

Region 7E East Central MN 2022 Local Human Services

Transit Coordination Plan



Report prepared by the East Central Regional Development Commission in cooperation with representatives and agencies from throughout the region as well as from the Minnesota Department of Transportation



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Executive Summary

The East Central Regional Development Commission provided the project management for the development of the 2022 Regional Transit Coordination Plan for East Central Minnesota, a comprehensive planning process led by a steering committee made up of leadership from services for individuals with disabilities, older adults, persons with limited incomes, public transit providers, and private transportation entities. The Minnesota Department of Transportation Office of Transit provided technical assistance, direction and funding to complete the plan. The strategies and projects identified in this plan came about through collaboration to address the major needs and concerns of transit for the next five years across the region.

The East Central Regional Development Commission, serves Minnesota's Region 7E and involves the east central counties of Chisago, Isanti, Kanabec, Mille Lacs, and Pine - acting as a regional development and planning organization - including the development of this plan.

Some public and private transportation options currently exist for persons in Region 7E which include agency, for-hire transportation providers, shuttle services, specialized transportation services, taxi service, public transit, ride-share and volunteer based services.

A robust, well-developed and administered website contains an updated inventory (directory) - developed as part of the East Central Regional Transportation Coordinating Council's work. This inventory helps to document, evaluate and disseminate information regarding the existing services within the region. The development of a common inventory system, easily used by providers, the public, and agencies remains a key coordination strategy for the region. It also contains critical information for the development of MaaS (Mobility as a Service) technology.

Interest from regional stakeholders guided the development of coordination strategies, including new service development to mimic more urban choices such as Lyft®, to fill gaps in service needs for future human services transportation. Additionally, existing transit providers remain committed to working together to bring new capital and service delivery improvements to the region. East Central Minnesota remains a region with two subset regions: the southern counties (Chisago, Isanti, and Southern Mille Lacs) behave more suburban, and exhibit growth to support this. The northern half (Pine, Kanabec, and Northern Mille Lacs) remain rural, with slower growth and lower incomes.

Existing transit providers continue to work together to address changes in service. The East Central Regional Transportation Coordinating Council (ECRTCC) in collaboration with the Local Human Services Transit Coordination Plan (LCP) together strive to include strategies such as sharing resources, coordinating routes and dispatch services to meet needs.

Introduction

The purpose of this document is to evaluate existing transportation providers, identify the unmet needs and services, and establish transportation related goals for the East Central Region, 7E. The counties included in this region are the Counties of Pine, Isanti, Chisago, Kanabec and Mille Lacs, 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.

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

Suggested Timeline for Plan Completion:

	July	Aug - Sept	Oct	Nov - Dec	Jan - Feb	Mar - Apr	May	Jun	July	Aug	Sept
Contracts Executed	X										
Appoint Steering Committee	X										
Survey & Questionnaire Collection		X									
Previous Effort Evaluation		X									
Steering Committee Meeting 1		X									
Focus Groups			X	X	X						
Steering Committee Meeting 2				X							
Planning Workshop (Steering Committee Meeting 3)						X					
Receive COVID Guidance and Update Sections							X	X			
Review Work Plan/Report with Steering Committee (Meeting 4)							X	X			
Finalize Plan Document								X	X		
30 Day Public Review/Input Period								X	X		
MnDOT Draft Review									X		
Possible Steering Committee Meeting 5									X		
MCOTA Draft Review										X	
Plan Adoption										X	

Creativity, Cooperation and Adaptations – Essential Approaches Brought on by the COVID-19 Epidemic

Can these new approaches to life be of benefit to us moving forward into future years?

COVID has changed so much about the world around us and will continue to cause us to consider how we function as we move into the future. Even rural areas are not exempt. The East Central Regional Development Commission serves the counties of Pine, Isanti, Chisago, Kanabec, and Mille Lacs. Respective COVID data statistics are as follows:

County	COVID cases to date	COVID deaths to date
Pine	7,337	67
Isanti	10,408	117
Chisago	15,038	120
Kanabec	3,624	57
Mille Lacs	7,459	114

*These figures are as of 5/27/22

Thankfully, as of today, all counties in our region are considered “low” in regard to the COVID-19 community risk level.

Nationwide, we have seen changes in all aspects of living- from how we work, how our children are educated, how we access the things we value, and how we move people and goods from place to place. Transportation as a whole has seen drastic ebbs and flows in demand, safety precautions, and community role.

Changes in transit need locally, can be attributed to a shift in workforce to a work-from-home status. Also, implemented policies regarding not transporting a COVID positive client has shifted demand from buses to private providers, or volunteer drivers. The willingness of people to ride commingled with a large number of others has also increased the request for smaller group or individual transit. Many are forgoing their usual cost restrictions in the name of perceived safety.

Throughout our region, we have 3 public transit providers. Timber Trails Transit serves Kanabec County. Arrowhead Transit serves Pine, Isanti, and Chisago Counties. Tri-CAP Transit serves Mille Lacs County. We have seen these providers do everything from providing no or reduced fares, implementing capacity restrictions, changing screening questions with scheduling, to opening their horizons to the world of reverse transit. Many of them still to this day regardless of being deemed “low” risk, have kept COVID changes in place – for example: adding cleaning precautions or products, maintaining suggestions for masks and social distancing and service changes.

As we settle in to our new-normal of transit in our area, we find our public providers adapting to the new social climate and finding ways to stay safe, relevant, and a viable option in our community. They are advertising their cleaning schedules and policies to remind the public that they are still a clean viable option for travel. We also see them taking an advocacy role with their staff, some of which were required to be vaccinated to continue their job functions. Their stakeholder meetings now provide updates regarding COVID changes, ridership rates, and focus on returning transit to its pre-COVID status.

Through quick thinking, adaption to change, and constant presence, our transit providers have kept our communities moving. We at the ECRDC, will stay involved in the process going forward and will remain a liaison between transit providers and the public, always being mindful of the balance between safety and efficient service.

Through stakeholders and steering committee meetings, key points have been identified to keep in mind as we work through planning processes.

- The ECRTCC must be involved with the Region's Emergency Preparedness Plans
- Include individual plans for those needing specialized transportation – where they are, who is transporting them. Utilize the assistance of the ECRTCC Advisory Board (transit agencies, community organizations) as well as those involved with the recent Local Human Services Transit Coordination Plan
- Keep the pandemic top of mind when we are making changes to infrastructure
- Focus on single rides during pandemic – volunteer drivers, etc. to avoid crowding buses
- It's become evident that the need for smaller vehicles in the procurement processes with 5310 funding for public transit is critical now, since the pandemic
- Set up universal safety measures for drivers
- Set up universal safety measures for riders
- The new normal of working from home has helped lessen the transmission of viruses and should be maintained as a viable work option

The implementation of SEMCAC (South East MN Community Action Council) to become the Mobility Management Center for all COVID related transportation created a tremendous advantage for those in need. The organization was able to enlist drivers from all over the state to transport those who would otherwise not have transportation options.

Drivers were given the equipment/products they needed in order to provide rides safely and efficiently. Money was available to provide payment to the drivers.

This kind of development should be organized and at the ready in preparation for another emergency. RTCCs working with MnDOT and the FTA must have this in the upcoming plan.

Points of importance collected from the **Covid Collaborative Webinar**:
Produced and Hosted by the Center for Rural Policy and Development, "Covid 19 by the Numbers" on May 16, 2022

See the video of the entire webinar: <https://www.youtube.com/watch?v=yQsolBlrSBs>

- Job vacancy rate to number of jobs filled in east central area is at 4.5% -- 3% is healthy
- Many people took early retirement (older workforce – 55+) so the current number of people in the workforce is lower
- Then (During COVID) - Wages dropped causing the labor force numbers to drop
- Now – Demand for labor has increased so wages are now going up
- More females left the workforce than men
- In the central area of MN working remotely from home is not as large of a trend due to the kind of industry make up, for example: Industry make-up, Manufacturing, Retail, Food Services, Health Care
- Migration Pattern move to rural MN, influx of remote workers – Availability of housing is an issue, so is availability of childcare. For many who move from urban to rural, their employment may still be urban based.
- Telework = broadband.
- Economic pattern – in the rural areas there has been an uptick in Amazon. Amazon purchasers pay the LOST (Local Option Sales Tax) which is good for rural communities
- People have continued to and like to shop in smaller shops due to familiarity, smallness which is also good for rural communities
- The Urban areas had trouble because of the closing of large public areas; Target Field, US Bank Stadium for examples.
- There has been a re-connection of Americans to their local government (distribution of CARES Act funds and other funding)
- We may see some of the early retirees come back into the workforce because of the stock market/recession
- Many feel that the federal policy actions were detrimental, allowing people to quit their jobs. The cost-of-living increases in income are frequently available if you are in the workforce. A person on social security can not ask for an increase in their income.

Great conversations and lessons learned of the impacts from the pandemic. New ideas for recovery and growth have been identified. We have learned that collaboration has become of ultimate importance, telework is here to stay and needs to be built upon and statewide broadband is critical. Let's keep looking forward, reconsider this crisis situation as an impetus of growth.

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, low income 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 are available for this purpose. The analysis makes intensive use of 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 for motorized transportation.

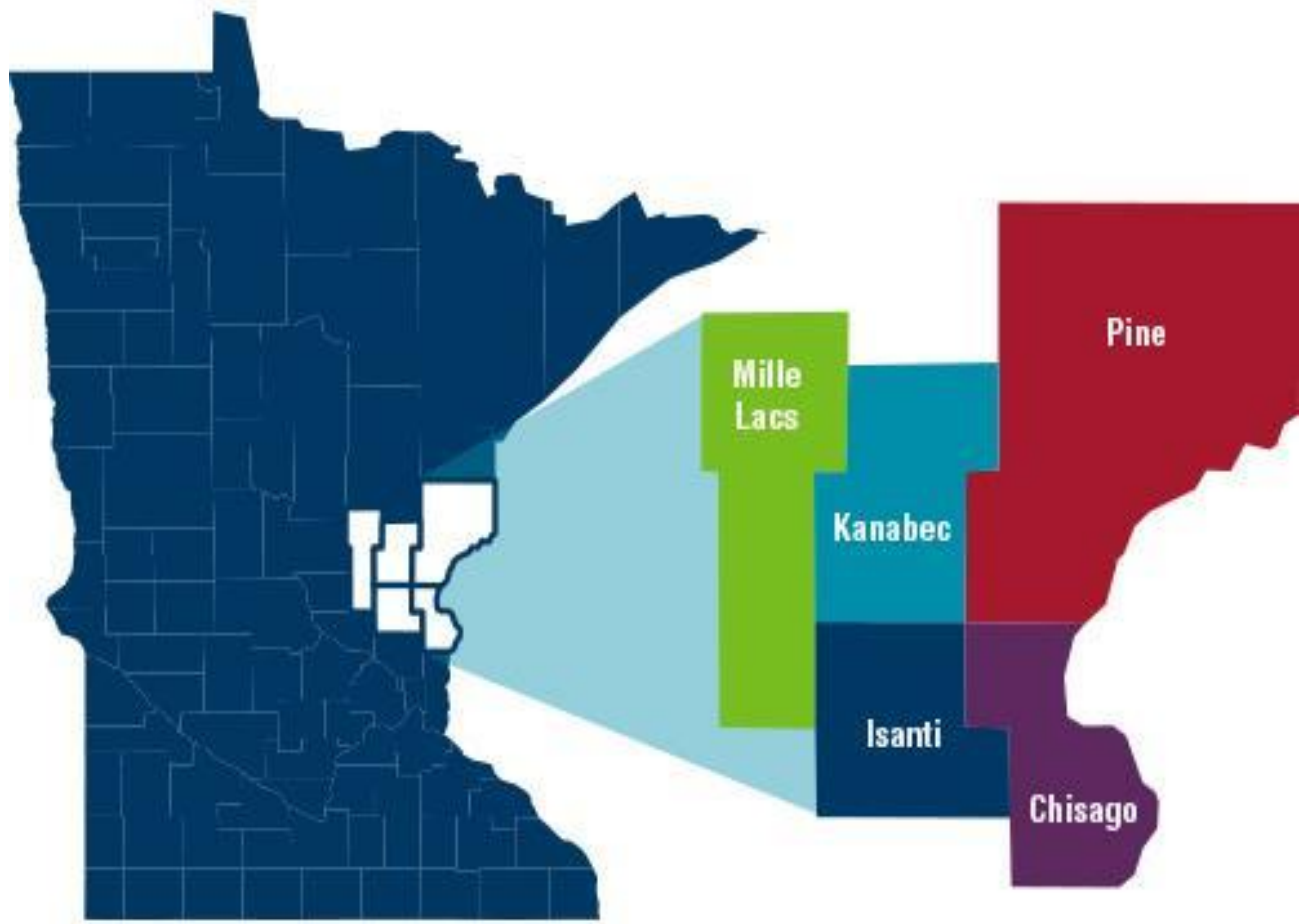
The four types of limitations which preclude persons from driving are:

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

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

Region 7E Study Area

The study area includes five counties in the East Central Region, 7E. These counties include Pine, Isanti, Chisago, Kanabec, and Mille Lacs (remembered through this acronym, PICKM).



Current Population Totals

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

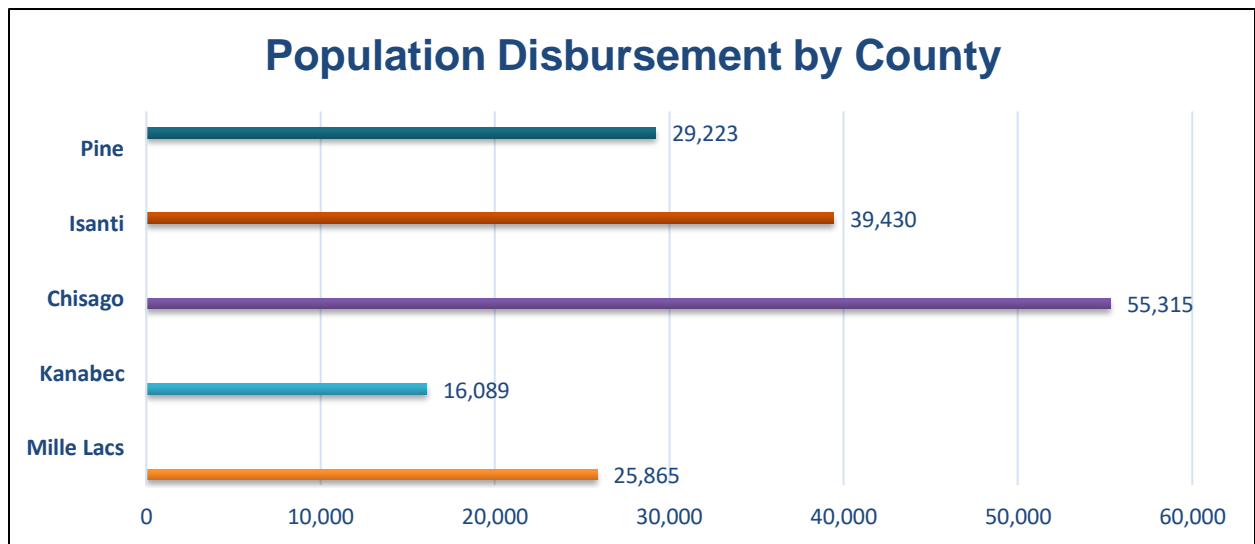
Table 1: Population by County

County	Population	Percent of Total
Pine	29,223	18%
Isanti	39,430	24%
Chisago	55,315	33%
Kanabec	16,089	10%
Mille Lacs	25,865	15%

Source: ACS

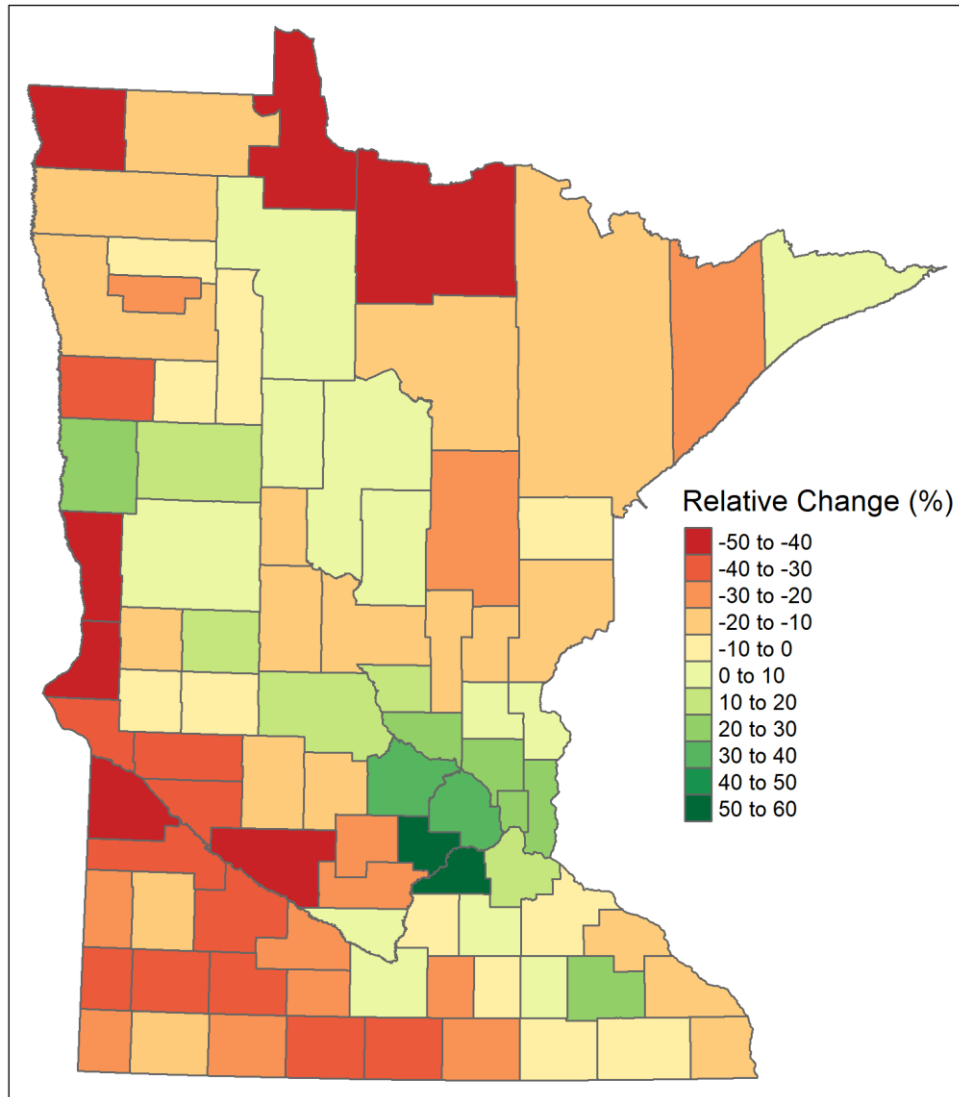
<https://data.census.gov>

Table 1a below shows the distribution through a more relative and visual means.



Projected Population

The current population in the East Central Region is 165,922. Over the next five years (2022 – 2027), it is estimated that the population in Pine, Kanabec and Mille Lacs will decrease up to 1.5%. Opposingly, the population of the Metro bordered counties, Isanti and Chisago is set to increase upwards 2.5%.



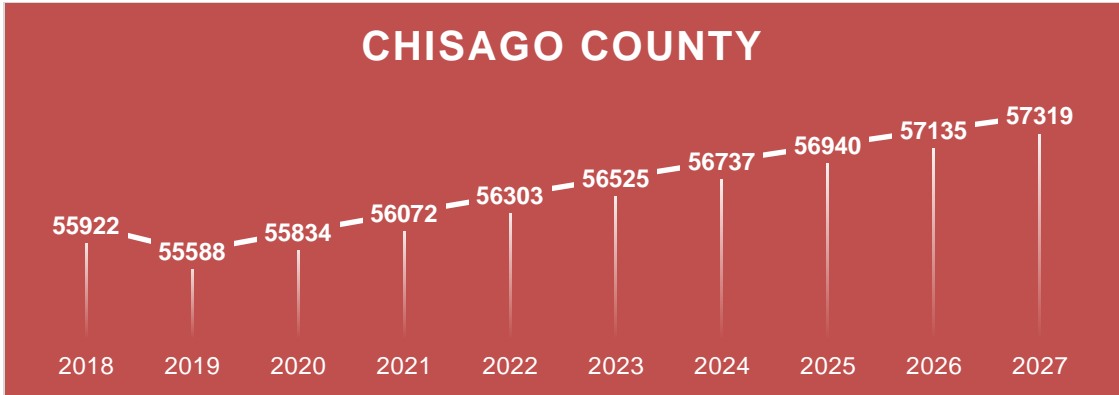
Source: ACS

<https://data.census.gov>

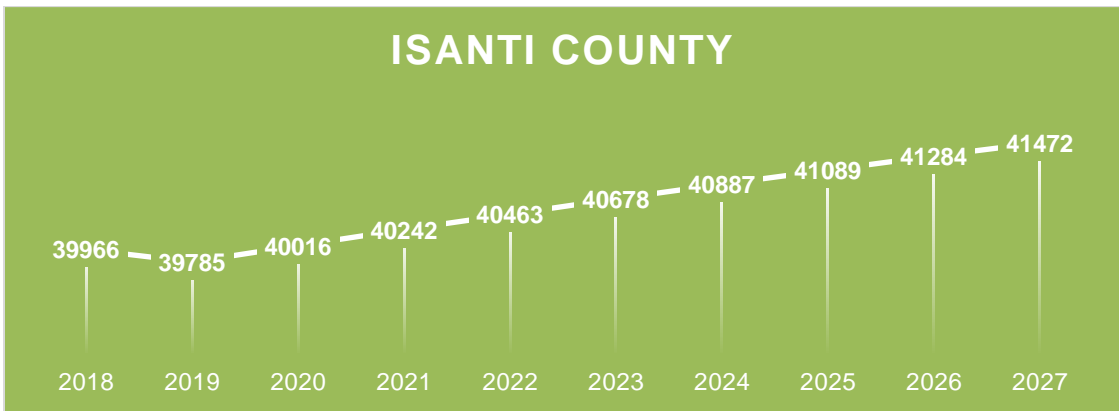
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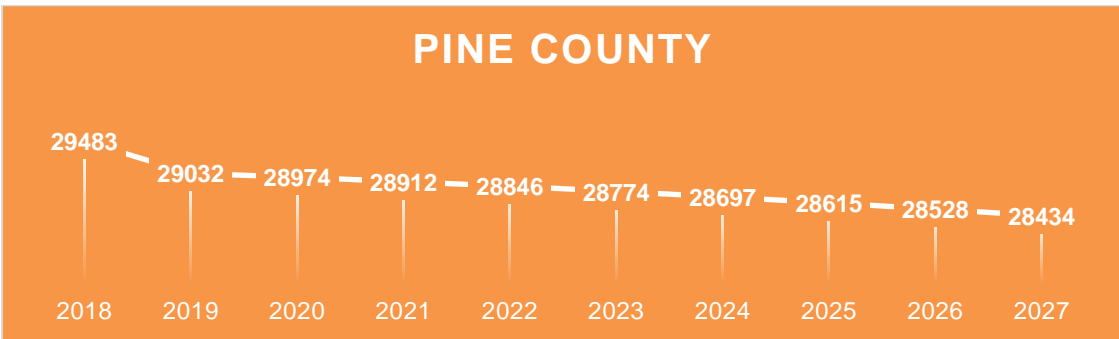
Notice an overall drop in population as we move further from the Twin Cities/Metro area into Kanabec, Pine, and Mille Lacs Counties.



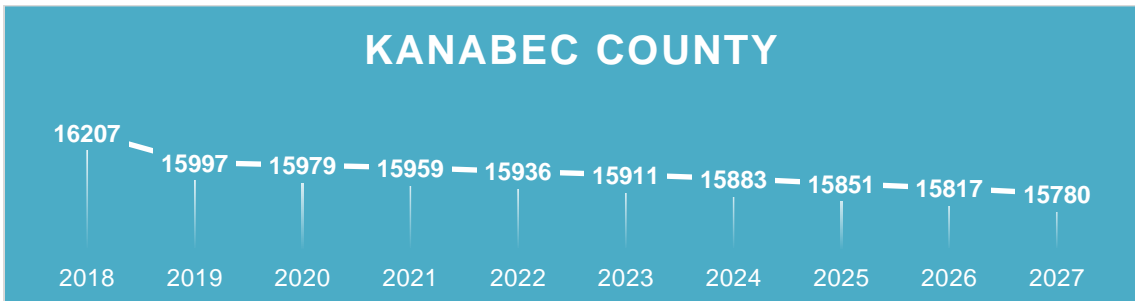
Estimated population increase of 2.49%



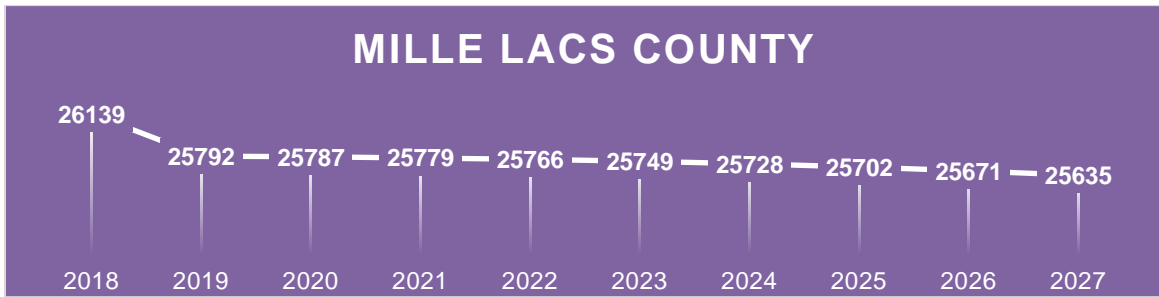
Estimated population increase of 3.76%



Estimated population decrease of 3.55%



Estimated population decrease of 2.63%



Estimated population decrease of 1.93%

These percentages may seem small, but given the population of these counties, even small changes can be felt – especially when it comes to school class sizes and customer bases for small towns. As with anything, it’s all relative.

Population by Age

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

The age categories are:

Youth: Under 18, Adults: 18 – 64 years, and Seniors: 65 plus.

Youth:

Pine County has the lowest percentage of youth at only near 20 percent, while Mille Lacs County has the highest number of youth at just over 24 percent, Isanti and Chisago Counties coming close at 23.85 and 22.95 respectively – please consider that almost a quarter of Chisago County’s population is 17 and younger. Kanabec County holds at 21.5 percent.

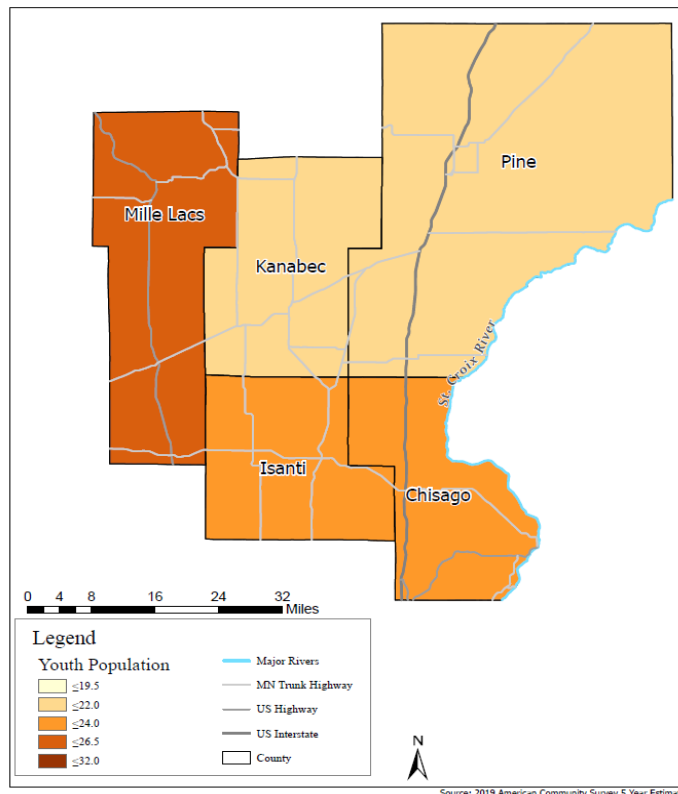
Table 2: Youth Population (17 years and younger)

County	Total Population	Youth Population	Percent of Total
Pine	29,223	5,810	19.88%
Isanti	39,430	9,404	23.85%
Chisago	55,315	12,694	22.95%
Kanabec	16,089	3,464	21.53%
Mille Lacs	25,865	6,231	24.09%

Source: ACS

<https://data.census.gov>

East Central - Percent Youth Population



Adult:

The adult population has the largest percentage of citizens in East Central Minnesota. Chisago County boasts a percentage of 61 percent while Kanabec and Mille Lacs are the lowest but close at 58 percent. Pine County’s adult population is at 59 percent and Isanti’s is at 60 percent.

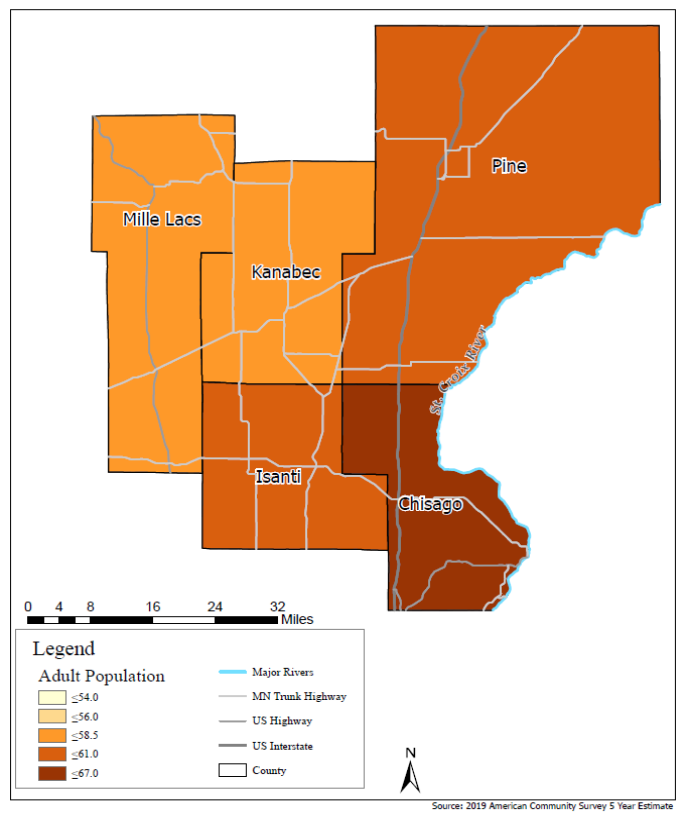
Table 3: Adult Population (18 to 64 years)

County	Total Population	Adult Population	Percent of Total
Pine	29,223	17,539	60.02%
Isanti	39,430	23,904	60.62%
Chisago	55,315	34,356	62.11%
Kanabec	16,089	9,374	58.26%
Mille Lacs	25,865	14,963	57.85%

Source: ACS

<https://data.census.gov>

East Central - Percent Adult Population



Senior:

The region’s senior population has the largest range; from 16 percent in Chisago County to 22 percent in Pine. As Isanti is along the border with Chisago – touching the Metro area, it sits at 17 percent seniors. Mille Lacs is a close third lowest at 18 percent and Kanabec sits at 21 percent.

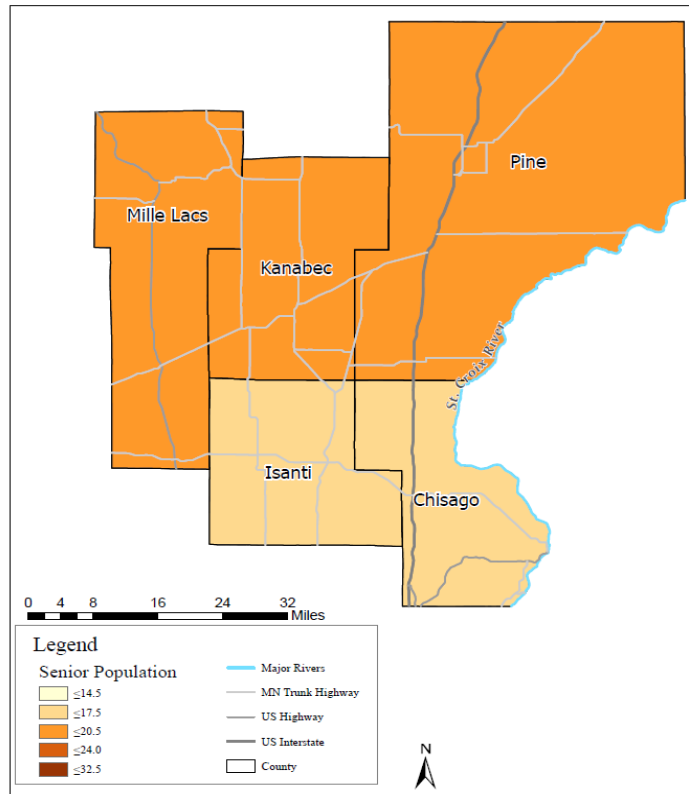
Table 4: Senior Population (65 years and over)

County	Total Population	Senior Population	Percent of Total
Pine	29,223	5,874	20.10%
Isanti	39,430	6,122	15.53%
Chisago	55,315	8,265	14.94%
Kanabec	16,089	3,251	20.21%
Mille Lacs	25,865	4,671	18.06%

Source: ACS

<https://data.census.gov>

East Central - Percent Senior Population



Source: 2019 American Community Survey 5 Year Estimate

Populations of People 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.

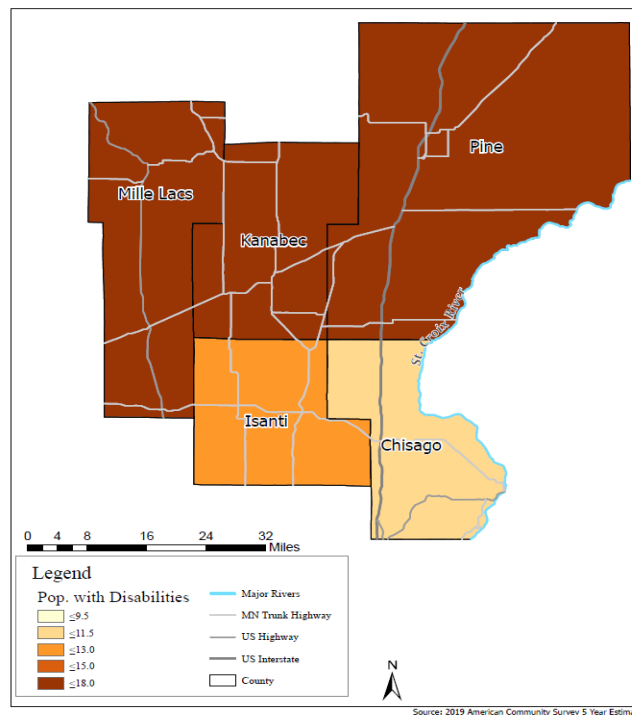
The trend of the bordering counties continues with Chisago and Isanti Counties having the least number of disabled citizens; 11.22 percent and 12.83 percent respectively. Kanabec County has the largest percent at 17.24 percent followed by Pine at almost 17 percent. Mille Lacs County closes in at 15.64 percent.

Table 5: Populations of People with Disability

County	Total Population	Disabled Population	Percent of Total
Pine	29,223	4,966	16.99%
Isanti	39,430	5,060	12.83%
Chisago	55,315	6,205	11.22%
Kanabec	16,089	2,773	17.24%
Mille Lacs	25,865	4,046	15.64%

Source: ACS

East Central - Percent Pop. with Disabilities



<https://data.census.gov>

Youth:

The youth population within the age range of five to seventeen years in East Central Minnesota who are in the disability category are described next. Kanabec County has the largest percentage with 6.96 percent. Isanti follows with a large drop of 5.34 percent, then Mille Lacs Counties comes in at 5.28 percent, Pine at 5.2 percent. Chisago county has the least number of disabled youth at 4.83 percent. Youth have the smallest range of percentages within our age brackets.

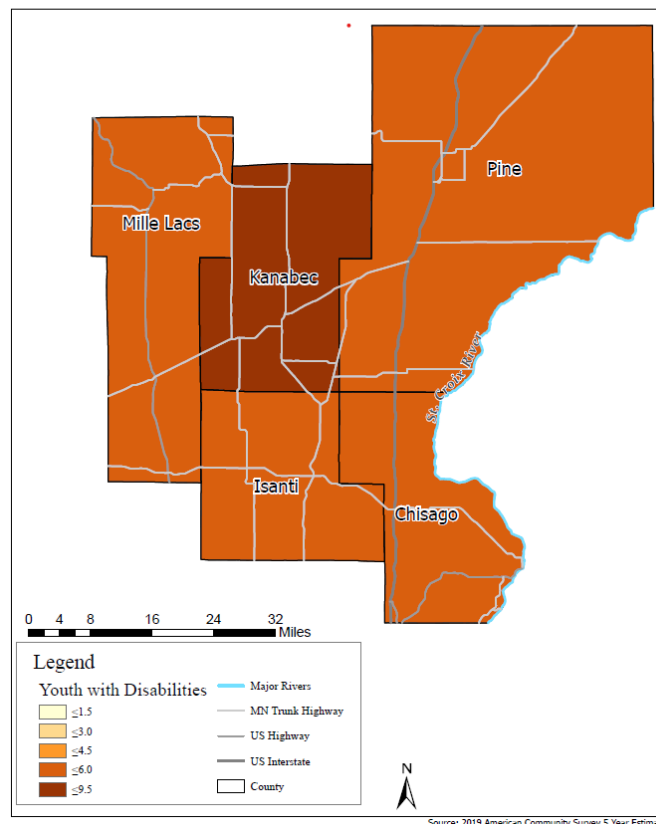
Table 6: Youth Population with a Disability (5 to 17 years)

County	Total Youth	Disabled Population	Percent of Total
Pine	5,810	302	5.20%
Isanti	9,404	502	5.34%
Chisago	12,694	613	4.83%
Kanabec	3,464	241	6.96%
Mille Lacs	6,231	329	5.28%

Source: ACS

<https://data.census.gov>

East Central - Percent Youth with Disabilities



Adult:

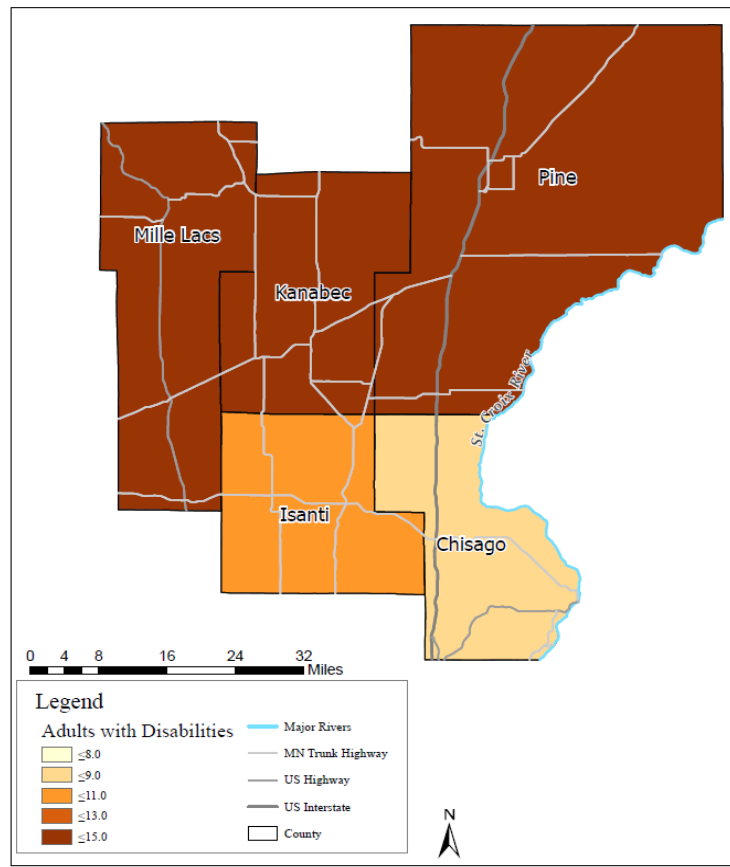
The adult and senior populations in our region have almost the same range of percentages throughout the counties. You'll notice that the senior group has the largest number of citizens with disabilities. Disabled adults ages 18 to 64 years in Chisago County are the far lowest percentage in our region with only 8.76 percent. Isanti is next with 10.05 percent, Mille Lacs is at 13.45, Pine at 14.41 and Kanabec has the largest number of disabled citizens at 14.56 percent of their adult population.

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

County	Total Adult	Disabled Population	Percent of Total
Pine	17,539	2,528	14.41%
Isanti	23,904	2,402	10.05%
Chisago	34,356	3,011	8.76%
Kanabec	9,374	1,365	14.56%
Mille Lacs	14,963	2,012	13.45%

Source: U.S. ACS
<https://data.census.gov>

East Central - Percent Adults with Disabilities



Senior:

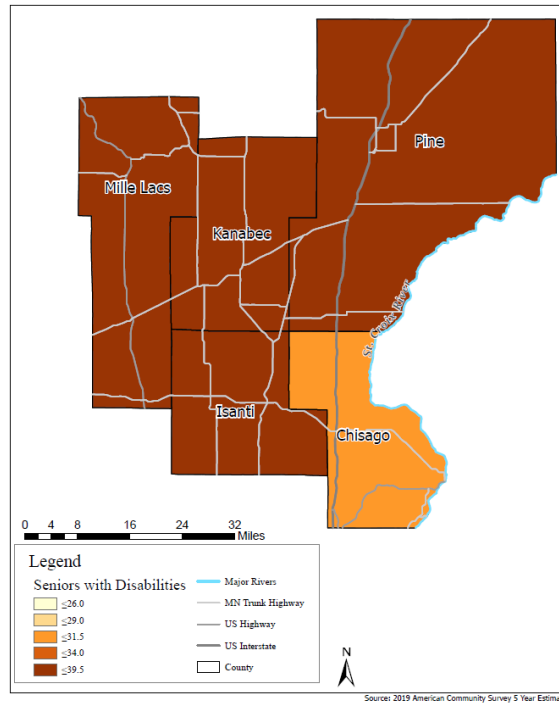
The number of seniors with disabilities is very eye opening. Looking at the percentages, Mille Lacs County has the greatest with 36.5 %. Chisago County has the lowest with 31.23%, Isanti jumps to 35.22%, then Kanabec with 35.9 % and Pine in fourth with 36.36%.

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

County	Total Seniors	Disabled Population	Percent of Total
Pine	5,874	2,136	36.36%
Isanti	6,122	2,156	35.22%
Chisago	8,265	2,581	31.23%
Kanabec	3,251	1,167	35.90%
Mille Lacs	4,671	1,705	36.50%

Source: ACS <https://data.census.gov>

East Central - Percent Seniors with Disabilities



Pine, Isanti, Kanabec and Mille Lacs are all shown in the dark red color which shows that in these counties, the seniors who are disabled count as just under 40 percent of the seniors in these four counties.

Chisago County is shown here to be in the orange range which says that the number of seniors in this county who are disabled are below the 31.5 percentile of the county’s population.

Chisago County stands alone as the lowest percentage of people per capita in the east central region who have a disability.

Low-Income Population

As defined by the Department of Health and Human Services, an individual having an annual income of no more than \$12,880.00 is considered to be living below the poverty level. Table 9 below shows the population of individuals living below the poverty level per county, and the percent that population represents of the total. Tables 10-12 describe this population in more detail by showing county populations for youth, adults, seniors, and individuals with a disability living below poverty.

As we've seen in previous tables, we see the poverty level in Chisago and Isanti Counties, which border the Metropolitan area having the lowest numbers of deficient issues, including poverty. Chisago has a low 5.8 percent level, Isanti at 7.2 percent. The highest level is in Mille Lacs County with 12 percent of the population living in poverty, Pine at just over 10 percent, Kanabec as well at just about 10 percent.

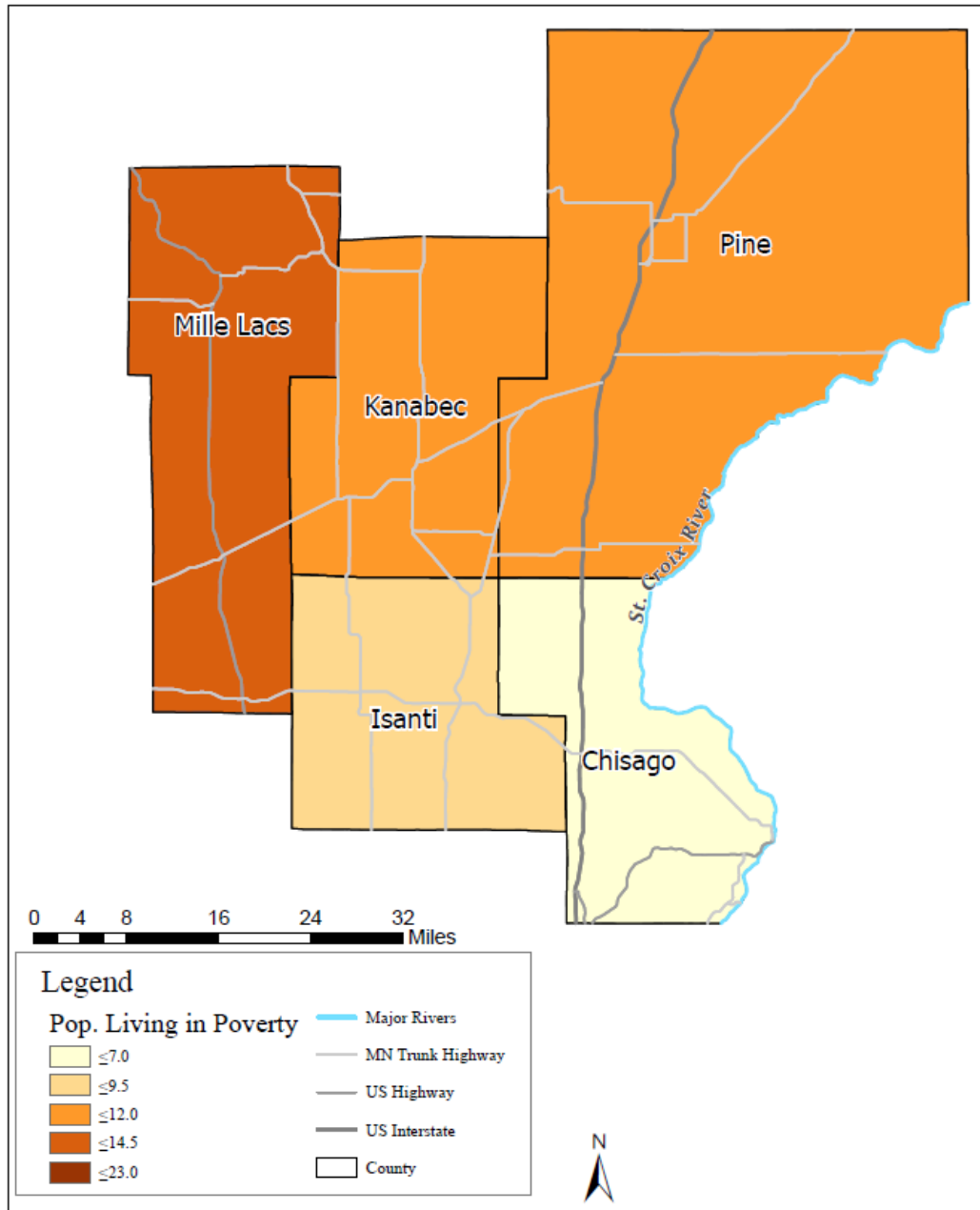
Table 9: Population Below Poverty Level

County	Total Population	Population Below Poverty Level	Percent of Total
Pine	29,223	3,215	11%
Isanti	39,430	2,878	7.3%
Chisago	55,315	3,319	6%
Kanabec	16,089	1,609	10%
Mille Lacs	25,865	3,207	12.4%

Source: ACS

<https://data.census.gov>

East Central - Percent Pop. living in Poverty



Source: 2019 American Community Survey 5 Year Estimate

This multi-colored map further shows the levels of poverty in the East Central Region. In light yellow, Chisago County is described as being under seven percent of the county's overall population in poverty. Isanti is in a slightly darker shade of yellow which signifies a less than 9 percent level. Both Kanabec and Pine are in bright orange which is the color for under 12 percent and Mille Lacs County is in a darker orange/brown which stands alone as the highest county in our region in poverty at just under 14 percent.

Youth:

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

County	Total Youth	Population of Youth below Poverty Level	Percent of Total Youth	Percent of Youth living below the Poverty Level in relation to the county's overall below poverty population
Pine	5,810	738	12.7%	22.95%
Isanti	9,404	828	8.8%	28.77%
Chisago	12,694	850	6.7%	25.61%
Kanabec	3,464	405	11.7%	25.17%
Mille Lacs	6,231	1,066	17.1%	33.24%

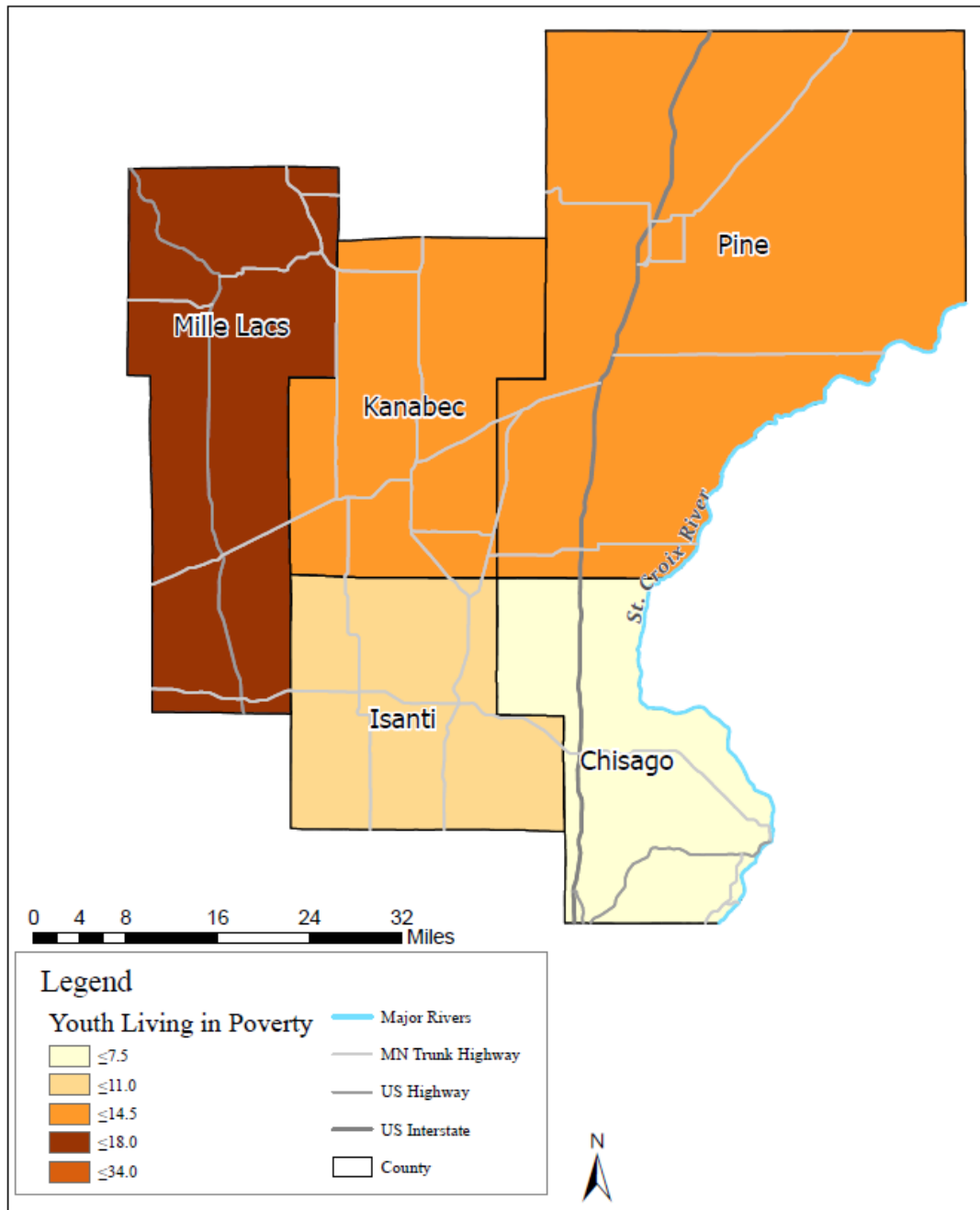
Source: ACS

<https://data.census.gov>

The trend of elevated poverty level numbers in the east central region continues as we look at the age levels. Above is the table for youth ages 17 and under who are living below the poverty level. We see the lowest levels in Chisago and Isanti Counties at 6.7 and 8.8 percent respectively. Mille Lacs has the highest level, at 17.1 percent. Pine is at 12.7 and Kanabec is at 11.7 percent.

The number of youth in poverty in relation to the overall county's population under poverty is highest in Mille Lacs County. Isanti County also has a greater number of youth in poverty overall. Youths in our region are the second highest ranking age group living in poverty.

East Central - Percent Youth living in Poverty



Source: 2019 American Community Survey 5 Year Estimate

As shown in this map of the east central region, Mille Lacs County stands alone in the dark orange/brown color which signifies their high level of poverty for youth at just under 18 percent. Opposingly, Chisago County, in the light yellow is on the other end at under 7.5 percent. Between are Kanabec and Pine at under 14.5 percent and Isanti is shown in light orange at under 11.0 percent of the population of youth living in poverty.

Adult:

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

County	Total Adults	Population of Adults below Poverty Level	Percent of Total Adults	Percent of Adults living below the Poverty Level in relation to the county's overall below poverty population
Pine	17,539	1,877	10.7%	58.38%
Isanti	23,904	1,625	6.8%	56.46%
Chisago	34,356	1,993	5.8%	60.05%
Kanabec	9,374	900	9.6%	55.94%
Mille Lacs	14,963	1,571	10.5%	48.99%

Source: ACS

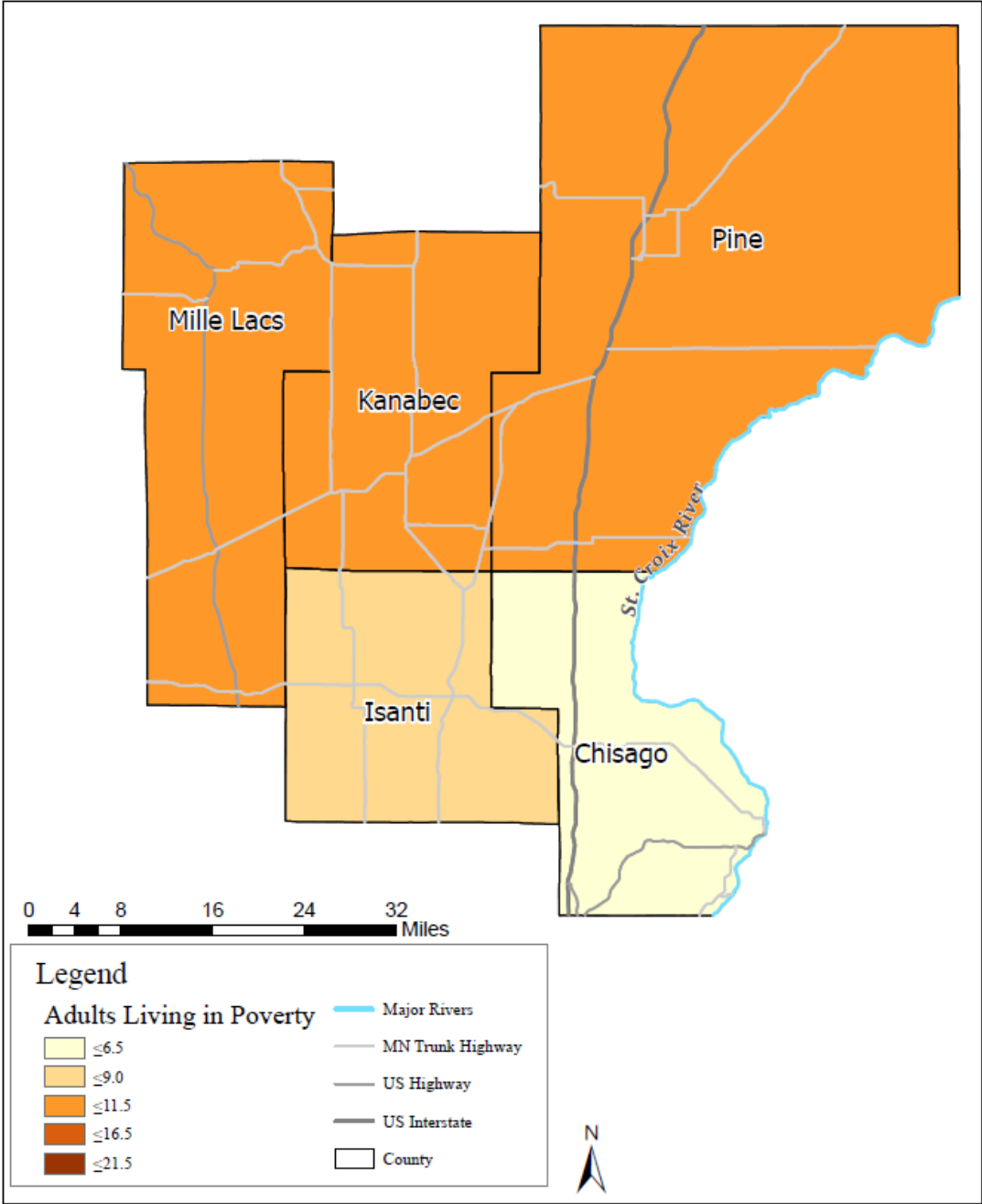
<https://data.census.gov>

In this table, we see a disproportionate amount of Mille Lacs adults living in poverty, close to twice as many as in Chisago County. Pine County is also in a higher bracket of low income followed in order by Kanabec and then Isanti.

Alternatively, adults are the highest age bracket of those who are living below the poverty level. It is interesting to note that Chisago County's adult population is highest in comparison with youth and seniors in poverty in that county - over 60% are adults ages 18 – 64 years old. Pine County's adult population under poverty is just over 58%. Isanti comes in at 56.46%, then Kanabec at 55.94% and Mille Lacs County at just under ½ of the population.

We must consider that adults are those residents who are primarily in the workforce and in need of transportation.

East Central - Percent Adults living in Poverty



The northern counties of Mille Lacs, Pine and Kanabec all show a bright orange color signifying a higher rate of adults in poverty, under 11.5 percent. The border counties of Isanti and Chisago are both different from one another in that Isanti County is in a light orange signifying under 9 percent and Chisago in light yellow signifying less than 6.5 percent.

Senior:

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

County	Number of Seniors	Population of Seniors below Poverty Level	Percent of County's Seniors living below poverty level	Percent of Seniors living below the Poverty Level in relation to the county's overall below poverty population
Pine	5,874	605	10.3%	18.82%
Isanti	6,122	435	7.1%	15.11%
Chisago	8,265	446	5.4%	13.44%
Kanabec	3,251	299	9.2%	18.58%
Mille Lacs	4,671	565	12.1%	17.62%

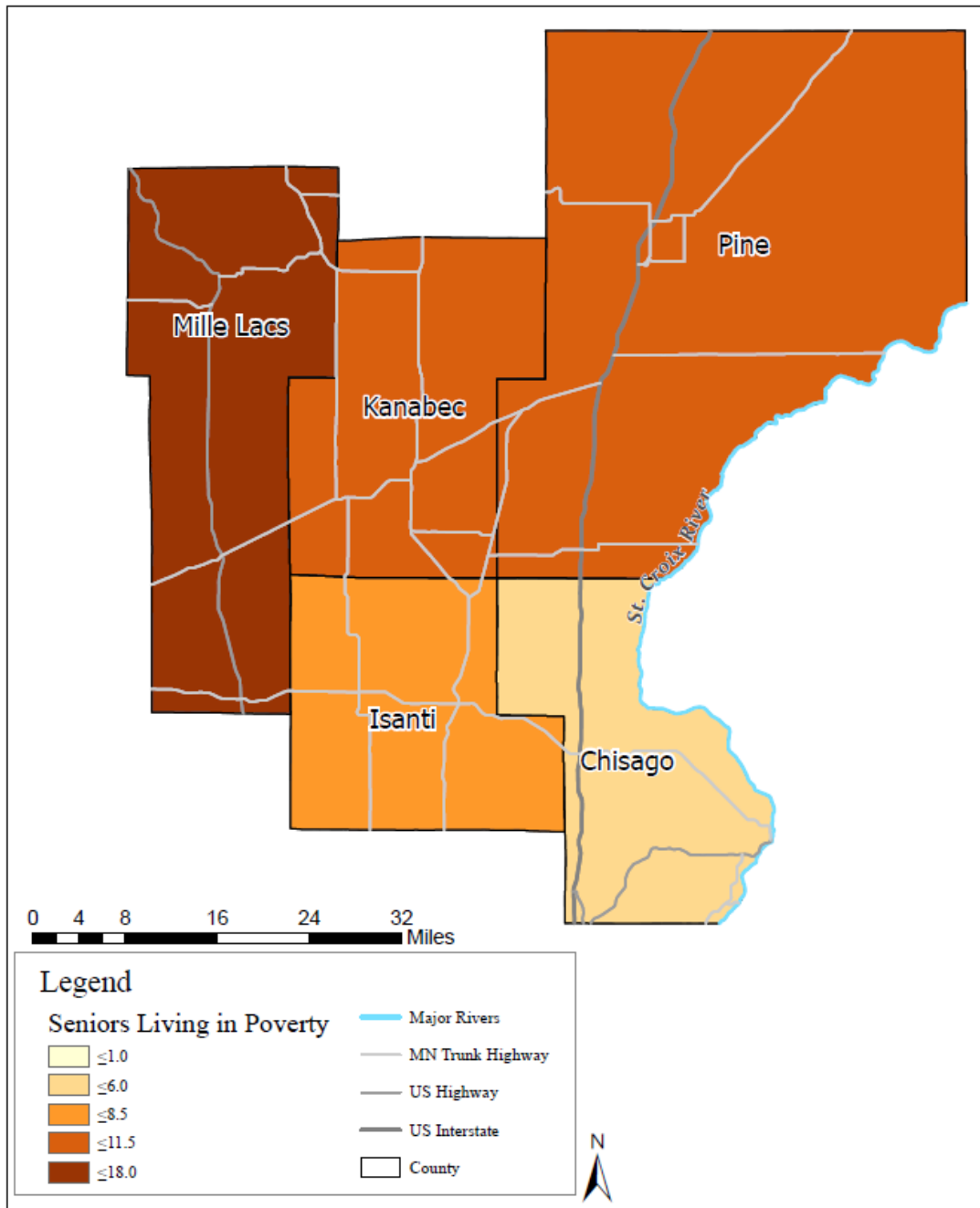
Source: ACS

<https://data.census.gov>

Mille Lacs and Pine Counties both have large numbers of the senior population living below the poverty level. Mille Lacs County has 12.1% of their seniors in poverty and Pine has 10.3%. On the other hand, Isanti and Chisago have the lowest number of seniors living in poverty, 7.1% and 5.4% respectively. Between these four counties is Kanabec with 9.2%.

Seniors in our region who live below the poverty level are the smallest group. When looking at the numbers overall, Pine County seniors have the greatest rate of poverty at almost 18.82%. Kanabec County's senior population is 18.58%. Mille Lacs County comes in at 17.62%, Isanti at 15.11%, and Chisago at 13.44%.

East Central - Percent Seniors living in Poverty



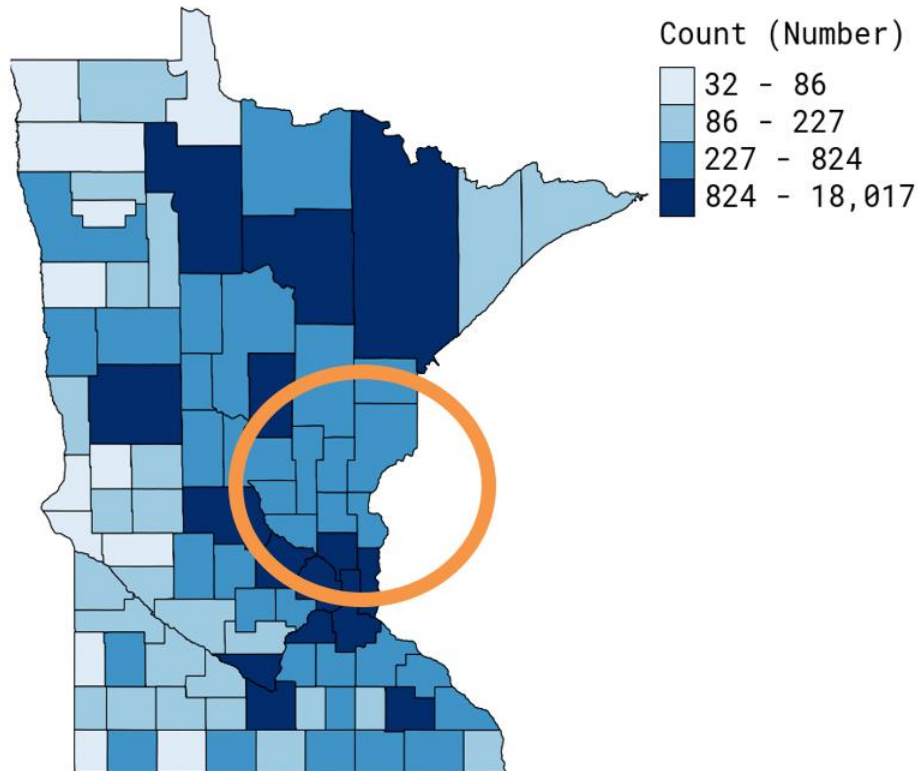
Source: 2019 American Community Survey 5 Year Estimate

Seniors living in poverty within the northern counties of the east central region have a higher rate of poverty than in the metro bordering counties of Isanti and Chisago. Mille Lacs County is in the highest disparity of seniors at just over 12%. Kanabec and Pine Counties follow at about 9 and 10 percent, with Isanti and Chisago Counties at 7.1% and 5.4% respectively.

Table 13: Individuals with a Disability Below Poverty Level

County	Number of Persons in County with a Disability	Number of persons in county with a disability who are living below poverty level	Percent of persons who are disabled and are also living below poverty level	Percent of persons with a disability and living below poverty level over the county's population
Pine	4,966	827	16.65%	2.83%
Isanti	5,060	712	14.07%	1.81%
Chisago	6,205	821	13.23%	1.48%
Kanabec	2,773	470	16.95%	2.92%
Mille Lacs	4,046	838	20.71%	3.24%

Source: ACS <https://data.census.gov>



Count of People who are in Poverty with Disabilities ages 18 to 64 Years, by County 2019

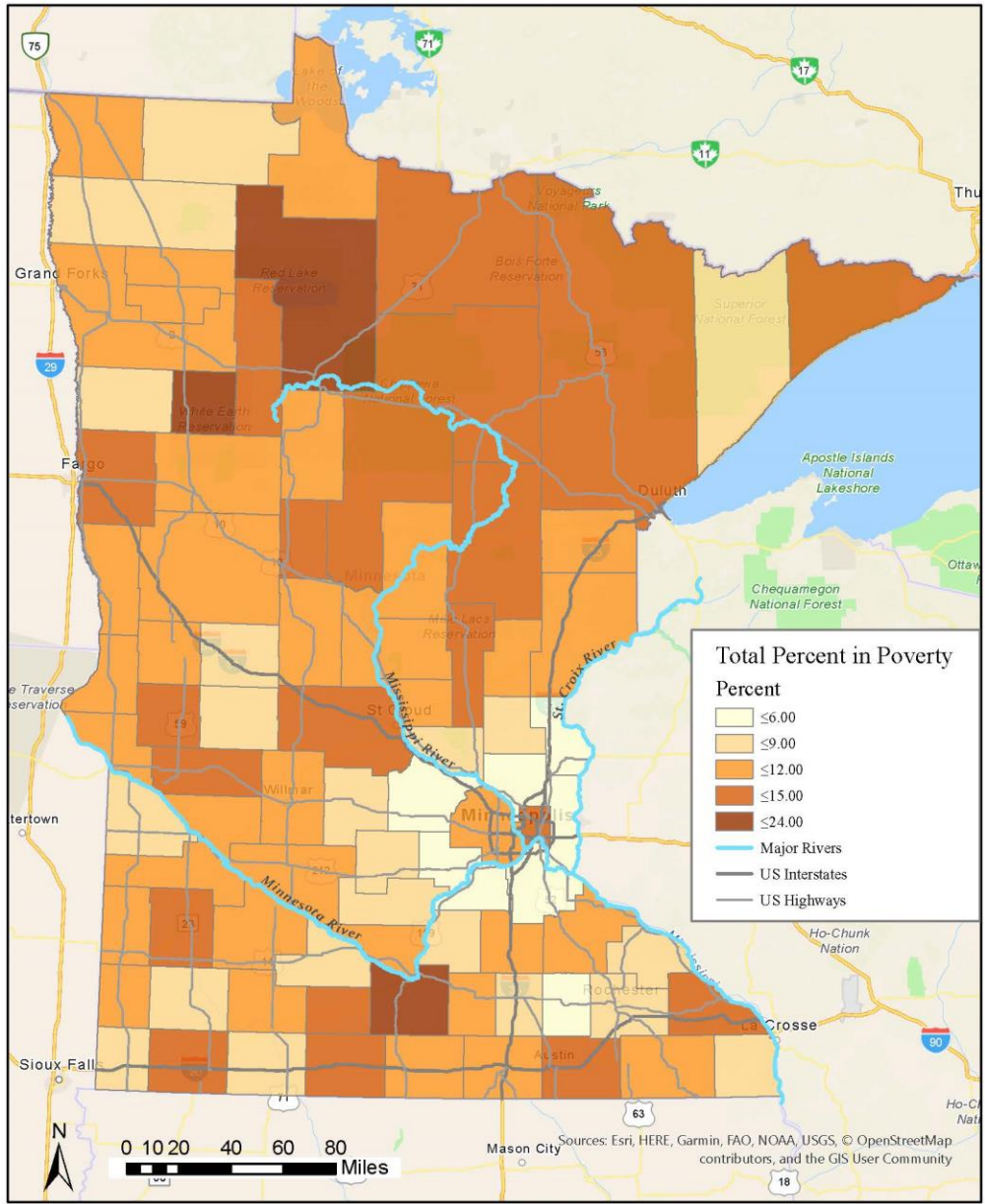
Source: Disability Compendium Disability Statistics and Demographics Rehabilitation Research and Training Center

The entire east central region (within circle) is shown as all the same color blue. This tells us that the population of the region who are in poverty and are with disabilities is between 227 and 824 people.

Please keep in mind that the population in these counties is lower than in the metro area and this should reflect in how this is viewed. We can see that the number of people in the same economic situation who live in the metro area is higher.

That doesn't mean that per capita it is greater, because we must remember, the population in the metro is denser.

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 below depicts the number of households at or below the poverty level and the percentage of households in the area that are living above the poverty level.

We must keep in mind that the percentages are a key descriptor. Mille Lacs County has a disproportionate amount of the household population living below the poverty level at almost 4%. Chisago and Isanti Counties are within the 1 to 1.4 percent range. Kanabec is at about 2% and Pine is at almost 3%.

Table 14: Households Below Poverty

County	Households in Each County Living Below Poverty Level	Households Above Poverty Level	Percent of County's Households Living Below Poverty Level
Pine	192	6,612	2.82%
Isanti	137	10,042	1.35%
Chisago	153	14,725	1.03%
Kanabec	94	4,264	2.16%
Mille Lacs	261	6,354	3.95%

Source: ACS

<https://data.census.gov>

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.

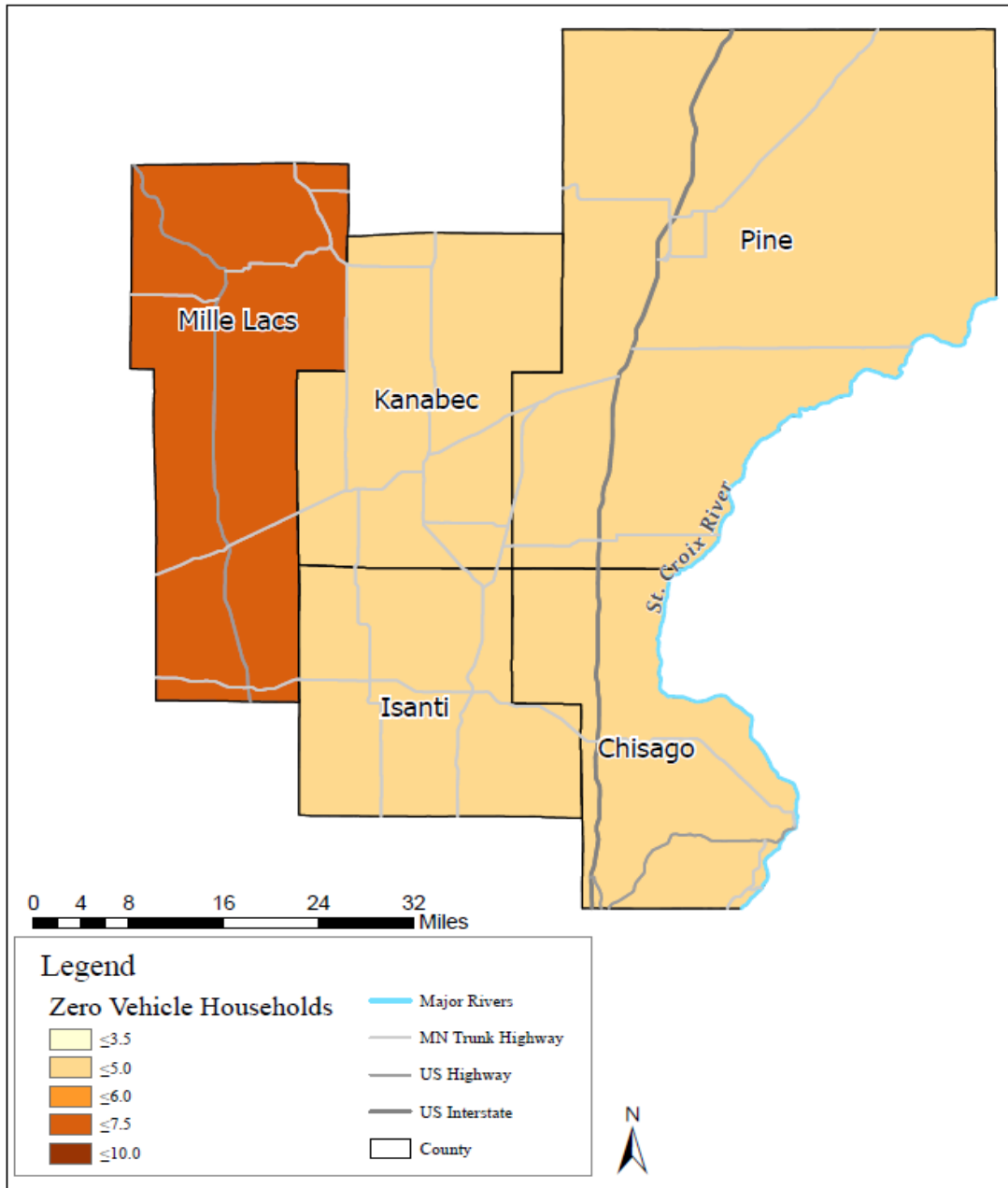
Table 15: Zero Vehicle Households

County	Total Households	Zero Vehicle	1 Vehicle	2 Vehicle	3 or More Vehicles	Percent Zero-Vehicle of Total
Pine	11,132	493	2,869	3,885	3,513	4.42%
Isanti	15,169	555	3,570	5,450	5,594	3.66%
Chisago	20,370	789	3,841	7,295	8,445	3.87%
Kanabec	6,631	283	1,575	2,383	2,390	4.27%
Mille Lacs	10,535	655	2,931	3,451	3,498	6.22%

Source: ACS

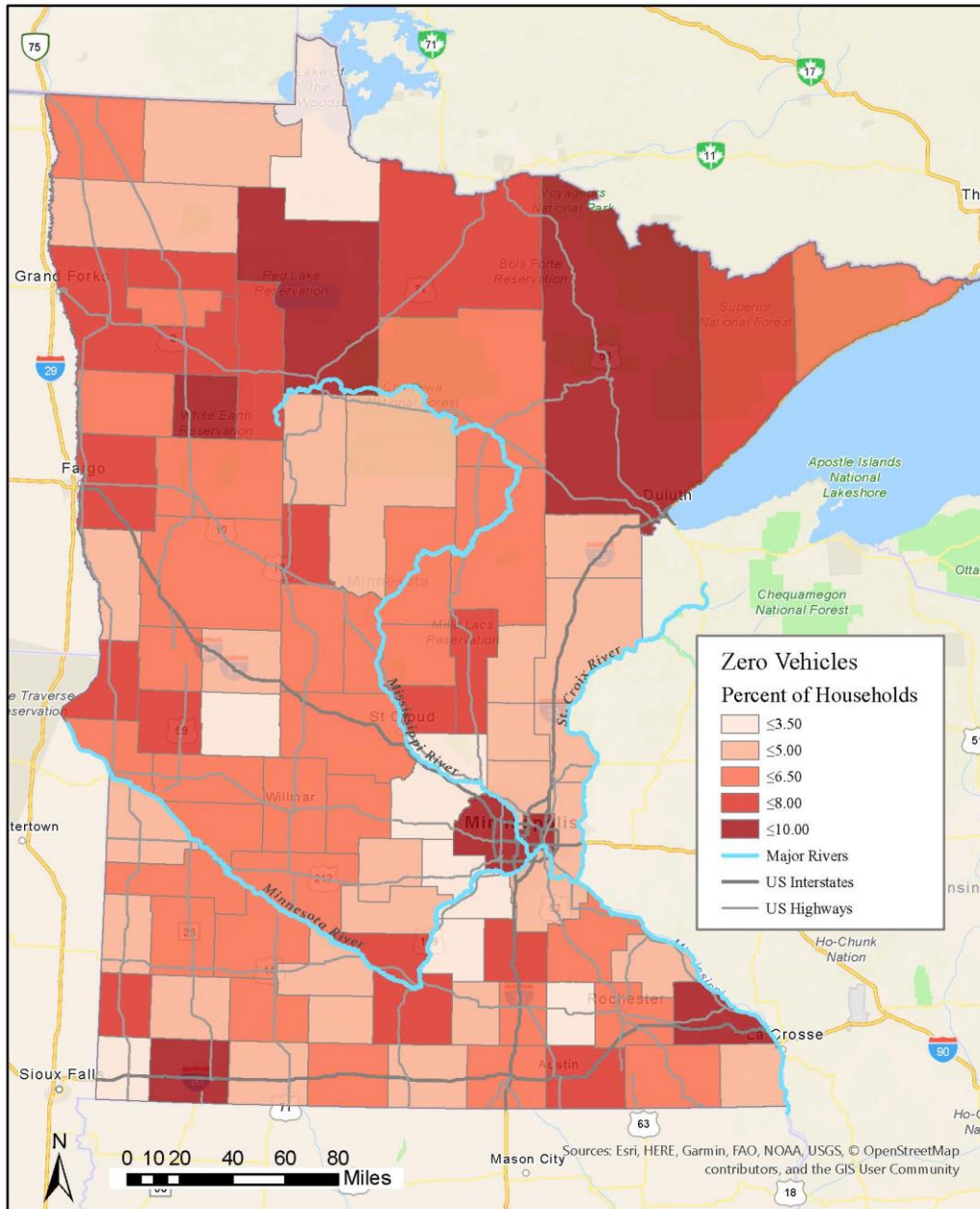
<https://data.census.gov>

East Central - Percent Zero Vehicle Households



Mille Lacs County, shown in the darker orange color in the map and as stated in the table on the previous page, has the greatest number of zero vehicle households in the region. Looking at this in relevancy, Mille Lacs County has 6.2% of their households with no vehicle. The other counties in the region all range from 4.4% (Pine), 4.3% (Kanabec), 3.9% (Chisago) and 3.7% (Isanti).

Total Percent Zero-Vehicle Households



We see a correlation of the low-income areas to those areas where there is a greater number of zero vehicle households in Minnesota. The downtown Metro areas, which has a higher density of population, also has a robust public transit service running. Greater MN has a variety of percentages although ultimately the previous statement of the correlation of low income to zero vehicle households rings true. Owning a vehicle is expensive and commuting to work without one is very difficult in greater MN.

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.

In east central Minnesota, the current way for over 75% of the population to get to work is to drive themselves, by themselves. In Isanti County almost 85% of residents drove alone, Chisago County was a close second with just over 80% of the commuters driving alone. Pine County was the lowest in our region with just under 77% driving alone although Kanabec and Mille Lacs were just over with 77.8 and 77.7% respectively.

The other modalities captured are carpooling, public transportation, walking and bicycling. Some of these other modalities in Minnesota is weather dependent so we expect to see a lower number of these – but when we take a closer look, the number of commuters using public transportation is lower than those who walk to work. Either the labor force who use either bicycling or walking live near their places of work or utilize public transportation only when absolutely necessary. The rate of carpooling is highest in Pine County at almost 13% with the lowest numbers in Isanti and Chisago County (about 8.5 and 9.5 respectively). Working from home is second to carpooling in popularity. We will certainly see growth in this area in subsequent reports. Pine County’s commuters were most likely to work from home at 5.8% with Mille Lacs and Chisago coming right behind at 5.4%. The lowest number of people working from home is Isanti County at 4.7% and Kanabec is just a bit higher at 4.8%.

Broadband access is a large factor when it comes to working from home and Kanabec County is not well covered in this regard. Isanti County’s proximity to the Metro may be a factor in its low work from home numbers. The type of work also contributes to the ability to work from home – most low-income earners work outside the home in jobs that require them to be in-person. They are not ‘remote’ type jobs.

Table 16 below outlines the manner in which residents get to work per county.

Table 16: Commuting to Work

County	Drove Alone	Carpooled	Public Transportation	Walked	Bicycled	Worked at Home
Pine	76.9%	12.9%	.3%	2.9%	1.2%	5.8%
Isanti	84.0%	8.6%	.5%	.9%	.9%	4.7%
Chisago	80.8%	9.4%	1.6%	1.5%	1.2%	5.4%
Kanabec	77.8%	12.5%	.6%	2.3%	2.0%	4.8%
Mille Lacs	77.7%	10.9%	1.3%	3.2%	1.5%	5.4%

Source: ACS

<https://data.census.gov>

Place of Work

Understanding where residents work is useful in assessing the need for expansion of transportation services.

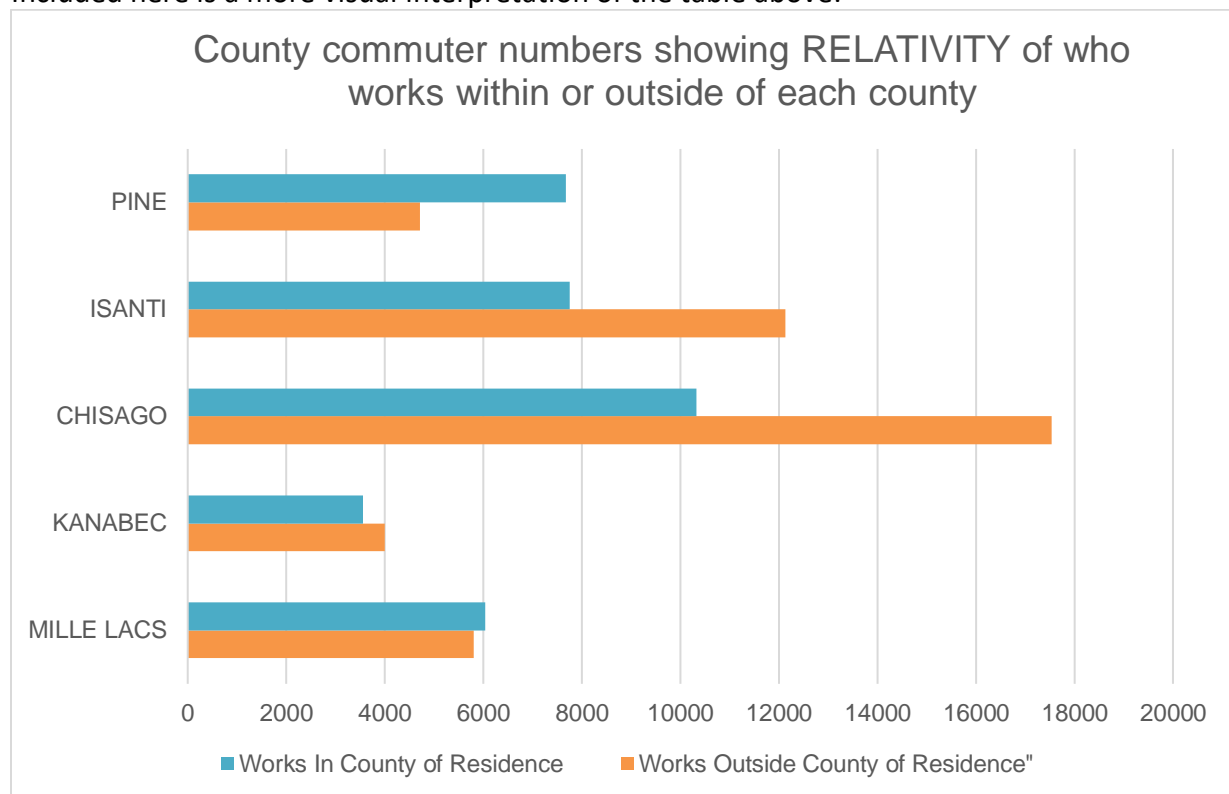
Table 17: Place of Work

County	Works in County of Residence	Percent of Total Work Within County	Works Outside County of Residence	Percent of Total Works Outside
Pine	7,680	60.8%	4,712	37.3%
Isanti	7,757	38.7%	12,127	60.5%
Chisago	10,333	36.0%	17,537	61.1%
Kanabec	3,555	46.5%	4,006	52.4%
Mille Lacs	6,045	50.6%	5,806	48.6%

Source: ACS

<https://data.census.gov>

Included here is a more visual interpretation of the table above:



Looking at the graph on the previous page, we can really see the outflux of commuters from the counties that border the metro area - Chisago and Isanti. Pine and Mille Lacs Counties offer enough employment to those living within their counties (whether that is positive or negative in regards to income levels). Both Pine and Mille Lacs Counties contain casinos owned by the Mille Lacs Band of Ojibwe, where a very large number and a variety of jobs are held. Kanabec County is home to a large hospital where many people are employed as well.

Minority Communities

In the East Central Region as a whole, our minority communities are minimal although our Native American populations in Mille Lacs and Pine Counties are higher per capita than other ethnicities except white. This is of course because of the Sovereign Land in both of these counties. In Isanti and Chisago Counties, we see a greater percentage of African Americans as they are closer to the metro area. Pine County is seeing an increase in Hispanic population and as seen in Table 18.5 from DEED, there is growth in the African American population as well.

Table 18: Population by Race

County	White	Black or African American	Asian	Hispanic or Latino	American Indian or Native	Two or More Races
Pine	91.37%	2.25%	.56%	2.92%	2.43%	2.86%
Isanti	95.13%	.49%	1.46%	2.03%	0.34%	2.05%
Chisago	95.30%	1.32%	1.13%	2.18%	0.49%	1.59%
Kanabec	95.94%	.22%	.57%	1.59%	0.50%	2.59%
Mille Lacs	90.16%	.46%	.68%	2.47%	5.02%	3.15%

Source: ACS

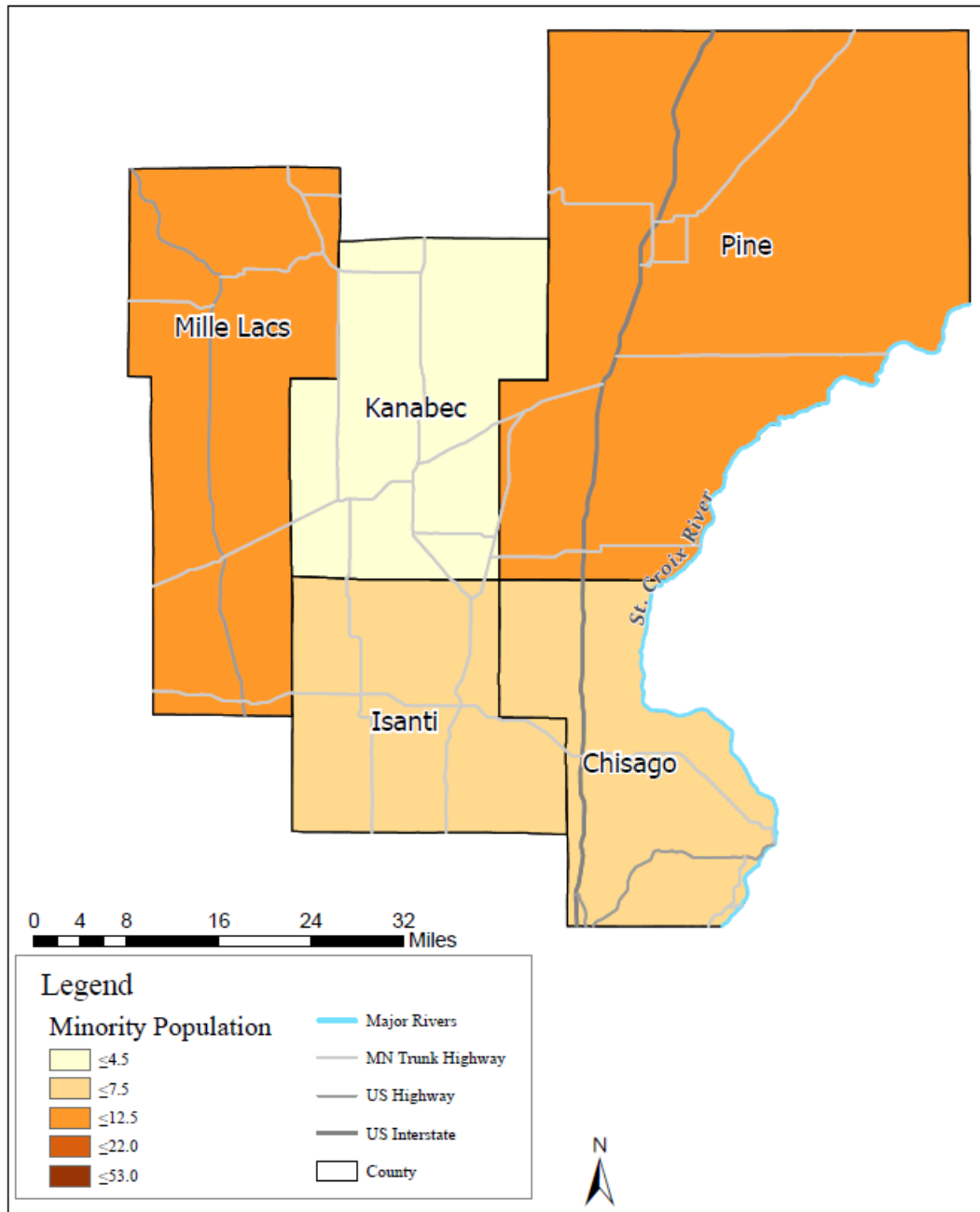
<https://data.census.gov>

Table 18.5: Population by Race - Growth

Table 4. Race and Hispanic Origin, 2019	Region 7E			Minnesota	
	Number	Percent	Change from 2000-2019	Percent	Change from 2000-2019
Total	165,922	100.0%	21.8%	100.0%	13.1%
White	155,680	93.8%	18.8%	82.8%	4.7%
Black or African American	1,734	1.0%	141.8%	6.4%	107.6%
American Indian or Alaska Native	2,497	1.5%	11.0%	1.0%	5.5%
Asian or Other Pac. Islanders	1,684	1.0%	165.6%	4.9%	87.8%
Some Other Race	569	0.3%	66.9%	1.9%	58.1%
Two or More Races	3,758	2.3%	194.7%	3.0%	99.9%
Hispanic or Latino origin	3,755	2.3%	142.1%	5.4%	108.9%

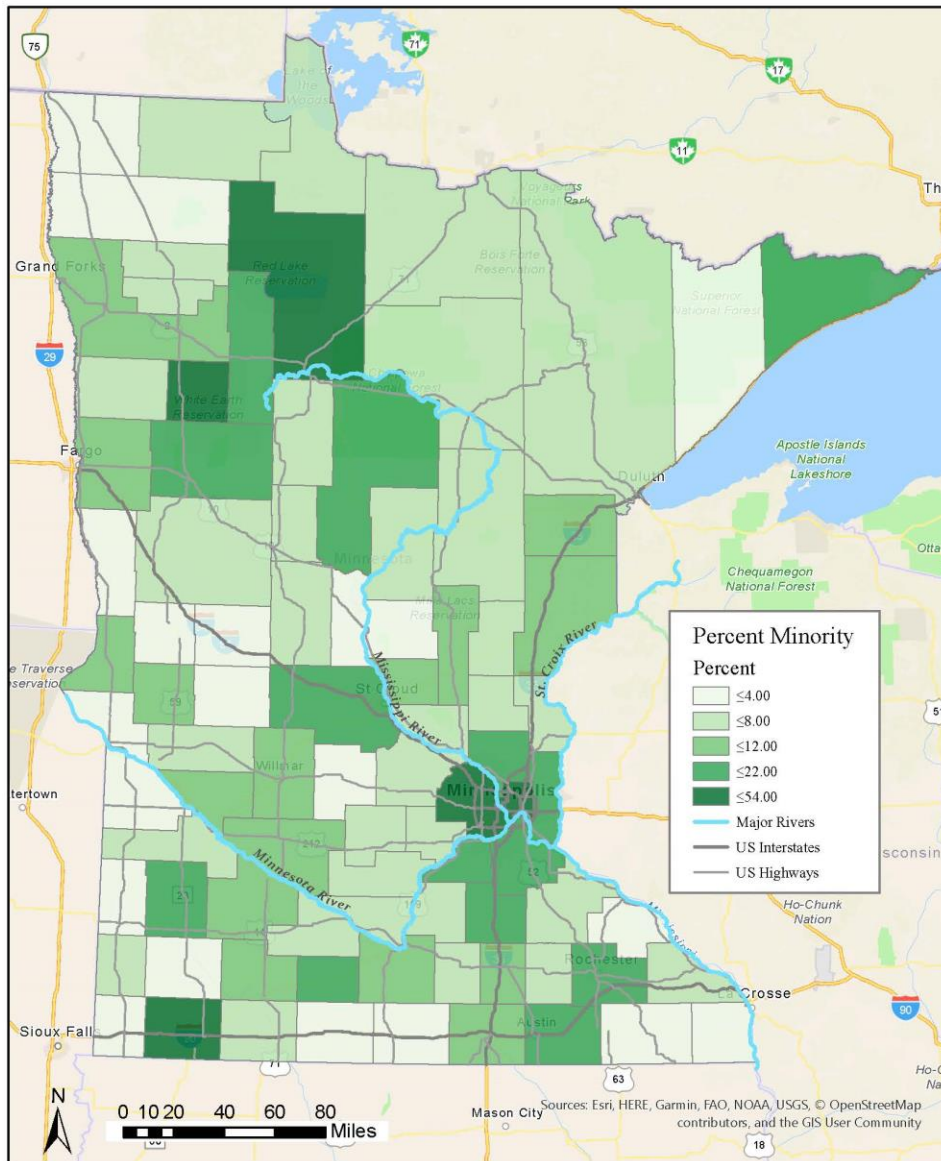
Source: U.S. Census Bureau, 2015-2019 American Community Survey

East Central - Percent Minority Population



This map shows us that the percent of the minority population in Kanabec County is the lowest in the region at under 4.5 percent. Isanti and Chisago have a percentage of minorities less than 7.5 percent and the greatest number of minorities reside in Pine and Mille Lacs Counties. These two counties hold the residences of the Mille Lacs Band of Ojibwe.

Total Percent Minority Population



Limited English Communities

All five counties in East Central Minnesota indicate over 90 percent of their population speaks English only or very well. The two counties that stand out at a higher rate of speaking English less than very well are Mille Lacs and Pine. As we saw earlier, Pine County has growing Hispanic population as well as a large Native American population. Mille Lacs County has a very large Sovereign Nation who wish to keep their traditions strong and continue to utilize their native language.

Table 19: Limited English Population

County	Speak English only or speak English “very well”	Percent of Total County Population who only speak English or speak it “very well”	Speak English less than “very well”	Percent of Total County Population who speak English less than “very well”
Pine	26,598	91.02%	179	.61%
Isanti	35,963	91.21%	204	.52%
Chisago	50,672	91.61%	293	.53%
Kanabec	14,837	92.22%	82	.51%
Mille Lacs	23,458	90.69%	159	.61%

Source: ACS

<https://data.census.gov>

Economic Conditions

Factors used to determine levels of transportation dependency include population, employment, zero-vehicle households, income, disability, limited English proficiency, and age (older adults and youth). The time and days of employment must be a consideration for transportation availability, as shift work is a common among our lower income population.

The future will continue to bring technology challenges and changes. From broadband, autonomous cars and Mobility as a Service (trip organizing) to eco-friendly, sustainable options like electric cars (requiring car charging stations) and ride-sharing, Greater Minnesota must position itself to keep pace and be fiscally available to take advantage of these emerging opportunities.

The East Central Region has a lower median household income rate and a higher unemployment rate than the state of MN. Of the 13 economic regions, East Central was ranked as the sixth fastest growing from 2010 to 2020. Our population has an older median age and greater number of seniors – which is expected to increase greatly in the coming years. <https://mn.gov/deed>

The number of people aged 65 and older is projected to increase approximately 30% by 2033. This contributes to the importance of transportation services and warrants foremost consideration for this age group. Housing needs and connecting transportation services must be considered together.

The city centers in each of the counties in the East Central Region are economically solvent with robust businesses, recreational areas, transportation services, fulfilling most of the communities' needs. However, there is concern is for those who live outside of these more business dense areas.

Employment Status

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

As noted in table 15, Mille Lacs County had the highest number of Zero Vehicle households which corresponds with the number of unemployed in the table below. Conversely, Chisago County – which had the lowest number of Zero Vehicle Households has a very low unemployed population. Kanabec County has a very low unemployment rate, the lowest in the region.

Table 20: Regional Employment Status

County	In Labor Force (available to work)	Labor Force Employed	Labor Force Unemployed	Not in Labor Force	Percent of Total Labor Force Population Unemployed
Pine	13,460	12,812	645	10,647	4.79%
Isanti	21,273	20,397	859	9,730	4.04%
Chisago	30,263	29,175	1,079	13,962	3.57%
Kanabec	8,108	7,836	263	4,967	3.24%
Mille Lacs	12,984	12,223	761	7,398	5.86%

Source: ACS

<https://data.census.gov>

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.

Utilizing information from Economic Development Managers, Public Service Providers and the consensus from the Steering Committee, the region’s major trip generators are as follows:

Each trip generator category represents the following:

- Employment – Top employers, *employers with transit dependent populations (Italicized)*.
- Shopping - Supermarkets and other grocery stores, department stores, and malls.
- Education - Elementary and secondary schools, colleges, universities, and professional schools.
- Public Service - Justice, public order, safety activities, and the administration of human resource programs.
- Medical - Outpatient care centers, hospitals, nursing care facilities, residential, intellectual, and developmental disability, mental health, and substance abuse facilities.
- Specialty Services - Services for the elderly and persons with disabilities, museums, historical sites, and similar institutions.

Pine County

Top Employers:

- Grand Casino Hinckley*
- Pine County Offices
- Independent School District #578
- Pine Technical and Community College
- Welia Health System
- Sandstone Prison (not a lot of requests for public transit to/from here)

Retail (Big Box):

- WalMart*

Numerous Retail and Food Services

- Many employees are transit dependent due to rate of pay*

Isanti County

Top Employers:

- Isanti County Offices
- Independent School District #911
- East Central Energy Cooperative

Cambridge Medical Center
Anoka Ramsey Community College
Presbyterian Homes and Services
Arrow Tank
Schlagel Manufacturing

Retail (Big Box):

Fleet Farm
Target
Cub Foods
Coborns
WalMart
Kohls
Menards

Retail:

Numerous Retail and Food Services

Lighthouse Family Services – Day Treatment in Princeton/St. Cloud (Multiple Counties)
Cambridge as well.

Chisago County

Top Employers:

Chisago County
Independent School District #138
Independent School District #2144
Anderson Windows
Plastech Corporation
MHealth/Fairview Health System
Monarch Health Care (Parmily)
Hallberg Marine
Polaris Industries

Retail:

Numerous Retail and Food Services

Kanabec County

Top Employers:

Welia Health System
Independent School District #332
Kanabec County
Ogilvie School District
Commercial Plastics

*OlymPak
Coborns*

Greatest Trip Generators:

*Industries, Inc.
Coborns Grocery
Fresenius Dialysis
TSA Golf (Teen Challenge – Youth with chemical/behavioral issues) on Golf Street
Local Fast Food and Sit-Down Restaurants*

Consideration to be made for the following:

*Assisted Living Facilities (Valhalla, Vasa House, Mysa House, Eastwood)
Mora (East Central) Library
Rehabilitation Facilities (Love the Journey, Recovering Hope, Serenity Haven,
Serenity Manor)
Senior Facilities (Signe & Olivia, St. Clare, Scandia House)
Local Banks
Post Office
Fitness Studio
Kanabec County Courthouse
Lakes and Pines CAC
Churches
Public Health
Beauty Salons
Day Care Facilities (Children)*

Timber Trails Volunteer Driver Program does numerous drives daily and travels all over the state.

In order of ride numbers:

*Allina Clinic in Cambridge
Apple Tree Dental (Mounds View)
Cambridge Medical Center
Children’s Hospital (St. Paul)
Community Dental (Maplewood)
WalMart (Cambridge)*

Timber Trails Volunteer Driver Program also including rides to:

Deerwood, Crosby, Little Falls, Coon Rapids, Hinckley, Mpls, Maple Grove, Pine City, Princeton, Rush City, St. Cloud, Sartell, Woodbury, Rochester and many other locations.

Mille Lacs County

Top Employers:

*Mille Lacs Band of Ojibwe
Grand Casino Mille Lacs
Mille Lacs Health System
Wal-Mart Supercenter*

MHealth Fairview Northland Medical
Princeton School System
Milaca School System
Elim Care Center & Rehab
Woodcraft Industries
Teal's Market

Retail:

Walmart Supercenter
Teal's Market
Koch's Hardware
M&H Appliance
Milaca Unclaimed Freight

Education:

Princeton Public School
Milaca Public School
Onamia Public School
Isle Public School
Faith Christian School
Nay-Ah-Shing School

Public Service:

Mille Lacs County
Mille Lacs Band of Ojibwe
City of Princeton
City of Milaca
City of Onamia
City of Isle
City of Wahkon
City of Pease
City of Foreston
City of Bock

Medical:

Mille Lacs Health System
MHealth Fairview Northland

Specialty Services:

Mille Lacs County DAC
Elim Care & Rehab Center
Mille Lacs County Historical Center
Milaca Area Historical Society
Mille Lacs Indian Museum

Mille Lacs Lake Museum
Mille Lacs Band Tribal Community Center
Onamia Retail
Resorts and retail around Mille Lacs Lake
Lighthouse Family Services – Day Treatment in Princeton/St. Cloud (Multiple Counties) Cambridge as well. Learn about this from their website.

Human Service Program Providers Impacted by Transportation in Region 7E

The categories listed were chosen through discussion with Statewide LCP Planners, MnDOT at the table, and honed down for region 7E by our Regional Steering Committee.

- Seven County Senior Federation
- Lakes and Pines Community Action Council
- Kanabec County Veteran Services
- Pine County Veteran Services
- Isanti County Veteran Services
- Chisago County Veteran Services
- Mille Lacs County Veteran Services

<i>Seven County Senior Federation</i>
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Agency Name: **Seven County Senior Federation**

Transportation Service Type: none

Other Services Provided: Medicare and Social Security counseling, phone answered 8 hours per day 5 days per week, connection to local resources: defensive driving refresher courses, AARP Foundation tax-aide, secure document shredding, member newspaper - the *Echoes*, donating/shopping/volunteer opportunities at One More Time stores in Isle and Mora, our non-profit corporate board is drawn from our membership.

Contact Information: 320-679-4700 or 866-679-4700 <front@7countyseniors.org>

Hours: 8 to 4:30 M-F

Service Area: Aitkin, Carlton, Chisago, Kanabec, Isanti, Mille Lacs and Pine Counties

Eligibility Requirements: age 50 to be a voting member

Website: none yet.

Lakes and Pines Community Action Council

Agency Name: **Lakes and Pines CAC, Inc.**

Transportation Service Type: Volunteer grocery delivery and Head Start busing in some areas

Other Services Provided: Health Insurance Navigation, SNAP application assistance, SNAP Employment & Training, Tax Assistance, Housing assistance and Homelessness prevention, Shelter program (we put people in motels if the shelters are full), Senior Services including Respite and Chore & Grocery Delivery, SSI application assistance, Head Start and Early Head Start, WRAP (a coaching program for families with young children), Energy Assistance, Weatherization, and Housing Rehabilitation, Small Cities.

Contact Information: 1700 Maple Ave E, Mora MN 55051, 320-679-1800

Hours: Main office in Mora is open 6am-6:30pm.

The sub offices in North Branch and Moose Lake are open 8am-4:30pm.

The Aitkin office is open one day a week (usually Wed) and is best to call first to the main office to inquire if there is an appointment time available in Aitkin.

Service Area: Aitkin, Carlton, Chisago, Kanabec, Isanti, Mille Lacs and Pine Counties

Eligibility Requirements: Varies by program. Best to contact the office

Website: www.lakesandpines.org

Lakes and Pines currently has weekly grocery delivery service in Pine, Chisago and Kanabec Counties. These deliveries are done by volunteers. Approximately 22 per week travelling from 5 to 35 miles.

Volunteers do NAPS (Nutritional Assistance Program for Seniors) delivery as well – approximately 10 per month in Kanabec County ranging from 30 to 40 miles. Finally, Lakes and Pines also provides Chore Services approximately 2 services per season and the travel distance is up to 80 miles. These are strictly volunteers – no reimbursement at this time.

Table 21: Program Transportation Data (Lakes and Pines Community Action Council)

Program Name	Lakes and Pines Head Start (3 sites)
Number of Participants	60 would be the most at the 3 sites
Number of Events per Week	4 days a week
Percent of Participants who Attended on an Average Day	50%
Percent of Participants who are Transit Dependent or Likely to use Transit	75%
Number of Weeks the Program is Offered per Year	38
Results x 2	6,840 annual trips

Transportation Resources and Technology

Lakes and Pines uses volunteers to pick up and delivery groceries for their seniors.

Table 22: Transportation Resources (Lakes and Pines Community Action Council)

Transportation Resource	Availability	Cost	Usage	Service Area
Contract with local transportation companies			Weekly	Sites are in Chisago, Mora and Cloquet

Table 23: Technology (Lakes and Pines Community Action Council)

Lakes and Pines contracts this out with AEOA and Timber Trails

Vehicles:

Table 24: Vehicle Utilization Table (Lakes and Pines Community Action Council)

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheelchair Capacity	Days of the Week Vehicle is in Service	Service Hours	Program to which Vehicle is Assigned (if applicable)	Service Area
Green Bus	Chevy Express/ Bluebird Microbird		2017	1GB3GSBG 6H1123326	29/0	Not currently in service		Assigned to Head Start Program	No service area
Blue Bus	Chevy Express/ Bluebird Microbird		2017	1GB3GSBG 9H1123109	29/0	Tues – Fri during program operations		Assigned to the Head Start Program	Mora

Narrative: Dawn Van Hees, Director of Community Services and Agency Planner

“There are 3 Head Start Sites that have bussing at it. Mora which is the blue bus and it's stored at Timber Trails and driven by them. Chisago and Cloquet, those two centers are supported by AEOA. The Green bus isn't used because AEOA requires the buses they drive have a lift on them, and our bus does not. The buses pick up the children at their homes, and then drop them off at the center. And reverse in the afternoon. One of the teachers rides the bus both ways when children are on the bus. We also explored the idea of using the bus to drop off food boxes for seniors during the pandemic. We were not able to get that idea moving but we have talked about how we can use the green bus instead of letting it sit there. We also use both buses at outreach events (I think we might try to use them in parades too).”

“...We use transportation and have struggled to find what we need for the types of rides we need. For example, we will have people dropped off by the Sheriff that are homeless and we need to get them to a motel. We typically use a cab company like Atta Boys or Brads Cab. Just last week we had a young man walk from the hospital to Lakes and Pines to find a ride back to Henriette. The hospital called Timber Trails and they said they could take him as far as Grasston, but he would need to figure out how to get the rest of the way (he had a foot injury and walking was not an option). He arrived at our office about 9:30am and we could not get him a ride from a cab until 2:00pm. On this same day we had a community member who was stuck in Saint Cloud. He lived in Isle, and was without his medicines for a few days. There was no system to get him from St Cloud back to Isle. We were able to utilize a Salvation Army voucher and get a gift card for gas so he could get a ride from someone in St Cloud.

We have a good relationship for Head Start contract working with both Timber Trails and AEOA.

The other transportation needs we have are finding rides for people to appointments. Even if the insurance will cover it, there are no volunteers to take people. Rides to motels are needed, and a way to get people to work/school and/or fix their vehicles. Those are the needs Lakes and Pines has.”

Kanabec County Veteran Services

Agency Name: **Kanabec County Veteran Services**

Transportation Service Type: **VA Medical**

Other Services Provided: Veterans Benefits

Contact Information: Erica Bliss 320-679-6380, erica.bliss@co.kanabec.mn.us

Hours: 8:00-4:30 M-F

Service Area: Kanabec County and other as needed (St Cloud/Mpls)

Eligibility Requirements: Veteran (and caregiver as needed)

Website: https://www.kanabecounty.org/departments/veterans_services.php

Table 25: Program Transportation Data (Kanabec County Veteran Services)

Program Name	DAV Transportation		
Number of Participants	190 veteran		
Number of Events per Week		89 days /annual	
Percent of Participants who Attended on and Average Day	12, 549 miles (2021)		
Percent of Participants who are Transit Dependent or Likely to	28 county veterans received 177 rides		
Number of Weeks the Program is Offered per Year	52		
Results x 2			

Table 26: Transportation Resources - Kanabec County Veteran Services

Transportation Resource	Availability	Cost	Usage	Service Area
Timber Trails	M-F			Mora-Ogilvie

Transportation Resource	Availability	Cost	Usage	Service Area
Volunteers	Varies to need			

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

Table 27: Technology (Kanabec County Veteran Services)

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/GPS (Y/N)?
DAV	Unknown	N		

Vehicles:

Table 28: Vehicle Utilization (Kanabec County Veteran Services)

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheelchair Capacity	Days of the Week Vehicle is in Service	Service Hours	Program to which Vehicle is Assigned (if applicable)	Service Area
	Ford	Flex	2019		NO			DAV	VARIOUS

4. Pine County Veteran Services

Agency Name: **Pine County Veterans Services**
 Transportation Service Type: Van rides for veterans
 Other Services Provided:
 Contact Information: Mindy Sandell
 Hours: 8:00-4:30
 Service Area: Pine County
 Eligibility Requirements: Must be a veteran
 Website:

Table 29: Program Transportation Data (Pine County Veteran Services)

Program Name	Veterans Van Program
Number of Participants	Varies
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	Varies
Number of Weeks the Program is Offered per Year	52
Results x 2	

Table 30: Transportation Resources (Pine County Veteran Services)

Transportation Resource	Availability	Cost	Usage	Service Area
Pine County Veterans Van Program	Weekly	20.00	Weekly	Pine County

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

Table 31: Technology (Pine County Veteran Services)

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/GPS (Y/N)?
N/A				

Vehicles:

Table 32: Vehicle Utilization Table (Pine County Veteran Services)

Vehicle #	Make	Model	Year	V i n #	Capacity/ Wheelchair Capacity	Days of the Week Vehicle is in Service	Service Hours	Program to which Vehicle is Assigned (if applicable)	Service Area
1					6/0	5	Varies		Pine County
2					6/0	5	Varies		Pine County
3					8/0	5	Varies		Pine County

Isanti County Veteran Services

Isanti County Public Health – Penny Messer

Agency Name: Isanti County Health and Human Services

Transportation Service Type: None – Government Agency

Other Services Provided: We provide child support services, financial assistance programs, and various social service programs.

Contact Information: Penny Messer, Health and Human Services Division Leader

Hours: Monday through Friday, 8:00 a.m. to 4:30 p.m.

Service Area: All of Isanti County

Eligibility Requirements: Varies from program to program

Website: www.co.isanti.mn.us

Program Demand Analysis

There is no way to quantify this information for our agency. We do have several thousand cases open for individuals that are lower income and do not have their own vehicle. They utilize the local transportation system to get their needs met. Many are on a state paid health plan where there is transportation as a benefit set.

**Table 33: Program Transportation Data
Transportation Resources and Technology**

N/A for our agency

Table 34: Transportation Resources

Table 35: Technology

N/A for our agency

Vehicles:

Table 36: Vehicle Utilization Table

N/A we have county vehicles, either owned or leased for our use only.

Chisago County Veteran Services

N/A

Mille Lacs County Veteran Services

Agency Name: Mille Lacs County Community & Veterans Services (County Veterans Services Office)

Transportation Service Type: Disabled American Veterans (DAV) Transportation Program

Other Services Provided: CVSOs periodically uses County vehicles (when time permits) to provide transports. CVSOs provide this service in order to offset any gaps in services provided by DAV Transportation program. Specifically, when volunteer transportation through the DAV is temporarily unavailable or a volunteer is unable to assist with transportation through the DAV program. CVSOs provide this service as a last resort assuming time permits and are not already committed to other duties and responsibilities, such as appointments. If funding is available or other means, we may potentially assist with transportation through limited funds and/or nonprofit organizations in extenuating circumstances. An example may include a Veteran securing a ride through a private company rendering transportation services. CVSOs would then coordinate appropriately if funds are available. These examples are ways we try to assist when feasible, and when services in place are otherwise unavailable. These alternative options are subject to the discretion of the Community & Veterans Services Director.

Travis Culbertson

Mille Lacs County

Assistant Veterans Services Officer Phone: (320) 983-8208

Cell: (320) 241-5192

Fax: (320) 983-8306

E-mail: travis.culbertson@millelacs.mn.gov

VSO Contact Information:

Taylor Tollefson

Mille Lacs County

Veterans Services Officer Cell: (320) 630-2531

Office: (320) 983-8208

Fax: (320) 983-8306

taylor.tollefson@millelacs.mn.gov

DAV Contact Information:

Stephanie Ziemetz

DAV Transportation Manager Cell: (320) 423-0620

Office: (320) 252-1670, ext. 6676

Building 8, Room 1B 4801 Veterans Drive

St. Cloud, MN 56303-2015 E-mail: Stephanie@davmn.org or Stephanie.Zeimetz@va.gov

Hours: 8:00-4:30

Service Area: Mille Lacs County

Eligibility Requirements: Must be a Veteran

Website: <https://www.va.gov/st-cloud-health-care/dav-vans-transportation-for-veterans/#about-dav-services>

Program Demand Analysis

Demand Estimation as Part of Needs Assessment

Table 37: Program Transportation Data (DAV Transportation)

Program Name	DAV Transportation – Central MN Region
Number of Participants	Varies - 2017 Total: 141 rides 2018 Total: 283 rides 2019 Total: 271 rides 2020 Total: 199 rides 2021 Total: 210 rides 2022 YTD Total: 38 rides
Number of Events per Week	Varies – 2017 Average: 2.71 rides (141/52 weeks) 2018 Average: 5.44 rides (283/52 weeks) 2019 Average: 5.21 rides (271/52 weeks) 2020 Average: 3.82 rides (199/52 weeks) 2021 Average: 4.03 rides (210/52 weeks) 2022 Average YTD: 2.23 (38/17 weeks)
Percent of Participants who Attended on an Average Day	Varies – Estimated 1 transport per average day
Percent of Participants who are Transit Dependent or Likely to use Transit	100%
Number of Weeks the Program is Offered per Year	52 weeks <i>(except for Federal Holidays)</i>
Results x 2	

Transportation Resources and Technology

Table 38: Transportation Resources

Table 39: Technology

Table 38: Transportation Resources

Transportation Resource	Availability	Cost	Usage	Service Area
Mille Lacs County - DAV Transportation (Central Region)	Varies based on volunteer availability	\$0.00 to participants	Weekly	Mille Lacs County

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

Table 39: 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)
N/A	N/A	N/A	N/A	N/A

Table 40: Vehicle (DAV Transportation)

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheelchair Capacity	Days of the Week Vehicle in in Service	Service Hours	Program to which vehicle is assigned (if applicable)	Service Area
Mille Lacs County Veteran Services									
1	Ford	Flex SEL	2017	2FMHK6C83HB A11551	1/No	5	Varies	Veteran Services	Mille Lacs County

See Addendum #1:

- DAV of MN Transportation Program
- Central MN Region
- Mille Lacs County Station
- Vehicle information

Addendum #2

- Provision of letter from Taylor Tollefson, VSO – Mille Lacs County

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. We developed an estimate of the demand for program trips begin by listing the known programs in our area.

- 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.)

East Central Region's Social Service Programs:

- 1. Rise Employment Innovation**
- 2. PHASE/Industries**

1. Rise Employment Innovation

Transportation Service Type: Program and employment transportation

Other Services Provided:

Contact Information: Crystal Woolcott

Hours: 40

Service Area: All of Chisago County, limited in Eastern Isanti, Eastern Anoka, and Northern Forest Lake

Eligibility Requirements: Program participant

Website: www.Rise.org

Table 41: Program Transportation Data (Rise)

Program Name	Rise Employment Innovations
Number of Participants	30
Number of Events per Week	5
Percent of Participants who Attended on and Average Day	60%
Percent of Participants who are Transit Dependent or Likely to use Transit	100%
Number of Weeks the Program is Offered per Year	52
Results x2 = Number of Annual Trips	9,360 Annual Trips

Table 42: Transportation Resources (Rise)

Transportation Resource	Availability	Cost	Usage	Service Area
NA				

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

Table 43: Technology (Rise)

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/GPS (Y/N)?
NA				

Vehicles:

Table 44: Vehicle Utilization (Rise)

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheelchair Capacity	Days of the Week Vehicle is in Service	Service Hours	Program to which Vehicle is Assigned (if applicable)	Service Area
104	Dodge	Grand Caravan	2014	1583	No	5	40	EI	Chisago Co.
380	Dodge	Grand Caravan	2011	9622	No	5	40	EI	Chisago Co.
479	Dodge	Grand Caravan	2019	9970	No	5	40	EI	Chisago Co.
481	Dodge	Grand Caravan	2019	2580	No	5	40	EI	Chisago Co.
440	Ford	Transit 350	2016	4291	No	5	40	EI	Chisago Co.
415	Ford	Super duty 350	2014	0481	No	5	40	EI	Chisago Co.

2. PHASE/Industries

Agency Name: **Pine Habilitation & Supported Employment, Inc.**

(DBA: PHASE-Industries, PHASE, Industries Inc., Heritage Thrift, Heritage Barn Wood, Heritage Home Creations, PHASE-Recycling).

Transportation Service Type: Medicaid/MA Waiver

Other Services Provided: Employment Support Services, Prevocational Services, Employment Development, Employment Exploration, Day Support Services, Pre-Employment Transition Services, Job Developer Services, contracted Vocational Rehabilitation Services.

Contact Information:

Curtis Mangan, Chief Operating Officer

23385 Freeway Blvd., Pine City, MN 55063

cmangan@phase-industries.org

(O) 320.629.7805 ext. 12

(C) 612.618.3683

Hours: Business Hours: 8a-4p M-F; Service Hours available any time depending on need of service recipient.

Service Area: Counties of Pine, Chisago, Isanti, Mille Lacs, Kanabec and Carlton.

Eligibility Requirements: Medicaid/MA Waiver, County Funding or other/private source of funding.

Website: www.phase-industries.org

Table 45: Program Transportation Data (PHASE/Industries)

Program Name	PHASE- Industries (Beroun)	PHASE- Industries (Sandstone)	PHASE- Industries (Mora)	PHASE- Industries (Cambridge)	PHASE-Industries (Student & Voc. Rehab)
Number of Participants (*Note: numbers reflect lower census due to COVID-19 pandemic factors.)	57*	76*	39*	67*	60+
Number of Events per Week	5	5	5	5	N.A.
Percent of Participants who Attended on and Average Day (*Note: numbers reflect lower % during COVID-19 pandemic.)	45%*	65%*	65%*	50%*	N.A.
Percent of Participants who are Transit Dependent or Likely to use Transit	95%	95%	95%	95%	80%
Number of Weeks the Program is Offered per Year	52	52	52	52	52
Results x2 = Number of Annual Trips	12,671	24,404	12,523	16,549	

Table 46: Vehicle Utilization (PHASE/Industries)

*NOTE: IM=Mora Sites, PS=Beroun Site, PN=Sandstone Site, IC=Cambridge Site.

****NOTE: Times identified in “Service Hours” indicate when vehicles are currently in use M-F. Most other days/times, most vehicles are available for alternative uses**

Vehicle #	Make	Model	Year	Capacity/ Wheelchair Capacity	Days of the Week Vehicle is in service	**Service Hours	*Program to which Vehicle (if applicable)	Service Area
190	Chevrolet	400	2002	12/4	5	7am-4pm	IM	Isanti, Mille Lacs, Kanabec, & Pine County
173	Ford	400	2011	12/4	5	7am-4pm	PS	Kanabec, Chisago & Pine County
65	Ford	400	2006	12/2	5	7am-4pm	PN	Pine, Carlton County
G-50	Chevrolet	400	2016	12/4	5	7am-4pm	IC	Isanti, Kanabec, Mille Lacs, Pine, & Chisago County
121	Ford	400	2012	12/4	5	7am-4pm	IC	Isanti, Kanabec, Mille Lacs, Pine, & Chisago County
172	Ford	400	2011	12/4	5	7am-4pm	IC	Isanti, Kanabec, Pine, & Chisago County
51	Ford	Van	2005	12	5	7am-4pm	PN	Pine, Carlton & Kanabec County
71	Ford	Car	2007	7	5	7am-4pm	PN	Pine, Carlton & Kanabec County
72	Ford	Van	2007	12	5	7am-4pm	PN	Pine, Carlton & Kanabec County
82	Ford	Van	2008	12	5	7am-4pm	PN	Pine, Carlton & Kanabec County
162	Ford	Car	2007	4	5	7am-4pm	PN	Pine, Carlton & Kanabec County

Vehicle #	Make	Model	Year	Capacity/ Wheelchair Capacity	Days of the Week Vehicle is in service	**Service Hours	*Program to which Vehicle (if applicable)	Service Area
181	Chrysler	Van	2010	7	5	7am- 4pm	PN	Pine, Carlton & Kanabec County
193	Dodge	Van	2016	7	5	7am- 4pm	PN	Pine, Carlton & Kanabec County
202	Dodge	Van	2014	7	5	7am- 4pm	PN	Pine, Carlton & Kanabec County
83	Chevrolet	Truck	2005	3	5	7am- 4pm	PN	Pine, Kanabec, & Isanti County
191	GMC	Truck	2007	3	5	7am- 4pm	PN	Pine, Kanabec, & Isanti County
6	Chevrolet	Truck	1997	3	5	7am- 4pm	PN	Pine, Kanabec, & Isanti County
01	Ford	Van	2010	12	5	7am- 4pm	PS	Pine, Chisago & Kanabec County
02	GMC	Truck	1989	3	5	7am- 4pm	PS	Pine County
007	Ford	Truck	2000	6	5	7am- 4pm	PS	Isanti, Kanabec, Pine, & Chisago County
64	Ford	Van	2006	12	5	7am- 4pm	PS	Pine & Kanabec County
73	Ford	Van	2007	12	5	7am- 4pm	PS	Pine & Kanabec County
74	Ford	Van	2007	12	5	7am- 4pm	PS	Pine & Kanabec County
122-11	Ford	Van	2011	15	5	7am- 4pm	PS	Pine & Kanabec County

Vehicle #	Make	Model	Year	Capacity/ Wheelchair Capacity	Days of the Week Vehicle is in service	**Service Hours	*Program to which Vehicle (if applicable)	Service Area
180	Chrysler	Van	2012	7	5	7am- 4pm	PS	Pine & Kanabec County
192	Chrysler	Van	2010	7	5	7am- 4pm	PS	Isanti, Kanabec, Pine, & Chisago County
194	Chevrolet	Truck	2013	6	5	7am- 4pm	PS	Isanti, Kanabec, Pine, & Chisago County
200	Ford	Van	2009	15	5	7am- 4pm	PS	Isanti, Kanabec, Pine, & Chisago County
204	Dodge	Van	2014	7	5	7am- 4pm	PS	Pine & Kanabec County
20	Ford	Van	1999	15	5	7am- 4pm	IM	Kanabec, Isanti, & Pine County
24	Ford	Van	2004	15	5	7am- 4pm	IM	Kanabec, Isanti, & Pine County
39	Ford	Van	2004	15	5	7am- 4pm	IM	Isanti, Kanabec, Pine, & Chisago County
61	Ford	Car	2006	7	5	7am- 4pm	IM	Isanti, Kanabec, Pine, & Chisago County
66	Ford	Van	2006	12	5	7am- 4pm	IM	Isanti, Kanabec, Pine, & Chisago County
164	Ford	Car	2006	4	5	7am- 4pm	IM	Isanti, Kanabec, Mille Lacs, Pine, & Chisago County

Vehicle #	Make	Model	Year	Capacity/ Wheelchair Capacity	Days of the Week Vehicle is in service	**Service Hours	*Program to which Vehicle (if applicable)	Service Area
182	Dodge	Van	2012	7	5	7am- 4pm	IM	Kanabec, Isanti, & Pine County
201	Chrysler	Van	2014	7	5	7am- 4pm	IM	Kanabec, Isanti, & Pine County
00	Ford	Van	2010	5	5	7am- 4pm	IC	Isanti, Kanabec, Pine, & Chisago County
47	Ford	Car	2003	15	5	7am- 4pm	IC	Isanti, Kanabec, Pine, Mille Lacs & Chisago County
81	Ford	Can	2008	7	5	7am- 4pm	IC	Isanti, Kanabec, Pine, Mille Lacs & Chisago County
75	Ford	Car	2007	15	5	7am- 4pm	IC	Isanti, Kanabec, Pine, Mille Lacs & Chisago County
175	Dodge	Van	2014	7	5	7am- 4pm	IC	Isanti, Kanabec, Pine, & Chisago County
183	Dodge	Van	2013	7	5	7am- 4pm	IC	Isanti, Kanabec, Pine, & Chisago County
203	Dodge	Van	2012	7	5	7am- 4pm	IC	Isanti, Kanabec, Pine, & Chisago County

Existing Public Transportation Services

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

List of Transportation Service Providers

1.

Agency Name: Tri-County Action Program, Inc. dba Tri-CAP Transportation
Transportation Service Type: Public Transportation, Demand Response, Deviated
Other Services Provided:
Contact Information: Lori Schultz, Executive Director – 320-257-4478
Hours: Mon – Fri 6am – 6pm or 8am – 4:30pm (depending on site)
Sat and Sun 8am – 5pm (depending on site)
Service Area: Milaca, Princeton, Onamia in the East Central Region (Mille Lacs County).
Eligibility Requirements: No requirements
Website: www.tricap.org

2.

Agency Name: Kanabec County – Timber Trails Public Transit
Transportation Service Type: Public Transportation – Demand Response
Other Services Provided: Volunteer Driver Program (NEMT)
Contact Information: Helen Pieper, Transit Director – 320-364-1351
timber.trails@co.kanabec.mn.us
Hours: Monday – Friday 7am – 6pm Voicemail – 24/7
Service Area: Kanabec County, within the confines of a ten-mile radius from Mora’s City Limits
Eligibility Requirements: Public Transit open to the public; Volunteer Driver must be Kanabec County resident
Website: www.timbertrailstransit.com

3.

Agency Name: Arrowhead Economic Opportunity Agency dba Arrowhead Transit
Transportation Service Type: Public Transportation – Deviated Fixed Route, Demand Response
Other Services Provided:
Contact Information: Brandon Nurmi, Assistant Director – 218-735-6837
Hours: Monday – Friday 6am – 8pm Saturday 9am – 5pm Sunday 8am – 2pm
Service Area: Pine, Isanti, and Chisago Counties
Eligibility Requirements: No requirements
Website: www.arrowheadtransit.com

1. TRI-CAP (for Mille Lacs County)

Table 47: Program Transportation Data (Tri-CAP)

Program Name	Tri-CAP Transit		
Number of Participants			
Number of Events per Week	5,913 one way for 2021		
Percent of Participants who Attended on and Average Day	Unknown		
Percent of Participants who are Transit Dependent or Likely to	unknown		
Number of Weeks the Program is Offered per Year	52		
Results x 2			

Table 48: Transportation Resources

No Data

The following table (#22) contains the technology used by each transportation provider for scheduling, dispatching and/or GPS tracking.

Table 49: Technology – Tri-CAP

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/GPS (Y/N)?
Tri-CAP	NOVUS	N	NOVUS	Y

Table 50: Vehicle Utilization (Tri-CAP)

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheelchair Capacity	Days of the Week Vehicle is in Service	Service Hours	Program to which Vehicle is Assigned (if applicable)	Service Area
11					See below		Onamia – 7:00-3:30 Shopping trip - 8:00-4:45		Onamia, Isle, Wahkon, Milaca, Pease, Princeton Bock
12						M-F		7:00-4:45	Princeton / Cambridge
14						M-F	7:15-4:15		Princeton
15							7:30-4:30		Milaca

Vehicles:

Table 51: Vehicle Utilization Table (Tri-CAP continued)

Vehicle #	Year/Make/ Model	Location	Days in Service	Serial #	Plate	Capacity
11	2013 Ford E- 450 Gaval Universa...	Mille Lacs	M/Tues	1FDFE4FS9DDB19381	943606	14 X 2 18 X 1 20 X 0
12	2013 Ford E- 450 Gaval Universa...	Mille Lacs	BackUp	1FDFE4FS0DDB19382	943607	14 X 2 18 X 1 20 X 0
14	2019 Ford E- 450 StarTrans Sena...	Mille Lacs	M-F	1FDFE4FS5KDC03422	960671	18 X 1, 16 X 2 12 X 3, 8 X 4
15	2019 Ford E- 450 StarTrans Sena...	Mille Lacs	M-F	1FDFE4FS9KDC03424	960677	18 X 1, 16 X 2 12 X 3, 8 X 4

2. Timber Trails Transit (Kanabec County)

Table 52: Program Transportation Data (Timber Trails)

Program Name	Industries	Head Start
Number of Participants	27	10
Number of Events per Week	5	4
Percent of Participants who Attended on and Average Day	15	7
Percent of Participants who are Transit Dependent or Likely to use Transit	100%	100%
Number of Weeks the Program is Offered per Year	52	38
Results x 2	7,862	2,128

Table 53: Transportation Resources (Timber Trails)

Transportation Resource	Availability	Cost	Usage	Service Area

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

Table 54: Technology (Timber Trails)

Agency Name	Name of Scheduling Software	Do you have an App for Transportation (Y/N)?	Name of Dispatching Software	AVL System/GPS (Y/N)?
Kanabec County	Shah	No	Transportation Manager	Yes

Table 55: Vehicle Utilization Table (Timber Trails)

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheelchair Capacity	Days of the Week Vehicle is in Service	Service Hours	Program to which Vehicle is Assigned (if applicable)	Service Area
Unit #13	Ford	Glaval/ Universal	2014	1FDFE4FS2 EDB05565	16/W1	M - F	11	Public Transit	Kanabec County
Unit #14	Ford	Elkhart Coach/ ECII	2017	1FDFE4FS2 HDC22261	16/W1	M - F	11	Public Transit	Kanabec County
Unit #15	Ford	Elkhart Coach	2017	1FDFE4FS7 HDC68328	16/W1	M - F	11	Public Transit	Kanabec County
Unit #16	Ford	Elkhart Coach	2017	1FDFE4FS5 HDC68330	16/W1	M - F	11	Public Transit	Kanabec County
Unit #17	Ford	Elkhart Coach	2017	1FDFE4FS7 HDC68331	16/W1	M - F	11	Public Transit	Kanabec County
Unit #18	Ford	Elkhart Coach	2017	1FDFE4FS9 HDC68329	16/W1	M - F	11	Public Transit	Kanabec County

3. Arrowhead Transit (Pine, Isanti, Chisago Counties)

Arrowhead Transit’s fleet has centralized maintenance, so vehicles are moved all over service area. Routes are not specifically assigned to a bus and buses are not assigned to an area.

Vehicles

Table 56: Vehicle Utilization Table (Arrowhead Transit)

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
117	Bluebird	Medium-Duty Bus/500	2011	1BAKDCP H4BF279 764	28/1			5311 - Transit
118	Bluebird	Medium-Duty Bus/500	2011	1BAKDCP H6BF279 765	28/1			5311 - Transit
124	Ford	Medium-Duty Bus/500	2012	1FDGF5G Y8CEC46 951	28/5			5311 - Transit
121	Ford	Medium-Duty Bus/500	2012	1FDGF5G Y3CEC46 954	28/5			5311 - Transit
126	Ford	Medium-Duty Bus/500	2012	1FDGF5G YXCEB62 422	28/5			5311 - Transit
127	Ford	Medium Duty Bus/500	2012	1FDGF5G Y1CEC46 953	28/5			5311 - Transit
125	Ford	Medium Duty Bus/500	2012	1FDGF5G Y1CEC27 352	28/5			5311 - Transit
123	Ford	Medium-Duty Bus/500	2012	1FDGF5G YXCEC46 952	28/5			5311 - Transit
129	Ford	Medium-Duty Bus/500	2013	1FDGF5G Y5DEA24 806	28/5			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
208	Ford	Light-Duty Mid-Sized Bus/40 0	2014	1FDFE4F S1EDB17 433	20/5			5311 - Transit
128	Ford	Medium-Duty Bus/50 0	2013	1FDGF5G Y3DEA24 805	28/5			5311 - Transit
202	Ford	Light-Duty Mid-Sized Bus/40 0	2013	1FDFE4F S0DDB36 862	20/5			5311 - Transit
201	Ford	Light-Duty Mid-Sized Bus/40 0	2013	1FDFE4F S9DDB36 861	20/5			5311 - Transit
206	Ford	Light-Duty Mid-Sized Bus/40 0	2013	1FDFE4F S8DDB36 866	20/5			5311 - Transit
136	Ford	Medium-Duty Bus/50 0	2013	1FDGF5G Y3DEA64 437	28/5			5311 - Transit
205	Ford	Light-Duty Mid-Sized Bus/40 0	2013	1FDFE4F S4DDB36 864	20/5			5311 - Transit
204	Ford	Light-Duty Mid-Sized	2013	1FDFE4F S2DDB36 863	20/5			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
		Bus/40 0						
130	Ford	Medium-Duty Bus/50 0	2013	1FDAF5G Y8DEA70 281	28/5			5311 - Transit
132	Ford	Medium-Duty Bus/50 0	2013	1FDGF5G Y7DEA40 716	28/5			5311 - Transit
135	Ford	Medium-Duty Bus/50 0	2013	1FDGF5G Y2DEA40 719	28/5			5311 - Transit
138	Ford	Medium-Duty Bus/50 0	2013	1FDGF5G YXDEB30 801	28/5			5311 - Transit
134	Ford	Medium-Duty Bus/50 0	2013	1FDAF5G Y8DEA62 908	28/5			5311 - Transit
137	Ford	Medium-Duty Bus/50 0	2013	1FDGF5G Y1DEB30 802	28/5			5311 - Transit
207	Ford	Light- Duty Mid- Sized Bus/40 0	2014	1FDPE4F S4EDB17 426	20/5			5311 - Transit
139	Ford	Medium-Duty Bus/50 0	2014	1FDUF5G Y6EEA27 475	28/5			5311 - Transit
140	Ford	Medium-Duty Bus/50 0	2014	1FDUF5G YXEAA27 480	28/5			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
141	Ford	Medium-Duty Bus/500	2014	1FDUF5G Y4EEA27 474	28/5			5311 - Transit
142	Ford	Medium-Duty Bus/500	2014	1FDUF5G Y8EEA27 476	28/5			5311 - Transit
143	Ford	Medium-Duty Bus/500	2014	1FDUF5G Y1EEA27 478	28/5			5311 - Transit
144	Ford	Medium-Duty Bus/500	2014	1FDUF5G Y0EEA35 720	28/5			5311 - Transit
145	Ford	Medium-Duty Bus/500	2014	1FDUF5G Y2EEA35 718	28/5			5311 - Transit
146	Ford	Medium-Duty Bus/500	2014	1FDUF5G YXEEA27 477	28/5			5311 - Transit
147	Ford	Medium-Duty Bus/500	2014	1FDUF5G Y4EEA35 719	28/5			5311 - Transit
209	Ford	Light- Duty Mid- Sized Bus/400	2014	1FDFF4F S3EDB17 434	20/5			5311 - Transit
155	Ford	Medium-Duty Bus/500	2015	1FDGF5G Y8FED21 037	28/5			5311 - Transit
148	Ford	Medium-Duty Bus/500	2015	1FDF5GY XFED210 38G	28/5			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
149	Ford	Medium-Duty Bus/500	2015	1FDGF5G Y1FED21 039	28/5			5311 - Transit
150	Ford	Medium-Duty Bus/500	2015	1FDGF5G Y8FED21 040	28/5			5311 - Transit
153	Ford	Medium-Duty Bus/500	2015	1FDGF5G Y4FED21 035	28/5			5311 - Transit
156	Ford	Medium-Duty Bus/500	2015	1FDGF6G Y0FED32 811	28/5			5311 - Transit
151	Ford	Medium-Duty Bus/500	2015	1FDGF5G Y2FED32 812	28/5			5311 - Transit
152	Ford	Medium-Duty Bus/500	2015	1FDGF5G Y6FED46 258	28/5			5311 - Transit
210	Ford	Light-Duty Mid-Sized Bus/400	2016	1FD4E4F S4GDC19 005	20/3			5311 - Transit
211	Ford	Light-Duty Mid-Sized Bus/400	2016	1FD4E4F S5GDC19 000	20/3			5311 - Transit
212	Ford	Light-Duty Mid-Sized Bus/400	2016	1FD4E4F S7GDC19 001	20/3			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
213	Ford	Light-Duty Mid-Sized Bus/40 0	2016	1FDFE4F S6GDC19 006	20/3			5311 - Transit
214	Ford	Light-Duty Mid-Sized Bus/40 0	2016	1FDFE4F S3GDC25 958	20/3			5311 - Transit
215	Ford	Light-Duty Mid-Sized Bus/40 0	2016	1FDFE4F S5GDC25 959	20/3			5311 - Transit
216	Ford	Light-Duty Mid-Sized Bus/40 0	2016	1FDFE4F S1GDC25 960	20/3			5311 - Transit
157	Ford	Medium-Duty Bus/50 0	2016	1FDGF5G Y5GEB56 906	28/5			5311 - Transit
158	Ford	Medium-Duty Bus/50 0	2016	1FDGF5G Y6GEB80 714	28/5			5311 - Transit
159	Ford	Medium-Duty Bus/50 0	2016	1FDGF5G Y8GEB80 715	28/5			5311 - Transit
160	Ford	Medium-Duty Bus/50 0	2016	1FDGF5G YXGEB80 716	28/5			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
161	Ford	Medium-Duty Bus/500	2016	1FDGF5G Y3GEB80 718	28/5			5311 - Transit
162	Ford	Medium-Duty Bus/500	2016	1FDGF5G Y5GEB80 719	28/5			5311 - Transit
163	Ford	Medium-Duty Bus/500	2016	1FDGF5G Y1GEB80 720	28/5			5311 - Transit
164	Ford	Medium-Duty Bus/500	2016	1FDGF5G Y3GEB80 721	28/5			5311 - Transit
165	Ford	Medium-Duty Bus/500	2016	1FDGF5G Y5GEB80 722	28/5			5311 - Transit
217	Ford	Light- Duty Mid- Sized Bus/400	2017	1FD4E4F S8HDC17 825	20/3			5311 - Transit
218	Ford	Light- Duty Mid- Sized Bus/400	2017	1FD4E4F SXHDC17 826	20/3			5311 - Transit
219	Ford	Light- Duty Mid- Sized Bus/400	2017	1FD4E4F S1HDC17 827	20/3			5311 - Transit
167	Bluebird	Medium-Duty Bus/500	2018	1BAKDCE H7JF3421 63	28/1			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
166	Bluebird	Medium-Duty Bus/500	2018	1BAKDCE H5JF3421 62	28/1			5311 - Transit
168	Bluebird	Medium-Duty Bus/500	2018	1BAKDCE H9JF3421 64	28/1			5311 - Transit
222	Ford	Light-Duty Mid-Sized Bus/400	2017	1FDFE4F S6HDC60 902	20/3			5311 - Transit
220	Ford	Light-Duty Mid-Sized Bus/400	2017	1FDFE4F S2HDC60 900	20/3			5311 - Transit
221	Ford	Light-Duty Mid-Sized Bus/400	2017	1FDFE4F S4HDC60 901	20/3			5311 - Transit
223	Ford	Light-Duty Mid-Sized Bus/400	2017	1FDFE4F S0HDC72 088	20/3			5311 - Transit
224	Ford	Light-Duty Mid-Sized Bus/400	2017	1FDFE4F S2HDC72 089	20/3			5311 - Transit
225	Ford	Light-Duty Mid-Sized	2017	1FDFE4F S9HDC72 090	20/3			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
		Bus/400						
226	Ford	Light-Duty Mid-Sized Bus/400	2017	1FD4E4F S0HDC72 091	20/3			5311 - Transit
169	Bluebird	Medium-Duty Bus/500	2019	1BAKDCE H3KF348 589	28/5			5311 - Transit
170	Bluebird	Medium-Duty Bus/500	2019	1BAKDCE H8KF348 586	24/5			5311 - Transit
171	Bluebird	Medium-Duty Bus/500	2019	1BAKDCE HXKF348 587	24/5			5311 - Transit
172	Bluebird	Medium-Duty Bus/500	2019	1BAKDCE H0KF348 582	24/5			5311 - Transit
173	Bluebird	Medium-Duty Bus/500	2019	1BAKDCE HXKF348 590	24/5			5311 - Transit
174	Bluebird	Medium-Duty Bus/500	2019	1BAKDCE H4KF348 584	24/5			5311 - Transit
228	Ford	Light-Duty Mid-Sized Bus/400	2017	1FD4E4F S4HDC72 093	20/3			5311 - Transit
227	Ford	Light-Duty Mid-	2017	1FD4E4F S2HDC72 092	20/3			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
		Sized Bus/40 0						
176	Bluebird	Medium-Duty Bus/50 0	2019	1BAKDCE H1KF348 588	24/5			5311 - Transit
177	Bluebird	Medium-Duty Bus/50 0	2019	1BAKDCE H6KF348 585	24/5			5311 - Transit
175	Bluebird	Medium-Duty Bus/50 0	2019	1BAKDCE H2KF348 583	24/5			5311 - Transit
229	Ford	Light- Duty Mid- Sized Bus/40 0	2019	1FDFE4F S2KDC06 598	20/3			5311 - Transit
230	Ford	Light- Duty Mid- Sized Bus/40 0	2019	1FDFE4F S0KDC06 597	20/3			5311 - Transit
231	Ford	Light- Duty Mid- Sized Bus/40 0	2019	1FDFE4F S4KDC06 599	20/3			5311 - Transit
232	Ford	Light- Duty Mid- Sized Bus/40 0	2019	1FDFE4F S2KDC07 363	20/3			5311 - Transit
233	Ford	Light- Duty Mid-	2019	1FDFE4F S4KDC07 364	20/3			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
		Sized Bus/40 0						
178	Bluebird	Medium-Duty Bus/50 0	2019	1BAKDCE H6LF360 320	24/5			5311 - Transit
179	Bluebird	Medium-Duty Bus/50 0	2019	1BAKDCE H6LF360 317	24/5			5311 - Transit
180	Bluebird	Medium-Duty Bus/50 0	2019	1BAKDCE HXLF360 322	24/5			5311 - Transit
182	Bluebird	Medium-Duty Bus/50 0	2019	1BAKDCE HXLF360 319	24/5			5311 - Transit
181	Bluebird	Medium-Duty Bus/50 0	2019	1BAKDCE H8LF360 318	24/5			5311 - Transit
183	Bluebird	Medium-Duty Bus/50 0	2019	1BAKDCE H8LF360 321	24/5			5311 - Transit
234	Ford	Light- Duty Mid- Sized Bus/40 0	2019	1FD4E4F SXXDC56 178	20/3			5311 - Transit
236	Ford	Light- Duty Mid- Sized Bus/40 0	2019	1FD4E4F S1KDC56 179	20/3			5311 - Transit
184	Bluebird	Medium-Duty	2019	1BAKDCE H6MF36 9794	24/5			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
		Bus/50 0						
238	Ford	Light- Duty Mid- Sized Bus/40 0	2019	1FDFE4F S1KDC56 182	20/3			5311 - Transit
237	Ford	Light- Duty Mid- Sized Bus/40 0	2019	1FDFE4F SXXDC56 181	20/3			5311 - Transit
190	Bluebird	Medium-Duty Bus/50 0	2020	1BAKDCE H3MF36 9798	24/5			5311 - Transit
189	Bluebird	Medium-Duty Bus/50 0	2020	1BAKDCE HXMF36 9796	24/5			5311 - Transit
186	Bluebird	Medium-Duty Bus/50 0	2021	1BAKDCE H4MF36 9793	24/5			5311 - Transit
187	Bluebird	Medium-Duty Bus/50 0	2021	1BAKDCE H1MF36 9797	24/5			5311 - Transit
188	Bluebird	Medium-Duty Bus/50 0	2021	1BAKDCE H8MF36 9795	24/5			5311 - Transit
235	Ford	Light- Duty Mid- Sized Bus/40 0	2019	1FDFE4F S8KDC56 180	20/3			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
185	Bluebird	Medium-Duty Bus/500	2021	1BAKDCE H2MF36 9792	24/5			5311 - Transit
1560	Ford	Light- Duty Mid- Sized Bus/400	2016	1FDFE4F S2GDC05 264	20/3			5311 - Transit
1592	Ford	Light- Duty Mid- Sized Bus/400	2016	1FDFE4F S0GDC05 263	20/3			5311 - Transit
1794	Ford	Light- Duty Mid- Sized Bus/400	2017	1FDFE4F S5HDC52 872	20/3			5311 - Transit
1795	Ford	Light- Duty Mid- Sized Bus/400	2017	1FDFE4F S1HDC52 867	20/3			5311 - Transit
1801	Ford	Light- Duty Mid- Sized Bus/400	2018	1FDFE4F S5JDC18 615	20/3			5311 - Transit
1802	Ford	Light- Duty Mid- Sized Bus/400	2018	1FDFE4F S7JDC18 616	20/3			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
1803	Ford	Light-Duty Mid-Sized Bus/40 0	2018	1FDFE4F S9JDC18 617	20/3			5311 - Transit
1804	Ford	Light-Duty Mid-Sized Bus/40 0	2018	1FDFE4F S4JDC06 441	20/3			5311 - Transit
1805	Ford	Light-Duty Mid-Sized Bus/40 0	2018	1FDFE4F S2JDC06 440	20/3			5311 - Transit
1806	Ford	Light-Duty Mid-Sized Bus/40 0	2018	1FDFE4F S6JDC06 442	20/3			5311 - Transit
1807	Ford	Light-Duty Mid-Sized Bus/40 0	2018	1FDFE4F S8JDC06 443	20/3			5311 - Transit
1908	Ford	Light-Duty Mid-Sized Bus/40 0	2019	1FDFE4F S8KDC10 512	18/3			5311 - Transit
1909	Ford	Light-Duty Mid-Sized Bus/40 0	2019	1FDFE4F S2KDC12 191	18/3			5311 - Transit

Vehicle #	Make	Model	Year	Vin #	Capacity/ Wheel- chair Capacity	Days of Week Vehicle is in Service	Arrowhead Transit Service Hours	Program to which Vehicle is Assigned (if applicable)
1661	Ford	Light-Duty Mid-Sized Bus/40 0	2017	1GB6GU BGXG130 9099	20/3			5311 - Transit
1693	Ford	Light-Duty Mid-Sized Bus/40 0	2017	1GB6GU BGXG131 1368	20/3			5311 - Transit

OUTREACH EFFORTS

Steering Committee

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

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

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

Table 57: Initial Steering Committee Membership

Members	Organization	Involvement Date
Bob Benes	Lakes and Pines Community Action Council	September 15, 2021
Brandon Nurmi	Arrowhead Transit	September 15, 2021
Julia Dupla	Arrowhead Transit	September 15, 2021
Lori Schultz	Tri-CAP Transit	September 15, 2021
Helen Pieper	Timber Trails Transit	September 15, 2021
Jack L'Heureux	Kanabec County HRA	September 15, 2021
Kevin Stenson	Chisago County Commissioner/ECRDC Board	September 15, 2021
Mike Moilanen	Mille Lacs Band of Ojibwe	September 15, 2021
Natalie Matthewson	CMCOA Director	September 15, 2021
Nikki Klanderud	Allina Health Director	September 15, 2021
Penny Messer	Isanti County HHS	September 15, 2021
Rebecca Perrotti	Central MN Jobs and Training	September 15, 2021
Robert Voss	East Central Regional Development Commission	September 15, 2021
Scott Moe	East Central School Board	September 15, 2021
Susie Brooks	Veritas Academy Owner (Chisago County)	September 15, 2021
Tim Schmutzer	PHASE/Industries D.T. & H.	September 15, 2021
Toni Butacavolli	Family Pathways	September 15, 2021

Those added from March 16th LCP Workshop:

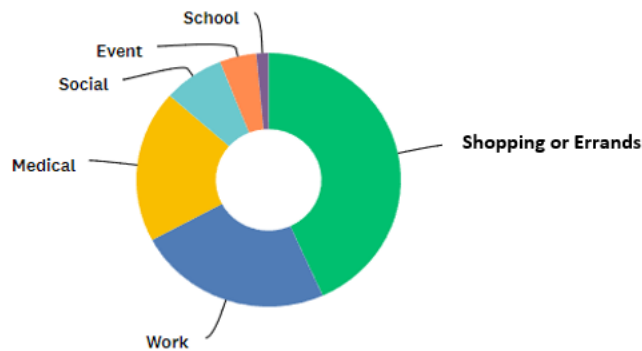
Members	Organization	Involvement Date
Trish Rydlund	East Central Regional Development Commission	March 16, 2022
Ashley Eckdahl	East Central Regional Development Commission	March 16, 2022
Erica Bliss	Kanabec County Veteran Services	March 16, 2022
Scott Sellman	Chisago County Emergency Management	March 16, 2022
Chief Deputy Lisa Lovering	Isanti County Sheriff's Office	March 16, 2022
Andrew Lange	Lighthouse Child and Family Services, Cambridge	March 16, 2022
Jessica Peterson	Lighthouse Child and Family Services, Princeton	March 16, 2022
Tom Gottfried	MnDOT	March 16, 2022
Alex O'Reilly	MnDOT	March 16, 2022

Survey of Client Experience

As part of the 2017 Greater Minnesota Transit Investment Plan, rider surveys conducted during that process and for the Region 7E 2022 Regional Transit Coordination Plan offered riders two opportunities to share information related to their experience as riders within Region 7E. The surveys done via direct interviews with riders on the bus (Arrowhead Transit), surveys given to riders by drivers (Timber Trails and Tri-CAP Transportation) and also through community surveys at the Kanabec County Fair and Chisago Age Well Expo. The Kanabec County and Mille Lacs County Veteran Services distributed surveys as well as the Kanabec County HRA to those living in Assisted Living Facilities within their association. The East Central Regional Transportation Coordinating Council Advisory Board also helped in the distribution of the transportation surveys.

For what primary purpose do you most frequently ride the bus?

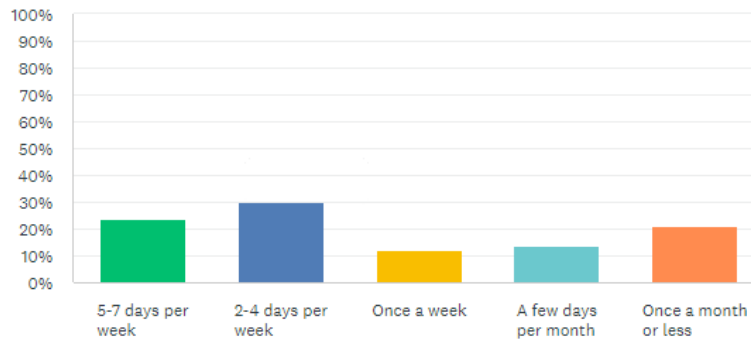
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES
▼ Shopping/Errands	43.28% 29
▼ Work	23.88% 16
▼ Medical	19.40% 13
▼ Social	7.46% 5
▼ Event	4.48% 3
▼ School	1.49% 1
TOTAL	67

How often do you use an agency transportation service?

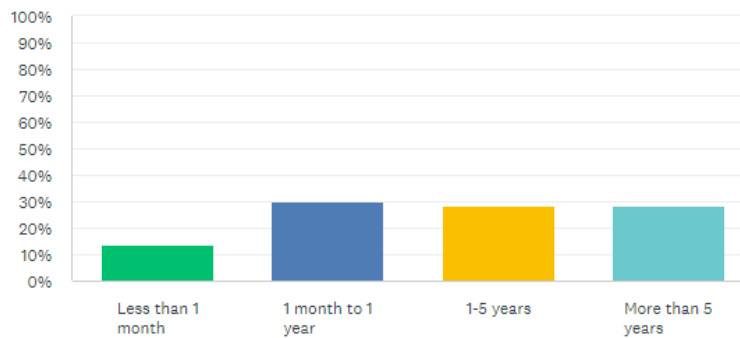
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES
5-7 days per week	23.88% 16
2-4 days per week	29.85% 20
Once a week	11.94% 8
A few days per month	13.43% 9
Once a month or less	20.90% 14
Total Respondents: 67	

How long have you been using this transportation service?

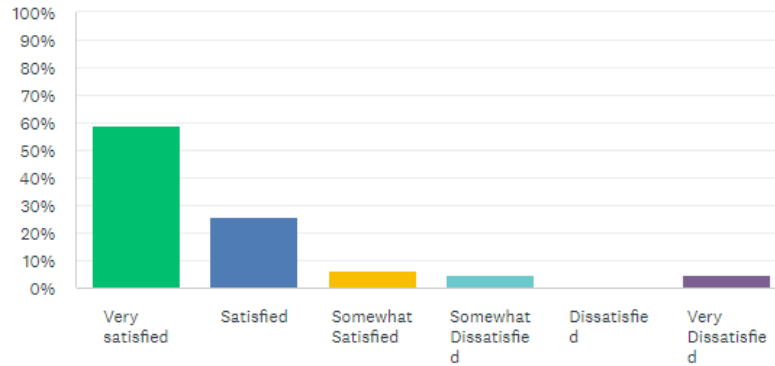
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES
Less than 1 month	13.43% 9
1 month to 1 year	29.85% 20
1-5 years	28.36% 19
More than 5 years	28.36% 19
Total Respondents: 67	

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

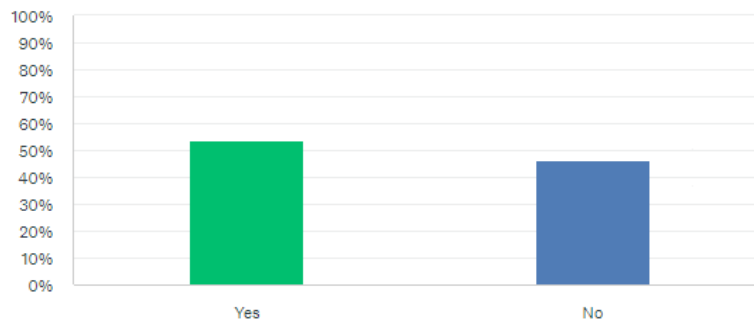
Answered: 66 Skipped: 1



ANSWER CHOICES	RESPONSES
Very satisfied	59.09% 39
Satisfied	25.76% 17
Somewhat Satisfied	6.06% 4
Somewhat Dissatisfied	4.55% 3
Dissatisfied	0.00% 0
Very Dissatisfied	4.55% 3
Total Respondents: 66	

Do you have any other means of transportation?

Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES
Yes	53.73% 36
No	46.27% 31
Total Respondents: 67	

In the past week, what percentage of your transportation needs have been met by the agency?

Answered: 66 Skipped: 1

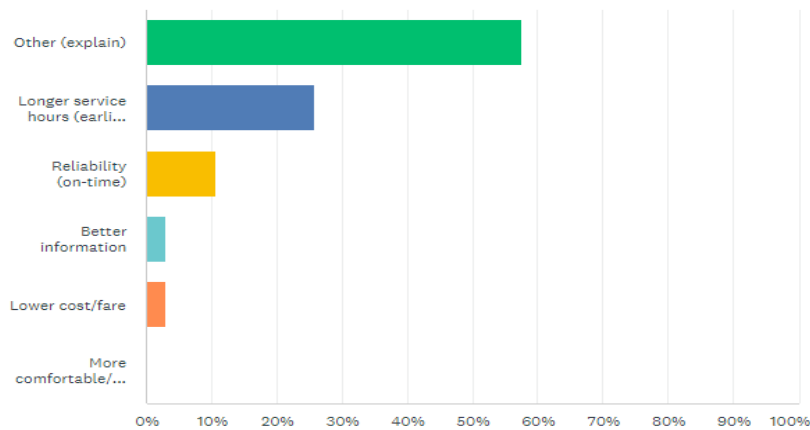
30 people answered 90 to 100%,
 6 people answered 70 to 90%,
 8 people answered under 70%.

The remainder of the surveyors, who answered 0, had not used the service within the past week.

1 response was very dissatisfied as they were not able to get to appointments when needed.

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

Answered: 66 Skipped: 1

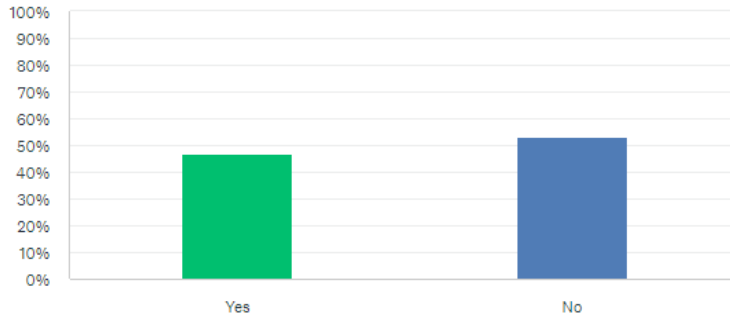


ANSWER CHOICES	RESPONSES
Other (explain)	Responses 57.58% 38
Longer service hours (earlier or later)	25.76% 17
Reliability (on-time)	10.61% 7
Better information	3.03% 2
Lower cost/fare	3.03% 2
More comfortable/cleaner vehicle	0.00% 0
TOTAL	66

Other responses included: more drivers, easier and quicker scheduling, and shorter travel time.

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

Answered: 66 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	46.97%	31
No	53.03%	35
Total Respondents: 66		

If additional service was added, where should it go?

Answered: 65 Skipped: 2

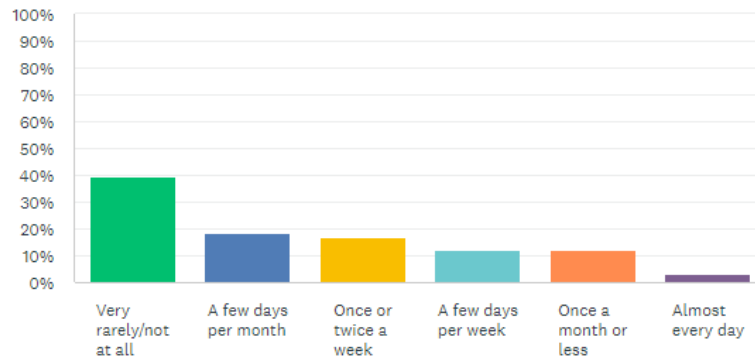
- Further Out
- St. Cloud V.A.
- St. Cloud
- Pine City
- Hinckley
- Mora
- Elk River
- Weekends
- Northern Mille Lacs
- Pine County
- Anoka County
- Cambridge
- Twin Cities Metro – Mpls & St. Paul
- Brainerd

- Forest Lake
- West Rush Lake
- Rush Lake
- After Hours School Events
- North Branch
- Welia Clinic in Mora
- MOA
- Como Park
- MN State Fair
- Link to Metro Transit
- Brooklyn Park
- Blaine
- Ham Lake

Connections of each of our region’s three public service providers to each other and connections to the other public services would serve the needs of these riders.

How often do you think you would ride the bus to the location listed above?

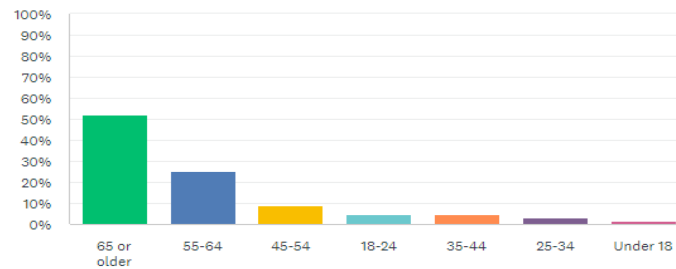
Answered: 66 Skipped: 1



ANSWER CHOICES	RESPONSES	Count
Very rarely/not at all	39.39%	26
A few days per month	18.18%	12
Once or twice a week	16.67%	11
A few days per week	12.12%	8
Once a month or less	12.12%	8
Almost every day	3.03%	2
Total Respondents: 66		

What is your age?

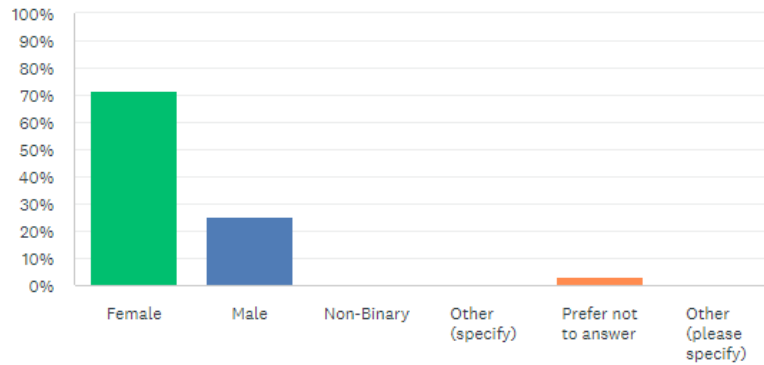
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	Count
65 or older	52.24%	35
55-64	25.37%	17
45-54	8.96%	6
18-24	4.48%	3
35-44	4.48%	3
25-34	2.99%	2
Under 18	1.49%	1
Total Respondents: 67		

What gender do you identify with?

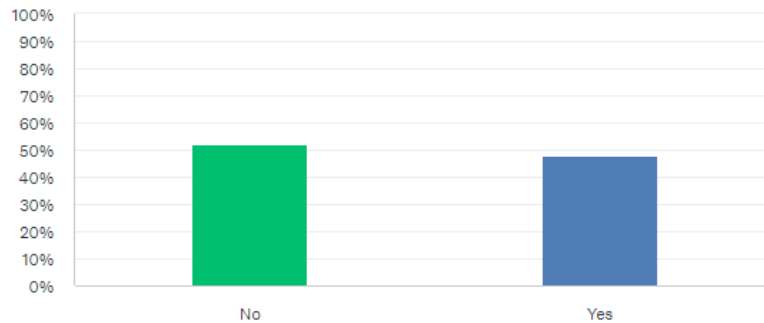
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES
Female	71.64% 48
Male	25.37% 17
Non-Binary	0.00% 0
Other (specify)	0.00% 0
Prefer not to answer	2.99% 2
Other (please specify)	Responses 0.00% 0
Total Respondents: 67	

Do you have a driver's license?

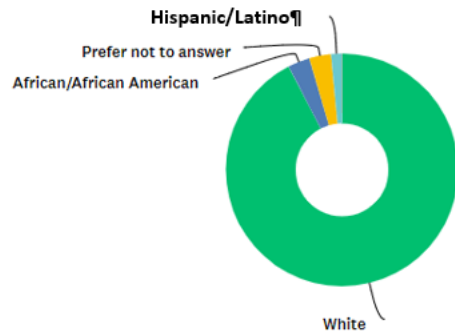
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES
No	52.24% 35
Yes	47.76% 32
Total Respondents: 67	

What race/ethnicity do you identify with?

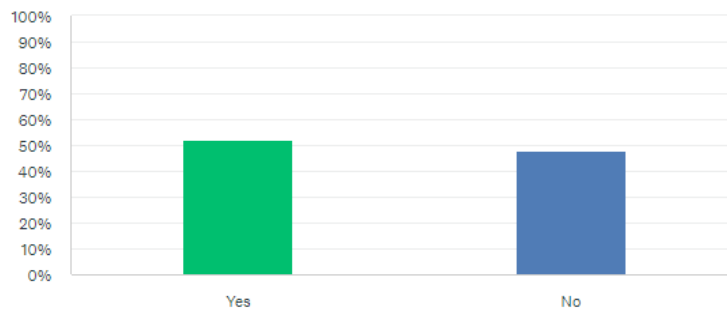
Answered: 66 Skipped: 1



ANSWER CHOICES	RESPONSES	
White	92.42%	61
African/African American	3.03%	2
Prefer not to answer	3.03%	2
Hispanic/Latino	1.52%	1
Asian	0.00%	0
Mixed/Other	0.00%	0
TOTAL		66

Do you identify as someone with a disability?

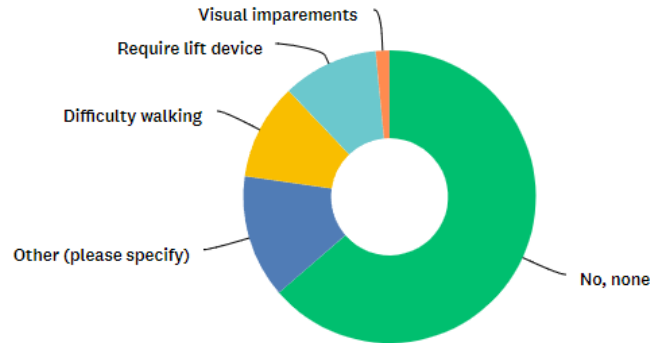
Answered: 67 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	52.24%	35
No	47.76%	32
TOTAL		67

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

Answered: 66 Skipped: 1



ANSWER CHOICES	RESPONSES	
▼ No, none	63.64%	42
▼ Other (please specify)	Responses 13.64%	9
▼ Difficulty walking	10.61%	7
▼ Require lift device	10.61%	7
▼ Visual imparements	1.52%	1
▼ Difficulty hearing	0.00%	0
TOTAL		66

What is your zip code?

Answered: 67 Skipped: 0

About 25% of those interviewed were from the Mora area. There were 22% from Cambridge, Isanti County. Pine County's riders counted for 18% and Princeton, Mille Lacs County riders were at 10%. The rest were from around the surrounding area, reaching riders from as far as Duluth.

Focus Groups

Focus Group meetings were held to gather information from transportation providers and schedulers as well as from Riders or Consumers of transportation services. In both instances, the meetings were held virtually with a Power Point that directed participants to discuss specific questions.

In order to deliver detailed information, the questions and the answers are provided.

1. Providers and Organizations Focus Group Meeting 12/13/2021

12 in attendance

Ashley Eckdahl - East Central Regional Development Commission
Karen Onan – East Central Regional Development Commission

Brandon Nurmi – Arrowhead Transit
Julia Dupla – Arrowhead Transit
Lori Schultz – TriCAP Transit
Helen Pieper – Timber Trails Transit
Mike Pinske – AmeriCare Mobility Van, Inc.

Tim Schmutzer – PHASE/Industries
Natalie Matthewson – Central MN Council on Aging (CMCOA)
Mike Moilanen – Mille Lacs Band of Ojibwe

Tom Gottfried – MnDOT
Alex O’Reilly – MnDOT

Questions/Answers

Topic 1: Transportation Services:

- What are the major challenges in your community for people to get from point A to point B?
 - Crossing county lines, transferring between transit providers, connection window times, medical conditions or mobility aids making transfers difficult or impossible, rigid regulations.
- What are the strengths and weaknesses of existing services?
 - Actively engaged transit providers, reliability, customer service, open mindedness for future changes, assets, systems, buses, transit facilities, however prohibited by productivity guidelines and restrictions. Weakness being a lack of understanding by some of rural transit specific issues, value doesn’t always translate into productivity numbers in rural areas

- What is/should be the role of human service transportation with respect to:
 - Service availability- medical options not always available locally, we are at the mercy of availability, scheduling, funding, etc. Human services need to fund transportation initiatives to fund connections with preexisting systems.
 - Service quality - case manager to determine level of service necessary and allow for one paid rider with passenger, realignment of responsibilities between DHS and MnDOT.
 - Consumer familiarity – Rider Training, educating the public on transportation.
 - Ease of use for the rider - this as well goes back to education and marketing in multiple formats to make it as accessible as possible. Mobility Management.
 - Connectivity to major destinations and activity centers - DHS limits distances, limits options by nearest provider standards. Rural/Super Rural issues and the Technology aspect – internet availability.
- Are there any potential markets that you think could be better served?
 - Utilize the transit responsibly, no abuse/no shows
- What comments do you have regarding access to the transportation network?
 - Infrastructure- hub model in a familiar place. There was concern about doing this at EVERY library – this may be too much - as to avoid waste of transit service resources.
 - Accessibility and connectivity - internet connection, trip planning, web/app based software connected all in one place on app – a One Stop Shop - mobility management.
- Do you see a need to expand transit service beyond what exists today?
 - Yes, of course!
 - Perhaps there should be less hurdle between need and funding.

Topic 2: Transportation Gaps and Needs:

- What do you think are the primary gaps in service?
 - Arrowhead utilizes dispatch software to track route ridership and to break it down by timeframe to make informed decisions for change. Timber Trails in agreement. Areas not served are the unknowns, hidden need in deep rural.
- What do you see as the top three transportation needs in your county? For your city/organization?
 - Crossing county lines.
 - Education - public engagement meetings have changed since COVID. The ability to reach people is not the same.
 - Education can come from multiple places, organizations and formats such as caregiver counseling, transition training, senior federations, counties, etc. Mobility Training Center (at hubs?)
 - Days/Hours of service.
- What do you believe are the top 3-5 priorities for transportation for this region?

Short Term:

 - Recovering from ridership losses; returning and new riders (who are the new riders?)

- Stay relevant (tell story, help people to understand),
- Education, marketing & training,
- Driver numbers – Work force shortages,
- Revisit the funding model.

Long Term:

- Recovering from ridership losses,
- Enhancing visibility of rural/super rural transportation issues at higher levels of state/federal agencies,
- Work force shortages,
- Challenges of training, licensure, requirements for driving – Alignment of regulatory,
- Streamline the end user experience.

Topic 3: Transportation Funding and Partnerships:

- If there were more funds for transportation, how should these funds be used?
 - Employee retention and recruitment - Competition in the Labor Market,
 - Technology,
 - New Facilities,
 - Increased Service Areas,
 - New Equipment.
- Do you have any ideas about partnership opportunities between your organization and other transit providers?
 - Competition for funding reduces interest in partnerships,
 - We must rally for Coordination.

Other:

- Do you have any advice for involving the public in this planning process?
 - Stay visible, keep allowing the public the option to be involved.
- Do you have any other comments, questions, or concerns?
 - We need accessibility to private providers – more collaboration.
 - Leadership needs to be involved to gain traction with implementing our LCP plans - collectively.

2. Client Focus Group Meeting 12/13/2021

14 in Attendance

Administration and Representatives from PHASE-Industries,
Representatives from Lighthouse Child and Family Services Day Treatment Program –
supervisors and transportation schedulers for their clients who are children (preschool to
eighteen years old),
Clients from PHASE who use Arrowhead Transit and Timber Trails daily,
Lakes and Pines representation of: seniors and low-income community members who need a
transportation plan for gaining employment, getting to and from work, meetings, medical
appointments as well as transportation for seniors who are homebound.

MnDOT:

Tom Gottfried

Alex O'Reilly

and ECRDC Staff:

Ashley Eckdahl

Karen Onan

Topic 1: Transportation Services:

- What are the major challenges you face regarding transportation?
 - Participant uses local service and limited hours of operation are a problem. Jobs mostly are fast food, with weekend hours and evenings, and these don't match up with what's available,
 - Comment that pickup time is an issue for example: pick up is 8:13 and bus shows up 8:05. Or, requested a ride, didn't show up - Overall unreliability,
 - Mille Lacs Co. MedRides for special transportation (ages 3-18) and that age demographic has a lot of restrictions,
 - Limited number of volunteer drivers through social services,
 - Need (and want) to expand hours and geographical limits of transportation in our rural region,
 - Challenge of crossing county lines, connecting services,
 - Cost of private provider service,
 - Range of available transportation,
 - Difficulty in changing MnDOT (and insurance) regulations –for example, adjusting and expanding a route –too much red tape. *Could there be a process whereby a pilot program (with specific procedures that are predetermined) is implemented more easily? An interim trial?*
- What is your opinion of transportation service in your area?
 - Participant uses Dial-a-ride and experiences long hold times with local provider,
 - A local provider has been wonderful to work with from the drivers to the coordinators,
 - Lack of flexibility overall, advanced scheduling is a problem,

- Insurance allowable providers are limited, lack of communication between clients, private ride providers and insurance programs.
- Are there people who could be better served?
 - Job shift times, time constraints a real problem,
 - Rural communities are overlooked,
 - Larger cities get more funding and emphasis,
 - Those outside of public transportation boundaries, the first/last mile and those who need to travel across boundaries,
 - Hub as neutral zone,
 - Better communication, tier system, database, phone access to information, Mobility Management,
 - More community awareness of services and the importance of planning ahead due to transportation service availability,
 - The older population needs more options for person-to-person contact.
- What comments do you have regarding access to transportation?
 - Hub system utilizing libraries, weather safe, first and last mile drop-off and pick-up,
 - Same day city to city transit would be important.
- Do you see a need to expand transportation services beyond what exists today?
 - Dial-A-Ride used to be in Sandstone. Is that something that could happen again? And Hinckley?
 - Single payment structure for all transportation services,
 - City to city within same county needs to be prioritized, followed by county to county transportation.

Topic 2: Transportation Gaps:

- What do you think are the primary gaps in service?
 - Radius limit instead of whole county service,
 - Age limitations- unaccompanied minors,
 - Employment shift underserved for evening, weekend, mornings, etc. *Can get to work, but not back home.*
- What do you see as the top three transportation needs in your county/city?
 - Need for Drivers - vaccination status of drivers hopefully won't hinder employment,
 - Transportation outside current limits,
 - Longer service hours.
- What are your top 3-5 priorities for transportation?
 - Service Reliability,
 - Timeliness,
 - Service area expansion,
 - Remove barriers (facing volunteers and other organizations entering the market) to provide the services. Barriers => costs, insurance, expenses, etc.

Topic 3: Transportation Funding:

- If there were more funds for transportation, how should these funds be used?
 - Drivers get pay raises,
 - Child restraints provided,
 - Increased reimbursement for families from the county for transportation,
 - Vans purchased for smaller transportation quotas,
 - Voucher system to make people TRY using public transit,
 - Training – assistance of learning how to use transportation methods. *May also help with their planning ahead of trips.*
- What haven't we covered that's important to you?
 - Transportation plan for each family or individual -
Everyone should figure out their plan of action in case they need to use transportation. Could some sort of training be available to teach caregivers/organizations all steps needed to utilize specific transportation situations so that they could pass this information on to clients? This is necessary in order to build personal transportation strategies.

3. Planning Workshop - March 16th, 2022

21 in Attendance

Bob Benes - Lakes and Pines Executive Director
Natalie Matthewson - Central MN Council on Aging (CMCOA)
Tim Schmutzer - PHASE Industries Executive Director
Erica Bliss - Kanabec County Veteran Services Officer
Chief Deputy Lisa Lovering - Isanti County Sheriff's Office
Scott Sellman - Chisago County Emergency Management Director
Penny Messer - Isanti County Health and Human Services Division Leader
Kevin Stenson - ECRDC Chisago County Municipality Representative, Lindstrom Mayor
Helen Pieper - Timber Trails Transit Director
Brandon Nurmi - Arrowhead Transit Assistant Director
Julia Dupla, Arrowhead Transit Regional Manager
.Tony Buttacavoli - Executive Director of Family Pathways
Jessica Peterson - Lighthouse Child & Family Services Day Treatment Program, Princeton, MN
Andrew Lange - Lighthouse Child and Family Services - Mille Lacs County CSP
Tom Gottfried - MnDOT
Alex O'Reilly - MnDOT
Lynnell Simonson Popowski – Coordinator Northwest RTCC
Bob Voss - East Central Regional Development Commission (ECRDC) Executive Director
Trish Rydlund - ECRDC Staff
Ashley Eckdahl - ECRDC/ECRTCC Staff
Karen Onan – ECRDC/ECRTCC Staff

Transportation Needs Discussion OUTCOMES:

(some points are in more than one category due to their broader range of diversity)

“We learned many lessons from the pandemic.

We have tools in our toolbox.

When we are doing any changes with infrastructure,

keep the pandemic as a thought throughout the planning.”

Unanimous statement of March 16th, 2022 Planning Workshop Attendees

Transportation Hubs:

- Pilot Project - Transportation Hubs within 5 years. Cambridge and possible I-35 (i.e. Hinckley).
- Hubs throughout the region for Transportation type of providers to access. This will help in connecting riders across counties and/or to access transportation to events outside of region. Connect to services that offer transportation to events in the cities.
- 1st/last mile program development-->link with newly created community transit hub sites.
- Utilize different transit modalities to get riders to and from the hub. (First and Last Mile)
- Let private companies utilize hub to share vehicles.

- We all love the idea of the hubs. We would need many of them - one in each of our region's major cities. It may lead to more volunteer drivers - shorter distances for them to transport.
- Connect the HUB concept to other regions, like the transportation providers in the cities. Have conversations with other transportation areas for connectivity to get that person from Kanabec to Minneapolis (as the example that was mentioned).
- Bicycle lending library options located at hubs. Can also be done as a social enterprise/work training venture. <https://www.urbanlandc.org/announcements/coffee-shop-transportation-nonprofit-partner-bike-library/>
- Community/Transit Hub Development (e.g., libraries)
- Hubs for connecting clients to greater distances & parking vans to increase ease for volunteer drivers. Incentives for funding assistance from private companies (Fresenius for example?)?

Pandemic/Emergency Preparedness:

- Focus on single rides during pandemic - access volunteer drivers, etc. - in order to avoid crowding buses
- Pandemic related - We learned many lessons from the pandemic. We have tools in our tool box. When we are doing any changes with infrastructure keep the pandemic as a thought throughout the planning.
- More people want transportation from home, use more vans and less buses- less riders at a time.
- Pandemic preparedness - create an inventory of all available vehicles + potential drivers immediately upon the declaration of a public emergency/pandemic.
- Implement guidelines for riders - such as not riding the bus if they are having certain symptoms. Not just COVID related. This also sets up safety measures for drivers.
- Have vehicles – but not in use due to restrictions (need a Headstart passenger or can't use it etc). Need to look at restrictions – lifting them especially in emergency situation but also for other opportunities. See strategies/actions/projects list.

Vehicle Sharing:

- Fund a regional position to act as vehicle sharing Director and inter-agency Coordinator. In addition to insurance barriers, internal resources to design and implement a vehicle sharing program are not available anywhere.
- Currently, there is a lack of internal resources to coordinate vehicle sharing efforts. Potential need for an outside individual to handle this.
- Have vehicles – but not in use due to restrictions (need a Headstart passenger or can't use it etc). Need to look at restrictions – lifting them especially in emergency situation but also for other opportunities. See strategies/actions/projects list.

Donation Program and/or Shared Vehicles:

- Increase access to personal transportation which would include the design of a driver training/practice program. This program would include a designated vehicle for learners to practice with, while pursuing their driver's license.

- Implement car donation programs to establish long term employment.
- Consider drivers licensure issues: driver's training course availability for those who have no access (to internet, to vehicle...).

Volunteer Driver Programs:

- Volunteer driver pool increase by asking business owners to allow their employees to volunteer drive a certain number of hours/year. (Use company vehicle with company logo – advertising!)
- Parked (county, service provider, or organization owned) vans to increase ease for volunteer drivers to utilize. (Hop/Scott)
- Federal or State incentives to volunteer drive. Gas price discounts (possibly certain gas stations would like to get involved).

Training:

- Training for drivers- Partner with Local Mental Health providers, Dementia Friendly to provide guidance of how to communicate with someone who is struggling cognitively and/or with anxiety.
- Training: Mental Health/Trauma informed training for transportation providers- (connect mental health providers to private and public providers).
- Training for LYFT® drivers to assist ADA rider needs.

Public Service Improvement:

- Transit within the county - particularly in Mille Lacs from city to city. Less restrictions for same day transit, no excessive planning, or potential cancellations.
- More buses and routes.

Universal Payment Structure:

- Universal payment structure for all modalities, everywhere. Accessibility throughout state.
- Increase ease of use by consumer, rider first incentives.
- Transportation agencies transfer passes between vehicle to decrease cost for the consumer.

Vans Over Buses:

- Increase region's van fleet. 5310 program to expand eligible vehicles to vans. This would ultimately: reduce capacity restrictions, help with mobility, be more economical, easier for drivers to drive and are also less intimidating than larger buses.
- Research guidelines for fuel discounts based on the amount of riders. Keep in mind, Lyft drivers get a discount at certain gas stations.

LYFT®/RideShare Programs:

- Advocate for ADA Accessible LYFT®/Rideshare vehicles.

Electric Vehicles:

- Expanded infrastructure - to help economics in small towns.

Computer Automated Vehicles:

- Computer operated vehicles, some are not in favor of this. It is crucial we have the human person to assist with individuals with disabilities.
- Broadband has to be available to all for this to work.
- Infrastructure to expand broadband.

Strategies/Actions/Projects Discussion OUTCOMES:

Transportation Strategies/Actions/Projects:

(some points are in more than one category due to their broader range of diversity)

“New models might not be built around cost effectiveness in the short term, they will be an investment looking forward to innovation.”

“Throughout each careful strategy, action, project - there must be consistent involvement and collaboration with the Regional Transportation Coordinating Council.”

Transportation Hubs:

- Multiple providers coming and going from each hub, options may vary by season due to MN weather.
- Hub locations whether they be libraries/hospitals, etc. May vary city to city because of how each area is laid out.
- Provider Group conversation – where to connect, low level discussions with riders and providers.
- Engage with cities of Hinckley and Cambridge on developing pilot transportation hubs.
- Create transit hubs within designated communities-->combine this with a larger reconfiguration (and investment) of the overall transportation model in 7E.
- Continued conversation – Pilot Projects -
Hinckley and Cambridge (NLX line),
Need for private and public partnerships (to not be siloed) for funding – combination of government funding and community funds for supporting hubs.

Collaboration/Coordination:

- Provider Group conversation – where to connect, low level discussions with riders and providers.
- Current conversations with MET Council and Anoka County for connecting existing services. This could also be used as a future backbone for coordinating additional transportation connectivity with private and volunteer drivers.
- Have a regional dispatch center.
- Centralize a database of transportation users, especially those with special transportation needs, for rapid response and efficient allocation of evacuation efforts.
- Invest in vehicle sharing coordinator to work across the region to assist entities in

implementing and coordination the sharing of their vehicles.

- Increase public/private partnerships for funding, training, maintenance and marketing.
- Connect Mental Health providers to private and public transportation providers.

Provider Improvements:

- Local providers (public, private) contact county boards for information on current/future projects. Emphasis on educating county boards and city councils with request for their involvement.

Public/Private Partnerships:

- Increase public/private partnerships – funds, training, maintenance, and marketing.
- Provider agencies be trained as transportation drivers. (RTAP)
- Centralize a database of transportation users, especially those with special transportation needs, for rapid response and efficient allocation of evacuation efforts.
- Current conversations with MET Council and Anoka County for connecting existing services could be used as a future backbone for coordinating additional transportation connection with private and volunteer drivers.

Emergency Preparedness:

- Create an Emergency Management Committee for EMP area needs, such as coordination, tabletop exercises, ICS training, and FEMA reimbursement opportunities in emergencies.
- Centralize a database of transportation users, especially those with special transportation needs, for rapid response and efficient allocation of evacuation efforts.
- Inventory vehicles, drivers and resources available in the event of a public emergency or another pandemic. Maintain and distribute this inventory to applicable entities on an on-going basis.
- An agency/organization has vehicles – but not in use due to restrictions (need a Head Start passenger or the vehicle is not allowed to be used). Need to look at restrictions – lifting them especially in emergency situation but also for other opportunities.
- Create an inventory of all available vehicles + potential drivers immediately upon the declaration of a public emergency/pandemic.
- ICS training for transportation management staff. Roles established in case of emergency.
- PLAN of ACTION in case of Emergency for households.
- PLAN to be READY knowledge base in case of Emergency for Transportation Providers:
 1. Identify where USERS are located,
 2. Identify these USERS disability/special transportation needs (details, but not obtrusive),
 3. Identify where the VEHICLES are located,
 4. Identify how many VEHICLES are available.
- Focus on single rides during pandemic - volunteer drivers, etc. to avoid crowding buses.
- More people need transportation from home, more vans less buses - less riders at a time.

- Implement guidelines for riders such as not riding the bus if they are having certain symptoms. Not just COVID related. Also, setting up safety measures for drivers.
- Involve a Vehicle Sharing Coordinator to work across the region to assist in implementing and coordinating the sharing of vehicles.
- We learned many lessons from the pandemic. We have tools in our tool box. When we are doing any changes with infrastructure keep the pandemic as a thought throughout the planning.

Vehicle Sharing:

- Invest in vehicle sharing coordinator to work across the region to assist entities in implementing and coordination the sharing of their vehicles.
- Shared bus/sober cab option where local entities purchase a vehicle with a volunteer driver paid by tips.

Volunteer Drivers:

- Offer incentives to volunteers. Training, support and potential food vouchers. For example, hospitals often give volunteers a stipend for food at their cafeteria after each shift.
- Seek private sources to negotiate with companies to supplement their employees pay to be trained as volunteer drivers.
- Pursuing a Live Well At Home grant for rural program for Hop Scott type model.
- Provider agencies be trained as transportation drivers (public health service, private medical service, Mental Health workers, etc).
- Increase mileage reimbursement/pay for drivers.
- Current conversations with MET Council and Anoka County for connecting existing services could be used as a future backbone for coordinating additional transportation connection with private and volunteer drivers.
- Volunteer driver pool increase by asking business owners to allow their employees to volunteer drive a certain number of hours/year. (Use company vehicle with company logo – advertising!)
- Volunteer driver pool increase by asking community organizations to promote volunteer driving a certain number of hours/year.
- Increase the number (or inventory of known) parked (county, service provider, or organization owned) vans for volunteer drivers to utilize. (Hop/Scott)
- Federal or State incentives to volunteer drive. Gas price discounts (possibly certain gas stations would like to get involved).

Training:

- Mental Health providers help develop virtual trainings for local companies' public and private. Cross Training: De-Escalation training, Agency to Agency.
- Incident Command System (ICS) training for transportation management staff. Roles established in case of emergency.
- Consistent and Once-Source Training for volunteer drivers (RTAP)

Donation Program:

- Increase access to personal transportation which would include the design of a driver training/practice program. This program would include a designated vehicle for learners to practice with, while pursuing their driver's license.
- Implement car donation programs to establish long term employment.
- Consider drivers licensure issues: driver's training course availability for those who have no access (to internet, to vehicle...).

Insurance Policies/Procedures:

- Bypass insurance for same day rides – clients call transportation directly and then have "x" amount of time to run it through insurance afterwards as the wait-times often get in the way versus availability of the ride.
- Need for transportation comes first and allow a lag of say 72 hours to determine payer of transport.
- Implement Volunteer Driver Brochure for Consistent Insurance Regulation
- Re-evaluate the role of insurance companies and the barriers to overcome.
- An agency/organization has vehicles – but not in use due to restrictions (need a Head Start passenger or the vehicle is not allowed to be used). Need to look at restrictions – lifting them especially in emergency situation but also for other opportunities.

Re-Evaluate Current FTA/MnDOT Rules/Regulations:

- An agency/organization has vehicles – but not in use due to restrictions (need a Head Start passenger or the vehicle is not allowed to be used). Need to look at restrictions – lifting them especially in emergency situation but also for other opportunities.
- Increase mileage reimbursement/pay for drivers.
- Ask MnDOT/FTA for expansion for definition of 5310 funding to include vans/minivans/etc. This would make driving more accessible and reduce capacity restrictions, especially important in rural areas.

Universal Payment Structure:

- Transportation agencies transfer passes between vehicle to decrease cost for the consumer.
- Increase ease of use by consumer, rider first incentives.

LYFT®/RideShare Programs:

- Advocate for ADA Accessible LYFT®/Rideshare vehicles.

Broadband/Technology/Infrastructure:

- Broadband expansion in region-->advocate for federal & state funding. CAV not able to deploy without broadband.

Marketing:

- Increase public/private partnerships in order to utilize funds, collaborate on training, maintenance, and marketing.

Funding:

- Increase public/private partnerships in order to utilize funds, collaborate on training, maintenance, and marketing.
- Investigate funding from private sources that utilize transportation for patients – (ex: dialysis or health system – assist with program funding).

Strengths and Weaknesses

Table 58: Public Workshop Outcomes

At the public workshops, participants compiled a list of strengths and weaknesses of existing transit coordination efforts. Combined with the plan's technical findings, these form the basis for identifying strategies to address enhanced transportation coordination within Region 7E.

Strengths	Weaknesses
Positive collaborative efforts between Providers	No physical connectivity between Public Providers, no continuity. What we currently have does not capture the entire region.
Providers are open minded towards future changes	Guidelines and restrictions cause prohibitive productivity
Most assets and infrastructure (buses and transit facilities) are in place	Hours not conducive (ex: shift workers) to those in need
Public Transit Service is available in all 5 counties within the region	Lack of Volunteer Drivers
Region 7E is growing	Regulations need evaluation (MnDOT, Insurance, ...)
Consistently, the same issues came to the top of the list	Mobility Management System needed – Database, Assistance
Providers seek funds for other projects	Single Payment Structure for fluidity of riding multiple modes
Work with local human service agencies cooperatively	Productivity counts do not take our rural aspects enough in account
<p>Regional Transportation Coordination Councils are a positive, necessary collaboration component. Their primary role is “Mobility Management.</p> <ul style="list-style-type: none"> • Mobility management is an approach to designing and delivering transportation services that starts and ends with the customer. • It begins with a community vision in which the entire transportation network—public transit, private operators, cycling and walking, volunteer drivers, and others—works together with customers, planners, and stakeholders to deliver the transportation options that best meet the community's needs.” <p>https://nationalcenterformobilitymanagement.org/for-mobility-managers/</p>	Lack of Travel Trainer

Strengths	Weaknesses
A new insight into transportation including: the new transportation directories, open discussion about connectivity, emergency preparedness planning and mobility management - is being justified and established throughout the state	Few organizations exist within the region to support other transit delivery models

NEEDS, GAPS, COORDINATION, and BARRIERS

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
 1. Inability to travel outside of service area/boundaries/cross county lines
 2. Financial restraints on rural distance rides utilizing large bus
 3. In a perfect world, a provider should be allowed to put peoples’ needs first and serve populations in areas where nothing else exists (Arrowhead crossing into northern Kanabec County). We see this as especially critical in the case of location specific emergency.

- Centralized Information
 1. Mobility Management needed
 2. Universal Payment Option needed
 3. Technological information services needed
 4. Training for Riders – how to use technological methods to book and utilize transportation. This would help with advance planning
 5. Training for Drivers – Emergency situations, Assistance, Public Interaction
 6. Emergency Plan of Action for Providers
 7. Emergency Plan of Action for Riders – especially those in outlying areas - who need Assistance. Listings, utilize case workers
 8. Get transportation directories/information out to community members
 9. Promote the RTCCs as *THE* reference point for all Transportation Information

- Spatial Limitations
 1. Filling gaps of first and last mile
 2. Plan of Action for those outside the regular service perimeter in case of Emergency

- Temporal Limitations
 1. Early a.m., later p.m., and weekend service unavailability

- Program Eligibility and Trip Purpose Limitations
 1. Revisit regulations so that they complement our ever-changing communities, rather than create barriers

- Service Quality and Miscellaneous Issues
 1. The time between scheduling and service is too long
 2. Under employment issues with drivers (bus drivers, volunteer drivers)
 3. Need for an understanding between drivers and schedulers of time pressures, the need for down-time and catch-up time

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.

Below is the chart of goals and strategies developed through our community and stakeholder’s meetings. It was built with the intention of being a working model, utilized by the ECRTCC.

Table 59: Goals and Strategies

**Goal 1:
Develop Transportation HUBS (Micro and Macro) to establish connectivity of service providers which could include a variety of modalities. (Connecting the DOTs)
Destination Or Transfer Station**

GOAL	STRATEGY	ACTIONS	Progress	Notes
1.1:	Coordinate Committee (including ECRTCC Advisory Board members and LCP Stakeholders)	Establish Meeting Times, Priorities, Efforts and Curriculum		
1.2:	Initiate Micro DOT locations based on LCP survey results, Community Health surveys, public provider surveys. Additional social media surveys will be initiated to gather more information.	Build and implement surveys in order to show need and locations for Micro DOTs. Develop pilot program, build consensus, designate up to three locations. Provider Group conversation – where to connect, low level discussions with riders and providers.		
1.3:	Community/ Transit Hub Development (e.g., libraries)	Continue current conversations with MET Council and Anoka County for connecting existing services. Open communications with all of the East Central Region’s Public Providers. Connect the HUB concept to other regions, for example: the transportation providers in the cities. Have conversations with other transportation areas for connectivity to get riders from say, Kanabec County to Hennepin County (as the example that was mentioned).		

GOAL	STRATEGY	ACTIONS	Progress	Notes
1:4:	Determine modalities and needs	Create transit hubs within designated communities-->combine this with a larger reconfiguration (and investment) of the overall transportation model in 7E.		
1.5:	Investigate the two initial Macro DOT locations based upon LCP data (Hinckley and Cambridge)	Pilot Program development, build consensus. Provider Group conversation – where to connect, low level discussions with riders and providers. Engage with cities of Hinckley and Cambridge on developing pilot transportation hubs. These two locations will provide access to the Northern Lights Express passenger rail.		
1.6:	Coordination of Connectivity	DOTS would also be used as a future backbone for coordinating additional transportation connectivity with private and volunteer drivers.		
1.7:	Bicycle lending library at the DOTS	Social enterprise or work training venture https://www.urbanlandc.org/announcements/coffee-shop-transportation-nonprofit-partner-bike-library/		
1.8:	Design a Remarkable, Sustainable, Identifiable, Reproducible DOT Station	Need for private and public partnerships (to not be siloed) for funding – combination of government funding and community funds for supporting hubs.		

Goal 2.

Multi-Regional Mobility Management Coordination

Goal	STRATEGY	ACTIONS	PROGRESS	NOTES
2.1	Coordination with MnDOT and Statewide RTCCs to develop multi-regional mobility management coordination.	Invest in professional staff to work across the regions to: schedule, dispatch, assist in route design, assist entities in implementing and coordination the sharing of vehicles (key in emergency planning).		
2.2:		Increase public/private partnerships for coordination, funding, training, maintenance and marketing.		
2.3:		UMRMMC professional to stay in contact with county boards for information/updates on current/future projects. Emphasis on reciprocity - educating county boards and city councils with involvement with RTCCs/UMRMMC.		
2.4:		Connect Mental Health providers to private and public transportation providers.		

Goal 3:

First and Last Mile program development / Shared Vehicles

GOAL	STRATEGY	ACTIONS	Progress	Notes
3.1:	Build network of mobility options to fill in gaps where public providers are not available.	Utilize hubs to build volunteer drivers, ride share, micromobility network.		
3.2	Locate vehicles	Inventory possible shared vehicles owned by agencies, organizations, counties, cities		
3.3:	Coordinate Committee (including ECRTCC A.B. members and LCP Stakeholders)			

GOAL	STRATEGY	ACTIONS	Progress	Notes
3.4:	Continue conversations with Isanti County re: their vehicle sharing for volunteer driver program. Develop Pilot Program.	Parked (county, service provider or organization owned) vans to increase ease for volunteer drivers to utilize. Ask for assistance from Scott County Hop/Scott program, Alan Herrmann.		
3.4a:		Initiate LWAH grant processes		
3.5:	Vehicle Sharing Network to mirror Hop/Scott program which includes ADA Accessibility. Other counties?			

Goal 4:

Monitor the preparation of infrastructure to facilitate the induction of Ride Share Program(s) – LYFT, UBER, WAZE, CarePool

GOAL	STRATEGY	ACTIONS	Progress	Notes
4.1:	Work with other RDC staff, county wide staff to monitor and advocate when possible - for greater MN broadband development	Alignment of needed technology infrastructure statewide for rideshare scheduling/payment, etc. (and consideration of future CAVs)		
4.2:	Continue RTCC work and collaboration	Advocate for ADA Accessible LYFT®/Rideshare vehicles.		
4.3:		Broadband needed for scheduling see Goal #7		

Goal 5:

Monitor adoption of insurance policy/procedure adjustments and re-evaluation of current FTA/MnDOT/Federal/State regulations

GOALS	STRATEGY	ACTIONS	Progress	Notes
5.1:	Coordinate Committee to head up this topic			

GOALS	STRATEGY	ACTIONS	Progress	Notes
5.2:	Idle vehicles: Consider Head Start Program/PHASE bus issues... An agency/ organization has vehicles that are not in use due to restrictions (need a HeadStart passenger or can't use it, etc.).	Evaluate restrictions – lifting them especially in an emergency situation – but also for other opportunities.		
5.3:		Increase access to personal transportation which would include the design of a driver training/practice program. This program would include a designated vehicle for learners to practice with, while pursuing their driver's license.		
5.4:		Negotiate with companies to supplement their employees pay to be trained as volunteer drivers.		
5.5:		Increase volunteer driver pool by asking community organizations to promote volunteer driving a certain number of hours/year.		
5.6:		Increase mileage reimbursement/pay for drivers.		
5.7:		Implement Volunteer Driver Brochure for Consistent Insurance Regulation		

Goal 6:
Monitor FTA's restriction on the purchase of small vans utilizing 5310 funding

GOALS	STRATEGY	ACTIONS	Progress	Notes
6.1:	Deeper dive into reasoning behind restrictions on small van procurement.	Ask MnDOT for expansion of definition of 5310 to include vans/minivans/etc.		

GOALS	STRATEGY	ACTIONS	Progress	Notes
6.2:	Deliver request for change to rule in light of COVID-19 era and rural plight necessity.	Increase region's van fleet. 5310 program to expand eligible vehicles to vans. This would ultimately: reduce capacity restrictions, help with mobility, be more economical, easier for drivers to drive and are also less intimidating to riders than larger buses. Simpler, less expensive and quicker driver recruitment as no need for CDL training.		
6.3:		Research guidelines for fuel discounts based on the number of riders. Keep in mind, Lyft® drivers get a discount at certain gas stations.		

Goal 7

Align with regional counties for broadband infrastructure

GOALS	STRATEGY	ACTIONS	Progress	Notes
7.1:	Physical presence and participation at county/statewide meetings	Alignment of needing scheduling technology statewide (consideration of future CAVs) and MaaS.		

Goal 8:

Monitor Universal Payment Structure within our region stressing importance of expansion

GOALS	STRATEGY	ACTIONS	Progress	Notes
8.1:	Coordination with MnDOT and RTCCs on GIS/GTFS progress.			
8.2:	Broadband infrastructure needed for online payments	Advocate for state and federal funding in region. Bring legislature up to speed. Involve Volunteer Driver Coalition and lobbyists.		

GOALS	STRATEGY	ACTIONS	Progress	Notes
8.3:	Universal payment structure for all modalities, everywhere. Accessibility throughout state.	Transportation agencies transfer (passes) between vehicle (bikes, buses, trains, etc.) to decrease interruption, aggravation, confusion and cost for the consumer. Increase ease of use by consumer, rider first incentives.		
8.4:	Increase ease of use by consumer, rider first incentives.	Mobility as a Service – On-line service relieves schedulers.		

**Goal 9:
Vehicle Donation/Maintenance Programs**

GOALS	STRATEGY	ACTIONS	Progress	Notes
9.1:	Work with Jobs and Training agency, local CAP agency, local auto service businesses, local trade schools	Propose/encourage car donation/car maintenance program(s) in order to establish long term employment. Car sharing/pooling program.		
9.2:		Car sharing through vehicle donation program could also be utilized in table/row 5.3		

**Goal 10:
Travel Training**

GOAL	STRATEGY	ACTIONS	Progress	Notes
10.1:	Coordinate Committee to verify direction of training	Connect with Mental Health/Trauma Informed Care/ Dementia Friendly training sources for guidance to public and private providers		
10.2:		Training for rideshare drivers to handle ADA rider needs		

GOAL	STRATEGY	ACTIONS	Progress	Notes
10.3:		Training for riders		
10.4:		Provider agencies trained as transportation drivers. (RTAP) Provider agencies trained as transportation drivers (public health service, private medical service, Mental Health workers, etc).		
10.5:		ICS (Incident Command System – FEMA) and NIMS training for transportation management staff. Roles established in case of emergency.		
10.6		Mental Health providers help develop virtual trainings for local companies' public and private. Cross Training: De-Escalation training, Agency to Agency.		
10.7:		Consistent and Once-Source Training for volunteer drivers (RTAP?)		

Goal 11:
Transportation knowledge and support in EMS Preparedness Planning

GOALS	STRATEGY	ACTIONS	Progress	Notes
11.1:	ECRTCC to enhance involvement with each county's Emergency Planners within emergency preparedness zones.	Involvement in EMS meetings, reciprocated with their involvement with RTCC.		
11.1a:		Coordinate a committee which will include interested ECRTCC Advisory Boards, Arrowhead, Mid-MN and ConnectCentralMN RTCC Coordinators, transit providers and LCP stakeholders		

GOALS	STRATEGY	ACTIONS	Progress	Notes
11.1b:	Client side: Develop an Emergency Management Team to work with current EMS in the region. Emphasis on EMP transportation needs, vehicle inventory and vehicle sharing.	Centralize a database of transportation <u>users</u> , especially those with special transportation needs, for rapid response and efficient allocation of evacuation efforts.		
11.1c:	Provider service side: Create an Emergency Management Committee for EMP area needs, such as coordination, tabletop exercises, ICS training, and FEMA reimbursement opportunities in emergencies.	Inventory vehicles, drivers and resources available in the event of a public emergency or another pandemic. Maintain and distribute this inventory to applicable entities on an on-going basis.		
11.1d:		ICS (Incident Command Center) training for transportation management staff. Roles established in case of emergency.		
11.2:	Household <u>Plan of Action</u> in case of emergency Providers of service: Consumers:	<ul style="list-style-type: none"> • Identify location of consumer • Identify consumer with special transportation needs • Identify where vehicles are located • Identify how many vehicles are available 		

**Table 60:
Priority of Projects**

East Central Region's Local Human Services Transit Coordination Plan 2022 - 5 Year Future Priorities*	Order of Priority
Develop Transportation HUBS to establish connectivity of service providers which should include a variety of modalities. (Connecting the DOTS) Destination Or Transfer Station	1
Assist in the development in a Multi-Regional Mobility Management Coordination (Center)	2
First and Last Mile program development proposing Shared Vehicles	3
Monitor the preparation of infrastructure to facilitate the induction of Ride Share Program(s) – LYFT, UBER, WAZE, CarePool	4
Monitor adoption of insurance policy/procedure adjustments and re-evaluation of current FTA/MnDOT/Federal/State regulations	5
Monitor FTA and MnDOT to allow the purchase of small vans using 5310 funding (with MCOTA support)	6
Monitor the alignment of regional counties for broadband infrastructure in regards to future transportation service implementation	7
Monitor Universal Payment Structure within our region with expansion in mind	8
Encourage Vehicle Donation/Maintenance Programs	9
Travel Training	10
Transportation knowledge and support in EMS Preparedness Planning	11
<i>*As Concluded by 2022 LCP Steering Committee Members & Stakeholders</i>	

The development of the Local Human Services Transit Coordination Plan has been a collaboration of a variety of people who have a designated interest in the improvement and future of our transportation resources. The teamwork on the part of all parties has brought us to the point of finalizing this important document, which will guide future investments and projects.

We are grateful for their participation.

Addendum #1:

DAV of Minnesota Transportation Program
Central Minnesota Region
Mille Lacs County Station



Vehicle Description:

Plate #- VA24594

Make/Model- Ford Flex SEL AWD

Year- 2017

VIN- 2FMHK6C83HBA11551 Mileage (end of April 2022)- 63,458

DAV/VA placed vehicle in Mille Lacs County at 525 2nd St SE, Millaca, MN 56353:
2017

First Transport Date: 1/25/2017

of Volunteer Drivers/year:

2017: 7

2020: 5

2021: 6

2022: 3 *2 drivers are current on all volunteer requirements through VA

Statistics: (numbers are taken solely from volunteer drivers under the Mille Lacs Station)

2017

Annual:

Volunteer Hours: 450

Miles Driven: 10,538

Veteran Transports: 141

January

Volunteer Hours: 6

Miles Driven: 120

Veteran Transports: 1

February

Volunteer Hours: 0

Miles Driven: 0

Veteran Transports: 0

March

Volunteer Hours: 0

Miles Driven: 0

Veteran Transports: 0

April

Volunteer Hours: 0

Miles Driven: 0

Veteran Transports: 0

May



Volunteer Hours: 31
Miles Driven: 828
Veteran Transports: 6
June
Volunteer Hours: 50
Miles Driven: 1,063
Veteran Transports: 20
July
Volunteer Hours: 64
Miles Driven: 1,587
Veteran Transports: 18
August
Volunteer Hours: 64
Miles Driven: 1,845
Veteran Transports: 21
September
Volunteer Hours: 22
Miles Driven: 318
Veteran Transports: 7
October
Volunteer Hours: 43
Miles Driven: 1,050
Veteran Transports: 18
November
Volunteer Hours: 57
Miles Driven: 1,454
Veteran Transports: 21
December
Volunteer Hours: 113
Miles Driven: 2,273 Veteran Transports: 29

2018
Annual:
Volunteer Hours: 1,063
Miles Driven: 17,261
Veteran Transports: 283

DAV of Minnesota Transportation Program
Central Minnesota Region
Mille Lacs County Station
June



January

Volunteer Hours: 101

Miles Driven: 1,997

Veteran Transports: 31

February

Volunteer Hours: 60

Miles Driven: 1,065

Veteran Transports: 20

March

Volunteer Hours: 119

Miles Driven: 2,803

Veteran Transports: 37

April

Volunteer Hours: 71

Miles Driven: 1,395

Veteran Transports: 20

May

Volunteer Hours: 50

Miles Driven: 1,212

Veteran Transports: 17 Volunteer Hours: 65

Miles Driven: 1,205

Veteran Transports: 22 July

Volunteer Hours: 297

Miles Driven: 1,113

Veteran Transports: 28

August

Volunteer Hours: 59

Miles Driven: 1,265

Veteran Transports: 22

September

Volunteer Hours: 40

Miles Driven: 826

Veteran Transports: 19

October

Volunteer Hours: 76

Miles Driven: 1,625

Veteran Transports: 24

November

DAV of Minnesota Transportation Program
Central Minnesota Region
Mille Lacs County Station



Volunteer Hours: 66
Miles Driven: 1,472
Veteran Transports: 20
December
Volunteer Hours: 59
Miles Driven: 1,283
Veteran Transports: 23

2019
Annual:
Volunteer Hours: 727
Miles Driven: 15,730
Veteran Transports: 271

January
Volunteer Hours: 68
Miles Driven: 1,309
Veteran Transports: 22
February
Volunteer Hours: 63
Miles Driven: 1,445
Veteran Transports: 27
March
Volunteer Hours: 61
Miles Driven: 1,477
Veteran Transports: 22
April
Volunteer Hours: 63
Miles Driven: 1,523
Veteran Transports: 27
May
Volunteer Hours: 51
Miles Driven: 1,177
Veteran Transports: 16

DAV of Minnesota Transportation
Program
Central Minnesota Region
Mille Lacs County Station
June



Volunteer Hours: 47
Miles Driven: 1,207
Veteran Transports: 20
July
Volunteer Hours: 74
Miles Driven: 1,532
Veteran Transports: 30
August
Volunteer Hours: 59
Miles Driven: 1,123
Veteran Transports: 24
September
Volunteer Hours: 58
Miles Driven: 1236
Veteran Transports: 22
October
Volunteer Hours: 65
Miles Driven: 1,274
Veteran Transports: 24
November
Volunteer Hours: 54
Miles Driven: 1,290
Veteran Transports: 19
December
Volunteer Hours: 64
Miles Driven: 1,137
Veteran Transports: 18

2020
Annual:
Volunteer Hours: 500
Miles Driven: 10,981
Veteran Transports: 199

January
Volunteer Hours: 85
Miles Driven: 1,912
Veteran Transports: 28

DAV of Minnesota Transportation
Program
Central Minnesota Region
Mille Lacs County Station
June



February

Volunteer Hours: 77

Miles Driven: 1,481

Veteran Transports: 30

March

Volunteer Hours: 59

Miles Driven: 1,406

Veteran Transports: 21

April

Volunteer Hours: 33

Miles Driven: 813

Veteran Transports: 14

May

Volunteer Hours: 14

Miles Driven: 312

Veteran Transports: 8

Volunteer Hours: 19

Miles Driven: 478

Veteran Transports: 10 July

Volunteer Hours: 37

Miles Driven: 900

Veteran Transports: 14

August

Volunteer Hours: 32

Miles Driven: 670

Veteran Transports: 12

September

Volunteer Hours: 34

Miles Driven: 593

Veteran Transports: 15

October

Volunteer Hours: 45

Miles Driven: 1,014

Veteran Transports: 23

November

Volunteer Hours: 39

Miles Driven: 849

Veteran Transports: 16

December

DAV of Minnesota Transportation
Program
Central Minnesota Region
Mille Lacs County Station
June



Volunteer Hours: 26
Miles Driven: 553
Veteran Transports: 8

2021

Annual:

Volunteer Hours: 466
Miles Driven: 10,484
Veteran Transports: 210

January

Volunteer Hours: 52
Miles Driven: 1,116
Veteran Transports: 23

February

Volunteer Hours: 72
Miles Driven: 2,034
Veteran Transports: 26

March

Volunteer Hours: 108
Miles Driven: 2,545
Veteran Transports: 43

April

Volunteer Hours: 40
Miles Driven: 798
Veteran Transports: 19

May

Volunteer Hours: 29
Miles Driven: 754
Veteran Transports: 16

Volunteer Hours: 9

Miles Driven: 147

Veteran Transports: 4

July

Volunteer Hours: 16

Miles Driven: 232

Veteran Transports: 8

DAV of Minnesota Transportation
Program
Central Minnesota Region
Mille Lacs County Station
June



August

Volunteer Hours: 32
Miles Driven: 783
Veteran Transports: 19

September

Volunteer Hours: 47
Miles Driven: 901
Veteran Transports: 26

October

Volunteer Hours: 24
Miles Driven: 435
Veteran Transports: 9

November

Volunteer Hours: 8
Miles Driven: 144
Veteran Transports: 3

December

Volunteer Hours: 29
Miles Driven: 595
Veteran Transports: 14

2022

YTD:
Volunteer Hours: 98
Miles Driven: 2,066
Veteran Transports: 38

January

Volunteer Hours: 37
Miles Driven: 667
Veteran Transports: 15

February

Volunteer Hours: 14
Miles Driven: 375
Veteran Transports: 5

March

Volunteer Hours: 36
Miles Driven: 746
Veteran Transports: 15

DAV of Minnesota Transportation
Program
Central Minnesota Region
Mille Lacs County Station
June



April

Volunteer Hours: 11

Miles Driven: 278

Veteran Transports: 3



Rider Data:

(#s are taken from Mille Lacs riders served by Central Minnesota Regional Program during the year listed). This list may be missing Veterans near Mille Lacs Lake served by the DAV vehicle stationed and coordinated out of the Crow Wing County Veteran Service Office going to the Brainerd Community Based VA Clinic (CBOC)).

*Since 2017 there have been 107 unique Mille Lacs County Veterans who have utilized DAV Transportation through the Central Minnesota Regional Program.

2017

37 unique Veteran riders, 290 trips

Bock: 1 Veteran, 10 trips

Isle: 4 Veterans, 24 trips

Milaca: 15 Veterans, 123 trips

Onamia: 4 Veterans, 26 trips

Princeton: 11 Veterans, 11 tips

Wahkon: 2 Veterans, 16 trips

2018

34 unique Veteran riders, 258 trips

Bock: 1 Veteran, 14 trips

Foreston: 1 Veteran, 2 trips

Isle: 2 Veterans, 14 trips

Milaca: 17 Veterans, 122 trips

Onamia: 5 Veterans, 42 trips

Princeton: 7 Veterans, 61 trips

Wahkon: 1 Veteran, 3 trips

2019

52 unique Veteran riders, 371 trips

Foreston: 2 Veterans, 4 trips

Isle: 6 Veterans, 38 trips

Milaca: 22 Veterans, 181 trips

Onamia: 6 Veterans, 60 trips

Princeton: 16 Veterans, 88 trips

DAV of Minnesota Transportation Program
Central Minnesota Region
Mille Lacs County Station



2020

36 unique Veteran riders, 253 trips

Isle: 3 Veterans, 15 trips

Milaca: 16 Veterans, 136 trips

Onamia: 9 Veterans, 36 trips

Princeton: 7 Veterans, 62 trips

Wahkon: 1 Veteran, 4 trips

2021

23 unique Veteran riders, 257 trips

Isle: 1 Veterans, 10 trips

Milaca: 12 Veterans, 140 trips

Onamia: 4 Veterans, 29 trips

Princeton: 7 Veterans, 78 trips

2022 (Jan-April)

16 unique Veteran riders, 71 trips

Isle: 2 Veterans, 4 trips

Milaca: 8 Veterans, 41 trips

Onamia: 2 Veterans, 10 trips

Princeton: 4 Veterans, 16 trips

Addendum #2

Addition of this letter from Taylor Tollefson, VSO – Mille Lacs County

I “felt a duty to reach out to you with some of the concerns I have, that reflect the issues my Veterans face.

Mille Lacs County partners with Disabled American Veterans (DAV) transportation program, where they provide a vehicle under contract, maintenance, etc. and within our own communities we have volunteers who once going through the proper channels and cleared background investigations, health screenings and the like, they can drive our Veterans to and from VA affiliated appointments.

The issue we run into is that we have (2) volunteers, (1) of these volunteers does some 80-90% of the transports. Veterans who do reach out to me for transportation assistance are typically forwarded to this option, or at least to start here.

For the past few years, we have had two VSOs at Mille Lacs. For the past 9 months I have been the only VSO conducting operations. When we did have two VSOs conducting operations (pre-COVID-19) and (4-5 additional DAV transportation volunteers at the time) VSOs would work with each to volunteer our time, transporting a Veteran to their VA appointment as a last resort, under extenuating circumstances, when time permitted.

We have been unable to fill these gaps when DAV transportation or limited volunteers hinder opportunities to get Veteran’s to their VA healthcare appointments.

Issues I commonly hear from Veteran’s if I had to quote them as close to effect include:

- I cannot drive anymore due to a health condition or no longer possess a driver’s license
- I am able to drive around town in rural, slower traffic roads but driving in the cities make me uncomfortable
- I don’t have any friends, family, or neighbors who are able to bring me to my appointment
- I have a health condition, procedure, or operation that will prohibit me from driving after my appointment
- I don’t receive travel pay from the VA, I cannot afford to drive to and from my appointment or afford fuel for my vehicle
- Usually I do have someone who can drive me, but they are unavailable today for (reason)
- I have multiple appointments (for instance cancer treatment regime) and the transportation system can only provide one or two of these transports.
- My appointment is during rush hour in the (morning or evening) and that gives me anxiety, or exacerbates other health conditions
- I have no other transportation options available to me, I heard you that you could give me a ride or could point me in the right direction

Nearly the vast majority of instances where transportation barriers exist, I hear something reflective of one of these scenarios. Currently, I am unable to accommodate as a last option to provide transports.

We have funding available via State grants that are usually spoken for or budgeted for other expenditures, however, even if VSO was to utilize funds to pay for a private transport, it would more than likely create other additional issues in the community.

What I mean more specifically is, these situations would not only be a special circumstance but may create issues such as, "Why did Mrs. Johnson receive a ride to the VA that you paid for, and I didn't?"

I hope I am not too late in delivering this information, but if this helps at least give some insight about what I see on the front line working with Veterans and commonly hear from my clientele base. Hopefully, this information is helpful in policy change or advocacy, or strategy in any way.

Thank you,

Taylor Tollefson

Mille Lacs County

Veterans Services Officer

Cell: (320) 630-2531

Office: (320) 983-8208

taylor.tollefson@millelacs.mn.gov end quote.