



2022 Region 6W Local Human Services – Transit Coordination Plan

Final Draft 11-2023

Plan Prepared By:

Upper Minnesota Valley Regional Development Commission

In Cooperation with representatives and agencies from:

Big Stone, Chippewa, Lac qui Parle, Swift, and Yellow Medicine Counties

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COVID FORWARD

It must be acknowledged that COVID-19 had an impact on the transit services starting in March 2020. The entirety of the region and the state experienced a sharp decline in transportation especially in public transit. In the UMRDC region of Big Stone, Chippewa, Lac qui Parle, Swift, and Yellow Medicine counties, Prairie Five RIDES, the public transit agency, had to shut down when COVID restrictions first started. Some restrictions followed for the next two years.

Between the years of 2020 and 2022, there was a decline in ridership within the public transit system. Many agencies like Prairie Five RIDES have not seen their ridership return to pre-COVID numbers as of June 2022. Within the UMRDC region, some of the decline in ridership could be due to the fact that medical visits are now virtual which has reduced the demand for rides. Telehealth appointments have specifically affected veteran transportation through the Veteran's Service Offices in the region. Overall, there has been a decrease in ridership due to the change in ride needs.

Rides during COVID-19 also look different. There was the installation of hand sanitizer stations as well as mask requirements. The transit system saw more trips with less people on the vehicle during COVID-19. Human service departments saw more people buying used vehicles during COVID-19. This was due to the uncertainty of service availability due to COVID-19 and has resulted in a reduced ridership.

As of June 2022, Prairie Five RIDES is running without any restrictions and have seen their ridership improve.

INTRODUCTION

The purpose of this document is to evaluate existing transportation providers, identify the unmet needs and services, and establish transportation related goals for Region 6W. The counties included in this region are the counties of Big Stone, Chippewa, Lac qui Parle, Swift, and Yellow Medicine, Minnesota. This documentation fulfills planning requirements for the Fixing America's Surface Transportation Act (FAST Act) signed into law December 4, 2015.

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

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

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

Major Plan Components

The plan has three major components:

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

Outline Design

The plan is designed to outline:

- A comprehensive review of existing public transportation and human services coordination.
- A context for continuing and broadening communication between human service agencies and transportation providers.
- A platform to enhance transportation access for older adults, people with disabilities, and those with low incomes through identification of unmet needs and strategies to address them.

- An educational tool for human service agencies, transportation providers, and Regional Transportation Coordinating Councils (RTCCs) to identify coordination opportunities.

Table 1 below shows the timeline for the processes that go along with plan completion for Region 6W.

Table 1: Timeline for Plan Completion

	Jun 21	Jan 22	Feb 22	Mar 22	Apr 22	May 22	Jun 22	July 22	Aug 22	Sept 22
Contracts Executed	X									
Appoint Steering Committee		X								
Steering Committee Meeting 1		X								
Survey & Questionnaire Collection			X							
Steering Committee Meeting 2			X							
Previous Effort Evaluation				X						
Focus Groups				X						
First Draft					X					
Planning Workshop (Steering Committee Meeting 3)						X				
Steering Committee Meeting 4							X			
Public Comment								X		
MnDOT Draft Review									X	
MCOTA Draft Review									X	
Plan Adoption										X

BACKGROUND

Study Area Demographics

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

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

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

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

- physical limitations
- financial limitations
- legal limitations
- self-imposed limitations

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

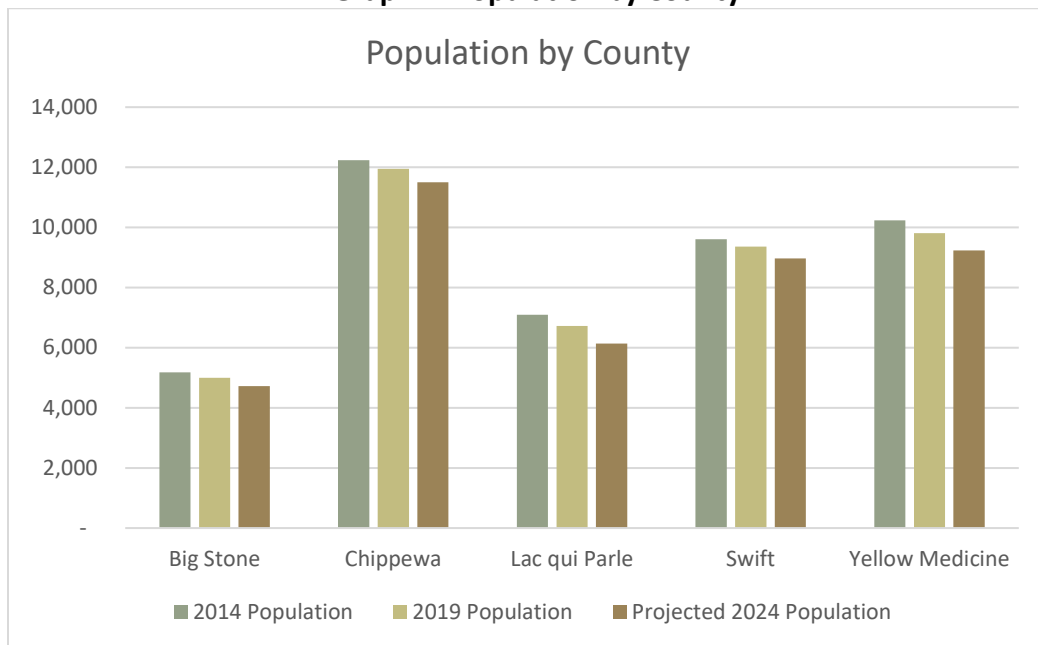
Study Area

The study area includes 5 counties in Region 6W. These counties include Big Stone, Chippewa, Lac qui Parle, Swift, and Yellow Medicine.



Total Population

Graph 1: Population by County



The bar graph above shows the 2014 population, 2019 population, and the projected 2024 population for Big Stone, Chippewa, Lac qui Parle, Swift, and Yellow Medicine Counties. The

region has experienced population decline in recent years and continues to see a reduced population growth going into 2019. Overall, there was a 3.4% decline in population from 2014 to 2019 in the region. The five-county region is projected to have an additional population decline of 5.3% by the year 2024 (MN State Demographer).

Big Stone County has had a population decline of 184 from 2014 to 2019 and is projected to see an additional decline of 271 in 2024 making the county’s projected population 4,725. Chippewa County had a population of 11,953 in 2019 and is expected to see a decline to 11,503 in 2024. Lac qui Parle County will see a loss of about 950 residents from 2014 to 2024. The 2019 population for Lac qui Parle County was at 6,719 and is expected to decline to 6,134 in 2024. Swift County had a population of 9,602 in 2014 which declined to 9,359 in 2019. The population in Swift County is estimated to further decline to 8,971 in 2024. Following the other counties in the region, Yellow Medicine County is expected to experience a decline of close to 1,000 residents from 2014 to 2024. This decline would bring Yellow Medicine County’s population in 2019 of 9,814 to 9,238 in 2024. The population census of the region shows that the population was 42,841 in 2019 and is projected to be 40,571 in 2024.

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

Table 1: Population by County

County	Population	Percent of Total Region
Big Stone	4,996	11.7%
Chippewa	11,953	27.9%
Lac qui Parle	6,719	15.7%
Swift	9,359	21.8%
Yellow Medicine	9,814	22.9%

Source: 2019 American Community Survey 5 Year Estimate (Table S0101)

Using data from the 2019 American Community Survey (ACS) 5-year estimates, Big Stone County’s population is at 4,996 which is 11.7% of the total region’s population. Taking up 27.9% of the region’s population is Chippewa County with a population of 11,953. Lac qui Parle County had a population of 6,719 in 2019 and is 15.7% of the total region’s population. Swift and Yellow Medicine counties have very similar populations in 2019 with Swift County having a population of 9,359 and Yellow Medicine County with a population of 9,814. Swift County’s population consists of 21.8% of the region’s total population while Yellow Medicine County’s population is 22.9%.

Population by Age

Tables 2-4 show the number of youth, adults, and seniors within each county and the percent these populations make out of the total county population. For the five-county region, on average the youth population makes up 22%, the adult population makes up 56%, and the senior population makes up 22% of the total population in 2019.

Table 2: Youth Population (17 years and younger)

County	Total Population	Youth Population	Percent of Total
Big Stone	4,996	1,033	20.7%
Chippewa	11,953	2,789	23.3%
Lac qui Parle	6,719	1,304	19.4%
Swift	9,359	2,113	22.6%
Yellow Medicine	9,814	2,261	23.0%

Source: 2019 American Community Survey 5 Year Estimate (Table S0101)

Table 2 presents the 2019 youth population within Big Stone, Chippewa, Lac qui Parle, Swift, and Yellow Medicine counties. The youth population is classified as ages 17 and younger. In 2019, the youth population in Big Stone County was 1,033 and the total population in the county was 4,996. The Big Stone County's youth population in 2019 accounted for 20.7% of the total population. The Chippewa County's youth population of 2,789 accounted for 23.3% of the county's total population, which was 11,953. The Lac qui Parle youth population consisted of 19.4% of the county's population sitting at 1,304 youth within a total population of 6,719. The Swift County youth population of 2,113 accounted for 22.6% of the total population, which was 9,359. The youth population in Yellow Medicine County was 2,261 in 2019 which accounts for 23.0% of the total population. The total population in Yellow Medicine County was at 9,814.

Table 3: Adult Population (18 to 64 years)

County	Total Population	Adult Population	Percent of Total
Big Stone	4,996	2,682	53.7%
Chippewa	11,953	6,668	55.8%
Lac qui Parle	6,719	3,624	53.9%
Swift	9,359	5,202	55.6%
Yellow Medicine	9,814	5,575	56.8%

Source: 2019 American Community Survey 5 Year Estimate (Table S0101)

Table 3 presents the 2019 adult population within each county in the UMRDC 5-county region. The adult population group is classified as ages 18 to 64. The Big Stone County adult population in 2019 was 2,682 and accounted for 53.7% of the total population, which was 4,996. The Chippewa County adult population in 2019 was 6,668 out of the county's total population of 11,953 and accounted for 55.8% of the total population. The Lac qui Parle County adult population in 2019 was 3,624 and accounted for 53.9% of the total population, which was 6,719. The Swift County adult population was 55.6% of the total population in 2019. Swift County's total population being around 9,360 people and the adult population around 5,200. The Yellow Medicine County adult population in 2019 was 5,575 and accounted for 56.8% of the total population, which was 9,814.

Table 4: Senior Population (65 years and over)

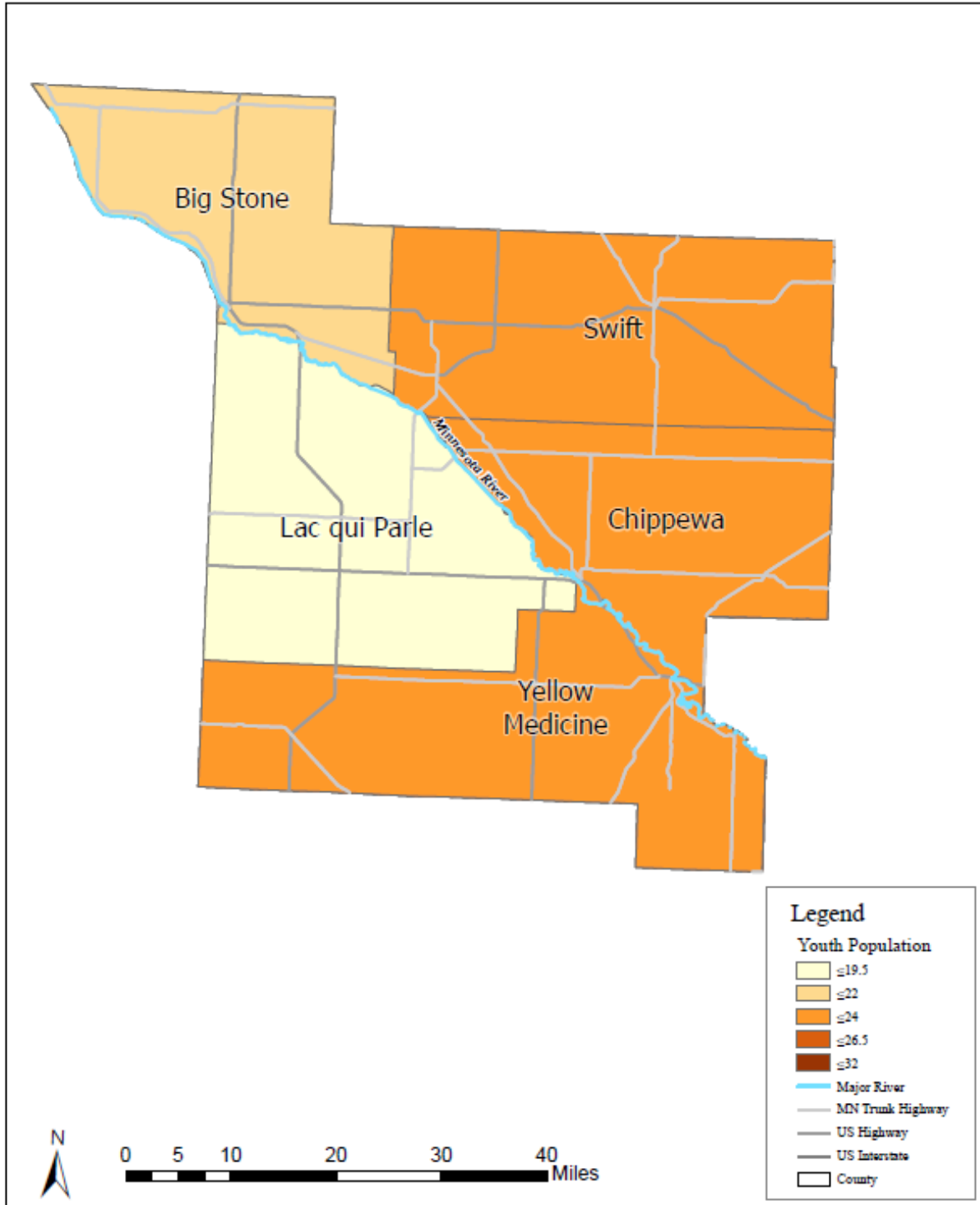
County	Total Population	Senior Population	Percent of Total
Big Stone	4,996	1,281	25.6%
Chippewa	11,953	2,496	20.9%
Lac qui Parle	6,719	1,791	26.7%
Swift	9,359	2,044	21.8%
Yellow Medicine	9,814	1,978	20.2%

Source: 2019 American Community Survey 5 Year Estimate (Table S0101)

Table 4 presents the 2019 senior population within each Region 6W county. The senior population group is classified as ages 65 and older. The senior population in Big Stone County was 1,281 and accounted for 25.6% of the total population, which was 4,996. The Chippewa County senior population was 2,496 and accounted for 20.9% of the total population, which was 11,953. Accounting for 26.7% of population in Lac qui Parle County, the senior population in 2019 was 1,791 out of the county's total population of 6,719. Similar to Lac qui Parle County, Swift County's senior population was 26.7% of the county's total population. The Swift County senior population was 2,044 while the total population was 9,359 in 2019. The Yellow Medicine County senior population was 1,978 and accounted for 20.2% of the total population, which was 9,814.

Map 1: Percent of Youth Population in UMRDC

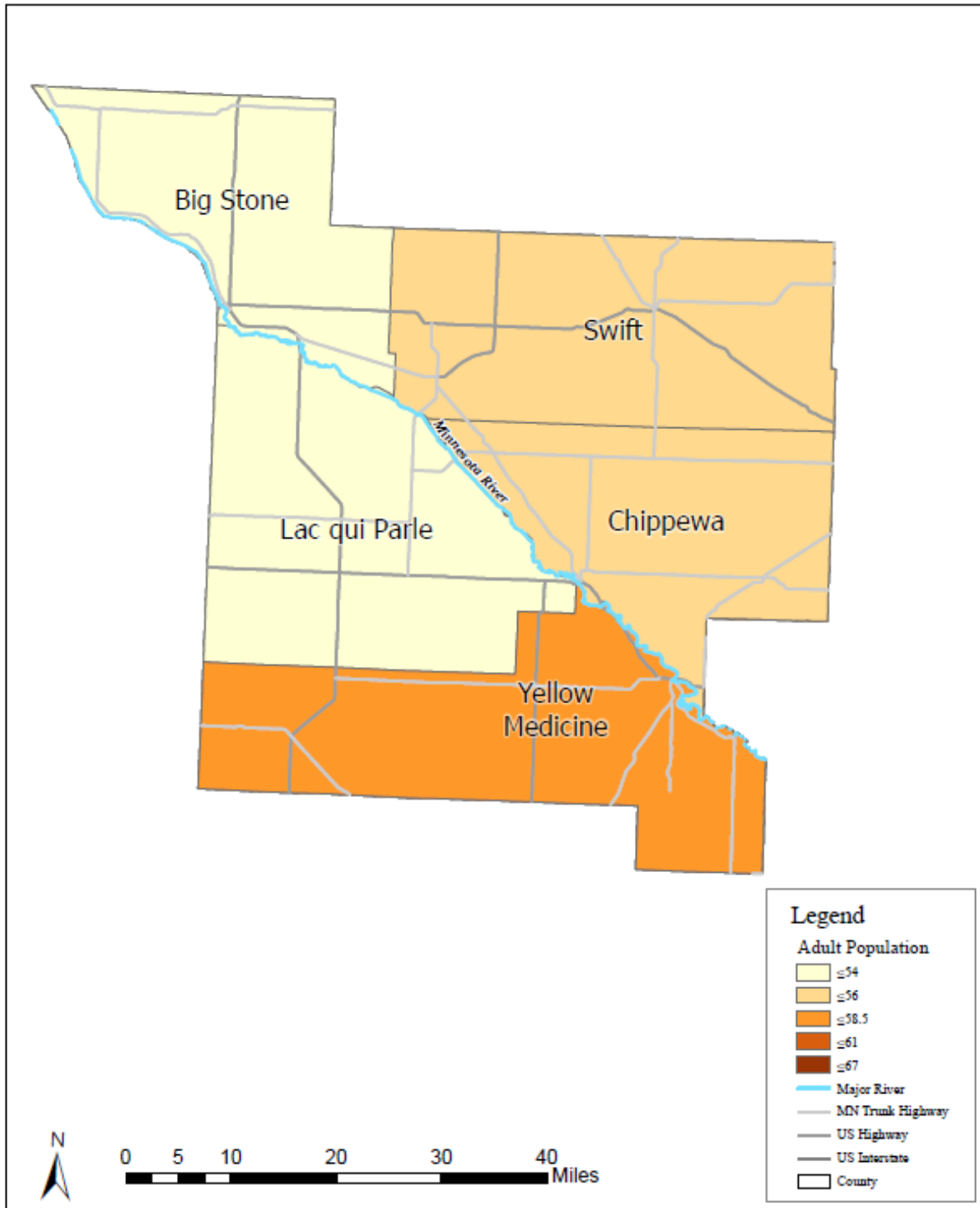
Upper Minnesota Valley - Percent Youth Population



Source: 2019 American Community Survey 5-Year Estimates

Map 2: Percent of Adult Population in UMRDC

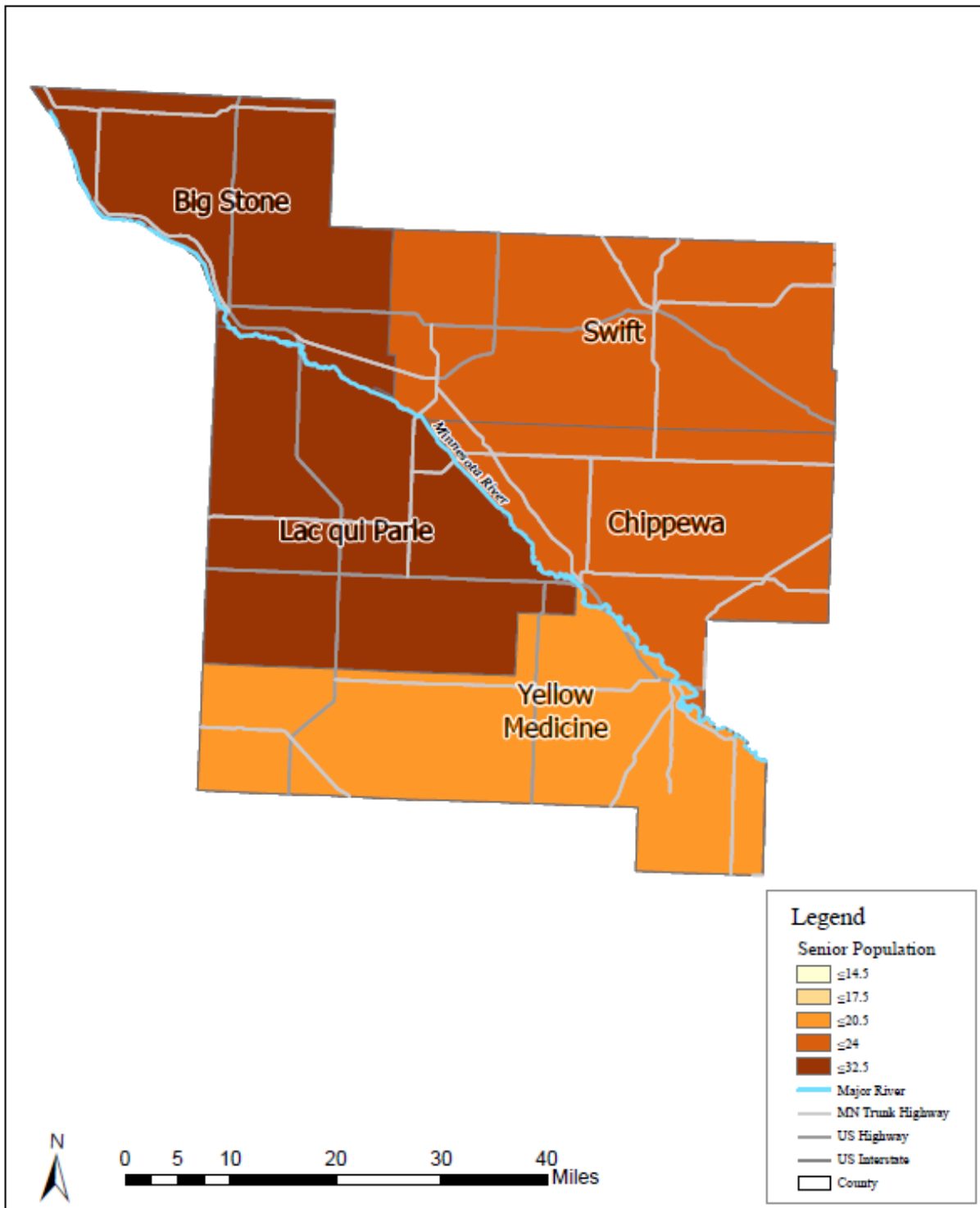
Upper Minnesota Valley - Percent Adult Population



Source: 2019 American Community Survey 5-Year Estimates

Map 3: Percent of Senior Population in UMRVDC

Upper Minnesota Valley - Percent Senior Population



Source: 2019 American Community Survey 5-Year Estimates

In Map 1 titled “Upper Minnesota Valley - Percent Youth Population”, the legend includes 5 groups of ages for the youth population. These groups are color coded as yellow, light orange, orange, rust, and red. Yellow indicates that the youth population is less than or equal to 19.5% of the total population. Light orange indicates that the youth population is less than or equal to 22% of the total population. The orange indicates that the youth population is less than or equal to 24% of the total population. Rust indicates that the youth population is less than or equal to 26.5% of the total population. Red indicates that the youth population is less than or equal to 32% of the total population. Lac qui Parle County is colored yellow, indicating that the youth population is less than or equal to 19.5% of the total population. Big Stone County is colored light orange, indicating that the youth population is between 19.6% and 22% of the total population. Swift, Chippewa, and Yellow Medicine counties are colored orange, indicating a youth population that is between 22.1% and 24% of the total population.

In Map 2 titled “Upper Minnesota Valley - Percent Adult Population”, the legend includes 5 groups of ages for the adult population. These groups are color coded as yellow, light orange, orange, rust, red. Yellow indicates that the adult population is less than or equal to 54% of the total population. Light orange indicates that the adult population is less than or equal to 56% of the total population. The orange indicates that the adult population is less than or equal to 58.5% of the total population. Rust indicates that the adult population is less than or equal to 61% of the total population. Red indicates that the adult population is less than or equal to 67% of the total population. Big Stone and Lac qui Parle counties are colored yellow, indicating that the adult population is less than or equal to 54% of the total population. Swift and Chippewa counties are colored light orange, indicating that the adult population is between 54.1% and 56% of the total population. Yellow Medicine County is colored orange, indicating that the adult population is between 56.1% and 58.5% of the total population.

In Map 3 titled “Upper Minnesota Valley - Percent Senior Population”, the legend includes 5 groups of ages for the senior population. These groups are color coded as yellow, light orange, orange, rust, red. Yellow indicates that the senior population is less than or equal to 14.5% of the total population. Light orange indicates that the senior population is less than or equal to 17.5% of the total population. The orange indicates that the senior population is less than or equal to 20.5% of the total population. Rust indicates that the senior population is less than or equal to 24% of the total population. Red indicates that the senior population is less than or equal to 32.5% of the total population. Yellow Medicine County is colored orange, indicating that the senior population is between 17.6% and 20.5% of the total population. Swift and Chippewa counties are colored rust, indicating that the senior population is between 20.6% and 24% of the total population. Big Stone and Lac qui Parle counties are colored red, indicating that the senior population is between 24.1% and 32.5% of the total population.

Populations of Individuals with a Disability

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

Table 5: Populations of Individuals with a Disability

County	Total Population	Disabled Population	Percent of Total
Big Stone	4,996	684	13.7%
Chippewa	11,953	1,417	11.9%
Lac qui Parle	6,719	950	14.1%
Swift	9,359	1,219	13.0%
Yellow Medicine	9,814	1,264	12.9%

Source: 2019 American Community Survey 5 Year Estimate (Table S1810)

Table 5 displays the 2019 total population of individuals with a disability (disabled population) in each county, the 2019 overall total population in each county, and the percent of individuals with a disability (disabled population) that makes up the total population. Big Stone County had a total population of 4,996 and individuals with a disability (disabled population) of 684. The individuals with a disability (disabled population) in Big Stone County made up 13.7% of the total population. In 2019, Chippewa County had a total population of 11,953 and individuals with a disability (disabled population) of 1,417. The individuals with a disability (disabled population) in Chippewa County made up 11.9% of the total population. Lac qui Parle County had a total population of 6,719 and an individual with a disability (disabled population) of 950. The individual with a disability (disabled population) in Lac qui Parle County made up 14.1% of the total population. Swift County had a total population of 9,359 and individuals with a disability (disabled population) of 1,219. The individual with a disability (disabled population) made up 13.0% of the total population. Yellow Medicine County had a total population of 9,814 and individuals with a disability (disabled population) of 1,264. The individuals with a disability (disabled population) in Yellow Medicine County made up 12.9% of the total population.

Table 6: Youth Population Individuals with a Disability (5 to 17 years)

County	Total Youth	Disabled Population	Percent of Total
Big Stone	1,033	15	1.5%
Chippewa	2,789	215	7.7%
Lac qui Parle	1,304	60	4.6%
Swift	2,113	99	4.7%
Yellow Medicine	2,261	89	3.9%

Source: 2019 American Community Survey 5 Year Estimate (Table S1810)

Table 6 displays the 2019 youth population of individuals with a disability (disabled population) in each county, the 2019 overall total youth population in each county, and the percent of youth with a disability (disabled population) that makes up the total population. Big Stone County had a total youth population of 1,033 and a youth with a disability (disabled population) of 15. The youth with a disability (disabled population) in Big Stone County made up 1.5% of the total youth population. Chippewa County had a total youth population of 2,789 and a youth with a disability (disabled population) of 215. The youth with a disability (disabled population) in Chippewa

County made up 7.7% of the total youth population. Lac qui Parle County had total youth population of 1,304 and youth with a disability (disabled population) of 60. The youth with a disability (disabled population) in Lac qui Parle County made up 4.6% of the total youth population. Swift County had a total youth population of 2,113 and a youth with a disability (disabled population) of 99. The youth with a disability (disabled population) made up 4.7% of the total youth population. Yellow Medicine County had a total youth population of 2,261 and youth with a disability (disabled population) of 89. The youth with a disability (disabled population) in Yellow Medicine County made up 3.9% of the total youth population.

Table 7: Adult Population Individuals with a Disability (18 to 64 years)

County	Total Adult	Disabled Population	Percent of Total
Big Stone	2,682	271	10.1%
Chippewa	6,668	512	7.7%
Lac qui Parle	3,624	393	10.8%
Swift	5,202	445	8.6%
Yellow Medicine	5,575	538	9.7%

Source: 2019 American Community Survey 5 Year Estimate (Table S1810)

Table 7 displays the 2019 adult population of individuals with disabilities (disabled population) in each county, the 2019 overall total adult population in each county, and the percent of adults with a disability (disabled population) that makes up the total population. Big Stone County had a total adult population of 2682 and adults with a disability (disabled population) of 271. The adults with a disability (disabled population) in Big Stone County made up 10.1% of the total adult population. Chippewa County had a total adult population of 6,668 and adults with a disability (disabled population) of 512. The adults with a disability (disabled population) in Chippewa County made up 7.7% of the total adult population. Lac qui Parle County had a total adult population of 3,624 and adults with a disability (disabled population) of 393. The adults with a disability (disabled population) in Lac qui Parle County made up 10.8% of the total adult population. Swift County had a total adult population of 5,202 and adults with a disability (disabled population) of 445. The adults with a disability (disabled population) made up 8.6% of the total adult population. Yellow Medicine County had a total adult population of 5,575 and adults with a disability (disabled population) of 535. The adults with a disability (disabled population) in Yellow Medicine County made up 9.7% of the total adult population.

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

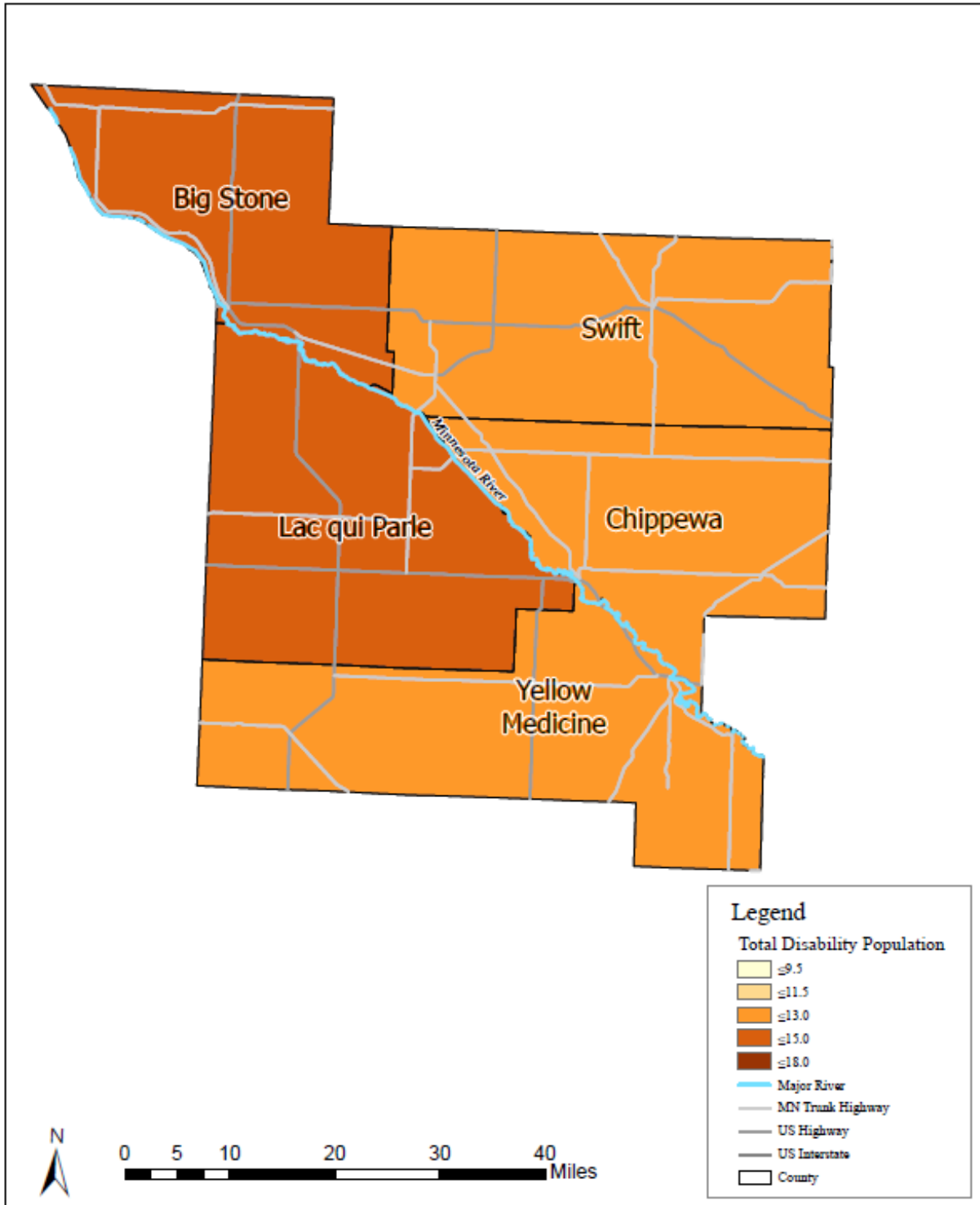
County	Total Seniors	Disabled Population	Percent of Total
Big Stone	1,281	398	31.1%
Chippewa	2,496	690	27.6%
Lac qui Parle	1,791	497	27.7%
Swift	2,044	675	33.0%
Yellow Medicine	1,978	637	32.2%

Source: 2019 American Community Survey 5 Year Estimate (Table S1810)

Table 8 displays the 2019 senior population of individuals with a disability (disabled population) in each county, the 2019 overall total senior population in each county, and the percent of seniors with a disability (disabled population) that makes up the total population. Big Stone County had a total senior population of 1,281 and seniors with a disability (disabled population) of 398. The seniors with a disability (disabled population) in Big Stone County made up 31.1% of the total senior population. Chippewa County had a total senior population of 2,496 and seniors with a disability (disabled population) of 690. The seniors with a disability (disabled population) in Chippewa County made up 27.6% of the total senior population. Lac qui Parle County had a total senior population of 1,791 and seniors with a disability (disabled population) of 497. The seniors with a disability (disabled population) in Lac qui Parle County made up 27.7% of the total senior population. Swift County had a total senior population of 2,044 and seniors with a disability (disabled population) of 675. The seniors with a disability (disabled population) made up 33.0% of the total senior population. Yellow Medicine County had a total senior population of 1,978 and seniors with a disability (disabled population) of 637. The seniors with a disability (disabled population) in Yellow Medicine County made up 32.2% of the total senior population.

Map 4: Individuals with Disabilities as a Percent of Total Population

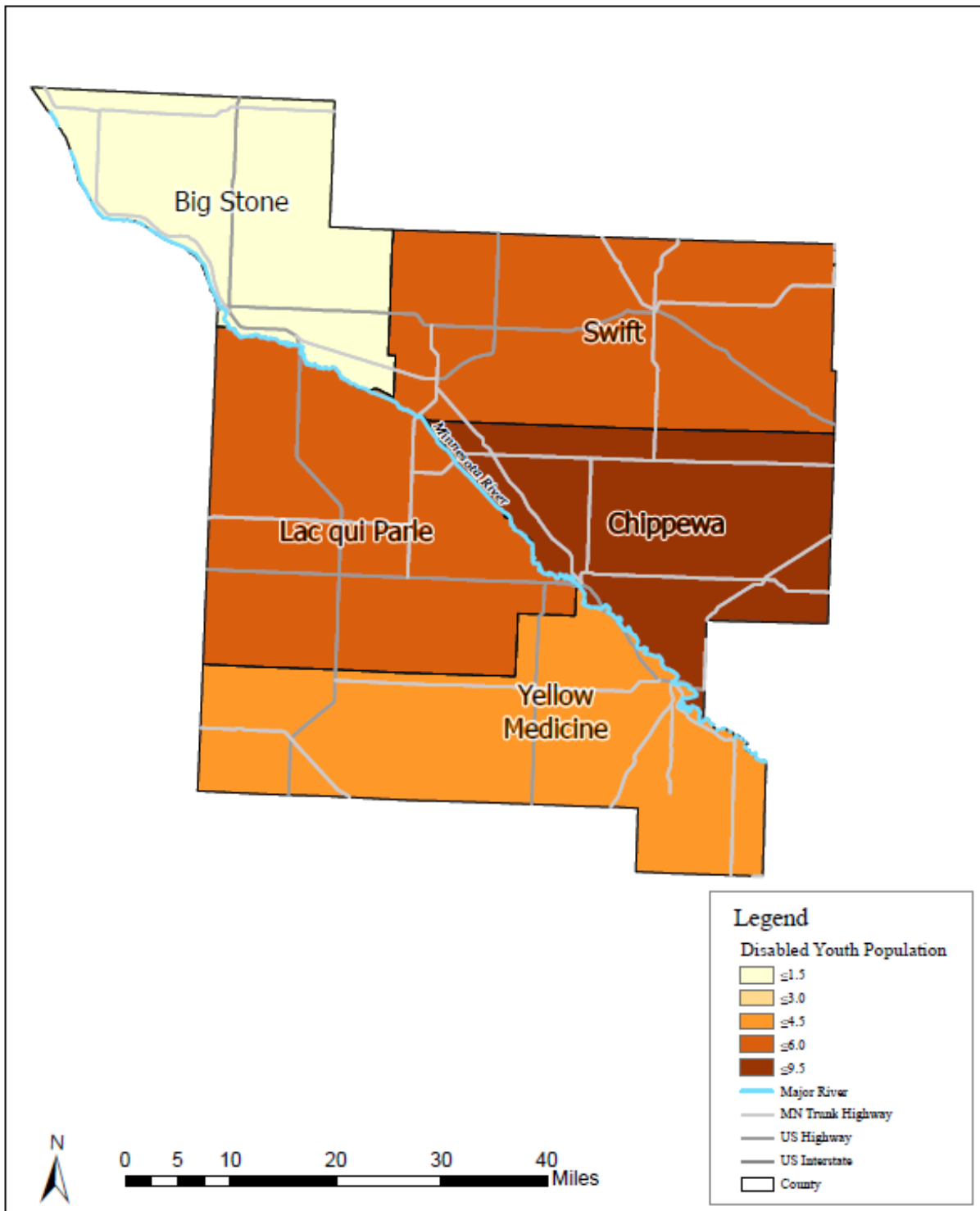
Upper Minnesota Valley - Percent Total Disability Population



Source: 2019 American Community Survey 5-Year Estimates

Map 5: Youth with Disabilities as a Percent of Total Population

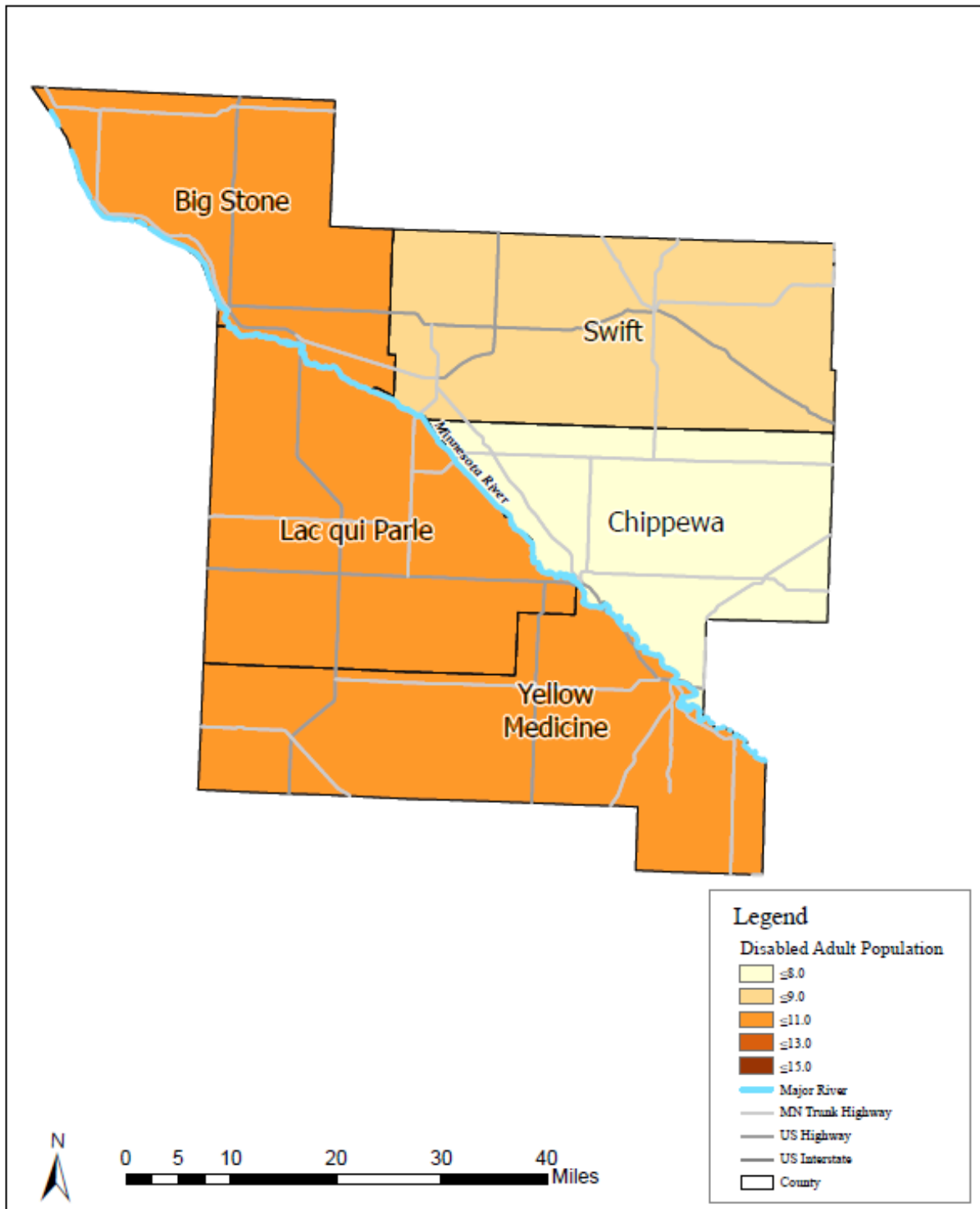
Upper Minnesota Valley - Percent Disabled Youth Population



Source: 2019 American Community Survey 5-Year Estimates

Map 6: Adults with Disabilities as a Percent of Total Population

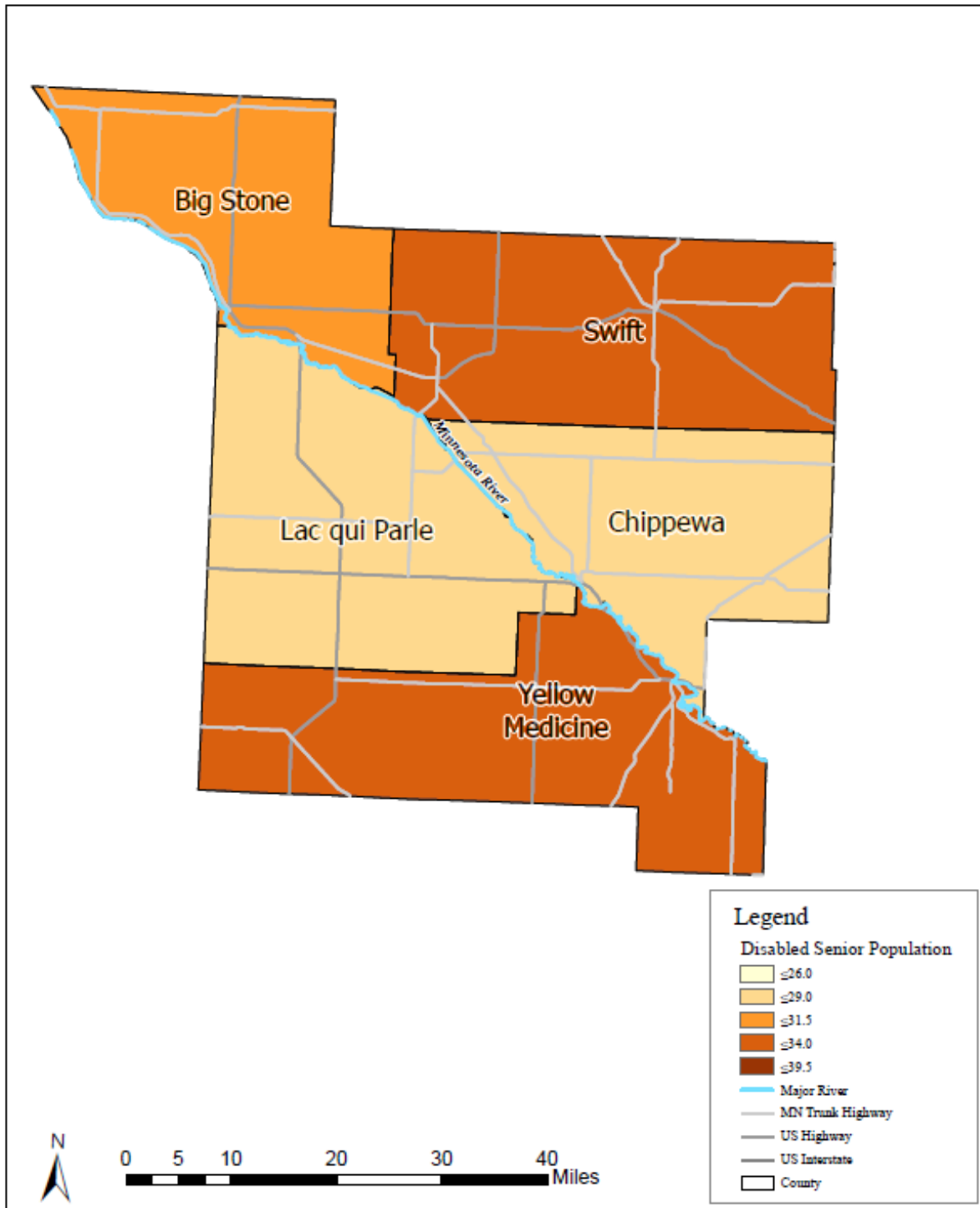
Upper Minnesota Valley - Percent Disabled Adult Population



Source: 2019 American Community Survey 5-Year Estimates

Map 7: Seniors with Disabilities as a Percent of Total Population

Upper Minnesota Valley - Percent Disabled Senior Population



The preceding maps were provided by MNDOT and titled based on the data from the American Community Survey data source. Titles and the narrative provided for the data has been changed to use people first language.

In Map 4 titled “Individuals with Disabilities as a Percent of Total Population”, the legend includes 5 groups of percentages that represent the percentage of the total population for individuals with disabilities (disabled population). These groups are color coded as yellow, light orange, orange, rust, red. Yellow indicates that the total individuals with disabilities (disabled population) is less than or equal to 9.5% of the total population. Light orange indicates that the total individuals with disabilities (disabled population) is less than or equal to 11.5% of the total population. The orange indicates that the total individuals with disabilities (disabled population) is less than or equal to 13% of the total population. Rust indicates that the total individuals with disabilities (disabled population) is less than or equal to 15% of the total population. Red indicates that the total individuals with disabilities (disabled population) is less than or equal to 18% of the total population. Swift, Chippewa, and Yellow Medicine counties are colored orange, indicating that the total individuals with disabilities (disabled population) makes up between 11.6% and 13% of the total population in each county. Big Stone and Lac qui Parle counties are colored rust, indicating that the total individuals with disabilities (disabled population) makes up between 13.1% and 15% of the total population in each county.

In Map 5 titled “Youth with Disabilities as a Percent of Total Population”, the legend includes 5 groups of percentages that represent the percentage of the total population that is youth with disabilities (disabled youth population). These groups are color coded as yellow, light orange, orange, rust, red. Yellow indicates that the total youth with disabilities (disabled youth population) is less than or equal to 1.5% of the total population. Light orange indicates that the total youth with disabilities (disabled youth population) is less than or equal to 3% of the total population. The orange indicates that the total youth with disabilities (disabled youth population) is less than or equal to 4.5% of the total population. Rust indicates that the total youth with disabilities (disabled youth population) is less than or equal to 6% of the total population. Red indicates that the total youth with disabilities (disabled youth population) is less than or equal to 9.5% of the total population. Big Stone County is colored yellow, indicating that the total youth with disabilities (disabled youth population) makes up approximately 1.5% of the total population. Yellow Medicine is colored orange, indicating that the total youth with disabilities (disabled youth population) makes up between 3.1% and 4.5% of the total population. Swift and Lac qui Parle counties are colored rust, indicating that the total youth with disabilities (disabled youth population) make up between 4.6% and 6% of the total population of each county. Chippewa county is colored red, indicating that the total youth with disabilities (disabled youth population) makes up between 6.1% and 9.5% of the total population.

In Map 6 titled “Adults with Disabilities as a Percent of Total Population”, the legend includes 5 groups of percentages that represent the percentage of the total population that is adults with disabilities (disabled adult population). These groups are color coded as yellow, light orange, orange, rust, red. Yellow indicates that the total adults with disabilities (disabled adult population) is less than or equal to 8% of the total population. Light orange indicates that the

total adults with disabilities (disabled adult population) is less than or equal to 9% of the total population. The orange indicates that the total adults with disabilities (disabled adult population) is less than or equal to 11% of the total population. Rust indicates that the total adults with disabilities (disabled adult population) is less than or equal to 13% of the total population. Red indicates that the total adults with disabilities (disabled adult population) is less than or equal to 15% of the total population. Chippewa county is colored yellow, indicating that the total adults with disabilities (disabled adult population) makes up approximately 8% of the total population. Swift county is colored light orange, indicating that the total adults with disabilities (disabled adult population) makes up between 8.1% and 9% of the total population. Big Stone, Lac qui Parle, and Yellow Medicine counties are colored orange, indicating that the total adults with disabilities (disabled adult population) makes up between 9.1% and 11% of the total population.

In Map 7 titled “Seniors with Disabilities as a Percent of Total Population”, the legend includes 5 groups of percentages that represent the percentage of the total population for seniors with disabilities (disabled senior population). These groups are color coded as yellow, light orange, orange, rust, red. Yellow indicates that the total seniors with disabilities (disabled senior population) is less than or equal to 26% of the total population. Light orange indicates that the seniors with disabilities (disabled senior population) is less than or equal to 29% of the total population. The orange indicates that the total seniors with disabilities (disabled senior population) is less than or equal to 31.5% of the total population. Rust indicates that the total seniors with disabilities (disabled senior population) is less than or equal to 34% of the total population. Red indicates that the total seniors with disabilities (disabled senior population) is less than or equal to 39.5% of the total population. Lac qui Parle and Chippewa counties are colored light orange, indicating that the total seniors with disabilities (disabled senior population) makes up between 26.1% and 29% of the total population. Big Stone County is colored orange, indicating that the total seniors with disabilities (disabled senior population) makes up between 29.1% and 31.5% of the total population. Swift and Yellow Medicine counties are colored rust, indicating that the total seniors with disabilities (disabled senior population) makes up between 31.6% and 34% of the total population.

Low-Income Population

As defined by the Department of Health and Human Services, an individual having an annual income of no more than \$12,880 is considered to be living below the poverty level. Table 9 shows the population of individuals living below the poverty level per county, and the percent that population represents of the total. Tables 10 - 12 describes this population in more detail by showing county populations for youth, adults, seniors, and individuals with a disability living below poverty.

Table 9: Population Below Poverty Level

County	Total Population	Population Below Poverty Level	Percent of Total
Big Stone	4,996	505	10.1%
Chippewa	11,953	1,112	9.3%

Lac qui Parle	6,719	558	8.3%
Swift	9,359	1,170	12.5%
Yellow Medicine	9,814	1,158	11.8%

Source: 2019 American Community Survey 5 Year Estimate (Table DP03)

Table 9 displays the 2019 population of individuals who were living below the poverty level in each county. To obtain a clearer understanding of this information, Table 9 includes data about the total population of each county, the total population below the poverty level for each county, and the percent of the population living in poverty that represents the total population. Big Stone County had a total population of 4,996. The total amount of people recorded living below the poverty level was 505 for Big Stone County in 2019 which makes up 10.1% of the total population for Big Stone County. Chippewa County had a total population of 11,953 with a population of 1,112 living below the poverty level. The population living below the poverty level makes up 9.3% of the total population for Chippewa County in 2019. Lac qui Parle County had a 2019 total population of 6,719 and a population of 558 for people living below the poverty level. The population living below the poverty level makes up 8.3% of the total Lac qui Parle population. Swift County had a total population of 9,359 in 2019. 12.5% of the total population in Swift County was recorded living below the poverty level, resulting in a population of 1,170 living below the poverty level. The Yellow Medicine County total population in 2019 was 9,814. The percent of the total population living below the poverty level was 11.8%, for a total population of 1,158 living below the poverty level in Yellow Medicine County.

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

County	Total Youth	Population below Poverty Level	Percent of Total
Big Stone	1,033	103	10.0%
Chippewa	2,789	251	9.0%
Lac qui Parle	1,304	93	7.1%
Swift	2,113	385	18.2%
Yellow Medicine	2,261	278	12.3%

Source: 2019 American Community Survey 5 Year Estimate (Table DP03)

Table 10 displays the 2019 population of youth who were living below the poverty level in each county. The table includes the total youth population per county, the youth population that is living below the poverty level, and the percent of the total youth population that is living below the poverty level. Big Stone County had a total youth population of 1,033. The total amount of youth recorded living below the poverty level was 103 for Big Stone County in 2019. The population of youth living below the poverty level makes up 10% of the total youth population for Big Stone County. Chippewa County had a total youth population of 2,789. The amount of the youth population living below the poverty level was 251. The population of youth living below the poverty level made up 9% of the total youth population for Chippewa County in 2019. Lac qui Parle County had a 2019 total youth population of 1,304 and a population of 93 for youth living

below the poverty level. The youth population living below the poverty level made up 7.1% of the total Lac qui Parle population. Swift County had a total youth population of 2,113 in 2019. 18.2% of the total youth population in Swift County was recorded living below the poverty level, resulting in a population of 385 youth living below the poverty level. The Yellow Medicine County total youth population in 2019 was 2,261. The percent of the total youth population living below the poverty level was 12.3%, for a total population of 278 youth living below the poverty level in Yellow Medicine County.

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

County	Total Adults	Population below Poverty Level	Percent of Total
Big Stone	2,682	266	9.9%
Chippewa	6,668	623	9.3%
Lac qui Parle	3,624	293	8.1%
Swift	5,202	594	11.4%
Yellow Medicine	5,575	669	12.0%

Source: 2019 American Community Survey 5 Year Estimate (Table DP03)

Table 11 displays the 2019 population of adults who were living below the poverty level in each county. The table includes the total adult population per county, the adult population that is living below the poverty level, and the percent of the total adult population that is living below the poverty level. Big Stone County had a total adult population of 2,682. The total amount of adults recorded living below the poverty level was 266 for Big Stone County. The population of adults living below the poverty level made up 9.9% of the total adult population for Big Stone County in 2019. Chippewa County had a total adult population of 6,668. The number of adults living below the poverty level was 623. The population of adults living below the poverty level made up 9.3% of the total adult population for Chippewa County in 2019. Lac qui Parle County had a 2019 total adult population of 3,624 and a population of 293 adults living below the poverty level. The adult population living below the poverty level made up 8.1% of the total Lac qui Parle population. Swift County had a total adult population of 5,575 in 2019. 11.4% of the total adult population in Swift County was recorded living below the poverty level, resulting in a population of 594 adults living below the poverty level. The total adult population for Yellow Medicine County in 2019 was 5,575. The percent of the total adult population living below the poverty level was 12%, for a total population of 669 adults living below the poverty level in Yellow Medicine County.

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

County	Total Seniors	Population below Poverty Level	Percent of Total
Big Stone	1,281	123	9.6%
Chippewa	2,496	226	9.1%
Lac qui Parle	1,791	163	9.1%
Swift	2,044	179	8.8%
Yellow Medicine	1,978	190	9.6%

Source: 2019 American Community Survey 5 Year Estimate (Table DP03)

Table 12 displays the 2019 population of seniors who were living below the poverty level in each county. The table includes the total senior population per county, the senior population that is living below the poverty level, and the percent of the total senior population that is living below the poverty level. Big Stone County had a total senior population of 1,281. The total amount of seniors recorded living below the poverty level was 123 for Big Stone County in 2019. The population of seniors living below the poverty level made up 9.6% of the total senior population for Big Stone County in 2019. Chippewa County had a total senior population of 2,496. The number of seniors living below the poverty level was 226. The population of seniors living below the poverty level made up 9.1% of the total senior population for Chippewa County in 2019. Lac qui Parle County had a 2019 total senior population of 1,791 and a population of 163 seniors living below the poverty level. The senior population living below the poverty level made up 9.1% of the total Lac qui Parle senior population. Swift County had a total senior population of 2,044 in 2019. 8.8% of the total senior population in Swift County was recorded living below the poverty level, resulting in a population of 179 seniors living below the poverty level. The total senior population for Yellow Medicine County in 2019 was 1,978. The percent of the total senior population living below the poverty level was 9.6%, for a total population of 190 seniors living below the poverty level in Yellow Medicine County.

Table 13: Individuals with a Disability Below Poverty Level

County	Number of Persons with a Disability	Population below Poverty Level	Percent of Total
Big Stone	684	144	21.1%
Chippewa	1417	264	18.6%
Lac qui Parle	950	161	16.9%
Swift	1219	171	14.0%
Yellow Medicine	1264	325	25.7%

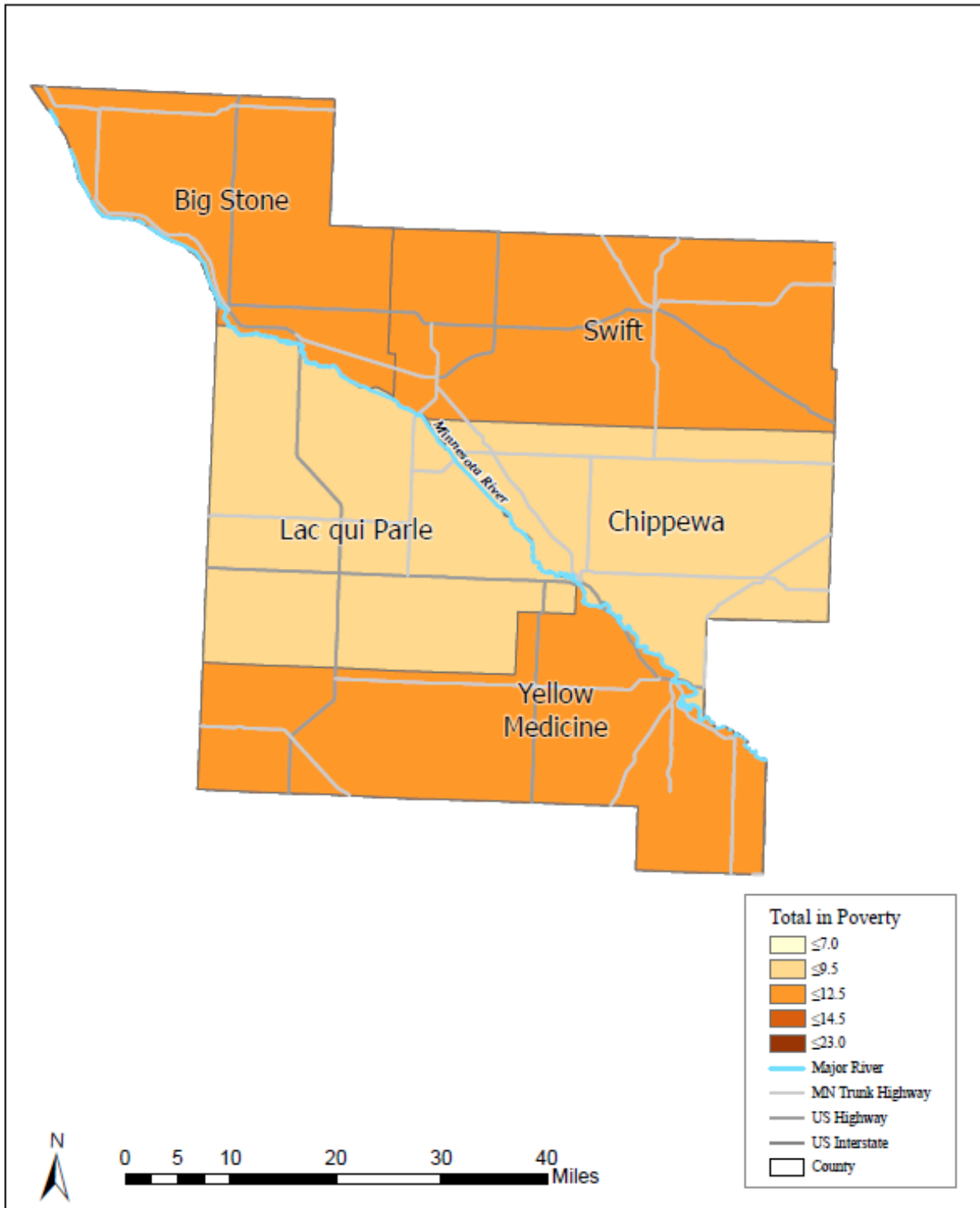
Source: 2019 American Community Survey 5 Year Estimate (Table C18130)

Table 13 displays the 2019 total population of individuals with disabilities and who also live below the poverty level in each county. The table includes the total population of individuals with a disability, the total population of individuals with a disability that is living below the poverty level, and the percent of the total population of individuals with a disability that is living below the poverty level. Big Stone County had a total population of individuals with a disability of 684. The

total amount of individuals with a disability recorded living below the poverty level was 144 for Big Stone County in 2019. The population of individuals with a disability living below the poverty level made up 21.1% of the total population of individuals living with a disability for Big Stone County in 2019. Chippewa County had a total population of individuals with a disability of 1,417. The number of individuals with a disability living below the poverty level was 264. The population of individuals with a disability living below the poverty level made up 18.6% of the total population of individuals with a disability for Chippewa County in 2019. Lac qui Parle County had a 2019 total population of individuals with a disability of 950 and a population of 161 individuals with a disability living below the poverty level. The population of individuals with a disability living below the poverty level made up 9.1% of the total population of individuals with a disability in Lac qui Parle County. Swift County had a total population of individuals with a disability of 1,219 in 2019. 14.0% of the total population of individuals with a disability in Swift County was recorded living below the poverty level, resulting in a population of 171 for individuals with a disability living below the poverty level. The total population of individuals with a disability for Yellow Medicine County in 2019 was 1,264. The percent of the total population of individuals with a disability living below the poverty level was 25.7%, for a total population of 325 individuals with a disability living below the poverty level in Yellow Medicine County.

Map 8: Percent of Total Population in Poverty in UMVRDC

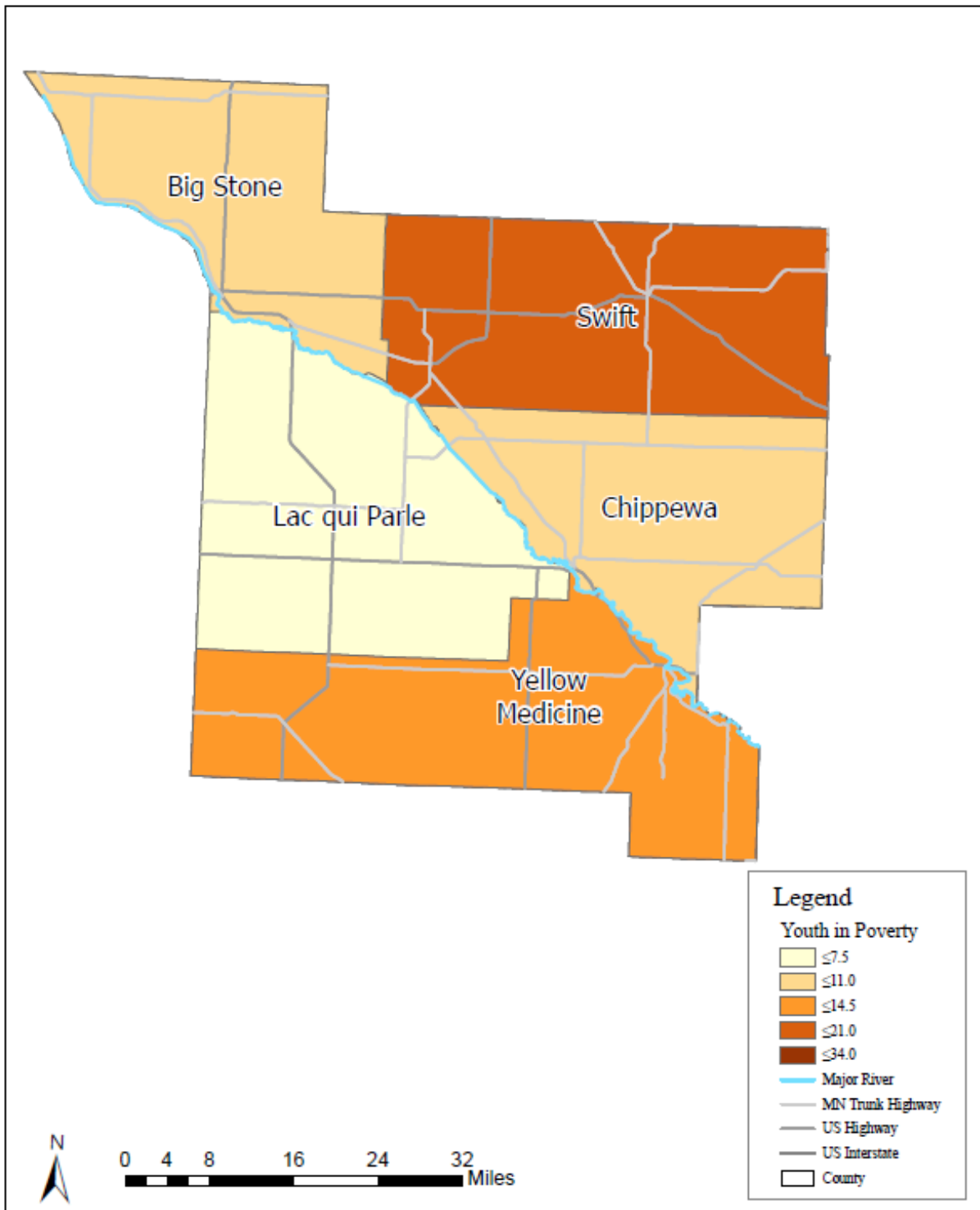
Upper Minnesota Valley - Percent Total in Poverty



Source: 2019 American Community Survey 5-Year Estimates

Map 9: Percent of Youth Population in Poverty in UMVRDC

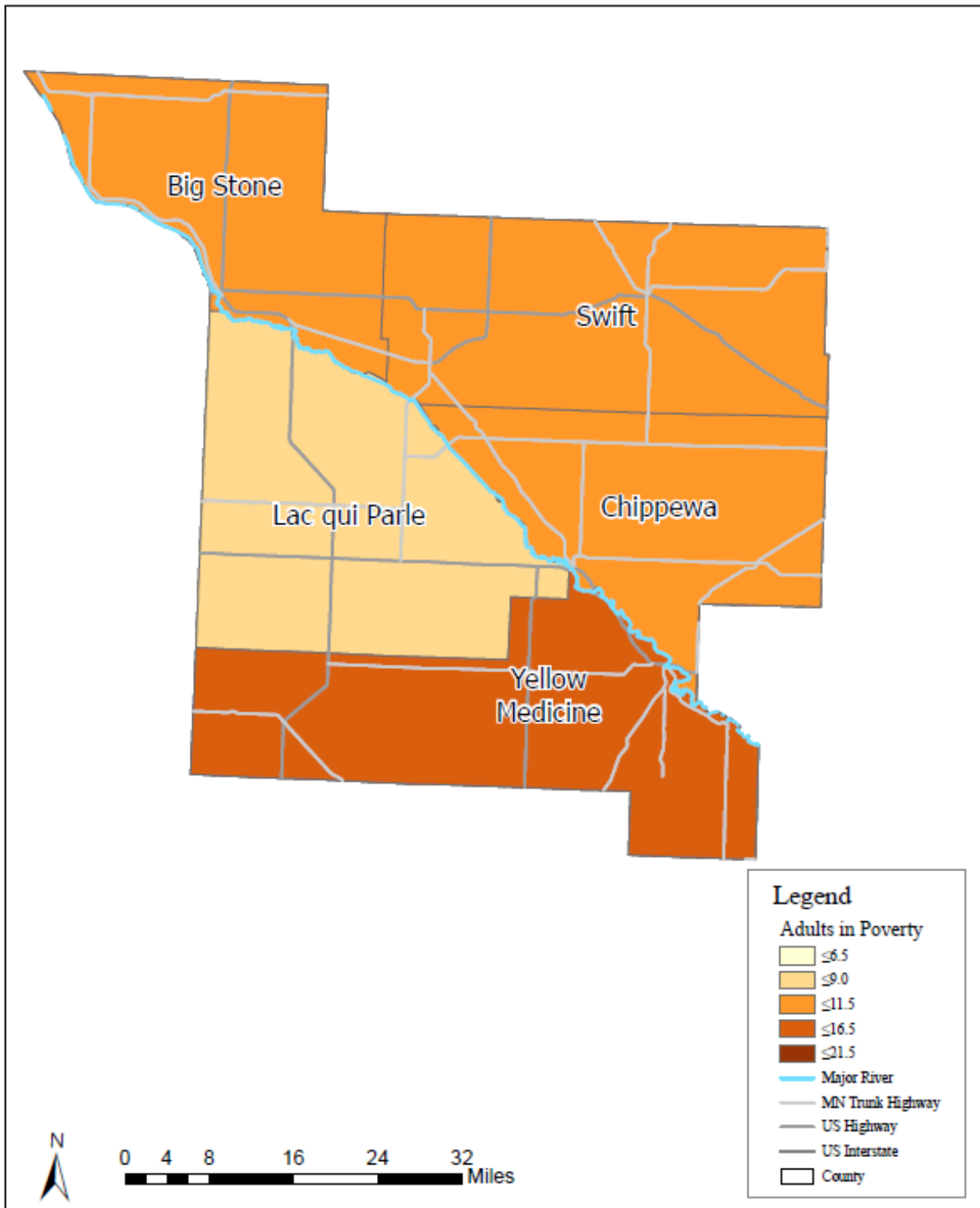
Upper Minnesota Valley - Percent Youth in Poverty



Source: 2019 American Community Survey 5-Year Estimates

Map 10: Percent of Adult Population in Poverty in UMRDC

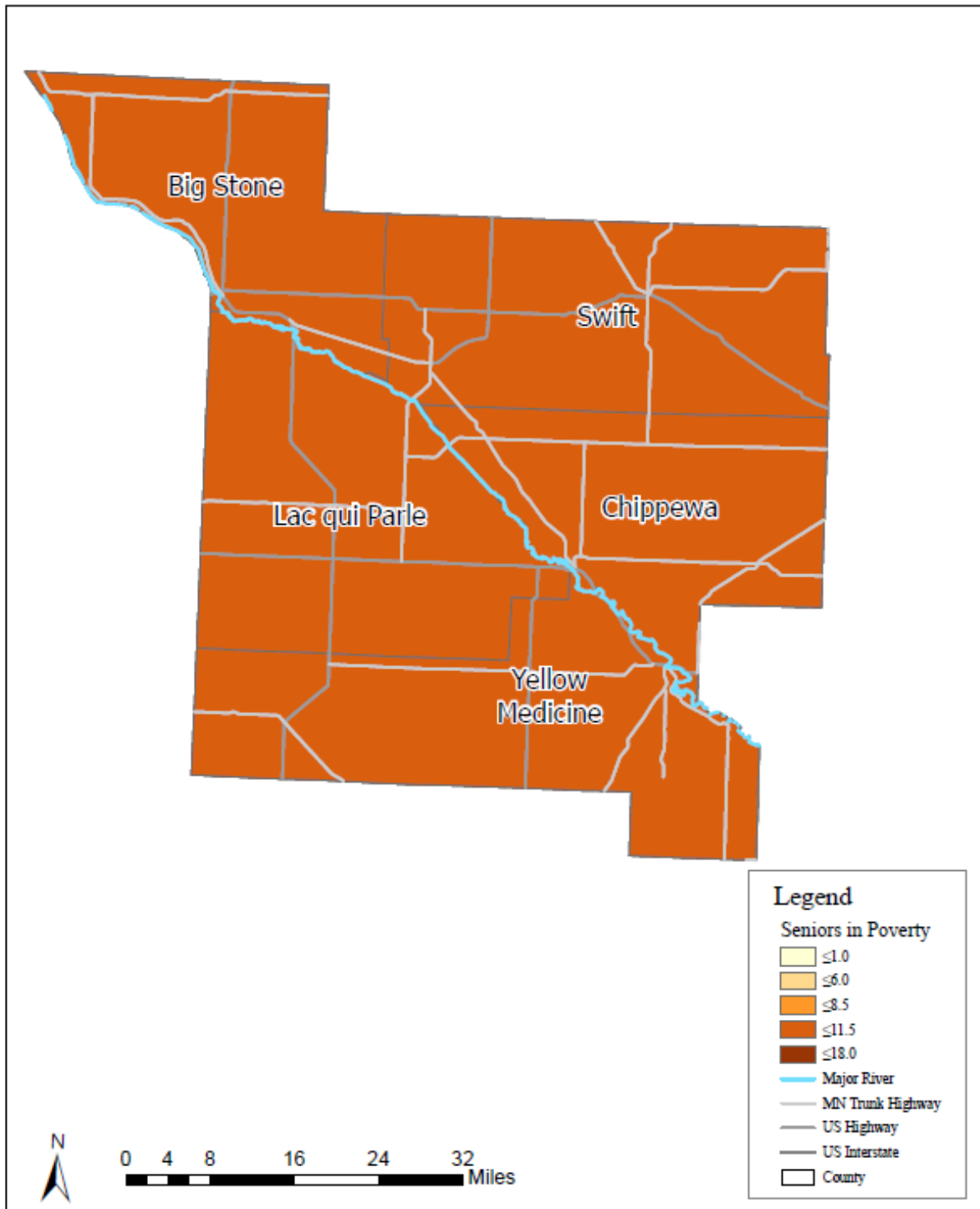
Upper Minnesota Valley - Percent Adults in Poverty



Source: 2019 American Community Survey 5-Year Estimates

Map 11: Percent of Senior Population in Poverty in UMRDC

Upper Minnesota Valley - Percent Seniors in Poverty



Source: 2019 American Community Survey 5-Year Estimates

In Map 8 titled “Upper Minnesota Valley - Percent Total in Poverty”, the legend includes 5 groups of percentages that represent the percentage of the total population that is living below the poverty level. These groups are color coded as yellow, light orange, orange, rust, red. Yellow indicates that the percent of the population living in poverty is less than or equal to 7.0% of the total population. Light orange indicates that the percent of the population living in poverty is less than or equal to 9.5% of the total population. The orange indicates that the percent of the population living in poverty is less than or equal to 12.5% of the total population. Rust indicates that the percent of the population living in poverty is less than or equal to 14.5% of the total population. Red indicates that the percent of the population living in poverty is less than or equal to 23.0% of the total population. Lac qui Parle and Chippewa Counties are colored light orange, indicating that between 7.1% and 9.5% of the population in each county is living in poverty. Big Stone, Swift, and Yellow Medicine counties are colored orange, indicating that between 9.6% and 12.5% of the population in each county is living in poverty.

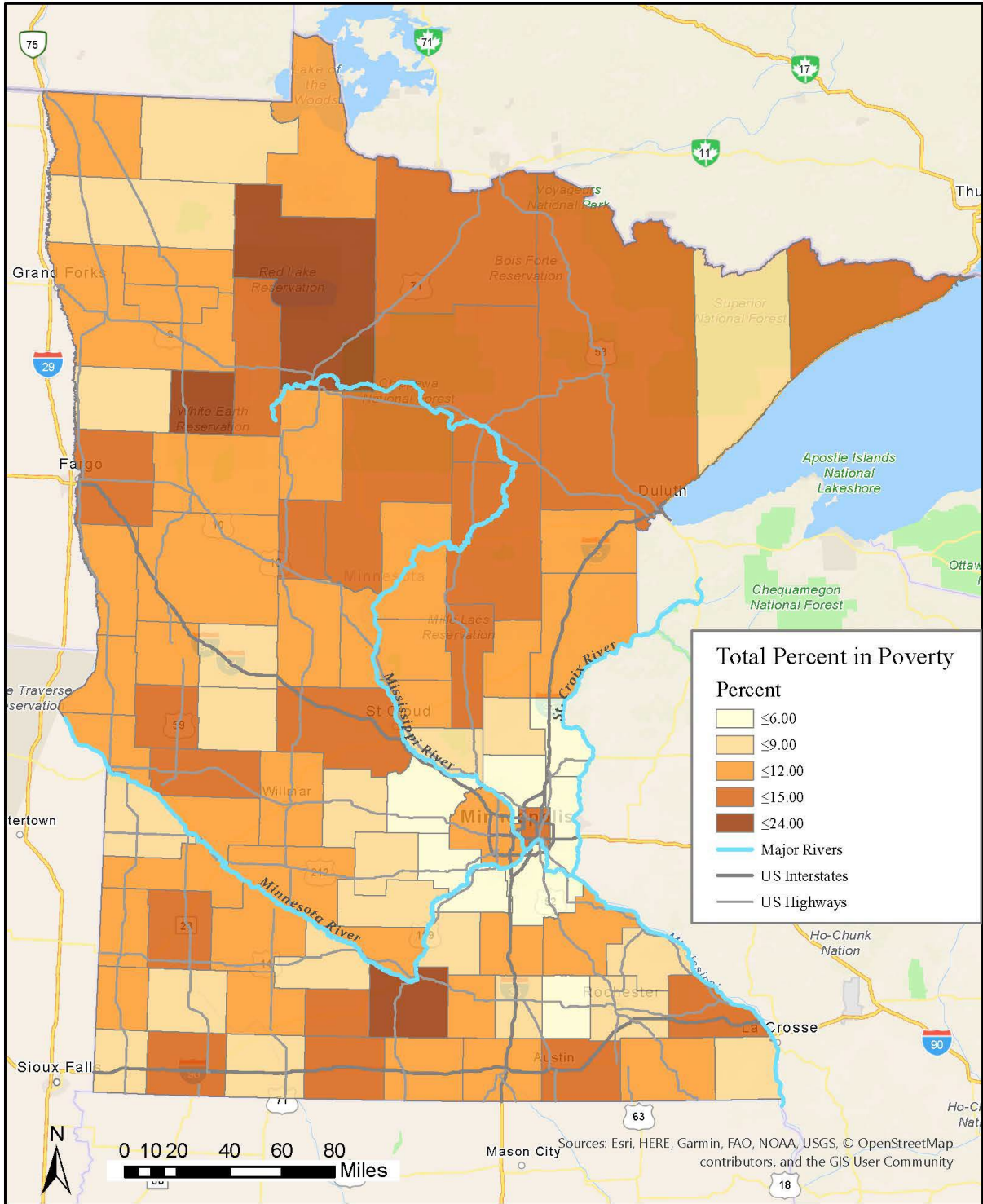
In Map 9 titled “Upper Minnesota Valley - Percent Youth in Poverty”, the legend includes 5 groups of percentages that represent the percentage of the youth population that is living below the poverty level. These groups are color coded as yellow, light orange, orange, rust, red. Yellow indicates that the percent of youth living in poverty is less than or equal to 7.5% of the total population. Light orange indicates that the percent of youth living in poverty is less than or equal to 11.0% of the total population. The orange indicates that the percent of youth living in poverty is less than or equal to 14.5% of the total population. Rust indicates that the percent of youth living in poverty is less than or equal to 21.0% of the total population. Red indicates that the percent of youth living in poverty is less than or equal to 34.0% of the total population. Lac qui Parle County is colored yellow, indicating that up to 7.5% of the youth population is living in poverty. Big Stone and Chippewa counties are colored light orange, indicating that between 7.6% and 11% of the youth population in each county is living in poverty. Yellow Medicine County is colored orange, indicating that between 11.1% and 14.5% of the youth population is living in poverty. Swift County is colored rust, indicating that between 14.6% and 21% of the youth population is living in poverty.

In Map 10 titled “Upper Minnesota Valley - Percent Adults in Poverty”, the legend includes 5 groups of percentages that represent the percentage of the adult population that is living below the poverty level. These groups are color coded as yellow, light orange, orange, rust, red. Yellow indicates that the percent of adults living in poverty is less than or equal to 6.5% of the total adult population. Light orange indicates that the percent of adults living in poverty is less than or equal to 9.0% of the total adult population. The orange indicates that the percent of adults living in poverty is less than or equal to 11.5% of the total adult population. Rust indicates that the percent of adults living in poverty is less than or equal to 16.5% of the total adult population. Red indicates that the percent of adults living in poverty is less than or equal to 21.5% of the total adult population. Lac qui Parle County is colored light orange, indicating that between 6.6% and 9.0% of the adult population is living in poverty. Big Stone, Swift, and Big Stone counties are colored orange, indicating that between 9.1% and 11.5% of the adult population in each county is living in poverty. Yellow Medicine County is colored rust, indicating that between 11.6% and 16.5% of the adult population is living in poverty.

In Map 11 titled “Upper Minnesota Valley - Percent Seniors in Poverty”, the legend includes 5 groups of percentages that represent the percentage of the senior population that is living below the poverty level. These groups are color coded as yellow, light orange, orange, rust, red. Yellow indicates that the percent of seniors living in poverty is less than or equal to 1% of the total senior population. Light orange indicates that the percent of seniors living in poverty is less than or equal to 6% of the total senior population. The orange indicates that the percent of seniors living in poverty is less than or equal to 8.5% of the total senior population. Rust indicates that the percent of seniors living in poverty is less than or equal to 11.5% of the total senior population. Red indicates that the percent of seniors living in poverty is less than or equal to 18% of the total senior population. All counties within the Region, Big Stone, Swift, Lac qui Parle, Chippewa, and Yellow Medicine, are colored rust, indicating that each county has between 8.6% to 11.5% of their senior population living in poverty.

Map 12: Total Percent of Population Living in Poverty in Minnesota

Total Percent Population Living in Poverty



Households with Incomes Below the Poverty Level

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

Table 14 depicts the number of households below the poverty level and the percentage of households in the area that are living below the poverty level. The data below uses the number of families rather than the number of households below poverty.

Table 14: Households Below Poverty

County	Households Below Poverty	Households Above Poverty	Percent Below Poverty of Total
Big Stone	97	1309	6.9%
Chippewa	211	3036	6.5%
Lac qui Parle	103	1838	5.3%
Swift	262	2414	9.8%
Yellow Medicine	226	2562	8.1%

Source: 2019 American Community Survey 5 Year Estimate (Table S1702)

Table 14, titled Households Below Poverty, displays the households in each county that are below the poverty level, above the poverty level, and the percentage of households below the poverty level. In 2019, Big Stone County reported 97 households below the poverty level and 1309 households above the poverty level. Of the total households in Big Stone County, 6.9% were recorded living below the poverty level. Chippewa County recorded a total of 211 or 6.5% of households living below the poverty level. 3036 households in Chippewa County were recorded living above the poverty level. Lac qui Parle County had 1838 households living above the poverty level in 2019. 103 households, or 5.3% of households were recorded living below the poverty level. Swift county reported 2,414 households living above the poverty level. 262 households or 9.8% of households in Swift County were reported living below the poverty level in 2019. Yellow Medicine County reported 226 households or 8.1% of households living below the poverty level. There were 2562 households reported living above the poverty level in 2019.

Zero-Vehicle Households

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

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

Table 15: Zero Vehicle Households

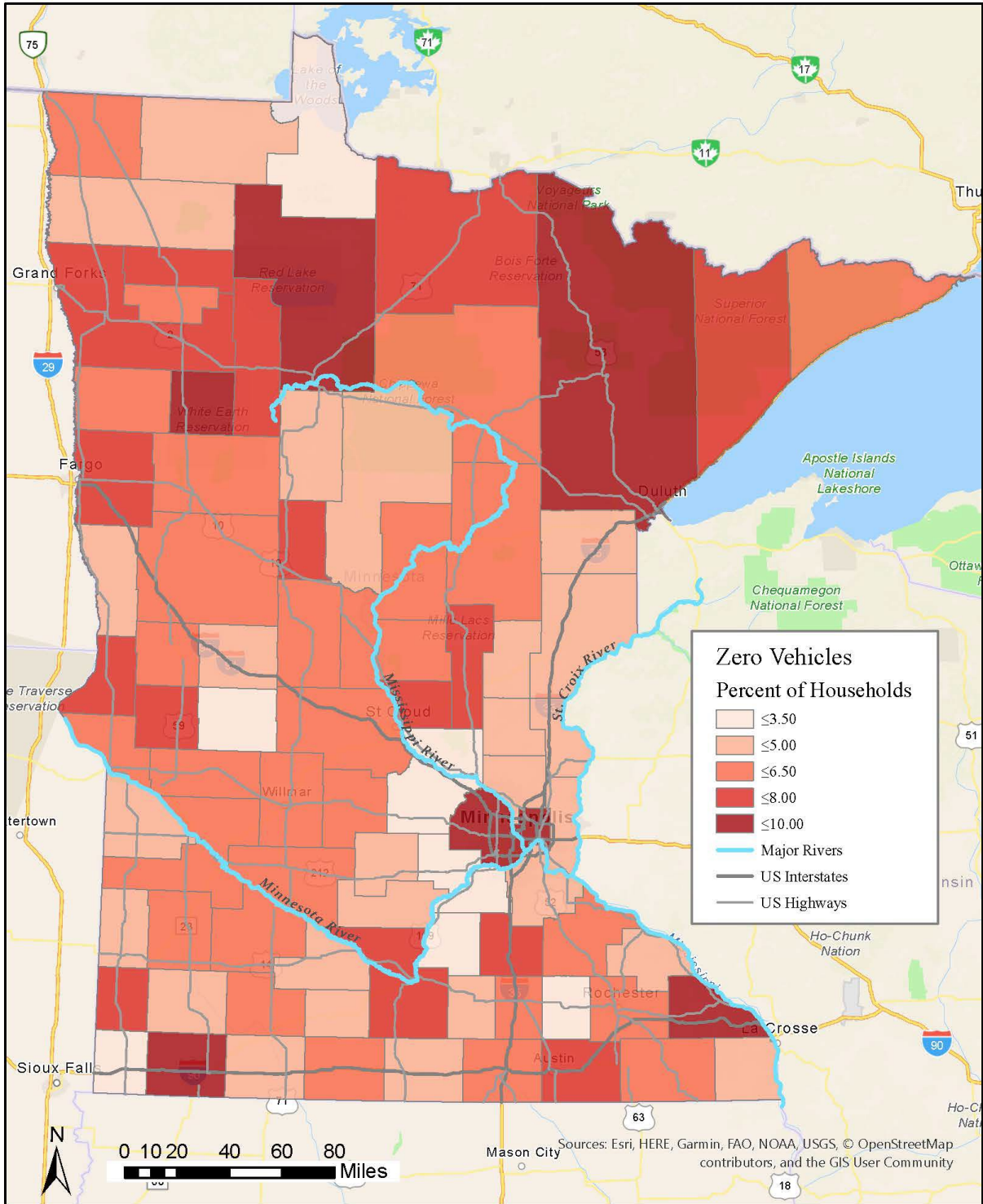
County	Total Households	Zero Vehicle Households	1 Vehicle	2 Vehicle	3 or More Vehicles	Percent Zero-Vehicle of Total
Big Stone	2,298	145	603	847	703	6.3%
Chippewa	5,209	304	1,749	1,779	1,377	5.8%
Lac qui Parle	3,090	119	760	1,225	986	3.8%
Swift	4,263	244	1,229	1,663	1,127	5.7%
Yellow Medicine	4,087	252	859	1,710	1,266	6.1%

Source: 2019 American Community Survey 5 Year Estimate (Table S2504)

In Table 15, there is data that includes total households, zero vehicle households, 1 vehicle households, 2 vehicle households, 3 or more vehicle households, and the percentage of zero vehicle households to the total number of households in each county within the UMRDC five-county region. Big Stone County had 2,298 households in 2019. Out of those 2,298 households, 145 had zero vehicles available, 603 had one vehicle available, 847 had two vehicles available, and 703 had three or more vehicles available. For Big Stone County, the percentage of households who were zero vehicle households was 6.3% for 2019. Chippewa County had 5,209 households in 2019 and out of those households, there were 304 with zero vehicles available, 1,749 with one vehicle available, 1,779 with two vehicles available, and 1,377 with three or more vehicles available. 5.8% of the total households in 2019 were zero vehicle households in Chippewa County. Of Lac qui Parle County's 3,090 total households, 3.8% or 119 of the households had zero vehicles available. Also in Lac qui Parle County, there were 760 households who had one vehicle, 1,225 households with two vehicles, and 986 households with three or more vehicles. Swift County had 4,263 households in 2019. Out of those 4,268 households, 244 had zero vehicles available, 1,229 had one vehicle available, 1,663 had two vehicles available, and 1,127 had three or more vehicles available. For Swift County, the percentage of households who were zero vehicle households was 5.7% for 2019. Yellow Medicine County had 4,087 households in 2019 and out of those households, there were 252 with zero vehicles available, 859 with one vehicle available, 1,710 with two vehicles available, and 1,266 with three or more vehicles available. 6.1% of the total households in 2019 were zero vehicle households in Yellow Medicine County.

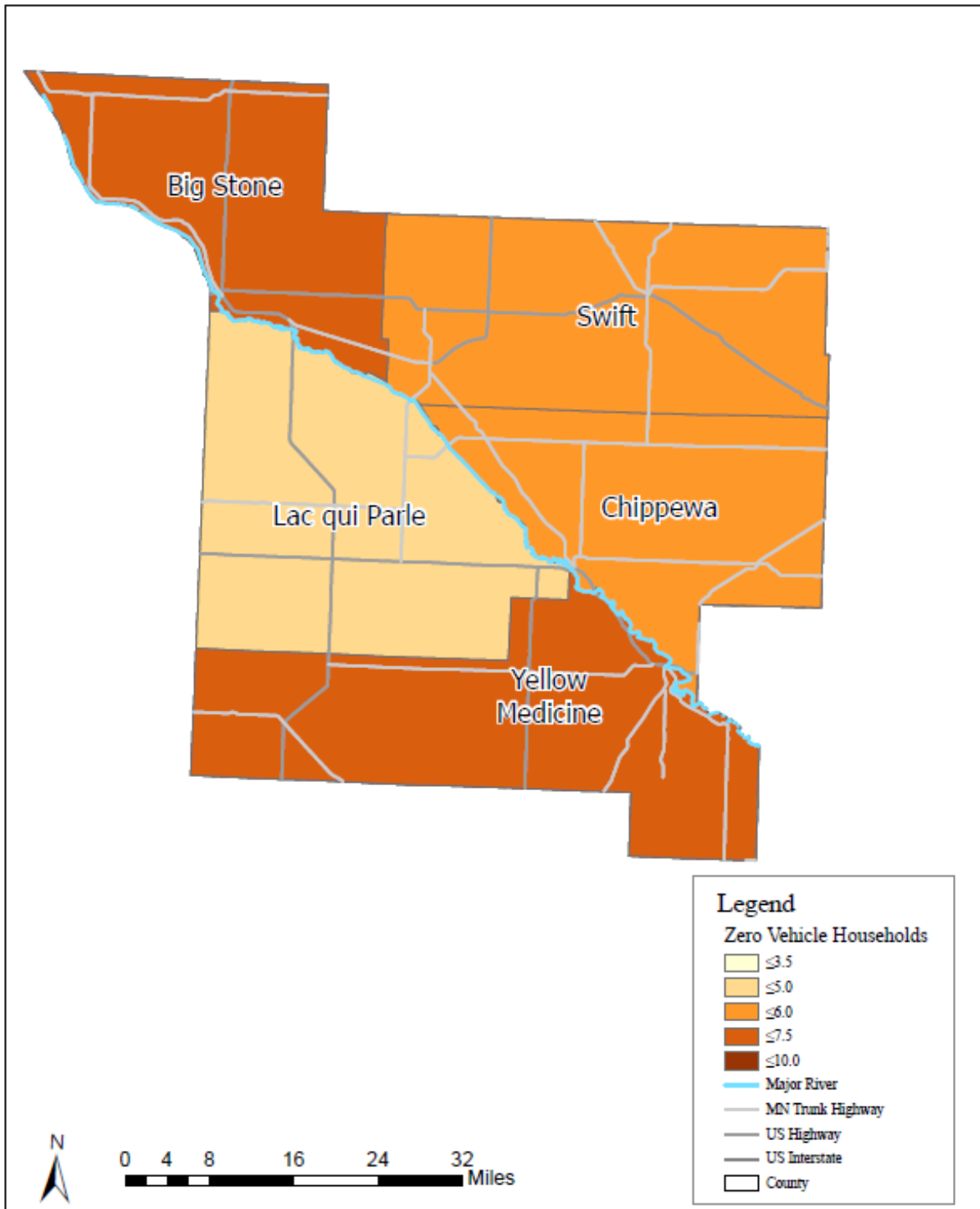
Map 13: Total Percent of Zero-Vehicle Households in Minnesota

Total Percent Zero-Vehicle Households



Map 14: Percent of Zero Vehicle Households in UMVRDC

Upper Minnesota Valley - Percent Zero Vehicle Households



Source: 2019 American Community Survey 5-Year Estimates

In Map 14 titled “Upper Minnesota Valley - Percent Zero Vehicle Household”, the legend includes 5 groups of percentages that represent the percentage households with zero vehicles. These groups are color coded as yellow, light orange, orange, rust, red. Yellow indicates that the percent households with zero vehicles is less than or equal to 3.5% of total households. Light orange indicates that the percent of households with zero vehicles is less than or equal to 5% of total households. Orange indicates that the percent households with zero vehicles is less than or equal to 6% of total households. Rust indicates that the percent of households with zero vehicles is less than or equal to 7.5% of total households. Red indicates that the percent of households with zero vehicles is less than or equal to 10% of total households. Lac qui Parle County is colored light orange, indicating that between 3.6% and 5.0% of households have zero vehicles. Swift and Chippewa counties are colored orange, indicating that between 5.1% and 6.0% of households in each county own zero vehicles. Big Stone and Yellow Medicine counties are colored rust, indicating that between 6.1% and 7.5% of households in each county own zero vehicles.

Commuting to Work

It is important to understand how residents are getting to their place of work when developing human service transportation and transit plans.

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

Table 16: Commuting to Work

County	Drove Alone	Carpooled	Public Transportation	Walked	Bicycle	Worked at Home
Big Stone	78.0%	8.6%	0.8%	4.1%	0.0%	8.3%
Chippewa	77.8%	9.3%	0.8%	4.7%	0.1%	7.2%
Lac qui Parle	74.8%	9.2%	0.2%	5.2%	0.4%	9.2%
Swift	77.6%	9.8%	0.3%	5.0%	0.5%	6.3%
Yellow Medicine	78.4%	8.7%	0.7%	3.3%	0.5%	7.3%

Source: 2019 American Community Survey 5 Year Estimate (Table S0801)

Table 16 displays the modes in which the county’s residents commute to work which includes whether they drove alone, carpoled, used public transportation, walked, bicycled, or worked at home. In Big Stone County, 78.0% of residents drove alone to work, 8.6% of residents carpoled, 0.8% of residents used public transportation to commute to work, 4.1% of residents walked, 0.0% of residents bicycled, and 8.3% of residents worked at home. In Chippewa County, 77.8% of residents drove alone to work, 9.3% of residents carpoled, 0.8% of residents used public transportation to commute to work, 4.7% of residents walked, 0.1% of residents bicycled, and 7.2% of residents worked at home. Lac qui Parle County in 2019 saw 74.8% of the county’s residents driving alone to work, 9.2% of residents carpoled, 0.2% of residents used public transportation to commute to work, 5.2% of residents walked, 0.4% of residents bicycled, and 6.3% of residents worked at home. Yellow Medicine County had the highest percentage of their

residents who drove alone during their commute to work with 78.4% of their residents doing so in 2019. 8.7% of residents carpooled to work, 0.7% of residents used public transportation to commute to work, 3.3% of residents walked, 0.5% of residents bicycled, and 7.3% of residents worked at home in Yellow Medicine County.

Place of Work

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

Table 16: Place of Work

County	Works in County of Resident	Percent of Total Work Within County	Works Outside County of Residence	Percent of Total Works Outside
Big Stone	1,438	61.8%	463	19.9%
Chippewa	4,192	70.7%	1,725	29.1%
Lac qui Parle	2,380	71.9%	768	23.2%
Swift	3,241	68.9%	1,388	29.5%
Yellow Medicine	3,051	62.5%	1,718	35.2%

Source: 2019 American Community Survey 5 Year Estimate (Table S0801)

Table 16 displays whether the residents of a county works without their county of residence or works outside their county of residence. The table also depicts the percentage of residents who work within their county of residence and the percentage of residents who work outside of their county of residence. In 2019, Big Stone County had 61.8% or 1,438 of their residents work within the county while 19.9% or 463 of the county’s residents travel outside of the county for work. Chippewa County had 4,192 of their residents work within the county which is 70.7% of their residents. About 29.1% or 1,725 of Chippewa County’s residents worked outside of the county. In Lac qui Parle County, 2,380 or 71.9% of the county’s residents work within their county of residence. 768 or 23.2% of Lac qui Parle County’s residents work outside of their county of residence. In 2019, Swift County had 68.9% or 3,241 of their residents work within the county while 29.5% or 1,388 of the county’s residents travel outside of the county for work. Yellow Medicine County had 3,051 of their residents work within the county which is 62.5% of their residents. About 35.2% or 1,718 of Yellow Medicine County’s residents worked outside of the county.

Minority Communities

Table 17 outlines the population by race for each county. The population by race is separated into Black or African American, Asian, Hispanic or Latino, American Indian or Native, or Two or More Races from the American Community Survey in 2019. The data for the population by race does not equal 100% because of a degree of error within the data. For some counties, the percentage of population by race was under 100% and for most counties, the percentage of population by race was over 100%.

Table 17: Population by Race

County	White	Black or African American	Asian	Hispanic or Latino	American Indian or Native	Two or More Races
Big Stone	97.6%	0.1%	0.1%	1.8%	0.3%	1.8%
Chippewa	90.1%	0.9%	1.3%	2.0%	0.2%	0.8%
Lac qui Parle	96.0%	0.9%	0.8%	6.9%	0.2%	1.0%
Swift	94.5%	2.2%	0.3%	9.3%	0.0%	0.8%
Yellow Medicine	92.6%	0.7%	0.6%	4.8%	2.5%	2.0%

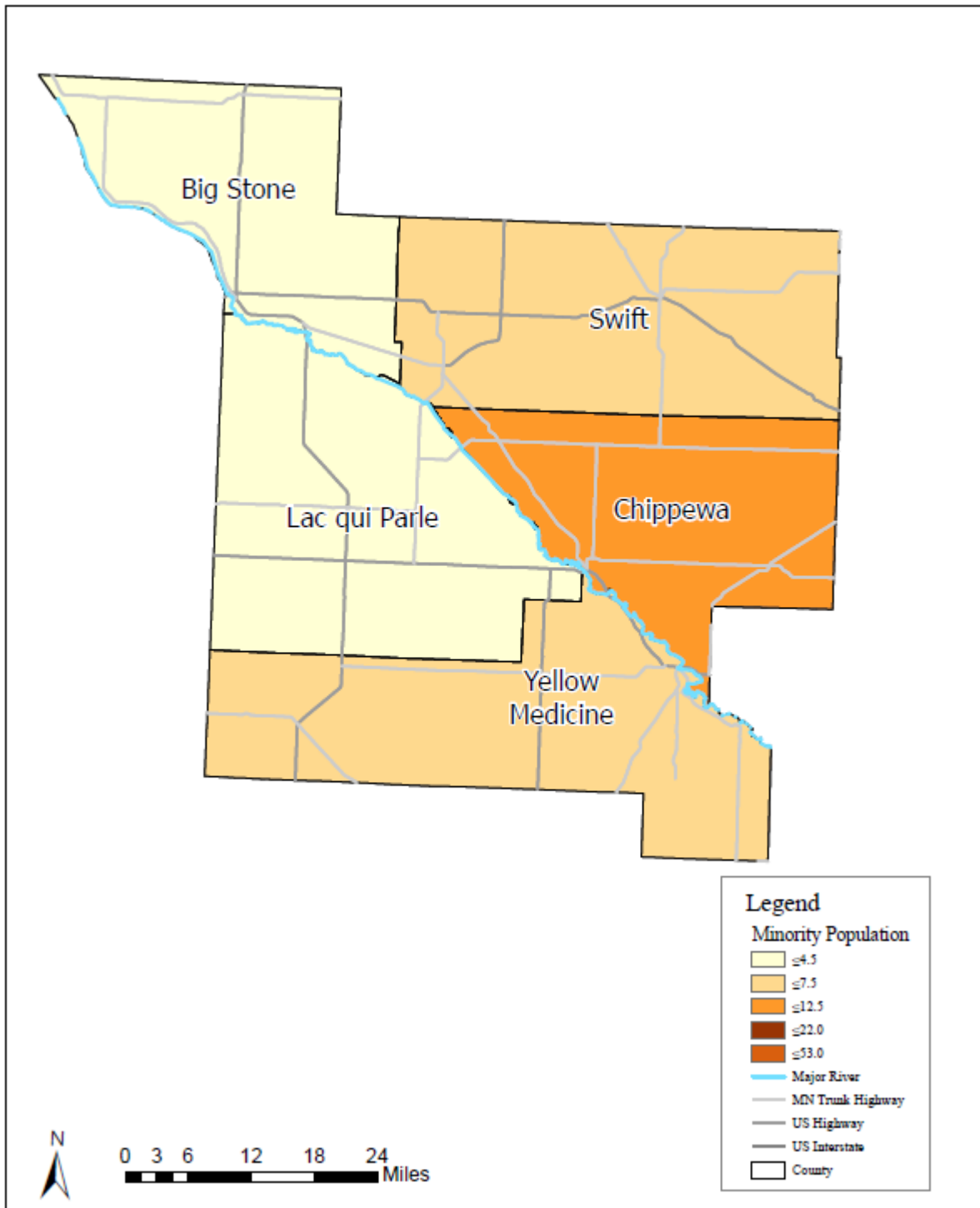
Source: 2019 American Community Survey 5 Year Estimate (Table DP05)

From Table 17, Big Stone County’s 2019 population was 97.6% White, 0.1% Black or African American, 0.1% Asian, 1.8% Hispanic or Latino, 0.3% American Indian or Native, and 1.8% Two or More Races. Chippewa County’s 2019 population was 90.1% White, 0.9% Black or African American, 1.3% Asian, 2.0% Hispanic or Latino, 0.2% American Indian or Native, and 0.8% Two or More Races. Lac qui Parle County’s 2019 population was 96.0% White, 0.9% Black or African American, 0.8% Asian, 6.9% Hispanic or Latino, 0.2% American Indian or Native, and 1.0% Two or More Races. Swift County’s 2019 population was 94.5% White, 2.2% Black or African American, 0.3% Asian, 9.3% Hispanic or Latino, 0.0% American Indian or Native, and 0.8% Two or More Races. Yellow Medicine County’s 2019 population was 92.6% White, 0.7% Black or African American, 0.6% Asian, 4.8% Hispanic or Latino, 2.5% American Indian or Native, and 2.0% Two or More Races.

In Map 15 titled “Upper Minnesota Valley - Percent Total Minority Population”, the legend includes 5 groups of percentages that represent the percentage households with zero vehicles. These groups are color coded as yellow, light orange, orange, rust, red. Yellow indicates that the percent of the minority population is less than or equal to 4.5% of the total population. Light orange indicates that the percent of the minority population is less than or equal to 7.5% of the total population. The orange indicates that the percent of the minority population is less than or equal to 12.5% of the total population. Rust indicates that the percent of the minority population is less than or equal to 22.0% of the total population. Red indicates that the percent of the minority population is less than or equal to 53.0% of the total population. Big Stone and Lac qui Parle counties are colored yellow, indicating that up to 4.5% of the total population in each county is a minority population. Swift and Yellow Medicine counties are colored light orange, indicating that the minority population in each county is between 4.6% and 7.5% of the total population. Chippewa County is colored orange, indicating that the minority population in the county is between 7.6% and 12.5% of the total population.

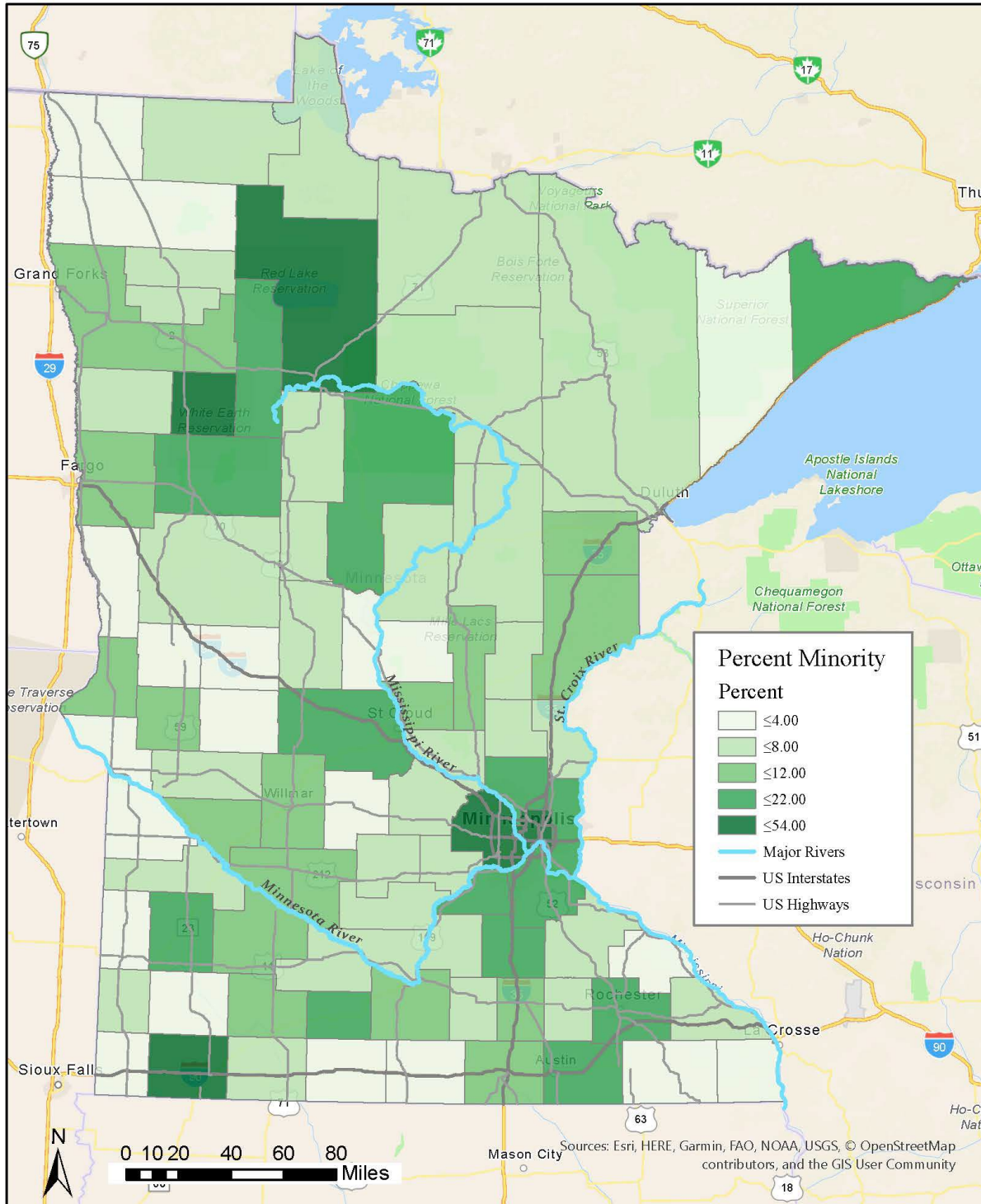
Map 15: Percent of Total Minority Population in UMRDC

Upper Minnesota Valley - Percent Total Minority Population



Map 16: Total Percent of Minority Population in Minnesota

Total Percent Minority Population



Limited English Communities

Table 18: Limited English Population

County	Speak English only or speak English “very well”	Percent of Total	Speak English less than “very well”	Percent of Total
Big Stone	4,656	93.2%	46	0.9%
Chippewa	10,631	88.9%	474	4.0%
Lac qui Parle	6,315	94.0%	188	2.8%
Swift	8,591	91.8%	234	2.5%
Yellow Medicine	9,062	92.3%	141	1.4%

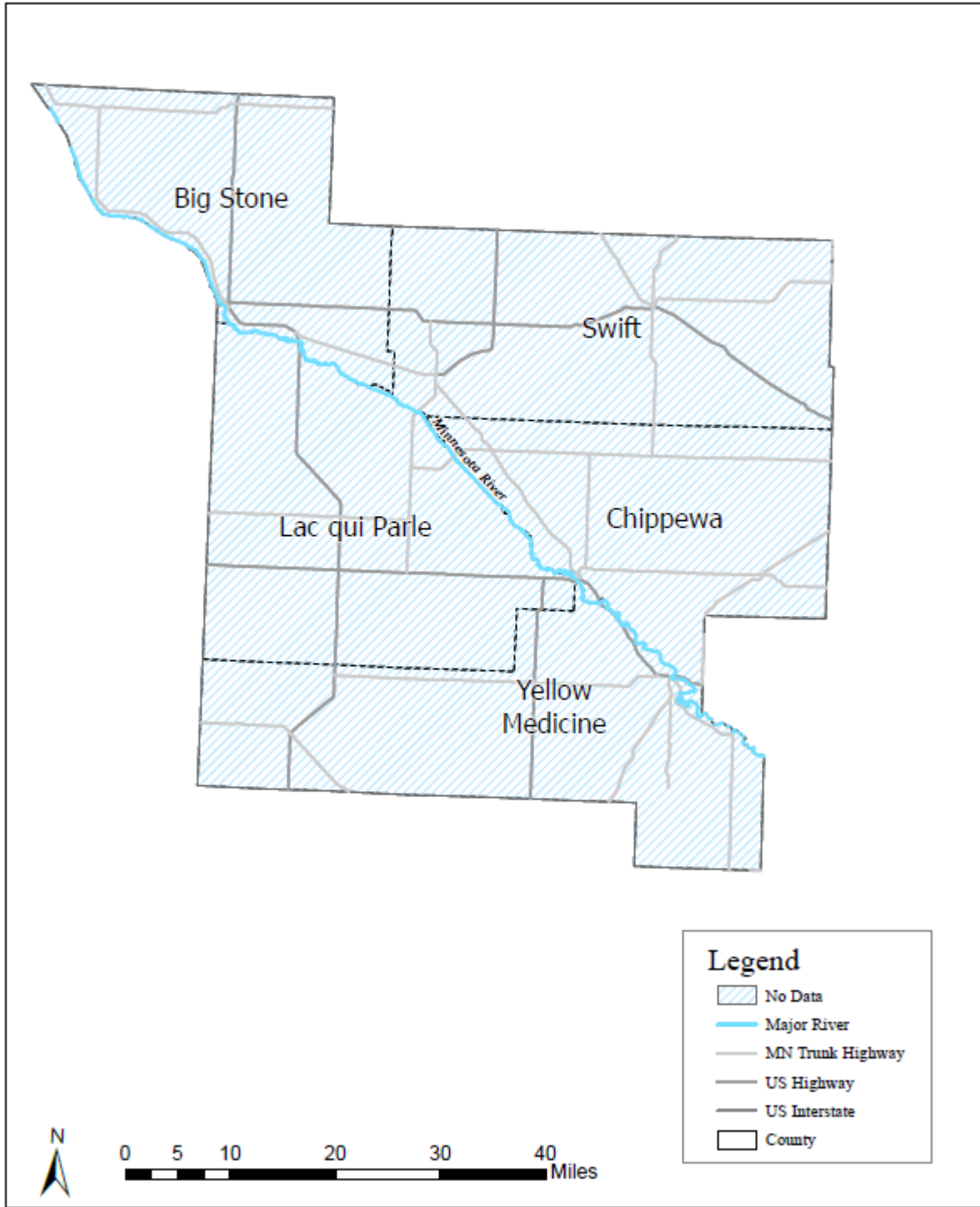
Source: 2019 American Community Survey 5 Year Estimate (Table C16001)

Table 18, titled “Limited English Population”, displays the number of individuals and percentage of the population that does not speak English as their primary language. Big Stone County reports that 93.2% of the total population, or 4,656 people, only speak English or speak English very well. It was reported that 0.9% of the total Big Stone County population, or 46 people, speak English less than very well. Chippewa County reports that 88.9% of the total population speaks very well English. A total population of 10,631 people are reported as speaking English very well. It was reported that 4% of the total population, or 474 people, speak English less than very well. Lac qui Parle County reports a total of 6,315 people, or 94% of the total population, that speaks English very well. It was reported that 474 people, or 2.8% of the total population in Lac qui Parle County, speaks English less than very well. Swift County reports a total of 8,591 people, or 91.8% of the total population, that are very well English speakers. It was reported that 234 people in Swift County, or 2.5% of the total population, speaks English less than very well. Yellow Medicine County reports that 92.3% of the total population, or 9,062 people, are very well English speakers. It was reported that 1.4% of the total Yellow Medicine County population, or 141 people, speaks English less than very well.

In Map 17 titled “Upper Minnesota Valley - Percent Limited English Proficiency”, it shows that there is no data available for the five counties of Big Stone, Chippewa, Lac qui Parle, Swift, and Yellow Medicine.

Map 17: Percent of Limited English Proficiency in UMRDC

Upper Minnesota Valley - Percent Limited English Proficiency



Source: 2019 American Community Survey 5-Year Estimates

Economic Conditions

Within the UMRDC five county region, the top employers are Production with 13.5% share of total jobs, Office and Administrative Support with 13.4% share of total jobs, Food Preparation and Serving Related with 9.7% share of total jobs, and Transportation and Material Moving with 8.0% share of total jobs in 2021 (DEED Occupational Employment & Wage Statistics).

According to DEED's Quarterly Census of Employment and Wages (QCEW), Big Stone County, in 2019, had 729 jobs in Education and Health Services, 293 jobs in Trade, Transportation and Utilities, and 181 jobs in Construction. Chippewa County's top employers were within Education and Health Services with 1,657 jobs, Manufacturing with 1,203 jobs, and Trade, Transportation and Utilities with 1,002 jobs. In Lac qui Parle County, the top employers were Education and Health Services with 809 jobs, Trade, Transportation and Utilities with 549 jobs, and Public Administration with 168 jobs. Swift County in 2019 had 857 jobs in Education and Health Services, 815 jobs in Trade, Transportation and Utilities, and 600 jobs in Manufacturing. Yellow Medicine County's top employers were within Education and Health Services with 1,334 jobs, Trade, Transportation and Utilities with 871 jobs, and Leisure and Hospitality with 601 jobs.

The U.S. Bureau of Labor Statistics (BLS) defines the Educational Services sector as "establishments that provide instruction and training in a wide variety of subjects". BLS defines the Health Care and Social Assistance sector as "establishments providing health care and social assistance for individuals". The Education and Health Services industries were the top employers for all five counties within the UMRDC region. These industries also are the employers who work with the majority of the transit dependent populations in the region. Secondary schools within the region transport the youth to and from school grounds during regular school hours using school buses. In the UMRDC region, students are also transported using Prairie 5 RIDES city bus service. Also, within the Health Services sector, organizations within the health care system such as hospitals, assisted living facilities, etc. see the transit dependent population for appointments. Included in the Health Services sector are the family services and veteran service offices in the five counties who also assist the transit dependent population in coordinating rides. Along with the Educational Services and Health Care and Social Assistance sectors, agriculture and production are both a significant economic driver within the region. Both industries heavily impact the transportation in the region.

The top industries for the UMRDC region are educational services, health care, agriculture, and production, the impact that tele-work had on transportation services and the workforce during and after COVID-19 was low. The primary use of transportation services in the region are to transport youth to school, to attend medical appointments, and to commute to work. During the COVID-19 pandemic, classes for primary and secondary schools were moved primarily online and many residents were able to utilize tele-health appointments to limit traveling. However, going into 2021 schools have returned to full function and capacity with little remote learning. There continues to be tele-health appointments after the COVID-19 pandemic which have lowered transit rides for medical reasons. Tele-work has only slightly influenced the workforce in the five counties. Many industries, like agriculture and production which are heavily prevalent in the region, aren't impact by tele-work as most of the work is hands on.

Employment Status

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

Table 19: Regional Employment Status

County	Employed	Unemployed	Not in Labor Force	Percent of Total Population Unemployed
Big Stone	2354	71	1633	1.7%
Chippewa	6012	220	3268	2.3%
Lac qui Parle	3356	83	2169	1.5%
Swift	4766	115	2588	1.5%
Yellow Medicine	4924	123	2754	1.6%

Source: 2019 American Community Survey 5 Year Estimate (Table S0801)

Table 19, titled “Regional Employment Status”, displays information about the portion of the population that is unemployed. Big Stone County reported a total of 220 people, or 1.7% of the total population, was unemployed in 2019. It was reported that 2,354 people as employed and 1,633 people were reported as not in the labor force. Chippewa County reported a total of 220 people unemployed, making up 2.3% of the total population. 6,012 people were reported employed and 3,268 people were not in the labor force in 2019. Lac qui Parle county reported a total unemployed population of 83, making up 1.5% of the total population. The 2019 employed population in 2019 was 3,356 and the portion of people not in the labor force was 2,169 in Lac qui Parle County. Swift County reported 115 people as unemployed, making up 1.5% of the total population. It was reported that 4,766 people were employed in 2019 and 2,588 people were not in the labor force. Yellow Medicine County reported 123 people, or 1.6% of the total population, as being unemployed. It was reported that 4,924 people were employed in 2019 and 2,754 people were not in the labor force.

Summary of Demographics

There is a declining population. There was a 3.4% decline in population from 2014 to 2019 in the region (2019 ACS 5 Year Estimate). In addition, the five-county region is projected to have an additional population decline of 5.3% by the year 2024 (MN State Demographer).

The region has an older population. The percentage of the total population that are individuals of 65 years and over in Region 6W of 22% which is higher than that of the state percentage of 15.4% for persons 65 years and over (2019 ACS 5 Year Estimate).

The regional average for the total population with a disability is 12.9%. This is higher than the state average of 10.8%. Chippewa County has the most youth population with a disability with 7.7%, Lac qui Parle County has the highest adult population with a disability with 10.8%, and Swift County has the highest senior population with a disability with 33.0%.

The regional average for the total population that is below the poverty level is 10.5%. This is higher than the state average of 9.7%. Swift County has the most youth population that is below the poverty level with 18.2%, Yellow Medicine County has the highest adult population that is below the poverty level with 12.0%, and both Big Stone and Yellow Medicine counties have 9.6% of their senior population below the poverty level.

There are 1064 households in the region that do not have a vehicle. These households depend on the transit system for their transportation needs. In the five-county region, 5.6% of households have no vehicles available while 27.4% have one vehicle available and 38.1% have two vehicles available. This is less than the state average of 6.7% of households without a vehicle.

Most workers drive alone on their commute to work. The regional average for work commuters who drive alone is 77.3%. About 0.6% used public transportation to get to work while about 4.5% walked to work. In 2019, the regional average for workers who worked from home was 7.7%. This number is expected to increase due to the changing work environment during the COVID-19 pandemic.

Most residents work in the county they reside in. On average, the workers in the region who work in their county of residence is 67.2% of the total workers. Lac qui Parle County had the highest percent of total work within the county with 71.9% while Yellow Medicine had the highest percent of total work outside of the county with 35.2%.

There is a predominantly White population. The regional average of the population who identify as White is 94.2%, who identify as Black or African American is 0.5%, who identify as Asian is 0.5%, who identify as Hispanic or Latino is 4.8%, who identify as American Indian or Native is 1.0%, and who identify as two or more races is 1.3%.

The regional average for the total population that speaks English less than “very well” is 2.3%. Big Stone County has the lowest population that speaks English less than “very well” with 0.9% while Chippewa has the highest population in the region that speaks English less than “very well” with 4.0%.

The Education and Health Services industries are the top employers. For all five counties within the UMRDC region, these industries are also the employers who work with the majority of the transit dependent populations.

In 2019, the regional average for the unemployment rate was 1.7%. During the pandemic, there were record high unemployment rates. As of April 2022, the regional average for the unemployment rate was back to 1.8% (MN DEED).

MOBILITY TODAY

Major Trip Generators

The location of major trip generators within the county is an important component in understanding the transportation needs of the county.

Each trip generator category represents the following:

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

Top employers in this five-county region are within education, health services, agriculture, and production industries. Some counties also see cities and counties being one of the top employers. Listed below are the top employers for each county.

Big Stone County – Big Stone Therapies Inc, Big Stone County, Bituminous Paving Inc, CGB School District, Essentia Health-Graceville, Essentia Health-Holy Trinity, Hartman’s SuperValu Foods, Heartland Orthopedic Specialists, Northridge Nursing Home, Ortonville School District, Rausch Brothers Monuments Co.

Chippewa County – American Surplus and Manufacturing, Inc, Avicenna Technology, Inc., CCM Health, Chippewa County, Friendship Homes, Impact Innovations, Inc., Jennie-O Turkey, Luther Haven, Montevideo School District, Prairie Five Community Action Council, RITALKA, Inc., SpecSys, Inc.

Lac qui Parle County – AG Processing, City of Dawson, City of Madison, Dawson-Boyd Public School District, Farmers Cooperative Elevator Co., Johnson Memorial Health Services, Lac qui Parle County, Lac qui Parle Valley School District, Madison Healthcare Services, Noah’s Ark Processors LLC, PURIS

Swift County – Appleton Area Health, Benson School District, Chippewa Valley Ethanol Company, CNH Industrial American LLC, Countryside Public Health, Custom Roto-Mold LLC, Glacial Plains Cooperative, Kerkhoven-Murdock-Sunburg School District, Swift County, Swift County Benson Hospital, Western Consolidated Cooperative

Yellow Medicine County – Avera Granite Falls, Clarkfield Enterprises, Inc., Fagen, Granite Falls Energy LLC, Minnesota West Community and Technical College, Prairie’s Edge Casino Resort, Project Turnabout, Sanford Canby, Yellow Medicine County, Yellow Medicine East School District

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

Each county has existing grocery stores and department stores, often a Dollar General,

which generate the most rides for non-medical related trips. Many of the smaller communities in the region have struggled to keep their grocery stores or other shopping centers. The largest city in the region, Montevideo in Chippewa County, has most department stores and shopping centers in the region. There are many trips taken to reach the stores and services offered in Montevideo.

Big Stone County – Hartman’s Supervalu in Ortonville, Dollar General in Ortonville, Bonnie’s Hometown Grocery in Clinton

Chippewa County – Almich Market in Clara City, Montevideo Market, Tienda Centro Americana LLC in Montevideo, Walmart in Montevideo, Drex Mart in Montevideo, Runnings in Montevideo, Diamond Mall in Montevideo, Bergen’s Prairie Market in Milan

Lac qui Parle County – Thrifty White Pharmacy in Madison, Dollar General in Madison, Jubilee Foods in Madison, Tim’s Food Pride in Dawson, Dollar General in Dawson,

Swift County – Don’s Food Pride in Appleton, Dollar General in Appleton, Runnings in Benson, Do-Mat’s Family Foods in Benson, Supervalu in Benson, Dollar General in Kerkhoven, Lamecker’s General Store in Kerkhoven

Yellow Medicine County – Runnings in Canby, Dollar General in Canby, Jim’s Market in Canby, Family Foods in Clarkfield, Clarkfield Outdoors, Prairie Mercantile in Granite Falls, Dollar General in Granite Falls, Granite Hardware in Granite Falls, Almich’s Market in Granite Falls

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

There are 10 independent school districts within the region along with several private and charter schools. The transport of children to school is a major trip generator within the region. Many school aged children take Prairie Five RIDES buses to attend their school. Also, within the region, there is Minnesota West Community and Technical College in both Canby and Granite Falls which offers associate degrees in a variety of areas.

Big Stone County – Ortonville School District, Clinton-Graceville-Beardsley School District

Chippewa County – MACCRAY School District, Montevideo School District, Milan Village Arts School

Lac qui Parle County – Lac qui Parle Valley School District : Madison-Marietta-Nassau Elementary in Madison, LQPV High School in Madison; Dawson-Boyd School District

Swift County – Lac qui Parle Valley School District : Appleton-Milan Elementary in Appleton, Benson Public School District, Kerkhoven-Murdock-Sunburg Public Schools,

Yellow Medicine County – Minnesota West Community & Technical College in Canby and in Granite Falls, Canby School District, Yellow Medicine East School District, Clarkfield Area Charter School (closed in 2022), Echo Charter School, St. Peter’s Catholic School in Canby

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

Each county offers services such as judicial services, human services, public safety, and transportation services that all contribute to trips being generated.

Big Stone County – Big Stone County Sheriff Department, Big Stone County Human Services

Chippewa County – Chippewa County Sheriff Department, Chippewa County Human Services

Lac qui Parle County – Lac qui Parle County Sheriff Department, Lac qui Parle County Human Services

Swift County – Swift County Sheriff Department, Swift County Human Services, Heartland Girls’ Ranch in Benson,

Yellow Medicine County – Yellow Medicine County Sheriff Department, Yellow Medicine County Human Services, Neighbors United Resource Center Food Shelf – Food Distribution Center,

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

The health services industry is a top employer for the region. This industry works closely with many non-drivers who attend appointments at various locations. Medical appointments generate a large portion of the rides within and outside of the region.

Big Stone County – Ortonville Area Health Services, Fairway View Senior Communities in Ortonville, Essentia Health – Grace Home in Graceville

Chippewa County – Prairie Park Place in Clara City, Clara City Care Center, Clara City Assisted Living, Montevideo Hospital and Clinic, Brookside Manor Residence in Montevideo, Luther Haven Nursing Home in Montevideo, Assisted Living and DD Services in Montevideo, Meadow Creek Hospitality Inc. in Montevideo, Home Front First/Rosewood Specialty Care in Montevideo

Lac qui Parle County – Madison Healthcare Services, Grace Haven Assisted Living in

Madison, Johnson Memorial Health Services in Dawson

Swift County – Appleton Area Health, Swift County – Benson Health Services – Hospital, Scandi Haven Village in Benson, Divine Home Care in Benson, Central Minnesota Senior Care in Benson, Meadow Lane Restorative Care Center in Benson,

Yellow Medicine County – Sanford Canby Medical Center, Clarkfield Care Center, Avera Medical Group Granite Falls, Westwood Elderly Care in Granite Falls, Prairie Rose Assisted Living in Granite Falls, Granite Ridge Senior Living, Granite Falls Health Care Center

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

Each county has its own unique history and culture. This is often displayed at their county's Museum or Historical Society. Some counties have Development Achievement Centers which support people with disabilities in employment services. DACs are a major trip generator in the region that assist non-drivers in using transit to commute to work.

Big Stone County – Big Stone County Museum in Ortonville

Chippewa County – Chippewa County Development Achievement Center, SWWC – the READY Clinic in Montevideo, Chippewa County Historical Society

Lac qui Parle County – Lac qui Parle County Historical Center in Madison

Swift County – Swift County Development Achievement Center, Swift County Historical Society

Yellow Medicine County – Yellow Medicine Development Achievement Center, Minnesota's Machinery Museum in Hanley Falls, Upper Sioux Community, Yellow Medicine County Historical Society and Museum

List of Human Service Program Providers Impacted by Transportation

Agency Name: Big Stone County Family Service Center

Transportation Service Type: Human Services Provider

Other Services Provided: N/A

Contact Information: Laura Laub, Director, 320-839-2555

Hours: Monday through Friday from 8am to 4pm

Service Area: Big Stone County

Eligibility Requirements: County resident

Website: https://www.bigstonecounty.gov/government/family_services/index.php

Agency Name: Big Stone County Veterans Service Office
Transportation Service Type: Human Services Provider
Other Services Provided: N/A
Contact Information: Ward Odom, CVSO, 320-839-6398
Hours: Monday through Friday from 8am to 4:30pm
Service Area: Big Stone County
Eligibility Requirements: Veterans
Website: https://www.bigstonecounty.gov/government/veteran_services/index.php

Agency Name: Chippewa County Family Services
Transportation Service Type: Human Service Provider
Other Services Provided: N/A
Contact Information: Patrick Bruflat, Director, 320-269-6401
Hours: Monday through Friday 8am to 4pm
Service Area: Chippewa County
Eligibility Requirements: County resident
Website: <https://www.co.chippewa.mn.us/158/Family-Services>

Agency Name: Chippewa County Veterans Service Office
Transportation Service Type: Human Services Provider
Other Services Provided: N/A
Contact Information: Tim Kolhei, CVSO, 320-269-6419
Hours: Monday through Friday 6am to 5pm
Service Area: Chippewa County
Eligibility Requirements: Veterans
Website: <https://www.co.chippewa.mn.us/217/Veterans-Services>

Agency Name: Chippewa Enterprises
Transportation Service Type: Day Training and Habilitation
Other Services Provided: N/A
Contact Information: 320-269-6233
Hours: N/A
Service Area: Chippewa County
Eligibility Requirements: Program member
Website: N/A

Agency Name: Fairway View Senior Communities
Transportation Service Type: Public; part of a municipal hospital
Other Services Provided: Independent, assisted living and skilled nursing facility
Contact Information: Calista Taffe, Director of Senior Services, 320-839-4171
Hours: N/A
Service Area: Ortonville – very limited
Eligibility Requirements: Program member
Website: www.fairwayview.us

Agency Name: Heartland Industries
Transportation Service Type: Day Training and Habilitation
Other Services Provided: Adult Daycare Services
Contact Information: 320-231-3337
Hours: N/A
Service Area: Chippewa County
Eligibility Requirements: Program member
Website: <https://heartland-industries.org/contact-us/heartland-industries-locations/>

Agency Name: Lac qui Parle County Family Services
Transportation Service Type: Human Services Provider
Other Services Provided: N/A
Contact Information: Kirsten Gloege, Director, 320-598-7594
Hours: Monday through Friday from 8:30am to 4:30pm
Service Area: Lac qui Parle County
Eligibility Requirements: County resident
Website: <http://lqpc.com/index.php/family-services/>

Agency Name: Lac qui Parle County Veterans Service Office
Transportation Service Type: Human Services Provider
Other Services Provided: N/A
Contact Information: Josh Beninga, CVSO, 320-598-3445
Hours: Monday through Friday from 8:30am to 4:30pm
Service Area: Lac qui Parle County
Eligibility Requirements: Veterans
Website: <http://lqpc.com/index.php/veterans-affairs/>

Agency Name: Main Street Industries
Transportation Service Type: Day Training and Habilitation
Other Services Provided: Prevocational and Supported Employment services
Contact Information: 320-325-5251
Hours: N/A
Service Area: Big Stone County
Eligibility Requirements: Program Member
Website: <https://mainstreetindustriesmn.wordpress.com/>

Agency Name: Swift County Developmental Achievement Center, Inc
Transportation Service Type: Private non-profit
Other Services Provided: Day Support Services, Prevocational Services, and Employment Services
Contact Information: Alethea Koehler, Executive Director, 320-843-4201
Hours: Monday through Friday from 8am to 4pm
Service Area: Swift County
Eligibility Requirements: Program member

Website: www.swiftcountydac.org

Agency Name: Swift County Human Services
Transportation Service Type: Human Services Provider
Other Services Provided: N/A
Contact Information: Catie Lee, Director, 320-843-3160
Hours: Monday through Friday from 8am to 4:30pm
Service Area: Swift County
Eligibility Requirements: County resident
Website: <https://www.swiftcounty.com/hs>

Agency Name: Swift County Veteran's Services
Transportation Service Type: Human Services Provider
Other Services Provided: N/A
Contact Information: Dave Barrett, CVOS, 320-842-5271
Hours: Monday through Friday from 8am to 4:30pm
Service Area: Swift County
Eligibility Requirements: Veterans
Website: <https://www.swiftcounty.com/veteran>

Agency Name: Yellow Medicine County Family Services
Transportation Service Type: Human Services Provider
Other Services Provided: N/A
Contact Information: Rae Ann Keeler Aus, Director, 320-564-2211
Hours: Monday through Friday from 8am to 4pm
Service Area: Yellow Medicine County
Eligibility Requirements: County resident
Website: <https://www.co.ym.mn.gov/family>

Agency Name: Yellow Medicine County Veteran's Services
Transportation Service Type: Human Services Provider
Other Services Provided: N/A
Contact Information: Kris Holien, CVOS, 320-313-3037
Hours: Monday through Friday from 8am to 4pm
Service Area: Yellow Medicine County
Eligibility Requirements: Veterans
Website: <https://www.co.ym.mn.gov/veteran>

In addition, the school districts, hospitals, assisted living facilities, and other human services organizations in the region are impacted by the accessibility of transportation. Upper Sioux Community also has a transit service and is impacted by the transportation services in the region.

Program Demand Analysis

Demand Estimation as Part of Needs Assessment

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

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

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

Table 20: Program Transportation Data

Program Name	Prairie Five RIDES
Number of Participants	454 rides per day on average
Number of Events per Week	Services provided Monday through Friday (5)
Percent of Participants who Attended on and Average Day	100%
Percent of Participants who are Transit Dependent or Likely to use Transit	100%
Number of Weeks the Program is Offered per Year	52
Results x 2	236,080 annual trips

Existing Transportation Services

The following information is based on tabulations from the survey and interview results. A total of 10 organizations provided information about their services.

List of Transportation Service Providers

Agency Name: Granite Falls Ambulance
Transportation Service Type: Regional
Other Services Provided: N/A
Contact Information: 320-564-3111
Hours: Sunday through Saturday, 24 hours
Service Area: Limited access within Granite Falls
Eligibility Requirements: N/A
Website: <https://www.avera.org/locations/avera-granite-falls-health-center/>

Agency Name: Jefferson Lines
Transportation Service Type: Private For-Profit
Other Services Provided: N/A
Contact Information: 858-800-8898
Hours: Varied
Service Area: Granite Falls and Clara City
Eligibility Requirements: None
Website: www.jeffersonlines.com

Agency Name: Living at Home-Block Nurse Program
Transportation Service Type: Volunteer Driver Program
Other Services Provided: N/A
Contact Information: 320-564-3235
Hours: Service available upon demand
Service Area: Yellow Medicine County
Eligibility Requirements: Service is available to adults 60+ in the city of Granite Falls
Website: <https://lahnetwork.org/>

Agency Name: Lyft
Transportation Service Type: Private For-Profit
Other Services Provided: N/A
Contact Information: N/A
Hours: On-demand
Service Area: Madison, Clara City
Eligibility Requirements: None
Website: <https://www.lyft.com/>

Agency Name: Peoples Express
Transportation Service Type: Regional
Other Services Provided: N/A
Contact Information: 218-631-2909 or 800-450-0123
Hours: Monday through Friday from 5am to 6pm
Service Area: Big Stone, Chippewa, Lac qui Parle, Swift, and Yellow Medicine Counties
Eligibility Requirements: None
Website: <https://peoplesexpressmn.com/>

Agency Name: Prairie Five RIDES
Transportation Service Type: In-town, Regional, Volunteer Driver Program
Other Services Provided: N/A
Contact Information: 877-757-4337
Hours: In town: Monday through Friday from 7am to 5pm; Regional: Monday through Friday from 6am to 10pm
Service Area: Big Stone, Chippewa, Lac qui Parle, Swift, and Yellow Medicine Counties
Eligibility Requirements:
Website: <https://prairiefive.org/programs/prairie-five-rides-transportation-program/>

Agency Name: Turbo Taxi
Transportation Service Type: In-town
Other Services Provided: N/A
Contact Information: 320-226-3595
Hours: Sunday through Thursday from 6am to 12am; Friday and Saturday from 6am to 2am
Service Area: Montevideo

Eligibility Requirements: N/A
Website: N/A

Agency Name: Upper Sioux Community
Transportation Service Type: Tribal
Other Services Provided: N/A
Contact Information: 320-564-3853
Hours: On-demand
Service Area: Upper Sioux Community
Eligibility Requirements: Upper Sioux Community Members
Website: <https://www.uppersiouxcommunity-nsn.gov/>

Transportation Resources and Technology

The following table provides information about local travel training program options. The RTCC is undergoing travel training program development. There is not currently a travel training program as of June 2022.

Table 21: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
Ongoing	Ongoing	Ongoing	Ongoing	Ongoing

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

Table 22: Technology

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/GPS (Y/N)?
Prairie Five RIDES	Route Match	No	Route Match	Yes

Vehicles

Survey/Interview participants listed a combined total of 45 vehicles in the region, not including the heavy-duty buses that are run by Jefferson Lines. 37 out of 45 vehicle or approximately 82% of the vehicles are wheelchair accessible. A vehicle utilization table is provided below.

The vehicles listed below are from the agencies that filled out the Transportation Provider Questionnaire. The UMVRDC Transportation Provider Questionnaire was sent out to the organizations in the region who either provide transportation services or help coordinate rides within the transit system. Out of the 60 organizations who were identified, 10 responded to the

questionnaire. Some of the vehicles that were identified from the questionnaire are ones only available to certain nursing centers or to veterans due to funding purposes.

Prairie Five RIDES is the only public transit provider in the UMRDC region and provides the majority of the transit services. All of the vehicles that Prairie Five RIDES owns and operates are wheelchair accessible. The transportation providers in the region replace the vehicles as needed and provide regular maintenance. In the UMRDC region, vehicle replacement often happens when the vehicles become too old to operate rather than when the vehicles have too many miles.

Table 23: Vehicle Utilization Table

# of Vehicles	Type	Wheelchair Capacity	Days of the Week Vehicle is in Service	Service Hours	Program to which Vehicle is Assigned (if applicable)	Service Area
Prairie Five RIDES						
7	Minivans	7	M-F	6am-6pm	Regional	Big Stone, Chippewa, Lac qui Parle, Swift, Yellow Medicine
25	Medium bus	25	M-F	6am-6pm	Regional and City Bus	Big Stone, Chippewa, Lac qui Parle, Swift, Yellow Medicine
Chippewa County Veterans Services						
2	Sedans/ Station Wagons	0	M-F	6am-5pm	Veterans Services	Chippewa County
1	Small bus/vans	0	M-F	6am-5pm	Veterans Services	Chippewa County
Big Stone County Veterans Services						
1	Sedans/ Station Wagons	0	M-F	8am-4:30pm	Veterans Services; Personal Vehicle	Big Stone County
Jefferson Lines						
56	Large Heavy Duty Bus	0	Fixed Schedule	Fixed Schedule	None	Granite Falls and Clara City
Swift County Veterans Services						
1	Small Bus/Van	0	M-F	8am-4:30pm	Veterans Services	Swift County

# of Vehicles	Type	Wheelchair Capacity	Days of the Week Vehicle is in Service	Service Hours	Program to which Vehicle is Assigned (if applicable)	Service Area
Swift County DAC						
2	Full size van	0	M-F	8am-4pm	Must be enrolled in DAC program	Benson, Danvers, Appleton, DeGraff, Murdock, Kerkhoven, Pennock, Morris, Clontarf
1	Truck – crew cab	0	M-F	8am-4pm	Must be enrolled in DAC program	Benson, Danvers, Appleton, DeGraff, Murdock, Kerkhoven, Pennock, Morris, Clontarf
1	Minivans	1	M-F	8am-4pm	Must be enrolled in DAC program	Benson, Danvers, Appleton, DeGraff, Murdock, Kerkhoven, Pennock, Morris, Clontarf
3	Medium bus	3	M-F	8am-4pm	Must be enrolled in DAC program	Benson, Danvers, Appleton, DeGraff, Murdock, Kerkhoven, Pennock, Morris, Clontarf
Fairway View Senior Communities						
1	Minivans	0	N/A	N/A	Used for events by center only	Big Stone County – Very Limited
1	Medium bus	1	N/A	N/A	Used for events by center only	Big Stone County – Very Limited

OUTREACH EFFORTS

Steering Committee

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

- I. Evaluating strategies and assessing outcomes of projects identified in the 2017 Local Human Service Transit Coordination Plan.
- II. Developing project ideas and identifying priority strategies as part of the public workshop of the draft plan.
- III. Prioritizing project ideas identified at the public workshop for inclusion in the final plan.

The Steering Committee was made up of representatives from county human service agencies, area agency on aging representatives, centers for independent living representatives, passengers, Metropolitan Planning Organizations, and others. The table below lists the members of the Steering Committee.

Table 24: Steering Committee Membership

Members	Organization
Rae Ann Keeler Aus	Yellow Medicine Co. Family Services
Emily Castaneda	Region 6W RTCC Coordinator
Paul Coyour	Prairie Five Program Director
Betty Christensen	Mn River Area Ag on Aging
Nick Zelle	Jefferson Lines
Cathleen Amick	Prairie Five MnDOT TPM
Alethea Koehler	Swift Co. DAC
Josh Beninga	CVSO Lac qui Parle County
Lisa Schultz	Chippewa Co. Social Services
Julia Jahn	Swift Co. Financial Services
Cynthia Johnson	Lac qui Parle Co. Social Services
Ted Nelson	Prairie Five CAC Associate Director
Tim Kolhei	CVSO Chippewa Co.

Client Experience

A copy of the UMRDC rider’s survey, survey flyer, and survey summary can be found in Appendix 1. The rider’s survey was distributed in the five-county region of Big Stone, Chippewa, Lac qui Parle, Swift, and Yellow Medicine counties. During the six-week period that the survey was open, the UMRDC received 30 responses.

Out of the responses that were received, it was found that majority of respondents were

between 45 and 54 years old, female, and identified as White or Caucasian. There were three respondents who identified as a veteran and 12 who indicated that they identified as an individual with a disability or whose disability requires assistance to use transportation services.

It was found through the responses that the majority of riders use a local bus service which in the UMVRDC region would be the Prairie Five RIDES bus service. Other riders selected a family, friend, or caregiver as their primary transportation service. It was found that the majority of riders will take Prairie Five RIDES, a veteran's service office vehicle, family or friend, or a vehicle provided by a human service organization such as the county's DAC. In this rider's survey, it was indicated that most respondents used the transportation services for work while a few others used the services for shopping or other errands. The survey showed that most of the respondents used transportation services nearly every day, 5-7 days per week, and were long term users, have been using the services for between 1-5 years. Most of the respondents were satisfied with the availability of transportation services with 13 out of 23 responses being "very satisfied" or "satisfied". In addition, 11 out of 23 respondents found that their transportation needs were met by transportation services 90% or 100% of the time. When asked if the riders would be willing to scheduling rides online, 13 respondents were in favor while 7 were not in favor of online scheduling.

The respondents to the rider survey seemed to think the following would help improve the current transit system:

- longer service hours,
- rides outside of the region, and
- more transportation options.

Respondents also answered that they would like more options for rides to other cities and to larger shopping centers.

Focus Group

There were two focus groups held during the LCP planning process. Both were held through an online platform and comments were made anonymously through JamBoard. The organizations and agencies who either provide transportation services or help coordinate rides for non-drivers in the region were invited to participate in the focus groups. The minutes and agenda from the focus groups can be found in Appendix 3.

The following questions were asked:

1. What are the major challenges regarding transportation in the region?
2. What opportunities do you see for improving accessibility and connectivity?
3. What do you think are the primary gaps in service?
 - a. What are the best ways to fill gaps?
 - b. How do we fund/pay for the services needed?
4. What are your top 3 priorities for transportation?
5. What haven't we covered that's important to you?

Through the discussion held at the two focus groups, it was found that the major challenges in the region regarding transportation are:

- large service area,
- volunteer driver shortage,
- longer hours availability (evenings and weekends), and
- scheduling difficulties.

Some opportunities to help with improving accessibility and connectivity were:

- signages to public businesses about services,
- marketing or promotion of services,
- Uber or Lyft, and
- different billing structure through an online bus pass.

The primary gaps in services are:

- hours of operation,
- out of town transportation,
- language barriers for Mixed Language families,
- limited drivers have caused issues with scheduling, and
- coordinating the transport of school kids.

When the focus groups were asked “what are the best ways to fill gaps?”, we received the following responses:

- recruitment of drivers with incentives,
- increase coordination,
- adding additional hours of service, and
- need more staffing to use available resources.

The top priorities for transportation in the region were:

- more options for riders,
- addressing student transportation,
- improved technology, and
- coordination between transit providers.

Planning Workshop

The UMRDC Planning Workshop held on May 11th, 2022, was to receive input from stakeholders who have an interest in the transit system in the five-county region. During the Planning Workshop, the stakeholders discussed the strengths and weaknesses of the transit system, the needs of the transit services, and the COVID-19 impacts on transit services.

Using the information that was gathered in previous community engagement efforts, the stakeholders suggested strategies and projects that they would like to see the transit services implement in the next five years.

The minutes from the UMRDC Planning Workshop can be found in Appendix 4. The sections below summarize the discussion and suggestions from the workshop.

Strengths and Weaknesses

At the planning workshop, stakeholders identified the strengths and weaknesses of the existing transit system in Region 6W in Table 25. Along with the comments made during the public engagement efforts, these strengths and weaknesses as well as identified gaps and needs will form the strategies and projects to address the future of the transit system in Region 6W.

Table 25: Public Workshop Outcomes

Strengths	Weaknesses
There is consistency with billing and scheduling across the entire region.	There is limited weekend availability.
Prairie 5 RIDES services the entire five county region.	There are limited bus routes into South Dakota and North Dakota.
There are diverse transportation options.	Rides are being cancelled due to lack of drivers.
The Prairie 5 buses are available daily.	Second shift workers can get to work through public transit but there is often no ride home late at night.
Employers/workforce use the public transit to get to work.	Rides need to be scheduled in advance. Prairie 5 tries to schedule rides a week out.
Providers and volunteer drivers care about the riders.	There are no stretcher rides available.
The cost for people that pay private is affordable using Prairie 5 RIDES especially for wheelchair users.	Service location is limited for some transit providers.
Pay rates for drivers in the community seen to be at market value.	
There are some drivers for Lyft in the community.	

COORDINATION, NEEDS, GAPS, and BARRIERS

Coordination

The Region 6W RTCC's purpose is to provide communication and coordination to improve transportation services in the region. The RTCC is currently working on the following:

- Develop travel training curriculum
- Participate in driver recruitment activities and marketing
- Participate in transportation marketing
- Implement Support Our Troops Van project (transportation for veterans)
- Facilitate communication and coordination between transit providers, health services, and human services
- Participate on MCOTA Work Teams to promote legislative change which benefits transportation

Along with these current tasks, the RTCC's main goals are to increase available transportation services, reduce barriers to the programs that help address transportation issues, and improve the efficiency and effectiveness of the transportation system in our region for riders, service agencies, and providers. They have been able to accomplish these goals by furthering the coordination between transportation providers and developing a Transportation Provider Directory and a Transportation Provider Finder Tool.

Regional Needs & Gaps

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

- Service Limitations, Gaps & Unmet Needs
There is a lack of drivers (both paid and volunteer), lack of services available after-hours and weekends, lack of transportation available to transport students, and lack of coordination between providers to use resources effectively.
- Centralized Information
There is a lack of education on transportation options and how to use transit needed (travel training), and lack of technology that streamlines transportation options available.
- Spatial Limitations
It is a large service area with low population density.

- **Temporal Limitations**
Rides need to be scheduled days in advance.
- **Program Eligibility and Trip Purpose Limitations**
Some passengers have travel benefits that can only be utilized through specific providers. Having limited options may reduce their ability to receive transportation and/or could cost taxpayers because providers are traveling from out of the area to provide the ride.
- **Service Quality and Miscellaneous Issues**
There is a lack of bus routes in Big Stone County and into South Dakota.

MOBILITY TOMORROW

Goals & Strategies

The purpose of formulating goals and objectives is to determine what direction planning efforts should take, independent of timeframe and individual projects. A goal is defined as an end state that will be brought about by implementing this. The following goals and strategies were developed using the information gathered during public engagement efforts.

Table 26: Goals and Strategies

Goal 1:		Increase staffing and drivers in the transit system.		
Strategy		Action	Progress	Notes
1.1:	Increase incentives for drivers.	Offer hiring bonuses for drivers, wage increase, comment cards for customers.	Ongoing	
1.2:	Retain volunteer drivers.	Improve reimbursement for volunteer driver program.	Ongoing	RTCC
1.3:	Increase marketing for new drivers.	Develop marketing strategies to attract new paid and volunteer drivers.	Ongoing	RTCC

Goal 2:		Increase hour availability of service.		
Strategy		Action	Progress	Notes
2.1:	Increase staffing and drivers.	Increase on call drivers for evenings and weekends.	Ongoing	
2.2:	Increase ridership.	Increase promotion of transit services.	Ongoing	
2.3:	Add buses/vehicles where needed.	Add bus routes in Big Stone County.	Ongoing	

Goal 3:		Improve scheduling		
Strategy		Action	Progress	Notes
3.1:	Implement online bus pass or fare card.	Develop technology for a bus pass.	Ongoing	RTCC

3.2:	Improve coordination and communication between organizations.	Develop more direct communication strategies.	Ongoing	RTCC
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Goal 4:		Improve coordination and marketing of transit services.		
Strategy		Action	Progress	Notes
4.1:	Marketing and promotion of transit system.	Develop marketing strategy for transit system.	Ongoing	
4.2:	Increase community engagement with transit services.	Develop outreach plan to reach the public.	Ongoing	
4.3:	Continue to support and utilize the RTCC.	Use RTCC to increase coordination and communication between transportation providers as well as marketing transit services.	Ongoing	RTCC

Goal 5:		Increase out of town transportation for non-medical visits.		
Strategy		Action	Progress	Notes
5.1:	Increase bus routes into South Dakota.	Increase staffing and bus resources.	Ongoing	
5.2:	Increase coordination with providers to reduce ride duplication.	Develop more direct communication strategies for out of town transportation.	Ongoing	RTCC
5.3:	Increase bus routes to larger cities in the region and within the region for non-medical related trips.	Develop coordination strategies for non-medical related transportation.	Ongoing	

Priority of Projects

The following projects were advised by the Steering Committee using the information gathered from previous public engagement efforts such as the rider’s survey, focus groups, and planning workshop as well as from the goals and strategies identified above. The projects are prioritized by the importance to the transit system in the next five years based on the gaps and needs identified. It is envisioned that members of the transit system along with the RTCC will implement these projects. These members could include transportation providers, human services providers, veteran’s services, riders, drivers, etc.

Table 27: Priority of Projects

Priority	Project	Goal, Strategy
1	Increase recruitment of paid and volunteer drivers through marketing strategies, and incentives	[1.1], [1.3], [2.1]
2	Increase retention of paid and volunteer drivers through incentives such as wage increase	[1.2]
3	Implement fare card and online ride request	[3.1]
4	Add bus routes to Big Stone County	[2.3], [5.3]
5	Providing more non-medical related rides by increasing transportation options	[5.3]
6	Develop marketing strategies for promotion of transit services	[1.3], [2.2], [4.1]
7	Add bus routes for out of state transportation through coordination with providers in and outside of the region	[5.1], [5.3]
8	Increase ridership through travel training, marketing of transit services, and public engagement	[2.2], [4.2]
9	Utilize RTCC for continue communication and coordination of transit services	[1.2], [1.3], [3.1], [3.2], [4.3], [5.2]

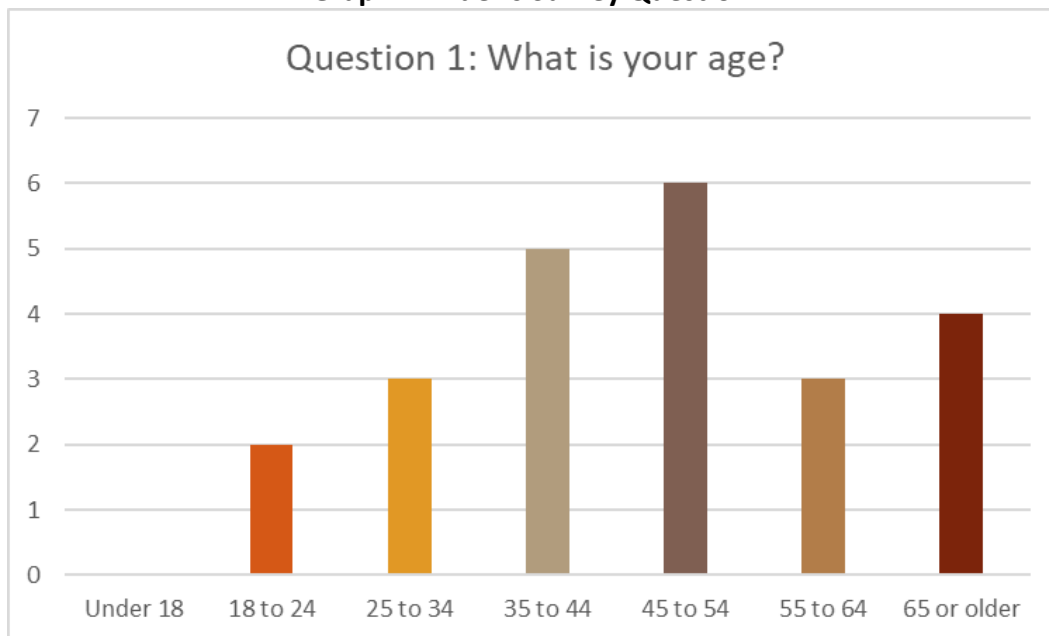
Appendix

Appendix 1: UMRDC Rider’s Survey Summary

The UMRDC Rider’s Survey for the Local Human Services Transit Coordination Plan was distributed to all the school administrators, human service directors, hospital administrators, DAC, transportation providers, and some living assistant homes. The survey was displayed on Prairie Five RIDES buses across the five-county region and was shared on the UMRDC and Prairie Five websites. The survey was also shared on social media through the UMRDC newsletter as well as a Facebook post that was shared by other organizations. UMRDC staff also rode Prairie Five RIDES buses in Montevideo, Benson, and Appleton to collect surveys from riders.

The rider’s survey was open for 6 weeks and received a total of 30 responses. 23 of the 30 surveys were fully completed. The following questions will be from the 23 surveys that were complete. The survey specified that examples of “transportation services” are volunteer drivers, bus, taxi, Prairie Five Rides, etc. The survey was translated into English, Spanish, and Chuukese. There was a survey flyer made in English, Spanish, and Chuukese that included both an URL link and QR code to be hung up in public spaces. The URL link and QR code brought the rider to an online survey through Survey Monkey. Physical copies of the survey were sent to city clerks, human service directors, and transportation providers to be available upon request.

Graph 2: Rider’s Survey Question 1

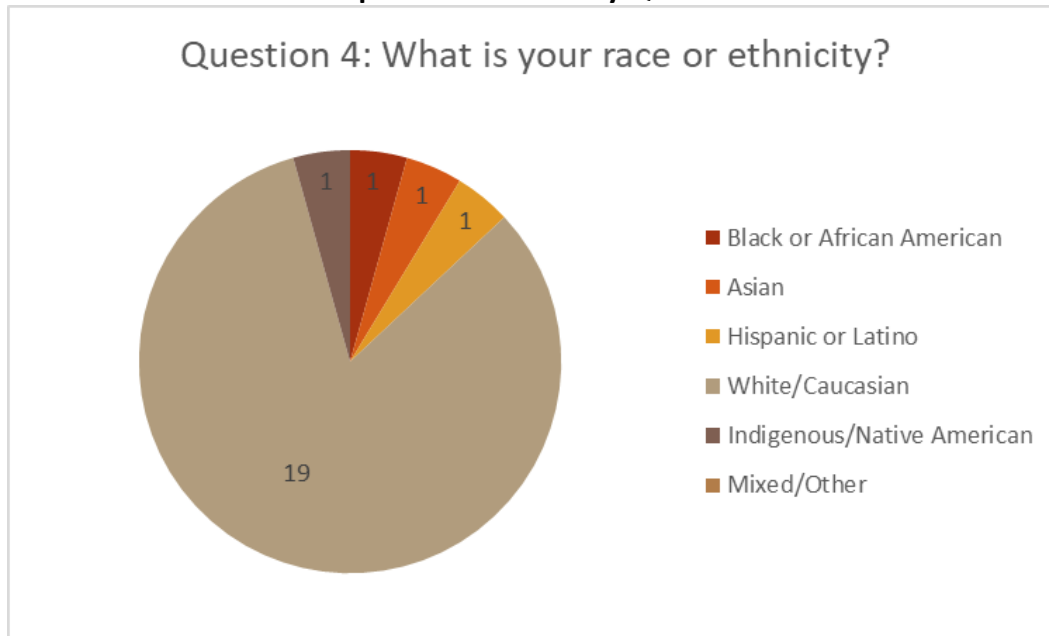


The first section of questions in the rider’s survey asked for the respondent’s demographic information. Question 1 asked about the respondent’s age. Out of the 23 responses, 2 of them came from the age group between 18 to 24, 3 responses from 25 to 34, 5 responses from 35 to 44, 6 responses from 45 to 54, 3 responses from 55 to 64, and 4 responses from the 65 or older

age group.

Question 2 of the survey asked about the respondent's gender. Out of the possible responses of Female, Male, Non-Binary, Prefer not to Answer, and Other, 16 respondents answered Female while 7 respondents answered Male. Question 3 asked whether the respondent had a driver's license. 13 of the respondents answered that they did have a driver's license while 10 respondents answered they did not have one.

Graph 3: Rider's Survey Question 4

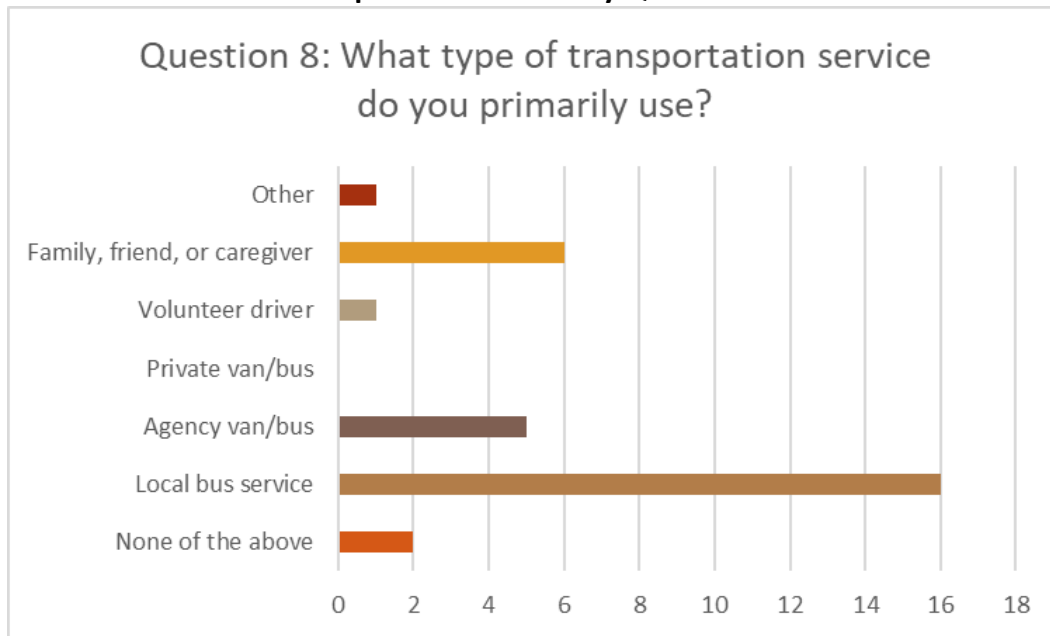


Question 4 of the survey asked about the respondent's race or ethnicity. Out of the 23 responses, 19 were from respondents who indicated White/Caucasian. 1 respondent indicated Black or African American, 1 respondent indicated Asian, 1 respondent indicated Hispanic or Latino, and 1 respondent indicated Indigenous/Native American. No respondents answered with Mixed/Other.

Question 5 asked the respondents whether they identified as a veteran. 3 respondents answered that they do identify as a veteran. 20 respondents did not. Question 6 asked "Do you identify as someone with a disability, and whose disability requires assistance to use transportation services?". 12 respondents selected yes and 10 respondents selected no. 1 respondent skipped this question.

Question 7 of the survey asked if the respondents had any conditions that require assistance to use transportation services. "No, none" received 13 responses. "I have difficulty hearing", "I have difficulty walking", and "I have difficulty seeing" all received 1 response. "I require the use of a lift to get into the vehicle" received 4 responses. 2 respondents selected "Other" and answered, "I have difficulty with problem solving" and "transportation for child".

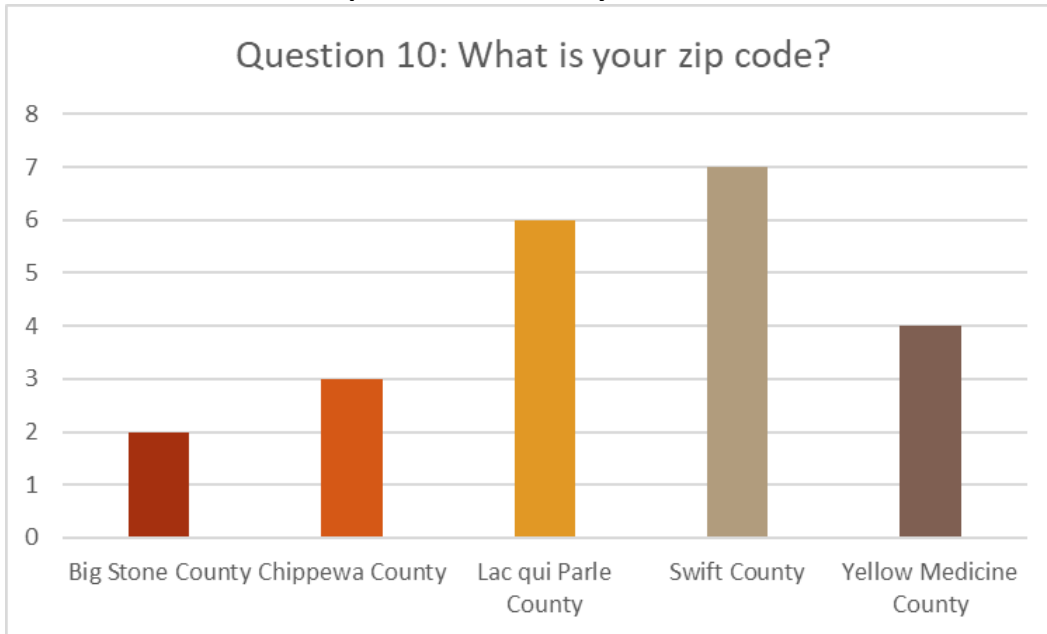
Graph 4: Rider's Survey Question 8



What type of transportation service do you primarily use was asked in question 8. 16 respondents answered that they primarily use the local bus service. 6 answered that they primarily ride with a family, friend or caregiver. 5 respondents said that they use an agency van or bus. 1 respondent primarily rode with a volunteer driver and 1 respondent said they used their personal vehicle. 2 respondents answered that they didn't use any of the options listed.

Question 9 of the survey asked "If you aren't able to drive, what is the reason?" The respondents had chosen between physical limitations, financial limitations, legal limitations, self-imposed limitations, prefer not to answer, and other. 4 answered physical limitations, 1 answered financial limitations, 1 answered legal limitations, 0 answered self-imposed limitations, 5 answered prefer not to answer, and 8 answered other. When answered to specify for the ones who answered other, some responses were "due to having intellectual disabilities", "distracted easily", "due to my disability", "I don't drive long distances", and "need bus service in the morning to get my son to school".

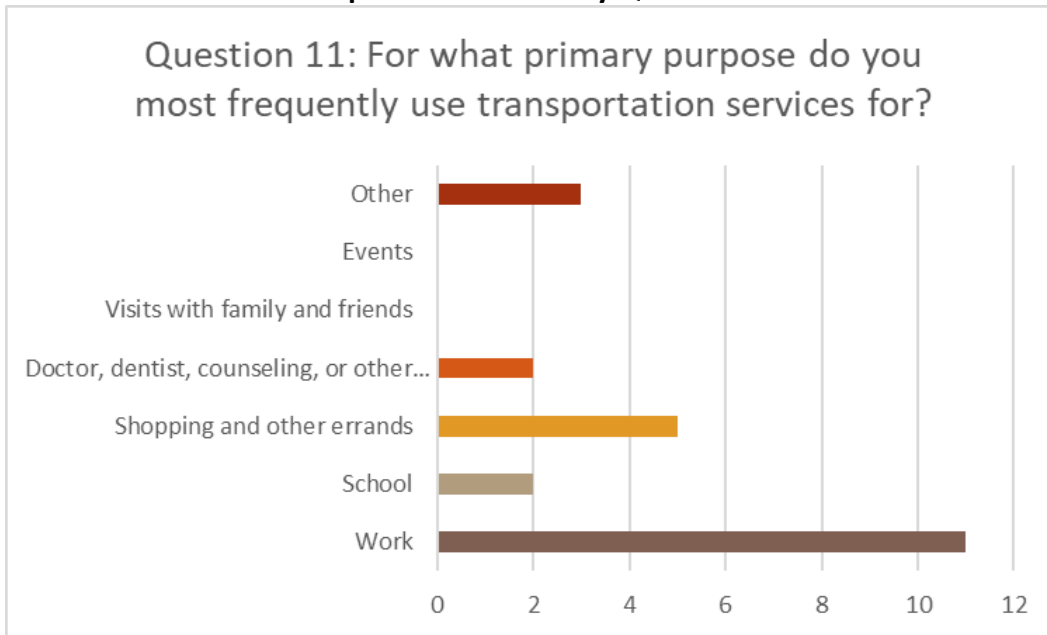
Graph 5: Rider's Survey Question 10



Question 10 asked for the respondent's zip code. There were 2 respondents from Big Stone County, 3 respondents from Chippewa County, 6 respondents from Lac qui Parle County, 7 respondents from Swift County, and 4 respondents from Yellow Medicine County.

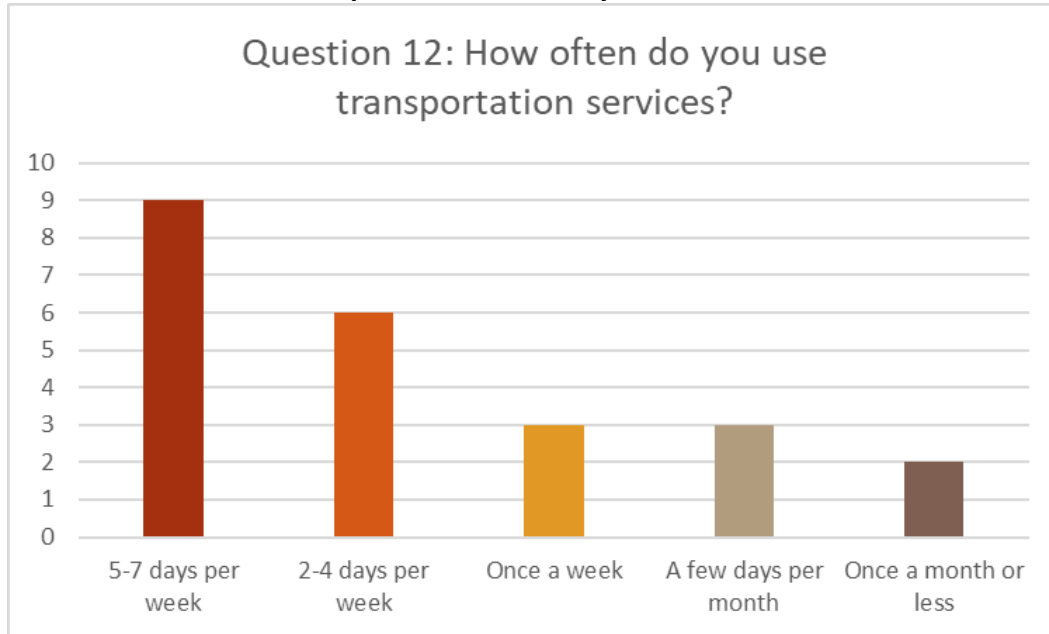
The next section of questions asked more specifically about the respondent's trips using transportation services.

Graph 6: Rider's Survey Question 11



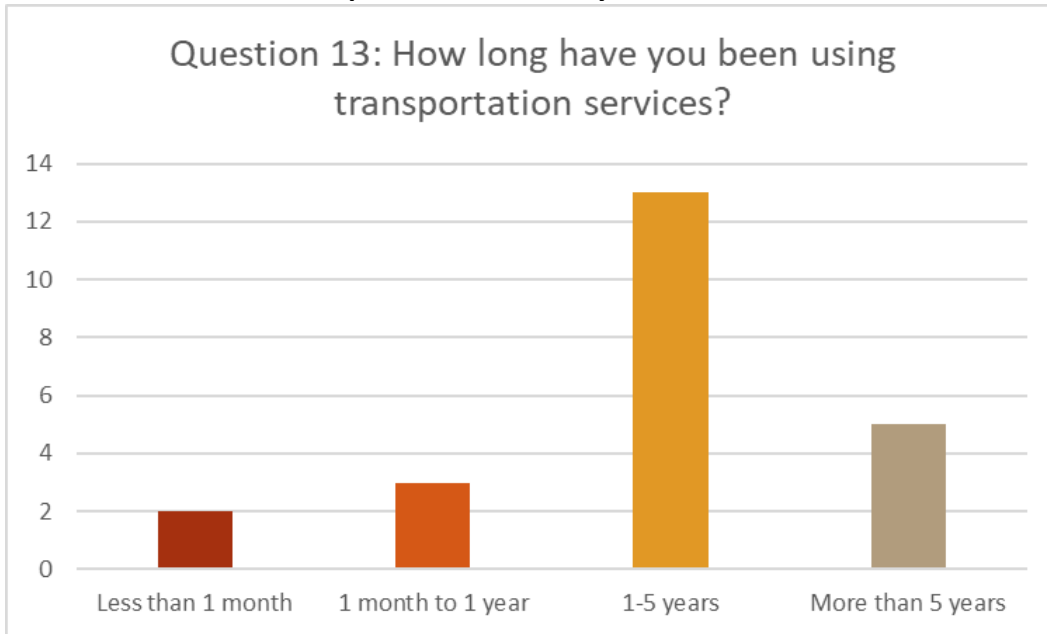
Question 11 of the survey asked for what primary purpose the respondent most frequently use transportation services. Work had 11 responses, School had 2 responses, Shopping and other errands had 5 responses, Doctor, dentist, counseling, or other medical appointments had 2 responses, visits with family and friends had 0 responses, events such as concerts and sporting events had 0 responses, and other had 3 responses. Those who selected “other” responded with “shopping and doctor appointment”, “set up transportation for clients” and “grocery and medicine stores”.

Graph 7: Rider’s Survey Question 12



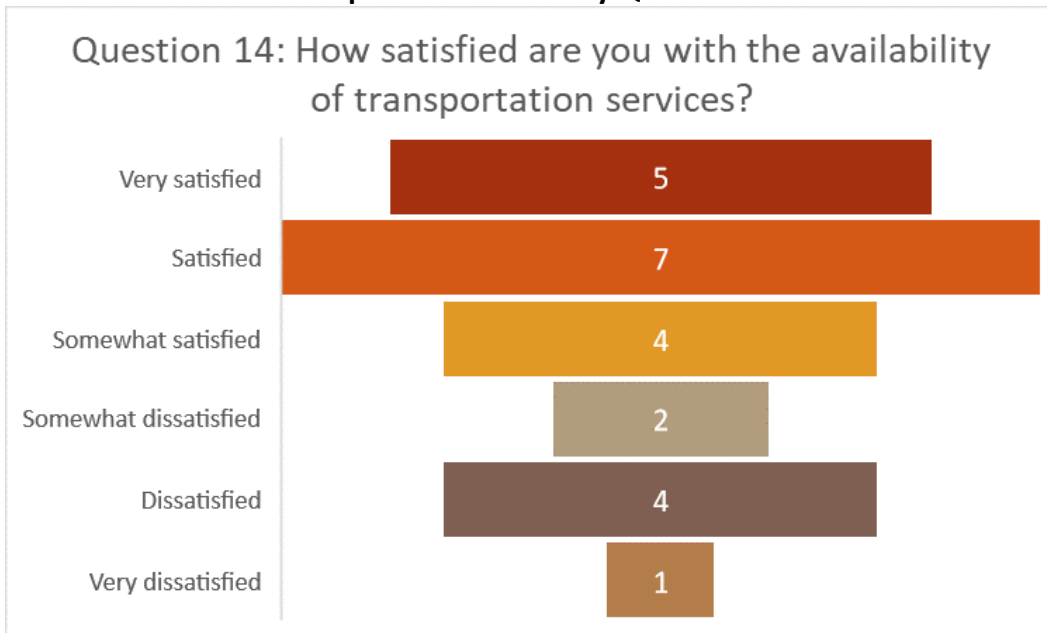
Question 12 asked about the frequency that the respondents use transportation services. 9 respondents use the transportation services 5-7 days per week. 6 respondents use the transportation services 2-4 days per week. 3 respondents selected that they use transportation services once a week. 3 other respondents said they use transportation services a few days per month. 2 respondents answered that they use transportation services once a month or less.

Graph 8: Rider's Survey Question 13



Question 13 asked about how long the respondent has been using transportation services. 2 have been using transportation services for less than 1 month. 3 respondents have been using transportation services for between 1 month to 1 year. The majority of the respondents have been using transportation services for 1-5 years with 13 respondents selecting that answer. 5 respondents have been using transportation services for more than 5 years.

Graph 9: Rider's Survey Question 14

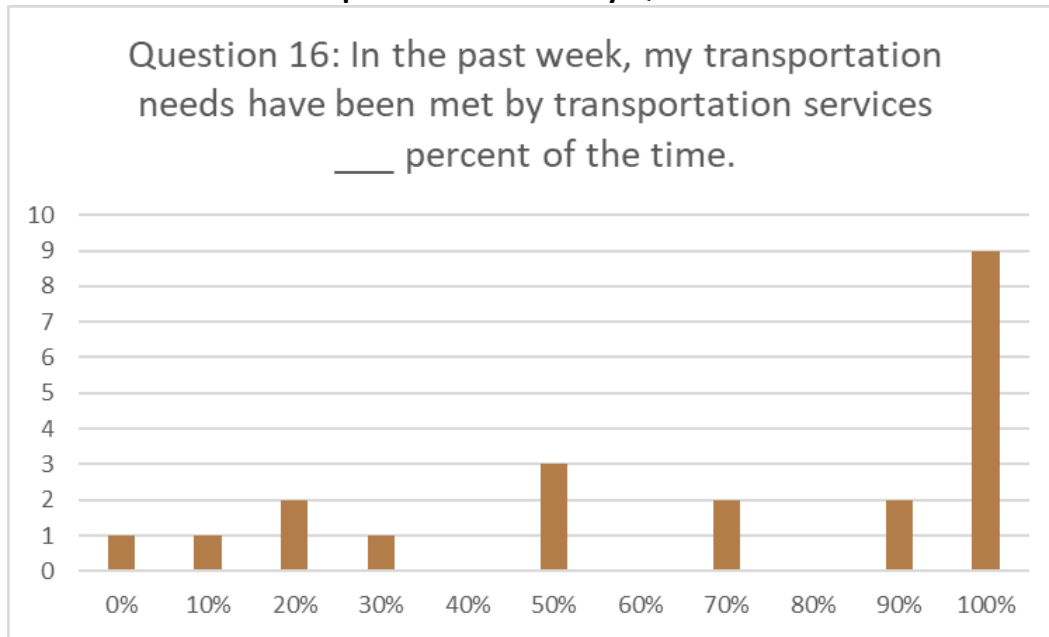


Question 14 asked for the level of satisfaction for the availability of transportation services by

asking “how satisfied are you with the availability of transportation services?”. The majority of the respondents were satisfied with the transportation services with 5 answering “very satisfied”, 7 answering “satisfied”, and 4 answering “somewhat satisfied”. On the other hand, 2 respondents answered “somewhat dissatisfied”, 4 answered “dissatisfied”, and 1 answered “very dissatisfied”.

Question 15 asked whether the respondent had other means of transportation besides those provided by transportation services. 14 respondents answered that they did not have other mean of transportation and 9 answered that they did have other means of transportation.

Graph 10: Rider’s Survey Question 16



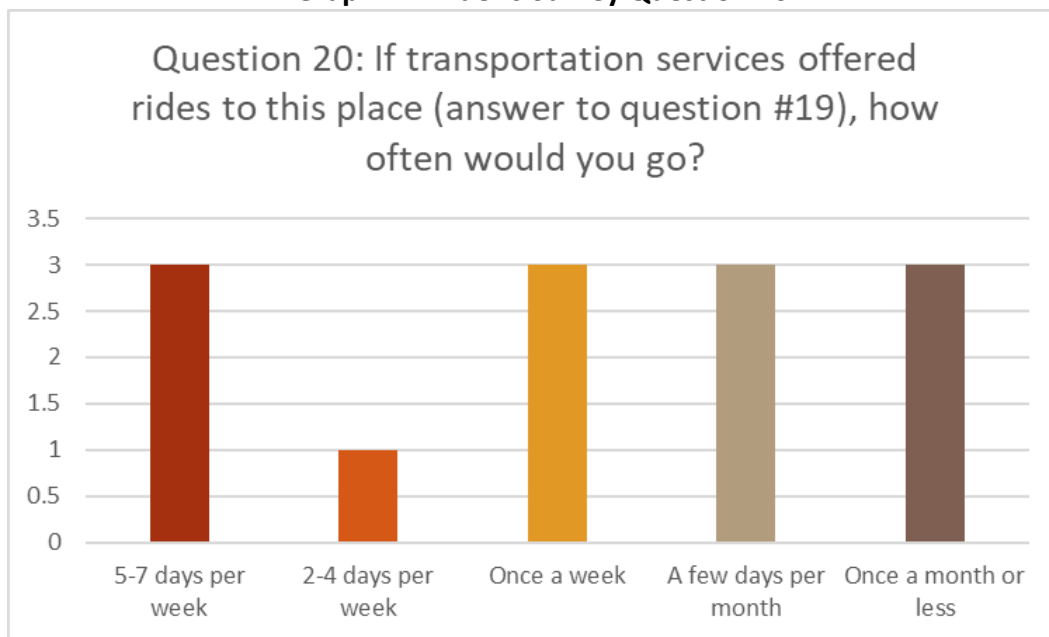
Question 16 of the survey asked for the percentage that the respondent’s transportation needs are met by transportation services in a week. 9 respondents answered 100%, 2 answered 90%, 2 answered 70%, 3 answered 50%, 1 answered 30%, 2 answered 20%, 1 answered 10%, 1 answered 0%, and 2 respondents skipped this question.

Question 17 asked “what improvements would cause you to use transportation services more frequently?” The respondents could choose between reliability, longer service hours, better information, better driver courtesy, lower cost/fare, more comfortable/cleaner vehicle, shorter travel time, easier ride coordination and ride referral, or other. Reliability was chosen by 4 respondents, longer service hours was chosen by 9 respondents, better information was chosen by 1 respondent, better driver courtesy was chosen by 1 respondent, lower cost/fare was chosen by 1 respondent, easier ride coordination and ride referral was chosen by 7 respondents and other was chosen by 12 respondents. More comfortable or cleaner vehicle and shorter travel time weren’t chose by any respondents. Out of the 12 respondents who chose “other”, some responded with “being able to go to other towns in the area”, “rides to everywhere in MN”, “I

cannot call for a ride and rely on someone else to set it up. I wish I could do it myself”, “rides in the morning to Big Stone City School”, “longer service hours and lower cost”, “offer tours”, “weekend service”, “more drivers/options for other companies”, and “be available during the day rather than small slots of time because you are transporting school kids all day. Doesn’t the school have buses and vans? We have no other options for transportation”. Overall, the respondents to the rider survey seemed to think longer service hours, rides outside of the region, and more transportation options would help improve the current transit system.

Question 18 asked if there was anywhere the rider would like to travel to that they can’t currently get to using transportation services. 12 respondents answered no while 11 respondents answered yes. Question 19 answered the respondents who answered “yes” to question 18 to respond with where they can’t get to with the current services. Some responses include “towns by Benson for shopping and eating”, “Appleton, MN”, “larger shopping center”, “church”, “Watertown or larger town with Walmart where we can get more for our money”, “Clarkfield”, “traveling out of town for appointments is difficult to arrange and sometimes the bus doesn’t show up”, “would like more service options in the county (out of town)”, “the people I work with want to access the community for social and employment reasons in the evenings on and on the weekends, and they are not able to”, and “from Madison to Dawson for work”.

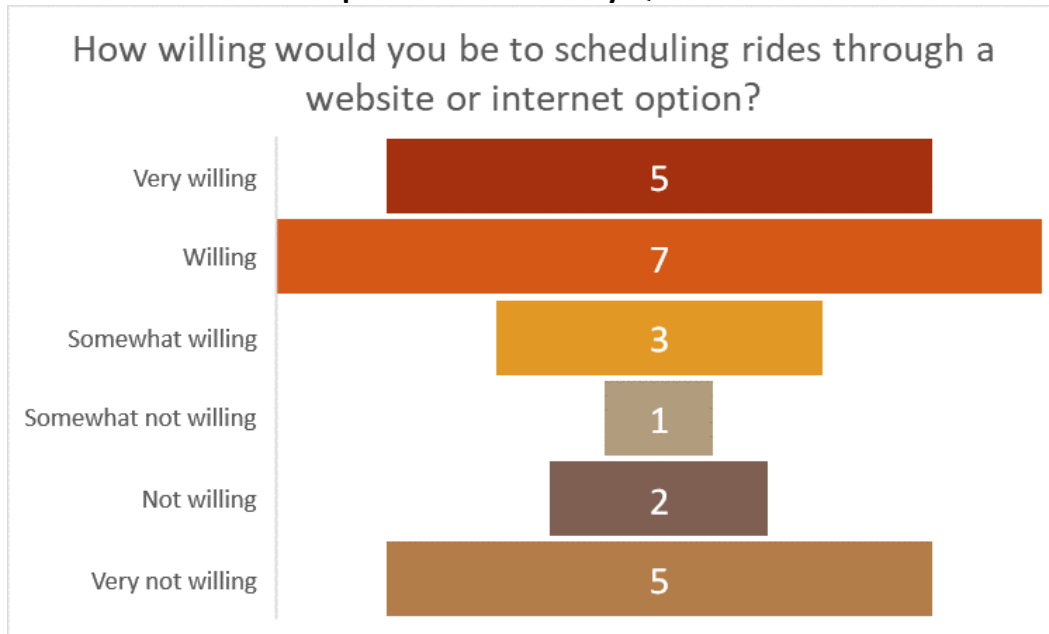
Graph 11: Rider’s Survey Question 20



Question 20 is a continuation of questions 18 and 19 and asks the respondents how often they would go to the places indicated in question 19. 3 respondents answered with 5-7 days per week, 1 respondent answered 2-4 days per week, 3 respondents answered with once a week, 3 respondents answered with a few days per month, and 3 respondents answered with once a month or less. 10 respondents skipped this question.

Question 21 and 22 asked about the Transportation Provider Directory that was put together by the Region 6W RTCC to promote and educate the public about the transportation services in the region. Question 21 asked whether the respondent used the Transportation Provider Directory while scheduling a ride. 23 respondents answered that they had not used the directory. Question 22 asked about the usefulness of the directory by asking “if the answer to question #21 was “Yes”, how useful did you find the Transportation Provider Directory?”. 2 respondents answered “not so useful” and 5 respondents answered “not at all useful”. 16 respondents skipped this question.

Graph 12: Rider’s Survey Question 23



Question 23 of the survey asked the riders how willing they would be to scheduling rides through a website or internet option. 5 riders responded with “very willing”, 7 riders responded with “willing”, 3 riders responded with “somewhat willing”, 1 riders responded with “somewhat not willing”, 2 riders responded with “not willing”, and 5 riders responded with “very not willing”. Most of the riders were willing to schedule a ride through a website or internet option.

Question 24 asked for any additional comments that the riders had about the transportation services. There were 5 additional comments including “I like sitting alone on the bus when I ride the bus”, “I cannot read words so a directory is not useful when words are used”, “need more information about ride cost outside of Monte”, “clients have stated that rides aren’t always reliable due to the driver shortage. Clients have to cancel appointments day of if the ride gets canceled the day of and can affect upcoming appointments”, and “I am handicapped with an electric chair”.

Question 25 asked if the respondent would be interested in participating in a focus group or committee about improving transportation services in the region. 14 respondents answered no and 9 had skipped this question. Question 26 asked for the contact information of the respondent

if the answer to question 25 was “yes”. This question was skipped by 22 respondents.

2021 Region 6W Transit Plan Survey

Thank you for completing this survey! Your input will help us understand your transit needs!

Examples of "transportation services" are volunteer drivers, bus, taxi, Prairie Five Rides, etc.

About You

1. What is your age?

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

2. What is your gender?

- Female
- Male
- Non-Binary
- Other _____
- Prefer not to answer

3. Do you have a driver's license?

- Yes
- No

4. What is your race/ethnicity?

- African/African American
- Asian
- Hispanic/Latino
- White/Caucasian
- Indigenous/Native American
- Mixed/Other

5. Do you identify as a veteran?

- Yes
- No
- Prefer not to answer

6. Do you identify as someone with a disability, and whose disability requires assistance to use transportation services?

- Yes
- No

7. Do you have any conditions that require assistance to use transportation services?

- No, none
- I have difficulty hearing
- I have difficulty walking
- I require the use of a lift to get into the vehicle
- I have difficulty seeing
- Other _____

Rider Survey:

<https://surveymonkey.com/r/TRANSIT22>

Scan to access
survey online



Continue survey on back of page

8. What type of transportation service do you primarily use? Please select all that apply.

- Local bus service
- Agency van/bus
- Private van/bus
- Volunteer driver
- Family, friend, or caregiver
- Other _____
- None of the above

9. If you aren't able to drive, what is the reason?

- Physical limitations
- Financial limitations
- Legal limitations
- Self-impose limitations (please specify)
- Prefer not to answer
- Other (specify)

10. What is your zip code? _____

About Your Trips

11. For what primary purpose do you most frequently use transportation services for?

- Work
- School
- Shopping and other errands
- Doctor, dentist, counseling, or other medical appointments
- Visits with family and friends
- Events (concerts, sporting events, etc)
- Other _____

12. How often do you use transportation services?

- 5-7 days per week
- 2-4 days per week
- Once a week
- A few days per month
- Once a month or less

13. How long have you been using transportation services?

- Less than 1 month
- 1 month to 1 year
- 1-5 years
- More than 5 years

14. How satisfied are you with the availability of transportation services?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Somewhat dissatisfied
- Dissatisfied
- Very dissatisfied

Continue survey on the next page

15. Do you have other means of transportation besides those provided by transportation services?

- Yes
- No

16. In the past week, my transportation needs have been met by transportation services _____ percent of the time.

- 0%
- 10%
- 20%
- 30%
- 40%
- 50%
- 60%
- 70%
- 80%
- 90%
- 100%

17. What improvements would cause you to use transportation services more frequently? Please select all that apply.

- Reliability (on-time)
- Longer service hours (earlier or later)
- Better Information (easier to find or more details)
- Better driver courtesy
- Lower cost/fare
- More comfortable/cleaner vehicle
- Shorter travel time
- Easier ride coordination and ride referral
- Other (explain) _____

18. Is there anywhere you need to travel that you cannot get to by using transportation services?

- Yes
- No

19. If the answer to question #18 was "Yes", please tell us where or what this place is:

20. If transportation services offered rides to this place (answer to question #19), how often would you go?

- 5-7 days per week
- 2-4 days per week
- Once a week
- A few days per month
- Once a month or less

Continue survey on back of page

21. Have you used the Transportation Provider Directory (pictured below) when scheduling a ride?

- Yes
 No

services available to veterans.

Transit Providers

Granite Falls Ambulance
 Local Counties: Chippewa, Lac qui Parle, Swift, Yellow Medicine
 Type of Service: Regional
 Hours: Sunday - Saturday, 24 hours
 Additional Information: Wheelchair accessible vehicles available.
 Contact: (320) 564-3111

Jefferson Lines
 Jefferson Lines offers daily pickups in Granite Falls and Clara City with destinations in Sioux Falls and Minneapolis. Rides may be booked online at www.JeffersonLines.com or by calling 858-800-8998.

Living at Home/Ride Nurse Program
 Local Counties: Yellow Medicine
 Type of Service: Volunteer Driver Program
 Hours: Service available upon demand
 Additional Information: Service is available to adults 60+ in the city of Granite Falls.
 Contact: (320) 564-3235

Lyft
 Lyft drivers are available to provide demand response service in-town and regionally. Schedule rides using the Lyft app or at www.Lyft.com.

Prairie Five Rides
 Local Counties: Big Stone, Chippewa, Lac qui Parle, Swift, Yellow Medicine
 Type of Service: In-town, Regional, Volunteer Driver Program
 Hours:
 In-town: Monday - Friday, 7:00am - 5:00pm
 Regional: Monday - Friday, 6:00am - 10:00pm
 Additional Information: Wheelchair accessible vehicles available. In-town city bus service in Appleton, Benson, Canby, Dawson, Granite Falls, Madison, Montevideo, and Orionville.
 Contact: 877-757-4337

Turbo Taxi
 Local Counties: Chippewa
 Type of Service: In-town
 Hours: Sunday - Thursday, 6:00am - 12:00am
 Friday & Saturday, 6:00am - 2:00am
 Additional Information: In-town Montevideo
 Contact: (320) 226-3666

Veterans Service Offices
 Transportation services available to veterans going to St. Cloud and Minneapolis VA clinics. Service dates and hours vary in accordance with schedule and driver availability.
 Big Stone County VSO - (320) 839-6375
 Chippewa County VSO - (320) 289-6419
 Lac qui Parle County VSO - (320) 598-3445
 Swift County VSO - (320) 842-6271
 Yellow Medicine County VSO - (320) 313-3037

22. If the answer to question #21 was "Yes", how useful did you find the Transportation Provider Directory?

- Extremely useful
 Very useful
 Somewhat useful
 Not so useful
 Not at all useful

23. How willing would you be to scheduling rides through a website or Internet option?

- Very willing
 Willing
 Somewhat willing
 Somewhat not willing
 Not willing
 Very not willing

24. Please share any other comments you have below:

25. Optional: Would you be interested in participating in a focus group or committee about improving transportation services in the region?

- Yes
 No

26. Optional: If the answer to question #25 was "Yes", please provide us with your contact information. (This information will not be shared with your transportation provider.)

Name: _____
 Phone number: _____
 Email address: _____

Thank You! Your input is greatly appreciated!
 If you have any questions about the survey, please reach out to the UMRVDC at 320.289.1981 or email brianna@umvrdc.org.



Do you use **PUBLIC TRANSIT?**

Tell us about your transportation needs
by completing the rider survey!

**SCAN TO
ACCESS:**



Rider Survey:
<https://surveymonkey.com/r/TRANSIT22>

**If you have any questions about the survey, contact the UMVRDC
at 320-289-1981 x 107 or email brianna@umvrdc.org.**



Appendix 2: Transportation Provider Questionnaire Summary

UMVRDC Transportation Provider Questionnaire Summary

The UMVRDC Transportation Provider Questionnaire was sent out to the organizations in the region who either provide transportation services or help coordinate rides within the transit system. Out of the 60 organizations who were identified, 10 had responded to the questionnaire. Those that completed a questionnaire include Big Stone County Veteran Service Office, CCM Health, Chippewa County Veterans Services, Granite Falls Living at Home Black Nurse Program, Jefferson Lines, Prairie Five CAC (RIDES), Swift County Veterans Service Office, Lac qui Parle Human Services, Swift County Developmental Achievement Center, Inc, and Fairway View Senior Communities. 6 of the organizations above were from the public sector, 3 were from the private non-profit sector, and 1 was from the private for-profit sector.

Question 3 of the questionnaire asked if the agency was primarily a transportation provider, human services provider, or volunteer. 7 agencies identified as a human services provider, 2 identified as a transportation provider and 1 identified as a volunteer agency.

When ask “what population does your agency serve” in question 4, there was a variety of answers. Some agencies chose that they provide services to veterans and spouses alone while others provide transportation services to the elderly. 6 agencies provide transportation services to individuals with disabilities, individuals with mental health issues, elderly individuals, and low-income individuals.

Transportation Service

Question 5 asked what the hours of service are. Of the agencies that answered this question, 5 answered that their agency had transportation services from Monday through Friday. The hours that the agencies were available varied from 6am-5pm, 8am-5pm, 6am-6pm, 8am-4:30pm, and 8am-4pm. Question 6 asked in which cities, towns, or townships passengers are picked up while Question 7 asked in which cities, towns, or townships passengers are dropped off. Figure 28 shows which cities, towns, or townships where passengers are picked up and dropped off according to the answers provided by the agencies that answered the questionnaire. Prairie Five RIDES pick up and drop off passengers in all cities, towns, and townships in Big Stone, Chippewa, Lac qui Parle, Swift and Yellow Medicine Counties.

Table 28: Transportation Service Area

Cities, Towns, or Townships that Passengers are Picked Up	Cities, Towns, or Townships that Passengers are Dropped Off
Big Stone County: Ortonville, Clinton, Graceville, Beardsley, Odessa, Correll	Big Stone County: Ortonville
Chippewa County: Montevideo, Clara City	Chippewa County: Montevideo, Clara City
Lac qui Parle County:	Lac qui Parle County:
Swift County: Benson, Kerkhoven, Murdock, De Graff, Danvers, Appleton, Clontarf	Swift County: Benson, Kerkhoven, Murdock, De Graff, Danvers, Appleton, Clontarf
Yellow Medicine County: Granite Falls	Yellow Medicine County: Granite Falls
Outside of Region 6W: Morris, Pennock	Outside of Region 6W: Morris, Pennock, St. Cloud, Fargo, Minneapolis, Sioux Falls, Watertown, Alexandria, Willmar, Marshall, Redwood Falls

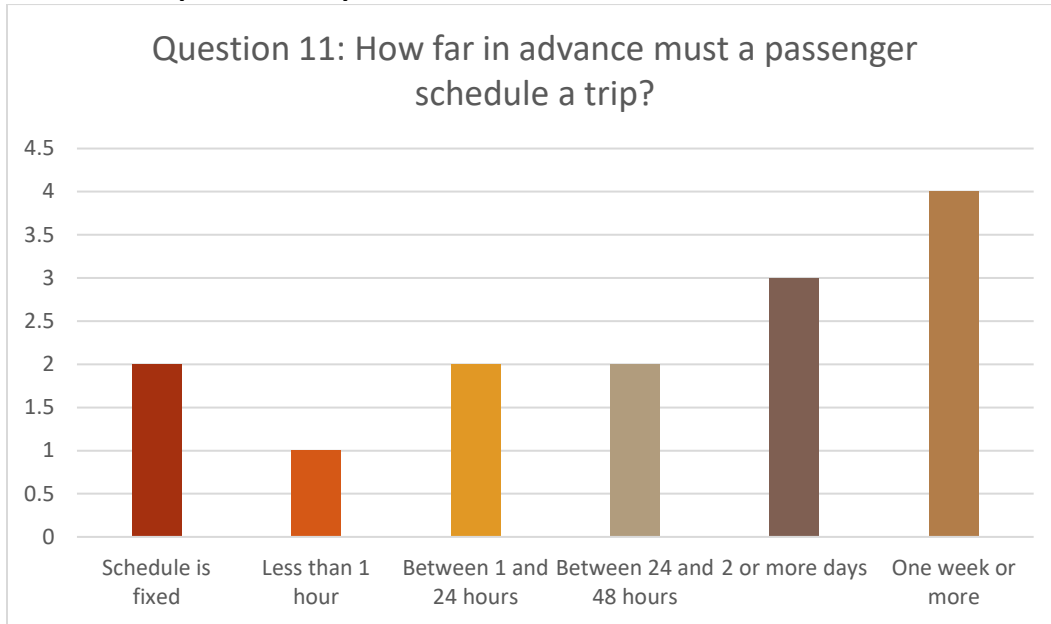
The cities, towns, and townships that passengers are picked up from in Big Stone County are Ortonville, Clinton, Graceville, Beardsley, Odessa, and Correll while the cities, towns, and townships that passengers are dropped off at in Big Stone County is Ortonville. In Chippewa County, the cities, towns, and townships that passengers are picked up and dropped off at are Montevideo and Clara City. None of the agencies that responded to the Transportation Provider Questionnaire answered with cities, towns, or townships in Lac qui Parle County. Passengers are picked up and dropped off at Benson, Kerkhoven, Murdock, De Graff, Danvers, Appleton, and Clontarf in Swift County. In Yellow Medicine County, the cities, towns, and townships that passengers are picked up and dropped off at is Granite Falls. The cities, towns, and townships that passengers are picked up from outside of Region 6W are Morris and Pennock. The cities, towns, and townships that passengers are dropped off at outside of Region 6W are Morris, Pennock, St. Cloud, Minneapolis, Alexandria, Willmar, and Marshall. Some passengers are also dropped off at locations outside of Minnesota such as Sioux Falls, SD, Watertown, SD, and Fargo, ND.

Question 8 asks how many clients the agencies serve at their facilities. The agencies answered with the following responses “611+”, “60,000 individual encounters each year”, “100-150 per year”, “180”, “200-250 per year in Granite Falls; 20-50 per year in Clara City”, “2234”, “650”, “approximately 35”, and “115”.

The answers to Question 9 of the Transportation Provider Questionnaire were reflected in Table 20 of the Program Demand Analysis section of the LCP.

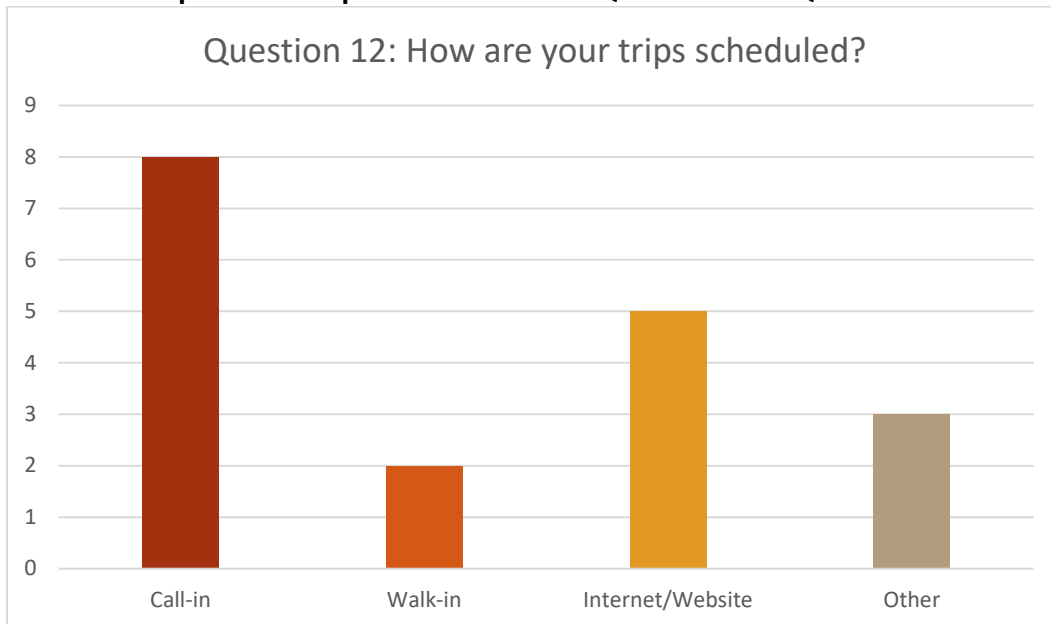
Question 10 asks about the cost of one ride using the agency’s transportation service. There were the following answers: “No charge”, “\$20”, “no charge for in-town rides; out of town \$20-\$35”, “varies widely, depending on distance. Many passengers travel to Twin Cities or Sioux Falls, both at \$45 from Clara City and Granite Falls”, “\$2; other: passes available for reduced rides, out-of-town rides are based on mileage”, “\$15”, and “We do not charge the passenger directly for rides but a local, state, or federal funding source instead”.

Graph 13: Transportation Provider Questionnaire Question 11



Question 11 asked how far in advance a passenger must schedule a trip. The agencies could choose as many that applied. Schedule is fixed, no advance notice required was selected by 2 agencies, less than 1 hour was selected by 1 agency, between 1 and 24 hours was selected by 2 agencies, between 24 and 48 hours was selected by 2 agencies, 2 or more days was selected by 3 agencies, and one week or more was selected by 4 agencies.

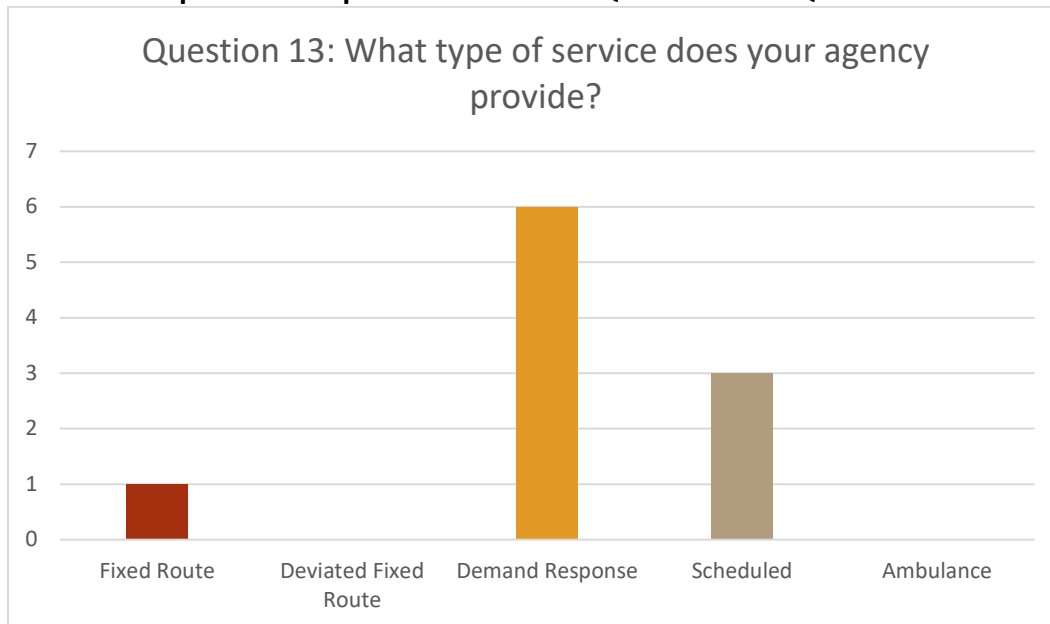
Graph 14: Transportation Provider Questionnaire Question 12



Question 12 asked how a trip is scheduled. Call-in was selected by 8 agencies, Internet/Website was selected by 5 agencies, Walk-in (in person, at the facility, etc) was selected by 2 agencies, and Other was selected by 3 agencies.

and other was selected by 3 agencies and received the following responses: “fax” and “scheduled by our program staff”.

Graph 15: Transportation Provider Questionnaire Question 13



“What type of service does your agency provide?” was asked in Question 13. The agencies could choose as many that applied. 6 agencies answered that they provide a demand response (call-in to book a ride) service. 3 agencies answered that they provide a scheduled (established routes for specific purposes) service. 1 agency answered that they provide a deviated fixed route (established route with deviations for pick-ups) service. No agency answered that they provide a fixed route (public transportation with complimentary paratransit) or ambulance (emergency transportation) service.

Question 14 asked what level of service the agency provides to passengers. The agency could choose from the following options: curb-to-curb, door-to-door, door-through-door, or other. There were 2 responses for curb-to-curb, 1 response for door-to-door, and 1 response for door-through-door. 4 agencies selected other and answered, “as needed including escort and wait”, “varies by client need”, and “we pick people up from their homes at the curb and drop them off at home at the curb but under the care of our staff at our program, we provide whatever assistance a person needs”.

When asked whether there were any eligibility requirements for using your agency’s transportation services in Question 15, 4 agencies responded with passenger must be agency client/consumer, 2 responded with age of passenger, and 1 responded with income of passenger. There were no responses for cultural affiliation of passenger, cost of providing ride to individual passenger, or referral from county human service agency. The responses for other were “must be able to get in and out of vehicle with little or no assistance”, “veteran”, and “we will provide rides to others occasionally”. Question 16 asked to describe the process for qualification to

receive rides from your agency if any of the answers in Question 15 were selected. The agencies responded with “Must be a low-income veteran”, “Medical appointment paid and scheduled by VA healthcare system”, “60 or older or living with a disability”, “Riders are two and under must have a guardian for all rides. Riders under age 18 must have an adult escort for out-of-town rides”, “Veteran enrolled in the VA medical system and seeking transportation specific to VA enrollment”, and “Almost all rides given are to participants enrolled in our program, however other rides are considered on a case-by-case basis depending on participant schedules and driver availability”.

Vehicles

Questions 17, 18, 19, 20, and 21 related to the vehicles that the agencies use or share with other organizations to transport people in the region. The answers to Questions 17, 18, 19, 20, and 21 are reflected in the Transportation Resource and Technology section of the LCP.

Passengers

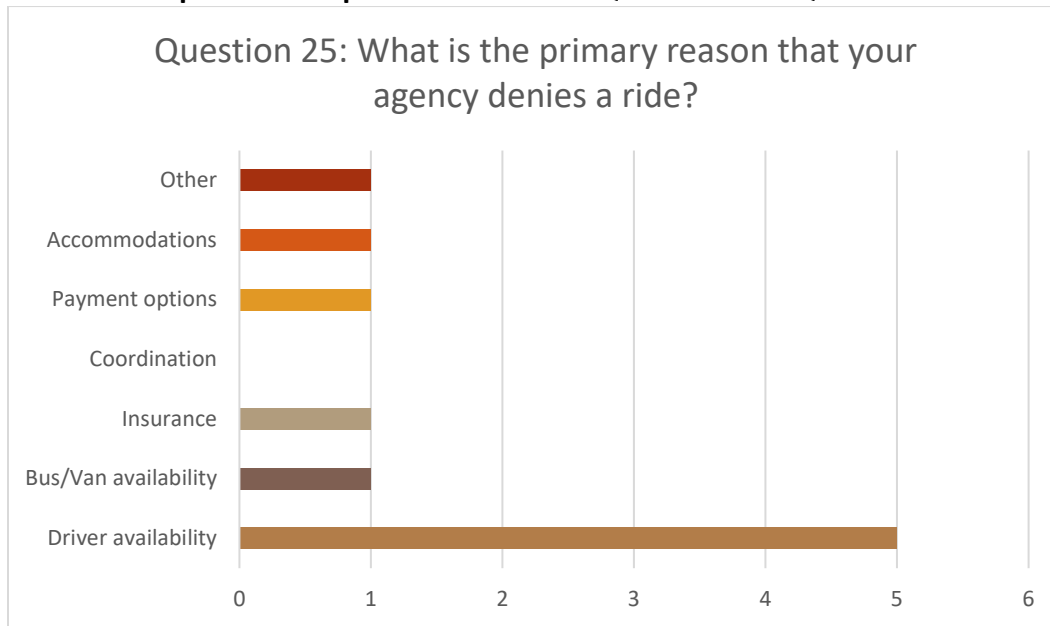
In Question 22, the agencies were asked for what type of passenger needs the agency provides accommodation. The agencies could choose from car seats or booster seats, personal care attendants, physical disabilities, escorts for elderly/frail people, mental impairments, children, interpreters, discounted service for seniors or low-income groups, or other. There was 1 response for car seats or booster seats, 1 response for personal care attendants, 3 responses for physical disabilities, 3 responses for escorts for elderly/frail people, 1 response for mental impairments, and 1 response for discounted service for seniors or low-income groups. There were no responses for children, interpreters, or other. Question 23 asks what percentage of passengers require assistance getting on and off your vehicles. There was 1 response for each of the following: 10%, 20%, 40%, 60%, 70%, and 90%.

Coordination

This section asks about the coordination between transportation providers and human services organizations. There are questions asking about the number of rides that are denied and the reason for the denial. If riders are being denied rides, it’s important to find out if it is due to lack of service availability, to lack of coordination, or other factors. Additionally, there are questions about insurance, funding, and the impact of Covid-19 on transportation services.

Question 24 asks “In one week, my agency denies rides _____ percent of the time”. 4 agencies responded with 10%, 2 agencies responded with 0%, and 1 agency responded with 90%.

Graph 16: Transportation Provider Questionnaire Question 25



Question 25 asks what the primary reason that the agency denies a ride is and the agencies could choose between driver availability, bus/van availability, insurance, coordination, payment options, accommodations (wheelchair lift, visual aid, car seat, etc), and other. 5 agencies responded with driver availability as being the primary reason they deny a ride. 1 agency responded with bus/van availability, 1 responded with insurance, 1 responded with payment options, 1 responded with accommodations, and 1 responded with option and wrote “needs of our program participations take precedence over any other ride request”. No agency responded with coordination being the primary reason a ride is denied.

It was asked in Question 26 whether the agency refers passengers to other transportation agencies in the event a ride is denied. 7 out of 10 agencies responded with yes, they did refer passengers to other agencies. 4 agencies skipped the question.

When asked which organizations the agencies coordinate with to provide transportation services in Question 27, 3 agencies responded with private regional shuttles, 2 responded with educational institutions, and 4 responded with other. There was 1 response for intercity carrier, airports, tribal agency, churches, and county human service agency or MNET. The responses for other when asked about coordination with other organizations were “residential providers serving individuals with disabilities”, “Prairie 5 Rides”, “VA Healthcare”, “People’s Express, Turbo Taxi, Uber”, and “Prairie 5 medical transports to Hutchinson and Milbank; Granite Falls Ambulance used to do non-emergency transport”.

Question 28 asks the agencies to describe the coordination that takes place between your agency and each agency addressed in Question 27. The responses were “Phone call”, “We will call them if we have a ride we cannot fill”, “Throughout MN, Jefferson maintains “college connection” stops at select campuses. We also stop at the MSP airport and maintain ticketing service there.

Throughout our network we collaborate with urban and rural transit providers through shared stops, depots and ticketing agents”, “Referral”, “Basically call for availability, check prices, book ride if approved financially”, “program lead staff talk with program lead staff”, and “call/fax”.

Question 29 asks what issues the agencies have encountered in coordinated or attempting to coordinate transportation services. The agencies were asked to rank the following barriers in the order of greatest concern: billing and payment, cost, staff time requirements, insurance, driver qualifications, scheduling conflicts, limited-service area boundaries, limited-service hour availability, passenger security, and other issues. Table 29 shows in which order the agencies ranked the barriers to coordination.

Table 29: Barriers to Coordination Ranked by Transportation Providers

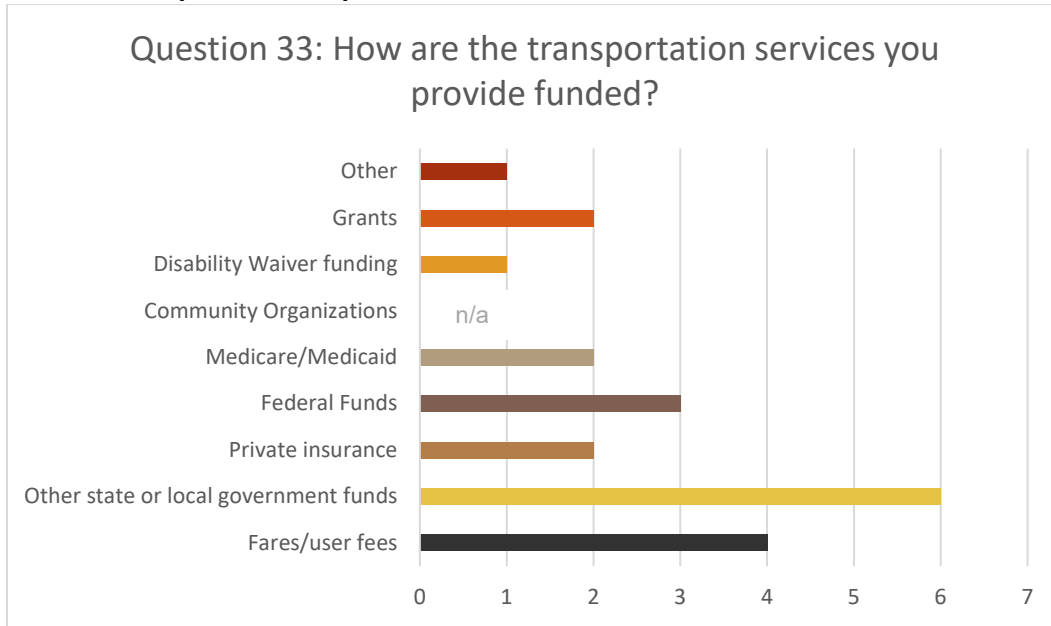
Barriers	Rank
Staff Time Requirements	1
Scheduling Conflicts	2
Other Issues	3
Cost	4
Limited-Service Area Boundaries	5
Limited-Service Hour Availability	6
Driver Qualifications	7
Billing and Payment	8
Insurance	9
Passenger Security	10

The agencies ranked staff time requirements first, scheduling conflicts, second, other issues third, cost fourth, limited-service area boundaries fifth, limited-service hour availability sixth, driver qualifications seventh, billing and payment eighth, insurance ninth, and passenger security tenth.

The vendor for commercial vehicle insurance was asked in Question 30. There were the following responses “County MCIT”, “Western Mutual”, “MCIT”, “non-profit insurance trust though NPJA, inc.”. Question 31 asks the agencies about any changes that are most needed to improve transportation coordination in your service area. The agencies responded with “Low rider numbers reduce efficiency”, “central dispatcher”, “more drivers”, “increase communication and collaboration”, and “more staff or drivers’ ability to walk/push clients into appointments”.

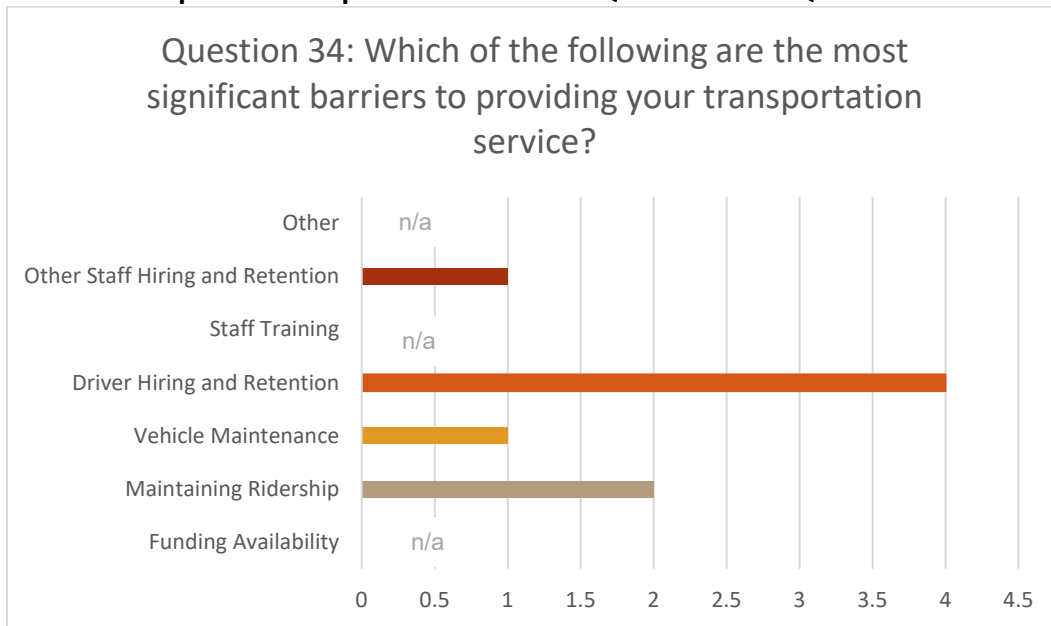
The top three destinations that transportation is provided to in the UMVRDC region was answered in Question 32. Montevideo, St. Cloud, and Minneapolis were the top three chosen destinations that transportation is provided to. Other destinations include local medical facilities including eye doctor and dental, Sioux Falls, SD, Willmar, Benson, Appleton, Kerkhoven, and Ortonville.

Graph 17: Transportation Provider Questionnaire Question 33



Question 33 asks how the transportation services are funded and gave fares/user fees, other state or local government funds, private insurance, federal funds, Medicare/Medicaid, community organizations, Disability Waiver funding, grants, and other as answer choices. 4 agencies chose fares/user funds, 6 agencies chose other state or local government funds, 2 chose private insurance, 3 chose federal funding, 2 chose Medicare/Medicaid, 1 chose Disability Waiver funding, 2 chose grants, and 1 chose other and answered, “we pay Prairie Five a base fee for services, internally fund our bus/minivan”.

Graph 18: Transportation Provider Questionnaire Question 34



What are the most significant barriers to providing your transportation service was asked in Question 34. 2 agencies responded with maintaining ridership, 1 agency responded with vehicle maintenance, 1 agency responded with other staff hiring and retention, and 4 agencies responded with driver hiring and retention. There were no responses for funding availability, staff training, or other.

Question 35 and 36 asks about the impact the COVID-19 had on the transportation service. More specifically, Question 35 asks "If your agency or organization has reduced or eliminate service in response to COVID-19, when do you anticipate that your service will return to pre-pandemic levels (similar span of service, service area or number of routes, etc.)?". 2 agencies responded with 3-6 months from now. All other agencies skipped the question. Question 36 asks the agencies "thinking primarily about the populations your agency or organization serves, what will be the most significant unmet transportation needs following the COVID-19 pandemic?". There were the following responses: "1. Younger vets drive themselves, others ride with friends; 2. More community care means less routine destinations", "1. Long term rider needs such as dialysis appointments; 2. Out of town medical appointments", "In more sparsely populated areas in the state, it is difficult for many people to access our scheduled routes. Our stops along Hwy 23 are far from any planes in Region 6W like Appleton.", "1. Service needs but not available (driver availability); 2. Geographical areas; 3. Weekend service", "1. Handicap accessible transportation; 2. Lack of drivers; 3. non-VA appointments", "1. Drivers needed; 2. Riders needed earlier and later in the day than allowed", and "1. Providing individualized rides; 2. Providing rides to individuals outside of city limits; 3. Not being able to keep up with vehicle replacement strategy".

Region 6W Transportation Providers Questionnaire

Thank you for completing this questionnaire. The information you provide will be used to develop an inventory of transportation resources available to Minnesota citizens. Please take approximately 15 minutes to provide detailed information on your agency's transportation service.

Agency Background

1. Contact Information

Agency/Transit System Name: _____

Mailing Address: _____

Address 2: _____

City: _____

ZIP: _____

Contact Name: _____

Contact Title: _____

Contact Phone Number: _____

Website: _____

2. What best describes your agency?

- Public
- Private non-profit
- Private for-profit

3. Your Agency is primarily a ...?

- Transportation Provider (public transit, school bus, taxi/shuttle, etc.)
- Human Services Provider (day training & habilitation, nursing home, area agency on aging, center for independent living, hospital, etc)
- Volunteer

4. What population does your agency serve? Check all that apply

- General public
- Individuals with intellectual disabilities
- Individuals with physical disabilities
- Individuals with sensory disabilities
- Individuals with mental health issues
- Individuals with addictions
- Homeless individuals
- Elderly
- Children and families
- Low-income individuals
- Other

Transportation Service

5. If your agency operates transportation, what are the hours of service? If no service is offered on some days, leave that day blank. If your agency does not operate transportation, insert N/A.

	Time
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	

6. Please list the CITIES, TOWNS, or TOWNSHIPS where you PICK UP passengers.

7. Please list the CITIES, TOWNS, or TOWNSHIPS where you DROP OFF passengers. (This may include the same locations listed above as locations where you pick up passengers.)

8. How many clients do you serve at your facility?

9. Do you provide client services beyond transportation? If so, fill out the information below:

Name of program: _____

Number of Participants: _____

Number of Events per Week: _____

Percent of Participants who Attended on an Average Day: _____

Percent of Participants who are Transit Dependent or Likely to use Transit: _____

Number of Weeks Program is Offered per Year: _____

10. On average, how much do passengers pay for one ride on your transportation service?

Fare for single ride _____

Other _____

11. How far in advance must a passenger schedule a trip? Check all that apply.

- Schedule is fixed, no advance notice required
- Less than 1 hour
- Between 1 and 24 hours
- Between 24 and 48 hours
- 2 or more days
- One week or more

12. How are your trips scheduled?

- Call-in
- Internet/Website
- Walk-in (in person, at the facility, etc)
- Other

13. What type of service does your agency provide? Check all that apply.

- Fixed Route (public transportation w/ complimentary paratransit)
- Deviated Fixed Route (established route with deviations for pick-ups)
- Demand Response (call-in to book a ride)
- Scheduled (established routes for specific purposes ex. Client routes, out-of-town trips)
- Ambulance (emergency transportation)

14. What level of service does your agency provide to passengers?

- Curb to Curb
- Door to Door
- Door through Door
- Other _____

15. Are there any eligibility requirements for using your agency's transportation services? Check all that apply.

- Passenger must be agency client/consumer
- Age of passenger
- Cultural affiliation of passenger
- Income level of passenger
- Cost of providing ride to individual passenger
- Referral from county human service agency
- Other (please specify)

16. If you checked any responses in Question 11, please describe the process for qualification to receive rides from your agency.

Vehicles

17. If your agency owns or leases vehicles, how many do you own or lease within each vehicle category? If your agency does not own or lease vehicles, skip this question.

	Total Owned	Total Leased	Total Lift-Equipped	Total STS-certified
Sedans/Station Wagons				
Minivans				
Small bus/vans (<10 passengers)				
Medium bus (11-20 passengers)				
Large bus (20+ passengers)				
Large heavy duty bus (20+ passengers)				

18. If your agency shares vehicles with other agencies, how many do you share and what is the passenger capacity within each vehicle category? If your agency does not share vehicles, skip this question.

	Total Shared	Total Lift-Equipped	Total STS-certified
Sedans/Station Wagons			
Minivans			
Small bus/vans (<10 passengers)			
Medium bus (11-20 passengers)			
Large bus (20+ passengers)			
Large heavy duty bus (20+ passengers)			

19. If your agency shares vehicles with other agencies, with whom does your agency share vehicles and for what purpose? Please describe your vehicle sharing arrangement. If your agency does not share vehicles, skip this question.

20. How many personal vehicles does your organization's staff use to transport people? If your agency does not transport passengers in personal vehicles, skip this question.

	Total Vehicles	Total Lift-Equipped	Total STS-certified
Sedans/Station Wagons			
Minivans			
Small bus/vans (<10 passengers)			

21. Additional Vehicle Information:

Make, Model, Year, VIN# Capacity/Wheelchair Capacity, Days of the Week in Service, Service Hours, Program Assigned to, Service Area

Passengers

22. For what types of passenger needs does your agency provide accommodation?

Check all that apply.

- Car seats or booster seats
- Personal care attendants
- Physical disabilities
- Escorts for elderly/frail people
- Mental impairments
- Children
- Interpreters
- Discounted service for seniors or low-income groups
- Other _____

23. What percentage of your passengers require assistance getting on and off your vehicles?

- 0%
- 10%
- 20%
- 30%
- 40%
- 50%
- 60%
- 70%
- 80%
- 90%
- 100%

Coordination

24. In one week, my agency denies rides _____ percent of the time.

- 0%
- 10%
- 20%
- 30%
- 40%
- 50%
- 60%
- 70%
- 80%
- 90%
- 100%

25. What is the primary reason that your agency denies a ride?

- Driver availability
- Bus/Van availability
- Insurance
- Coordination
- Payment options
- Accommodations (wheelchair lift, visual aid, car seat, etc)
- Other _____

26. Does your agency refer consumers to other transportation agencies in the event a ride is denied?

- Yes
- No

27. What other organizations do you coordinate with to provide transportation service?

Check all that apply.

- Churches
- Day Training and Habilitation
- Educational institutions
- Elder day care
- Intercity carrier (e.g. Amtrak, Greyhound, Jefferson Lines)
- Private regional shuttles
- Airports
- Head Start
- HMO or PMAP
- Occupational training center
- County human service agency or MNET
- Tribal agency
- My agency does not coordinate transportation services with other agencies
- Other (Please name the agency and describe how you coordinate.)

28. Please describe the coordination that takes place between your agency and each agency category checked above.

29. What issues have you encountered in coordinating or attempting to coordinate transportation services? RANK these barriers in order of greatest concern. (1=Highest Concern, 9=Lowest Concern)

- ___ Billing and payment
- ___ Cost
- ___ Staff time requirements
- ___ Insurance
- ___ Driver qualifications
- ___ Scheduling conflicts
- ___ Limited service area boundaries
- ___ Limited service hour availability
- ___ Passenger Security
- ___ Other Issues _____

30. Who is your vendor for commercial vehicle insurance?

31. What changes are most needed to improve transportation coordination in your service area?

32. What are the top three destinations you provide transportation to, in terms of number of trips provided?

1. _____
2. _____
3. _____

33. How are the transportation services you provide funded? Check all that apply.

- Fares/user fees
- Other state or local government funds
- Private insurance
- Federal funds
- Medicare/Medicaid
- Community organizations
- Disability Waiver funding
- Grants
- Other _____

34. Which of the following are the most significant barriers to providing your transportation service?

- Funding availability
- Maintaining ridership
- Vehicle maintenance
- Driver hiring and retention
- Staff training
- Other staff hiring and retention
- Other _____

35. If your agency or organization has reduced or eliminate service in response to COVID-19, when do you anticipate that your service will return to pre-pandemic levels (similar span of service, service area or number of routes, etc.)?

- Less than 3 months from now
- 3-6 months from now
- 6 months to 1 year from now
- More than 1 year from now
- Our service will likely never return to pre-pandemic levels
- N/A

36. Thinking primarily about the populations your agency or organization serves, what will be the most significant unmet transportation needs following the COVID-19 pandemic? This could include geographic areas without sufficient service, population groups that are underserved, types of service that are not provide, days and times when service is needed but not available, etc.

1. _____
2. _____
3. _____

Thank You!

Thank you for completing this questionnaire!

Questionnaire results will be analyzed in a regional Local Human Service Transit Coordination Plan. The purpose of this plan is to identify strategies for improved coordination of publicly and privately funded transportation resources in this region.

If you have any questions about the questionnaire, please reach out to UMVRDC at 320.289.1981 ext 107 or at brianna@umvrdc.org.

Appendix 3: Focus Group Agenda and Notes

2022 Local Human Services Transit Coordination Plan

Focus Group

Agenda

- Introduction
 - Plan Overview: The plan will guide future transportation coordination.
 - Purpose of Focus Groups: to discuss current perceptions of transportation services, opportunities, short and longer-term needs, trends and challenges. Your input will help us understand the types and levels of transportation services that will best meet the needs of the state's residents.
 - Individuals may speak to us in confidence. Any quoting of outcomes will be done anonymously. Our main purpose is to allow stakeholders to speak freely about their concerns.
- Discussion
 - What are the major challenges regarding transportation in the region?
 - What opportunities do you see for improving accessibility and connectivity?
 - What do you think are the primary gaps in service?
 - What are the best ways to fill gaps?
 - How do we fund/pay for the services needed?
 - What are your top 3 priorities for transportation?
 - What haven't we covered that's important to you?
 - Jamboard
- Final Thoughts and Questions

2022 Local Human Services Transit Coordination Plan

Focus Group
Friday, April 1, 2022
1:00pm to 2:00pm
VIA Microsoft Teams

Attendees: Josh Beninga, Tim Kolhei, Emily Castaneda, Alethea Koehler, Sherri Broderius, Dave Barrett, Rae Ann Keeler Aus, Sherry Jipson, Paul Coyour, Calista Taffe, Ted Nelson, Ryan Nielsen, Wade Odom, Kris Holien

Comments:

- a. What are the major challenges regarding transportation in the region?
 - Large area for service
 - Parents needs to know about the service
 - No volunteers
 - Unreliability of getting a ride when needed – lots of cancelations
 - No “after hours” availability
 - Staffing – sending a staff member to and from appointments/destinations
 - Northern Big Stone County lacks a bus route. Prairie five does help fill when volunteers are available
 - Pre-school in Clinton – 3 year olds have no bus available
 - Inconsistent times ie: not just needing rides at 2 pm every Tuesday
 - Low ridership for longer trips
- b. What opportunities do you see for improving accessibility and connectivity?
 - Work related rides
 - Centralized dispatch
 - From a school district perspective, I think it is a quantity of riders at specific times issue
 - Signages to public businesses (bars, restaurants, etc)
 - Finding a way to schedule after hours rides with resources available and building those resources
 - We need promotion of the service. For ML families this would be an awesome service if they know about it
 - More marketing efforts
 - Working on coordinating resources and rides
 - Possibly request more funding for rural MN transportation from the state
- c. What do you think are the primary gaps in service?
 - Service hours

- Driver availability
 - Hours of operation very limited
 - Not enough drivers
 - Out of town transportation/longer distances
 - The need for longer service hours availability
 - No weekend service
 - Language barriers for ML families
 - Service at specific times
 - Lots of cancelations
- d. What are the best ways to fill gaps?
- More volunteer drivers
 - Coordinating rides and drivers
 - Sharing existing drivers
 - Software where drivers can be matched up with rider
 - Use EL teachers at school to help with basic language communications
 - Increased coordination
 - Or use ML speakers within a world language community to help with communications
 - Increase staffing
 - Minor criminal offenses that are not a threat to others – drive for community service
- e. How do we fund/pay for the services needed?
- Grants
 - User fees
 - Better reimbursement
 - legislation
- f. What are your top 3 priorities for transportation?
- Accessibility and affordability
 - Rides available 24-7-365
 - More options for riders
 - Allow children to be transported
 - Raise the age limit for drivers
 - Reliability
 - Addressing student transportation for students who live inside the “magic 1 mile/2mile” line
 - Better outreach from P5
 - Door to door service
 - Ease of scheduling
 - Consistency of ridership

- Quantity of drivers to meet all the needs
 - School buses allowing Headstart kids to ride and picking up within 1 mile
 - More volunteers to go along to appointments instead of sending direct care staff.
Staffing.
 - Wade from Big Stone VSO made a good point that to have more service hours, there needs to be better rider consistency. But rider consistency is hard to come by if they can't guarantee service every time.
- g. What haven't we covered that's important to you?
- No comments.

2022 Local Human Services Transit Coordination Plan

Focus Group
Tuesday, April 5, 2022
2:00pm to 3:00pm
VIA Microsoft Teams

Attendees: Emily Castaneda, Emily Shelstad, Tom Gottfried, Alex O'Reilly
Kirsten Gloege (comments made before meeting)

Comments:

- a. What are the major challenges regarding transportation in the region?
 - Scheduling with P5 is a challenge
 - Lack of volunteer drivers
 - No load miles and needing to subsidize to support local transit
 - Limited hours during the weekends. Scheduling around preschool kids
 - Lack of both employed and volunteer drivers
 - Limited availability and have had last minute cancelations due to no drivers
 - No after hour services or weekend transportation
- b. What opportunities do you see for improving accessibility and connectivity?
 - Looking into opportunities with Uber/Lyft, etc
 - Would love to see Uber/Lyft utilized
 - Bill through MNITS for county-waivered approved transport. So counties are not a passthrough service
 - Working with managed care providers to financially support transportation
 - Continued recruitment for drivers. Reaching out to the satellite communities.
 - Somehow a different billing structure so people don't have to keep track of their bus card
 - Perhaps an electronic bus pass or bill out without a need for physical bus pass (to help with losing bus passes)
- c. What do you think are the primary gaps in service?
 - School buses being available to transport kids living in town
 - After hour support and weekend support
 - Transportation across the state line to Milbank, SD
 - Limited drivers, causing issues with scheduling
 - Scheduling around the school kids and going later than 4:30
- d. What are the best ways to fill gaps?
 - Recruitment of drivers/incentives
 - Adding additional hours of service

- Need more staffing to use resources (bus at BSC nursing facility) that are currently available
- e. How do we fund/pay for the services needed?
 - Grants
 - Negotiations with managed care organizations
 - Grant money is the first thing that comes to mind
 - Non-profits to partner with MnDOT that will help with staffing (Area Agency on Aging?, MRNAA)
- f. What are your top 3 priorities for transportation?
 - Increased availability of drivers and access
 - Improved technology for scheduling and paying for rides
 - Coordination between transit providers to reduce duplication and increase availability or resources
 - Availability, ease of setting up transportation, safe drivers
- g. What haven't we covered that's important to you?
 - Majority of the current drivers that you have are very nice and kind with our residents. We really appreciate that!

Appendix 4: Planning Workshop Notes

Region 6W Local Human Services Transit Coordination Plan

Planning Workshop
Wednesday, May 11th, 2022
9:00am to 11:30am
Montevideo Community Services Building
And VIA Microsoft Teams

Minutes/Notes

Welcome & Introductions

Name	Organization
Brianna Sanders	UMVRDC Community Development Specialist
Lori Formo	YMC Family Services
Julie Dammann	SW MN Private Industry Council, Montevideo
Josh Beninga	Lac qui Parle County Veteran Service Officer
Robert Wolfington	City Manager of Montevideo
Jan Roers	People's Express
Jennifer Torrez	Prairie 5 Dispatch and RTCC
Alethea Koehler	Swift County DAC
Julie Jahn	Swift Co Family Services
Michelle Sonnabend	Discharge Planner at Swift Co Benson Hospital
Tom Gottfried	MCOTA Executive Director And Program Director Transportation Mobility Manager
Paul Coyour	Prairie 5 RIDES Program Director
Kristi Fernholz	UMVRDC Planning Director
Cynthia Johnson	LqP Social Services Supervisor

Overview of Workshop and Planning Process

See PowerPoint.

Review Public Participation Input

See PowerPoint.

Discussion of Transportation Needs

Strengths:

- P5 helps with consistency with billing and scheduling across the entire region
- Prairie 5 RIDES services our entire region – all 5 counties
- There are diverse options

- The Prairie 5 buses that are available daily.
- Employees/workforce use the transit to get to work.
- Providers and volunteer drivers care about the riders. They look out for the community.
- The cost for people that pay private is so affordable using Prairie 5 RIDES especially for wheelchair users.
- Pay rates for drivers in the community seem to be at market value. (\$16/hr for part time employees)
- Madison and Granite Falls have Lyft drivers.

Weaknesses:

- Weekend availability
- Rides into South Dakota?
 - o Prairie Five Rides offers rides in SD and ND
 - o P5 sees rides into SD several times a week to medical facilities.
- Rides are being cancelled due to lack of drivers
- Second shift workers can get to work but no ride home.
 - o P5 can pick up until 10pm with volunteer drivers.
- Rides need to be scheduled in advance
 - o P5 tries to schedule rides a week out.
 - o Some times riders don't hear until a couple days before for a ride confirmation.
- No stretcher rides available.
- Service location/distance is limited for Granite Falls Ambulance and Nursing Home Block.

Transit Service Needs:

- Limited hour availability
- Driver shortage
- Issues with scheduling
- Language barriers (seen with coordinating with school kids)
 - o Prairie 5 ha a Spanish translator.
- Out of town transportation
- Restrictions on funding for smaller transportation vehicles

How has transit service needs changed during/after COVID-19?

- Labor shortages affecting drivers available
- Masks and hand sanitizer stations
- Everything costs more – used vehicles, gas
- More vehicles were bought during the pandemic
- Dialysis unit closed during this time (unrelated to COVID but same time), changed routes; some rides couldn't be filled due to change in ride needs.

- P5 did shut down when COVID started and then had some restrictions following but now we are running without any restrictions and our rides are increasing monthly. Ridership is not back up to pre-COVID numbers.
- Ridership reduced during the pandemic and is increasing, not back to pre-COVID but getting close
- Some medical visits are now virtual reducing some of the demand
- More trips with less people on the vehicle during COVID.
- With COVID, many medical appointments become virtual and some of that has remained.
- More personal vehicles were bought during the pandemic.
- Telehealth appointments have affected veteran transportation – decrease in ridership.

Discussion of Strategies/Actions/Projects

- Staff/Drivers
- Incentives for drivers
 - o Hiring bonuses for drivers
 - o Wage increase
 - o Positive comment for driver = gift card
 - o Comment cards for customers
- Continue the RTCC for communication and coordination
 - o Yes, transportation is very important in our rural communities
 - o Ok to keep; counties don't have a lot of time to add any more duties
- Maybe on-call drivers for evenings and weekends? Could pay at a lower rate to be on-call but regular wages for when rides come up?
- Once enough drivers are in place:
 - o More marketing and education to solicit more riders
 - o Add additional hours and locations
- Add buses/vehicles where needed (Clinton area, etc). Need to plan ahead because of bus/vehicle shortages.

What are the main projects needed to fill the gaps in services in your community?

- Weekends, return rides. Needs are infrequent.
- More drivers
- Increase marketing for new veteran vehicle that has wheelchair accessibility.

Additional Discussion:

- Riders that don't have insurance use private sector for medical appointment but People's Express primarily does service for non-medical purposes
- How many vehicles/drivers are available for medical for each county?
 - o Not sure about exact amount of distribution of vehicles.

- P5 has service availability in all five counties.
- Buses/vehicles are on back order for Prairie Five.

Appendix 5: Steering Committee Meeting Minutes

Region 6W Local Human Services Transit Coordination Plan

Steering Committee Meeting #1

Wednesday, January 19th, 2022

1:00pm to 3:00pm

VIA Microsoft Teams

Agenda

Welcome & Introductions

Name	Organization
Emily Castaneda	Regional Transportation Coordinator
Rae Ann Keeler Aus	Yellow Medicine Family Services
Paul Coyour	Prairie 5
Josh Beninga	CVSO Lac qui Parle County
Cynthia Johnson	Lac qui Parle Social Services Supervisor
Cathleen Amick	Prairie 5 MnDOT Transit Project Manager
Tom Gottfried	MCOTA Executive Director And Program Director Transportation Mobility Manager
Kristi Fernholz	UMVRDC Planning Director
Brianna Sanders	UMVRDC Community Development Specialist
Nick Zelle	Jefferson Lines
Lisa Schultz	Chippewa Social Services
Alethea Koehler	Swift County DAC
Ted Nelson	Prairie 5
Julie Jahn	Swift County Financial Services Supervisor

Overview of Plan

Overview of Strategies from 2017 Transit Plan – **next meeting**

Review of Survey and Distribution Plan

Add URL to survey flyer to help people find the survey.

Have the survey link on UMVRDC website and other websites.

Survey Distribution:

- Give survey to case managers. Family services can get the survey to case managers.
- Send survey and flyer to:
 - o Family services offices

- Area on Aging
- Senior living centers
- Disability communities
- Assisted living homes
- Nursing home staff - to help residents fill out the survey
- Group homes, vulnerable groups
- Veterans service offices
- Food banks – outreach director
- Other food shelves
- Churches?
- Clinics – esp satellite
- American Legion
- Schools – to parents who have children who ride public transit
- Prairie Five RIDES
- Headstart - to parents who have children who ride public transit
- Countryside Public Health - to send it out to their network
- Day training and rehabilitation – DT&H
- DAC
- Hiring/workforce centers - to get the survey to employees who use public transit
- Local chambers could help get the survey to employers who has employees who use public transit
- Jefferson – include the transit plan survey with the survey that is sent out to their riders
 - Works within the Hwy 23 corridor
 - Works within Clara City and Granite Falls
- Passengers that ride with volunteer drivers
 - Give out pre-stamped envelopes with surveys that passengers can mail in when they complete the survey
- Ride bus – having the bus driver there to endorse the survey and Brianna has helped with the survey getting filled out. Bus drivers could have a few surveys to hand out to passengers and could advocate for passengers to fill out surveys.
- Prairie Five – outreach at WIC on Feb 9th

For the focus groups, DT&H could help fill out the surveys. Counties should have a list of DT&H programs.

Family Service Directors to meet on Monday, January 24th – surveys won't be ready to be sent out by then. Waiting on survey translations from MnDOT before distributing the rider's survey.

Survey Goals:

200 total surveys would be great

More than 20 for the rider

- At least 30 responses

- Responses from all age groups
- Responses from all diverse groups

Discussion on Missing Steering Committee Members

Schools?

- Appleton/LQP school rep for Micronesian?

A rider?

Round Robin

Paul C – The planning process is going well. We should be able to find the gaps in service.

C Amick – The planning process helps with educating the public on the transit system and helps promote the services that are currently available.

T Nelson and Rae Ann – This work has been around for a long time. Expect to find similar gaps in the transit system as previous years.

T Nelson – The RTCC expects to do a big push for volunteer drivers in this next year.

Adjourn - 2pm

Next meeting is February 23rd from 1-3pm at the Montevideo Community Services building and also via Microsoft Teams.

Region 6W Local Human Services Transit Coordination Plan

Steering Committee Meeting #2
Wednesday, February 23rd, 2022
1:00pm to 3:00pm
Montevideo Community Services Building
And VIA Microsoft Teams

Minutes/Notes

Welcome & Introductions

Name	Organization
Emily Castaneda	Regional Transportation Coordinator
Rae Ann Keeler Aus	Yellow Medicine Family Services
Josh Beninga	CVSO Lac qui Parle County
Cynthia Johnson	Lac qui Parle Social Services Supervisor
Tom Gottfried	MCOTA Executive Director And Program Director Transportation Mobility Manager
Kristi Fernholz	UMVRDC Planning Director
Brianna Sanders	UMVRDC Community Development Specialist
Lisa Schultz	Chippewa Social Services
Alethea Koehler	Swift County DAC
Ted Nelson	Prairie 5
Julie Jahn	Swift County Financial Services Supervisor
Alex O'Reilly	MnDOT Planning Program Manager
Jan Roers	People's Express
Gary Johnson	Yellow Medicine County Commissioner
Laura Laub	Big Stone County Family Services
Mark Reisen	Living at Home-Block Nurse Program Executive Director
Donna Hermanson	Lac qui Parle County Family Services

RTCC Update

- RTCC was created based on needs found in 2017 LCP to improve coordination between transit providers and therefore increase effectiveness, efficiency, and accessibility of transportation services
- 2021 – RTCC’s primary focus was to establish relationships with services within the region and to understand the various needs, perspectives, and with this information develop plans to improve transportation
- 2021 accomplishments included:
 - The development of the Transportation User Guide (online and brochure) to help passengers and requesting entities navigate the providers available and most appropriate for their specific needs
 - Explore recruitment strategies for volunteer drivers and employed drivers
- 2022 plans include:
 - Developing travel training curriculum to help educate seniors and individuals with disabilities on using transit services
 - Creating a more advanced “Transit Provider Finder” tool for the RTCC webpage
 - Continuing recruitment for volunteer and employed drivers
 - Participated in career and resource fair January 2022
 - Radio interview of bus drivers
 - Video recorded interview of bus drivers and volunteer drivers to share on social media
 - Applied for MDVA grant in fall of 2021 which will allow Prairie Five to purchase a wheelchair accessible van and provide rides strictly to veterans at no cost
 - Prairie Five expects to learn whether the grant will be awarded in March of 2022.
 - RTCC coordinator will be participating in the LCP
- How to promote for volunteer drivers?
 - Social service
 - Need a personal touch
 - Send out video interview of bus drivers to LCP
- Where to send people who are interested in volunteering to drive?
 - To Prairie Five

- They will go through an informal interview, background check and training to become a driver.

Regional Data: Trends and Mapping

- A typical percent margin of error will be 0.4% for most of the data. Data for populations below 40,000 tends to be less accurate the smaller the population.

Population by County

- The population for Region 6W is sitting at around 44,841 in 2019. This is a 3.4% decrease in the 2019 population compared to the 2014 population. The region is expected to experience an additional 5.3% decline in population by 2024.
- Lac qui Parle County and Yellow Medicine County had the largest population decline with Lac qui Parle seeing a 5.6% decrease in population in 2019 compared to 2014 and Yellow Medicine seeing a 4.3% decline.
- Source: 2014 and 2019 ACS 5 Year Estimate (Table S0101), 2024 MN State Demographer

Population by Age

- The populations by age hasn't changed much since 2014 with there being about 24% youth, 54% Adult and 22% senior populations. There was a slight decline in youth population and increase in adult population in 2019 compared to the 2014 census.
- Chippewa and Yellow Medicine counties have the highest youth population percentages with Chippewa at 23.3% and Yellow Medicine at 23.0%. Lac qui Parle experienced the largest decline in youth population and now sit at 19.4% in 2019.
- Most counties sit around the 54-55% for adult population.
- Big Stone and Lac qui Parle counties have the largest senior population with Big Stone having 25.6% of their population being 65 and above and Lac qui Parle having 26.7%.
- Source: 2014 and 2019 ACS 5 Year Estimate (Table S0101)

Population by Race

- Hispanic and Latino populations have been calculated differently in more recent census data so there might be a difference in the percentages.
- Native Hawaiian and Other Pacific Islander represents about 1% of the population in Chippewa County.
- [Need to look into accuracy of data for Chippewa County.](#)
- Source: 2014 and 2019 ACS 5 Year Estimate (Table DP05)

Populations with a Disability

- The total percent of Region 6W's population with a disability sits around 14.1% in 2019 which is an increase from the 13.1% from 2014. The youth population with a disability between the ages of 5 and 17 is at 6.1% for the region. The adult population with a disability is 9.4% and the senior population with a disability in the region is 32.5%.

- All the counties have experienced an increase in this percentage except for Yellow Medicine County which saw a 0.9% decrease.
- The margin of error for percent estimates of populations with a disability is around 1.8%.
- Source: 2014 and 2019 ACS 5 Year Estimate (Table S1810)

Population below Poverty Level

- Between the years of 2014 and 2019 many counties saw a decline in populations below the poverty level. However, Region 6W as a whole saw an increase from 10.3% to 11.0% of populations below the poverty level.
- The youth population below the age of 17 had 11.2% of the population below the poverty level in 2019. The adult population was at 10.2% and the senior population was at 9.9%.
- The margin of error for percent estimates of population below the poverty level is around 2.9%.
- Source: 2014 and 2019 ACS 5 Year Estimate (Table S1701)

Vehicles Available in Households

- There was a 0.2% increase in households with no vehicles from 2014 to 2019 sitting at 5.6%. Households with one vehicle stays about the same between the years with 27.4% of the households having one vehicle in 2019. There was a decline in households with 2 vehicles going from 39.4% in 2014 to 38.1% in 2019. Households with 3 or more vehicles increased in 2019 to 28.8%.
- Source: 2014 and 2019 ACS 5 Year Estimate (Table S2504)

Commuting to Work

- In 2019, the population that was commuting to work tended to drive alone with 77.3% of the population doing so. This is an increase from 2014 of 75.5%. There was also an increase in people who carpooled to work from 8.7% to 9.1%. The population who used public transportation to get to work stayed around 0.6%. About 4.5% of people in the region walk to work compared to 5.8% in 2014. Bicycling to work stayed around 0.3%. The population who worked from home went from 8.3% in 2014 to 7.7% in 2019. This has obviously become a much larger number in more recent years.
- Source: 2014 and 2019 ACS 5 Year Estimate (Table S0801)

Place of Work

- In 2014, within the counties in Region 6W on average about 69% of the population worked within the county they live in. 2019 saw a decline in the population that worked within the county they live in with the average being 67%.
- The population that works outside of the county they live in is around 27.4% in 2019 and increase from 2014's 25.8%.
- Source: 2014 and 2019 ACS 5 Year Estimate (Table S0801)

Regional Employment Status

- On average the region has an unemployment rate of 1.7% in 2019 which is a decline from 2014.
- Most recently, the unemployment rate for the region is around 2.8% in December of 2021.
- Source: 2014 and 2019 ACS 5 Year Estimate (Table DP03), DEED LAUS December 2021

Preliminary Survey Results

- 15 Surveys as of today's meeting
- Need surveys from younger populations and from Big Stone County.
- Many surveys came from Montevideo and from the times that UMVRDC staff has ridden the Prairie Five bus to get surveys.

Discussion on Transportation Needs

Previous Efforts:

- During Phase 2 of the RTCC there was a lot of recruitment for volunteer drivers and participated in the volunteer driver coalition which helped stop volunteer drivers from being taxed on reimbursement for MN. The RTCC also partnered with RSVP which allows volunteers 55+ to receive tax-free reimbursement. If funding can be found, the RTCC would also like to get a shared volunteer vehicle and perhaps different dispatching software that would be an incentive to volunteer drivers and have the potential to increase service hours.
- Online and with brochures, a directory has been created to make transportation information more accessible. This year, the RTCC would like to continue to improve that resource through an online tool.
- The RTCC was also actively recruiting paid drivers in 2021 and trying different techniques, such as social media.
- Coordination between different transit providers was in the beginning stages at the end of 2021

Questions:

- What do you see as the top three transportation needs in your county?
 - After hours availability
 - Weekends
 - Availability during regular hours (they stop calling if not available)
 - Medical transports
 - can't meet the need for kidney dialysis
 - Timing with kids getting to school and getting people to work
 - Steps into a bus and van – keep up with types of vehicles people can use
 - Wheelchair accessibly
 - Need drivers - #1 need

- Discharges from hospitals. Using an ambulance.
- How satisfied are you about the current system? Are there any potential markets that you think could be better served?
 - Needs work
 - Employers need transit before hours.
 - Work related rides – available market.
- Besides gaps and transportation needs, what should I ask riders and transportation providers?
 - Awareness of what is available
 - Lyft pass? Feel safe with a Lyft driver?
 - Travel training – feel more safe with Lyft drivers.
 - Dakota County doing Lyft drivers – funding coming through the waiver program. Neighbor to neighbor – getting paid but they are doing it for people they know and have a relationship with.
- How do we fund/pay for the services need?
- What are the best ways to fill gaps?
 - Volunteer drivers
- What are other systems?
- Do these systems serve in the way we need? ADA, curb vs door, decline rides
- What concerns? Complaints? What is working?
- DAC – reach out individually – what is working/not working

Plan Timeline

Plan has been extended to be completed in September 2022.

Next Meeting Date

A meeting poll will be sent out in the next upcoming weeks to find best time for Planning Workshop in April/May.

Region 6W Local Human Services Transit Coordination Plan

Steering Committee Meeting #3

Tuesday, June 7, 2022

2:00pm to 3:00pm

VIA Microsoft Teams

Agenda

Welcome

Attendees:

Name	Organization
Josh Beninga	CVSO Lac qui Parle County
Cynthia Johnson	Lac qui Parle Social Services Supervisor
Tom Gottfried	MCOTA Executive Director and Program Director Transportation Mobility Manager
Kristi Fernholz	UMVRDC Planning Director
Brianna Sanders	UMVRDC Community Development Specialist
Alethea Koehler	Swift County DAC
Ted Nelson	Prairie Five CAC Associate Director
Julie Jahn	Swift County Financial Services Supervisor
Mai Thor	MnDOT Project Manager
Tim Kolhei	VSO Chippewa Co.
Cathleen Amick	Prairie Five MnDOT Transit Project Manager

Review First Draft (10 minutes)

Discuss Goals and Strategies (15 minutes)

Prioritize Projects (20 minutes)

Questions (10 minutes)

Next Steps

The next draft of the plan will be sent to the committee in the next couple of weeks. Kristi will be taking over the planning process.

Adjourn