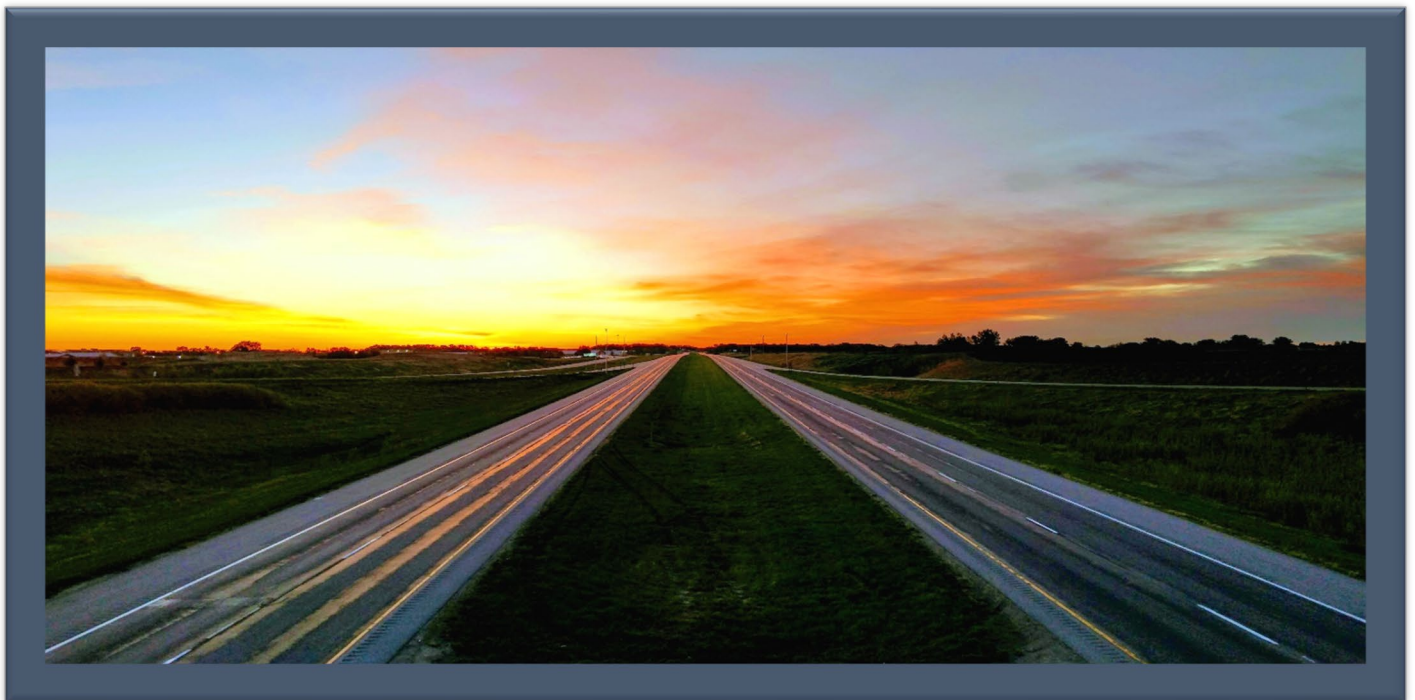


# **2022 Region 6E Local Human Services-Transit Coordination Plan**



**This Plan Has Been Prepared By Mid-Minnesota Development Commission, In Cooperation With Representatives and Agencies From the Four-County 6E Region (Minnesota Counties of Kandiyohi, McLeod, Meeker, and Renville)**

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## Mid-Minnesota Development Commission

Mid-Minnesota Development Commission (MMDC) was established in 1974, under the Regional Development Act, signed in 1969. Since 1974, MMDC has worked to improve the standard of living throughout the region. This is accomplished by administering state and federal programs, coordinating multi-jurisdictional activities, and providing technical assistance to government, business, and local organizations. In 2021, MMDC entered into a contractual agreement with the Minnesota Department of Transportation (MnDOT) for the completion of this Coordination Plan.



## EXECUTIVE SUMMARY

Region 6E's 2022 Local Human Service – Public Transit Coordination Plan (Coordination Plan) provides a detailed overview of transportation service needs, gaps, and opportunities for the 6E Region, which includes the rural Minnesota Counties of Kandiyohi, McLeod, Meeker and Renville. The Coordination Plan gives intentional focus to those with transportation barriers. These groups include older individuals (age 65+), people with disabilities, and low-income individuals.

The Coordination Plan has been divided into 7 sections.

**Introduction** (Page 5): This initial section simply introduces Region 6E's Coordination Plan. The introduction includes a description of the plan's purpose and informs on the major plan components and outline design.

**Regional Overview and Background** (Page 7): This section provides a description of Region 6E to provide context for the Coordination Plan. This description includes a brief overview of the region's geography but delves further into the makeup of our population.

**COVID-19 Impact** (Page 40): This brief section provides an overview of the COVID-19 Pandemic's impact on transportation services within the 6E Region.

**Mobility Today** (Page 41): The fourth section of the Coordination Plan provides an overview of Region 6E's current mobility landscape, including a description of 6E's transportation infrastructure, the region's primary transportation providers, and "major trip generators" – locations that serve as frequent stops for transit users. The section also includes information on a number of regional human service providers whose clientele/consumers are impacted by transportation services.

**Stakeholder Engagement & Outreach** (Page 53): This section informs the reader of outreach efforts made and strategies employed to engage the public and collect information. It includes information on and results of surveys, focus groups, and planning workshops incorporated into the planning process.

**Coordination, Needs, Gaps, and Barriers** (Page 76): The sixth section of Region 6E's Coordination Plan provides an overview of coordination efforts underway within the region and throughout Greater Minnesota. This section also provides the reader with an understanding of the identified transportation needs and gaps within the 6E Region, as identified through public engagement and regional transportation coordination efforts already underway.

**Mobility Tomorrow** (Page 81): The seventh and final section provides an outline of transportation and transit-focused goals and strategies for Region 6E's transportation providers, human and social services providers, the Mid-Minnesota RTCC, and the community at-large. This section also offers a prioritization of projects which, if supported, would lead to improved effectiveness and/or efficiency of the Region's transportation system.

## INTRODUCTION

To effectively serve those with transportation barriers, including low-income individuals, people with disabilities, and seniors, the coordination of transportation services is essential. The goal of such coordination is to increase availability of transportation services in an efficient way. That is to say more people are able to connect with the transportation services they need to safely reach their intended destinations at the appropriate times, while minimizing inefficiencies. Transportation service coordination must take both efficiency and effectiveness, including but not limited to cost-effectiveness, into account. That said, while it is important to keep transportation costs affordable, this cannot always be the dominant factor when determining service effectiveness. If a ride is affordable but does not get the rider to their intended destination (e.g., work location, medical appointment) at the necessary time and in a safe manner, then the ride is not effective.

Through intentional coordination, stakeholders (i.e., residents) can maximize the use of existing transportation resources. Additionally, effective coordination can help to identify or create viable opportunities for service collaboration or expansion. This can include supporting the incorporation of additional providers who have capacity to address identified transportation service gaps.

The purpose of this planning document, known as the Local Human Service – Public Transit Coordination Plan (Coordination Plan), is to evaluate existing transportation services, identify existing transportation service gaps, and establish transportation goals for Minnesota's Region 6E. This region includes the Minnesota Counties of Kandiyohi, McLeod, Meeker, and Renville.

The Coordination Plan provides a foundation for effective transportation service coordination. It also fulfills planning requirements set forth by the federal government, included within the Fixing America's Surface Transportation Act (FAST Act). This legislation requires locally-developed, coordinated public transit – human services transportation plans be in place to access federal grant dollars through "Section 5310", also known as the Enhanced Mobility of Seniors and Individuals with Disabilities Program. Section 5310 is designed to fill gaps in public transit by funding activities that support the provision of transportation services that meet the

specialized needs of older adults and people with disabilities when public transportation is insufficient, inappropriate, or unavailable (<https://rb.gy/4gcw0v>).

Section 5310 requires that Coordination Plans be developed through a process that includes representatives of existing public, private, and non-profit transportation services, as well as human service providers and members of the public. Therefore, Region 6E's Coordination Plan encourages participation from all local stakeholders and members of the public found within the region, with intentional outreach to target populations.

In addition to meeting federal requirements, the planning process affords opportunity for communication between transportation providers, the public, and other agencies/organizations who serve populations with transportation barriers (e.g. county human service organizations). Stakeholders are given a venue to identify potential strategies that could improve transportation access and services, especially for older adults, individuals with disabilities, and individuals with low incomes through improved transportation coordination.

Region 6E's Coordination Plan contains information on current demographic conditions, an inventory of existing transportation providers, service gaps, and unmet regional transportation needs, which have been identified through analysis, committee input, and various forms of stakeholder outreach.

## **Major Plan Components**

Region 6E's Coordination Plan has three major components. They include:

- A profile of Region 6E geography and demographics.
- A view of Region 6E's current mobility landscape, including:
- Analysis of existing transportation services,
- Major regional trip generators (common origins and destinations),
- Identified transportation needs,
- Identified transportation service gaps, and
- The current state of regional transportation service coordination.
- A vision for Region 6E's future mobility landscape, including aspirational goals and strategies to improve transportation services.

In addition, the Coordination Plan provides an overview of the planning process, including the employed methods of stakeholder engagement

## Outline Design

This Coordination Plan is designed to provide:

- A comprehensive review of coordination among existing transportation and human service providers.
- Context for the continuation and broadening of communication between transportation and human service providers.
- A platform on which transportation access can be enhanced, particularly for older individuals, people with disabilities, and those with low incomes, through the identification of unmet needs and of potential strategies which, once employed, might help to address these needs.
- An educational tool which can be used by transportation and human service providers, by the Mid-Minnesota Regional Transportation Coordination Council (MMRTCC) and by elected and appointed decision-makers who seek to identify opportunities for improved coordination.

## Regional Overview/Background

### Region 6E Overview

Located just west of the Greater Minneapolis - St. Paul Metropolitan Area, Region 6E includes the four Minnesota Counties of Kandiyohi, McLeod, Meeker, and Renville. This rural region encompasses 3,000 square miles, with terrain ranging from relatively-flat to moderately-hilly. Much of the region is also dotted with water, including recreational and environmental lakes, sloughs, and several rivers, the largest of which is the Minnesota River at the region's southwestern border. 41 incorporated municipalities, ranging in size from just a few dozen residents to over 20,000. The region is also home to 82 townships and all or part of 23 different public school districts.

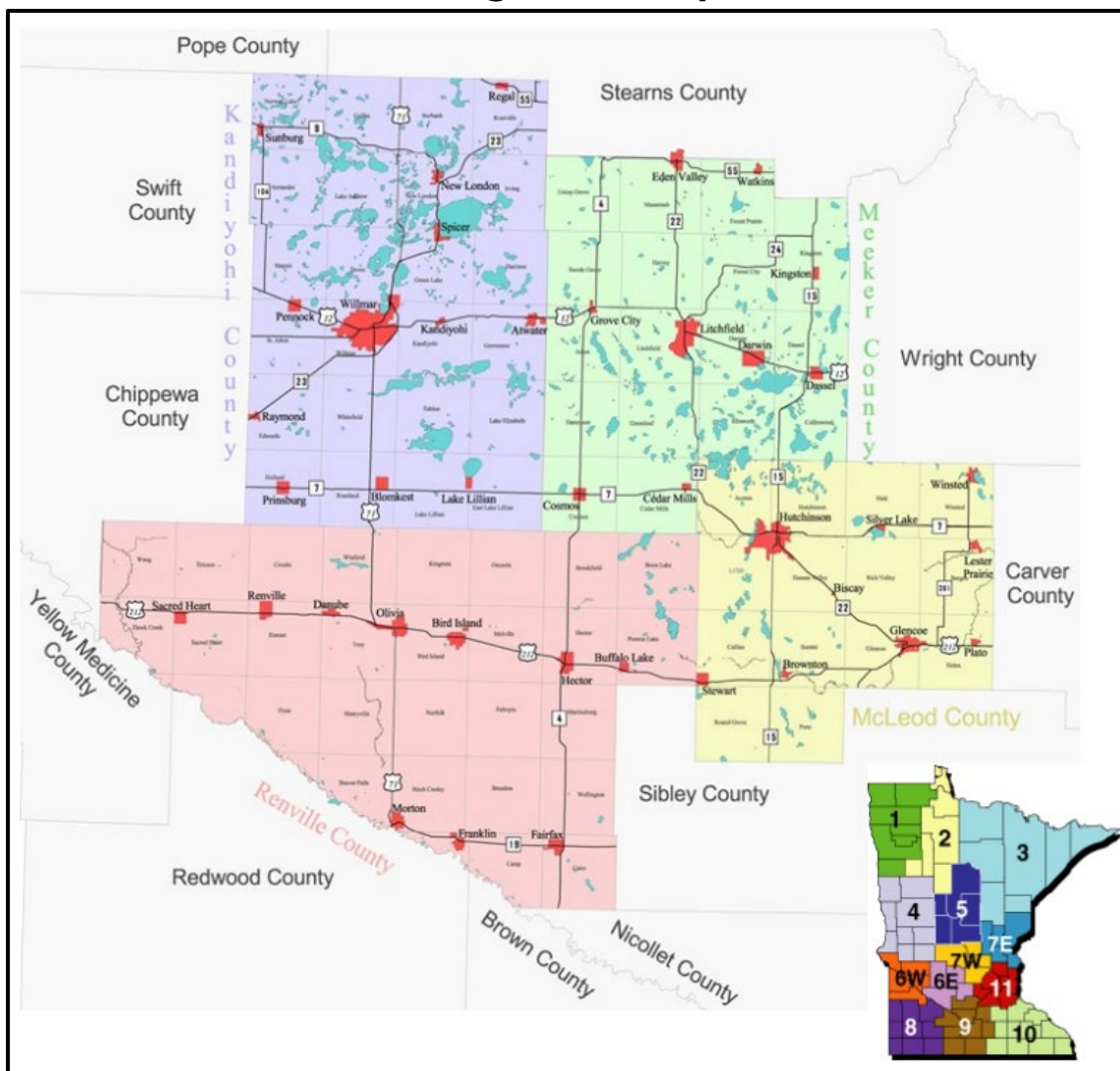
While other sectors (e.g. healthcare) have a significant presence, the agriculture industry serves as the economic foundation of the 6E Region. This is reflected in the vast amount of tilled land, much of which is highly-valued for its fertility as needed for the production of corn, beets, soybeans, and other commodities. Significant additional space is dedicated to livestock for the production of beef, pork, turkey, milk, eggs, cheese, and other edible products fundamental to the American diet.



Beyond farm production, Region 6E is home to large food processing and manufacturing facilities, including but not limited to major agriculture and ag-related manufacturing facilities.

While agriculture and other related enterprises have provided jobs and a relatively-resilient economy for the 6E Region, this way of life comes with a lower population density and often puts more distance between residents and the resources they require (e.g., medical services, groceries, pharmacies, schools, and jobs). The situation is further complicated by Minnesota’s extreme weather conditions, which can range from -20 degrees to well-over 100 degrees Fahrenheit, and can include mixes of sun, rain, fog, ice, sleet, and snow, making travel - by vehicle or by foot - treacherous if not impossible.

### Region 6E Map



The four-county 6E region is located directly west of the greater Minneapolis-St. Paul Metropolitan area (Region 11). The region encompasses 3,000 square miles. Most of the region's cities are located along major federal and/or state highways, as shown in the above map. Major federal routes include U.S. Highways 12, 212, and 71. Major state routes include MN State Highways 4, 7, 9, 15, 19, 22, 23, 24, and 55. Region 6E also has an extensive network of paved and unpaved roads, which are maintained by counties, cities, or townships. While several rail lines do cross the region from east to west, they typically support commercial traffic only. No regularly-scheduled passenger service is maintained in our region.

## Region 6E Demographics

Effective planning, including transit-related planning, requires careful analysis of population. It's important to anticipate the mobility needs of various population segments. The following demographic analysis incorporates information from the U.S. Census Bureau's American Community Survey (ACS). A determination was made by the Minnesota Department of Transportation (MnDOT) to use 2019 demographic data as a basis for this Coordination Plan's demographic information. Some supplemental information from the Minnesota State Demographic Center has also been included.

This section includes information on individuals often considered, by the transportation and human services sectors, to be more dependent upon transit services. Characteristics of these individuals may preclude them from driving their own vehicle to and from desired destinations, making them more reliant on transit, carpooling, bicycling, walking, or other alternative transportation means.

The four types of limitations which might preclude people from driving are:

1. Physical, cognitive, or emotional limitations
2. Financial limitations
3. Legal limitations
4. Self-imposed limitations

Physical, cognitive, and emotional limitations may include permanent disabilities resulting from age, blindness, paralysis, etc.; developmental disabilities; mental health conditions; and more. They may also include temporary conditions, such as acute illness or injury. In some cases, these limitations may move from temporary to permanent.

Financial limitations include the inability to finance, lease/rent, maintain, or insure one's own vehicle.

Legal limitations generally refer to limitations for persons who are too young or otherwise unable to obtain their driver's license. However, this could also include those who are prohibited from driving due to court action.

Self-imposed limitations refer to voluntary choices made by people who would rather not own, drive, or use a vehicle (some or all of the time) for reasons other than those listed in the first three categories. This might include an individual working to minimize their environmental impact by forgoing vehicle ownership. It could also include a person making the decision not to drive on a day when the weather or road conditions are unfavorable. The U.S. Census Bureau is capable of providing information that gives significant insight into the first three categories of limitation. It is more difficult to capture similar understanding for the fourth category – self-imposed limitations. However, anecdotally, this category is believed to have minimal impact on transportation decision-making or transit ridership within Region 6E.

### **Total Population (2019 and 2025)**

In 2019, according to American Community Survey data, compiled by the United States Census Bureau, Region 6E was home to 116,430 residents. Table 1 shows the distribution of these residents by Region 6E county. As shown in the table, with a population of 42,841, Kandiyohi county held the largest percentage of this rural region's residents (36.79% of Region 6E total). McLeod County was the region's second-most populous county at 35,832 residents (30.77% of Region 6E total). Meeker and Renville Counties were home to 23,105 and 14,652 residents, respectively, putting them in positions three and four with regard to Region 6E population (19.85% and 12.59% of total 6E residents, respectively).

**Table 1: Total Region 6E Population by County**

<b>County</b>	<b>Population</b>	<b>Percent of Region 6E Total</b>
Kandiyohi	42,841	36.79%
McLeod	35,832	30.77%
Meeker	23,105	19.85%
Renville	14,652	12.59%

Source: ACS Data (<https://rb.gy/banbtz>)

Table 1A provides the U.S. Census Bureau’s 2019 projection of Region 6E’s population for the year 2025. As indicated, a slight decrease in regional population is projected (-2.2% from 2019). While Kandiyohi County anticipates a small population increase (+0.4%), the McLeod, Meeker, and Renville Counties all expect population decreases (at -2.6%, -1.6%, and -8.3% respectively).

**Table 1A: Projected Region 6E Population by County (2025)**

County	Population	Percent of Total
Kandiyohi	43,026	37.71%
McLeod	34,892	30.59%
Meeker	22,728	19.92%
Renville	13,431	11.77%

Source: MN State Demographer (<https://rb.gy/albqb3>)

If these projections come to fruition, it is possible these population decreases could reduce demand for transportation and other services. However, a population decline could also reduce the potential tax base of these three counties.

### Population by Age

Tables 2 through 4 show the makeup of each county’s total 2019 population, by age category – youths (ages birth to 17), adults (ages 18 to 64), and seniors (ages 65+). For each of the 6E Region’s four counties, age demographics are relatively-consistent. Region-wide, youth make up approximately 23.8% of 6E’s population. Adults 18 to 64 are, by far, the 6E Region’s largest group, comprising 57.4% of the total population. The remaining 18.8% of the 6E population is from the 65+ age group, a group that has potential for more reliance on transportation services due to the nature of aging.

**Table 2: 2019 Youth Population (17 years and younger) by County**

County	Total Population	Youth Population	Percent of Total County Pop.
Kandiyohi	42,841	10,447	24.39%
McLeod	35,832	8,306	23.18%
Meeker	23,105	5,624	24.34%
Renville	14,652	3,374	23.03%

Source: ACS (<https://rb.gy/jh7mwz>)

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

County	Total Population	Adult Population	Percent of Total
Kandiyohi	42,841	24,540	57.28%
McLeod	35,832	20,981	58.55%
Meeker	23,105	12,995	56.24%
Renville	14,652	8,276	56.48%

Source: ACS (<https://rb.gy/jh7mwz>)

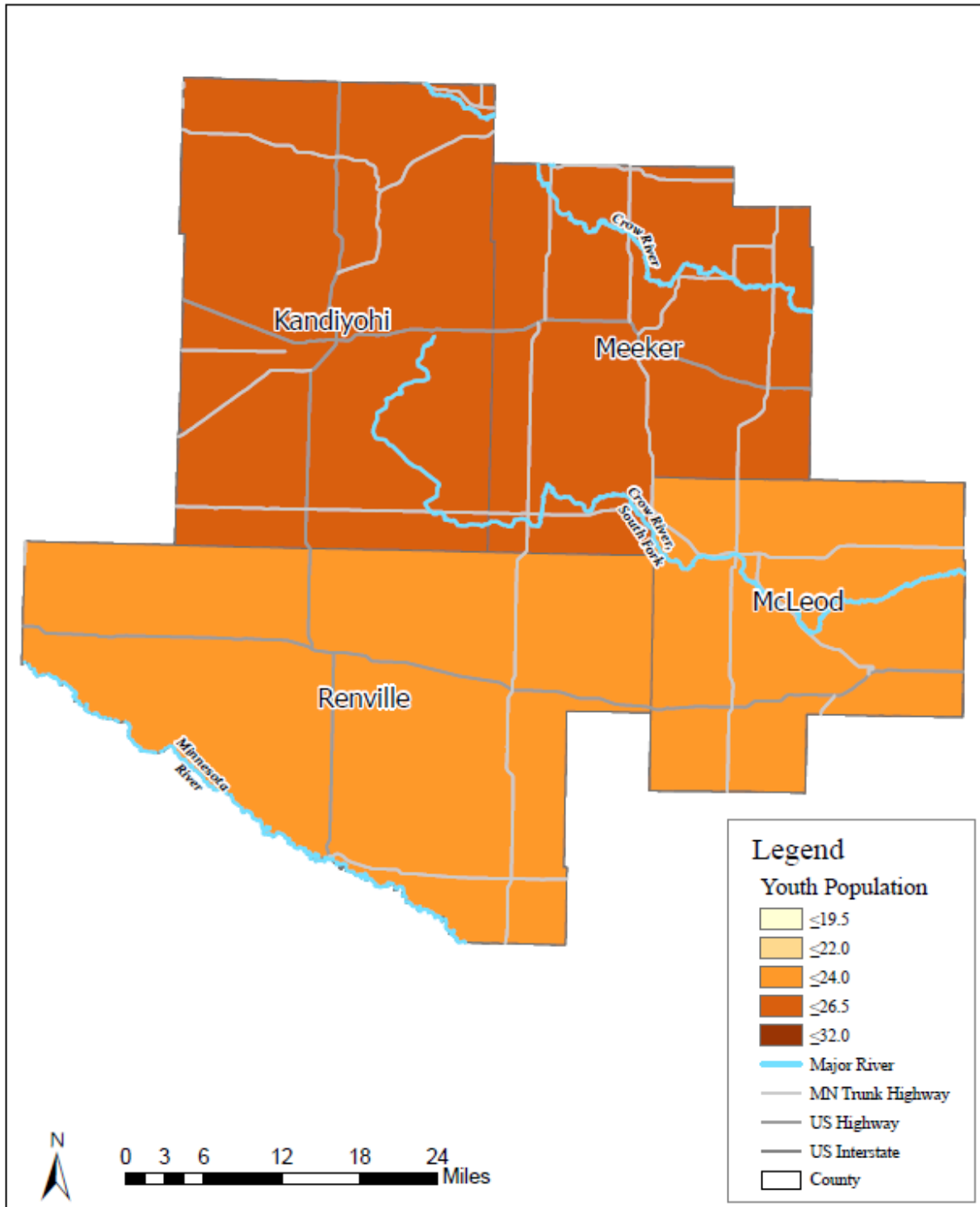
**Table 4: Senior Population (65 years and over) by 6E County**

County	Total Population	Senior Population	Percent of Total County Pop.
Kandiyohi	42,841	7,854	18.33%
McLeod	35,832	6,545	18.27%
Meeker	23,105	4,486	19.42%
Renville	14,652	3,002	20.49%

Source: ACS (<https://rb.gy/jh7mwz>)

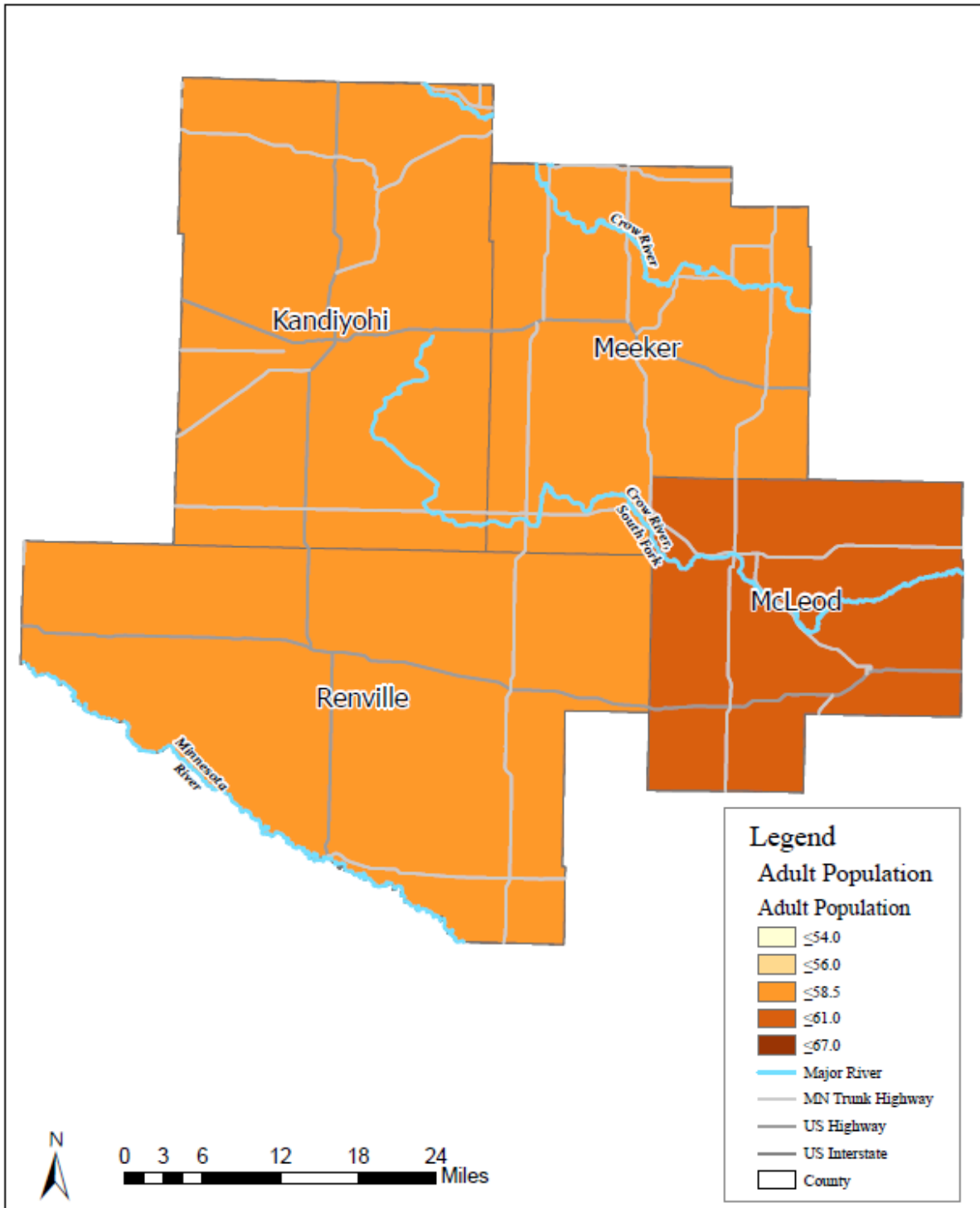
Following are visual depictions of the information contained in the above tables, as prepared by the Minnesota Department of Transportation (MnDOT) for this planning process.

## Map Showing Youth Population Density by County

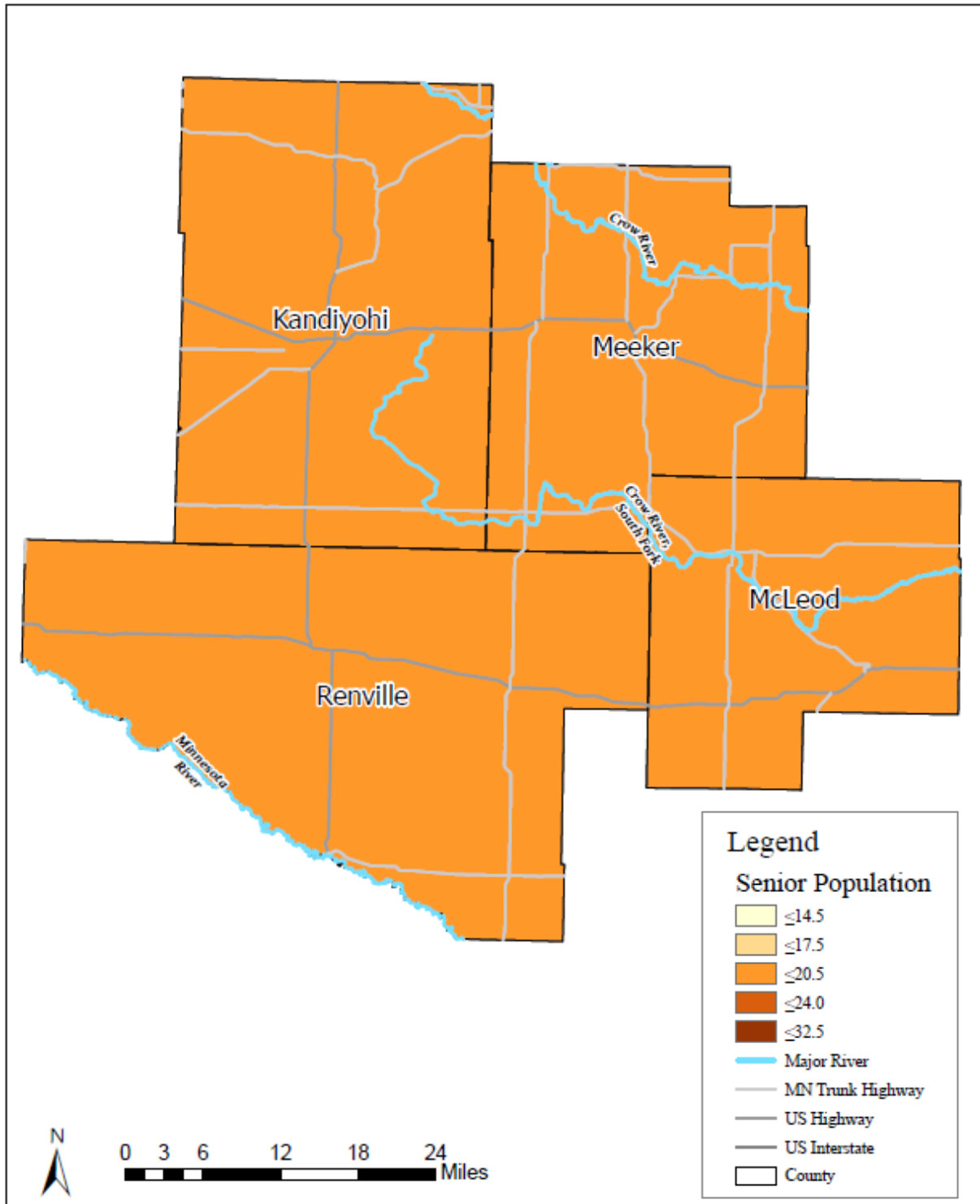


Source: 2019 American Community Survey 5-Year Estimates

## Map Showing Adult Population (18-64 years) Density by County



**Map Showing Senior Population Density (Age 65+) by 6E County**



Source: 2019 American Community Survey 5-Year Estimates



## Population by Disability

Table 5 provides an understanding of the number of 2019 residents who indicated that they live with at least one disability. Tables 6 through 8 categorize this information by age group.

Between 10 and 13 percent of each individual county's 2019 residents indicated that they had a disability, with a total of 13,663 (11.7%) indicating at least one disability region-wide. Disability prevalence within each county is consistent with around 3% of youth having been diagnosed with at least one disability; between 7% and 11% of adults having a disability; and between 27% and 32% of seniors managing a personal disability. People with disabilities will be prioritized when establishing strategies and goals for the region's transportation system within this plan, as they often face mobility challenges that might prevent them from full community participation (e.g., employment, social gatherings, and education).

**Table 5: 2019 Region 6E Population with a Disability by County**

County	Total Population	Residents Who Indicated Disability	Percent of Total County Pop.
Kandiyohi	42,841	5,114	11.94%
McLeod	35,832	4,459	12.44%
Meeker	23,105	2,566	11.11%
Renville	14,652	1,524	10.40%

Source: ACS (<https://rb.gy/blzbsf>)

**Table 6: 2019 Youth Population (Birth to 17) with a Disability by County**

County	Total County Youth Population	Youth Who Indicated Disability	Percent of Total County Pop.
Kandiyohi	10,447	379	3.63%
McLeod	8,306	294	3.54%
Meeker	5,624	174	3.09%
Renville	3,374	99	2.39%

Source: ACS (<https://rb.gy/blzbsf>)

**Table 7: 2019 Adult Population (ages 18-64) with a Disability by County**

County	Total County Adult Population	Adults Who Indicated Disability	Percent of Total County Pop.
Kandiyohi	24,540	2,489	10.14%
Meeker	12,995	1,140	8.77%
McLeod	20,981	2,114	10.08%
Renville	8,276	606	7.32%

Source: ACS (<https://rb.gy/blzbsf>)

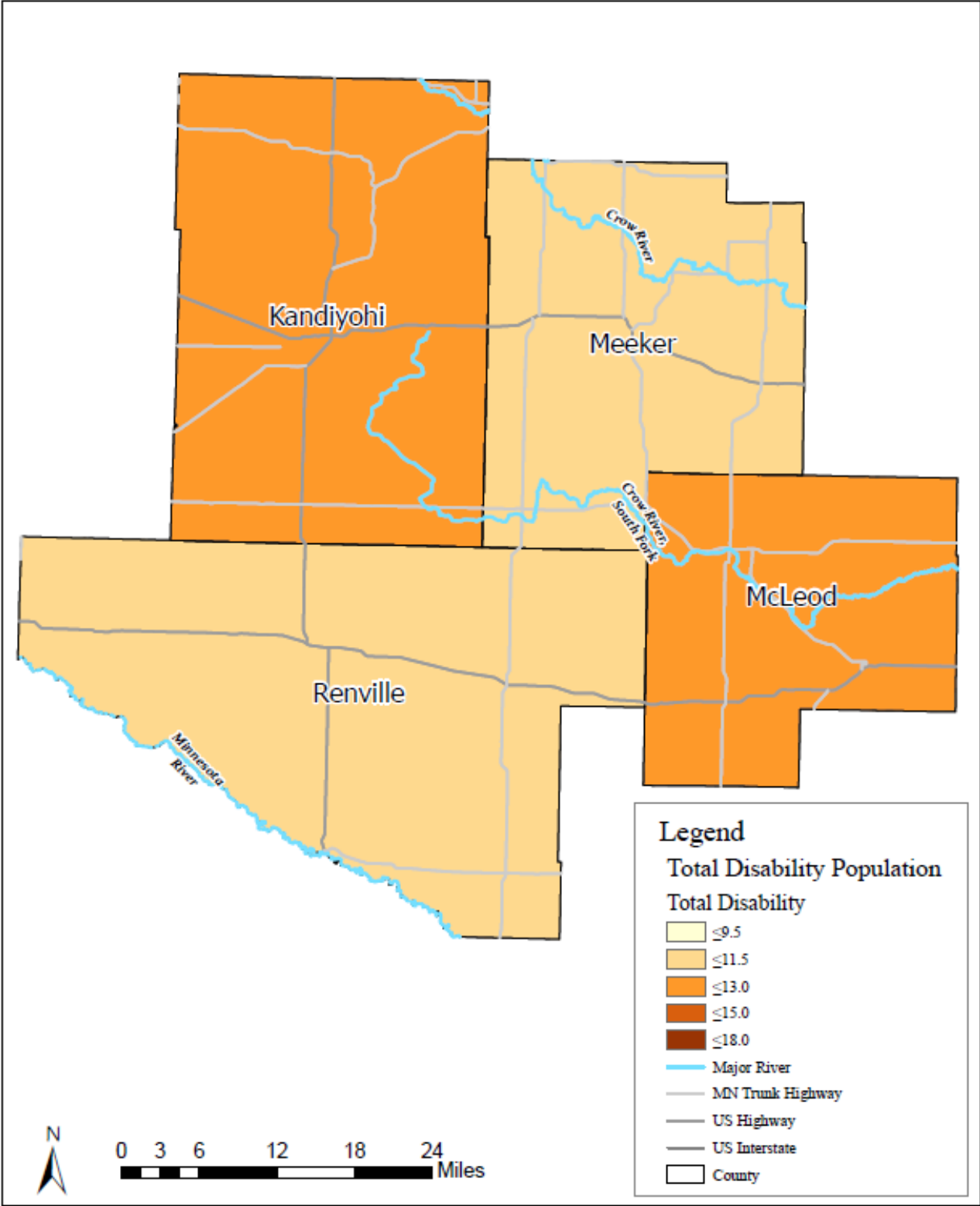
**Table 8: 2019 Region 6E Senior Population (65+) with a Disability by County**

County	Total County Senior Population	Seniors Who Indicated Disability	Percent of Total County Pop.
Kandiyohi	7,854	2,246	28.60%
Meeker	4,486	1,252	27.91%
McLeod	6,545	2,051	31.34%
Renville	3,002	891	27.28%

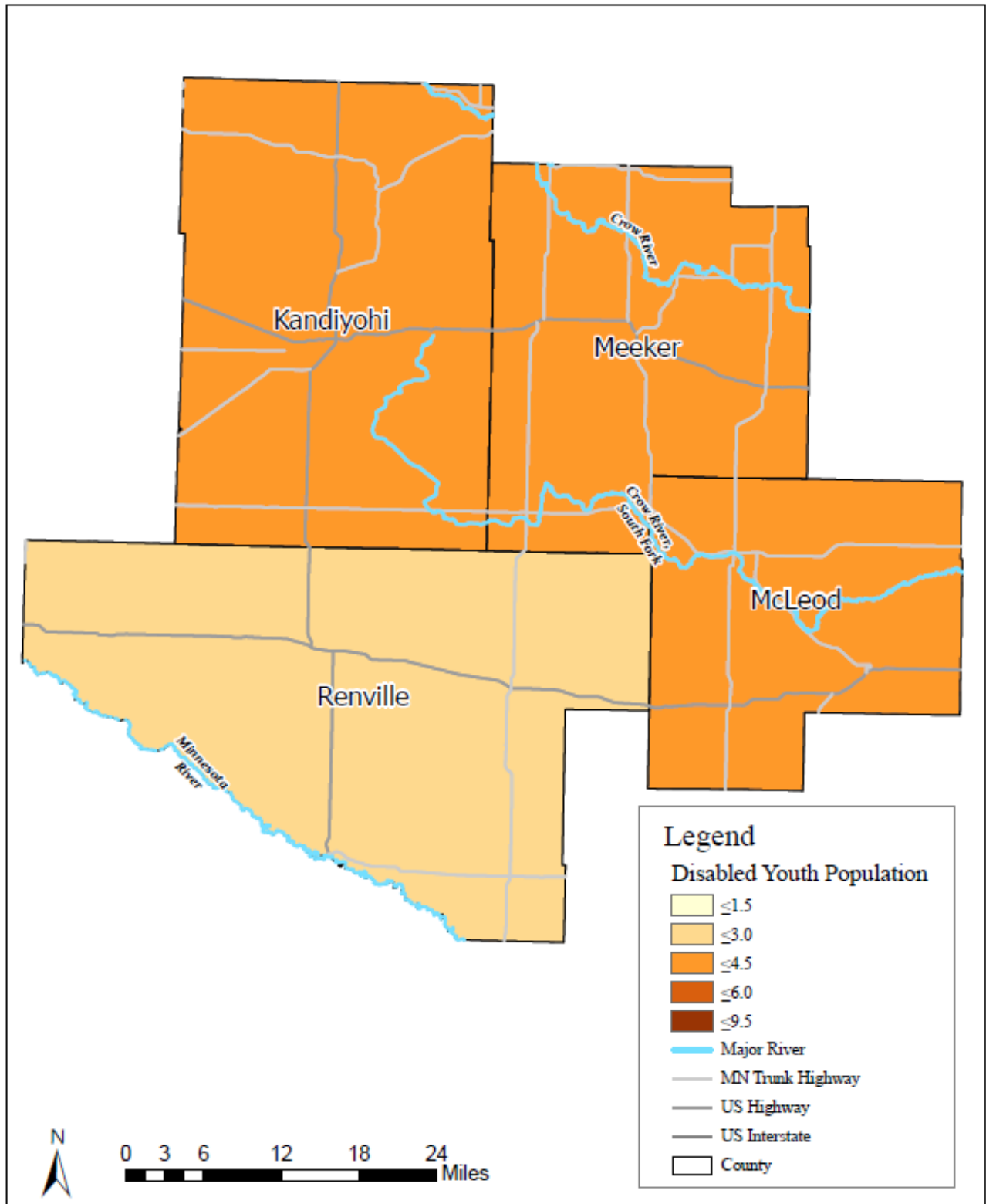
Source: ACS (<https://rb.gy/blzbsf>)

Following are visual depictions of the information contained in Tables 5 - 8, as prepared by the Minnesota Department of Transportation (MnDOT) for this planning process.

### Map Showing Density of People with Disabilities by County

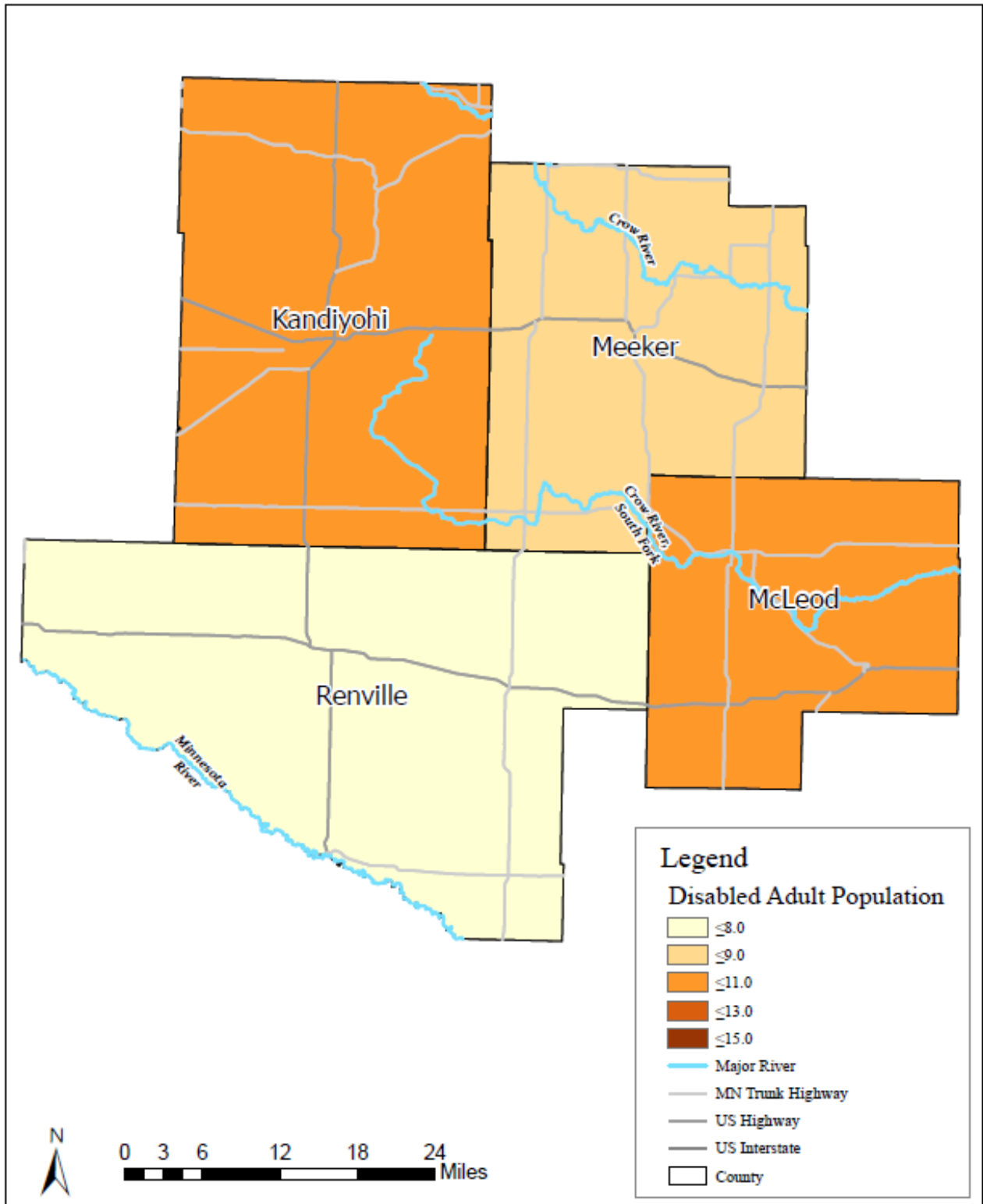


## Map Showing Density of Youth (≤ Age 17) with Disabilities by County



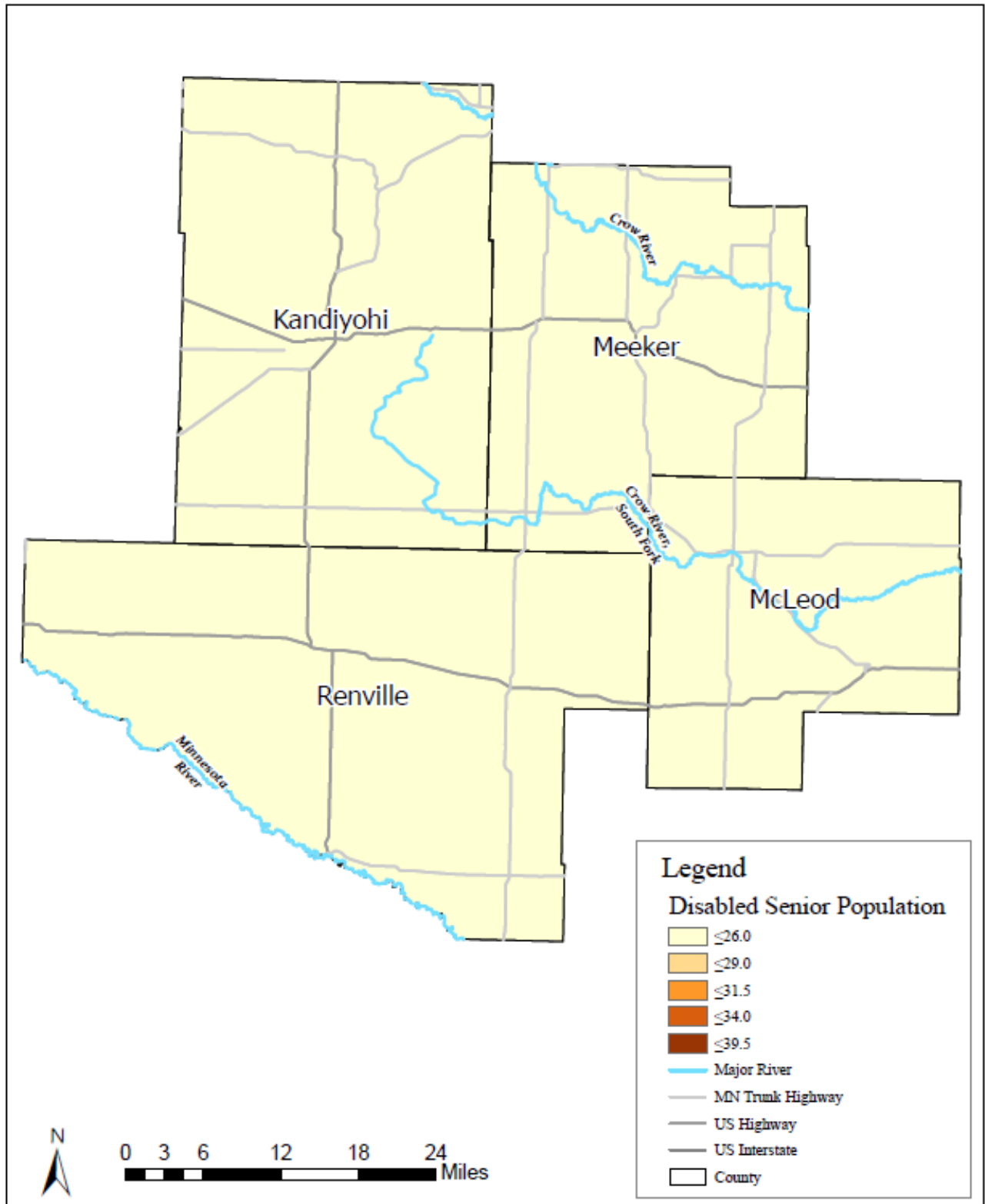
Source: 2019 American Community Survey 5-Year Estimates

**Map Showing Density of Adult Population (Ages 18-64) with a Disability by County**



Source: 2019 American Community Survey 5-Year Estimates

## Map Showing Density of Adult Population (Ages 18-64) with a Disability by County



## Low-Income Population

According to the Minnesota Department of Health and Human Services, individuals with annual income of no more than \$12,880 are considered to be living in poverty. Table 9 provides information on the number and percent of individuals living in poverty, by county. To provide additional insight, tables 10 through 12 provide a breakout of this information by county for youth, adult, and senior age groups.

**Table 9: 2019 Region 6E Total Population Living in Poverty by County**

County	Total County Population	County Residents in Poverty	Percent of Total County Pop.
Kandiyohi	42,841	4,498	10.5%
McLeod	35,832	3,046	8.5%
Meeker	23,105	1,548	6.7%
Renville	14,652	1,465	10.0%

Source: ACS (<https://rb.gy/xyxfak>)

As indicated in Table 9, Kandiyohi County had the highest 2019 percentage of residents living in poverty, at 10.5%. Renville County trails close behind with 10% of residents living in poverty. McLeod and Meeker County's follow, with 8.5% and 6.7% poverty rates, respectively.

**Table 10: 2019 Region 6E Youth (≤ Age 17) Living in Poverty by County**

County	Total County Youth Population	Youth in Poverty	Percent of Total County Youth Pop.
Kandiyohi	10,447	1,619	15.5%
McLeod	8,306	930	11.2%
Meeker	5,624	399	7.1%
Renville	3,374	449	13.3%

Table 10 showing prevalence of poverty among youth by region 6E county, as described below

Source: ACS (<https://rb.gy/xyxfak>)

15.5% of Kandiyohi County's youth, ages birth to 17 lived in poverty in 2019. During that same year, 13.3% of Renville County's youth were impoverished, followed by McLeod County (11.2%) and Meeker County (7.1%).

**Table 11: 2019 Region 6E Adults (Ages 18 to 64) Living in Poverty by County**

County	Total County Adult Population	Adults in Poverty	Percent of Total County Adult Pop.
Kandiyohi	24,540	2,479	10.1%
McLeod	20,981	1,720	8.2%
Meeker	12,995	858	6.6%
Renville	8,276	786	9.5%

Source: ACS (<https://rb.gy/xyxfak>)

Table 11 indicates that, at 10.1%, Kandiyohi County again has the highest percentage of individuals in poverty, when considering adult ages 18-64. Renville County follows close behind with 9.5% of adults living in poverty. McLeod and Renville follow with 8.2% and 6.6% of adult residents living in poverty, respectively.

**Table 12: 2019 Region 6E Seniors (Ages 65+) in Poverty by County**

County	Total County Senior Population	Seniors in Poverty	Percent of Total County Adult Pop.
Kandiyohi	7,854	367	4.7%
McLeod	6,545	406	6.2%
Meeker	4,486	296	6.6%
Renville	3,002	225	7.5%

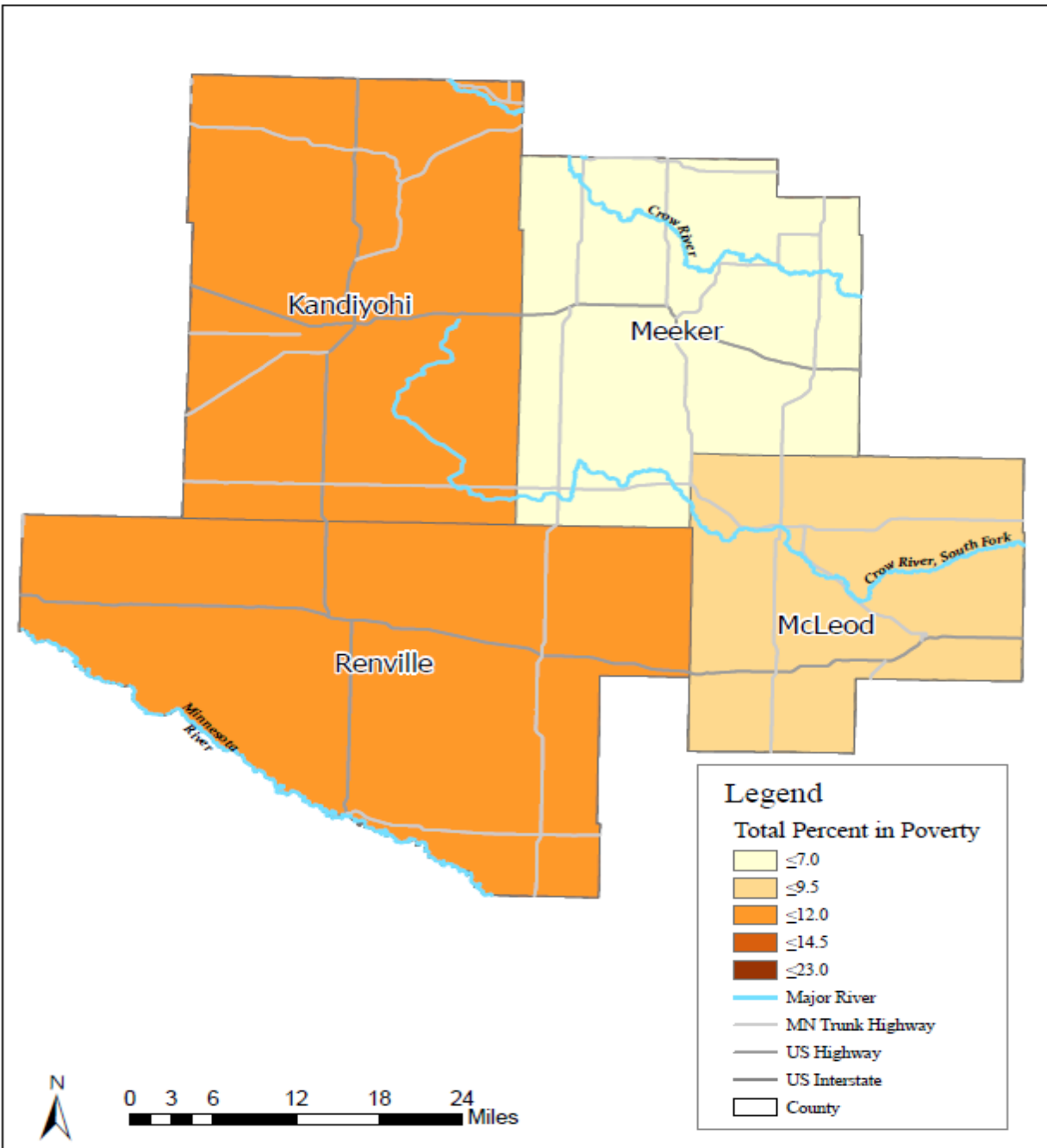
Source: ACS (<https://rb.gy/xyxfak>)

While Kandiyohi County has the highest numbers of individuals in poverty among other age groups, they have the lowest percentage of individuals in poverty among seniors (ages 65+), with just 4.7% of residents from this group living in poverty. This may be due to the fact that Kandiyohi County's population of New Americans (including both immigrants and refugees) skews to lower age brackets. Renville County has the highest percentage of seniors in poverty at 7.5%, while McLeod and Meeker County fall in between, with 6.2% and 6.6% of seniors living in poverty, respectively.

Following are visual depictions of the information contained in Tables 9 through 13, as prepared by the Minnesota Department of Transportation (MnDOT) for this planning process.



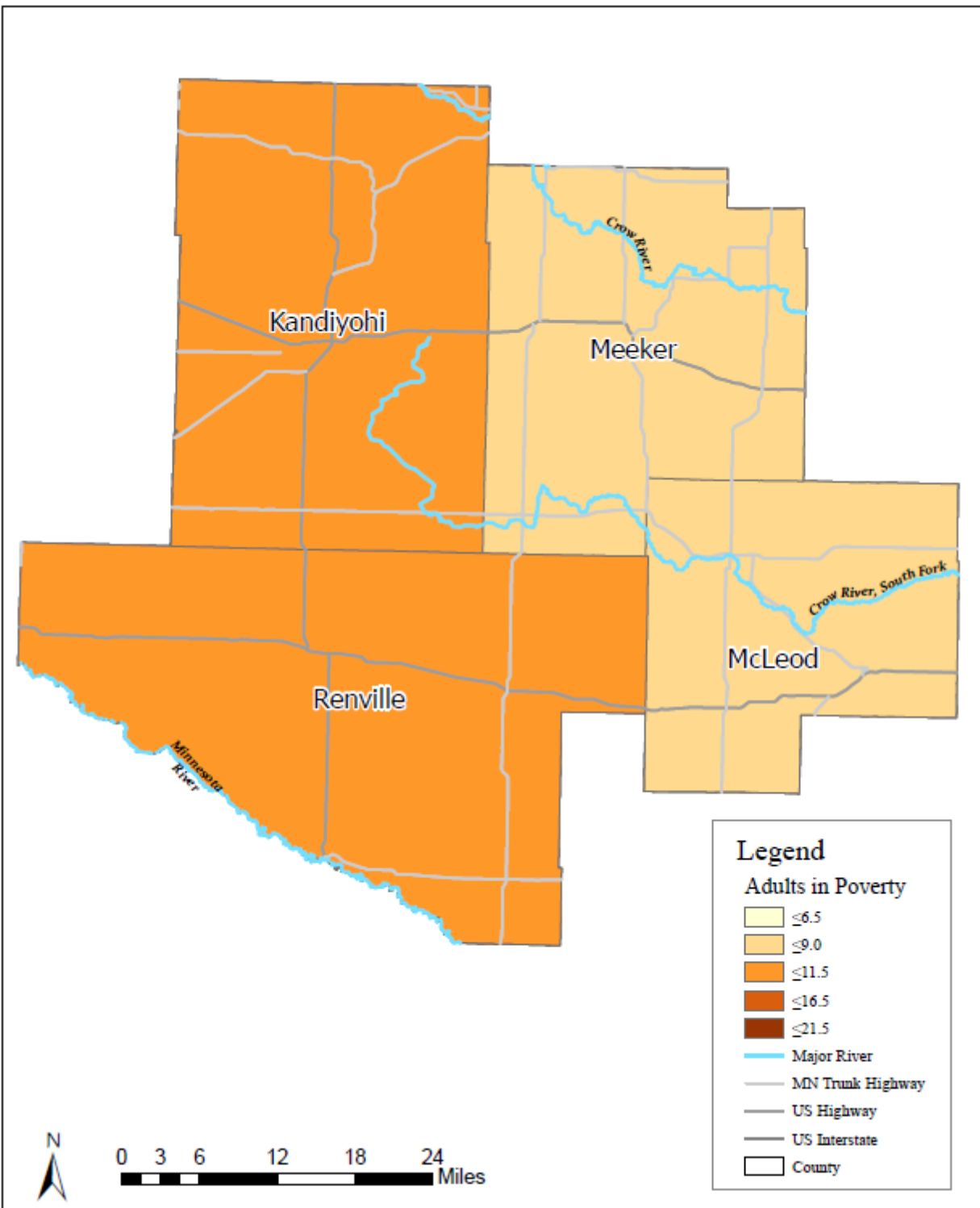
**Map Depicting Density of Residents in Poverty by County  
(See Table 9)**



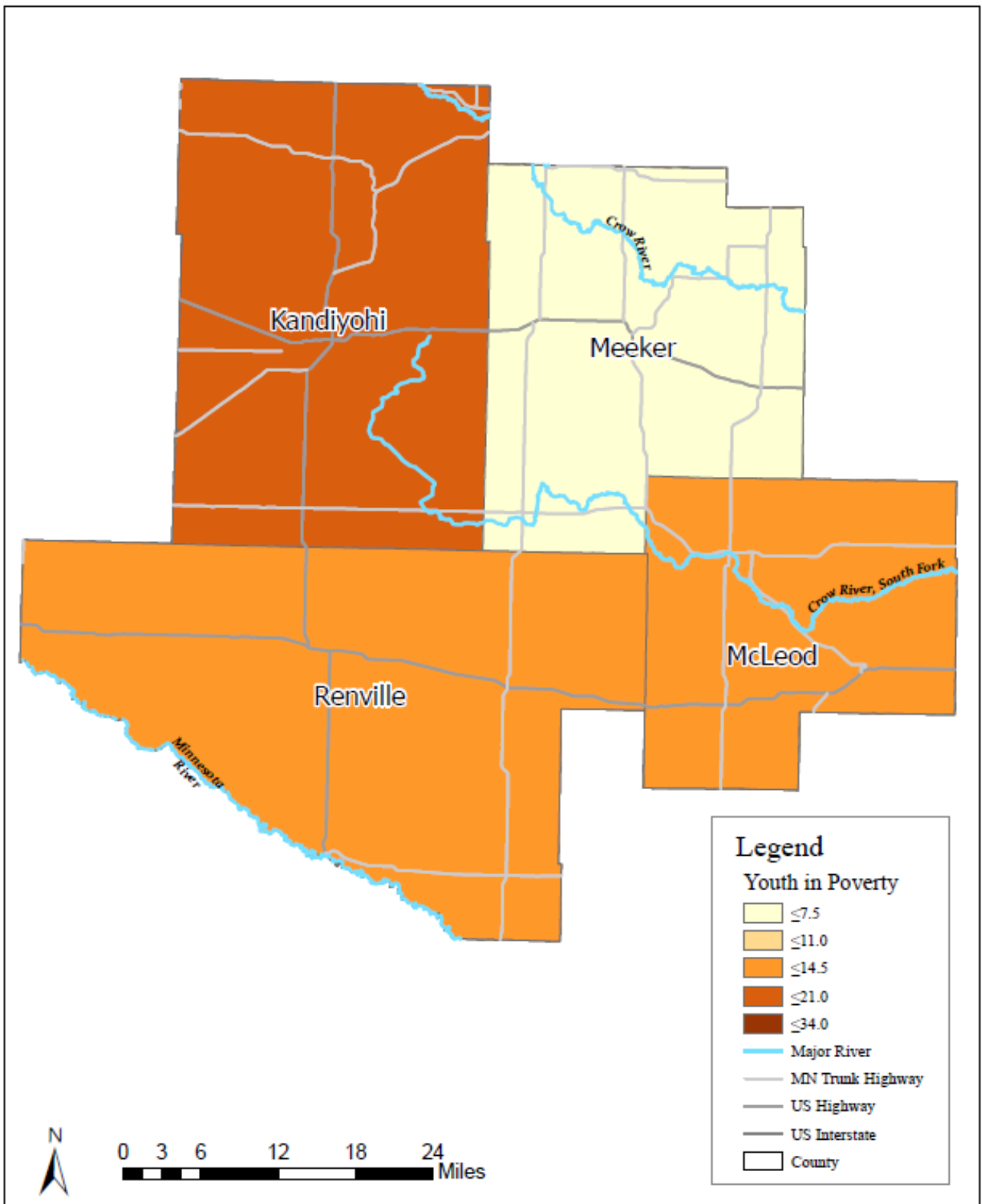
Source: 2019 American Community Survey 5-Year Estimates

## Map Depicting Density of Youth Living in Poverty by County

(See Table 10)



**Map Depicting Density of Adults (Ages 18-64) Living in Poverty by County  
(See Table 11)**



Source: 2019 American Community Survey 5-Year Estimates

**Map Depicting Density of Seniors (Age 65+) Living in Poverty by County  
(See Table 12)**

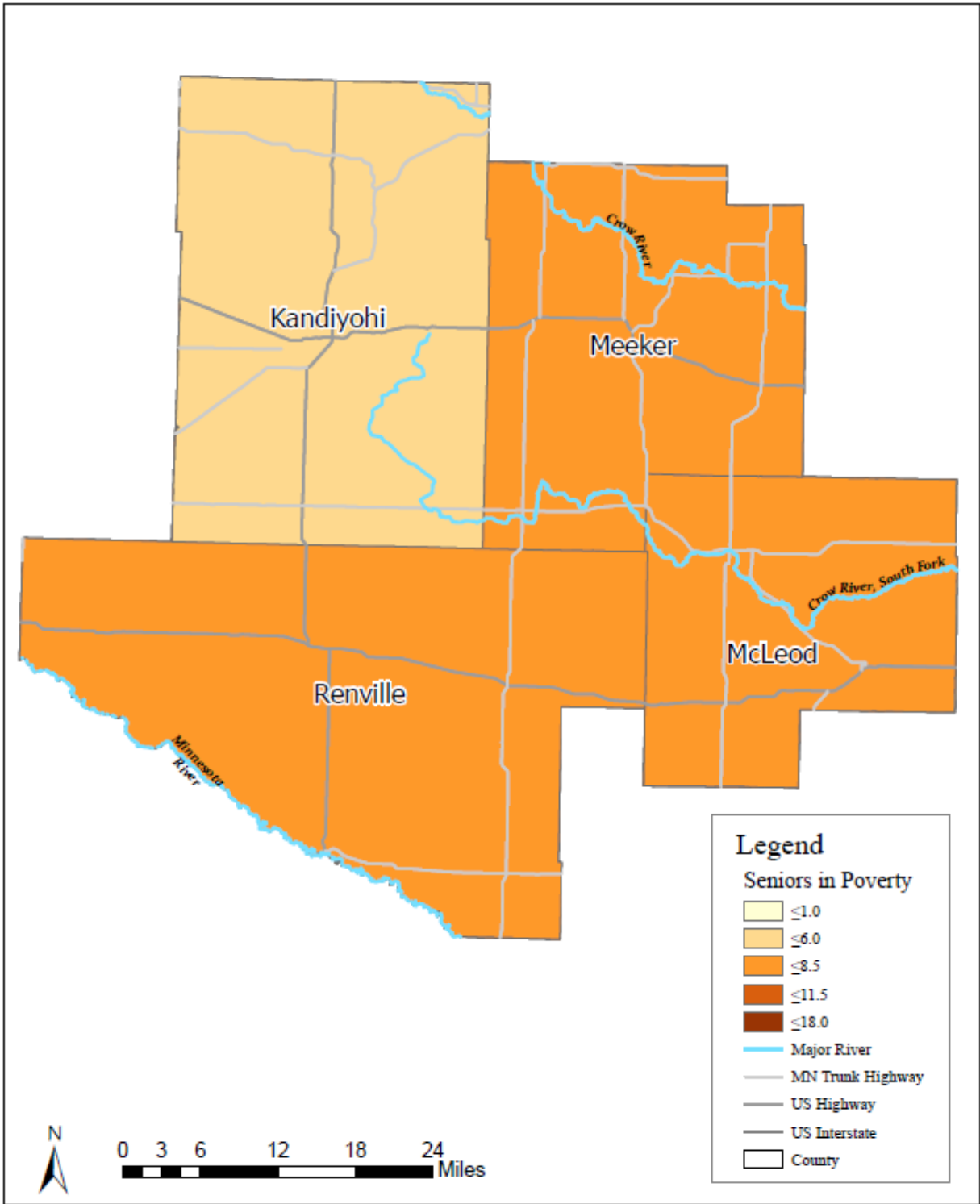


Table 13 provides an understanding of the prevalence of situations where residents are living both with a disability and in poverty.

**Table 13: 2019 Residents Indicating Both Disability And Poverty by County**

County	Total County Residents Indicating Disability	Residents With a Disability Living in Poverty	Percent of Total County Residents
Kandiyohi	5,114	761	1.8%
McLeod	4,459	484	1.4%
Meeker	2,566	404	1.7%
Renville	1,524	325	2.2%

Source: ACS (<https://rb.gy/blzbsf>)

While these numbers may seem relatively-low, they represent an important segment of the population. A segment which often more frequently requires human, social, and transportation services and assistance. At 2.2% of their total population, Renville is the 6E county with the largest percentage of residents coping with both disability and poverty. Kandiyohi County trails at 1.8%, with Meeker and McLeod Counties following at rates of 1.7% and 1.4%, respectively.

### Families Living in Poverty

According to the U.S. Department of Health and Human Services a family of four with a total income of no more than \$26,500, is considered to be living in poverty. This dollar amount is adjusted based on household size. Table 14 depicts the number and percentage of households living in poverty, by Region 6E county.

**Table 14: 2019 Region 6E Families Living in Poverty**

County	Total Families Within County	Number of Families in Poverty Within County	Percent of County's Families in Poverty
Kandiyohi	11,396	866	7.6%
McLeod	9,483	512	5.4%
Meeker	6,204	199	3.2%
Renville	3,904	246	6.3%

Source: ACS (<https://rb.gy/6uxhqa>)

**Note:** Families were used for this measure, rather than households, due to the way this information is used by the U.S. Department of Health and Human Services.

These numbers indicate that, in 2019, Kandiyohi County had the highest percentage of families in poverty among 6E counties, at a rate of 7.6%. McLeod and Renville Counties had the second and third highest family poverty level in 2019, with rates of 5.4% and 6.3%, respectively. Meeker County had the lowest percentage of families living in poverty with a rate of 3.2%.



### Zero-Vehicle Households

When developing any transit-related coordination plan it is important to identify the number of households that function without a motor vehicle, as these households are often more reliant on transportation services. Table 15 shows the number of vehicles per Region 6E household and includes the percentage of 6E households with no vehicle.

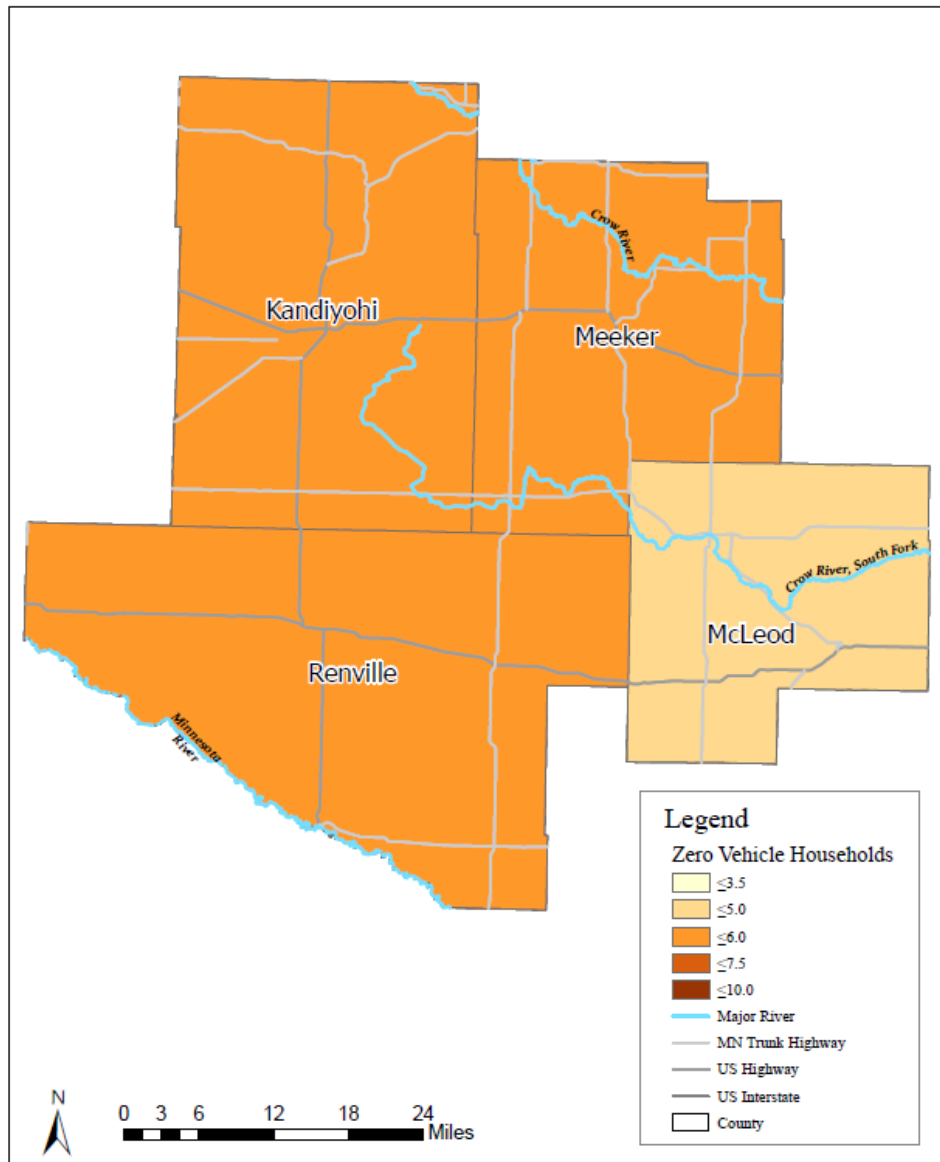
**Table 15: 2019 Vehicles Per Household by County**

County	Total County Households	Zero Vehicle Households	1 Vehicle	2 Vehicles	3 or More Vehicles	Percentage of Zero-Vehicle Households
Kandiyohi	16,899	864	4,895	7,047	4,083	5.1%
McLeod	14,714	698	4,116	5,749	4,151	4.7%
Meeker	9,209	531	2,028	2,470	1,727	5.8%
Renville	6,085	343	1,545	2,470	1,727	5.6%

Source: ACS (<https://rb.gy/lifa2q>)

Data indicates that the 2019 percentage of zero-vehicle households was relatively uniform. While McLeod County was just under 5 percent, the rate of zero-vehicle households for Region 6E's other three counties was between 5 and 6 percent. In short, roughly one in 20 Region 6E households function without a vehicle of their own.

**Map Depicting Zero-Vehicle Household Density by County  
(See Table 1)**



## Commuting to Work

For effective transit planning, it is important to understand how Region 6E's working residents travel to and from their place of employment. Table 16 provides data describing the mode by which 6E's working residents reported traveling to and from their workplaces in 2019.

**Table 16: Commuting to Work**

County	Drove Alone	Carpooled	Used Public Transportation	Walked	Bicycled	Worked Remotely
Kandiyohi	17,701	175	282	498	130	1,018
McLeod	15,985	139	75	413	94	714
Meeker	9,377	110	46	275	34	574
Renville	5,873	329	36	200	0	630

Source: ACS (<https://rb.gy/aqubvu>)

The data from the Census Bureau's American Community Survey indicates that the vast majority of Region 6E's working residents drive to work alone. Only a relatively small number of Region 6E's residents walked, rode a bicycle, or used public transportation for their commute in 2019. Additionally, a still small but nonetheless notable segment of the population did work remotely in 2019. It is anticipated that the COVID-19 Pandemic, which began in 2020, likely caused many employers to implement operational changes and support remote work for their workforce at least some of the time. This data should be included and considered in future renditions of the Local Human Service – Public Transit Coordination Plan.

## Place of Work

In addition to understanding the mode by which Region 6E's working residents commute, it is useful to know where each county's residents are working, as this information may be used to assess the viability of any expanded transportation services that might support our region's workforce.



**Table 16: Place of Work**

County	Number of County Residents Employed Within Their Home County	Percent of County's Total Working Residents Employed Within Their Home	Number of County Residents Employed Outside of Their Home County	Percent of County's Total Working Residents Employed Outside Their Home
Kandiyohi	18,871	87.1%	2,600	12.0%
Meeker	6,129	53.4%	5,269	45.9%
McLeod	12,623	67.2%	6,048	32.2%
Renville	4,686	65.5%	2,432	34.0%

Source: ACS (<https://rb.gy/aqubvu>)

This workplace data indicates that the majority of working residents are employed within their home county for each of Region 6E's four counties. However, beyond this fact there is significant variation between the four counties. While only about 12% of Kandiyohi County's working residents commute to locations outside of the county for employment, roughly one third of the working residents of McLeod County (32.2%) and Renville County (34.0%) commute to jobs outside their county's borders. Meeker County has the highest percentage of workers commuting to work locations beyond county borders at 45.9%. This may be explained by the fact the county has larger cities/economic hubs to the north (St. Cloud Metro Area), south (Hutchinson), east (Minneapolis-St. Paul Metro Area), and west (Willmar).

**Minority Communities**

Table 17 shows data that describes the 2019 racial/ethnic profile of each county.

**Table 17: 2019 Population by Race\***

County	White Alone (Not Hispanic or Latino)	Black of African American	Asian	Hispanic or Latino	American Indian or Native	Two or More Races
Kandiyohi	34,016	2,285	444	5,190	142	764
McLeod	32,617	212	210	2,222	80	491
Meeker	21,685	98	71	924	27	300
Renville	12,823	56	100	1,253	217	203

Source: ACS (<https://rb.gy/lknvm3>)

\* Note: The American Community Survey asks all respondents to indicate their race (White, Black or African American, Asian, American Indian or Native, or Two or more races) and then asks all respondents to indicate if they are of Hispanic or Latino ethnicity. Therefore, in Region 6E, most respondents identifying as Hispanic or Latino are also classified as White. In an effort to capture an accurate number of respondents indicating they were White Alone, and not Hispanic or Latino, MMDC found the number identified as “Not Hispanic or Latino” in the ACS data. Then, MMDC subtracted the number of respondents identifying as Black or African American, Asian, American Indian or Native, and Two or More Races from that Not Hispanic or Latino Number. To verify the validity of this methodology, MMDC totaled all categories (White Alone, Black or African American, Asian, Hispanic or Latino, American Indian or Native, and Two or More Races) to ensure the final sum for

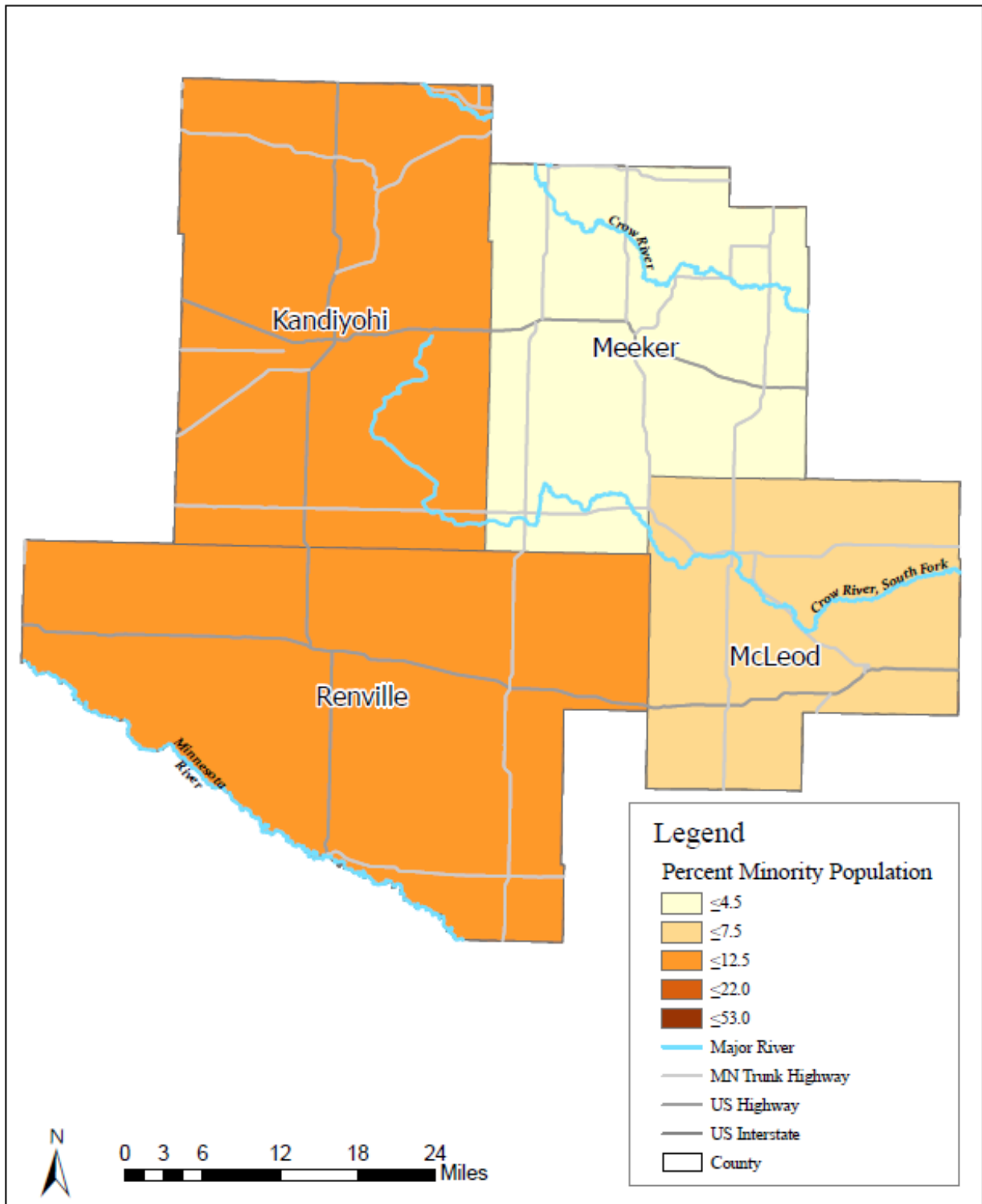
Table 17 data indicates that, as a whole, Region 6E’s population is 86.9% “White Alone” (not Hispanic or Latino). Kandiyohi is 6E’s most diverse county, at 20.6% non-White Alone. This is in large part due to the fact that the county’s largest city – Willmar – has a decades-long history of attracting immigrants and refugees, due to the availability of jobs, particularly in the poultry processing industry but also due to the efforts of organizations (e.g., Lutheran Social Services) who have assisted with refugee resettlement. Willmar is now a relatively-diverse community with significant numbers of Hispanic or Latino and Somali residents and a small but growing Asian community.

While McLeod, Meeker, and Renville Counties do have notable populations of Hispanic or Latino residents, and small numbers of residents of other races, their makeup is predominantly White Alone (non-White Alone rates of 9.0% in McLeod, 6.1% in Meeker, and 12.5% in Renville).

This information is relevant, as non-White Alone populations are more likely to be New Americans. That is, those who have come to the United States as immigrants or refugees. These New Americans often require time to acclimate to their new communities, which may include obtaining a driver’s license and vehicle.



**Map Depicting Density of Population of Color (non-White Alone) by County (See Table 17)**



Source: 2019 American Community Survey 5-Year Estimates

## Limited English Communities

Table 18 provides data to show the number and percentage of 2019 residents, by county, ages 5 and older, who indicated that they spoke English only or spoke English “very well”. It also provides the number and percentage of 2019 residents ages 5 and older who indicated they spoke the English language less than very well.

**Table 18: 2019 Region 6E Limited English Population (ages 5+)\***

County	Age 5+ Population Who Speak English only or Speak English “Very Well”	Percent of Total County Age 5+ Population	Age 5+ Population Who Speak English Less Than “Very Well”	Percent of Total Age 5+ Population
Kandiyohi	37,621	94.2%	2,318	5.8%
McLeod	33,053	97.9%	702	2.1%
Meeker	21,392	98.6%	300	1.4%
Renville	13,516	98.2%	246	1.8%

Source: ACS (<https://rb.gy/wccpkj> - age 5+) (<https://rb.gy/wpm2ro> - English)

\* Note: To arrive at the numbers provided above, MMDC had to first find the age 5+ population for each county. American Community Survey table S0101 was used. MMDC was then able to use ACS table S1601 to determine the number of respondents who indicated English fluency (spoken). The rate of spoken English fluency could then be extrapolated for the age 5+ population.

According to American Community Survey results, the English language is widely-spoken among residents ages 5 and older throughout Region 6E. However, it is important to consider that, while the non-English speaking group is fairly small, it is significant. Individuals who lack English fluency may find it difficult to obtain a driver’s license, employment that would support the purchase of a vehicle, etc. Kandiyohi County has the lowest English fluency rate, among Region 6E counties, at 5.8%, meaning that more than one in 20 individuals struggle with the English language. This is likely attributed to the relatively-high number of immigrants and refugees in the county’s largest community, the City of Willmar. The rate of those who lack English fluency drops to 2.1% in McLeod County, 1.4% in Meeker County, and 1.8% in Renville County

## Economic Conditions

According to the Minnesota Department of Employment and Economic Development (MN DEED), from 2010 to 2020, the 6E Region, which is the State's smallest region in terms of geography/area, was the 9th fastest growing of the State's 13 economic development regions. The 6E Region's economy is now the State's 9th largest.

While agriculture has been fundamental to the region's economy, 6E has many employment opportunities in the healthcare, manufacturing and production, service, and retail industries.

The following table provides an understanding of the 10 occupations in highest demand for Minnesota's Central Planning Region, of which Region 6E is a part (along with Region's 7E and 7W), as of January 2022.

<b>Demand Rank</b>	<b>Job Title</b>	<b>Median Wage</b>	<b>Minimum Education Requirements</b>
1	Retail Salesperson	\$28,871/yr.	HS Diploma or Equivalent
2	Fast Food & Counter Workers	\$25,851/yr.	HS Diploma or Equivalent
3	Home Health & Personal Care Aides	\$29,471/yr.	HS Diploma or Equivalent
4	Nursing Assistants	36,077/yr.	Post-Secondary Non-Degree Award
5	Registered Nurses	\$84,325/yr.	Associate Degree
6	Heavy Truck & Tractor-Trailer Drivers	\$50,278/yr.	HS Diploma or Equivalent
7	Cashiers	\$27,062/yr.	HS Diploma or Equivalent
8	First-Line Supervisors of Retail Sales Workers	\$46,239/yr.	HS Diploma or Equivalent
9	Stockers and Order Fillers	\$29,612/yr.	HS Diploma or Equivalent
10	Janitors and Cleaners (Except Maids and Housekeeping)	\$35,947/yr.	HS Diploma or Equivalent

Source: MNDEED (<https://rb.gy/goodtq>)

As indicated in the table, nine of the 10 listed positions require less than an associate degree, indicating numerous opportunities for less-skilled and less-educated workers. However, it is worth noting that these positions can be highly-physical, requiring a good deal of strength, balance, and agility. Older workers and people with disabilities may find it difficult to perform in some of these roles, with or without accommodation, depending on their physical condition. Also noteworthy is the fact

that only a few of these occupations would financially support more than very basic lifestyles for a one-earner household. Transportation expenses would require a more significant portion of take-home earnings for these lower-paid workers and the opportunity to work remotely would be unusual if not non-existent.

### Employment Status

Table 19 provides an overview of the 2019 unemployment picture for Region 6E.

**Table 19: 2019 Region 6E Employment Status by County**

County	Employed	Unemployed (Actively Seeking Work)	Not in Labor Force	Unemployment Rate
Kandiyohi	21,982	726	10,695	3.2%
Mcleod	19,062	561	8,887	2.9%
Meeker	11,603	244	6,292	2.1%
Renville	7,189	218	4,214	3.0%

Table 19 indicates that, in 2019, Region 6E enjoyed very low unemployment. This rate did increase during the COVID-19 Pandemic. However, it remained far lower than the 8.0% unemployment rate seen in the region in 2010, at the conclusion of the Great Recession. As of March 2022, MN DEED figures indicate that Region 6E has a labor force of 62,884 and a very healthy unemployment rate of 3.5%. Currently, there is less than one job seeker available to fill every 6E job vacancy and, as a result, many regional employers, including transportation service providers, are currently struggling with workforce shortages (<https://rb.gy/hemnjx>).

Those who remain unemployed in the current economy may be impacted by the seasonality of their professions (e.g., construction-trades) or may have medical, family, or other barriers to employment. These barriers may include access to reliable transportation as needed for job searching and/or work attendance. Especially in areas and during times where public transit is less available (i.e., more rural locations and for second- and third-shift employment).

## COVID-19 Pandemic Impact

This Coordination Plan provides information intended to give the reader an understanding of Region 6E's current transportation system. It should be understood that, because services provided during the COVID-19 Pandemic, which began in early 2020 and continues today, are not reflective of that which was typical prior to the pandemic, this plan incorporates a great deal of 2019 data.

It is important to recognize that a number of Region 6E's transportation providers battled great adversity and went to heroic lengths to serve the 6E public throughout the pandemic. While ridership was dramatically reduced, at times by as much as 90 percent, public and private operators continued to serve the 6E Region during the pandemic, with only relatively-minor disruptions and despite staffing difficulties. They modified vehicles and added personal protective equipment to reduce virus transmission and improve safety for drivers and riders. In some cases, public transit rides were provided without fare to accommodate reduced physical contact between drivers and riders and/or to encourage rides to vaccination locations. These providers also enforced federal mask requirements, implemented more-intensive sanitation practices, and even adjusted their services to incorporate the delivery of tens of thousands of meals to those unable to leave their homes due to high COVID-risk status or other physical limitations.

Within Region 6E and throughout Minnesota, coordination between public transit and private specialized transportation services (STS) and non-emergency medical transportation (NEMT) providers ensured that many 6E residents maintained the ability to access important medical care. These essential rides were even arranged for those who had tested positive for COVID-19 infection and were still contagious. Many transportation-dependent individuals with disabilities also maintained the ability to travel to their Day Training and Habilitation (DT&H) locations throughout the pandemic.

Despite the precautions that were implemented, some drivers were infected with the COVID-19 virus and our region did see deaths among these essential workers. In some cases, drivers were forced to leave the occupation due to concerns over their own and/or their families' physical health and driver shortages continue to persist.

# MOBILITY TODAY

## Major Trip Generators

To understand the region’s transportation needs, it is important to know the location of major trip generators. That is, those locations many people want to travel to or from, or those locations a smaller subset of residents want to travel to or from with great frequency. Major trip generators can often be categorized as employment destinations, shopping locations (e.g., grocery stores or other major retailers), education destinations (schools, colleges, etc.), public service locations (e.g., courthouses or human services locations), medical facilities, or recreation destinations.

### Summary of Major Region 6E Trip Generators

**Employment-Related Trip Generators:** Major employers within Region 6E include a variety of major and medium-sized production and manufacturing facilities. Among the biggest manufacturing/production employers are 3M (Hutchinson) and the Jennie-O Turkey Store production facility (Willmar), however numerous small and mid-sized manufacturers exist throughout the region. Other major regional employers include CentraCare, a major health system with multiple facilities in 6E (primarily in Willmar), several smaller hospital/clinic systems, major retail centers (e.g., Walmart in Hutchinson, Litchfield, and Willmar). Schools and local governments also employ 6E’s residents in significant number. While these locations employ a wide variety of people with varying skills and abilities, a concentration of transportation-dependent individuals with disabilities work in sheltered employment locations (e.g., West Central Industries), at least one of which can be found in each of 6E’s four counties.

**Consumer-Related Trip Generators:** Region 6E is home to several major retail establishments. A Walmart, with a full array of groceries, can be found in three of our region’s largest communities (Hutchinson, Litchfield, and Willmar). 6E is also home to two Target stores (Hutchinson and Willmar). Beyond these large discount stores, the region is home to grocery stores ranging in size from very small, in more rural communities, to very large in our more populous cities. Several small- to mid-sized shopping malls are found in the region, though of late all have had difficulty with vacancy rates and are not the trip generators they once were. Smaller, neighborhood-sized stores, which in some situations can be reached with less travel, can be found throughout the region. Examples of these include Dollar General, Kwik Trip, and a number of locally-owned “mom and pop” stores.



**Education-Related Trip Generators:** The 6E Region includes all or part of 23 different public school districts. It is also home to Ridgewater College, a community and technical college that operates as part of the Minnesota State System. Ridgewater maintains three campuses in the region. The largest of the three is on Willmar’s north side, separated from most of the city by a lake, while the smaller two are located within Hutchinson’s city limits. While many students attend their college classes in person, online attendance has become more popular during the pandemic for some training programs. Additionally, the region is home to numerous pre-kindergarten education facilities as well a multitude of childcare providers (center-based and home-based) who strive to offer some level of education or enrichment to the children in their care.

**Public Service-Related Trip Generators:** Each region 6E county supports a human or family services building or center of some sort and, in some cases, the county’s courthouse and/or jail is located on or in relative-close proximity to the premises. In three of Region 6E’s counties, these facilities are located within the county’s largest municipality. McLeod County is the exception. While Hutchinson is the more populous community, Glencoe is McLeod’s county seat and, therefore, the location of their human and court services offices.

**Medical/Health-Related Generators:** There is a significant medical presence established within each of 6E’s counties. Each county has at least one hospital. Clinics, outpatient surgery or dialysis centers, dental offices, and other specialty medical providers can be found throughout the region. CentraCare operates the region’s largest clinic in Willmar. The region is also home to a number of skilled nursing and assisted living facilities where seniors and people with disabilities can receive the care they need when they are unable to live independently. These facilities, along with clinics, often see more traffic from public transit and specialized transportation service providers.

**Recreation/Leisure-Related Generators:** Within the region residents and visitors will find numerous city parks – several of which include destination playgrounds or waterpark facilities which draw people from beyond city limits – county parks, and three Minnesota State Parks or Recreation Areas (Sibley State Park, Fort Ridgely State Park, and Greenleaf State Recreation Area). The region is also home to several public beaches, movie theaters, ball-parks, golf courses, and bowling alleys. A multitude of restaurants, ranging from limited-service establishments (i.e., fast-food or counter service restaurants) to places of fine dining can be found scattered throughout the region.

## Top Public Transit Destinations – as Reported by Public Transit Providers

The above-described locations may be frequented by those with and without mobility issues. However, the list of locations most-frequently visited by Region 6E’s two public transit providers, Central Community Transit (CCT) and Trailblazer Transit, for the pick-up and delivery of transportation service-dependent individuals, especially people with disabilities and seniors, differs significantly. The following tables show a number of top destinations by Region 6E county, as reported by public transit providers.

<b>Kandiyohi County (CCT)</b>	
<b>West Central Industries</b>	(DT&H Provider – Willmar)
<b>Bethesda Adult Day Services</b>	(Adult Daytime Care Facility – Willmar)
<b>Walmart</b>	(Discount Store – Willmar)
<b>Highland Apartments</b>	(Low-Income Housing – Willmar)
<b>Jennie-O Turkey Store – Plant #4</b>	(Poultry Processing Facility – Willmar)
<b>NuVisions</b>	(DT&H Provider – Willmar)
<b>Woodland Centers</b>	(Mental Healthcare Provider – Willmar)
<b>Carris Health/CentraCare Hospital</b>	(Hospital – Willmar)
<b>Kandi Mall/Uptown Willmar</b>	(Shopping Mall/Groceries – Willmar)
<b>Lakeview Apartments</b>	(Low-Income Housing – Willmar)
<b>WAVES of Willmar</b>	(DT&H Provider – Willmar)
<b>McLeod County (Trailblazer Transit)</b>	
<b>Adult Training &amp; Habilitation Ctr.</b>	(DT&H Provider - Hutchinson)
<b>Walmart</b>	(Discount Store - Hutchinson)
<b>Adult Training and Habilitation Ctr.</b>	(DT&H Provider - Winsted)
<b>Glencoe Public Library</b>	(Public Library - Glencoe)
<b>Hutchinson Recreation Center</b>	(Public Recreation Ctr. - Hutchinson)
<b>JoAnn Fabric</b>	(Retailer/DT&H Worksite - Hutchinson)
<b>Park Towers</b>	(Low-Income Housing - Hutchinson)
<b>Chris Carrigan Day Care</b>	(Childcare Provider - Hutchinson)
<b>Aveyron Homes – Jorgenson Ave.</b>	(Group Home - Hutchinson)
<b>Jennifer Hanson Day Care</b>	(Childcare Provider – Hutchinson)
<b>Meeker County (CCT)</b>	
<b>ProWorks, Inc.</b>	(DT&H Provider - Litchfield)
<b>Time and Signal</b>	(Manufacturer/DT&H Worksite – Litch.)
<b>Litchfield Preschool</b>	(Pre-School - Litchfield)
<b>Lincoln Apartments</b>	(Low-Income Housing - Litchfield)
<b>Emmaus Place</b>	(Senior Living/Care Facility - Litchfield)
<b>Family Fare</b>	(Grocery Store - Litchfield)
<b>Walmart</b>	(Discount Store - Litchfield)
<b>Meeker Memorial</b>	(Hospital - Litchfield)
<b>Red Rooster</b>	(Grocery Store – Dassel)
<b>Stay-N-Play</b>	(Childcare Center - Litchfield)

<b>Renville County (CCT)</b>	
<b>Adult Client Training Services</b>	(DT&H Provider - Olivia)
<b>Chatterbox Café</b>	(Restaurant – Olivia)
<b>Renville County Hospital</b>	(Hospital – Olivia)
<b>CentraCare - Olivia Dialysis</b>	(Dialysis Clinic - Olivia)
<b>Renville County Community Res.</b>	(Group Home – Bird Island)
<b>Golden LivingCenter</b>	(Senior Living/Care Facility - Olivia)
<b>Big Stone Therapies</b>	(Mental Health Provider - Olivia)
<b>St. Mary’s Preschool</b>	(Pre-School – Bird Island)

A number of human service providers operate within the borders of 6E. These include senior support services providers, senior dining sites, and day training and habilitation organizations. A listing of transportation-dependent human service providers identified within Region 6E, organized by county, can be found within Appendix A of this document.

### **Program Demand Analysis**

“Program trips” are defined as trips that would not be made but for the existence of a specific human-service program or activity. The distinguishing factor is that the trip time and destination are set not by the rider but instead by the agency whose services depend on the trip. An example could include rides taken by a person with a disability to and from a Day Training and Habilitation (DT&H) site.

At the onset of the Local Human Service – Public Transit Coordination Planning process, the State of Minnesota recommended planning agencies, including MMDC obtain program trip estimates by collecting information directly from individual programs. For each known transportation-dependent human service program, MMDC obtained the following information:

- The number of program participants
- The number of days per week the program is typically offered
- The number of weeks per year the program is typically offered
- The percentage of participants who attend the program on an average day
- The percentage of participants who require transportation service.

Table 20 provides a summary of gathered program trip information.

**Table 20: Program Transportation Data**

Program Name	Number of Participants	Number of Days Per Week	Percent of Participants Who Attend on an Average Day	Percent of Participants Who Are Transportation Service Dependent	Number of Weeks Per Year The Program is in Operation	Results X2 (To Capture Round-Trip)
Advocacy and Inclusion Matter of W.C. MN	75	1	75%	100%	6	675
Adult Client Training Services Inc.	51	5	87%	100%	50	22,185
ATHC-West (Hutchinson)	58	5	60%	100%	52	18,096
ATHC Winsted	44	5	75%	100%	52	17,160
Atwater Area Help for Seniors	30	5	10%	15%	52	234
Bethesda Daybreak	75	5	44%	35%	52	6,006
Ecumen Litchfield Adult Day Services	11	5	50%	20%	50	550
Grove City Area Care LAH Program	30	5	20%	10%	52	312
LSS Meals Spicer/ New London	45	5	10%	35%	52	819
LSS Meals Willmar	90	5	20%	40%	52	3,744
LSS Meals Atwater	30	5	10%	15%	52	234

**Table 20: Program Transportation Data (continued)**

Program Name	Number of Participants	Number of Days Per Week	Percent of Participants Who Attend on an Average Day	Percent of Participants Who Are Transportation Service Dependent	Number of Weeks Per Year The Program is in Operation	Results X2 (To Capture Round-Trip)
LSS MEALS Fairfax	14	5	80%	20%	52	1,164
LSS Meals Glencoe	45	5	20%	30%	52	1,404
LSS Meals Hutchinson	90	5	40%	40%	52	7,488
LSS MEALS Litchfield	70	5	10%	30%	52	1,092
LSS Meals Morton	5	5	50%	20%	52	260
LSS Meals Sacred Heart	10	4	20%	30%	52	250
LSS MEALS Stewart	12	5	80%	10%	52	499
ProWorks, Inc.	72	4	90%	100%	49	25,401
West Central Industries	250	5	33%	40%	52	17,160



## Region 6E’s Existing Transportation Services

Many transportation service providers are located within and/or serve Region 6E. Some provide services to the general public, while others cater to specific groups (e.g., enrolled clientele with disabilities). A full listing of Region 6E’s transportation provider information can be found in **Appendix B** of this document. This information is derived from responses to survey/inquiries and interview results, supplemented with information tabulated by MMDC’s Transportation Resource Coordinator, who maintains a Transportation Resource Guide for the 6E Region.

## Region 6E Public Transportation Resources and Technology

Table 21 provides information about Region 6E’s public transit providers, including availability (both service area and hours available) as well as the cost per single trip leg (there two legs per round trip between two destinations). This information may be subject to change, based on staffing, operational needs, etc.

**Table 21: Public Transportation Resources**

Transportation Resource	Availability (Hours)	Cost	Usage	Service Area
Central Community Transit	Willmar: M-F: 5:30 a.m. – 6:30 p.m.  Litchfield: M-F: 6:15 a.m. – 7:30 p.m. Sat: 6:15 a.m. – 1:30 p.m. Sun: 8:00 a.m. – 12:00 p.m.  Olivia: M-F: 6:30 a.m. – 5:00 p.m.	\$2.00 per leg within City Limits of Litchfield, Olivia, or Willmar  \$3.00 per leg for trips of 0-13 miles  \$4.00 per leg for trips of 14-22 miles  \$5.00 per leg for trips of 23-35 miles  \$6.00 per leg for trips 35 miles+	4,400 trips per week	Kandiyohi, Meeker, and Renville Counties
				
Trailblazer Transit	M-F: 6:30 a.m. – 5:30 p.m.  (All Locations)	\$2.00 per leg within the same city limits  \$4.00 per leg for rides beyond city limits and less than 25 miles  \$8.00 per leg for rides 25+ miles	5,043 trips per week (2018)	McLeod, Sibley, and Wright Counties
				

Each transit company determines which technologies will be most beneficial as they manage their respective vehicle fleets. Table 22 informs on the scheduling, dispatching, and tracking technology used by Region 6E’s public transit providers.

**Table 22: Transit Provider 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>Central Community Transit</b>	Route Match	No	Route Match	Yes
<b>Trailblazer Transit</b>	NOVUS (from TripSpark)	No	NOVUS (from TripSpark)	Yes

## Public Transit Vehicle Fleet

To provide a thorough understanding of their bus/vehicle fleet, Central Community Transit (CCT), the public transit provider and volunteer driver program operator for Region 6E’s Kandiyohi, Meeker, and Renville Counties, has provided MMDC with a significant level of detail, which has been placed into the following vehicle Utilization Table.

Vehicle /Fleet Number	Make	Model	Year	Capacity/ Wheelchair Capacity	Days of the Week in Service	Service Hours	Program to which Vehicle is Assigned	Service Area
<b>Central Community Transit (CCT)</b>								
90	GM	500 series	2008	24/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
5310	Ford	400 series	2008	11/6	M-F	05:30-20:00	5310	Kandi, Meeker, & Renville Counties
86	Ford	400 series	2012	15/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
172	Ford	400 series	2012	15/2	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
4	GM	400 series	2012	19/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties

Vehicle /Fleet Number	Make	Model	Year	Capacity/ Wheelchair Capacity	Days of the Week in Service	Service Hours	Program to which Vehicle is Assigned	Service Area
173	Ford	400 series	2013	15/2	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
1	GM	400 series	2014	19/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
174	Ford	400 series	2014	15/2	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
2	GM	400 series	2014	19/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
80	Ford	400 series	2015	11/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
91	Intern.	500 series	2014	22/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
88	Ford	400 series	2015	11/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
85	Ford	400 series	2016	11/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
89	Ford	500 series	2017	29/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
8	Ford	400 series	2017	12/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
9	Ford	400 series	2017	12/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
81	Ford	400 series	2017	21/6	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties



**Central Community Transit (Continued)**

Vehicle /Fleet Number	Make	Model	Year	Capacity/ Wheelchair Capacity	Days of the Week in Service	Service Hours	Program to which Vehicle is Assigned	Service Area
175	Ford	400 series	2017	22/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
10	Ford	400 series	2017	22/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
11	Ford	400 series	2017	22/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
12	Ford	400 series	2018	22/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
92	Ford	400 series	2019	22/2	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
13	Ford	400 series	2019	22/2	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
176	Ford	400 series	2019	22/3	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
177	Ford	400 series	2019	22/2	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
014	Ford	400 series	2019	22/2	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties

**Table 23: Central Community Transit - Vehicle Utilization Table**

Vehicle /Fleet Number	Make	Model	Year	Capacity/ Wheelchair Capacity	Days of the Week in Service	Service Hours	Program to which Vehicle is Assigned	Service Area
<b>Central Community Transit (Continued)</b>								
87	Ford	400 series	2019	22/2	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
82	Ford	400 series	2019	22/2	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
84	Ford	400 series	2019	22/2	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties
15	Ford	400 series	2019	18/2	M-F	05:30-20:00	5311	Kandi, Meeker, & Renville Counties

From the information provided we can gather that 18 of CCT's 31 buses are model year 2017 or newer (5 years old or less). 11 buses are between 5 and 10 years old, and two buses were manufactured in 2008. Buses range in capacity from 11 to 29 passengers and can accommodate between 2 and 6 wheelchairs. All but one of the buses operates under the umbrella of the 5311 Program, which makes federal funds available for the development, implementation, and promotion of public transportation systems in rural and small urban areas. The remaining bus operates under the 5310 Program, which provides resources to improve mobility specifically for seniors and individuals with disabilities. All CCT buses serve a home-area of Kandiyohi, Meeker, and Renville Counties within the 6E Region. While service days and hours vary, largely due to staffing, buses typically run Monday through Friday during daytime hours with some limited evening and weekend service provided to some areas.

While the same level of detail was unavailable for Trailblazer Transit, the organization's executive director informed MMDC that they have a fleet of 44 public transit buses, all with identical seating configurations. These buses have the flexibility to carry up to 17 ambulatory passengers if no wheelchairs accommodation is needed. If a single wheelchair accommodation is needed, then these buses have the ability to carry that wheelchair in addition to 13 ambulatory passengers. If two wheelchairs must be accommodated, then each bus has the ability to carry those two wheelchairs in addition to 11 ambulatory passengers. Oversize wheelchairs and some mobility scooters can require multiple wheelchair locations, and so the buses overall capacity may vary in some cases. This flexibility of configuration offers Trailblazer Transit greater ability to make the adjustments necessary to service their customers. All services are provided on a Monday through Friday, 6:30 a.m. to 5:30 p.m. basis. Each bus is operated under the 5311 Program. Buses are often rotated between Trailblazer's Buffalo and Glencoe, MN facilities, as needed. Therefore the entire fleet provides service in McLeod County, within Region 6E, as well as Sibley and Wright Counties beyond 6E's borders.

## **Stakeholder Engagement & Outreach**

### **Steering Committee**

The development of Region 6E's Coordination Plan has been guided by a local Steering Committee. Committee membership includes transportation providers, representatives from each county's human/social services agency, transportation service consumers, and members representing populations who frequently have barriers to transportation (e.g., seniors, people with disabilities, and low-income individuals). This group met, in a virtual environment, on several occasions to:

- Evaluate strategies and assess outcomes of projects identified in the 2017 Local Human Service Transit Coordination Plan, including the development of a Regional Transportation Coordination Council.
- Identify and prioritize strategies to gather significant public input to inform the planning process, including strategies related to ridership surveys, focus groups, and public workshops.
- Identify themes resulting from public workshops, including themes related to perceived service gaps and potential solutions, for incorporation into 6E's final Coordination Plan.

Table 24 provides a roster of this Coordination Plan's Steering Committee members.

**Table 24: Region 6E Coordination Plan Steering Committee Membership**

Members	Organization
Kathy Nelson	Kandiyohi County Health and Human Services
Paul Bukovich	Meeker County Social Services
Jill Pelzel	Renville County Human Services
Berit Spors	McLeod County Health and Human Services
Gary Ludwig	Trailblazer Transit (Public Transit)
Tiffany Collins	Central Community Transit (Public Transit)
Sandie Bruins	A2B Transportation
Eric Labraaten/Kaelei Cervantes	ACC Midwest Transportation (NEMT/STS)
Rick/Ruthie Agman	Disabled/Senior/Low-Income Consumer Rep.
Ignacio Pedro Hernandez III	Minority Consumer Representative
Maureen Melgaard-Schneider	Senior Representative
Julie Evenson	ProWorks, Inc. (Day Training & Habilitation)
Alexis Larson	Disabled/Low-Income Consumer Representative
Eric Day	MMDC Executive Director
Terry Smith	MMDC RTCC Coordinator
Kyle Ten Napel	MMDC Community/Transportation Planner

## Rider Experience Survey

To better understand the lived experience of those with transportation needs, and at the direction of the Steering Committee, MMDC modified a sample Rider Survey, provided by MnDOT. This survey was made available online (both on MMDC’s website and via MMDC’s Facebook page). A survey flyer, with a quick response (QR) code was placed at bus stops and other common transit waiting areas so that riders could complete the survey using their smartphone or other electronic device. The flyer was also distributed, along with a paper survey, via county human service and other locations frequently visited by those with transportation barriers. In some instances, MMDC staff also rode the transit bus to survey riders. In total, 247 survey responses were received. As derived from the results of survey question two, most respondents were frequent users of public transit. While these results capture a great deal of information from transit riders, we must acknowledge that the survey does not provide significant insight from those who do not currently use transit services.

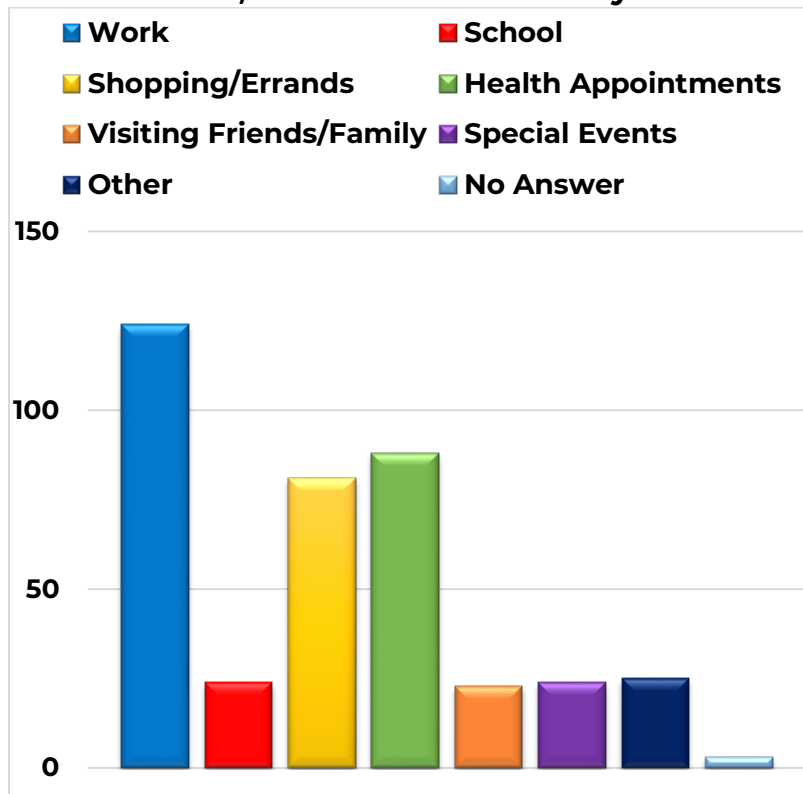
Following are summarized results of the administered rider survey. Complete results can be found in **Appendix C**:

### Question #1: When You Ride the Bus, Where Do You Usually Go?

Just over half of survey respondents indicated they often used the transit bus to get to work. This would likely include those who use the bus to travel to and from DT&H sites.

Roughly a third indicated they used the bus to travel for shopping or for health appointments.

Smaller numbers of respondents (roughly 10% or less) indicated they used the transit bus to travel to school, visit friends or family, or attend special events.



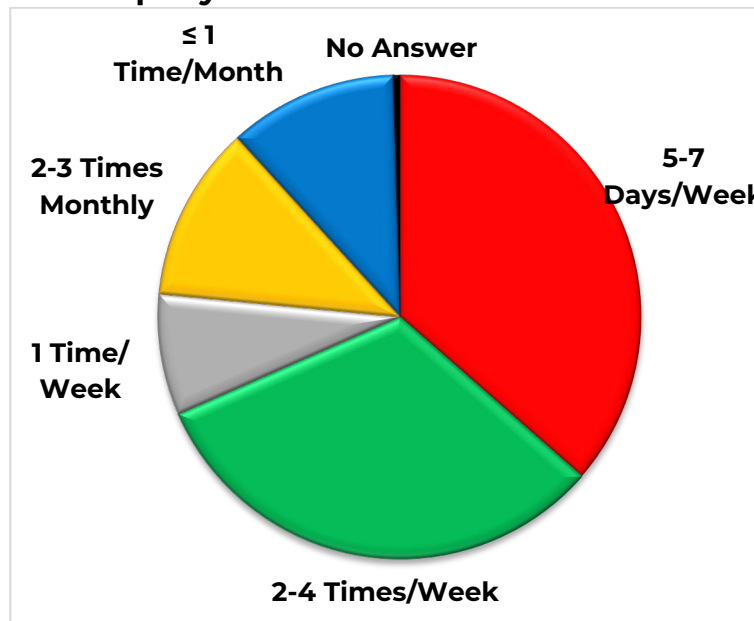
**Question #2: How Often Do You Usually Ride the Transit Bus or Use Other Transit Company Services?**

Over one-third of respondents indicated they used public transit services on 5-7 days in a typical week.

A slightly smaller group responded that they used the services 2-4 days each week.

The remaining respondents (31.3%, or just under one-third) of respondents indicated that they used public transit services 1 day per week or less.

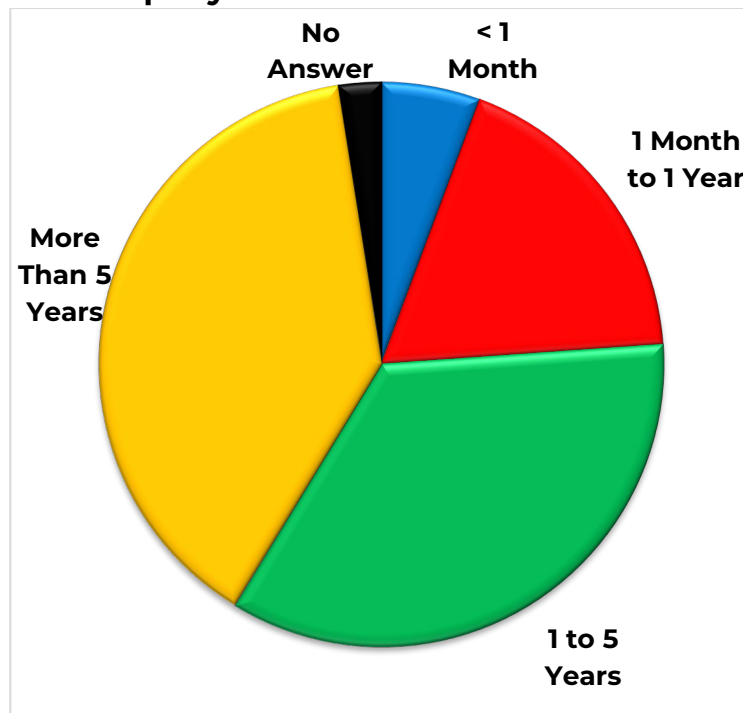
One survey respondent chose not to answer.



**Question #3: How Long Have You Been Using the Transit Bus or Other Transit Company Services?**

When asked how long respondents had been using their public transit service provider, almost 40% indicated they had been using the services for over 5 years. Over 35% indicated they had been riding for between 1 and 5 years.

The remaining respondents (about one-fourth) indicated they had been using public transit services for less than 1 year. 6 individuals elected to skip this question.

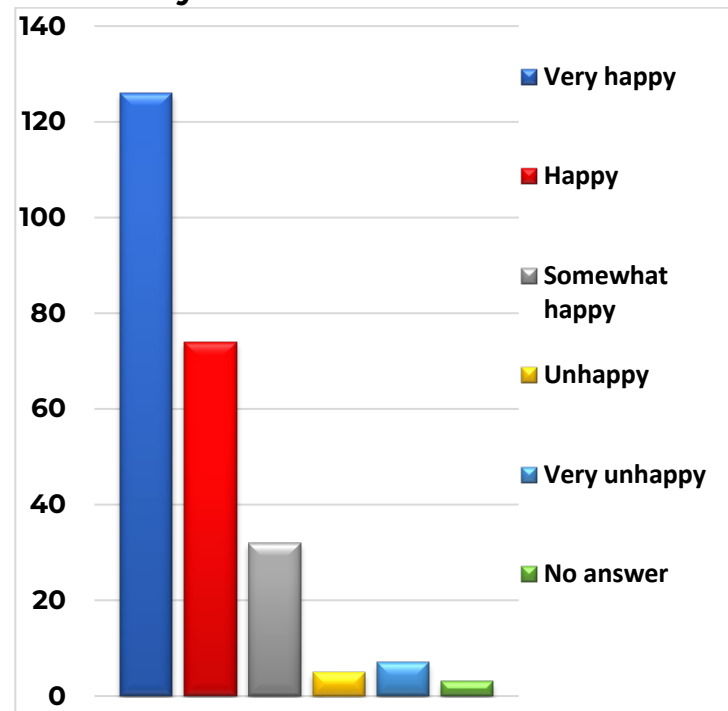


**Question #4: How Happy or Unhappy are You With Bus or Transit Service Availability?**

The vast majority of survey respondents (81.97%) indicated they were happy or very happy with their transit service’s availability.

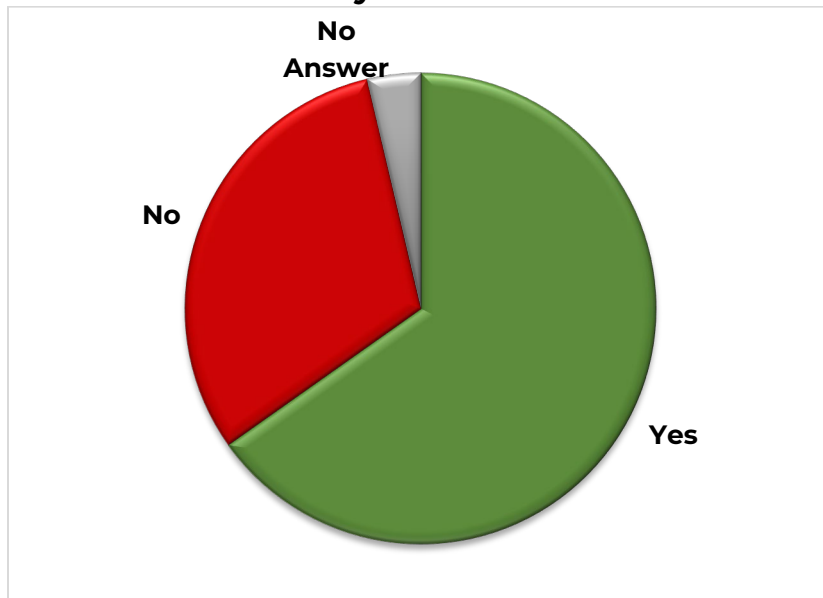
13.11% indicated they were somewhat happy and 4.92% of respondents indicated they were unhappy or very unhappy.

3 individuals chose not to provide an answer this question.

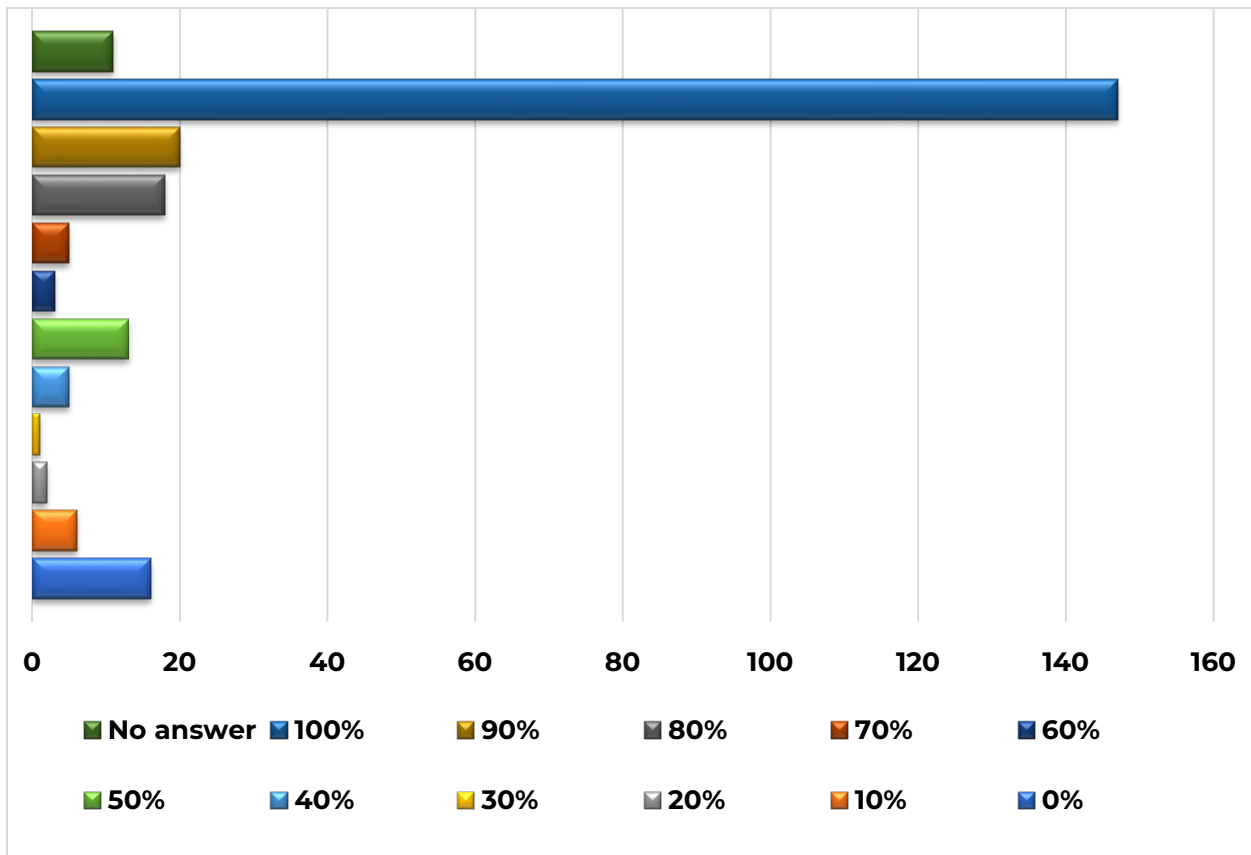


**Question #5: Other Than the Transit Bus or Other Transit Company Services, Do You Have Another Way to Get Around?**

Over two-thirds of respondents (67.65%) reported that they did have other modes of transportation available, beyond the public transit system. 9 respondents did not provide an answer to this question.

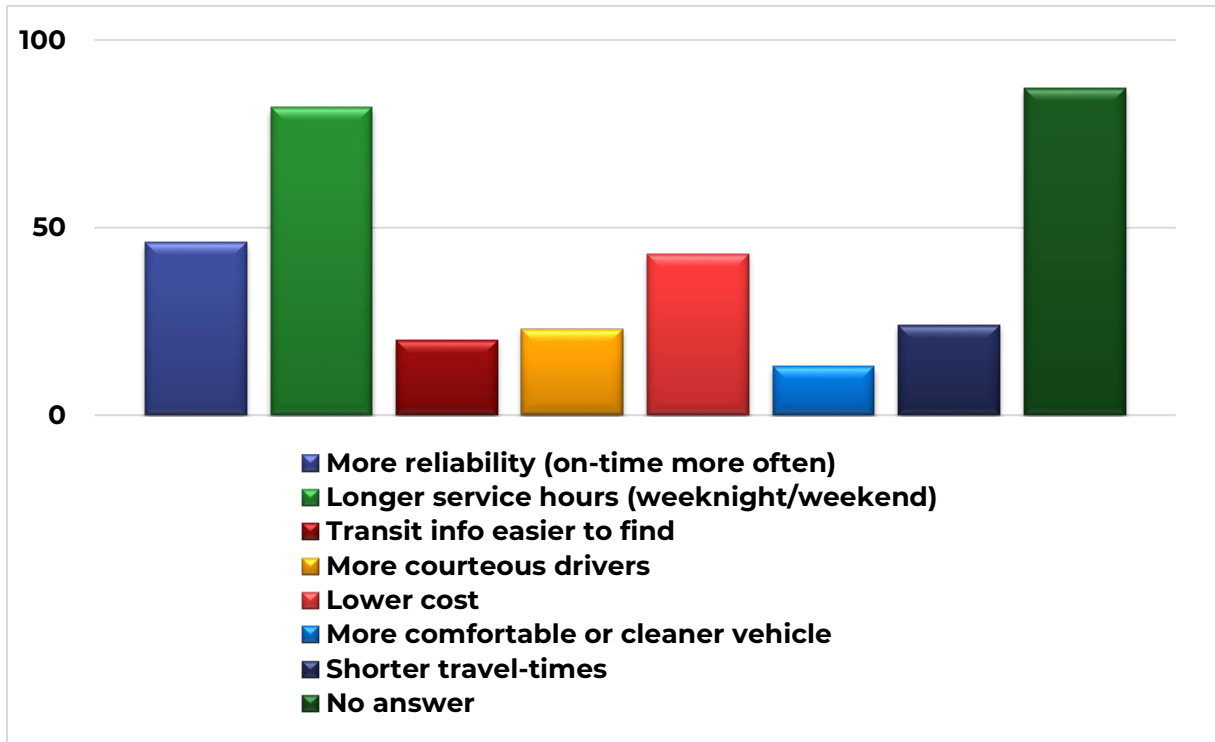


**Question #6: Please Fill in the Blank: In the Past Week, My Bus or Transit Company Has Met My Needs \_\_\_\_ Percent of the Time.**



An impressive number of respondents (62.29%) indicated that their bus or transit company was able to meet their needs 100% of the time. 18.22% of respondents indicated that their transit service provider was able to meet their needs between 70% and 90% of the time. 12.71% said their needs were met between 10% and 60% of the time. Only 6.78% of respondents indicated that their transit service provider was unable to meet their needs in the past week. 11 individuals elected to skip this question.

**Question #7: What Improvements Would Cause You to Take the Bus or Use Transit Services More Frequently?**



More than any other service improvement, the one thing that respondents indicated would cause them to use public transit services more often was the incorporation of longer service hours (51.25% of responses). At 28.75%, the second most frequently-selected option was “more reliability” (service on-time more often). In third place, the service improvement that would cause respondents to use public transit services more often was “lower cost” (26.88%). 15% or less indicated a need for shorter travel times, cleaner or more comfortable vehicles, more courteous drivers, or transit service information that was easier to find.

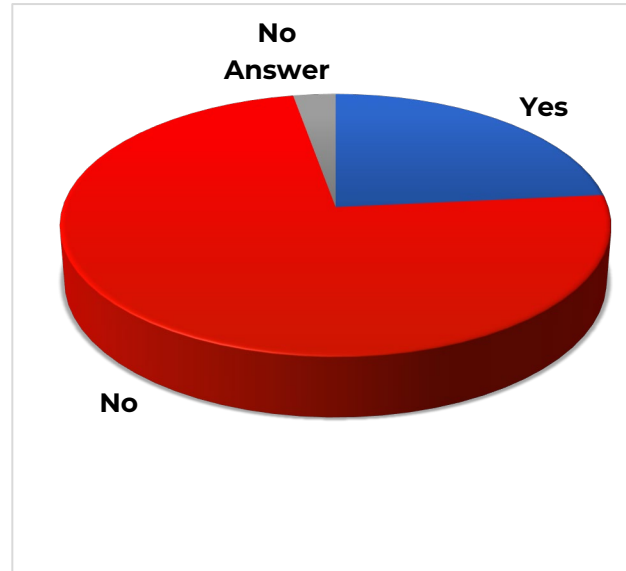
A high number of individuals (87) opted to skip this question. This could indicate that they are satisfied with their transit service provider as-is and/or that they didn't



**Question #8: Is There a Place You Want or Need to Go That You Cannot Get to Using Your Transit Bus or Other Transit Services?**

Over 75% of respondents indicated that there was not a place they wanted or needed to go that they could not get to using the transit bus or other transit services.

7 individuals elected to skip this question.

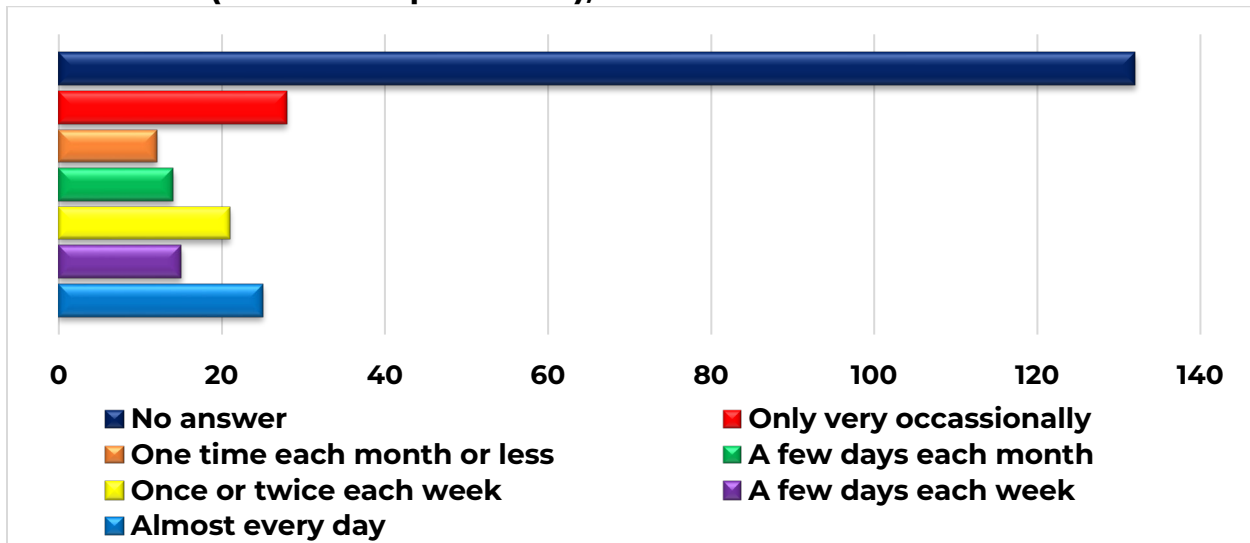


**Question #9: If the Answer to Question Number 8 Was "Yes", Please Tell Us Where or What This Place Is:**

Top desired destinations among those who indicated there was indeed a place they wanted or needed to go outside of where the transit bus could take them:

- Cities outside of service region (St. Cloud, Minneapolis-St. Paul Metropolitan Area, Redwood Falls)
- Church
- Entertainment (sporting events, movie theaters, concerts)

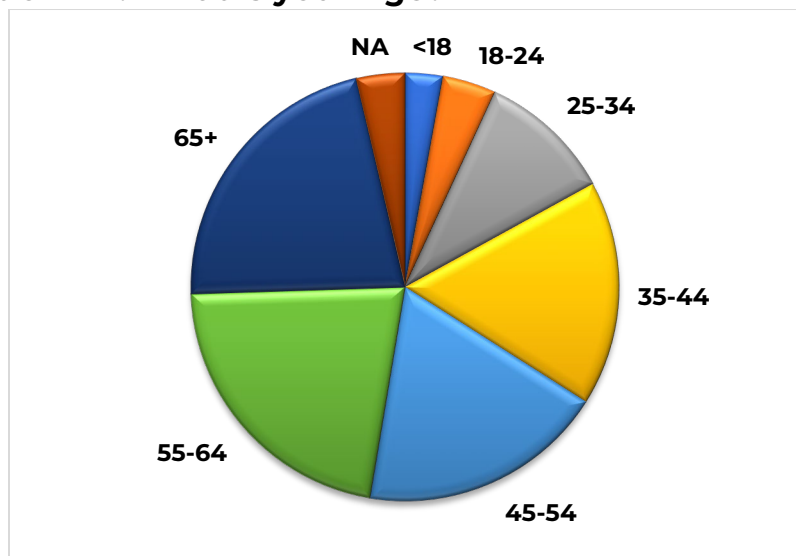
**Question #10: If Your Transit Bus Company Offered Rides to This Place (answer to question 9), How Often Would You Go?**



Answers related to trip frequency varied wildly among respondents indicating there was a place they wished to go outside of where the public transit system could take them. While 24.35% indicated they would travel to their desired destination only occasionally, 21.74% said they would travel to their desired destination almost every day. 53.9% of respondents to this question indicated they would take the ride to their desired destination between one time each month and a few days each week. 132 individuals did not answer this question, presumably most often because they answered “no” to question number 8.

**Question #11: What is your Age?**

Over 45% of respondents indicated that they were over age 55, with half of that group indicating they were age 65 or older. Almost 37% indicated they were 35-44 or 45-54 years of age. Just under 18% indicated they were below age 35, with youth under 18 making up less than 3% of respondents. 9 individuals elected to skip this question.

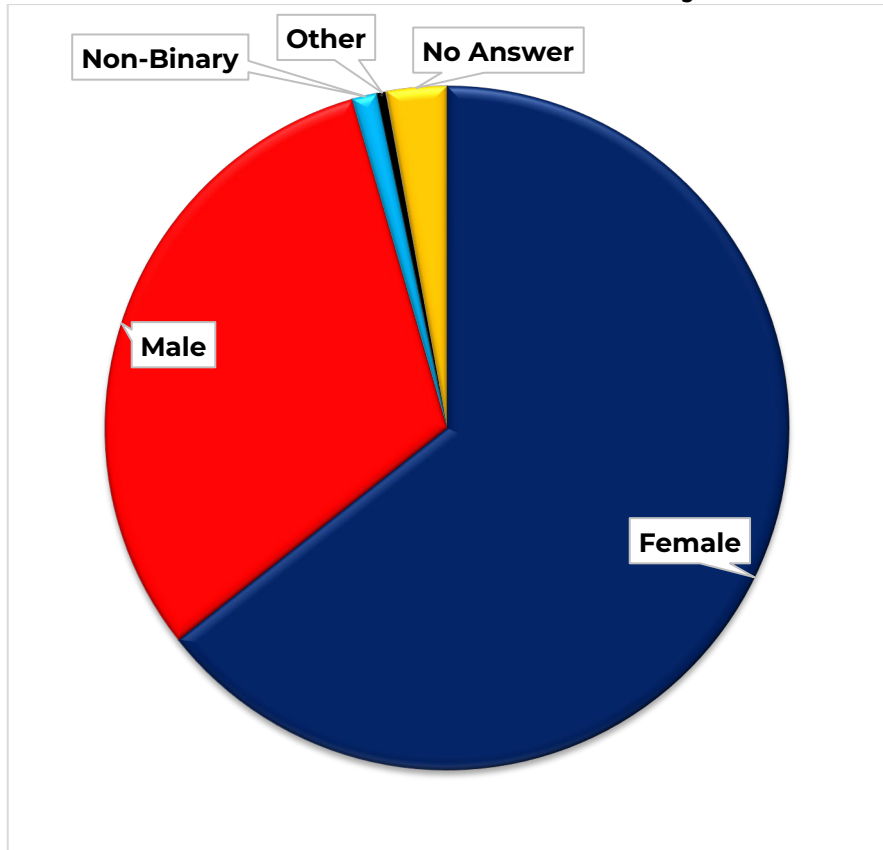


### Question #12: What is Your Gender or Gender Identity?

When asked about their gender identity, most two thirds of respondents indicated they were female.

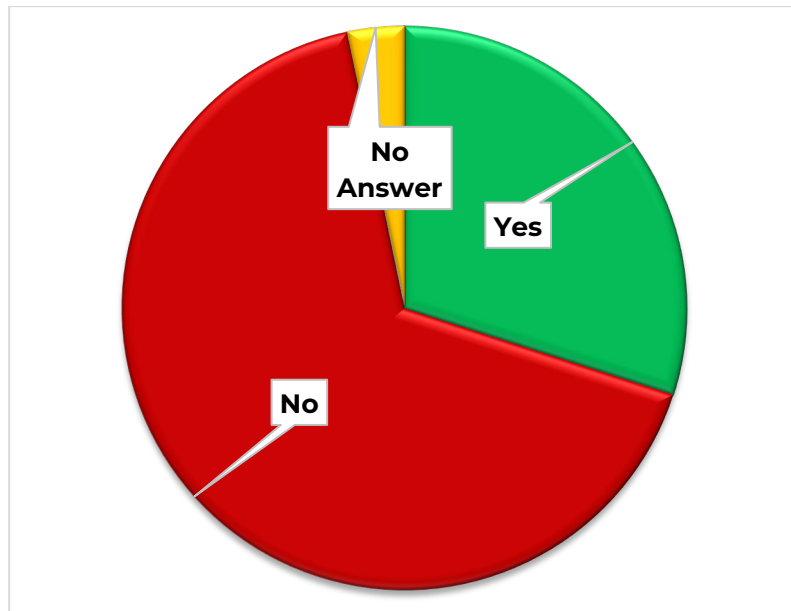
Just over 32% indicated they were male and just over 1% identified as non-binary.

7 individuals elected to skip this question.

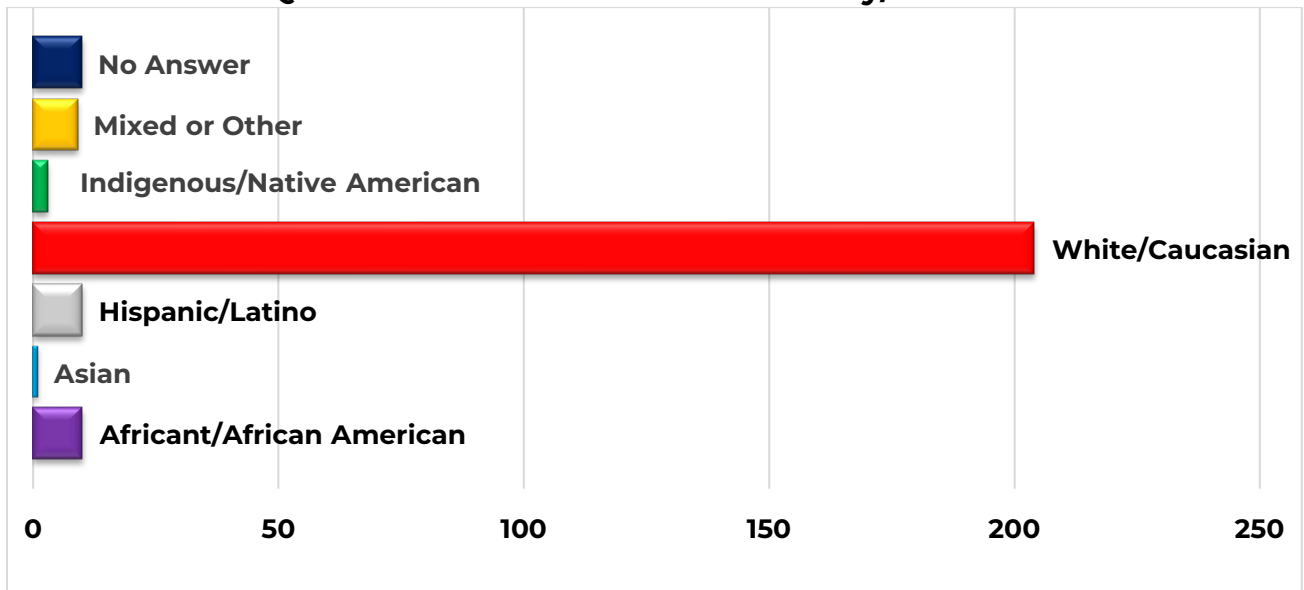


### Question #13: Do You Have a Current Driver's License?

When asked if they had a current driver's license, almost 70% of respondents indicated they did not, with just over 30% responding they did have a valid license. 8 respondents elected not to answer this question.



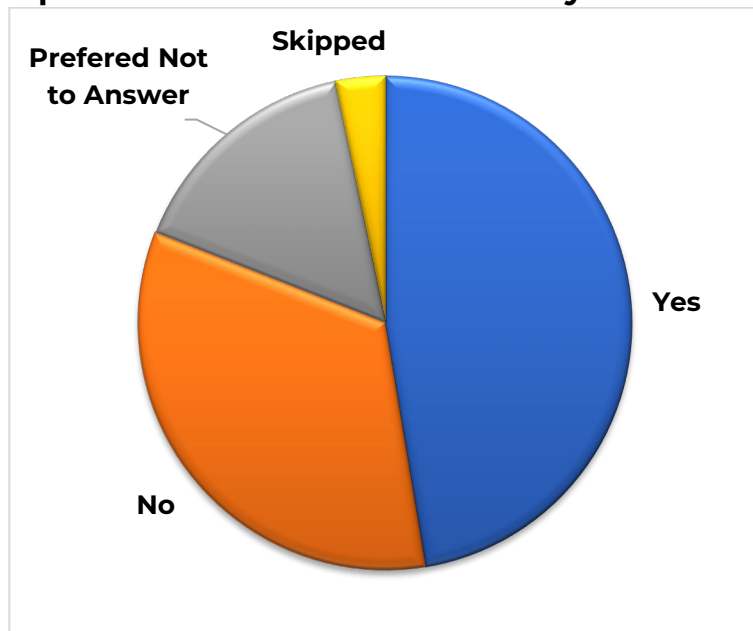
### Question #14: What is Your Ethnicity/Race?



The vast majority of responders (over 86%) indicated they were White or Caucasian. 4.22% indicated they were African or African American, with the same percentage indicating Hispanic or Latino ethnicity. 1.27% indicated they were of Indigenous or Native American descent, and just one respondent indicated they were Asian or Asian American. 10 individuals chose to skip this question.

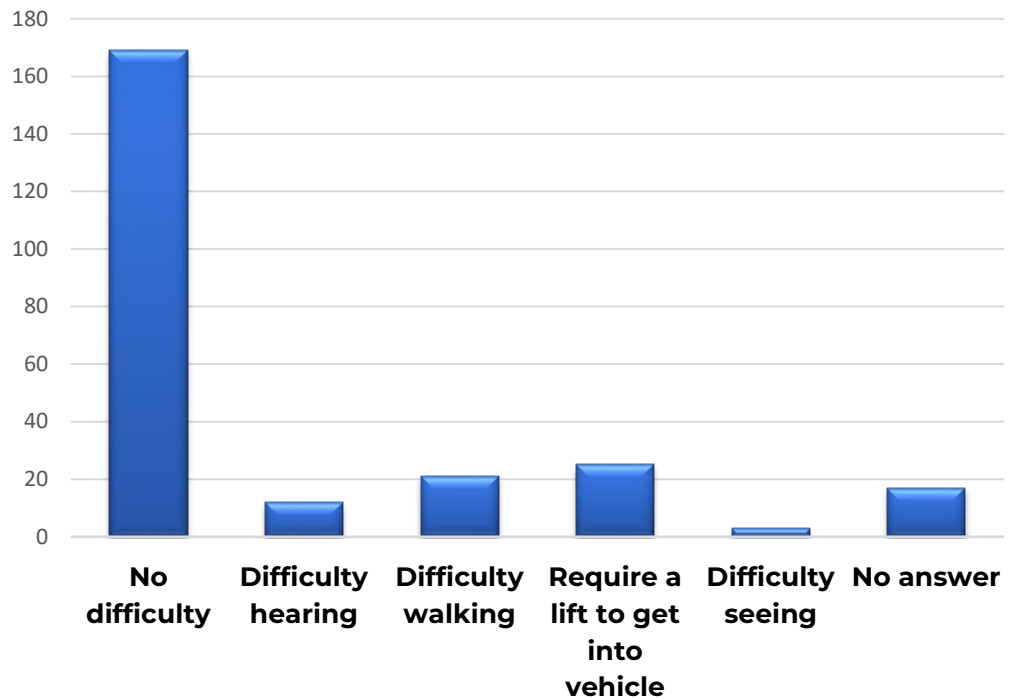
### Question #15: Optional: Do You Have a Disability?

Almost half of respondents (48.95%) indicated they live with a disability. 34.73% indicated they did not have a disability. 16.32% indicated they preferred not to answer and 8 individuals decided to skip this question altogether.



## Question #16: Do you Have Any Conditions or Face Any Difficulties That Make it More Difficult to Use the Transit Bus?

When asked if they had any specific conditions that made it difficult to ride the bus over 73% indicated that they did not. However, almost 11% indicated that they require the use of a lift to access the public transit vehicle. Over 9% indicated they have trouble walking. Over five percent indicated they have trouble hearing, and 1.3% indicated they have difficulty seeing. 17 individuals elected to skip this question.



## Focus Groups

To supplement survey results and to encourage meaningful dialogue on Region 6E's transportation services, among transportation-limited populations, focus groups were also incorporated into the Coordination Plan's public engagement strategy. It was the suggestion and direction of the Steering Committee to strive to hold at least two focus groups in each county. It was also determined that MMDC should strive to ensure one focus group in each county was focused on gaining input from seniors and another was focused on gaining input from people with disabilities, as these groups are often Region 6E's most transportation challenged.

In total, MMDC conducted seven separate focus group sessions for the four-county area, as shown below:

### Region 6E's Senior-Centered Coordination Plan Focus Groups

Location	County	Date
Bethesda Daybreak	Kandiyohi	Feb. 2, 2022
Unable to Schedule	McLeod	NA
Grove City CARE Program	Meeker	Feb. 3, 2022
East Ridge Court (Renville Health Services)	Renville	Feb. 15, 2022

Table showing Senior-Centered Coordination Plan Focus Groups

### Region 6E's Coordination Plan Focus Groups With People Who Have Disabilities

Location	County	Date
Advocacy and Inclusion Matter	Kandiyohi	Feb. 17, 2022
Transition Assistance Program	McLeod	Feb. 16, 2022
ProWorks, Inc.	Meeker	Jan. 26, 2022
Adult Client Training Services	Renville	Jan. 27, 2022

Table showing Focus Groups with People with Disabilities

Each session involved 8-12 participants who were willing to spend their time discussing transportation. Beyond basic snacks and refreshment (funded by MMDC) no cash or other incentives were provided. Transportation-related inquiries were made to each group and the MMDC facilitator allowed ample opportunity for group discussion between questions. Questions/discussion primers were developed based on sample questions provided by MnDOT.

### Region 6E Coordination Plan Focus Group Discussion Questions and Conversation Primers

1. What makes transportation difficult for you?
2. What do you think of the transportation services available in your area? Tell me about what they do well and what they don't do well. Think about their hours and their service area. Also their quality and how easy it is getting where you want to go using their services.
3. Are there any groups of people, or local communities you think could be better served? Do you have suggestions for providing better service to these groups or locations? Are there any groups who receive too much focus from our transportation providers?
4. What do you think about transportation availability in your community? How can transportation access be improved? Do you have any suggestions for improving transportation facilities, features, or infrastructure?

5. Do you think that transportation services should be expanded? If so, to where (which cities, counties, or other locations)?
6. What are the biggest gaps, or holes, in transportation services in your community?
7. What are your community's top three transportation needs?
8. What are your top three to five transportation priorities for you personally?
9. If there was more money available to improve transportation, how would you use it (e.g., more evening or weekend services, more rides between communities)?
10. Thinking about transportation, what haven't we talked about that is important to you?
11. Do you have any other comments, questions, or concerns?

### **Common Focus Group Themes**

A number of commonly recurring-themes presented during these transportation-focused discussions. They include:

**Frequency of Public Transit Use:** While some respondents used transit services with great frequency – almost daily, others rode just a few times per year. The vast majority of focus group participants indicated they had used their local public transit bus, at least once or twice.

**Positive Experiences:** It was common for participants to have good things to say about their transit experience. Specifically, a good deal of satisfaction was expressed about transit provider's ability to help riders get to their desired destinations. Focus group participants also commonly reported that their transit drivers were friendly. A few also indicated that their transit rides provided a good opportunity for socializing.

**Negative Experiences:** Some participants expressed dissatisfaction over certain aspects of their transit experience. A handful of participants expressed frustration over long scheduling windows (the period of time during which the transit bus may arrive before and after the agreed upon targeted arrival time). Other negative experiences were related to encounters with other riders who were disrespectful during the course of their rides (swearing, etc.). Multiple participants also expressed frustration over mask mandates which were imposed by the federal government during the COVID-19 Pandemic. It should be noted that riders generally indicated that they understood these negative aspects of transit were at least partially out of their provider's/driver's control.

**Common Destinations When Using Transit:** The most frequent destinations among focus group participants, while using public transit, were workplaces (including DT&H locations), entertainment venues, and appointments (medical, dental, etc.).

**Unavailable Destinations or Ride Times:** During the course of discussion, a few participants expressed a desire to travel locations outside of the normal transit bus service area (e.g., St. Cloud, Minneapolis-St. Paul Metro Area, Redwood Falls) or to travel to places within the service area beyond times when service is offered (e.g., movie theaters and sporting or community events during evening hours, religious services).

**Time of Day for Current Transit Use:** Among those who indicated they regularly used transit services, a majority took the bus both during morning and late-afternoon/evening hours.

**Alternative Transportation:** When the transit bus was unavailable (e.g., evenings, weekends) some participants reported that they did have other means of reaching destinations. This included riding in their care facility's vehicle (i.e., care facility's van), asking a family member or friend for a ride, and walking.

## **Planning Workshop**

MMDC held two separate Local Human Service – Public Transit Coordination Plan workshops to inform attendees of Coordination Plan-related efforts to date and provide a basic overview of Region 6E's Greater Minnesota Transit Plan. The workshop also provided opportunity for participants to identify perceived transportation service needs and, perhaps more important, solicit ideas for potential solutions and strategies participants believed would help to address these needs and improve mobility for those with transportation barriers.

To remove transportation barriers from workshop participation, and due to pandemic-related uncertainties surrounding the safety of in-person gatherings, MMDC conducted these workshops in a virtual environment. This move was supported by the Coordination Plan's Steering Committee. Members of that committee suggested that MMDC provide two separate workshops on two separate days and at different times of day, in the hopes of improving attendance for those with busy schedules. The first was held on Monday, February 28th at 3:00 p.m. and the second was held on Tuesday, March 1st, at 10:00 a.m. Both workshops were delivered in the same fashion and used the same agenda/outline. In total, these workshops were attended by (25) different people, not inclusive of MMDC staff facilitators.

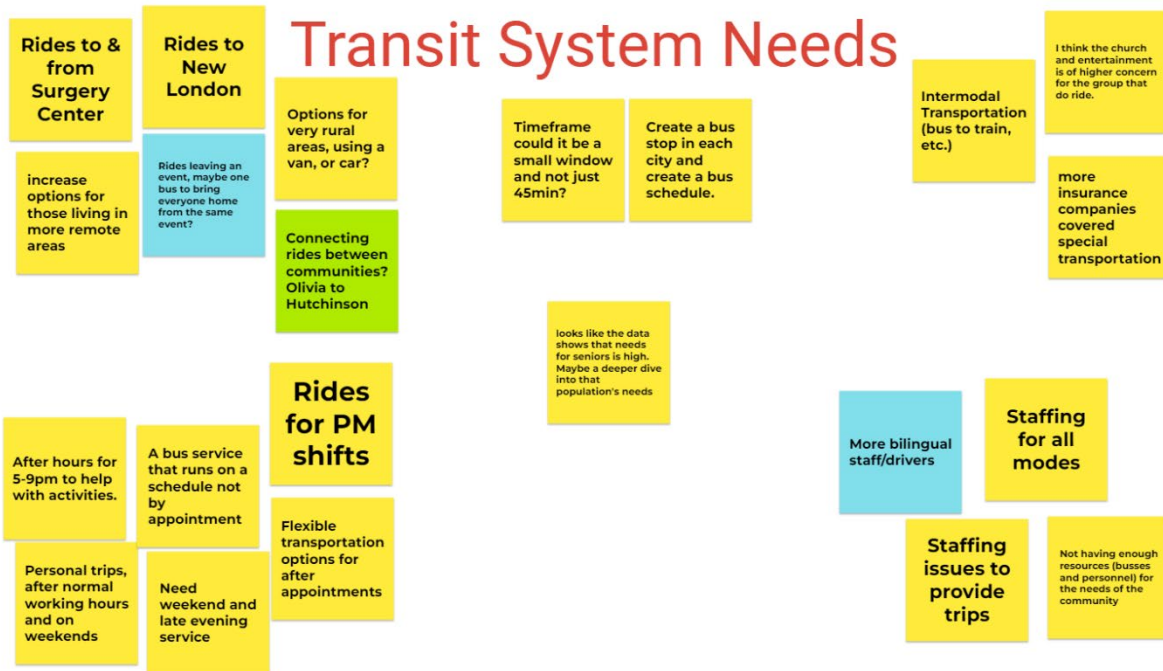


To encourage active participation, workshop participants received instruction on how to anonymously share their thoughts and ideas by placing virtual “sticky notes” into a “Jamboard”. A Jamboard is a digital interactive whiteboard tool, developed by Google, for improved online collaboration. Participants were first asked to share their identified transit service needs. They were then provided a separate Jamboard and given the opportunity to suggest strategies, actions, or projects they believed would improve transit service within the region. The following pages show the resulting Jamboards as they were at the conclusion of the meeting (Larger images of these same Jamboards may be found in Appendix D of this document). Summaries of each Jamboard are provided following the images.

## Identified Transit Service Needs Jamboard (Workshop #1: February 28, 2022)



## Identified Transit System Needs Jamboard (Workshop #2: March 1, 2022)



### Categorized Transit System Need-Related Comments, as Identified in Jamboard Activity (Workshops 1 & 2, February 28 & March 1, 2022)

Workshop participants were asked to share what they had identified as transportation service gaps or needs within Region 6E. These identified needs have been categorized by MMDC. In some instances, the identified need may have fit into more than one category. MMDC staff worked to determine the most appropriate category in these cases.

#### System Design, Equipment, & Technology Needs

Better biking, walking and rolling infrastructure	Making sure vehicles have rider technology needs (i.e., Wi-Fi)
Tracking where the bus is on a phone	Transportation app for phone to track ride
Bike 'taxis'	Regularly-scheduled routes
Local regular bus stops	Bike racks on buses
A bus service that runs on a schedule not by appointment	Timeframe - could it be a small window and not just 45 min?
Create a bus stop in each city and create a bus schedule	Intermodal transportation (bus to train, etc.)
Buses equipped with bike racks	

### Staffing & Resource Needs

Increased safety training for drivers (both physical safety and personal safety)	Volunteers at regular stops (e.g., Walmart, medical facilities) to help riders communicate with drivers, such as interpreters
More buses on the road	A robust volunteer driver program
Retention of drivers and transportation management staff	Listing of volunteer drivers who have access to wheelchair accessible vehicles
Vehicles not needing CDL driver	Monitors for pre-school transportation
Bus buddies for accompanying riders	More bilingual staff/drivers
More insurance companies covered special transportation	Not having enough resources (buses and personnel) for the needs of the community
Staffing for all modes	Staffing issues to provide trips

### Time & Geography Needs

Wheelchair access for hours CCT bus doesn't run (weddings)	Regular bus service to St. Cloud connecting to their bus system
Not only appointment made bus service, but established bus times and routes specifically for seniors and disabled individuals	Letting us know how long the busses are going to take so please don't say a few minutes. Please give us a time / Yes. More weekend hours would help for us out of town that need go sid [sic]
Weekend hours	Evening hours or special events
Longer hours and larger service area	Longer hours
Connections to other towns	Rides to & from Surgery Center
Rides to medical appointments outside the region	Connecting routes to other communities
Rides to New London	Need weekend and late evening service
Increase options for those living in more remote areas	Options for very rural areas, using a van, or car
Connecting rides between communities? Olivia to Hutchinson?	After hours for 5-9 p.m. to help with activities
Personal trips, after normal working hours and on weekends	Flexible transportation options for after appointments
Rides for PM shifts	

### Promotion & Education Needs

Awareness Raising Campaigns	Free community day
Ride mentors to help someone learn to ride	Creative ridership incentives

### **Coordination Needs**

Strong coordination for transportation to senior focused events from senior living facilities; same for facilities of disabled individuals to events	Fast and reliable emergency transportation available during large emergencies/disasters
Bus rides to local events	Rides leaving an event, maybe one bus to bring everyone home from the same event
Cost sharing by merchants who benefit from bus riders	

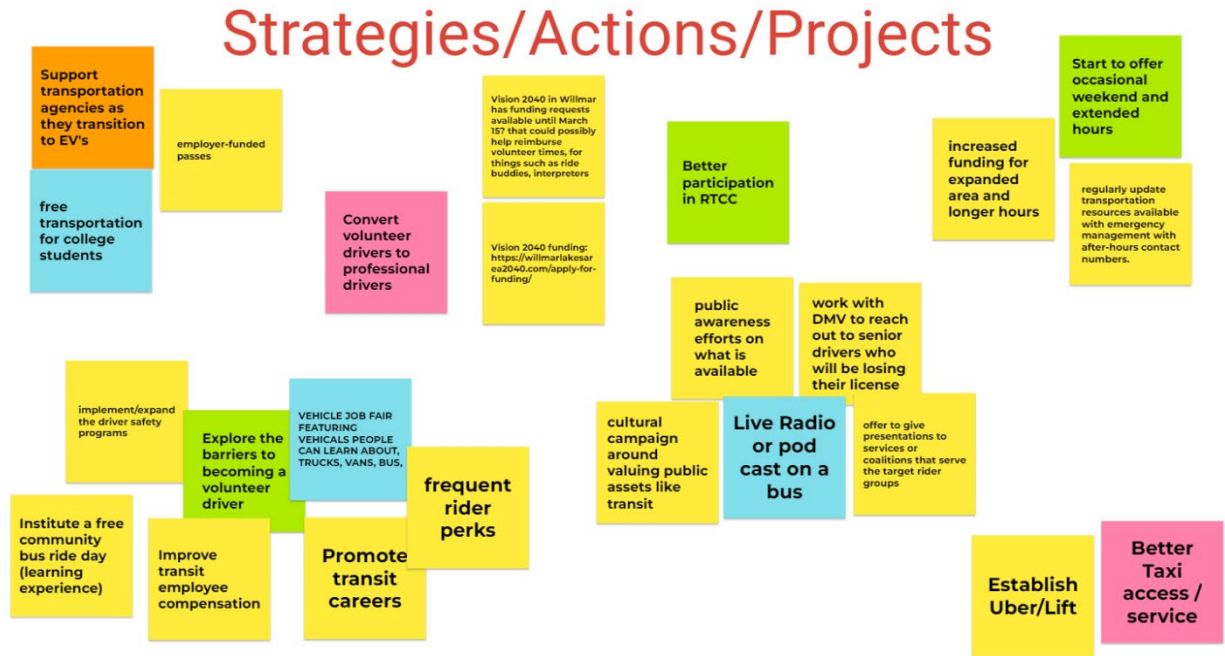
### **Miscellaneous Needs**

Looks like the data shows that needs for seniors is high. Maybe a deeper dive into that population's needs	I think the church and entertainment is of higher concern for the group that do ride
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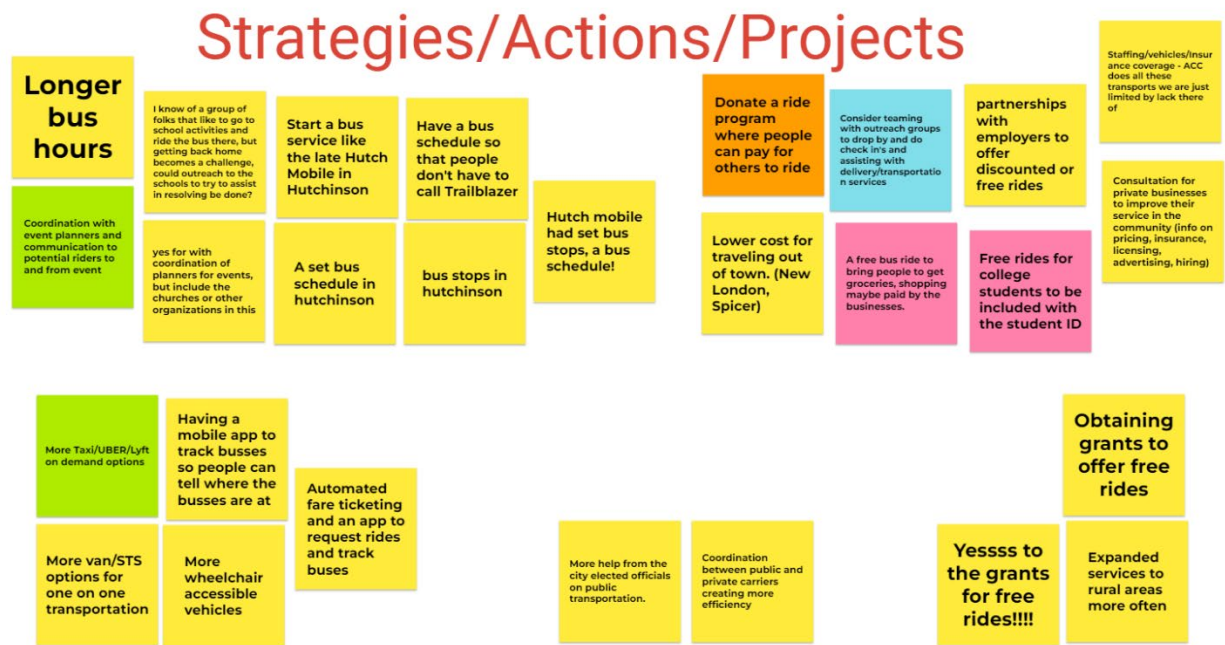
## **Jamboard Summary – Identified Needs**

The most frequently-expressed concerns during these planning workshops were related to “Time & Geography” (where and when rides are available to members of the 6E public, and related) and “Staffing & Resources” (vehicles and people to drive them). However, there were also comments related to system design (e.g., regular stops vs. just on-demand service) and desired equipment and technology improvements, such as the incorporation of bike racks and tracking applications for buses. Others shared comments related to the need for improved coordination between transportation providers and other businesses/organizations or related to the need for additional service promotion and/or rider education.

# Identified Strategies/Actions/Projects Jamboard (Workshop #1: February 28, 2022)



# Identified Strategies/Actions/Projects Jamboard (Workshop #2: March 1, 2022)



**Categorized Transit System Strategy/Action/Project-Related Comments,  
as Identified in Jamboard Activity (Workshops 1 & 2, February 28 &  
March 1, 2022)**

Workshop participants were asked to share their ideas to improve transportation service within Region 6E. They were encouraged to “think big” and share these ideas without consideration of time, resource, or financial restrictions. These identified strategies, actions, and projects have been categorized by MMDC. In some instances, the idea may have fit into more than one category. MMDC staff worked to determine the most appropriate category in these cases.

**System Design, Equipment, & Technology**

Start a bus service like the late Hutch Mobile in Hutchinson	Support transportation agencies as they transition to EV's
A set bus schedule in Hutchinson	Bus stops in Hutchinson
Have a bus schedule so that people don't have to call Trailblazer	Hutch mobile had set bus stops, a bus schedule!
Lower cost for traveling out of town (New London, Spicer)	Automated fare ticketing and an app to request rides and track buses
More van/STS options for one on one transportation	Having a mobile app to track busses so people can tell where the busses are at
More taxi/Uber/Lyft on-demand options	More wheelchair accessible vehicles

**Staffing & Resources**

Donate a ride program where people can pay for others to ride	Improve transit employee compensation
Staffing/vehicles/insurance coverage ACC does all these transports we are just limited by the lack thereof	Vehicle job fair featuring vehicles people can learn about – trucks, vans, bus
Obtaining grants to offer free rides	Yes to the grants for free rides!!!!
Promote transit careers	Better Taxi access/Service
Explore the barriers to becoming a volunteer driver” · “Convert volunteer drivers to professional drivers	Vision 2040 in Willmar has funding requests available until March 15 (?) That could possibly help reimburse volunteer times, for things such as buddies, interpreters
Vision 2040 funding: <a href="https://willmarlakesarea2040.com/apply-for-funding/">https://willmarlakesarea2040.com/apply-for-funding/</a>	Establish Uber/Lyft

### Time & Geography

Longer bus hours	Increased funding for expanded area and longer hours
Expanded services to rural areas more often	Start to offer occasional weekend and extended hours

### Promotion & Education

Free transportation for college students	Live radio or podcast on a bus
Implement/expand the driver safety programs	Institute a free community bus ride day (learning experience)
Offer to give presentations to services or coalitions that serve the target rider groups	Work with DMV to reach out to senior drivers who will be losing their license
Public awareness efforts on what is available	Cultural campaign around valuing public assets like transit
Frequent rider perks	

### Coordination

Coordination with event planners and communication to potential riders to and from event	Yes for with coordination of planners for events but include the churches or other organizations in this
I know of a group of folks that like to go to school activities and ride the bus there but getting back home becomes a challenge. Could outreach to the schools to try to assist in resolving be done?	Consider teaming with outreach groups to drop by and do check-ins and assisting with delivery/transportation services
A free bus ride to bring people to get groceries shopping maybe paid by the businesses	Regularly-updated transportation resources available with emergency management with after-hours contact numbers
Consultation for private businesses to improve their service in the community (info on pricing, insurance, licensing, advertising, hiring)	Partnerships with employers to offer discounted or free rides
Employer-funded passes	Better participation in RTCC
Coordination between public and private carriers creating more efficiency	Free rides for college students to be included with the student ID

### Miscellaneous

More help from the city elected officials on public transportation
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## Jamboard Summary – Shared Strategy/Action/Project Ideas

Numerous ideas that, if acted upon, might improve transportation within Region 6E were shared by workshop participants. Many of these comments centered around strategies for improved coordination within the region, including coordination with those who are not transportation providers (e.g., employers). Other ideas were focused on staffing and resources. These included ideas to overcome staffing challenges as well as suggestions related to finding ways to lower out-of-pocket cost for riders. Still more ideas were offered related to system design, including the incorporation of more equipment and technology (e.g. bus scheduling and tracking applications). Suggestions related to the promotion of transportation services and public/rider education also received a number of mentions.

## Strengths and Weaknesses

Members of the riding public and those who serve them have been engaged throughout the planning process via survey, focus groups, and the virtual public workshops. During this engagement process, a number of strengths and weaknesses of Region 6E’s transit/transportation system have been identified. The most significant of these have been listed in Table 25. Combined with more technical findings, these strengths and weaknesses provide a basis for identifying strategies to improve mobility for the transportation-challenged residents of Region 6E.

**Table 25: Public Outreach Outcomes**

Strengths	Weaknesses
6E’s transit companies serve many frequent/regular riders (repeat customers).	Limited transit service during evening and on weekends.
Existing riders are generally happy with transit service availability.	Shortage of professional and volunteer drivers (not as many buses on the road as a result).
Most existing riders can get where they need to go (e.g. work, appointments) using the transit bus or other transit service.	No application-based system for ride scheduling, bus tracking, etc.
Transit drivers are seen as friendly and professional.	Lack of public awareness of, and comfort with, existing transit services
Transit companies provide frequent service to seniors and people with disabilities.	Limited intercity and interregional service.
	Long scheduling windows.
	Language barriers for some riders.



# COORDINATION, NEEDS, GAPS, and BARRIERS

## Coordination

Improved coordination between transportation providers and other service agencies can help regions fill transportation gaps and improve transportation providers' ability to deliver more rides using existing resources. This coordination can also improve ease of transportation system use, giving residents more travel options to get to more places during more times.

The Minnesota Council on Transportation Access (MCOTA), a coalition including the Office of the Minnesota Governor, the Met Council, and 12 state agencies, was established by the Minnesota Legislature in 2010 (Minn. Statute 2010 174.285). Its purpose is to "study, evaluate, oversee, and make recommendations to improve the coordination, availability, accessibility, efficiency, cost-effectiveness, and safety of transportation services provided to the transit public." Since its establishment, MCOTA has worked to improve local transportation-related coordination. Throughout Greater Minnesota, MCOTA's ongoing work has included the establishment of Regional Transportation Coordinating Councils (RTCCs), charged with improving mobility for "transportation disadvantaged" populations found in rural areas (e.g., older adults, individuals with disabilities, individuals with low incomes).

Since the completion of the last Coordination Plan, in 2017, MMDC has entered into an agreement to administer an RTCC – the Mid-Minnesota RTCC – in Region 6E. The MMRTCC is staffed by one full-time Transportation Resource Coordinator who receives additional part-time support from MMDC's executive director. MMDC also dedicates Finance and Communications Department resources. MMRTCC-involved staff receive guidance from the MMRTCC Advisory Council. Additionally, The MMDC's MMRTCC Subcommittee provides direction and program oversight on behalf of the organization's board of commissioners.

This work of the MMRTCC is largely-supported by an RTCC grant from the State of Minnesota, with significant funding provided by the U.S. Department of Transportation. MMDC also provides a 10% local match to support the program.

## MMRTCC Tasks:

The MMRTCC currently works in a number of task areas, including:

**Task #1 – Transportation Guidance and Consultation:** Under this task area, the MMRTCC informs the community of existing services through public outreach. This task also includes the maintenance of a regional Transportation Resource Guide, which provides consumers an inventory of transportation service providers, along with a basic description of their services and contact information.

**Task #2 – Vehicle Sharing:** Under this task area MMRTCC staff work to maximize the use of existing vehicles used by organizations, including those who receive 5310 funds, which assist private nonprofit groups so they can better meet the transportation needs of older adults and people with disabilities. MMRTCC is in the initial stages of engaging several different skilled nursing and assisted living providers in this conversation and this work is expected to continue. Additionally, MMRTCC staff are dedicating time to exploring existing for-profit, public, and nonprofit shared vehicle models and companies (e.g., airport courtesy vehicles, HOURCAR, and mobility hubs).

**Task #3 – Private Nonprofit and For-Profit Provider Engagement:** Under this task the MMRTCC engages regional stakeholders, including nonprofit and for-profit organizations. This includes coordinating the Regional RTCC Advisory Council, which helps to guide MMRTCC work. The MMRTCC Advisory Council is comprised of representatives from public and private transportation providers, county human service agencies, other human/social services providers, a managed care organization, and the Statewide Health Improvement Partnership. Additionally, transportation consumers participate in this group.

**Task #4 – Volunteer Driver Programs:** The MMRTCC supports local volunteer driver programs and partners with the Minnesota Volunteer Driver Coalition to garner additional support for volunteer drivers throughout the state. The most significant MMRTCC contribution to this work is in the area of volunteer driver recruitment. MMRTCC staff present on this opportunity at community events, during Mature Driver Accident Prevention courses, to service organizations (e.g., Lions Clubs), and more. The MMRTCC also works with local and state media to draw attention to the need for these volunteers and has produced a short and informative video to highlight the importance of volunteer drivers to the region and to encourage viewers to consider the opportunity.

**Task #5 – Staff Training:** To ensure MMRTCC staff skill and effectiveness in the complicated area of transportation service, significant time is dedicated to learning. This includes participation in conferences, seminars, workshops and webinars related to transportation and transportation-adjacent topics (e.g., equity) and/or other training that will result in increased staff competence. Additionally, as part of this task, MMRTCC staff interact with other RTCC and similar counterparts from around the state. Together, this group shares ideas and learns from each other’s best transportation coordination practices.

**Task #6 – Local Coordination Plan:** During the 2022 Program Year (July 1, 2021, through June 30, 2022), MMRTCC staff play a supporting role to support the development of the Local Human Service – Public Transit Coordination Plan. The Transportation Resource Coordinator has helped to gather information from transportation and human service providers, assisted with survey disbursement and collection, and has assembled the Coordination Plan’s steering committee. Additionally, this professional has assisted with facilitation during focus groups and public workshops.

**Task #7 – Emergency Preparedness Facilitation:** MMRTCC staff engage with county emergency management officials to learn about transportation aspects of existing emergency preparedness plans. They look for transportation-related gaps in existing plans and work to identify additional resources that may be available to improve response, including evacuation response, during times of emergency or crisis.

While MMRTCC tasks will evolve, based on regional need and State direction, this transportation-focused coordination work is expected to continue for the foreseeable future.

## **Regional Needs & Gaps**

While it is apparent that Region 6E’s transportation service providers strive to maximize their resources to provide the highest level and quality of service possible, the nature of any service-related work, including that of the transit/transportation service industry, is that there will always be opportunity for service and/or system improvement. Following is a categorized list of existing transit service gaps and/or needs, based on stakeholder input and MMRTCC findings. It is believed these gaps could be filled and needs addressed provided that transit operators had sufficient resources (e.g., staff capacity, funding). It is hoped that this list may support future grant initiatives or other funding opportunities that would add more resources for Region 6E’s transit/transportation providers.

## **Limitations, Gaps & Unmet Needs Faced by Transportation Service Providers**

1. Providers have struggled to maintain full staffing levels, due in large part to a shortage of available workers throughout and beyond the 6E Region. This is exacerbated by strong competition for drivers from FedEx, UPS, and other driver-centered employers.
2. Most of the public transit systems vehicles require a commercial driver's license with a passenger endorsement due to their size, weight, and capacity.
3. The licensing process and the shortage of available testing appointments for commercial driving candidates adds significant financial barriers and delays the onboarding process.
4. Reimbursement processes necessary to recoup costs from third parties (e.g., managed care providers) and are difficult for transportation service providers to navigate, adding to staffing needs.
5. There is a shortage of available volunteer drivers, who are needed to supplement transit bus services.
6. The Internal Revenue Service's tax-exempt rate for volunteer driver reimbursement is too low (\$0.14/mile), causing financial barriers to volunteerism.
7. Pick-up and drop-off times can be difficult for providers to predict, due to software limitations and the unpredictability of rider needs (e.g., need for a wheelchair lift).
8. There is expressed appetite for additional fixed-route service within the region, however fixed route service isn't always well-used when in place. Additional marketing or rider incentives may be necessary.
9. Pedestrian infrastructure (walking and biking) should be improved to afford better access to fixed route bus stops, where they exist.
10. Insurance coverage can be difficult for some service providers (e.g., specialized transportation services/non-emergency medical transportation providers).

11. The maintenance, staffing, and operation of vehicles is cost-prohibitive for many organizations who serve seniors, people with disabilities, low-income individuals, veterans, and others who may face transportation barriers. Improved coordination and collaboration is needed so that effective vehicle sharing can occur.

### **Need for Centralized Information**

1. 6E residents are unable to schedule rides via a mobile application.
2. It is currently not possible to track public transit buses to determine their location and better-anticipate pickup/drop-off times.
3. Residents of Region 6E are largely unaware of the existing Transportation Resource Guide maintained by MMDC and would benefit from a higher-level Transportation Management Coordination Center. That is, a phone or web-based service that connects potential riders to the appropriate transportation service based on their individual needs.

### **Geographic Limitations**

1. While many survey respondents and focus group participants indicated their essential transportation needs were met, there was significant desire for more intercity transportation, including transportation to locations outside of the 6E Region (e.g., St. Cloud, MN) or to cities primarily-served by providers other than the transit company serving the rider's home area (e.g. Hutchinson to Olivia).

### **Time-Related Limitations**

1. Evening and weekend service is extremely limited if it is available at all.
2. Pickup time windows are too large for some riders to manage and make it difficult to predict destination arrival times, as needed for appointments, employment, etc.

## **Program Eligibility and Trip Purpose Limitations**

1. Some providers may be limited in their ability to provide rides or receive reimbursement, based on the trip purpose. For instance, Veterans Service rides are typically provided to and from health appointments only. Military service veterans' other transportation needs must be met via other means.
2. Some providers' program limitations make it impossible to coordinate services to the extent necessary for shared rides, meaning multiple vehicles may be traveling to similar locations. For instance, Veterans Services may be able to transport a military service veteran to a medical appointment but be prohibited from providing a ride to a second, non-veteran passenger even if the second passenger wishes to travel to the same destination.

## **Service Quality and Miscellaneous Issues**

1. Many members of the public are unaware of existing transit/transportation services and/or do not feel comfortable using them. Additional public outreach and rider training/education is needed.
2. Language barriers pose difficulties for non-English speaking populations and/or English language learners.
3. There is a general lack of understanding surrounding the expense encumbered by counties when waiver dollars are used to fund specialized transportation services when public transit could provide the same ride in cases when no higher level of service is truly needed. Riders need to better understand the opportunity to save public dollars so they can make better-informed ride decisions.
4. There is an expressed desire among some members of the public to provide additional amenities on transit buses (e.g., bicycle racks, Wi-Fi).
5. Improved coordination between transit providers and other entities is desired. This may include coordination with those hosting community events (e.g., schools, employers, retailers, and others).
6. Some riders desire increased safety measures (e.g., additional safety-focused training for drivers, bus monitors or "bus buddies" to accompany vulnerable riders).

# 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 can be thought of as an end-state that will be brought about through strategy implementation.

**Table 26: Goals and Strategies**

<b>Goal 1:</b>		<b>Improved Inter-Agency and Public Communication/Outreach (As Needed to Increase Transportation Service Awareness and Ridership)</b>
<b>Strategy</b>		<b>Actions Taken/Progress</b>
<b>1.1</b>	Strengthen relationships with community leaders and local media, who can promote transportation services	(This column to be completed as progress is made)
<b>1.2</b>	Develop and strengthen relationships and cohesiveness between transportation/transit providers and human/social service organizations, who have clientele in need of quality transportation.	
<b>1.3</b>	Provide rider education and/or first-ride experiences to reduce rider anxiety and increase riders' level of comfort	
<b>1.4</b>	Improve and update relevant websites (e.g. transportation provider, MMRTCC, and State websites), with emphasis placed on optimizing experiences for those using mobile devices, to ensure easy access to transportation/transit information	
<b>1.5</b>	Increase transportation service information sharing at/during public events catering to those with or caring for those with transportation limitations	

<b>Goal 1 (Continued)</b>		
<b>Strategy</b>		<b>Actions Taken/Progress</b>
<b>1.6</b>	Evaluate the feasibility and potential return on investment of promotional events (e.g. fair-free days or fair-free trips to identified events, holiday light tours)	
<b>1.7</b>	Improve marketing to increase awareness/understanding of existing services among members of the general public	

<b>Goal 2</b>		<b>Improved Inter-Agency Coordination (As Needed to Increase Ridership and Ease Transit/Transportation Service Use)</b>
<b>Strategy</b>		<b>Action Taken/Progress</b>
<b>2.1</b>	Improve coordination with various event planners (e.g. schools, faith communities) and evaluate appropriateness of transit service incorporation into local events	(This column to be completed as progress is made)
<b>2.2</b>	Explore vehicle/driver sharing, via transit providers or otherwise, among local human and social service agencies	
<b>2.3</b>	Explore the incorporation of transit bus access into Ridgewater College's student fees (predicted student cost, etc.)	
<b>2.4</b>	Engage with businesses who may be interested in funding or subsidizing rides for their workers or customers	
<b>2.5</b>	Improve outreach to public, beyond current ridership and including outreach to organizations serving transportation-challenged groups, when determining viability of service changes, enhancement, or expansion	
<b>2.6</b>	Strengthen and support relationships, communication, and collaboration between MnDOT, regional transit and transportation providers.	



<b>Goal 3:</b>		<b>The Transit/Transportation System is Adjusted and Enhanced, When Cost-Effective (As Needed to Increase Ridership or Rider Satisfaction)</b>
<b>Strategy</b>		<b>Actions Taken/Progress</b>
<b>3.1</b>	Assess the feasibility, including financial impact, of moving to a fare-free service model	(This column to be completed as progress is made)
<b>3.2</b>	Evaluate potential viability of increased or re-imagined fixed route-service	
<b>3.3</b>	Consider feasibility of added bus amenities (e.g., Wi-Fi, bicycle racks)	
<b>3.4</b>	Assess the value and sustainability of extended evening and weekend service hours.	
<b>3.5</b>	Support the development and operation of a higher-level TMCC to help riders determine and connect with the most appropriate and cost-effective transportation service, based on their unique needs.	
<b>3.6</b>	Consider and test strategies for reducing pickup and drop-off windows (e.g. incorporation of improved scheduling or tracking software)	
<b>3.7</b>	Determine how to effectively improve the public's awareness of the current ability to connect to destinations outside of the same transit provider region, for medical appointments, events, etc.	
3.8	Continuously-evaluate opportunities for improved driver and passenger safety, including but not limited to virus transmission prevention measures.	
3.9	Continuously-evaluate transportation provider and rider policies to ensure undue burden isn't placed on those who cope with transportation or mobility challenges	
Notes		

<b>Goal 4:</b>	<b>More Workers Are Aware of and Attracted to Professional Driver Occupations and Driver Vacancies are Reduced</b>	
	<b>Strategy</b>	<b>Actions Taken/Progress</b>
<b>4.1</b>	Work with State and Federal agencies to find ways to reduce testing barriers/bottlenecks	(This column to be completed as progress is made)
<b>4.2</b>	Gather labor market data to assist in the evaluation of competitiveness with regard to driver compensation	
<b>4.3</b>	Coordinate with workforce providers (i.e., CareerForce) to better define driving career pathways, better inform on the rewards of driving careers, and find ways to become known as “employers of choice”	
<b>4.4</b>	Improve promotion/sharing of driver vacancies (via MMRTCC Advisory, Social Media, etc.).	
4.5	MMRTCC will collaborate with other Minnesota RTCCs to promote regulatory changes that would remove barriers to bus driver onboarding (e.g., advocate for the establishment of an accelerated process for those applicants who have CDLs and good driving records so they can more quickly obtain passenger endorsement)	
Notes		

<b>Goal 5:</b>		<b>More Region 6E Residents Volunteer as Drivers and Better Supplement Regular Public Transit Service</b>
<b>Strategy</b>		<b>Actions Taken/Progress</b>
<b>5.1:</b>	Present volunteer driving opportunity, with emphasis on the importance of volunteers to the community, to individuals and groups of prospective volunteers (e.g., service clubs)	(This column to be completed as progress is made)
<b>5.2:</b>	Work with local businesses to provide volunteer driver incentives or rewards	
<b>5.3:</b>	Partner with the MN Volunteer Driver Coalition to advocate for higher rates of tax-exempt mileage reimbursement for volunteers and reduce other barriers to volunteerism	
<b>5.4:</b>	Strengthen relationships with community leaders and local media, who might help promote volunteerism and volunteer driver services.	
Notes		

<b>Goal 6</b>		<b>Local Emergency Preparedness Plans Adequately Address the Needs of Those with Transportation Barriers</b>
<b>Strategy</b>		<b>Actions Taken/Progress</b>
<b>6.1</b>	Develop quality working relationships with County Emergency Planning Department staff	(This column to be completed as progress is made)
<b>6.2</b>	Review County Emergency Preparedness Plans to ensure the needs of those with transportation and mobility areas are specifically called out/addressed.	
<b>6.3</b>	Ensure local emergency planning staff are aware of those currently providing transportation services in their areas, and their capacity to assist (e.g. ability to accommodate wheelchairs or stretchers).	
Notes		

## Priority of Projects

While each activity has merit and would serve to increase transportation/transit service access and use within Region 6E, the following table prioritizes projects in a way that best addresses service needs. It should be understood that work in multiple project areas will likely occur concurrently and that projects may move from a lower to a higher-priority based on external factors (e.g., funding opportunities, evolving transportation/rider needs).

**Table 27: Priority of Projects**

Priority	Project	Refers to Goal & Strategy #(s)
1	Transit providers, with assistance from MMRTCC and workforce providers, will fill public transit position vacancies, thereby increasing capacity to provide effective service.	4.1, 4.2, 4.3, 4.4, 4.5
2	MMRTCC will join volunteer driver programs, communities, and the Minnesota Volunteer Driver Coalition to add drivers to volunteer rosters, thereby increasing their capacity to effectively supplement transit services.	5.1, 5.2, 5.3, 5.4
3	MMRTCC will join transportation providers to improve the public's awareness of the transit/transportation services already offered within the 6E Region.	1.1, 1.4, 1.6, 1.7
4	MMRTCC will deliver transit bus information and training to individuals and groups with mobility barriers.	1.2, 1.3, 1.5
5	MMRTCC will assist with the identification of potential relationships and coordination that, if fostered, would be mutually-beneficial to businesses/organizations, transit, and other transportation providers	2.1, 2.3, 2.4, 2.5, 2.6
6	MMRTCC will join other MN RTCCs to support and guide the development of higher-level TMCCs, throughout Greater Minnesota, to improve residents' ability to connect with the most appropriate service provider and ride, based on their unique needs.	3.5

**Table 27: Priority of Projects (continued)**

7	Transit providers, with MMRTCC support (for assistance with public engagement, etc.) will determine if service adjustments would be viable and productive.	3.1, 3.2, 3.3, 3.4, 3.6, 3.7, 3.8, 3.9
8	MMRTCC will work with emergency management personnel to ensure the needs of transportation and/or mobility-challenged individuals are addressed in emergency plans.	6.1, 6.2, 6.3
9	MMRTCC will work with human/social service providers (e.g., care facilities) to explore vehicle sharing opportunities	2.2

## Appendix A : Region 6E’s Transportation-Dependent Human/Social Service Provider Information

### Kandiyohi County

Agency Name: Advocacy and Inclusion Matter of West Central MN  
 Services Provided: Social, Education, and Advocacy  
 Contact Information: (320) 231-1777  
 Service Locations: 311 4th St. SW, Willmar  
 Eligibility Requirements: Clientele with Disabilities  
 Website: <https://www.aimwcm.org/>

Agency Name: Atwater Area Help for Seniors  
 Services Provided: Senior and Caregiver Support  
 Contact Information: (320) 974-8737  
 Service Locations: 126 4th St., Atwater  
 Eligibility Requirements: Seniors  
 Website: <https://www.atwaterareahelpforseniors.com/contact>

Agency Name: Bethesda Daybreak  
 Services Provided: Adult Daytime Care Services  
 Contact Information: (320) 214-5643  
 Service Locations: 901 Willmar Ave. SE, Willmar  
 Eligibility Requirements: Seniors and People with Disabilities  
 Website: <https://bethesdawillmar.com/services/adult-day-care/>

Agency Name: LSS Meals Atwater  
 Services Provided: Dining Services for Seniors  
 Contact Information: (320) 974-8599  
 Service Locations: Atwater Community Center  
 Eligibility Requirements: Seniors  
 Website: <https://www.lssmn.org/services/older-adults/lss-meals/locations>

Agency Name: LSS Meals Spicer/New London  
 Services Provided: Dining Services for Seniors  
 Contact Information: (320) 796-5208  
 Service Locations: 217 Hillcrest Ave, Spicer  
 Eligibility Requirements: Seniors  
 Website: <https://www.lssmn.org/services/older-adults/lss-meals/locations>

Agency Name: LSS Meals Willmar  
 Services Provided: Dining Services for Seniors  
 Contact Information: (320) 222-3777  
 Service Locations: 624 Hwy. 71 NE, Willmar  
 Eligibility Requirements: Seniors  
 Website: <https://www.lssmn.org/services/older-adults/lss-meals/locations>

Agency Name: West Central Industries  
 Services Provided: Day Training & Habilitation  
 Contact Information: (320) 235-5310  
 Service Locations: Willmar  
 Eligibility Requirements: Clientele with Disabilities  
 Website: <https://www.wcimn.org/>

**McLeod County**

Agency Name: ATHC (Hutchinson)  
 Services Provided: Day Training and Habilitation  
 Contact Information: (320) 587-5052  
 Service Locations: 425 California St. NW, Hutchinson  
 Eligibility Requirements: People with Disabilities  
 Website: <http://www.athc.org/>

Agency Name: ATHC (Winsted)  
 Services Provided: Day Training and Habilitation  
 Contact Information: (320) 485-4191  
 Service Locations: 311 Fairlawn Ave. W, Winsted  
 Eligibility Requirements: People with Disabilities  
 Website: <http://www.athc.org/>

Agency Name:	LSS Meals Glencoe
Services Provided:	Senior Dining Services
Contact Information:	(320) 864-5728
Service Locations:	1319 Greeley Ave. N., Glencoe
Eligibility Requirements:	Seniors
Website:	<a href="https://www.lssmn.org/services/older-adults/lss-meals/locations">https://www.lssmn.org/services/older-adults/lss-meals/locations</a>
Agency Name:	LSS Meals Hutchinson
Services Provided:	Senior Dining Services
Contact Information:	(320) 587-6029
Service Locations:	115 Jefferson St. SE, Hutchinson
Eligibility Requirements:	Seniors
Website:	<a href="https://www.lssmn.org/services/older-adults/lss-meals/locations">https://www.lssmn.org/services/older-adults/lss-meals/locations</a>
Agency Name:	LSS Meals Stewart
Services Provided:	Senior Dining Services
Contact Information:	(320) 562-2730
Service Locations:	551 Prior St., Stewart
Eligibility Requirements:	Seniors
Website:	<a href="https://www.lssmn.org/services/older-adults/lss-meals/locations">https://www.lssmn.org/services/older-adults/lss-meals/locations</a>
<b>Meeker County</b>	
Agency Name:	Ecumen Litchfield Adult Day Services
Services Provided:	Adult Daytime Care Services
Contact Information:	(320) 693 -2430
Service Locations:	200 North Holcombe Ave, Litchfield
Eligibility Requirements:	Seniors
Website:	<a href="https://www.ecumenoflitchfield.org/services/adult-day-program/">https://www.ecumenoflitchfield.org/services/adult-day-program/</a>
Agency Name:	Grove City Area Care Program
Services Provided:	Senior and Caregiver Support
Contact Information:	(320) 857-2274
Service Locations:	205 3rd St. South, Grove City
Eligibility Requirements:	Seniors
Website:	<a href="http://grovecitycare.com/">http://grovecitycare.com/</a>
Agency Name:	LSS Meals Litchfield
Services Provided:	Senior Dining
Contact Information:	(320) 693-6203
Service Locations:	504 N. Gilman Avenue, Litchfield
Eligibility Requirements:	Seniors
Website:	<a href="https://www.lssmn.org/services/older-adults/lss-meals/locations">https://www.lssmn.org/services/older-adults/lss-meals/locations</a>

Agency Name:	ProWorks, Inc.
Services Provided:	Day Training and Habilitation
Contact Information:	(320) 593-6257
Service Locations:	427 East 10 St., Litchfield
Eligibility Requirements:	People with Disabilities
Website:	<a href="https://proworks-mn.com/">https://proworks-mn.com/</a>

**Renville County**

Agency Name:	Adult Client Training Services, In.
Services Provided:	Day Training and Habilitation
Contact Information:	(320) 523-5666
Service Locations:	802 East Fairview Avenue, Olivia
Eligibility Requirements:	People with Disabilities
Website:	<a href="https://actsofolivia.org/">https://actsofolivia.org/</a>

Agency Name:	LSS Meals Fairfax
Services Provided:	Senior Dining
Contact Information:	(507) 426-7852
Service Locations:	300 Park St. S., Fairfax
Eligibility Requirements:	Seniors
Website:	<a href="https://www.lssmn.org/services/older-adults/lss-meals/locations">https://www.lssmn.org/services/older-adults/lss-meals/locations</a>

Agency Name:	LSS Meals Morton
Services Provided:	Senior Dining
Contact Information:	(507) 697-6112
Service Locations:	230 N. Main St., Morton
Eligibility Requirements:	Seniors
Website:	<a href="https://www.lssmn.org/services/older-adults/lss-meals/locations">https://www.lssmn.org/services/older-adults/lss-meals/locations</a>

Agency Name:	LSS Meals Sacred Heart
Services Provided:	Senior Dining
Contact Information:	(320) 765-2229
Service Locations:	101 E. Maple St.
Eligibility Requirements:	Seniors
Website:	<a href="https://www.lssmn.org/services/older-adults/lss-meals/locations">https://www.lssmn.org/services/older-adults/lss-meals/locations</a>



## Appendix B: Region 6E Transportation Provider Information

Transportation Provider: A2B Transportation, LLC	
Transportation Service Type:	Private Service Provider
Services Provided:	STS/NEMT (Through-Door Service)
Contact Information:	(320) 753-6035
Hours of Operation:	Varies – Service is by Appt.
Service Area:	Region 6E and Beyond
Eligibility Requirements:	NA (Reimbursement May be Limited by Managed Care Provider - Private Pay is an Option)
Website:	<a href="https://www.facebook.com/A2Btransportationllc/">https://www.facebook.com/A2Btransportationllc/</a>
Transportation Provider: ACC Midwest Transportation	
Transportation Service Type:	Private Service Provider
Services Provided:	STS/NEMT (Through-Door Service)
Contact Information:	(320) 753-6035
Hours of Operation:	Monday – Friday: 6:00 a.m. – 5:30 p.m. Saturday: 6:00 a.m. – 12:00 p.m. Sunday and After Hours By Appt.
Service Area:	Region 6E, Duluth Area, Buffalo Area, and Beyond.
Eligibility Requirements:	NA (Reimbursement May be Limited by Managed Care Provider - Private Pay is an Option)
Website:	<a href="http://www.accmidwest.com/">http://www.accmidwest.com/</a>
Transportation Provider: Adult Training and Habilitation Center	
Transportation Service Type:	Nonprofit Service Provider
Services Provided:	DT&H Client Transport
Contact Information:	(320) 485-4191
Hours of Operation:	Hours Vary
Service Area:	McLeod County
Eligibility Requirements:	ATHC Clientele
Website:	<a href="http://www.athc.org/">http://www.athc.org/</a>
Transportation Provider: Allina Health	
Transportation Service Type:	Private Service Provider
Services Provided:	STS/NEMT
Contact Information:	(651) 222-0555
Hours of Operation:	Hours Vary
Service Area:	McLeod County
Eligibility Requirements:	Allina Health Patient
Website:	<a href="https://www.allinahealth.org/medical-services/emergency-medical-services/non-emergency-transportation">https://www.allinahealth.org/medical-services/emergency-medical-services/non-emergency-transportation</a>

<b>Transportation Provider: Atwater Help for Seniors</b>	
Transportation Service Type:	Volunteer Driver Program
Services Provided:	Door-to-Door Transportation
Contact Information:	(320) 974-8737
Hours of Operation:	Varies – Service is by Appt.
Service Area:	Atwater and the Surrounding Area
Eligibility Requirements:	Age 60+
Website:	<a href="https://www.atwaterareahelpforseniors.com/">https://www.atwaterareahelpforseniors.com/</a>
<b>Transportation Provider: Blue Earth Taxi</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	Taxi, STS/NEMT
Contact Information:	(507) 388-2227
Hours of Operation:	Varies – Service by Appt.
Service Area:	Meeker County and Beyond
Eligibility Requirements:	NA (Reimbursement May be Limited by Managed Care Provider - Private Pay is an Option)
Website:	<a href="https://www.blueearthtaxi.com/">https://www.blueearthtaxi.com/</a>
<b>Transportation Provider: Blue Plus BlueRide</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	STS/NEMT
Contact Information:	(866) 340-8648
Hours of Operation:	Monday – Friday: 7:00 a.m. – 5:00 p.m.
Service Area:	Region 6E and Beyond
Eligibility Requirements:	Requires Specific Medical Plan Enrollment
Website:	<a href="https://carecoordination.bluecrossmn.com">https://carecoordination.bluecrossmn.com</a>
<b>Transportation Provider: Care Cab</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	STS/NEMT
Services Provided:	STS/NEMT
Contact Information:	(320) 253-7729
Hours of Operation:	Varies – Service by Appt.
Service Area:	Region 6E and Beyond
Eligibility Requirements:	NA (Reimbursement May be Limited by Managed Care Provider - Private Pay is an Option)
Website:	<a href="http://www.carecab.com">www.carecab.com</a>

<b>Transportation Provider: Central Community Transit</b>	
Transportation Service Type:	Public Transit Provider
Services Provided:	Public Transit, School Bus, Taxi/Shuttle (Including Volunteer Driver Services)
Contact Information:	Willmar: (320) 214-7433 Olivia: (320) 523-3589 Litchfield: (320) 693-7794
Hours of Operation:	Monday – Friday: 5:30 a.m. – 7:30 p.m. Saturday: 8:00 a.m. – 4:30 p.m. Sunday: 7:30 a.m. – 12:15 p.m.
Service Area:	Counties of Kandiyohi, Meeker, and Renville
Eligibility Requirements:	None
Website:	<a href="https://www.cctbus.org/">https://www.cctbus.org/</a>
<b>Transportation Provider: Central Minnesota Taxi, LLC</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	Taxi
Contact Information:	(320) 444-3044
Hours of Operation:	Varies
Service Area:	Willmar and Surrounding Area
Eligibility Requirements:	NA
Website:	NA
<b>Transportation Provider: Central MN Transportation – Disabled American Veterans of MN</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	STS/NEMT
Contact Information:	(320) 252-1670
Hours of Operation:	Hours Vary
Service Area:	Northern Kandiyohi County, Meeker County
Eligibility Requirements:	Ambulatory Service Veterans
Website:	<a href="https://davmn.org/transportation/central-mn-transportation/">https://davmn.org/transportation/central-mn-transportation/</a>
<b>Transportation Provider: Compassionate Care</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	STS
Contact Information:	(320) 231-9868
Hours of Operation:	Hours Vary
Service Area:	Kandiyohi County
Eligibility Requirements:	Compassionate Care Clientele
Website:	<a href="mailto:info@compassionatecareofmn.com">info@compassionatecareofmn.com</a>

<b>Transportation Provider: Greyhound Bus Lines</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	Fixed Route Intercity/Interregional Service
Contact Information:	(800) 231-2222
Hours of Operation:	Varies by Location
Service Area:	Nationwide
Eligibility Requirements:	NA
Website:	<a href="https://www.greyhound.com">https://www.greyhound.com</a>
<b>Transportation Provider: Grove City Area CARE Program</b>	
Transportation Service Type:	Nonprofit Service Provider
Services Provided:	Volunteer Driver Services
Contact Information:	(320) 857-2274
Hours of Operation:	Varies – Service by Appt.
Service Area:	Grove City and Surrounding Areas
Eligibility Requirements:	Seniors (Age 60+)
Website:	<a href="http://grovecitycare.com/">http://grovecitycare.com/</a>
<b>Transportation Provider:</b>	<b>Handi-Van Service</b>
Transportation Service Type:	Private Service Provider
Services Provided:	STS/NEMT
Contact Information:	(507) 697-6203
Hours of Operation:	Varies – Service by Appt.
Service Area:	Region 6E and Beyond
Eligibility Requirements:	NA (Reimbursement May be Limited by Managed Care Provider - Private Pay is an Option)
Website:	NA
<b>Transportation Provider: Heartland Industries</b>	
Transportation Service Type:	Nonprofit Service Provider
Services Provided:	DT&H Client Transportation
Contact Information:	(320) 231-3337
Hours of Operation:	Hours Vary
Service Area:	Region 6E and Beyond
Eligibility Requirements:	DT&H Clientele
Website:	<a href="https://heartland-industries.org/">https://heartland-industries.org/</a>
<b>Transportation Provider: Hicks Bus Line</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	School Bus and Charter Services
Contact Information:	(320) 693-3292
Hours of Operation:	Hours Vary Based on Contract
Service Area:	Meeker County and Destinations Beyond
Eligibility Requirements:	NA
Website:	<a href="https://hicksbus.com">https://hicksbus.com</a>

<b>Transportation Provider: Hutch Taxi</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	Taxi
Contact Information:	(320) 587-7878
Hours of Operation:	Varies – Service by Appt.
Service Area:	Hutchinson Area
Eligibility Requirements:	NA
Website:	<a href="https://www.facebook.com/Hutchinson-Taxi-Quality-Transportation-926886713999743/">https://www.facebook.com/Hutchinson-Taxi-Quality-Transportation-926886713999743/</a>
<b>Transportation Provider: Jefferson Bus Lines</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	Fixed Route Intercity/Inter-Regional Service
Contact Information:	(800) 451-5333
Hours of Operation:	Varies by Location
Service Area:	Multi-State, Including Minnesota
Eligibility Requirements:	NA
Website:	<a href="https://www.jeffersonlines.com/">https://www.jeffersonlines.com/</a>
<b>Transportation Provider: Kandiyohi County Veteran Services</b>	
Transportation Service Type:	Public
Services Provided:	Medical Shuttle
Contact Information:	(320) 234-6226
Hours of Operation:	Varies – Service by Appt.
Service Area:	Kandiyohi County and Destinations Beyond
Eligibility Requirements:	U.S. Military Service Veteran
Website:	<a href="https://www.kcmn.us/departments/veterans_services/index.php">https://www.kcmn.us/departments/veterans_services/index.php</a>

<b>Transportation Provider: McLeod County Veteran Services</b>	
Transportation Service Type:	Public
Services Provided:	Medical Shuttle
Contact Information:	(320) 864-1268
Hours of Operation:	Varies – Service by Appt.
Service Area:	McLeod County and Destinations Beyond
Eligibility Requirements:	U.S. Military Service Veteran
Website:	
<b>Transportation Provider: Medi-Van</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	STS/NEMT
Contact Information:	(218) 847-1729
Hours of Operation:	Varies – Service by Appt.
Service Area:	Region 6E and Beyond
Eligibility Requirements:	NA (Reimbursement May be Limited by Managed Care Provider - Private Pay is an Option)
Website:	Medi-van.org

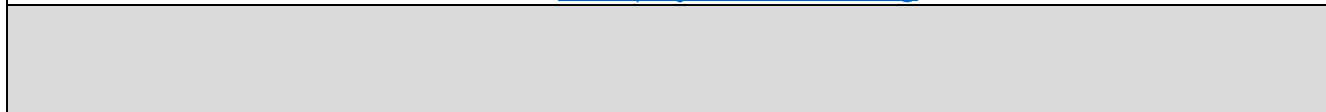
<b>Transportation Provider:</b>	<b>Meeker Council on Aging</b>
Transportation Service Type:	Nonprofit Service Provider
Services Provided:	Volunteer Driver Services
Contact Information:	(320) 693-2718
Hours of Operation:	Varies – Service by Appt.
Service Area:	Meeker County Area
Eligibility Requirements:	Seniors (Age 60+)
Website:	NA

<b>Transportation Provider:</b>	<b>Palmer Bus Service</b>
Transportation Service Type:	Private Service Provider
Services Provided:	School Bus, Charter Services
Contact Information:	(507) 386-0210
Hours of Operation:	Varies by Contract
Service Area:	Region 6E and Destinations Beyond
Eligibility Requirements:	NA
Website:	<a href="https://palmerbusservice.com/">https://palmerbusservice.com/</a>

<b>Transportation Provider:</b>	<b>Peterson Tours and Travel</b>
Transportation Service Type:	Private Service Provider
Services Provided:	Charter Services
Contact Information:	(320) 444-3333
Hours of Operation:	Varies by Contract
Service Area:	Region 6E and Destinations Beyond
Eligibility Requirements:	NA
Website:	<a href="https://www.facebook.com/Peterson-Charters-and-Tours-371063566270544/">https://www.facebook.com/Peterson-Charters-and-Tours-371063566270544/</a>

<b>Transportation Provider:</b>	<b>Prairie Community Services</b>
Transportation Service Type:	Nonprofit Service Provider
Services Provided:	STS (Resident/Client Transportation)
Contact Information:	(320) 589-3077
Hours of Operation:	Hours Vary
Service Area:	Kandiyohi and Renville Counties
Eligibility Requirements:	PCS Residents/Clientele
Website:	<a href="https://pcs.sfhs.org/">https://pcs.sfhs.org/</a>

<b>Transportation Provider:</b>	<b>Project Turnabout</b>
Transportation Service Type:	Nonprofit Service Provider
Services Provided:	Client Transportation
Contact Information:	(800) 862-1453
Hours of Operation:	Hours Vary
Service Area:	Region 6E and Destinations Beyond
Eligibility Requirements:	Project Turnabout Client/Resident
Website:	<a href="http://www.projectturnabout.org">www.projectturnabout.org</a>



<b>Transportation Provider: ProWorks, Inc.</b>	
Transportation Service Type:	Nonprofit Service Provider
Services Provided:	DT&H Client Transportation
Contact Information:	(320) 593-6257
Hours of Operation:	Hours Vary
Service Area:	Meeker County
Eligibility Requirements:	ProWorks, Inc. Clientele
Website:	<a href="https://proworks-mn.com/">https://proworks-mn.com/</a>
<b>Transportation Provider: R &amp; J Tours</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	Charter Services
Contact Information:	(320) 235-5875
Hours of Operation:	Hours Vary by Contract
Service Area:	Region 6E and Beyond
Eligibility Requirements:	NA
Website:	<a href="http://rjtoursonline.com/">http://rjtoursonline.com/</a>
<b>Transportation Provider: Renville County Veterans Services</b>	
Transportation Service Type:	Public
Services Provided:	Medical Shuttle Services
Contact Information:	(320) 523-3763
Hours of Operation:	Varies – Service by Appt.
Service Area:	Renville County and Destinations Beyond
Eligibility Requirements:	U.S. Military Service Veteran
Website:	<a href="https://www.renvillecountymn.com/departments/veterans/index.php">https://www.renvillecountymn.com/departments/veterans/index.php</a>

<b>Transportation Provider: Salaam Transportation</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	STS/NEMT
Contact Information:	(320) 235-0156
Hours of Operation:	Varies – Service by Appt.
Service Area:	Kandiyohi County
Eligibility Requirements:	NA (Reimbursement May be Limited by Managed Care Provider - Private Pay is an Option)
Website:	NA
<b>Transportation Provider: Select Transportation, LLC</b>	
Transportation Service Type:	Private Service Provider
Services Provided:	STS/NEMT
Contact Information:	(763) 267-5999
Hours of Operation:	Varies – Service by Appt.
Service Area:	Kandiyohi and Meeker Counties
Eligibility Requirements:	NA (Reimbursement May be Limited by Managed Care Provider - Private Pay is an Option)
Website:	NA

<b>Transportation Provider:</b>	<b>Trailblazer Transit</b>
Transportation Service Type:	Public Transit Provider
Services Provided:	Public Transit, School Bus, Taxi/Shuttle
Contact Information:	(320) 864-1000
Hours of Operation:	Monday-Friday: 6:30am-5:30pm Saturday: No Service Sunday: No Service
Service Area:	Counties of McLeod, Sibley, and Wright
Eligibility Requirements:	None
Website:	<a href="http://www.trailblazertransit.com">www.trailblazertransit.com</a>

<b>Transportation Provider:</b>	<b>UCare HealthRide</b>
Transportation Service Type:	Private Service Provider
Services Provided:	STS/NEMT
Contact Information:	(800) 864-2157
Hours of Operation:	Varies – Service by Appt.
Service Area:	UCare Health Network Geography
Eligibility Requirements:	UCare Health Plan Customers
Website:	<a href="https://www.ucare.org/health-wellness/health-ride/">https://www.ucare.org/health-wellness/health-ride/</a>

<b>Transportation Provider:</b>	<b>West Central Industries</b>
Transportation Service Type:	Nonprofit Service Provider
Services Provided:	DT&H Client Transportation
Contact Information:	(320) 235-5310
Hours of Operation:	Hours Vary
Service Area:	Kandiyohi and McLeod Counties
Eligibility Requirements:	DT&H Clientele
Website:	<a href="https://www.wcimn.org/">https://www.wcimn.org/</a>

<b>Transportation Provider:</b>	<b>Willmar Bus Charter and Tours</b>
Transportation Service Type:	Private Service Provider
Services Provided:	School Bus and Charter Service
Contact Information:	(320) 235-2110
Hours of Operation:	Hours Vary by Contract
Service Area:	Region 6E and Destinations Beyond
Eligibility Requirements:	NA
Website:	<a href="http://www.willmarbus.com/tours.html">http://www.willmarbus.com/tours.html</a>

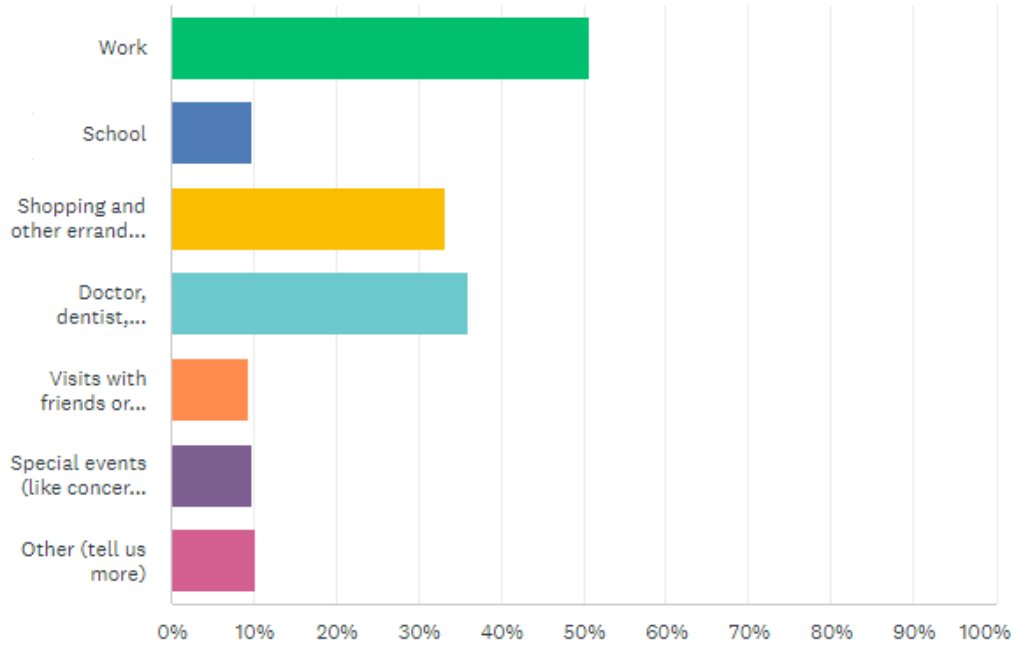
<b>Transportation Provider:</b>	<b>Woodland Centers</b>
Transportation Service Type:	Nonprofit Service Provider
Services Provided:	Woodland Centers Client Transportation
Contact Information:	(320) 235-4613
Hours of Operation:	Hours Vary
Service Area:	Kandiyohi and Meeker Counties (within 6E)
Eligibility Requirements:	Woodland Centers Clientele
Website:	<a href="https://www.woodlandcenters.com/">https://www.woodlandcenters.com/</a>



# Appendix C: Rider Survey Results

## Question #1: When you ride the bus, where do you usually go?

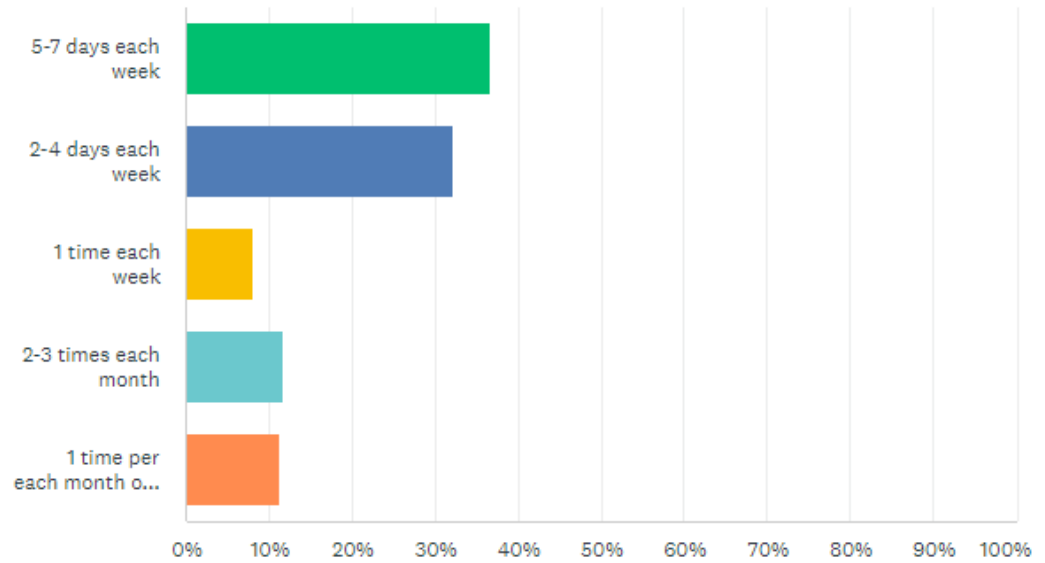
Answered: 244 Skipped: 3



ANSWER CHOICES	RESPONSES
▼ Work	50.82% 124
▼ School	9.84% 24
▼ Shopping and other errands (like bank or post office visits)	33.20% 81
▼ Doctor, dentist, counseling or other medical or mental health appointments	36.07% 88
▼ Visits with friends or family	9.43% 23
▼ Special events (like concerts, festivals, sporting events)	9.84% 24
▼ Other (tell us more)	<a href="#">Responses</a> 10.25% 25
<b>Total Respondents: 244</b>	

## Question #2: How often do you usually ride the transit bus or use other transit company services?

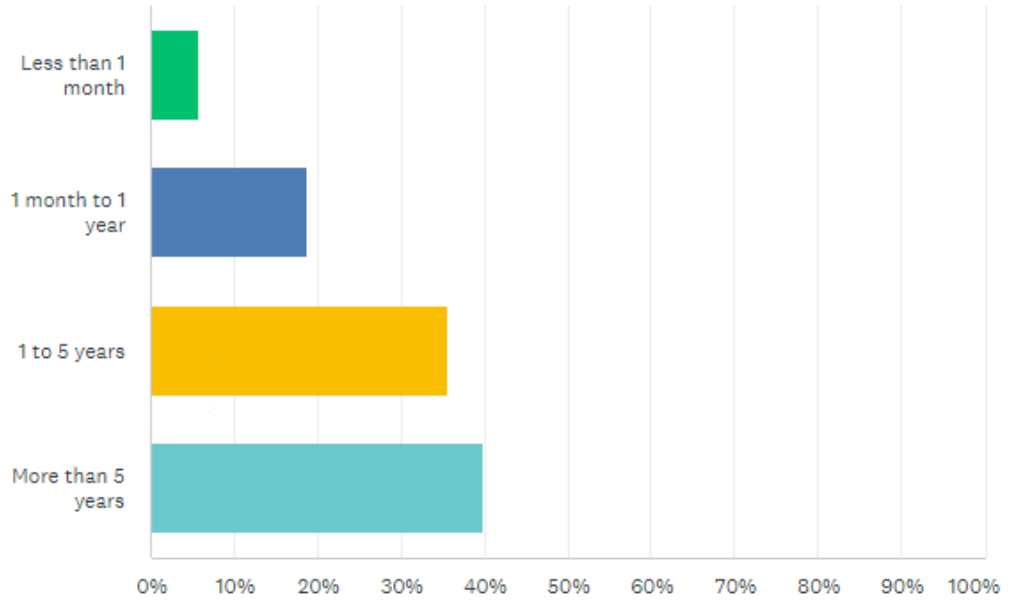
Answered: 246 Skipped: 1



ANSWER CHOICES	RESPONSES	
▼ 5-7 days each week	36.59%	90
▼ 2-4 days each week	32.11%	79
▼ 1 time each week	8.13%	20
▼ 2-3 times each month	11.79%	29
▼ 1 time per each month or less	11.38%	28
<b>TOTAL</b>		<b>246</b>

**Question #3: How long have you been using the transit bus or other transit company services?**

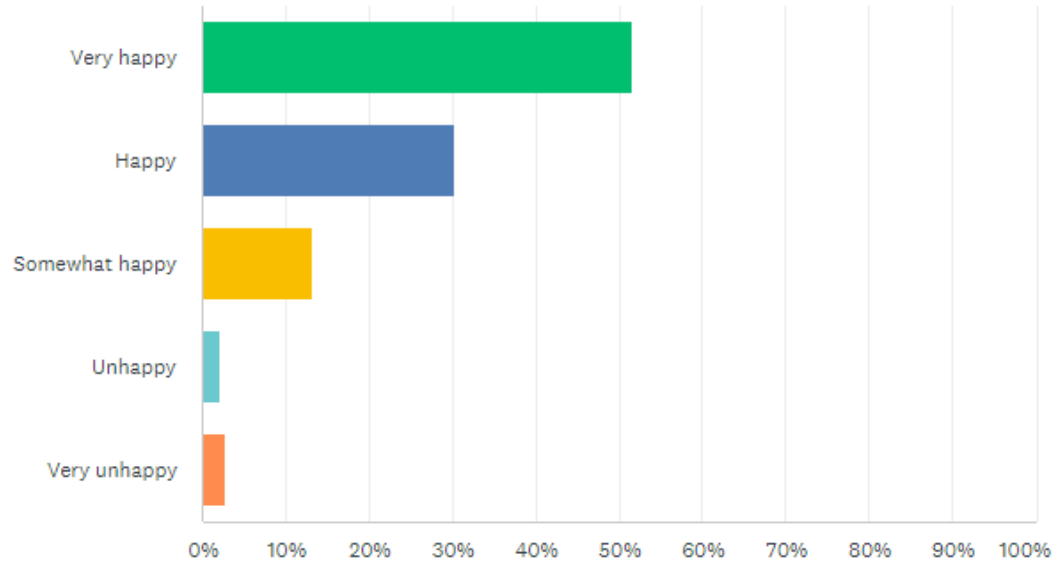
Answered: 241 Skipped: 6



ANSWER CHOICES	RESPONSES
Less than 1 month	5.81% 14
1 month to 1 year	18.67% 45
1 to 5 years	35.68% 86
More than 5 years	39.83% 96
<b>TOTAL</b>	<b>241</b>

**Question #4: How happy or unhappy are you with bus or transit service availability?**

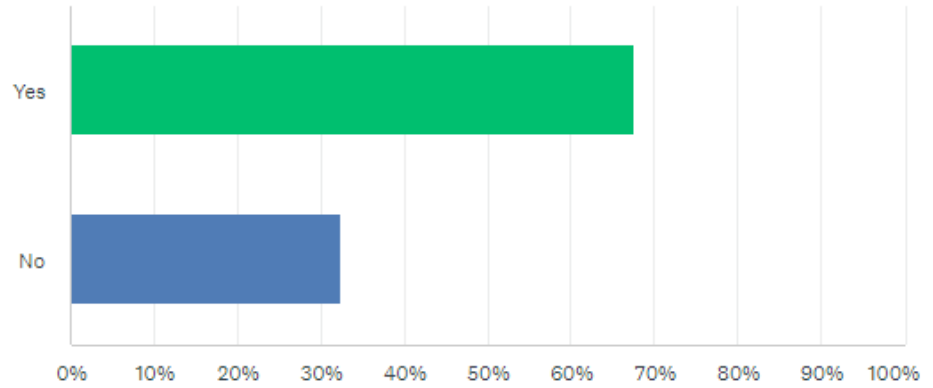
Answered: 244 Skipped: 3



ANSWER CHOICES	RESPONSES
▼ Very happy	51.64% 126
▼ Happy	30.33% 74
▼ Somewhat happy	13.11% 32
▼ Unhappy	2.05% 5
▼ Very unhappy	2.87% 7
<b>TOTAL</b>	<b>244</b>

**Question #5: Other than the transit bus or other transit company services, do you have another way to get around?**

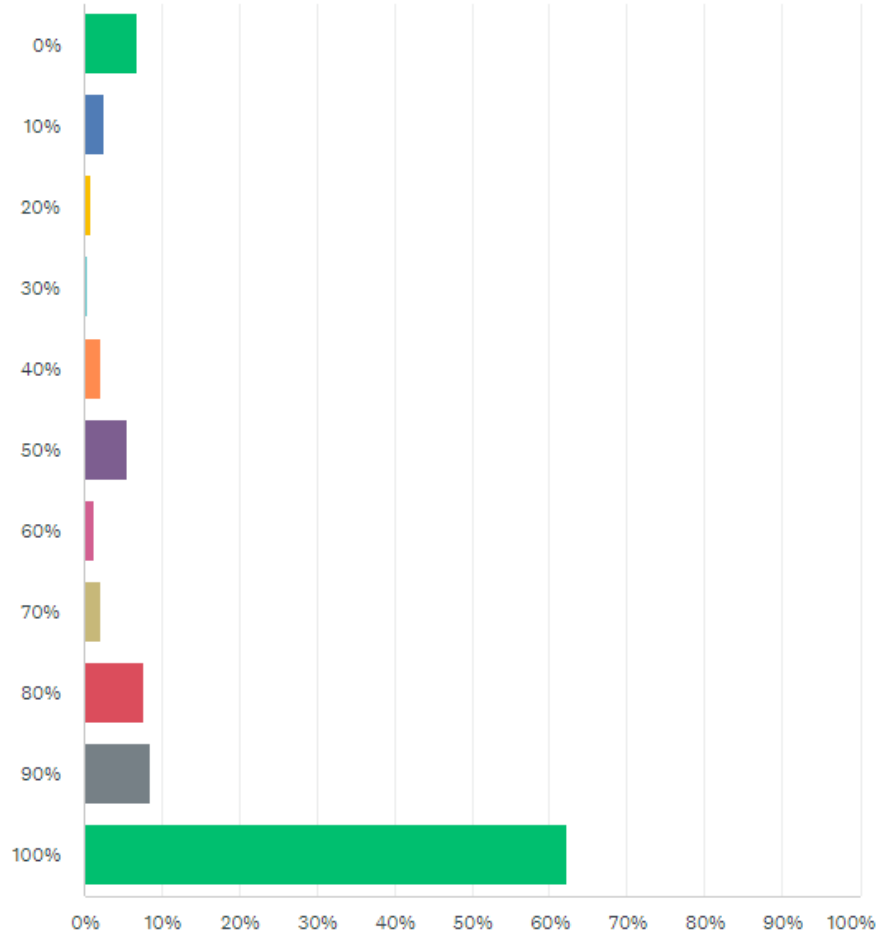
Answered: 238 Skipped: 9



ANSWER CHOICES	RESPONSES	
▼ Yes	67.65%	161
▼ No	32.35%	77
<b>TOTAL</b>		<b>238</b>

**Question #6: Please fill in the blank: In the past week, my bus or transit company has met my needs \_\_\_\_ percent of the time.**

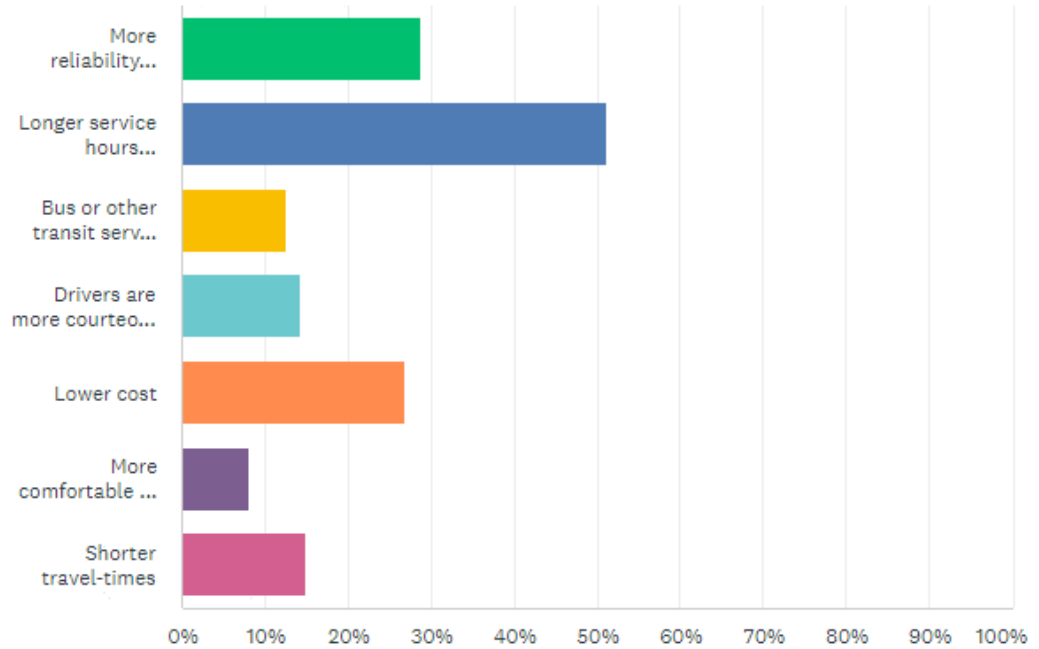
Answered: 236 Skipped: 11



ANSWER CHOICES	RESPONSES
▼ 0%	6.78% 16
▼ 10%	2.54% 6
▼ 20%	0.85% 2
▼ 30%	0.42% 1
▼ 40%	2.12% 5
▼ 50%	5.51% 13
▼ 60%	1.27% 3
▼ 70%	2.12% 5
▼ 80%	7.63% 18
▼ 90%	8.47% 20
▼ 100%	62.29% 147
<b>TOTAL</b>	<b>236</b>

## Question #7: What improvements would cause you to take the bus or use transit services more frequently?

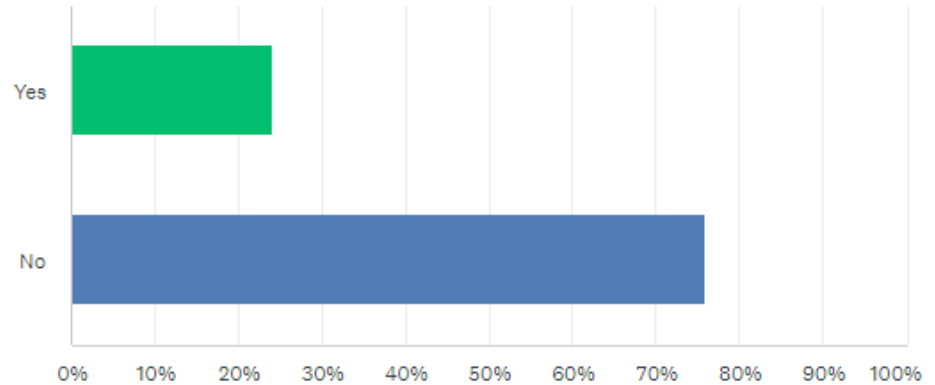
Answered: 160 Skipped: 87



ANSWER CHOICES	RESPONSES
▼ More reliability (service is on-time more often)	28.75% 46
▼ Longer service hours (available earlier and later in the day and/or on weekends)	51.25% 82
▼ Bus or other transit service information is easier to find	12.50% 20
▼ Drivers are more courteous (more polite and friendly)	14.37% 23
▼ Lower cost	26.88% 43
▼ More comfortable or cleaner vehicle	8.13% 13
▼ Shorter travel-times	15.00% 24
<b>Total Respondents: 160</b>	

**Question #8: Is there a place you want or need to go that you cannot get to using your transit bus or other transit services?**

Answered: 240 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	24.17%	58
No	75.83%	182
<b>TOTAL</b>		<b>240</b>

**Question #9: If the answer to question number 8 was "Yes", please tell us where or what this place is:**

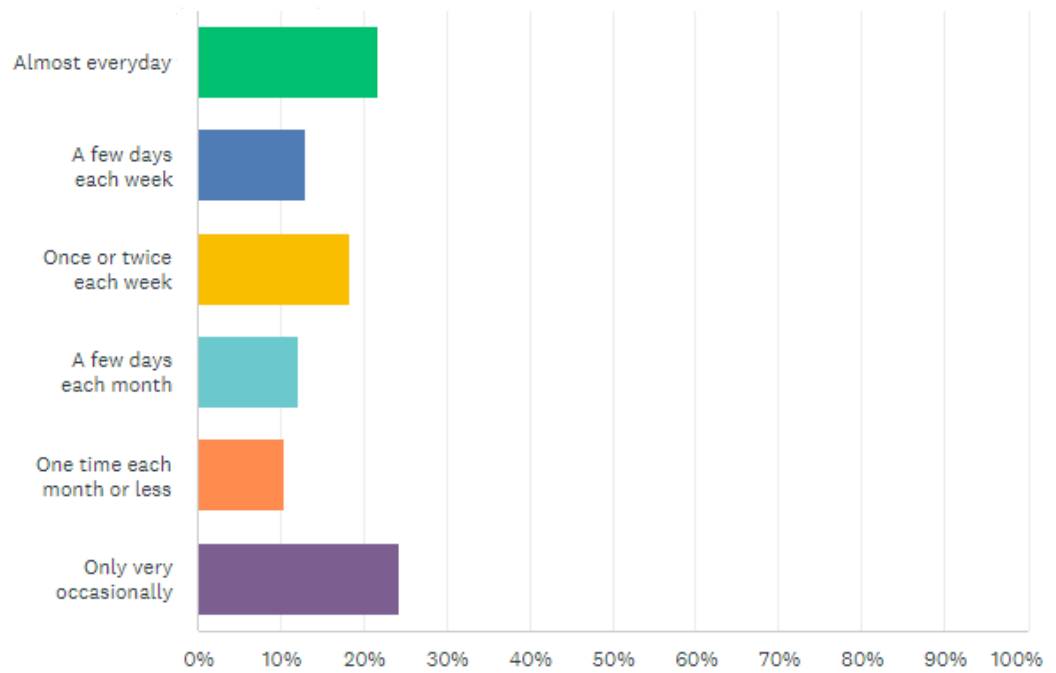
Answers Received:

- Cities outside of service region (St. Cloud, MSP, Redwood Falls)
- Church
- Entertainment (Sporting Events, Movie theaters, Concerts)



**Question #10: If your transit bus company offered rides to this place (answer to question 9), how often would you go?**

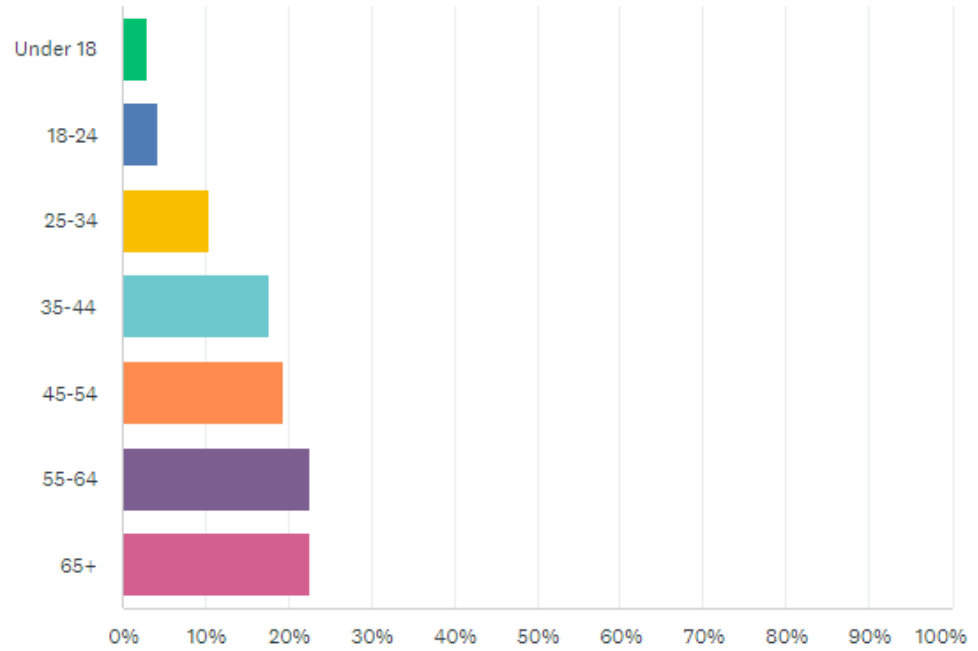
Answered: 115 Skipped: 132



ANSWER CHOICES	RESPONSES
▼ Almost everyday	21.74% 25
▼ A few days each week	13.04% 15
▼ Once or twice each week	18.26% 21
▼ A few days each month	12.17% 14
▼ One time each month or less	10.43% 12
▼ Only very occasionally	24.35% 28
<b>TOTAL</b>	<b>115</b>

## Question #11: What is your age?

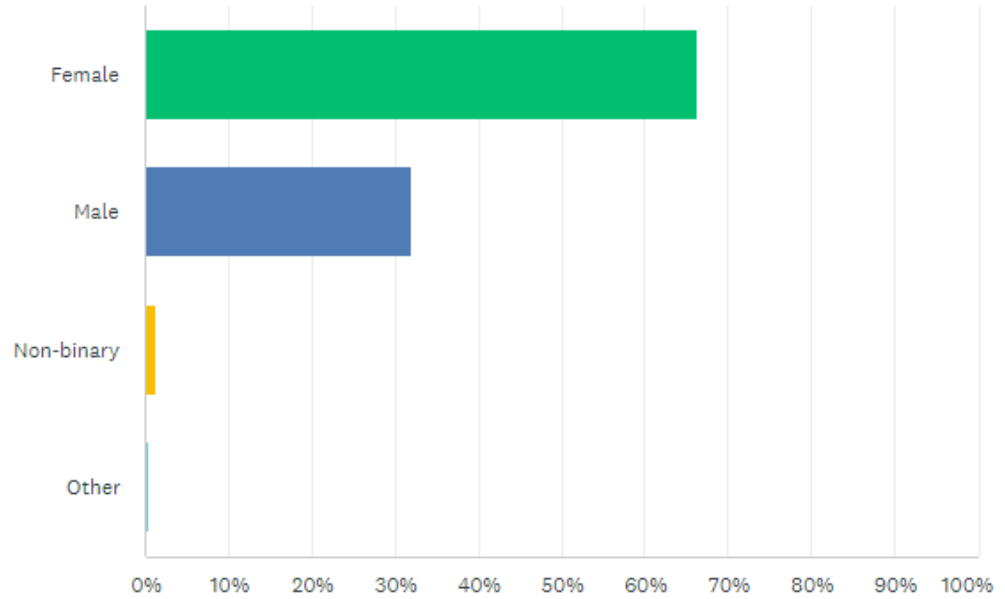
Answered: 238 Skipped: 9



ANSWER CHOICES	RESPONSES
Under 18	2.94% 7
18-24	4.20% 10
25-34	10.50% 25
35-44	17.65% 42
45-54	19.33% 46
55-64	22.69% 54
65+	22.69% 54
<b>TOTAL</b>	<b>238</b>

## Question #12: What is your gender or gender identity?

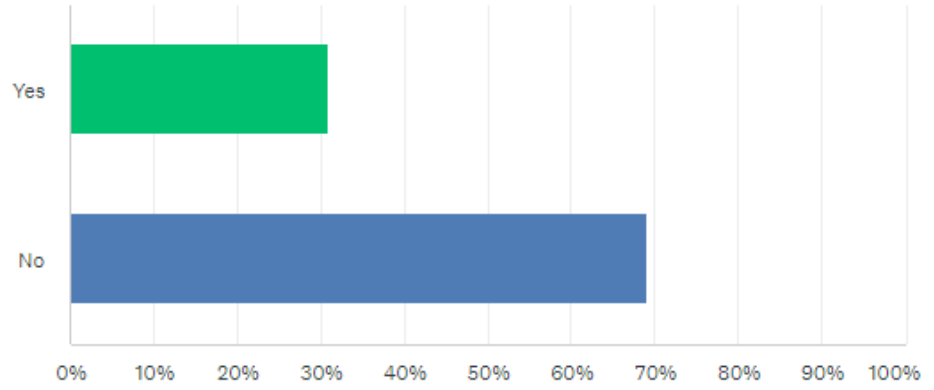
Answered: 240 Skipped: 7



ANSWER CHOICES	RESPONSES
Female	66.25% 159
Male	32.08% 77
Non-binary	1.25% 3
Other	0.42% 1
<b>TOTAL</b>	<b>240</b>

### Question #13: Do you have a current driver's license?

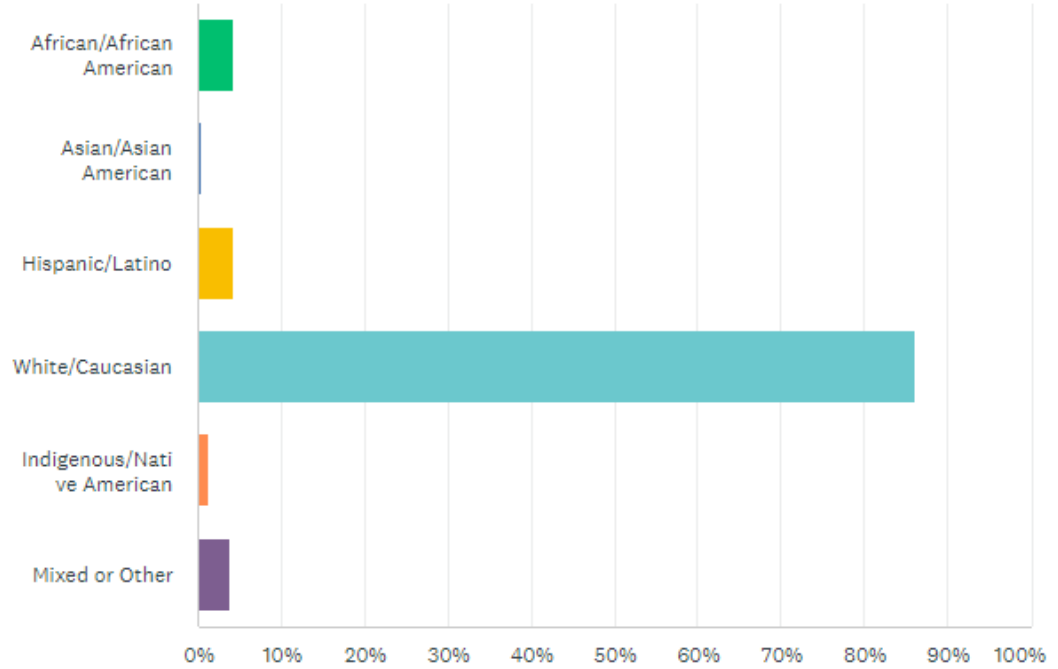
Answered: 239 Skipped: 8



ANSWER CHOICES	RESPONSES	
▼ Yes	30.96%	74
▼ No	69.04%	165
<b>TOTAL</b>		<b>239</b>

### Question #14: What is your ethnicity/race?

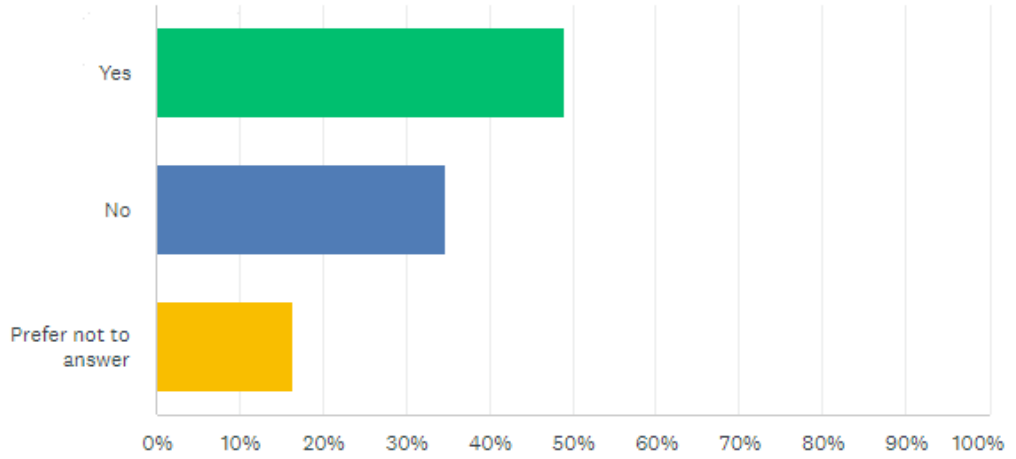
Answered: 237 Skipped: 10



ANSWER CHOICES	RESPONSES
▼ African/African American	4.22% 10
▼ Asian/Asian American	0.42% 1
▼ Hispanic/Latino	4.22% 10
▼ White/Caucasian	86.08% 204
▼ Indigenous/Native American	1.27% 3
▼ Mixed or Other	3.80% 9
<b>TOTAL</b>	<b>237</b>

### Question #15: Optional: Do you have a disability?

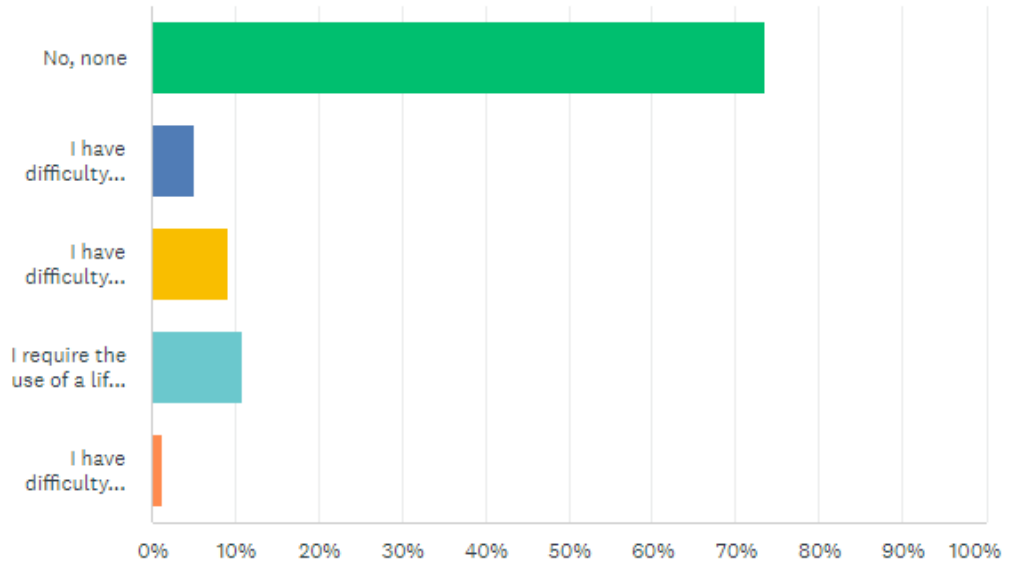
Answered: 239 Skipped: 8



ANSWER CHOICES	RESPONSES
▼ Yes	48.95% 117
▼ No	34.73% 83
▼ Prefer not to answer	16.32% 39
<b>TOTAL</b>	<b>239</b>

**Question #16: Do you have any conditions or face any difficulties that make it more difficult to use the transit bus?**

Answered: 230 Skipped: 17



ANSWER CHOICES	RESPONSES	
▼ No, none	73.48%	169
▼ I have difficulty hearing	5.22%	12
▼ I have difficulty walking	9.13%	21
▼ I require the use of a lift to get into the vehicle	10.87%	25
▼ I have difficulty seeing	1.30%	3
<b>TOTAL</b>		<b>230</b>

# Appendix D: Coordination Plan Workshop Jamboards







# Strategies/Actions/Projects

**Longer bus hours**

I know of a group of folks that like to go to school activities and ride the bus there, but getting back home becomes a challenge, could outreach to the schools to try to assist in resolving be done?

Coordination with event planners and communication to potential riders to and from event

yes for with coordination of planners for events, but include the churches or other organizations in this

Start a bus service like the late Hutch Mobile in Hutchinson

A set bus schedule in hutchinson

Have a bus schedule so that people don't have to call Trailblazer

bus stops in hutchinson

Hutch mobile had set bus stops, a bus schedule!

Donate a ride program where people can pay for others to ride

Lower cost for traveling out of town. (New London, Spicer)

Consider teaming with outreach groups to drop by and do check ins and assisting with delivery/transportation services

A free bus ride to bring people to get groceries, shopping maybe paid by the businesses.

partnerships with employers to offer discounted or free rides

Free rides for college students to be included with the student ID

Staffing/vehicles/insurance coverage - ACC does all these transports we are just limited by lack there of

Consultation for private businesses to improve their service in the community (info on pricing, insurance, licensing, advertising, hiring)

More Taxi/UBER/Lyft on demand options

More van/STS options for one on one transportation

Having a mobile app to track buses so people can tell where the buses are at

More wheelchair accessible vehicles

Automated fare ticketing and an app to request rides and track buses

More help from the city elected officials on public transportation.

Coordination between public and private carriers creating more efficiency

Obtaining grants to offer free rides

Yessss to the grants for free rides!!!

Expanded services to rural areas more often

# Transit System Needs

