: Child, Adult, Elderly, Disability, Health and Veterans Health

Contact Information: 320-632-2941

Hours: 8am – 4:30pm Monday through Friday

Service Area: Morrison County

Website:

<https://www.co.morrison.mn.us/393/HEALTH-HUMAN-SERVICES>

Agency Name: Wadena County Human Services

Other Services Provided: Financial, Medical, Child, Mental Health, and Community Services

Contact Information: 218-631-7605

Hours: 8am – 4:30pm Monday through Friday

Service Area: Wadena County

Website:

<https://www.co.wadena.mn.us/197/Human-Services>

Agency Name: Todd County Human Services

Other Services Provided: Health, Community, Child and Financial Services

Contact Information: 320-732-4500

Hours: 8am – 4:30pm Monday through Friday

Service Area: Todd County

Website: <https://www.co.todd.mn.us/divisions/health-human/community-health/#1523472629763-87e1758f-acb4ac4e-fc4b>

Agency Name: Lutheran Social Services (LSS)

Other Services Provided: Family services, Disaster recovery, Financial and Employment, Housing assistance, Mental health services.

Contact Information: (612) 431-2131

Hours: 8am – 4:30pm Monday through Friday

Service Area: Region Five

Website: <https://www.lssmn.org/>

Agency Name: People's Express

If riding in a standard vehicle simply isn't an option due to a disability or a health issue, Peoples Express's door-through-door service is the ideal solution.

Website: <https://peoplesexpressmn.com/>

Phone – 218-631-2909

Hours – 8:00am – 5:00pm Monday – Friday

Agency Name: DAV

The Central MN DAV Transportation Program serves ambulatory, non – wheelchair bound veterans to and from medical appointments.

Website – <https://davmn.org>

Phone – 320-252-1670

Agency Name: Horizon Health’s Faith in Action

Volunteer driver program for Morrison County that focuses on providing rides for individuals 60 years and older

Website \_\_\_\_\_ -

<https://www.horizonhealthservices.org/volunteering>

Telephone- 800-224-6451

Agency Name: Lakes Area Interfaith Volunteers

Interfaith Volunteers is a 501(c)(3) organization that helps seniors and persons with disabilities live comfortable, safe, independent lives in their own home.

<http://interfaithvolunteers.org/>

Telephone: (218) 820-7454 Toll Free: (877) 245-7454

Agency Name: Aide Home Health Care

Provides home health care services for caring individuals located in Central Minnesota and provides transportation necessary to gain access to community services, resources and activities.

<https://www.aidehomehealthcare.com/>

Telephone – (218) 546 - 6242

## **Program Demand Analysis**

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
- Average number of participants per program.
- 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**

<b>Program Name</b>	<b>Faith in Action for Cass County</b>	<b>Brainerd/Crow-Wing</b>	<b>Horizon Health Faith in Action</b>	<b>Lakes Area Interfaith Volunteers</b>
<b>Number of Participants</b>	345	42	180	<b>400</b>
<b>Number of Events per Week</b>	60	70	35	<b>40</b>
<b>Percent of Participants who Attended on and Average Day</b>	18%	95%	35%	<b>18%</b>
<b>Percent of Participants who are Transit Dependent or Likely to use Transit</b>	68%	95%	100%	<b>80%</b>
<b>Number of Weeks the Program is Offered per Year</b>	52	52	52	<b>52</b>
<b>Results x 2</b>	<b>193,752</b>	<b>290,472</b>	<b>229,320</b>	<b>299,520</b>

### **Existing Transportation Services**

The following information is based on tabulations from the survey and interview results. A total of 22 organizations provided information about their services.

### **List of Transportation Service Providers**

Agency Name: Brainerd & Crow Wing Public Transit

Transportation Service Type: Public Transit

Contact Information: 218-825-7433 (RIDE) or 866-925-7433 (Toll Free)

Hours: 6am – 6pm Monday through Friday

Service Area: Crow Wing County (Brainerd, Baxter, Pine River)

Eligibility Requirements: None

Website:

<http://www.ci.brainerd.mn.us/195/Transit>

Agency Name: Friendly Rider

Transportation Service Type: Public Transit

Contact Information: (218) 631- 5730

Hours: 8am – 4:30pm Monday through Friday

Service Area: Wadena and Todd County

Eligibility Requirements: None  
Website: <https://friendlyrider.com/>

Agency Name: Tri-CAP  
Transportation Service Type: Public Transit  
Other Services: Volunteer Driver Program  
Contact Information: 888-765-5597 or 320-251-1612  
Hours: 8am – 4pm Monday through Friday  
Service Area: Morrison County  
Eligibility Requirements: None  
Website: <https://tricap.org/transportation/morrison-county/>

Agency Name: Rainbow Rider  
Transportation Service Type: Public Transit  
Other Services: Volunteer Driver Program  
Contact Information: 1-800-450-7770  
Hours: 7am – 4pm Monday through Friday  
Service Area: Todd County  
Eligibility Requirements: None  
Website: <http://rainbowriderbus.com/>

Agency Name: Leech Lake Tribal Transit  
Transportation Service Type: Tribal Transit  
Contact Information: (218) 335-7290  
Hours: 8am – 4:30pm Monday through Friday  
Service Area: Leech Lake Reservation, Grand Rapids, Bemidji  
Eligibility Requirements: Tribal member  
Website: <http://www.llojibwe.org/admin/transit.html>

Agency Name: Faith in Action for Cass County  
Transportation Service Type: Volunteer Driver Program  
Contact Information: 218-675-5435 or 866-675-5435 (Toll Free)  
Hours: 9am – 4pm Monday through Friday  
Service Area: Cass County and surrounding

area  
Eligibility Requirements: None  
Website: <https://www.faithinactioncass.com/>

Agency Name: Cass County Volunteer Driver Program  
Transportation Service Type: Volunteer Driver Program  
Contact Information: 218-947-7530  
Hours: 8am – 4:30pm  
Service Area: Cass County  
Eligibility Requirements: Ages 60 and older and resident of Cass County  
Website: [http://www.co.cass.mn.us/government/county\\_directory/seniors\\_services/senior\\_transportation\\_program.php](http://www.co.cass.mn.us/government/county_directory/seniors_services/senior_transportation_program.php)

Agency Name: Horizon Health's Faith in Action  
Transportation Service Type: Volunteer Driver Program  
Contact Information: 320-468-6451  
Hours: 8am – 5pm Monday through Friday  
Service Area: Morrison County  
Eligibility Requirements: None  
Website: <https://www.horizonhealthservices.org/volunteering>

Agency Name: Todd County Volunteer Driver Program  
Transportation Service Type: Volunteer Driver Program  
Contact Information: 218-894-6300  
Hours: 8am – 4:30pm Monday through Friday  
Service Area: Todd County  
Eligibility Requirements: Ages 60 and older  
Website: <https://www.co.todd.mn.us/divisions/health-human/community-health/#1523472629763-87e1758f->



acb4ac4e-fc4b

Agency Name: Wadena County Volunteer Driver Program  
Transportation Service Type: Volunteer Driver Program  
Contact Information: 218-631-7605  
Hours: 8am – 4:30pm Monday through Friday  
Service Area: Wadena County  
Eligibility Requirements: None  
Website: [https://www.co.wadena.mn.us/197/Human-Services](https://www.co.wadena.mn.us/197/Human-<u>Services</u>)

Agency Name: Jefferson Lines  
Transportation Service Type: Private Bus  
Contact Information: 858-800-8898  
Hours: 7:30am – 7pm Monday through Friday  
Service Area: Cass, Crow Wing and Morrison County  
Eligibility Requirements: None  
Website: <https://www.jeffersonlines.com/>

Agency Name: Little Falls Taxi  
Transportation Service Type: Taxi  
Contact Information: 320-632-4104  
Hours: 24 hours a day 7 days a week  
Service Area: Little Falls  
Eligibility Requirements: None  
Website: None

Agency Name: Brainerd Area Taxi  
Transportation Service Type: Taxi  
Contact Information: 218-828-1111  
Hours: 24 hours a day 7 days a week  
Service Area: Brainerd Lakes Area  
Eligibility Requirements: None  
Website: None

Agency Name: Grab-A-Cab  
Transportation Service Type: Taxi  
Contact Information: 218-270-2992

Hours: 24 hours a day 7 days a week  
Service Area: Brainerd Lakes Area  
Eligibility Requirements: None  
Website: <https://grabacabmn.com>

Agency Name: Executive Express  
Transportation Service Type: Airport Shuttle  
Contact Information: 320-253-2226  
Hours: Available as needed  
Service Area: Brainerd to Minneapolis  
Eligibility Requirements: None  
Website: [https://www.executiveexpress.biz/shuttle-service](https://www.executiveexpress.biz/shuttle-<u>service</u>)

Agency Name: Groome Transportation  
Transportation Service Type: Airport Shuttle  
Contact Information: 320-316-0943  
Hours: 7am – 10pm Monday through Friday and 8am – 8pm Saturday to Sunday  
Service Area: Baxter, Little Falls, Royalton, Camp Ripley, Minneapolis  
Eligibility Requirements: None  
Website: <https://groometransportation.com>

Agency Name: Peoples Express  
Transportation Service Type: Specialized Transportation Service  
Contact Information: 800-450-0123  
Hours: 8am – 5pm Monday through Friday  
Service Area: Nearly statewide coverage  
Eligibility Requirements: Medical trips  
Website: <https://peoplesexpressmn.com/>

Agency Name: Medi-Van  
Transportation Service Type: Specialized Transportation Service  
Contact Information: 218-847-1729  
Hours: Available as needed  
Service Area: Greater Minnesota  
Eligibility Requirements: Medical trips  
Website: [http://medi-van.org/home/3163823](http://medi-<u>van.org/home/3163823</u>)

Eligibility Requirements: Referral  
Website: <https://www.carecabmn.com/>

Agency Name: Blue Sky Inc  
Transportation Service Type: Day Training  
and Habilitation  
Contact Information: 218-844-7591  
Hours: 8am – 5pm Monday through Friday  
Service Area: Crow Wing County  
Eligibility Requirements: Go through  
screening  
Website: <https://www.blueskyi.info>

Agency Name: Productive Alternatives  
Transportation Service Type: Day Training  
and Habilitation  
Contact Information: 218-825-8148  
Hours: 8am – 4:30pm Monday through  
Friday  
Service Area: Crow Wing, Cass, Morrison,  
Todd and Wadena County  
Eligibility Requirements: Go through  
screening  
Website: <https://productivemn.org>

Agency Name: Allina Transportation  
Transportation Service Type: Non-  
Emergency Medical Transportation  
Contact Information: (651) 222-0555  
Hours: As needed  
Service Area: Greater Minnesota  
Eligibility Requirements: to and from  
medical care in the Minneapolis/St. Paul  
metropolitan area.  
Website:  
[https://www.allinahealth.org/medical-  
services/emergency-medical-services/non-  
emergency-transportation](https://www.allinahealth.org/medical-services/emergency-medical-services/non-emergency-transportation)

Agency Name: Care Cab  
Transportation Service Type: Non-  
Emergency Medical Transportation and  
Specialized Transportation  
Contact Information: 1-800-535-7190  
Hours: As needed  
Service Area: State of Minnesota

## 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
<b>Easterseals</b>	Flexible (online and in person options)	\$1,225.00	Teach people with disabilities, older adults, and interested travelers how to access and use public transportation independently.	Nationwide
<b>Rainbow Rider</b>	Flexible (In person and online)	Free	Short-term, comprehensive, intensive instruction designed to teach students with disabilities how to travel safely and independently on public transportation.	Douglas, Grant, Pope, Stevens, Todd and Traverse Counties
<b>Adaptive Experts</b>	On-site at your residence, hospital or rehabilitation facility.	Varies	Driver evaluation and training for people with disabilities	Minnesota, Wisconsin, Iowa, North Dakota, South Dakota

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)?
<b>Brainerd/Crow-Wing</b>	RouteMatch 6.2.35	No	RouteMatch 6.2.35	Yes
<b>Morrison County -Tri-Cap</b>	NOVUS	No	NOVUS/TRAPEZE	Yes

<b>Todd County – Rainbow Rider</b>	(Data Forthcoming)	(Data Forthcoming)	(Data Forthcoming)	(Data Forthcoming)
<b>Wadena County Friendly Rider</b>	The software we have is capable of scheduling but is not accurate for us-we do not use	No	TripMaster by CTS	Yes

## Vehicles

Transportation providers throughout the region listed at least 21 vehicles that are wheelchair accessible. A vehicle utilization table is provided below.

Table 23 acts as an inventory of the regions transit vehicles by county transit agency. Each transit agency maintains their own inventory of their vehicles along with a maintenance schedule complete with vehicle specific information including the vehicle specifications, vehicle capacity, VIN numbers, year of the vehicle, make, model.

In addition, Table 23 provides information regarding each individual vehicle’s hours of operation, and the route and/or service area for that particular vehicle. Lastly, the Table indicates the capacity that each vehicle has to accommodate wheelchairs among other information.

**Table 23: Vehicle Utilization Table (Contact providers)**

Vehicle #	Make	Model	Year	Vin #	Capacity / Wheelchair	Days of the Week	Service Hours	Program to which	Service Area
7	Ford	Elkhart	2011	1FDXE4FS6BDB12272	2	Spare, Varies	Spare, Varies	53 11	Varies
8	Ford	Elkhart	2013	1FDXE4FS7DDB2829	2	5 Days/Week	57.5 (Hrs./wk.) 6-6	531 1	Staples
9	Ford	Elkhart	2017	1FDXE4FS2HDC06576	2	5 Days/Week	37.5(Hrs./wk.) 7:15-3:45	53 11	Wadena, Verndale
10	Ford	Elkhart	2017	1FDXE4FS4HDC06577	2	5 Days/Week	37.5(Hrs./wk.) 8-4:30	53 11	Wadena, Verndale, Deer Creek, Henning, Ottertail, New York Mills, Sebeka
11	Freightliner	Elkhart	2018	4UZADRFD1JCJY4819	2	3 Days/Week	18 (Hrs./wk.) M, W, F 7:15-10 & 2-4:30	53 11	Wadena to Browerville
12	Ford	Elkhart	2018	1FDXE4FS3KDC02303	2	5 Days/Week	37.5(Hrs./wk.) 8-5	53 11	Wadena, Sebeka, Menahga
207	Ford	E-450	2012	1FDXE4FS3CDB30461	8 am x 4 w/c	Backup	6am-6pm		Little Falls
208	Ford	E-450	2015	1FDXE4FS3CDB30461	8 am x 4 w/c	Mon-Tues	7am-5pm		Little Falls/Royalton/St. Cloud
209	Ford	E-450	2019	1FDXE4FS7KDC03423	8 am x 4 w/c	Mon-Fri	6am-6pm		Little Falls
130	Ford	E-450	2017	1FDXE4FS2HDC17982	10 am x 4 w/c	Mon-Fri	7:30am-4:45pm		10-mile radius of Little Falls
13	Ford	E-	20	1FDXE4FS8KDC6	8 am x 4	Mon-Fri	7:30am-		(Data Forthcoming)

<b>2</b>		450	19	3790	w/c		4:30pm	
<b>11</b>	Chev/Gos	400	20	70129	3	Backup	Backup	Brainerd/Baxter
<b>4</b>	hen		13					
<b>11</b>	Chev/Gos	400	20	16386	3	Mon-Fri	8:00am –	Brainerd/Baxter
<b>9</b>	hen		13				6:00pm	
<b>14</b>	Chev/Gos	400	20	99632	3	Mon-Fri	8:00am –	Brainerd/Baxter
<b>2</b>	hen		14				4:30pm	
<b>14</b>	Chev/Gos	400	201	99235	3	Mon-Fri	6:00am –	Brainerd/Baxter
<b>1</b>	hen		4				4:30pm	
<b>15</b>	Int'l/Gosh	500	20	28273	3	Mon-Fri	7:00am –	Brainerd/Baxter
<b>5</b>	en		16				4:30pm	
<b>16</b>	Chev/Gos	400	201	17819	3	Mon-Fri	7:00am –	Brainerd/Baxter
<b>1</b>	hen		7				4:30pm	
<b>17</b>	Ford/Elkh	400	201	60919	3	Mon-Fri	7:15am –	County Deviation (Hwy 371-
<b>1</b>	art		7				4:30pm	Pequot Lakes)
<b>17</b>	Ford/Elkh	400	201	01479	3	Tues-	7:15am –	County Deviation (Hwy 210-
<b>2</b>	art		8			Thurs	4:30pm	Crosby)
<b>18</b>	Ford/Elkh	400	201	04645	3	Tues-	7:15am –	County Deviation 1
<b>1</b>	art		9			Thurs	4:30pm	
<b>19</b>	Ford/Elkh	400	201	60607	3	Mon-Fri	6:00am –	Pine River Demand 1
<b>1</b>	art		9				6:00pm	

# 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.

In addition to the list of required Steering Committee members provided by MnDOT; an attempt was made to develop the composition of the local steering committee in a way that would provide an accurate cross section of the transportation stakeholders in the region. The steering committee was made up of representatives from county human service agencies, area agency on aging representatives, centers for independent living representatives, passengers, Metropolitan Planning Organizations, and others. The table below lists the members of the Steering Committee.

**Table 24: Steering Committee Membership**

<b>Members and Organizations</b>
Randy Jahnke, 2021-2022 - Friendly Rider
Andy Stone, 2021 – 2022 - Brainerd & Crow Wing Transit
Lori Schultz, 2021 – 2022 - Tri-CAP
Brenda Brittin, 2021 – 2022 - Rainbow Rider
Jan Roers, 2021 – 2022 - People’s Express
Leigh Lake, 2021 – 2022 - Freedom Resource Center
Theresa Eclov 2021 -2022 - Faith in Action for Cass County
Pam Baltes 2021 – 2022 - Employment Enterprises Inc
Steve Barrows 2021 – 2022 - Crow Wing County Commission
Melanie Erickson 2021 – 2022 - Morrison County Social Services
Bryan McCoy 2021 – 2022 - Leech Lake Band of Ojibwe

In addition to being tasked with guiding the plan development, evaluating strategies, developing projects ideas and priority strategies, and prioritizing projects, it is hoped that each of the local steering committee members would share information and engage with their respective boards or organizations regarding local human transit priorities, however this was not a stated responsibility of the steering committee members.

Each of the local steering committee members brings a unique perspective to bear on local

human transit, as well as a wealth of professional experience, and local personal insights.

Lastly, once this plan is completed, each of the local steering committee members are encouraged to remain active in the ongoing efforts of advancing local human transit coordination either on their own respective boards or organizations, through other human service providers, transit providers or through the ongoing efforts of the RTCC whose future workplans will be based on and in alignment with the goals and strategies identified in this plan.

## Client Experience

Beginning in September 2021, the steering committee reviewed the draft client survey and provided feedback to staff regarding the survey, survey questions, and how to administer the survey. In October, staff in coordination with the 5311 transit providers in the region began administering the client survey. Staff provided the transit providers with 3 cardboard ballot boxes and stacks of hardcopies of the survey along with clipboards and pens to be provided to rider's onboard transit buses. Three ballot boxes were provided to each of the 4 transit providers for a total of 12 ballot boxes placed onboard buses. Of the 180 distributed surveys, we received a 31.66% response rate with 57 completed and returned surveys.

The information provided by respondents was used to develop the Local Human Service Transit Coordination Plan for Region Five. The survey results were incorporated into this Plan. The purpose of this plan is to identify strategies for improved coordination of publicly and privately funded transportation resources in this region.

The information in Figures 15 below is a summary of the client experience survey responses:

**Figure 15: Gender**

<b>What is your gender?</b>	
Female	80%
Male	20%

**Figure 16: Age**

<b>What is your age?</b>	
Under 18	3%
18-24	3%
25-34	3%
35-44	12%
45-54	9%
55-64	28%
65 or older	42%



***Do you Have a Driver's License?***

**Figure 17: Driver's License**

Yes	40%
No	60%

***What is your race/ethnicity?***

**Figure 18: Race/Ethnicity**

African/African American	3%
Asian	5%
Hispanic/Latino	5%
White	83%
Mixed/Other	3%

***Do you identify as someone with a disability?***

**Figure 19: Disability**

Yes	57%
No	43%

***Do you have any conditions that require assistance to use this transportation service?***

**Figure 20: Require Assistance?**

No, none	55%
Difficulty hearing	4%
Difficulty walking	19%
Require lift device	16%
Visual impairments	4%

***For what primary purpose do you ride the bus?***

**Figure 21: Primary Purpose?**

1. Shopping/Errands: 35%
2. Medical: 30%
3. Work: 20%

- 4. Social: 8%
- 5. School: 5%
- 6. Event: 2%

### How often do you use an agency transportation service?

Figure 22: Frequency of Use

5-7 days per week	23%
2-4 days per week	47%
Once a week	13%
A few days per month	11%
Once a month or less	6%

### How long have you been using this transportation service?

Figure 23: Longevity of Transportation Use?

Less than 1 month	8%
1 month to 1 year	16%
1-5 years	38%
More than 5 years	39%

### How satisfied are you with the availability of transportation services from the agency?

Figure 24: Satisfaction with Service

Very satisfied	62%
Satisfied	32%
Somewhat Satisfied	6%
Somewhat Dissatisfied	0%
Dissatisfied	0%
Very Dissatisfied	0%

### Do you have any other means of transportation?

Figure 25: Other means of transportation?

Yes	40%
No	60%

## Is there anywhere you need to travel that you cannot get to by using the transportation service?

Figure 26: Other destinations?

Yes	38%
No	63%

## What improvements to this service would make it most likely that you would ride more frequently? (Check all that apply)

Figure 27: Other improvements?

Reliability (on-time)	19%
Longer Service Hours (earlier or later)	58%
Better Information	2%
Better Driver Courtesy	2%
Lowered Cost/Fare	7%
More Comfortable/ Cleaner Vehicles	5%
Shorter Travel Time	7%

## Focus Group

Additionally, the steering committee reviewed two questionnaires for two different focus groups- an organizational focus group and a rider focus group. The steering committee and staff then assembled individuals to participate in both focus groups.

The purpose of the focus groups is to provide additional feedback regarding the current perceptions of transportation services, opportunities, short and longer-term needs, trends, and challenges to inform the decisions of the steering committee as they developed the goals and strategies for inclusion in the plan.

Each of the 13 riders focus group members responded to the 11 questions in the rider focus group questionnaire providing valuable feedback. In addition, the organizational focus group consisted of 11 regional transportation stakeholders who also completed the 11-question questionnaire.

The questions varied slightly between focus groups but were largely the same. There were fourteen questions in categories such as Transportation Services, Transportation Gaps & Needs, Transportation Funding and Partnerships, and an "Other" category with an opportunity for more open-ended responses.

The information gathered from each of the focus groups proved to be invaluable to the local steering committee as it provided key insights into what its working well, and areas where needs and gaps exist both from a rider’s perspective but also from providers.

## Planning Workshop

Two planning workshops that were held on March 31<sup>st</sup>, 2022. The first was held in the morning and the 2<sup>nd</sup> was held in the afternoon and both were intended to gather input from all interested stakeholders. The Planning Workshops included a welcome, a review of the 2011 plan, a review of the public participation and input to that point, a review of the GMTIP information that was provided by MnDOT, and an interactive discussion regarding transportation needs. After a facilitated discussion of transportation needs, the facilitators guided the participants in a discussion regarding strategies, actions and potential projects.

Additionally, 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.

Both workshops were well attended by a wide variety of community members from throughout the region. The Steering Committee utilized the input gathered from the planning workshop as they prioritized the strategies and projects included in the final plan.

## Strengths and Weaknesses

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

**Table 25: Public Workshop Outcomes**

<b>Strengths</b>	<b>Weaknesses</b>
Communication between agencies	Need for drivers
Regional Transportation Coordination Council	More regional education on the need of transportation
Marketing of current services and marketing for recruitment of drivers	Department of Transportation (DOT) Borders need adjustment
Reasonable prices	Limited transportation access in remote locations
People that use transportation services are satisfied	Medical and NEMT coordination
Interest in working collaboratively	Need more support and funding
Large coverage area	Outdated technology
Can meet most riders needs	Expanded service hours

# COORDINATION, NEEDS, GAPS, and BARRIERS

---

## Coordination

The goal of the Region Five Regional Transportation Coordinating Council (R5RTCC) is to fill transportation gaps, streamline access to transportation and provide individuals more options for travel throughout the region. Region Five Development Commission (R5DC) has established a group of regional stakeholders ranging from County Commissioners to Transit Directors and beyond to develop the framework for the R5RTCC to improve the coordination of transportation services through a network of existing public, private, and non-profit transportation providers.

The current activities of the R5RTCC include:

- 1) Transportation Guidance / Consultation
- 2) Vehicle Sharing
- 3) Private non-profit and for-profit providers-engagement
- 4) Volunteer Drivers Programs
- 5) Staff Training
- 6) Local Coordination Plan
- 7) Emergency Preparedness Facilitation

## 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 revealed by stakeholder input.

The local steering committee, relied upon the input from community engagement efforts such as the community survey, focus groups, and the planning workshop. In addition, the steering committee utilized information and data sets provided by MnDOT as well as their own extensive backgrounds, experience, and local knowledge of local human transit coordination.

The local planning team met monthly throughout the planning process, and had many discussions regarding regional needs and gaps, particularly as the public input from the surveys, focus groups, and community workshop became available which is when this list was formally developed.

- **Service Limitations, Gaps & Unmet Needs**
  - Assisted/companion service needs for seniors and disabled.

- Large employers need to work with transportation providers to expand hours and service
  - Weekend services.
  - Longer service Monday through Friday.
  - Weekend and evening service.
  - More fixed routes
  - More buses and more employees
- **Centralized Information**
    - Centralized website with routes, info on cost, phone numbers, etc.
    - Website, database, providing cost, hours, routes, etc.
    - Driver training information
    - How to utilize multiple transportation providers for a trip
- **Spatial Limitations**
    - Geographic needs from rural to metro areas in and outside of resident's county, region, state.
    - Constraints between County to County.
    - County boundaries
    - Political understanding
    - Educate elected leaders on transit issues.
- **Temporal Limitations**
    - Weekend services.
    - Weekend and evening services.
    - Duration of ride.
    - Duration of wait time
    - Ride scheduling notice timeframe
- **Program Eligibility and Trip Purpose Limitations**
    - Information to be shared easier between agencies and organizations to assess which program they can use.
    - Public Transit is for the "public" – no eligibility.
    - Eligibility requirements to ride can be easily accessed.
    - Improved public awareness of services provided
- **Service Quality and Miscellaneous Issues**
    - Reliable wi-fi on all buses.
    - App to schedule rides and purchases passes
    - More volunteer drivers, especially for very rural areas and long distances to medical providers.
    - More options for medical trips
    - Ability to cross county/city lines and share common goal for access.
    - Ability to meet the demand of ride requests

- No shows
- **Electric vehicle infrastructure.**

# MOBILITY TOMORROW

---

## Goals & Strategies

The purpose of formulating goals and objectives 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. These goals and strategies were developed by the local planning team to advance transportation in region five for all users including indigenous people and Spanish speaking communities, these goals were developed based on and in alignment with the input received from the community engagement conducted early on in the planning process.

In addition to consideration given to the community engagement, the local steering committee considered multiple data sets provided by MnDOT and built upon the expensive groundwork that had previously been laid by the Regional Transportation Coordinating Councils over the past four years.

### Table 26: Goals and Strategies

#### Goal 1: Inform residents of the region of existing services.

- **Strategy 1.1:** Continue to leverage the partnership and organizational structure of the **existing RTCC to accomplish Goal #1**
  - **Action 1.1 Continue to meet on a quarterly basis – and discuss strategies to inform residents of the region about existing services.**
  - **Progress on Strategy 1.1: RTCC's have been established formed, and meeting quarterly – Ongoing.**
- **Strategy 1.2:** Promote services to increase the understanding of what transportation options exist.
  - Action 1.2: Work with the R5RTCC and build off current marketing efforts
  - Progress: Videos, brochures, directories, and social media efforts have been made
- **Strategy 1.3:** Maintain or seek potential funding sources.
  - Action 1.3: Conduct research and share ideas amongst RTCC coordinators.
  - Progress: Not yet begun.
- **Strategy 1.4:** Maintain or seek potential funding sources.

#### Goal 2: Develop partnerships to increase vehicle sharing options in the region to help meet

#### **rider demand.**

- **Strategy 2.1:** Intercounty transit vehicle and/ or route sharing program (Regional Rover Bus).
  - Action 2.1: Develop a prioritized list of select intercounty transit routes and an estimated operating budget.
  - Progress: Potential routes have been identified through initial public engagement.
- **Strategy 2.2:** Strengthen relationships with providers across the region.
  - Action 2.2: Work with the R5RTCC to strengthen relationships.
  - Progress: The R5RTCC has partnerships
- **Strategy 2.3:** Maintain or seek potential funding sources.
  - Action: Conduct research and share ideas amongst RTCC coordinators.
  - Progress: Not yet begun.
- **Strategy 2.4:** Maintain or seek potential funding sources.

#### **Goal 3: Improve the existing fleet, facilities and dated technology of providers.**

- **Strategy 3.1:** Update scheduling software as it becomes outdated
  - Action 3.1: Inventory existing software and prepare a cost estimate for updating software.
  - Progress: Initial conversations need to be held with transportation providers.
- **Strategy 3.2:** Creation of an app to schedule and pay for transit rides.
  - Action 3.2: Conduct research regarding potential apps to develop a cost estimate.
  - Progress: Not yet begun.
- **Strategy 3.3:** Maintain or seek potential funding sources.
- Action 3.3: Conduct research and share ideas amongst RTCC coordinators.
- Progress: Not yet begun.
- **Strategy 3.4:** Maintain or seek potential funding sources.
- **Strategy 3.5: Consider conversion or expansion of electric vehicle infrastructure.**
- **Strategy 3.6: Consider replacing, or expansion of funds for 5310 vehicles.**

#### **Goal 4: Create supportive resources to recruit, train and retain drivers across the region.**

- **Strategy 4.1:** Continue to leverage the partnership and organizational structure of the existing RTCC to accomplish Goal #4
  - Action 4.1: Continue to meet on a quarterly basis and consider innovative strategies to accomplish Goal #4.
  - Progress: RTCC's have been established formed, and meeting quarterly – Ongoing.
- **Strategy 4.2:** Centralize Information.
  - Action 4.2: Create a resources page for drivers on the R5-RTCC website.
  - Progress: Webpage is currently in development.



- **Strategy 4.3:** Maintain or seek potential funding sources.
  - Action 4.3: Conduct research and share ideas amongst RTCC coordinators.
- **Strategy 4.4:** Maintain or seek potential funding sources.

## Priority of Projects

Each of the projects listed above were prioritized based on level of need, impact and ability to achieve/execute.

**Table 27: Priority of Projects**

Priority	Project	Goal, Strategy
1	Promote services to increase the understanding of what transportation options exist	[1.2]
2	Consider replacing, or expansion of funds for 5310 vehicles.	[3.6]
3	Consider conversion or expansion of electric vehicle infrastructure.	[3.5]
4	Intercounty transit vehicle and/ or route sharing program (Regional Rover Bus)	[2.1]
5	Centralize information	[4.2]
6	Strengthen relationships with providers across the region	[2.2]
7	Continue to leverage the partnership and organizational structure of the existing RTCC to accomplish Goal #1.	[1.1]
8	Continue to leverage the partnership and organizational structure of the existing RTCC to accomplish Goal #4.	[4.1]
9	Update scheduling software as it becomes outdated	[3.1]
10	Creation of an app to schedule and pay for transit rides	[2.3]
11	Maintain or seek potential funding sources.	[1.4]
12	Maintain or seek potential funding sources.	[2.4]
13	Maintain or seek potential funding sources.	[3.4]
14	Maintain or seek potential funding sources.	[4.4]

# Conclusion

---

The goals and strategies identified in this document, were crafted by the local steering committee which itself was designed to provide as comprehensive a cross section of the region's transportation stakeholders as possible. Furthermore, the local steering committee of stakeholders placed a high premium on public engagement. The local steering committee was able to leverage work done in recent years by the Regional Transportation Coordinating Councils (RTCCs), by building on the extensive network of riders, providers, and stakeholders already engaged in conversations regarding transportation challenges and opportunities.

With this backdrop the steering committee conducted community engagement through administration of a community survey, the development of the two focus groups described above as well as the public planning workshop. Equipped with the public input from these three sources, the steering committee analyzed the responses in relation to numerous data sets provided by the Minnesota Department of Transportation (MNDOT).

Equipped with the three-fold input garnered from public from the community survey, the focus groups, the community workshop, and the data sets provided by MnDOT, the steering committee further analyzed mobility as it is today in the region by identifying a list of transportation service providers from throughout the region.

Based on these inputs the local steering committee identified regional needs and gaps in the following areas:

- Service Limitations, Gaps & Unmet Needs
- Centralized Information
- Spatial Limitations
- Temporal Limitations
- Program Eligibility and Trip Purpose Limitations
- Service Quality and Miscellaneous Issues

Finally, to address these local human transit coordination needs within the region, the local steering committee turned its focus towards mobility-tomorrow. At this point in the planning process the local steering committee was equipped with more than enough information, had analyzed the demographic data, access needs, the human service providers and supports and were prepared to make decisions regarding the appropriate goals and strategies that are inclusive of all users including Indigenous and Spanish speaking populations.