Enhancing Passenger Mobility Services in North Dakota through Increased Coordination

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by

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Disclaimer

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Abstract

North Dakota's public and human service transportation services evolved along the same program-specific approaches as did those in many other states. Individual human service agencies funded and/or operated transportation programs to support their basic missions. In addition, in recent years, federal and state funding has led to the inception or expansion of public transit services in many areas of the state

Transportation coordination, at the state funding level or at the local operations level requires extensive personal interaction and negotiation to work out the best service plan for all organizations' funding, using, or providing service. The Small Urban and Rural Transit Center (SURTC) conducted a study on coordination of North Dakota transportation services. The study process included intensive discussion and collaboration between organizations and individuals, data collection, and a literature review.

The study was guided by an advisory committee that included representatives from state funding and program agencies and local human service and transportation providers. The second major way the study involved funders, providers, and users of the transportation services was by holding eight regional meetings throughout the state during the first six months of 2004.

Based on results of the regional meetings, data collection, review of the literature, and the survey of state practices, the SURTC team developed a range of alternative policies that could increase transportation coordination. These options were reviewed and refined by the advisory committee and then the SURTC team developed detailed descriptions and assessed the benefits and costs of each option. These analyses, as well as a summary of the other activities of the study, are included in the final report.

The following five options are presented in order of impact, effectiveness, and implementation cost. The five options and a brief description of each follows:

1. Issue a policy directive from Governor to each state agency that funds transportation that encourages the agency and its grantees to coordinate transportation programs at the local level.
2. Establish a regional ride-matching program and ride brokerage via Internet-based information sharing
3. Require that all state-funded transit providers be part of a regional coordination organization for management and funding purposes.
4. Establish and fund transportation coordinators in each of the state's eight regions.
5. Establish and fund eight regional coordinating councils and coordinators

The recommended coordination option (Option 5) calls for active promotion of cooperation among transportation providers and funding agencies with a goal of improving service and reducing costs. To implement this option requires a five-action implementation process that is described along with details on the state and regional coordinating bodies and a timetable for implementation.

Executive Summary

Coordination, cooperation and collaboration all refer to groups of people, programs, and/or funding sources working together to improve services to clients through a more unified approach. The underlying assumption is that a group of entities working together can create a greater benefit for society than individual programs and entities working separately.

North Dakota's public and human service transportation services evolved along the same program-specific approaches as did those in many other states. Individual human service agencies funded and/or operated transportation programs to support one of their goals of providing transportation to the disadvantaged and general public. In recent years federal and state funding has led to the inception or expansion of public transit services in many areas of the state. A new emphasis on coordination by the North Dakota Department of Transportation in the past two years has led to an examination of the policy, funding, and operational options available to maximize the benefit of public transportation funds managed by the DOT and human service programs. Increasing the effectiveness of transportation resources is crucial because of increasing needs for service and increasing difficulty in providing services especially in the rural western portion of the state where the overall population is declining and the remaining population is aging.

Transportation coordination at the state funding level or at the local operations level requires extensive personal interaction and negotiation to work out the best service plan for all organizations funding, using, or providing service. Therefore, the study process included intensive discussion and collaboration between effected groups, organizations, and individuals and was supported by research and data collection by the SURTC study team.

Several models have been proposed to develop coordinated transportation programs. The common thread in the models is to identify needs that exist, convene a variety of interested stakeholders, and talk and plan for coordination. The planning process is crucial because it identifies unmet needs, potential benefits, and participating parties. Leadership is required to develop an appropriate coordination plan. Coordination options are progressive in nature as they move from cooperation to joint-use agreements to collaborative ventures. After the planning process is complete, implementation and evaluation begins.

Any study concerning the coordination of services provided by existing FTA-funded systems and various health and human service agencies requires an inventory of these programs and related services. First, the report provides a macro-level review of programs and services available in North Dakota. This review is at the state level and focuses primarily on general programs, related guidelines, and overall expenditures.

Second, the report provides a more micro-level review of programs and services available in each of North Dakota's eight human services regions. These discussions include both an inventory of transportation services in each region and observations concerning coordination efforts taking place within each region.

North Dakota had 44 public transportation providers, fixed-route and paratransit operators, and 13 taxi cabs operating in the state.

There are 8 established economic planning regions in North Dakota. SURTC facilitated transportation coordination focus group meetings in each region. Each region has a unique customer base and system for servicing their customers. The funding sources and amounts vary per region as does the service coverage. All region have a significant number of vehicles owned by human service agencies for specialized client services.

North Dakota's eight regions are similar in terms of potentially transportation-disadvantaged populations (disabled, seniors, and low income). Two significant deviations are the high percentage of low-income residents in the Devils Lake region (Region 3) and the high percentage of seniors in the Jamestown region (Region 6).

This study was directed with the help of a steering committee comprised of representatives of a wide variety of state transportation and human service agencies, regional planning councils, transportation service providers, and user groups. The steering committee met twice to provide direction to the study within the context of the guidelines prescribed by the North Dakota Department of Transportation in its contract with SURTC and to work with project team members to developed related recommendations.

Four coordination options were developed by SURTC that might be appropriate for North Dakota. These options were presented at the second steering committee meeting in June 2004. The consensus of the committee members was that options three and four both had features that they would support and the best features should be combined into a fifth option. Therefore, the following five options are presented here in order of impact, effectiveness, and implementation cost.

1. Issue a policy directive from Governor to each state agency that funds transportation that encourages the agency and its grantees to coordinate transportation programs at the local level.
2. Establish a regional ride-matching program and ride brokerage via Internet-based information sharing
3. Require that all state-funded transit providers be part of a regional coordination organization for management and funding purposes.
4. Establish and fund transportation coordinators in each of the state's eight regions.
5. Establish and fund eight regional coordinating councils and coordinators

The recommended coordination option (Option 5) calls for active promotion of cooperation among transportation providers and funding agencies with a goal of improving service and reducing costs. To implement this option requires a five-action implementation process. This process, along with details on the state and regional coordinating bodies and a timetable for implementation, are explained.

The following actions are suggested for implementing the recommended coordination option.

1. Issue a Governor's directive
2. Establish the North Dakota Personal Mobility Council (NDPMC)
3. Establish regional transportation coordination boards and employ regional transportation coordinators
4. Provide state funding to support start-up and on-going operations of regional boards
5. Provide training and technical assistance to regional boards

Discussions with local and state officials throughout this North Dakota coordination study indicate strong support for increased coordination efforts on the part of public and human service transportation systems as a way to improve service and stretch limited budgets. This enthusiasm combined with the data and other background information presented in this report should help state and local decision makers refine the recommendations presented and start the coordination process.

1. The Coordination Challenge and Project Approach

1.1 Need for Coordinated Public Transportation Services

Personal mobility is crucial to full participation in society and the economy. Fortunately, most residents of North Dakota have access to personal vehicles that allow them access to jobs, education, employment, medical and social opportunities. However, according to the 2000 Census, about 7 percent of the households in the state do not own any vehicles. Individuals in these households must depend on public transportation, friends, families or human service agencies to provide rides.

Until the 1960s private companies provided public transportation in most urban areas and within and between rural areas. However, as personal vehicle ownership soared after World War II, ridership on public systems declined and unprofitable services were discontinued. Beginning in the 1970s, government-funded transit and human service transportation programs were started to meet the mobility needs of individuals without access to private vehicle transportation because of a lack of income or physical or mental disability that prevented them from operating a vehicle. Private bus systems were converted to public ownership to continue general-purpose public transportation. Further, with the addition of federal and state transit funding support, rural public services were started in areas that did not have any public service. Finally, human service agencies set up transportation programs to allow their clients access to their services and other needed programs.

In many cases, the result of these efforts to provide needed mobility was a duplication of services resulting from each organization serving particular market niches. Many communities experienced the situation in which buses from various organizations with only a few passengers each followed each other around communities giving the impression of inefficient, expensive and poorly managed service.

1.2 Evolution of the Coordination Concept

Coordination, cooperation and collaboration all refer to situation where groups of people, programs, and/or funding sources work together to improve services to clients through a more unified approach. The underlying assumption is that a group of entities working together can create a greater benefit for the whole of society than individual programs and entities working separately.

By the late 1970s many funding agencies and local providers realized that this uncoordinated, overlapping service was costly and denied their clients and the general public of needed services. Forward-thinking policy makers and operators began talking about ways to encourage transportation programs to combine or coordinate their operations to avoid inefficient duplication of services. Because coordination or consolidation of transportation services involved a change to the status quo, the changes did not come quickly or easily. In addition, providers pursuing coordination soon realized that state and federal funding programs often had different reporting

requirements, funding approaches, definition of terms, and service objectives that complicated the task of providing and paying for coordinated transportation.

The General Accounting Office in 1977 indicated there where as many as 114 federal programs providing money for transportation. This finding and the resultant public discussion marked a turning point in the federal approach to funding transportation. The federal government no longer encouraged new programs, but instead, promoted consolidation and elimination of existing programs. When Congress authorized funding for rural and specialized transportation services in 1978 (the Section 18 and 16(b)2 programs), the US DOT regulations for these programs required applicants to show how their public or specialized transportation service was coordinating with other transportation services. By 1981, the office of Human Development Services of the U.S. Department of Health and Human Services reported that more than half the states had taken steps to improve coordination.[1] The federal government has also done its part in coordinating and reducing programs for transportation. By 2001 there were 62 identified programs for funding transportation, and 29 of the programs administered $2.4 billion[2] for transportation through the departments of Transportation, Health and Human Services, Education, and Labor.

For more than 30 years the US Departments of Transportation and Health and Human Services have encouraged cooperation and sought to reduce regulatory and administrative barriers to coordination. However, the most successful coordination efforts have resulted from local, grass-root initiatives to increase the efficiency and availability of transportation services, and by state laws and regulations that mandate coordination. Two of the earliest state-mandated coordination initiatives were in Florida and North Carolina in the late 1970s. These and other state efforts are discussed in the next chapter. Studies of the benefits and costs of coordination and case studies of effective coordination have also been published over the past 30 years to encourage coordination. Several of these reports are summarized in the next chapter.

1.3 North Dakota Situation

North Dakota's public and human service transportation services evolved along the same program-specific approaches as did those in many other states. Individual human service agencies funded and/or operated transportation programs to support their basic missions. In addition, in recent years federal and state funding has led to the inception or expansion of public transit services in many areas of the state. Until recently, little attention has been paid to reducing duplication of services and coordination of transportation programs. However, in the past two years a new emphasis on coordination by the North Dakota Department of Transportation has led to an examination of the policy, funding, and operational options available to maximize the benefit of public transportation funds it manages and those of human service programs. This need to increase the effectiveness of transportation resources is crucial because of increasing needs for

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[1] Hough, Jill, Denver Tolliver and John Bitzan, *Performance of Coordinated and Non-Coordinated Rural Transit Systems in the Mountain-Plains Region*, MPC Report No. 97-76, Upper Great Plains Transportation Institute, Fargo, North Dakota, August 1997.

[2] U.S. General Accounting Office, GAO-03-697, *Transportation-Disadvantaged Populations: Some Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist*. June 2003 (www.gao.gov/new.items/d03697.pdf)

service and increasing difficulty in providing services especially in the rural western portion of the state where the overall population is declining and the remaining population is aging.

To help it collect information about the current public and human service transportation programs in North Dakota and to formulate ways to increase coordination and effectiveness of state and federal funds, the North Dakota Department of Transportation contracted with the Small Urban and Rural Transit Center (SURTC) at North Dakota State University (NDSU) to assist in conducting this coordination study. This report summarizes the one-year effort and provides background information needed to make policy decisions to improve coordination.

1.4 Study Approach

Transportation coordination at the state funding level or at the local operations level, requires extensive personal interaction and negotiation to work out the best service plan for all organizations funding, using, or providing service. Therefore, the study process included intensive discussion and collaboration between effected groups, organizations, and individuals, supported by research and data collection by the SURTC study team.

The study was guided by a steering committee that included representatives from state funding and program agencies and local human service and transportation providers. A list of the members is included in the steering committee meeting minutes (Appendix G). This steering committee met twice during the study; once at the start of the study to review the work plan and suggest additional issues and study participants, and at the end of the study to review final findings and recommendations.

The study also involved funders, providers, and users of transportation services through eight regional meetings held throughout the state during the first six months of 2004. Each of these meetings, attended by 20-30 persons, provided an opportunity for users, human service agencies and transportation providers to discuss issues and needs in their regions. Participants also gave the study team members leads to help identify additional needs and/or transportation resources. Another purpose of the regional meetings was to bring together individuals that have a stake in public and human service transportation coordination and allow them (many for the first time) to meet each other and discuss ways they might work together to improve transportation services for their customers by sharing resources and information.

The SURTC team also conducted a literature review and a survey of practices to learn how other states encouraged coordination. The literature review, summarized in the next chapter, included studies on the benefits and costs of coordination, techniques to encourage and require coordination, and case studies of successful coordination efforts. The survey of other states' approaches to coordination included a review of state coordination studies, legislation, regulations, and evaluations.

The SURTC team conducted a literature review and assembled information on current transportation providers in North Dakota. State agencies and professional groups provided the information that includes the number of transportation providers in each region, operating data describing the size and scope of the transportation operations, and detailed funding data. This data

is necessary to understand the nature of the coordination challenge in each region and the resources available to improve service.

Based on the results of the regional meetings, data collection, and review of the literature, the SURTC team developed a range of alternative policies that could increase transportation coordination. These options were reviewed and refined by the advisory committee. The SURTC team developed detailed descriptions and assessed the benefits and costs of each option. These analyses as well as a summary of the other activities of the study are included in this final report.

1.5 Report Organization

Chapter 2 of this report presents the literature review and a summary of other states' approaches to coordination with special emphasis on programs that might be applicable in North Dakota. Chapter 3 presents state-level data on public and human service transportation programs and then specific data for each of the state's planning regions. Chapter 4 presents summaries of the regional meetings. Chapter 5 presents and evaluates five coordination policy options that might be considered by the state, and presents a summary and conclusions of the study effort and suggested next steps to implement the recommended programs and policies.

2. Transportation Coordination: A Literature Review and Summary of Practice

This chapter summarizes several key research studies related to the coordination of local transportation services, the experiences of other states and local communities who have tackled these issues and developed effective solutions to improve transportation services to their residents.

This chapter is divided into five sections. The first provides definitions of coordination and related concepts. The next section traces the evolution of federal policy toward coordination and identifies legislative and administrative mandates that must be followed in North Dakota. The third section summarizes key studies that identify barriers to coordination and the benefits and costs of coordination. The fourth section of the chapter briefly summarizes the experiences of several states in either legislating or actively encouraging coordination. The final section summarizes several reports that propose processes or models for achieving coordination. All of the information presented in this chapter provides background on ways to achieve coordination and related challenges and benefits.

Research studies, legislative actions, regulatory efforts of federal, state, and local governments, and the experiences of individuals provides a rich source of information about coordination efforts. This information may also help policymakers in North Dakota as they devise coordination strategies for the state's transportation programs.

For more than 30 years, as public and human service transportation programs were created and expanded, transportation experts have decried the wasteful duplication of services and unnecessary gaps in service caused by small-scale operations which provide service to specific market niches. Since the late 1970s, service coordination has been proposed as the solution to these problems. The most simplistic and incorrect understanding of transportation coordination is the consolidation of all existing transportation providers into a single operation that receives all transportation funding and provides all rides for agency clients or the general public. While such a model has been followed in some communities, this option is not necessarily the desired outcome of coordination efforts. Various degrees of cooperation and information and resource sharing by independent systems have been shown to achieve the efficiency and service quality benefits attributed to coordination.

2.1 What is Coordination?

Coordination is defined as a tool for better resource management. It requires people from different agencies and different client bases to work together to manage vehicle operations, planning, maintenance, purchasing and marketing of transportation services. Four key attributes of this process are funding, shared responsibilities, management and shared power. A coordinated system strives to improve cost effectiveness, reduce cost per ride, and increase the quantity and quality of transportation services. In this way, coordination is a management tool for better allocation of scarce transportation resources.

Coordination is an ongoing process, not a one-time event. It is not like constructing a building where you plan for the construction, build the building, and use it for many years with low

maintenance. It is more like living a healthy lifestyle. Coordination requires daily attention for a span of years, just like eating, exercise, and good mental health for long stable healthy life. In coordination, many things change with the passage of time; changes in programs, clients served, management, regulations, and willingness by individuals to cooperate. Therefore, a coordinated system needs someone to continually nurture it to keep the system healthy and strong.

2.2 Which Transportation Services are Likely to be Coordinated?

In the late 1960s and early 1970s, as a part of the "Great Society" movement, the federal government created a number of human service programs to respond to unmet needs of low income, disabled, or elderly persons. These programs helped individuals obtain and retain jobs and access health care, nutrition programs, mental health care and rehabilitation services. Programs also provided education to preschool children. A common complaint of these programs was that without transportation, none of the other programs could be accessed and therefore the benefits of the program were not available to those needing transportation. In response, most human service agencies created and/or funded transportation for their clients. In addition, public transportation services once provided by private companies were now being provided by government-subsidized agencies.

At the federal level, the departments of Transportation, Health and Human Services, Labor, and Education became major funders of transportation services – each through their own networks of grantees following their own priorities and program guidelines. A Government Accounting Office (GAO) study in 2003 estimated that 62 federal agencies funded transportation programs; 29 of these programs spent a total of more than $2.4 billion on transportation in 2001.[1] While Department of Transportation funds were used primarily to support traditional fixed-route bus and rail services, human service agency transportation was typically offered as demand-responsive service that provided door-to-door transportation for clients who could not access regular fixed-route services, either because the service was unavailable in their area or because they had some form of disability that prevented them from using regular transit services.

The Department of Transportation's role in funding demand-responsive service grew in the late 1970s and 1980s as federal funding grew to enable rural areas to establish transit systems. While some of these services followed the traditional fixed-route delivery model, many in sparsely settled areas offered demand-response service. The 1990 passage of the Americans with Disabilities Act and related requirements that fixed-route transit systems also provide comparable paratransit (demand response) services within their service areas promoted an even greater expansion of paratransit services around the county.

Most of the federal transportation programs are administered by state agencies; local systems obtain funding and receive program oversight at the state rather than from the federal government. While all state programs must follow federal regulations and guidelines, transportation-related funding and policy decisions can and do vary from state to state because states have discretion which may be used to encourage or require coordination. Significant "players" in North Dakota

[1]U.S. General Accounting Office, GAO-03-697, *Transportation Disadvantaged Populations: Some Coordination Efforts Among Programs Providing Transportation Services, but Obstacles Persist.* Washington, D.C., June 2003, (www.gao.gov/new.items/d03697.pdf)

transit include the North Dakota Department of Transportation and the North Dakota Department of Human Services. The directors of both of these agencies are appointed by the governor.

The nature of the transportation coordination challenge also varies from community to community because not all human service and public transportation programs are found in every urban or rural area. Recognizing these differences, the approach taken in this study is to determine the nature and size of each program's presence in each of the state's eight planning regions. Chapter 3 presents detailed information on the transportation resources available in each region.

2.3 Evolution of the Federal Role and Policy on Coordination

By the late 1970s, the federal government became concerned about the proliferation of uncoordinated transportation programs that it funded. One of the earliest studies of the issue was performed by the General Accounting Office in 1977.[2] That study examined hindrances to the coordination of transportation programs for persons participating in federally funded grant programs. Differences in program eligibility, priorities, accounting and recordkeeping requirements were all identified as hindrances as was misinformation about program requirements and restrictions. This focus on federal barriers to coordination led to the 1986 formation of a coordinating council created by the Departments of Health and Human Services and Transportation. This council identified 64 barriers to transportation coordination and attempted to offer federal responses to them. The council met from time to time over the next 10 years, but few changes resulted. In 1998, the council's name was changed to the Coordinating Council on Mobility and Access and increased attempts were made to promote state-level coordination efforts.[3]

The most recent federal effort to encourage coordination is the current "United We Ride" program sponsored by the Federal Transit Administration (FTA).[4] White House Executive Order 13330, dated Feb. 24, 2004, further enhanced the recent federal effort by establishing an Interagency Transportation Coordinating Council on Access and Mobility. The Council includes the departments of Transportation, Health and Human Services, Education, Labor, Veterans Affairs, Agriculture, Housing and Urban Development, the Interior, Attorney General, and the Social Security Commissioner.[5] This order requires coordination of transportation services among a

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[2]U.S. General Accounting Office, CED-77-119, *Hindrances to Coordinating Transportation of People Participating in Federally Funded Grant Programs: Volume II--Case Studies*, Washington, D.C., October 17, 1977.

[3]U.S. General Accounting Office, GAO/RCED-00-1 *Transportation Coordination: Benefits and Barriers Exist, and Planning Efforts Progress Slowly,* October 1999. (www.gao.gov/new.items/rc00001.pdf)

[4] For more information on this program refer to FTA's web site: http://www.fta.dot.gov/CCAM/www/index.html

[5]White House Executive Order: Human Service Transportation Coordination, February 24, 2004 Available online:http://www.whitehouse.gov/news/releases/2004/02/20040224-9.html, Accessed Sept. 10, 2004.

wider range of agencies and spells out specific functions for the Council to promote interagency cooperation, facilitate access to cost-effective services, encourage customer access, and provide a means to monitor and achieve the goals of the order.

The administrative and policy actions undertaken by various federal agencies were largely in response to policy guidance contained in public transportation legislation over the same period. In 1978, Congress amended The Urban Mass Transportation Act of 1964 to authorize operating assistance funding for rural areas with less than 50,000 population through what became know as the Section 18 program (the section of the act that authorized the funding). In order to get "Section 18" funding applicants had to show how their service was coordinated with other local services.

The Intermodal Surface Transportation Efficiency Act (ISTEA) enacted in 1991 also promoted coordination by mandating a number of changes in funding criteria. Two changes included: 1) increased attention to the efficiency of transit systems and application of cost-effectiveness standards to transit that receives federal assistance, and 2) coordination of transit programs between agencies and with other modes (e.g. airports, highways, and intercity rail services). The federal government's initial response was to mandate coordination. However, as a result of lobbying efforts (i.e. labor unions) Congress instead used the word "encourage" in the ISTEA bill of 1991. Incentives rather than mandates were to be used to achieve coordination. Transportation entities had to explain how they coordinated with other programs and providers to get funding.

The most recent federal transportation authorization, the Transportation Equity Act for the 21st Century (TEA-21), requires state agencies that administer many federal funding programs to ensure that local applicants and project activities are eligible and in compliance with federal requirements, including the provision of coordinated transportation services. TEA-21 also required local governmental agencies and nonprofit organizations that receive assistance from federal sources other than the FTA for non-emergency transportation services are required to participate and coordinate with recipients of FTA assistance in the design and delivery of transportation services. The "Uniform Administrative Requirements for Grants and Cooperative Agreements to State and Local Governments" (49 Code of Federal Regulations, Part 18) shifts the emphasis from national uniformity to uniformity of procedures and requirements within a state. Providers must "provide for maximum feasible coordination with transportation services" funded by other federal sources[6]. To the extent feasible, sub-recipients should be encouraged to serve elderly people and people with disabilities not affiliated with their agencies and provide incidental service to the general public as long as this service does not interfere with serving elderly people and those with disabilities. TEA-21 contains stronger language supporting and encouraging coordination of transportation services than any previous federal legislation. The pending reauthorization bill will also likely continue this increased emphasis on coordination because the current FTA administration has made coordination a priority program of the department.

[6] Spas, Diana, *5310? 5311? What does this all mean??* http://rtc.ruralinstitute.umt.edu/Trn/RuTrnCT.htm#By/ September 2004

2.4 Studies Documenting Barriers to Coordination, Benefits and Costs of Coordination, and Conditions Necessary for Effective Coordination

Much of the early literature related to transportation coordination focused on real and perceived barriers to coordination faced by local transportation providers. These barriers interfered with the desire to achieve coordination in the community. Funding regulations were often given as the reason for not coordinating services, but the most common "real" reason for lack of coordination was "turfism" (e.g. the unwillingness of individuals to give up control of the services they are providing to their customers). While there are some conflicting federal mandates and rules which govern transportation services and varying client eligibility requirements, issues of control are more often the sources of resistance to coordination. Another is the lack of integration of administrative functions including coordinated planning and the allocation of the scarce financial resources.[7]

Transportation funds allocated through different federal departments (i.e. the Department of Health and Human Services (DHHS) and Department of Transportation (DOT)) have different objectives. DHHS is primarily for clients with special needs, while DOT funds are for the general public. The key to success in coordinating programs with different objectives is to design a service that can meet all, or at least a majority, of related needs.

Another obstacle to coordination is the difference in each program's accounting procedures and the need for accurate cost allocation procedures. These accounting and cost-allocation requirements result from each agency's desire to ensure that its funds are used to benefit its clients and that each agency participating in a coordinated system pays its fair share. Some granting sources such as the USDOT require detailed and specific accounting reports and cost-allocation procedures; most DHHS sponsored programs do not. Agencies differ in the detail of reporting of services rendered and trip purposes. The solution to these differences is to design an information system that provides all needed information and supports a cost-allocation plan that meets all agencies' needs.

Use of a fully allocated costing approach also highlights another barrier to coordination. Many agencies that provide transportation services as a small part of their overall program ignore many common costs of operation or charge direct transportation costs to other programs, thus understating the true cost of the transportation operation. A coordinated transportation system that must recover all costs may appear to be a higher-cost provider than the incumbent provider and thus agencies resist coordination, claiming it costs more.

Through many federally-funded studies, a number of state coordination efforts have been documented over the past 30 years. Three sources are suggested for those interested in further readings on previous efforts. These include the resources section of the United We Ride Web site

[7] National Governors Association, *Improving Public Transportation Services through Effective Statewide Coordination*, NGA Center for Best Practices, Washington, D.C., 2002.

and the bibliographies from two recent Transit Cooperative Research Program reports by Jon Burkhardt.[8]

To help promote coordination at the local level and to provide the evidence needed for legislative and regulatory action, studies have been undertaken to document the economic benefits of coordination. The general assumption is that the benefits of coordination far outweigh the costs. The most frequently stated benefits of coordination include increased efficiencies, decreased unit costs, and increased services. Related benefits include effective use of scarce resources, discovery of previously unused resources, reducing unmet needs by increasing services, and increased mobility for people with disabilities.

Coordination benefits are most achievable if a community's transportation vehicles have unused capacity and idle time. In addition, benefits may be realized through economies of scale related to administration, maintenance, operations, planning, and purchasing.[9] For example, it difficult to have fewer vehicles running at half capacity if there is only one vehicle in the community. Likewise, it is difficult to experience economies of scale if there is only one agency in the community or region that provides transportation services. If a community has a nursing home, a senior citizens center with transportation services, and a Head Start program, all with vehicles, then opportunities exist for coordination-related benefits. In North Dakota, with its many small communities, coordination at the regional level maybe required to realize benefits.

2.5 State Coordination Efforts

States have taken the lead role in making coordination a reality. Transportation Cooperative Research Program (TCRP) Report 101 reported on a survey of states to determine the status of coordination in the United States. All states responded to the survey. Every state said that it encouraged coordination as a philosophy; a majority said they were involved in coordination efforts. North Dakota was one of five states that did not report coordination activities as of 2002. Some states have mandated coordination through legislation. Florida and North Carolina did so for more than 20 years ago. About half of the states have coordinating councils or boards to encourage coordination and resolve issues that limit coordination options. Other states have adopted a more grass-roots approach whereby the states encourage local coordination efforts and support them through technical assistance, enhanced funding, and assistance with resolving regulatory/administrative barriers to coordination. A number of examples of each type of approach are presented below.

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[8]Federal Transit Administration United We Ride Program Resources available online at: http://www.fta.dot.gov/CCAM/www/index.html, Burkhardt, Jon E., David Koffman, and Gail Murray, TCRP Report 91. *Economic Benefits of Coordinating Human Services Transportation and Transit Services.* Transportation Research Board, Washington D.C., 2003. Burkhardt, Jon E., Charles A. Nelson, David Koffman, and Gail Murray, TCRP Report 101. *Toolkit for Rural Community Coordinated Transportation Services.* Transportation Research Board, Washington D.C., 2004

[9] Burkhardt, Jon E., David Koffman, and Gail Murray, TCRP Report 91. *Economic Benefits of Coordinating Human Services Transportation and Transit Services.* Transportation Research Board, Washington D.C., 2003.

2.6 Sampling of States where Coordination is Legislated

2.6.1 Texas

Texas is a much larger (geographically as well as population) state than North Dakota, but its transit coordination efforts are relevant given their focus on the departments of Health and Humans Services and Transportation. The Texas Legislature created the Office of Community Transportation Services (OCTS) in 1991. The purpose was to develop ways to coordinate community transportation across the state. OCTS is responsible for developing a statewide plan for coordinated transportation and collecting information about client transportation needs, services, and expenditures. As a result of 1999 legislation, the two departments were mandated to enter into a memorandum of understanding concerning coordinated transportation programs and services. They must also collect and share data that will assist in developing a statewide transportation plan.

The Texas Human Resources Code 131.003 and 131.005, authorized the OCTS to establish a standardized system of accounting and reporting and any Health and Human Service program that provides transportation services or funds for transportation is required to comply with the established standardized system[10]. The objectives of the plan include fostering operational efficiencies at the local level, streamlining administrative operations, improving client access to health and human services, and enhancing client transportation opportunities through collaboration with agencies external to Health and Human Services.[11]

2.6.2 Iowa

Iowa has been a pioneer in coordinating publicly funded passenger transportation services. In 1984, Iowa's General Assembly amended the Iowa Code to require that any entity spending public funds to provide passenger transportation within the state must coordinate with designated urban or regional transit systems in the area. Chapter 324A of the Iowa Code governs the transit system[12]. To advance the coordination process, the law lists prerequisites to attaining funding. These prerequisites include such things as

1. Elimination of duplicative and inefficient administrative costs, policies and managements,
2. Elimination of duplicative and inefficient transportation services, and
3. Coordination of planning for transportation services at the urban and regional level by all agencies or organizations receiving public funds that are purchasing or providing transportation services.

Iowa has a transit manager's handbook which provides numerous guidelines for operating coordinated transit in Iowa. These guidelines include items such as funding sources, coordination planning and reporting requirements, training, and drug and alcohol testing guidelines. Iowa has

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[10] Texas Health and Human service Commission, Office of Community Transportation Services, http://www.hhsc.state.tx.us/octs/title9.html September 2004

[11] Office of Community Transportation Services, *Health and Human Services Transportation Biennial Report & Transportation Coordination Plan.* Texas Health and Human Services Commission, September 2002.

[12] Iowa Code Chapter 324 Public Transportation, http://www.legis.state.ia.us/IACODE/2001/324A/ September 2004.

an eight-member coordinating council with two support staff. The primary goal is to get decision makers together from various agencies that fund transportation to determine how to best coordinate services. While it is reportedly challenging to get decision makers from various department/agencies to be active participants.[13] Iowa has created a political environment that encourages and provides structure for the coordination of transportation services.

2.6.3 Washington

Washington's State Legislature created the Agency Council on Coordinated Transportation (ACCT) in 1998. The ACCT provides a structure for advancing coordination and improving transportation options for older citizens, people with low incomes, people with disabilities, and children. In 1999, the Legislature amended the ACCT statute, expanding the responsibilities of the Council and the role of ACCT. Washington became the first state to define coordination by statute[14].

Revised Code of Washington, RCW 47.06B, outlines a complex and ambitious work agenda for ACCT to achieve coordination at the local and state levels. According to this statute, ACCT must facilitate a statewide approach to coordination and support the development of community-based coordinated transportation systems. Prescribed characteristics include:

- Organizations serving persons with special transportation needs share responsibility for customers accessing services,
- There is a single-entry process for customers to have trips arranged and scheduled,
- There is flexibility in using the available vehicles in a community so that the ability to transport people is not restricted by categorical claims to vehicles, and
- The system must be user-friendly.

Washington's system is supported by a multitude of programs and agencies with different eligibility requirements, contracting, service delivery options, payment, and funding structures. It does not negatively affect the customer's ability to access service.[15] Its goals are aggressive and are reportedly difficult to accomplish due to agency regulations and "turfism."

The Council has been operating for six years and has identified key roles for each participant. Council members provide direction and oversight for coordination at the state and local level. The Council guides staff work, approves seed money for demonstration projects, and recommends legislative changes to remedy barriers to coordination.[16] It works with all forms of transportation including schools, transit systems, Medicaid, and other smaller programs including Older American Act, Work First, Washington DOT, Developmental Disabilities, Community Block Grant, etc.

2.6.4 South Dakota

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[13] Phone conversation with Michelle McEnany, Director, Office of Public Transit for the Iowa Department of Transportation. August 4, 2004.

[14] Agency Council on Coordinated Transportation, *2002-2003 Report to the Washington State Legislature*, Washington State Department of Transportation, Olympia, Washington, July 2003.

[15] RCW47.06B.015, Program for Agency Coordinated Transportation, http://www.wsdot.wa.gov/acct/Library/1999Legislation.htm/ August 2004.

[16] Agency Council on Coordinated Transportation. *2002-2003 Report to the Washington State Legislature*, Washington Department of Transportation, Olympia, Washington. July 2003.

In South Dakota coordination is encouraged through legislated incentive funding. For local projects to acquire FTA and state funding, they are required to describe their coordination activity. Up to 50 percent of the points awarded on an application are earned by these coordination efforts. Consequently, those transit entities not coordinating in their local areas are the last to get funded and receive funds only if there is money remaining.

In Aberdeen, for example, Aberdeen Ride Line coordinates with a number of local agencies to provide local transportation services. Assisted transportation is provided for low-income commuters, residents with developmental disabilities, children going to and from daycare, senior volunteers, etc.

River Cities Public Transit (RCPT) in Pierre coordinates with the local Head Start program to acquire and operate buses. The vehicles are used for Head Start and the public. Both parties benefit. Head Start spends less for purchasing the vehicle and does not need a driver, and RCPT has the use of another vehicle during parts of the day and full-time employment for the driver. RCPT also coordinates with the Lower Brule Sioux Tribe to purchase vehicles and subsidizes operations. The tribe pays the local match for purchasing the vehicle, permitting lower fares. RCPT provides transportation for work, medical appointments, and trips to Pierre (65 miles north of the tribal community).

2.7 States Where Coordination Evolved from Grass Roots

2.7.1. Ohio

Ohio has encouraged coordination by disseminating information and making funds available to coordinated groups through a competitive application process. To disseminate information, two volumes of "A Handbook for Coordinating Transportation Services" were published by the Ohio Department of Transportation's (ODOT) Office of Public Transportation and sent to Ohio counties.

Funding for coordination of human services transportation began in 1988 with funds from an oil overcharge.[17] Since then, Ohio has used a number of funding sources to continue encourage coordination at the local level. Between 1996 and 2002, 35 different projects received $5.1 million in related funds. Ohio's DOT has entered into memorandums of understanding with other state agencies to encourage coordinated transportation in counties where public transportation is not available.

In 1998, the Ohio Rehabilitation Services Commission gave money to the Department of Transportation (DOT) to support coordinated transportation services. The Ohio Legislature also passed laws to create a statewide transportation coordination task force and require all counties to develop a work plan detailing the needs of all low-income residents in the counties. More recently, ODOT began sponsoring bi-monthly round-table-discussion meetings for those involved with coordination to discuss marketing, developing contracts, dealing with difficult people, and other topics pertinent to transit operators. Ohio has expanded and improved its transit services to

[17] ODOT Coordination Activities
http://www.dot.state.oh.us/ptrans/downloads/Coordination_Links/coord_activities.htm/ May 2002

rural counties by encouraging voluntary participation in expanded coordination efforts. Ohio was one of the first five states in the nation to receive a leadership program award under the "United We Ride" federal initiative.

2.7.2 Montana

Montana's Transportation Assistance for the Disabled and Elderly (TransADE) program offers about $300,000 per year in grants to expand or coordinate transportation services.[18] The TransADE grant program offers operating assistance to eligible organizations providing transportation to the elderly and persons with disabilities. The state pays 50 percent of the programs' operating costs, the remaining 50 percent (cash, no "soft" match) must come from the applicant. The program was started in 2001 and eligible applicants include counties, incorporated towns and cities, transportation districts, and non-profit organizations.

Montana has a Transportation Advisory Committee (TAC) in each county. The TAC manages the funds that are awarded to the county, advises, and monitors the coordination in that county. In some counties, TACs meet once a month while in other counties they are less active, meeting only once a year.

2.7.3 North Dakota

Other than federal mandates to coordinate local services, there are no legislative or state regulatory mandates to coordinate public transportation services in North Dakota. However, there are several grass roots efforts in place or in the planning process to promote coordination within North Dakota's public transportation system. There are 45 public transportation systems in operation around the state. In 1981, there were 55 such systems. Those that no longer exist have, for the most part, been merged into larger, multi-county operations. These operations will be discussed more fully in Chapter 4.

As will also be discussed in Chapter 4, many of the public transportation services in operation in the Devils Lake region (Region 3) are affiliated with a brokerage system which coordinates participants' grant applications and performs various administrative functions.

In the Bismarck region (Region 7), urban fixed route and paratransit services are under one parent organization and the services are operated by the local taxi company, thereby coordinating all local transit services. These services are also located in a facility with two intercity bus companies and the offices of the region's primary multi-county paratransit operator.

Coordination efforts are also underway in the Dickinson region (Region 8). Discussions may ultimately lead to all of the region's public transportation services being coordinated to increase efficiency and service to area residents.

Despite these voluntary coordination efforts, there are still numerous public transportation systems in North Dakota that do not coordinate their operations with other area services. Some of this lack of coordination is because of lack of awareness among the systems concerning the operations of other area services. In other instances, the lack of coordination is simply an unwillingness to cooperate with other area service providers – "turfism." In either case, this lack of coordination

[18] Ballard, Lisa, David Kack, Shaun Kellu, and Xianming, *Montana Coordinated Transportation Handbook*, Montana Council on Developmental Disabilities, Bozeman, Montana. 2003.

may contribute to less efficient operations and unmet public and client-specific transportation needs.

2.8 Models for Achieving Coordination

As stated earlier, coordination is not a project or a product, it is an ongoing process. Therefore, to help individuals and groups that have not been involved in successful coordination efforts, the federal government and some state agencies have sponsored reports and studies to provide a road map for how to achieve coordination.

Several models have been proposed to develop coordinated transportation programs. The common thread in the models is to start by identifying needs that exist, convening a variety of interested stakeholders, and talking and planning for coordination. The planning process is crucial because it identifies unmet needs, potential benefits, and participating parties. Leadership is required to develop an appropriate coordination plan. Coordination options are progressive in nature as they move from cooperation, to joint use agreements, to collaborative ventures. After the planning process is complete, implementation and evaluation begins. Evaluation is ongoing for as long as the coordinated efforts exists. Coordination does not just happen, it must be planned.

A document that embodies this philosophy, "The Planning Guidelines for Coordinated State and Local Specialized Transportation Services" was published by the Coordinating Council on Access and Mobility (CCAM) in 2001. This booklet defines coordination, explains why it is beneficial, and suggests ways to plan for state-level coordination. CCAM suggests an 11 step process towards coordination:

- Identify stakeholders
- Organize initial meeting
- Establish commitments and form partnerships
- Specify goals, objectives, and constraints
- Jointly identify client needs
- Identify transportation resources
- Design detailed service and financial options
- Select and recommend a plan of action
- Confirm agency and community commitments
- Develop implementation and funding plan for the selected alternative
- Measure performance, monitor and evaluate.

Another related resource document, "Coordinating Transportation Services: Local Collaboration and Decision Making" was published by Easter Seals Projection Action, in 2001. This study outlined a five-step process for coordination and identifies clear and concise goals for each step in the process. Coordination steps and related goals include:

- Getting Started
    - Provide tools to establish key contacts
    - Bring individuals and groups together to begin dialogue
    - Gather information on concerns, resources, and needs
- Moving Forward
    - Bring people together to think creatively about coordination

    - Discover multiple viewpoints
    - Build understanding and trust
    - Collaborate with leaders to build trust and consensus
- Up and Running
    - Organize and implementation plan
    - Create a business plan for each facet of the coordination process
    - Service and operation plan
    - Capital plan
    - Financial plan
    - Marketing and public relations plan
    - Evaluation plan
    - Develop a marketing and public relations program for the coordinated system
- Dealing with Rough Spots
    - Recognize problems will arise in spite of good planning
    - Define the problems and list option for solutions
- Looking Back
    - Recognize the need for evaluation
    - Evaluation becomes part of the reporting process
    - Identify the key ingredient in the evaluation
    - Design the evaluation process that meets the needs of participating agencies.

In Transit Cooperative Research Program (TCRP) Report 91, "Economic Benefits of Coordinating Human Service Transportation and Transit Services," Jon Burkhardt identifies strategies that can provide substantial benefits from coordination. These strategies include:

- Tapping currently unused sources of funding,
- Decreasing the direct costs of providing transportation,
- Increasing the productivity and utilization of vehicles,
- Capturing opportunities available from multiple providers and modes of travel, and
- Instituting transportation services in areas lacking services.

For the purpose of this study, the process outlined in the Easter Seals coordination study was selected as the model for North Dakota's coordination effort. This process prescribes a structure that is well-suited for a large geographical area such as North Dakota's. "Getting Started" identified a process for utilizing focus group and surveys as a planning process for the state's eight planning regions. It called for introducing the concept into the local region and understanding the local setting for things such as recent local history of coordination, the transportation resources, and local political economy. This type of information gathered at focus group meetings is discussed in Chapter 3 and 4 of this report. It was also shared at the project's steering committee and provided a basis for a number of the study's recommendations.

In summary, this chapter clarified the meaning of a coordinated transportation service. A review of the barriers, costs, and effectiveness showed coordination does not benefit all communities in all situations. It noted that coordination does not just start, but evolves over time through either legislative mandates from the state and federal government, or grass-roots movements from the local transit operators. The federal government has encouraged coordination through dissemination of information and incentives for more than 30 years. Iowa, Texas, and Washington are examples of legislated coordination. Montana, North Dakota, and Ohio have used incentives and education to encourage the growth of coordination. The next chapter will provide detail about North Dakota Department of Transportation and Department of Human Services transportation services and the extent that they are coordinated.

3. Services Inventory & Coordination Efforts

Any study concerning the coordination of services provided by existing FTA-funded systems and various health and human service agencies requires an inventory of these programs and related services. This chapter presents such an inventory.

This inventory is presented from two different perspectives. The first portion of this chapter is a macro-level review of programs and services that are available in North Dakota. These discussions are from the state level and focus primarily on general programs, related guidelines, and overall expenditures.

The second portion of this chapter is a more micro-level review of programs and services that are available in each of North Dakota's eight human services regions. These discussions will include both an inventory of transportation services in each region and observations concerning coordination efforts taking place within each region.

3.1 State-Level FTA and Health & Human Services Transit Programs

North Dakota has a wide variety of transportation-related programs and services available for state residents. Some of these programs and services are specific to the state while others are federal programs which state agencies administer. It is also important to note that some of these programs relate to public transit systems while others involve client-specific transportation programs or reimbursements to individuals for transportation costs that are incurred to access other program services.

All of the major programs that exist in North Dakota will be discussed in the following subsections. This discussion will include:

- Public Transportation
  - Fixed-route city bus services
  - Dial-a-ride/paratransit services
  - Taxi services
- Other Publicly Supported / Client-Specific Transportation
  - Medical, education, & employment related programs
  - Nursing home buses
  - Developmental disabilities service providers
  - Volunteer drivers of private automobiles

As indicated earlier, the discussion of these state-level transportation programs will be followed by a region-by-region review of the services that are available in each region and efforts that are underway in each region to coordinate the transportation services provided or supported by FTA-related and human service agencies.

3.1.1 Public Transportation

There are two basic forms of publicly-financed ground transportation service in North Dakota – those that are available to the general public and those that are restricted to specific clientele groups. Some services, such as fixed-route city bus services and local/regional dial-a-ride (paratransit) services, may be available to both the general public and specific clientele groups while others may be restricted and therefore not available for use by the general public. These mobility modes and a description of services available in North Dakota are presented in the following paragraphs.

Concerning the level of funding that is being provided to support public transportation, a 1991 study entitled "Report on Intermodal Transportation in North Dakota" stated that ". . . funding support levels through federal sources have been steadily declining. . ." This trend has, however, been reversed and federal support for transit has risen significantly since the early 1990s[1].

According to the National Transit Database, federal spending on transit increased from about $3.5 billion in 1990 to $6.5 billion in 2001.[2] In 2004, the FTA expected to have $7.266 billion available to support transit programs around the country. As will be discussed later, a significant amount of additional federal support is also available for transportation via programs administered by federal agencies including the departments of Health and Human Services, Education, Labor, Agriculture, Interior, and Veterans Affairs.[3]

3.1.2 Fixed-Route City Bus Services

Fixed-route bus service is traditionally defined as regularly scheduled bus service over a specified route using vehicles with a capacity of 12 to 40 passengers. North Dakota's four largest cities (Bismarck, Fargo, Grand Forks, and Minot) operate fixed-route bus systems. Fargo's system includes service to West Fargo and Moorhead, Minn., and Bismarck's system extends to neighboring Mandan. The systems in Fargo, Grand Forks, and Minot have operated for several decades while Bismarck initiated service in May of 2004.

North Dakota's fixed-route city bus services are operated with funding provided by each community, the state, and the Federal Transit Administration (FTA). Because of their populations, federal capital and operating funds flow directly to the bus systems in Bismarck Fargo, and Grand Forks. Minot's capital improvement grants come directly from the FTA while its FTA operating grants come via the North Dakota Department of Transportation.

Federal operating grants (FTA Section 5307 funds for Bismarck, Fargo, and Grand Forks and Section 5311 funds for Minot) require a 50 percent local match. Section 5309 funds are used for capital improvements and require a 20 percent local match.

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[1] Gillett, John W., and Dennis J. Elbert, *Report on Intermodal Transportation in North Dakota*. University of North Dakota, Grand Forks, ND. June 1991.
[2] Federal Transit Administration.. *National Transit Summaries and Trends.* Federal Transit Administration, Washington D.C., 2002
[3] Federal Register: February 11, 2004, Volume 69 number 28, page 6727.

Projected FY 2004 federal and state operating grants for North Dakota's four fixed-route city bus systems are as follows:

Projected Operating Grants
North Dakota Public Fixed-Route Bus Systems

City	FTA Funds	State Assistance (FY03)
Bismarck	$ 840,011 (FY04)	$145,806
Fargo	$1,487,689 (FY04)	$140,246
Grand Forks	$ 712,642 (FY04)	$104,174
Minot	$ 143,820 (FY03)	$ 49,432

FTA capital improvement grants for North Dakota public fixed-route bus systems are expected to total $2.95 million for FY 2004[4].

The table on the following page presents a brief summary of key operating statistics for fixed-route bus systems in Fargo, Grand Forks, and Minot for the fiscal year ending June 30, 2003; Bismarck's fixed route system was not in operation.

By way of comparison, the National Transit Database reports that in 2002 the average subsidy per passenger in urbanized areas with populations of less than 200,000 was $2.74. Subsidies per rider tend to increase as population densities decrease.[5]

Operating Statistics
Fixed-Route Bus Systems
Year Ending June 30, 2003

City	Total Budget	Riders	Fares	Subsidy / Rider
Fargo	$1,940,611	538,885	$344,692	$1.97
Grand Forks	$1,745,617	266,007	$235,909	$3.10
Minot	$ 458,852	165,254	$ 61,281	$1.17

It should be noted that Minot's fixed-route bus system works largely as a school bus system during the early morning and late afternoon. Traditional city-wide bus services are provided during the mid-day hours. This operating system facilitates student transportation and generates significant ridership which helps reduce per-ride subsidies. Unlike the systems in Fargo, Grand Forks, and Bismarck, Minot's system is not designed to satisfy traditional commuter transportation needs.

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[4] Office of Program Management. *Grant Program Apportionment Summaries by State.* Federal Transit Administration, Washington D.C. p. 67, 2004.

[5] Federal Transit Administration. *National Transit Summaries and Trends.* Federal Transit Administration, Washington D.C., 2002.

3.1.3 Dial-A-Ride/Paratransit Services

Dial-a-ride or demand-response/paratransit bus services differ from fixed-route services in that they do not operate over a fixed route and they typically use smaller vehicles. These services often operate on an "as needed" basis – almost like a taxi service. Unlike taxi services, however, the hours of operation may be limited and specialized "paratransit" services may restrict their services to specific clientele such as elderly or disabled.

There are 40 dial-a-ride/paratransit services in operation in North Dakota, compared to 55 in 1981[6]. While the number of operators has declined, primarily through consolidations, service levels have generally increased. A list of these service providers is presented in Appendix A.

Some of these services operate in conjunction with fixed-route bus systems in larger cities while others operate on a regional, multi-county basis. Some services operate strictly for the benefit of residents of single small communities. Some services are coordinated with other area providers while others operate independently. These services are identified in Figure 3.1. Appendix C provides a profile summary of each of these operations plus the fixed-route systems discussed in the preceding subsection. A corresponding public transportation vehicle inventory is presented in Appendix D.

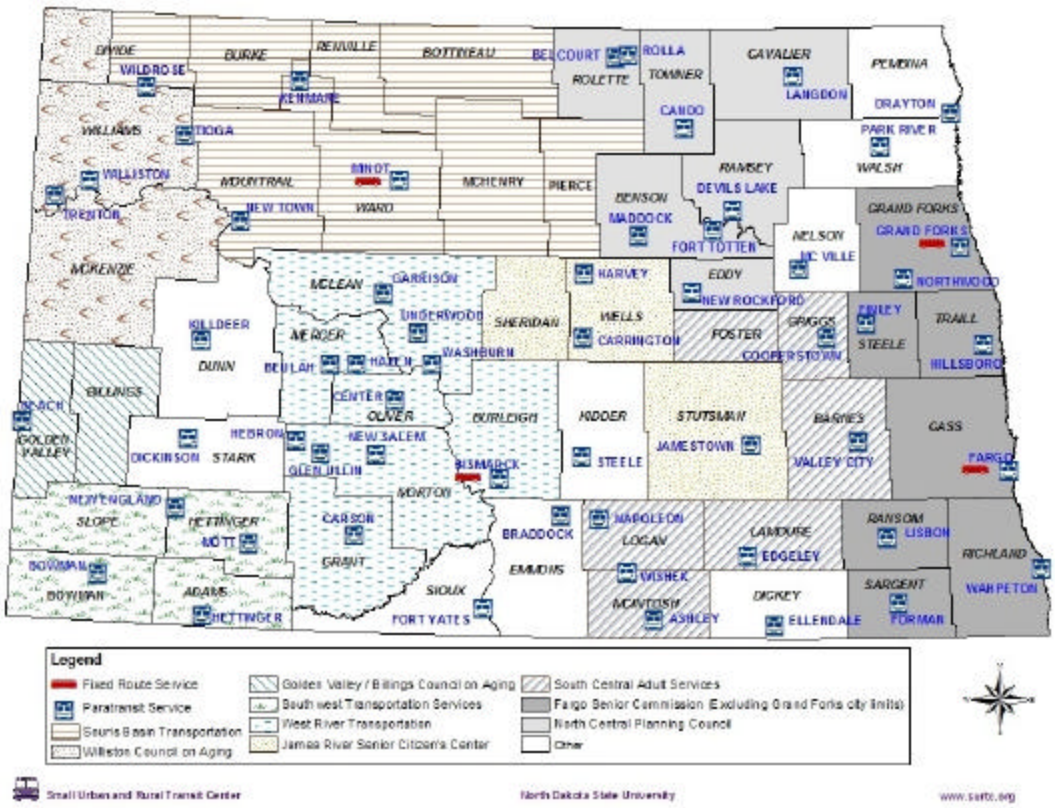

Figure 3.1 Coverage Area for Regional Transit Operators

[6] Transportation Services Division. *Inventory of Public Transportation in North Dakota*. North Dakota State Highway Department, Bismarck, ND 1981

The majority of these services are either public or private, non-profit operations, but some are commercial businesses receiving public operating subsidies. Most of these services are designed to transport elderly and disabled passengers, but they also make themselves available to provide transportation to the general public.

As illustrated in Appendix B, the percentages of operating costs that are subsidized vary greatly from one system to the next. On average, however, passenger fares cover only about 18.3 percent of the operating costs associated with a typical North Dakota dial-a-ride/Paratransit service. The remainder of each service provider's budget is typically financed with support from the Federal Transit Administration (FTA), the state, the local community, and a variety of miscellaneous sources. In most cases, FTA and state funds are administered and dispersed by the North Dakota Department of Transportation (DOT). FTA funds may be available to cover up to 80 percent of capital improvement acquisitions (usually buildings, office equipment and vehicles) and 50 percent of eligible operating costs.

Thirty-five of North Dakota's 40 dial-a-ride/paratransit systems receive operating support from the FTA's "Section 5311" program. In 2004, program participants applied for nearly $927,000 in federal operating support (Section 5311) and nearly $42,000 for capital acquisitions (Section 5309). North Dakota also receives approximately $300,000 per year in FTA Section 5310 funding that is used primarily to purchase vehicles for elderly and handicapped transportation services.

State support for transit services is provided by the public transportation fund that is provided for in Chapter 39-04.2 of the North Dakota Century Code. The laws in this chapter assess a $2 fee on every motor vehicle license issued by the state. Monies generated go into the public transportation fund. This fund receives about $1.5 million annually; annual collections have, however, been declining. The corresponding program is administered by the DOT.

Public transportation fund monies are distributed to both the dial-a-ride/paratransit operators discussed in this subsection as well as to the fixed-route city bus systems identified in the preceding subsection. The amount of money going to each eligible recipient is identified in Appendix B.

The public transportation fund was created by the 1989 Legislature. Before that time, there was no state support for the state's transit operations. The "per-vehicle license" assessment was increased from $1 to $2 in 1997.

State law provides that each of the state's 53 counties is to receive at least $12,200 annually from the fund to support local transit services. If there is more than one eligible transit service provider in a county, the minimum fund amount is to be divided equally among the operators.

These minimum payments account for $646,600 in payments each year. Monies that remain in the fund are then dispersed to each county on a per capita basis. If there is only one service provider in the county, it receives all of the county's per-capita money. If there are multiple services providers, the funds are distributed based upon each provider's annual ridership as a percentage of the total rides provided by all of the county's operators.

In 2003, per capita payments equaled $1.52 per county resident. In 2004, per capita payments declined to $1.40 per resident. Further funding declines will occur if the number of licensed vehicles in the state continues to fall.

Thirteen of the state's 45 paratransit systems receive operating support from the federal Older Americans Act Title III program administered by the North Dakota Department of Health. Fund disbursements for

the transit portion of this program totaled $262,000 in fiscal year 2003. Recipient agencies were required to provide a 15 percent non-federal cash match. To be eligible, service providers must provide supportive/nutritional services to people age 60 and over. North Dakota's Title III program has been relatively stable in recent years; no additional funds have been allocated to transit programs and the consolidation of existing service programs has been encouraged.

3.1.4 Taxi Services

There are 13 taxi cab operators in North Dakota. They all operate in cities with a population of 5,000 or more. Eleven of the 12 cities in North Dakota that have a population of 5,000 or more residents have commercial taxi service available. Only Valley City, with a population of 6,826, does not have a local taxicab operator.

The number of taxi services in North Dakota has increased from nine to 13 since 1981. The number of cities with taxi services has remained constant except for the fact that Wahpeton now has local service; it did not in 1981[7].

The majority of the state's taxicab companies operate traditional, private for-hire services while the operators in Bismarck/Mandan, Williston, Dickinson, and Devils Lake operate in conjunction with and with funding support from local elderly and disabled transit operators. Related support comes from programs administered by the ND Department of Transportation and ND Department of Human Services programs (e.g. Section 5311 funding and Medicaid reimbursements). Bismarck/Mandan's Taxicab Company operates both the local taxi service and the cities' local transit operation.

North Dakota's 13 taxi operators are identified in Appendix E.

[7] Transportation Services Division. *Inventory of Public Transportation in North Dakota*. North Dakota State Highway Department, Bismarck, ND, 1981.

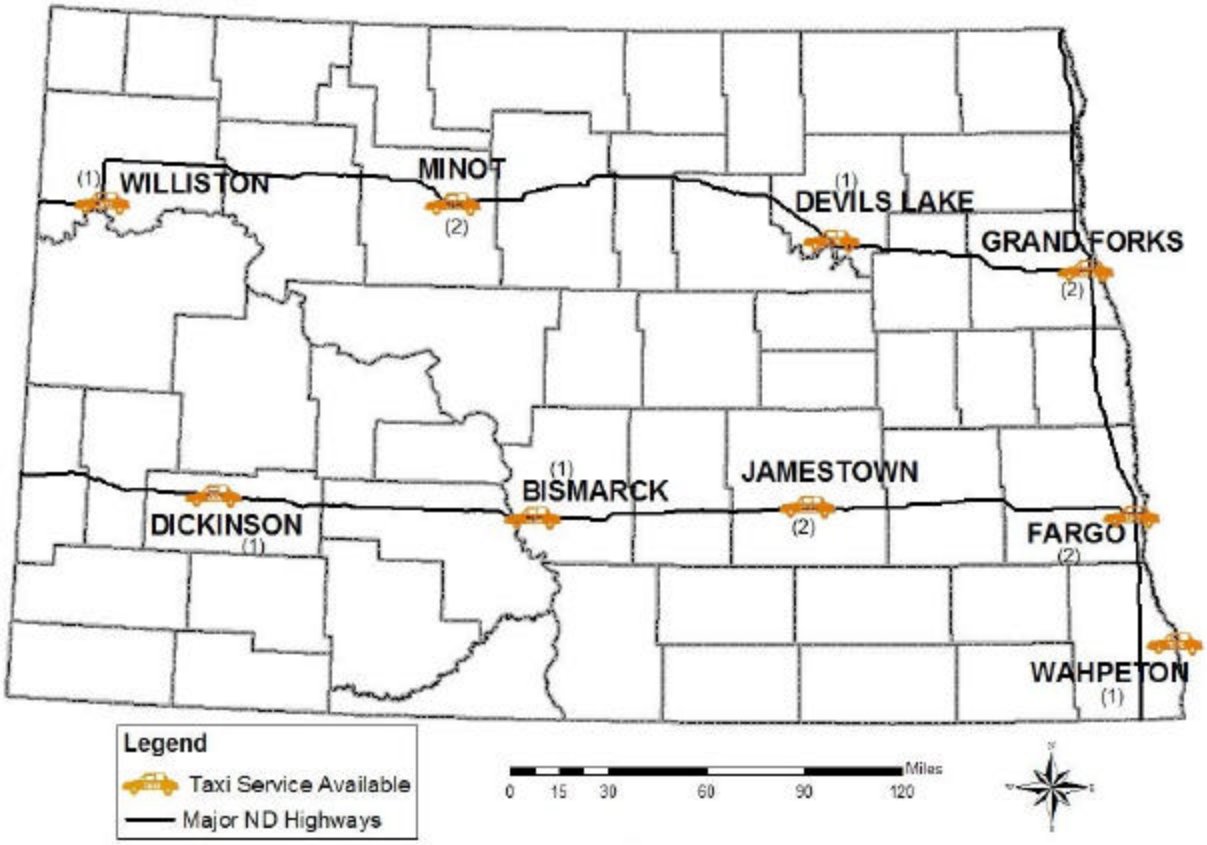

Figure 3.2 Location of Taxi Services

3.1.5 Other Publicly Supported/Client-Specific Transportation Services

The Federal Transit Administration, within the U.S. Department of Transportation, has an annual budget of approximately $7.2 billion to provide and support transit services across the country, some of which were discussed in the preceding subsections on fixed-route and dial-a-ride/paratransit bus services. In addition to these FTA-supported programs, there are numerous other sources of federal support for the provision of transportation services.

According to the U.S. General Accounting Office (GAO) in 2003, there are 62 federal programs that fund transportation services. Some of these programs support transportation services that are available to the general public like those discussed in the preceding subsections, but most are restricted to specific clientele groups.

In its June 2003 report, "Transportation-Disadvantaged Populations," the GAO indicated that specific spending information was available on only 29 of these 62 federal transportation programs. These 29 programs incurred expenditures of $2.4 billion in fiscal year 2001. Fifty-two of the 62 programs are in the departments of Health and Human Services (23), Labor (15), Education (8), and Transportation (6).

Departments with a lesser role in transportation include Agriculture, Housing and Urban Development, and Interior[8].

Exhibit 3.1 presents a list of transportation programs that the GAO identified as having spent more than $20 million in FY 2001. These programs account for 87 percent of the total identified spending on transportation in the county. For the purposes of this study, Federal Transit Administration programs that were discussed in the preceding subsections on fixed route and dial-a-ride/paratransit were omitted from this list, nationally this amounts to $232.3 million, 9 percent. The remaining 15 programs amount to less than 4 percent of the spending.

Exhibit 3.1
Major Federal Transportation Programs
(Spending of $20 Million or More in FY 2001)[9]

Program	Department	Target Population	2001 Spending
Medicaid - Access to Health Services	Health & Human Services Transit Subsidies	Low Income	$976.2 Million
Head Start - Purchase & Operate Vehicles; Contract for Service	Health & Human Services	Children from Low Income Families	$514.5 Million
Temporary Asst. for Needy Families/ TANF - Any Reasonable Use	Health & Human Services	Low Income Families With Minor Children	$160.5 Million
Veteran's Benefits Access to Services Contract for Service & Mileage Reimburse	Veterans Affairs	Low Income and Disabled Veterans	$126.6 Million
Jobs Access & Reverse Commute - Expand Public Transit Services	Transportation	Low Income & Disabled	$ 85.0 Million

[8] United States General Accounting Office. *Transportation-Disadvantaged Populations.* United States General Accounting Office, Washington D.C. 2003

[9] United States General Accounting Office. *Transportation-Disadvantaged Populations.* United States General Accounting Office, Washington D.C., 2003.

(Exhibit 3.1 continued)

Program	Department	Target Population	2001 Spending
No Child Left Behind - Access to Education Contract for Service	Education	Students from Low Income Families	$ 84.6 Million
Older Amer. Act Access to Services; Contract for Service	Health & Human Services	Persons Age 60 or Over	$ 72.5 Million
Vocational Rehabilitation - Access to Rehab. & Employment; Transit Subsidies	Education	Persons with Impairments	$ 50.7 Million
Adaptive Equip. - Purchase / Adapt Personal Vehicles	Veterans Affairs	Disabled Veterans & Service Members	$ 33.6 Million
Job Corps – Access to Sites & Employ. Services; Buy Bus Tickets	Labor	Low Income Youth	$ 21.6 Million
Total …….……..……..			$2.125 Billion

3.1.6 Medicaid

Medicaid is a federal program which provides health care for certain low-income individuals. Primary beneficiaries include pregnant women, children and teenagers of low income parents, and low-income people who are elderly, blind, or disabled. Each state administers its own Medicaid program. The North Dakota Department of Human Services (DHS) administers its program to approximately 53,000 Medicaid recipients. This total represents about 8 percent of the state's population.

Federal regulation 42 CFR 431.53 requires that states provide assistance to insure that Medicaid recipients have access to and from medical appointments. Medicaid recipients and their families are expected to provide their own transportation if they are able to do so. Needs assessments and subsequent transportation services are handled by county social service offices.

Medical transportation may be local to a nearby doctor but travel may also involve trips to more distant or even out-of-state locations for services that are not available locally. Related travel may be by bus, train, or air, depending on the medical needs of the traveler and available means of transportation. The cost of ambulance service may also be paid by Medicaid if a medical emergency exists.

When there is a proven need for transportation assistance, related services must be provided by an entity that is "enrolled" with DHS. Services are often provided by existing commercial operators, fixed-route bus systems, or local paratransit services, but they may also be provided by individuals who have enrolled with DHS to provide Medicaid-related transportation services. Service providers are reimbursed based on a fee schedule established by DHS.

North Dakota Department of Human Services records indicate that there are approximately 821 active Medicare transportation service providers that provide non-emergency medical transportation to Medicaid recipients. Fifty of these entities are commercial, public, or private, non-profit services; the remainders are individuals who provide occasional services to individuals in their area.

The location of the 50 primary service providers is presented on the map in figure 3.3. As this map indicates, 47 of these providers are based in 16 North Dakota communities and three are based in communities in neighboring states. A list of these primary service providers is presented in Appendix F.

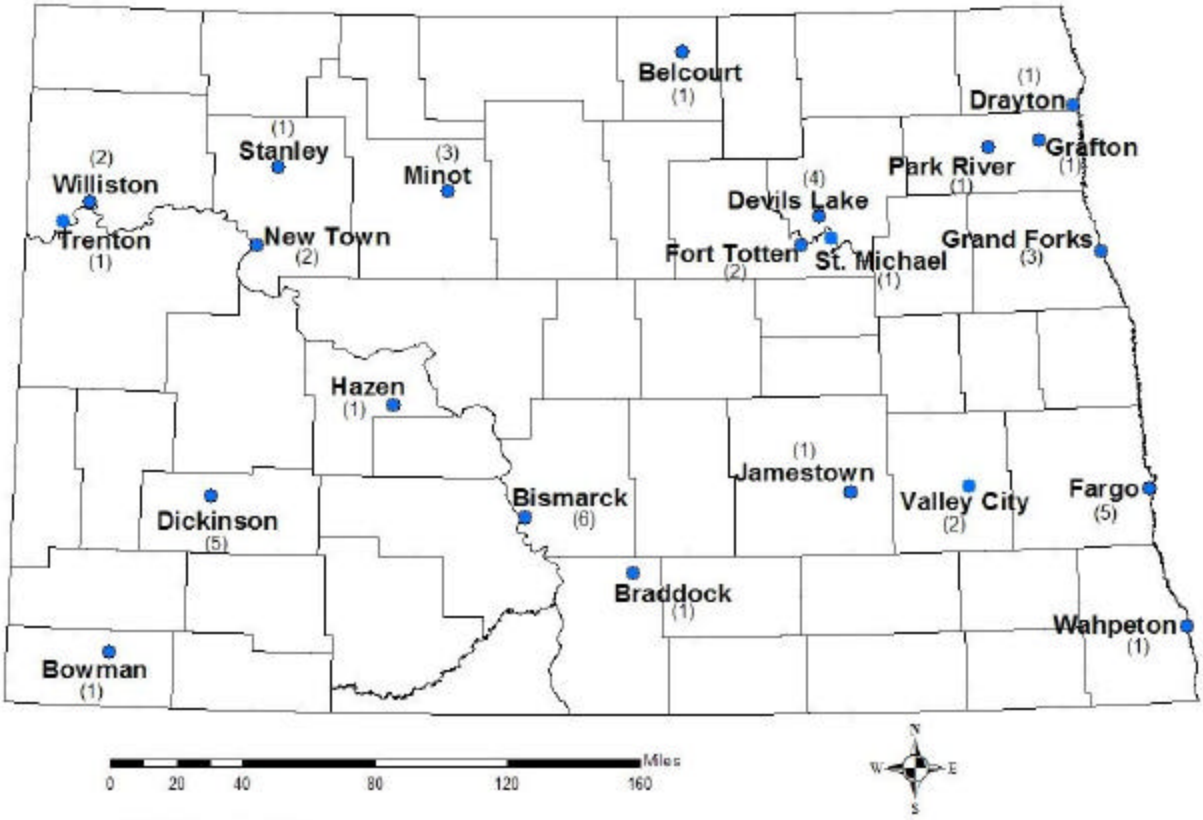

Figure 3. 3 Location of Certified Medical Providers

DHS estimates that approximately $1.14 million was spent on non-emergency, Medicaid-related transportation services in North Dakota in calendar year 2003. An additional $691,600 was spent on emergency ambulance services and related supplies.[10]

[10] Barbara Gaardner, North Dakota Department of Human Services – email: from sogaab@state.nd.us, to jon.mielke@ndsu.nodak.edu/ September 9, 2004.

3.1.7 Head Start

Head Start is a federal program designed to increase the social competence of children of low income families and children with disabilities. The program targets children from birth to age five, pregnant mothers, and families. There were over 3,300 pre-school children and their families enrolled in Head Start programs in North Dakota in 2003[11].

Federal Head Start monies flow directly from the federal government to local grantees. There are 14 grantees in North Dakota. These 14 grantees operate 71 Head Start centers in 59 communities around the state, Figure 3.4.

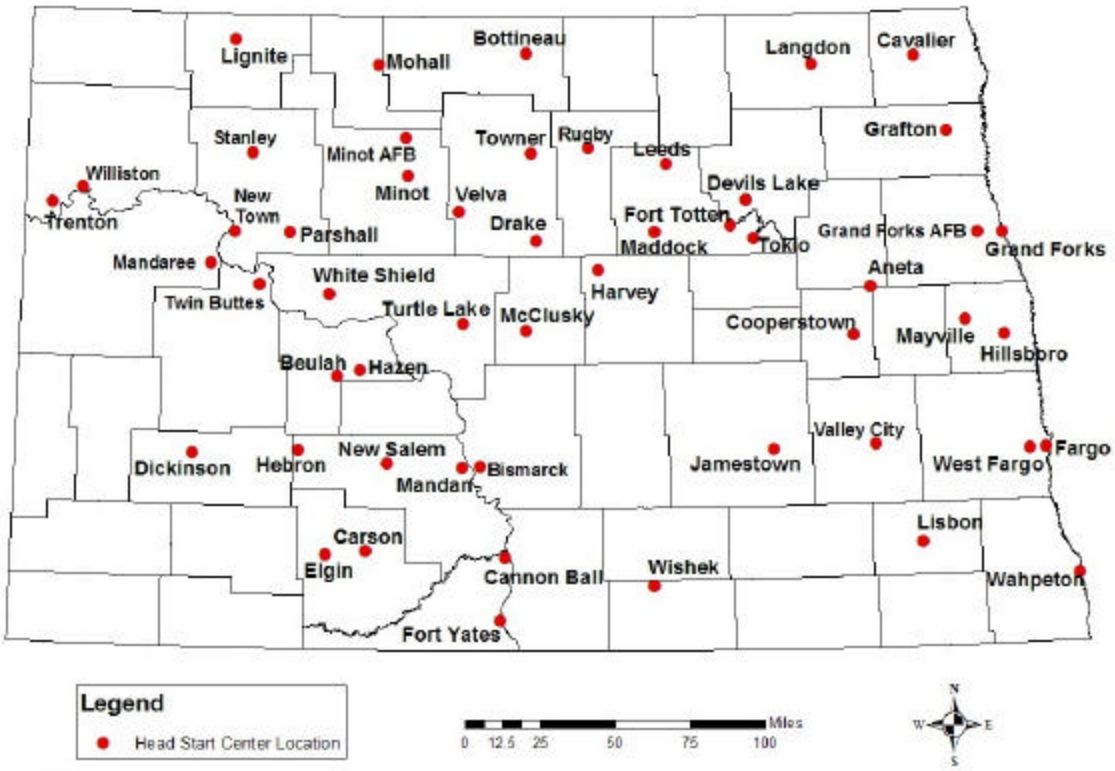

Figure 3.4 North Dakota Head Start Centers[12]

Grantee organizations include a variety of entities including private non-profit organizations, tribal governments, a public school district, and a state university. The Department of Human Services serves

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[11] School Transportation News. *Head Start.* School Transportation News, Redondo Beach, CA. 2004.

[12] North Dakota Department of Human Services. *A Connection for Families& Agencies*. North Dakota Department of Human Services, Bismarck, ND. June 2004.

as a coordinator/collaborator to provide training, help local sites comply with federal and state program guidelines, etc. Federal funds cover 80 percent of program costs[13].

More than 857,000 children were involved with the national Head Start program in the year 2000.[14] By contrast, North Dakota has only 3,322 being served by Head Start.[15] More than 500,000 of these youth were transported to Head Start programs using 11,000 vehicles owned and operated by Head Start grantees nationwide.

Because Head Start grantees receive funding directly from the federal Department of Health and Human Services, the North Dakota Department of Human Services does not have an inventory of the number of vehicles operated by the 71 Head Start centers in North Dakota. These grantees have been surveyed as a part of this study but related responses have not been received. Related services are, however, typically provided independently from other area transportation providers.[16]

3.1.8 Temporary Assistance for Needy Families (TANF)

TANF is a federal block grant program which provides states with money to operate state-directed social welfare programs. Among other things, TANF monies may be used to provide transportation assistance to help program participants gain access to places of employment or related training.

TANF funds are not used to directly subsidize transit system operations. Rather, TANF monies are typically paid to program participants to cover related costs. The national Center on Budget and Policy Priorities indicates that about two percent of the federal TANF budget is used to facilitate participant transportation[17].

North Dakota's TANF program is administered by the North Dakota Department of Human Services. During the 12 month period which ended June 30, 2004, the department estimates that approximately $1,261,534 million was expended to reimburse program participants for transportation-related expenses. In urban areas these costs might involve city bus tickets while in more rural areas they might involve fuel costs for personal vehicles[18].

North Dakota has also used TANF funds to support U.S. Department of Transportation Jobs Access & Reverse Commute programs (this federal program will be discussed below). Using TANF funds to augment this program can reduce the local cost of related services to zero. As is indicated below, however, this program has been relatively small in North Dakota.

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[13] North Dakota Head Start Association. http://www.ndheadstart.com/. North Dakota Head Start Association, Bismarck, ND, September 2004.

[14] Linda Rorman, Head Start Telephone Interview. North Dakota Department of Human Services. Bismarck ND. August 10, 2004

[15] North Dakota Department of Human Services. http://www.state.nd.us/humanservices/services/childfamily/headstart/ Bismarck, ND. October 27, 2004.

[16] School Transportation News. *Head Start.* School Transportation News, Redondo Beach, CA. 2004.

[17] Coven, Martha. *An Introduction to TANF.* Center on Budget and Policy Priorities, Washington D.C. October 24, 2003.

[18] John Hougen, North Dakota Department of Human Services, email from sohouj@state.nd.us/, to jon.mielke@ndsu.nodak.edu/, Sept. 24, 2004

3.1.9 Veterans Benefits

The federal Department of Veterans Affairs (VA) operates a fleet of passenger vans in North Dakota that provides eligible veterans with free transportation to veteran medical centers for medical services. North Dakota's only VA medical center is located in Fargo. Some veterans in western North Dakota do, however, receive services from a VA center located in Miles City, Mont. There are also three satellite clinics in North Dakota located in Bismarck, Grafton, and Minot.

The VA operates a fleet of ten vehicles based in Fargo, Lidgerwood, Jamestown, Bismarck (2), Dickinson, Cavalier, Minot, Stanley, and Williston. The Dickinson-and Williston-based vehicles cover their communities and points west enroute to the VA center in Miles City. The other vehicles serve their immediate area and intermediate points enroute to Fargo. Each van has designated pick-up and drop-off points. Riders must find their own means of transportation to and from these points.

VA vans are typically purchased with donations from businesses, local service organizations, or veterans groups or by the North Dakota Department of Human Services with proceeds from the Veterans of North Dakota Trust Fund. The vehicles are then turned over to the VA, which is responsible for their operation and related costs. These vehicles are not equipped with special accessibility features such as lifts or ramps and are operated by volunteer drivers.

The vans in Bismarck, Stanley, and Cavalier operate on a weekly basis while the others are all on an "as needed" basis. Except for the van that is based in Stanley, all the vans make the round trip to Fargo and back in one day; the trip from Stanley to Fargo and back requires two days. The vans that travel to Fargo carry an average of about 200 passengers per month.

For routing purposes, the Cavalier van, for example, leaves Cavalier and stops at other designated points (e.g. Grafton and Grand Forks) on the way to Fargo. A Bismarck van will stop at designated points along Interstate 94 (e.g. Jamestown and Valley City) on the way to Fargo. The Jamestown van will run only if the Bismarck van is full. The Minot van is used primarily for trips to the Minot Air Force Base. Minot veterans who need a ride to Fargo use the Stanley-based van.

In addition to these van transportation services, the VA also provides commercial bus transportation and mileage reimbursement for low income veterans. Assistance is also available to help equip disabled veterans' personal vehicles with special accessibility and operating equipment.[19]

3.1.10 Jobs Access & Reverse Commute

The federal highway "TEA-21" program provides the Federal Transit Administration with funding, ". . . to develop transportation services designed to transport welfare recipients and low-income individuals to and from jobs and to develop transportation services for residents of urban centers and rural and suburban areas to suburban employment opportunities." Program funds are administered by the FTA and are available for both capital and operating purposes. Sixty percent of the program's $85 million budget is

[19] Famais, Darlene. Telephone interview. *Disabled Veterans*. Disabled American Veterans, Fargo, ND. Aug. 10, 2004.

designated for urban areas with a population of more than 200,000; 20 percent is for urban areas of less that 200,000 and 20 percent is for nonurbanized areas. The Federal/local share is 50/50.[20]

In 2001 North Dakota received approximately $79,000 in program funds to purchase a vehicle and provide related transportation services on the Standing Rock Indian Reservation in Sioux County. Subsequent year's funding was denied and related services reportedly ceased.

The Fargo-Moorhead Council of Governments received a 2004 grant for $98,000 to coordinate transportation services in the Fargo-Moorhead urban area and to work with area employers concerning the mobility needs of their low-income employees.

No other areas in North Dakota are currently participating in this program. Job Service North Dakota does, however, utilize the federal Workforce Investment Act to help meet the employment-related transportation needs of dislocated workers and low-income individuals. Program funds are used to help eligible individuals with job preparedness, job search, and training activities. Transportation assistance includes, among other things, funds for car repairs and public transit. During the twelve month period ending June 30, 2003, 2,928 individuals from all across the state were served by this program. Transportation-related assistance expenditures during this time period totaled $30,723.[21]

3.1.11 No Child Left Behind

The federal No Child Left Behind Act (NCLB) signed into law in January 2002 represented a sweeping overhaul of the nation's elementary and secondary education systems.

According to the North Dakota Department of Public Instruction, NCLB funds may be used to provide transportation services. Corresponding decisions would be made at the local level but they would be a part of plans that would be submitted for state review.

If NCLB funding was used to support transportation services, it would probably be used to transport students within a district, or even between districts, to gain access to eligible programs or services that are not immediately available in the school where the needy student is enrolled. NCLB funds could also be used for professional development purposes to transport instructors to training programs or to bring presenters to local offerings.

At the present time, no significant NCLB monies are being spent on transportation-related services in North Dakota.[22]

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[20] Federal Transit Administration. *Job Access and Reverse Commute Program.* Federal Transit Administration, Washington D.C. 2004.

[21] Beth Zander, Job Services North Dakota – email: from betzande@state.nd.us, to jon.mielke@ndsu.nodak.edu/ Aug. 12 & 23, 2004.

[22] Gallagher, Greg. *No Child Left Behind Interview*. North Dakota Department of Public Instruction, Bismarck, ND. Aug. 8, 2004.

3.1.12 Older Americans Act

As indicated in the preceding subsection on dial-a-ride/paratransit services, 13 of North Dakota's dial-a-ride/paratransit services receive Older Americans Act Title III operating support in a program administered by the North Dakota Department of Human Services. Fiscal year 2003 funding totaled $262,000. Each of these operations also received Federal Transit Administration operating support via the North Dakota Department of Transportation. These Title III monies are used to support transportation services that provide eligible riders with access to community facilities, activities, and services.

3.1.13 Vocational Rehabilitation

North Dakota's vocational rehabilitation program is administered by the North Dakota Department of Human Services. The program assists people with disabilities achieve independence and employment by providing of rehabilitation services. Eligibility is determined by VR counselors located in North Dakota eight human service centers (Bismarck, Devils Lake, Dickinson, Fargo, Grand Forks, Jamestown, Minot, and Williston). Program monies, 80 percent of which are federal, may be used to help program participants travel to and from related services.

During the federal fiscal year which ended Sept. 30, 2003, $120,775 was expended in North Dakota to pay for transportation-related costs incurred to help program clients get to and from needed rehabilitation services. These payments were made on a client-by-client basis and did not go directly to existing transit operations. Typically incurred costs include the cost of bus tickets, travel reimbursement to family members who provide transportation, monthly gas cards for client-owned vehicles, etc.

Actual transportation-related program expenditures may vary greatly from one year to the next, depending on the needs of clients who are currently receiving vocational rehabilitation services.[23]

3.1.14 Job Corps

Job Corps is an education and vocational training program administered by the U.S. Department of Labor (DOL). The program is free to low-income students age 16-24 and helps them complete their high school education, learn a trade, and find employment. There are 118 Job Corps sites nation-wide operated by private contractors under agreements with the DOL. The program graduates approximately 70,000 students per year. Post-graduate assistance is provided for up to 12 months to help students with their job search, transportation, housing, health care, and other necessities.[24]

North Dakota's only Job Corps campus is in Minot. The center has the capacity to house and educate 250 students and typically runs at or near capacity. Each student's program is tailored to his or her needs and starts whenever the student arrives on campus. Programs typically entail on-site stays of 8-12 months.

Job Corps has four local service centers in North Dakota. These centers are located in Fargo, Bismarck, Grand Forks, and Minot. Each center serves its quadrant of the state and transports potential enrollees to Minot in U.S. government vehicles for campus visits prior to enrollment.

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[23] Cheryl Wescott Wetsch, North Department of Human Services – email: from sowesc@state.nd.us, to jon.mielke@ndsu.nodak.edu/, Aug. 4, 2004.

[24] United States Department of Labor. http://jobcorps.doleta.gov. Employment and Training Administration, Washington D.C. 2004.

Once a student is enrolled, Job Corps will provide transportation assistance to help eligible students return home for monthly visits. Transportation via Job Corps vehicles will not be provided unless it involves at least three students. Transportation may also be provided by commercial bus and Amtrak.

Job Corps' fleet of vehicles is also used to provide local travel for purposes such as trips to job sites, recreation, miscellaneous appointments, etc. Job Corps has a fleet of 18 vehicles in North Dakota which includes passenger cars, mini-vans, full size vans, and 44 passenger buses.[25]

Job Corps will also help graduates access post-graduation jobs via commercial modes of transportation. Commuting to and from these jobs, however, becomes the responsibility of each individual.

3.1.15 Nursing Homes

There are three types of licensed facilities in North Dakota that provide housing for senior citizens and physically disabled individuals. These facilities provide resident care that ranges from apartment-like living (assisted living facilities) to individual sleeping quarters with congregate meals (basic care facilities) to complete care for residents with long-term medical needs (nursing homes). Each of these various types of facilities operates under licenses issued by the North Dakota Department of Human Services.

The following table identifies how many of each of these facilities there are in North Dakota and the capacity of each type facility.

Senior Citizen & Physically Disabled Housing

Type Facility	Licensed Facilities	Beds/Living Units
Basic Care	53	1,567
Assisted Living	43	1,403
Nursing Homes	80	6,442

Nursing homes are required to provide non-emergency medical transportation services for their residents. There are no other transportation-related requirements for licensed senior housing facilities. Assuming an occupancy rate of 85 percent, it is estimated that approximately 8,000 North Dakotans live in these licensed facilities. This total represents about 8.6 percent of the state's population that is 65 an older.

In an attempt to quantify transportation services that are provided to the residents of these various types of assisted living facilities, licensees were surveyed to determine what transportation services are provided to residents. The map in Figure 3.5 shows the communities in North Dakota that have one or more long term care facilities.

[25] Schobinger, Rae. *Job Corps Interview*. Quentin Burdick Job Corps Center, Minot, ND. Aug 10, 2004.

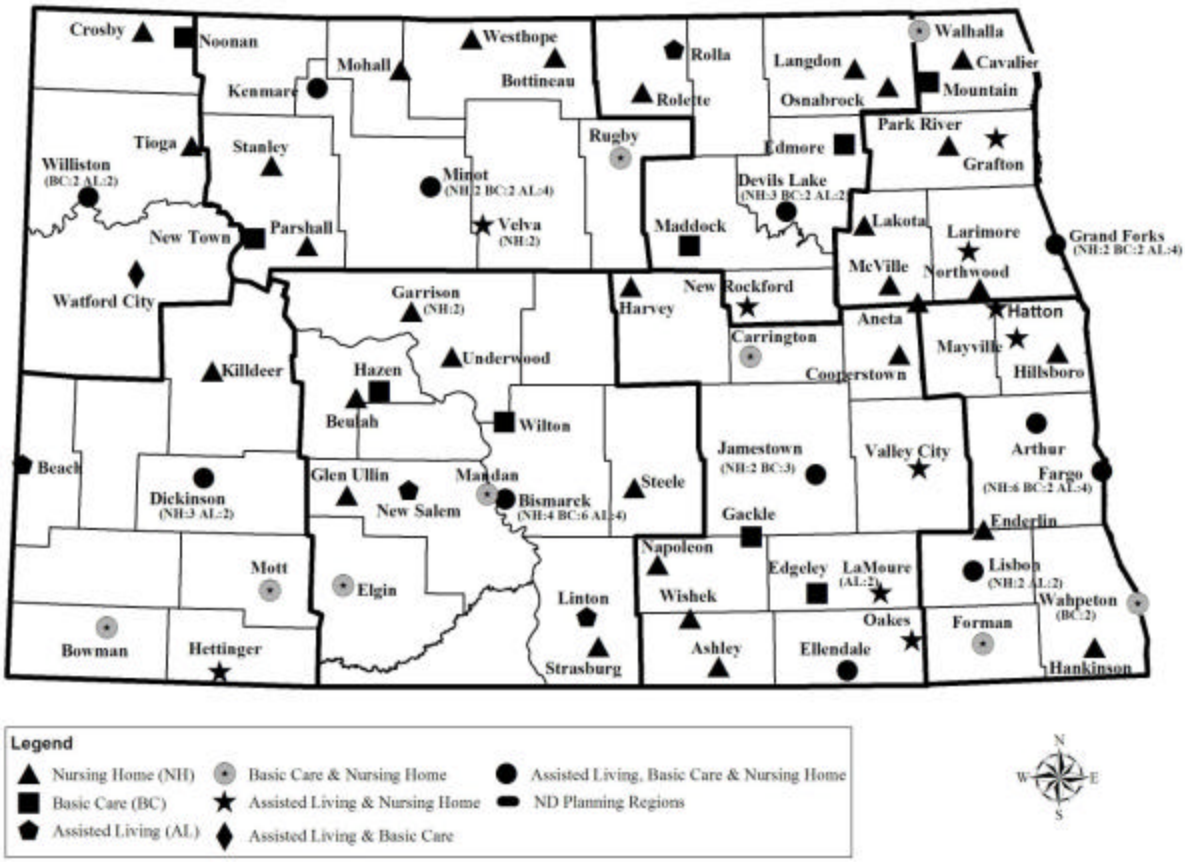

Figure 3.5 Long Term Care Facilities (Multiple facilities listed in parentheses)

3.1.16 Developmental Disabilities Service Providers

The North Dakota Department of Human Services (DHS) licenses entities to provide residential services to developmentally disabled individuals in North Dakota. As of August, 2004, there were 34 such entities in the state operating a total of 101 residential group homes in the state. Many of these group homes provide transportation services for their residents.

Approximately 775 developmentally disabled individuals reside in licensed group homes in North Dakota. DHS estimates that licensees provide residential services for an additional 1,000 developmentally disabled individuals who live outside group homes.

Group home operators receive Medicaid reimbursement through DHS for services provided. Each licensee purchases its own vehicles and amortizes related expenses and vehicle operating costs into its operating budget. The exact amount that is paid for transportation services is unknown since related costs are built into each licensee's overall cost of doing business. These costs are subject, however, to review and approval by DHS.[26]

[26] Hendrickson, Robbin. *Developmental Disabilities Service Providers Interview.* Department of Human Services, Bismarck, ND. Aug. 23, 2004.

All of North Dakota's developmental disabilities service providers were surveyed as a part of this study. Survey questions focused on the types of transportation services that are being provided, the number of clients served, and the number of trips provided.

Twenty- eight of North Dakota's 34 licensees responded to this survey. These respondents operate 74 of the state's 101 group homes and provide 3,995 clients with residential and other services. Most group homes have at least one vehicle at the home for resident/client use; these vehicles are capable of satisfying the majority of their needs. Group homes do not keep a record of trip purposes. Many indicated, however, that employment and medical trips are the most frequented trips. Respondents indicated that they operate a total of 156 vehicles to provide transportation services to their clients.

3.2 Regional Services Inventories & Coordination Efforts

The previous section of this chapter described major transportation programs administered by state agencies - primarily the North Dakota Department of Transportation and the North Dakota Department of Human Services. The remainder of this section will discuss public transportation services that are available in each of the state's eight planning regions.

While many of the services discussed in the following pages are governed by the programs discussed earlier, these discussions will more fully describe the services being provided and efforts that are taking place to coordinate them with other local service providers. These services are evaluated and discussed at the regional level. There are eight established economic planning regions in North Dakota (Figure 3.6). SURTC facilitated transportation coordination focus group meetings in each of the state's regions.

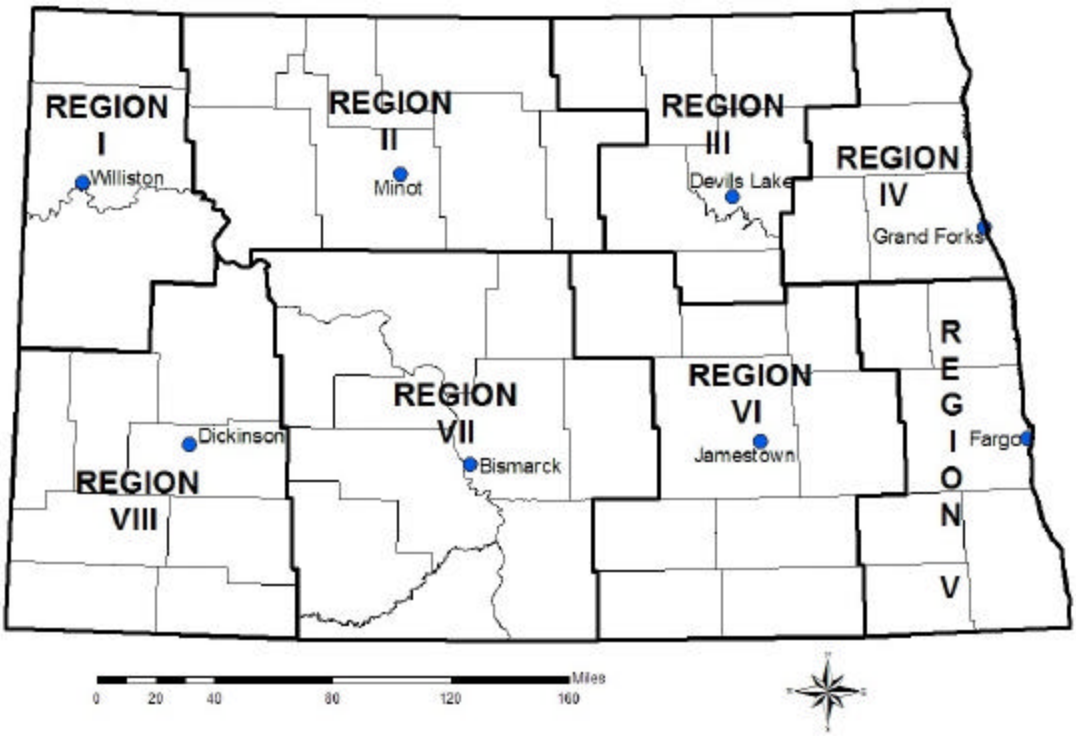

Figure 3.6 North Dakota Economic Planning Regions

The following subsections will include a description of each region's geographic size, demographics, major community, and transportation funding and expenditures. Information will also be presented concerning transportation service vehicles that are in place within each region and ongoing local coordination efforts.

3.2.1 Region 1 – Williston

Region 1 consists of Divide, McKenzie, and Williams Counties (Figure 3.7). With a total surface area of 6,303 square miles, it is the smallest region in North Dakota. The region has a total estimated population of 27,781; 4.4 residents per square mile. Williston, with an estimated 2003 population of 12,114, is the largest community in region. Williston serves as the region's shopping and medical center and the location for the regional meeting, the minutes of the Region 1 Focus Group meeting are presented in Appendix G.

Figure 3.7 Counties in Region 1

As Figure 3.8 illustrates, a high percentage of the region's population is potentially transportation disadvantaged. The potentially disadvantaged include three groups of residents: 7,978 disabled residents or 28.7 percent of the population, 4,835 senior residents or 17.4 percent of the population, 4,414 low-income residents or 15.9 percent of the population. There may be some overlap as these are not three separate and distinct groups.

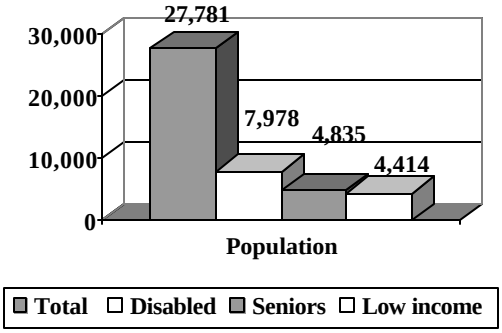

Figure 3.8 Demographics of Region 1
Source: US Census Bureau, 2000 ND Quick Facts online at www.census.gov/

The Williston Council on Aging (WCA) is the primary pubic transportation service provider in the region. WCA provides paratransit serves in Williston. Paratransit service is also provided for Watford City, Crosby, and rural areas near Williston. Souris Basin Transportation provides weekly service from Crosby to Minot. Local taxi service is also available in Williston. There are no commercial intercity bus services in the region but Amtrak does provide daily eastbound and westbound passenger service out of Williston.

Other client-specific transportation services are provided by the region's nursing homes, basic care centers, assisted living facilities, and facilities for residents with developmental disabilities. As indicated in Table 3.1, nine entities responded to a survey concerning the provision of local transportation services. These nine entities operate 15 vehicles which provide transportation services to the general public or to specific client groups in Region 1.

Table 3.1 Number of Vehicles by Agency in Region 1

Entity Name	Location	NH*	BC*	AL*	DD*	T*
Bethel Lutheran Home	Williston	3	0			
Crosby Good Samaritan Center	Crosby	3				
Tioga Medical Center	Tioga	1				
The Good Shepherd Home	Watford City		2	0		
Noonan Good Samaritan Center	Noonan		NR			
The Kensington	Williston		NR	NR		
Horizon Assisted Living	Watford City			NR		
The Rough Rider Inn	Williston			NR		
Opportunity Foundation	Williston				5	
Williston Council for Aging	Williston					8
Tioga Senior Citizens Public Transit	Tioga					2
Trenton Indian Service Area	Trenton					1
Wildrose Senior Transportation	Wildrose					1
Williston Taxi	Williston					4
Totals…….....		**7**	**2**	**0**	**5**	**16**

* **NH** = nursing home, **BC** = basic care, **AL** = assisted living, **DD** = developmental disabilities, and **T** = transit.
NR = No response to survey

Region 1 ranks last in the state in terms of total and per capita dollars available to support public transportation services. As Table 3.2 indicates, the region spends only $171,587 or $6.18 per capita annually on local public transportation services.

The region's transit dollars come from a variety of sources. As Table 3.2 illustrates, primary funding sources include FTA Section 5311, state aid, and Title III B of the Older American Act (OAO): this region has no local tax or mill levy from counties or cities to support transit. "Other" sources of funding include fund-raising projects and donations.

Medicaid revenues listed in Table 3.2 are monies that Medicaid provided directly to eligible clients in the region in 2003 to reimburse them for transportation-related expenditures. Related transportation services were provided by local taxi and transit operators.

Table 3.2 Region 1 Transportation Dollars

Source	Dollars ($)
FTA (5311)	42,154
State Aid	68,021
OAO Title III B	21,000
Local Mill	-0-
Fares	17,775
Other	19,808
Medicaid	2,829
Total	**171,587**

As discussed in early portions of this section, there are other government programs that provide funding to give eligible program clients access to related services. This money flows into the region to reimburse area residents for transportation costs incurred to access various federal programs, including repair and insurance coverage for personal vehicles. These reimbursements for vehicle repair and other transportation costs for Region 1 amount to:

- Vocational Rehabilitation (DHS) - $10,371
- TANF and JOBS (DHS) - $58,869
- Workforce Investment Act (JSND) - $361

Little or no coordination is taking place between DOT and DHS programs in Region 1. Williston's public school district is looking for an affordable means of transporting students living in Williston. Insuring the viability of Williston's taxi service is a local concern.

3.2.2 Region 2 – Minot

Region 2 is a seven-county area in west central North Dakota (Figure 3.9). Counties in the region include Bottineau, Burke, McHenry, Mountrail, Pierce, Renville, and Ward. The region is comprised of 10,712 square miles. With a population of 88,089, the region has 8.2 residents per square mile. A copy of the minutes from Region 2 Focus Group meeting is presented in Appendix G.

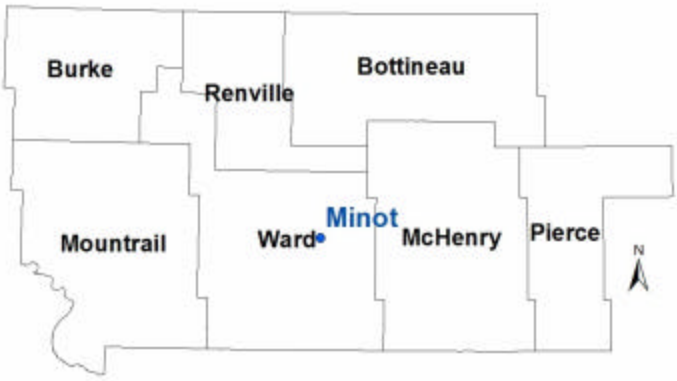

Figure 3.9 Counties in Region 2

Minot, with an estimated 2003 population of 35,424, is the largest community in region and the fourth-largest city in the state. Minot serves as the shopping and medical center for this region and all of northwestern North Dakota. A portion of the Fort Berthold Indian Reservation is located in Mountrail County. Minot is also the home of the Minot Air Force Base.

Figure 3.10 illustrates number of people within the region who are potentially transportation disadvantaged. The potentially disadvantaged include three groups of residents: 23,247 disabled residents or 26.4 percent of the population, 13,606 senior residents or 15.4 percent of the population, 10,557 low-income residents or 12 percent of the population. There may be some overlap as these are not three separate and distinct groups.

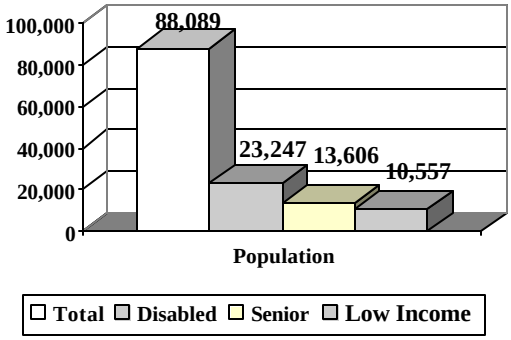

Figure 3.10 Demographics for Region 2
Source: US Census Bureau, 2000 ND Quick Factsonline at www.census.gov/

Region 2 has regionalized its transportation services through Souris Basin Transportation (SBT) based in Minot. SBT serves all of the region's counties and many outlying communities. Minot has a fixed-route bus which focuses on providing school-related transportation services in the early morning and late afternoon hours. Traditional bus services are offered during the mid-day. Paratransit services Minot are provided by the Minot Commission on Aging. Their hours of services are 7:30 a.m. to 10 p.m. Monday thru Friday, 10 a.m. to 10 p.m. on Saturdays and 8 a.m. to 3 p.m. on Sundays. A similar service is also provided in Kenmare by Kenmare Wheels & Meals with fewer hours running from 9 a.m. to 2 p.m. Monday thru Friday.

Region 2 is home to New Town Bus Lines, a regional intercity bus line providing seven-day-a-week service between Bismarck and Minot and between Minot and Grand Forks. Service between New Town and Minot is provided on weekdays. Local taxi service is available in Minot. The city also has daily Amtrak service.

The region has 11 nursing homes, five basic care facilities, six assisted living homes, and four facilities for residents with developmental disabilities. As Table 3.3 indicates, several of these facilities operate transit vehicles for their residents.

Six entities in the region provide public transportation services. Excluding vehicles operated by local taxi operators, these entities operate 36 transit vehicles. The Minot Vocational Workshop operates an additional 23 vehicles to meet the transportation needs of Minot's developmentally disabled residents.

Table 3.3 Number of Vehicles by Agency in Region 2

Entity Name	Location	NH*	BC*	AL*	DD*	T*
Bottineau Good Samaritan Center	Bottineau	3				
†Kenmare Community Hospital Skilled Nursing Unit	Kenmare	0(KMW)				
††Manorcare Health Services	Minot	0(MCA)				
Trinity Homes	Minot	2				
North Central Good Samaritan C.	Mohall	2				
Rock View Good Samaritan Center	Parshall	NR				
Heart of America Nursing Facility	Rugby	NR				
Mountrail Bethel Home	Stanley	NR				
Souris Valley Care Center	Velva	NR				
Souris Valley View Manor	Velva	2		0		
Westhope Home	Westhope	2				
Baptist Home of Kenmare	Kenmare		2	0		
Edgewood Vista & (Alzheimers Unit)	Minot		2	0		
Emerald Court	Minot		NR			
New Town Good Samaritan Center	New Town		NR			
Harold S. Haaland Home	Rugby		2			
Brentmoor	Minot			2		
Semmen Assisted Living	Minot			0		
Somerset Court	Minot			2		
Minot Vocational Adjustment Workshop	Minot				23	

Entity Name	Location	NH*	BC*	AL*	DD*	T*
Tri-City Care Inc	Stanley				7	
Rem North Dakota Inc.	Minot				NR	
††Rehab Services Inc	Minot				0 MCA	
Minot City Transit	Minot					17
Souris Basin Transportation	Minot					13
Minot Commission on Aging (MCA)	Minot					5
Kenmare Wheels & Meals Inc (KMW)	Kenmare					1
Taxi 7000	Minot					NR
Minot City Cab	Minot					NR
Totals ……		**11**	**6**	**4**	**30**	**36**

* **NH** = nursing home, **BC** = basic care, **AL** = assisted living, **DD** = developmental disabilities, and **T** = transit.
NR = No Response to Survey
† = Coordinates with Kenmare Wheels and Meals
†† = Coordinates with Minot Commission on Aging

While Region 2 has three times the population as Region 1, it has five times more money to support public transit. As Table 34 illustrates, the region's largest funding source for transit is Section 5311 dollars. Other major funding sources include state aid and local mill levies. A considerable amount of Medicaid money also comes into the region to reimburse clients for transportation expenses. Spending for public transportation in the region equals approximately $12.51 per capita.

Table 3.4 Region 2 Transportation Dollars

Source	Dollars ($)
Federal (5311)	283,575
State Aid	196,013
Title III B	67,000
Local Mill	202,586
Other	134,422
Fares	127,509
Medicaid	91,286
Total	**1,102,391**

Programs administered by the North Dakota Department of Human Services and Job Service North Dakota also reimburse eligible clients in the region for transportation-related expenses, including repair and insurance premiums for personal vehicles. These reimbursements for vehicle repair and other transportation costs amount to:

- Vocational Rehabilitation (DHS) - $7,513
- TANF and JOBS (DHS) - $85,574
- Workforce Investment Act (JSND) - $4,426

There is a degree of coordination among some of the transit providers in the region. Souris Basin Transportation does provide local service in rural areas and to Minot. Some nursing homes satisfy their residents' transportation needs with services provided by entities such as Kenmare Wheels and Meals and the Minot Commission on Aging. Conversely, there appears to be little coordination between fixed-route and paratransit services in Minot.

3.2.3 Region 3 - Devils Lake

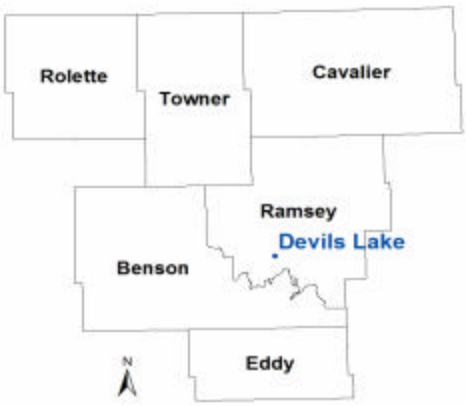

Figure 3.11 Counties in Region 3

Region 3 is a six-county region located in north central North Dakota (Figure 3.11). Counties in the region include Benson, Cavalier, Eddy, Ramsey, Rolette, and Towner. The region has a total surface area of 6,875 square miles. With 43,168 residents, the region has 6.3 residents per square mile.

The region's largest city and primary shopping and medical center is Devils Lake.

With an estimated 2003 population of 6,971, Devils Lake is, by far, the state's smallest regional hub. Many of the area's residents travel to Grand Forks for medical services. A copy of the minutes from Region 3 Focus Group meeting is presented in Appendix G.

The region encompasses two Native American reservations. The Turtle Mountain Reservation is located in Rolette County and the Spirit Lake Reservation is located in Benson, Eddy, and Ramsey Counties.

Figure 3.12 illustrates number of people within the region who are potentially transportation disadvantaged. The potentially disadvantaged include three groups of residents: 12,075 disabled residents or 28 percent of the population, 6,991 senior residents or 16.2 percent of the population, 8,862 low-income residents or 20.5 percent of the population. There may be some overlap as these are not three separate and distinct groups.

This region's low income population, at 20.5 percent (8,862/43168) is significantly larger than any other region, Figure 3.12. The next highest is Region 1 at 15.9 percent and then Region 8 at 12.7percent. Over 29 percent of Benson County's population is classified as a low-income; 31 percent of Rolette County's population is low-income.[27]

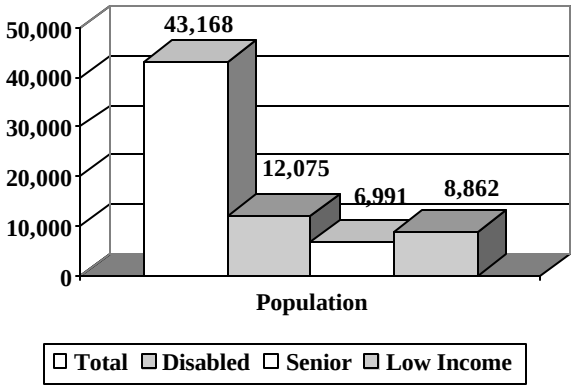

Figure 3.12 Demographics for Region 3
Source: US Census Bureau, 2000 ND Quick Facts online at www.census.gov/

[27] US Census Bureau, North Dakota Quick Facts, http://quickfacts.census.gov/qfd/states/38000.html 2000 census, August 30, 2004

There are no fixed-route bus systems in the region. Intercity bus and rail services are available on a daily basis between Devils Lake and Grand Forks and between Devils Lake and Minot. Taxi services are available in Devils Lake.

Eleven entities provide public transportation services in the region. These entities, as shown in Appendix A, are loosely coordinated through a brokerage service – North Central Planning Region. While North Central assists each operator with grant applications and certain administrative functions, each service operates independently. Except for the taxi operators in Devils Lake, these services are primarily local dial-a-ride/paratransit systems which provide local transportation and trips to Devils Lake. As Table 3.5 indicates, the region has 28 vehicles which are being operated to provide local public transit services.

Region 3 has seven nursing homes, four basic care facilities, three assisted living homes, and four residential facilities for developmentally disabled residents. Several of these entities operate vehicles to provide transportation services for their residents.

Table 3.5 Number of Vehicles by Agency in Region 3

Entity Name	Location	NH*	BC*	AL*	DD*	T*
Devils Lake Good Samaritan Center	Devils Lake	NR				
Dunseith Community Nursing Home	Devils Lake	NR				
†Heartland Care Center	Devils Lake	0 SMS		0		
Lutheran Home of the Good Shepherd	New Rockford	2				
Maple Manor Care Center	Langdon	1				
Osnabrock Good Samaritan Center	Osnabrock	2				
Presentation Care Center	Rolette	1				
Edmore Memorial Rest Home	Edmore		NR			
Lake Country Manor	Devils Lake		NR			
Maddock Memorial Home	Maddock		0			
Odd Fellows Home	Devils Lake		NR			
Lake country Manor	Devils Lake			NR		
Heritage House	New Rockford			0		
4th Corporation New Rockford	New Rockford				7	
Lake Region Corporation	Devils Lake				NR	
Lake Region Kids	Devils Lake				NR	
Park View Assisted Living	Rolla				1	
Benson County Transportation	Maddock					4
Cando Senior Citizens	Cando					2
Cavalier County Senior Meals/Service	Landgon					2
Nutrition United Inc./RCSMS	Rolla					4
Senior Meals & Services (SMS)	Devils Lake					5
Spirit Lake Nation Tribe	Fort Totten					2
Nutrition & Support Services	Belcourt					2
Devils Lake Taxi	Devils Lake					1
Royal Coach Transportation	Rolla					3

Entity Name	Location	NH*	BC*	AL*	DD*	T*
Eddy County Transportation	New Rockford					1
City Cab	Devils Lake					1
Devils Lake Taxi	Devils Lake					1
Totals ……..		**6**	**0**	**0**	**8**	**28**

* **NH** = nursing home, **BC** = basic care, **AL** = assisted living, **DD** = developmental disabilities, and **T** = transit.
NR = No Response to Survey
† = They coordinate rides with Senior Meals and Service

Table 3.6 summarizes the amount of money is available to support public transportation services in Region 3. With only $394,054 available, only Region 1 has less money to support local public transportation. This level of support equals $9.57 per capita. State aid is the region's primary funding source, followed by Federal Transit Administration Section 5311 monies.

Table 3.6 Region 3Transportation Dollars

Source	Dollars ($)
Federal (5311)	99,906
State Aid	129,799
Title III B	29,000
Local Mill	26,732
Other	20,638
Fares	44,944
Medicaid	43,035
Total	**394,054**

As is the case with all of the state's eight regions, additional money flows into the region to reimburse area residents for transportation costs incurred to access various federal programs, including auto repair and insurance premium for personal vehicles. These reimbursements for vehicle repair and other transportation costs amount to:

- Vocational Rehabilitation (DHS) - $5,732
- TANF and JOBS (DHS) - $495,388
- Workforce Investment Act (JSND) - $2,539

As indicated earlier, there is a loose degree of coordination among the region's public transportation services. This coordination exists solely because of the grant application and administration services brokered through North Central Planning Services of Devils Lake. Except for this affiliation, the region's public transportation services operate independently from one another.

3.2.4 Region 4 – Grand Forks

Region 4, which includes Grand Forks, Nelson, Pembina, and Walsh Counties, is located in the northeast corner of North Dakota (Figure 3.13). The region has a surface area of 4,865 square miles and a population of 90,798. With 18.7 residents per square mile, this region ranks second in the state, second only to the Fargo region. The minutes of the Region 4 focus group meeting are presented in Appendix G.

Figure 3.13 Counties in Region 4

Grand Forks, the regional trade and medical center, has a population of 48,618. Grand Forks is the third largest city in North Dakota and is the home of the University of North Dakota, the state's largest university, and the Grand Forks Air Force Base.

Segments within the region's population which are potentially transportation disadvantaged are listed below, Figure 3.14 The potentially disadvantaged include three groups of residents: 22,677 disabled residents or 25 percent of the population, 11,451 senior residents or 12.6 percent of the population, 10,654 low-income residents or 11.7 percent of the population. There may be some overlap as these are not three separate and distinct groups.

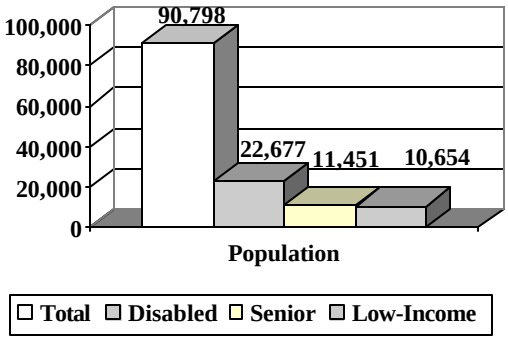

Figure 3.14 Demographics in Region 4
Source: US Census Bureau, 2000 ND Quick Facts online at www.census.gov/

The city of Grand Forks has daily east and westbound intercity bus service on US Highway 2 and north and southbound services on Interstate Highway I-29. Grand Forks is also served by Amtrak and has a local fixed route bus service and local taxi service. The local fixed-route bus service also operates the local dial-a-ride / paratransit service.

Rural public transportation services are provided by four different operators, one in each of the region's four counties. Services in rural Grand Forks County are provided by the Fargo Senior Commission. Other rural service providers include Nelson County Transportation, Walsh County Transportation, and Pembina County Meals and Transportation. Each of these services operates three of fewer vehicles and provides local transportation and scheduled trips to Grand Forks.

The region has 11 nursing homes, four basic care facilities, six assisted living homes, and five facilities which serve developmentally disabled residents. As indicated in Table 3.7, several of these facilities operate vans and buses for their residents/clients. The Vocational Rehabilitation Center associated with Altru Hospital in Grand Forks also operates vans to transport patients who live in the city. The North Dakota Association for the Disabled also has two accessible vehicles which are used to transport residents in wheelchairs in Grand Forks.

Table 3.7 Number of Vehicles by Agency in Region 4

Entity Name	Location	NH*	BC*	AL*	DD*	T*
Aneta Parkview Health Center	Aneta	0				
Lakota Good Samaritan Center	Lakota	NR				
Larimore Good Samaritan Center	Larimore	2		0		
Lutheran Sunset Home	Grafton	3				
Nelson County Health System Care C.	McVille	2				
Northwood Deaconess Health Center	Northwood	2				
Park River Good Samaritan Center	Park River	4				
Pembilier Nursing Center	Walhalla	NR	NR			
Valley Eldercare Center	Grand Forks	3				
Wedge Manor	Cavalier	2				
Woodside Village	Grand Forks	0				
Borg Pioneer Memorial Home	Mountain		NR			
Parkwood Place Inn - Lodge	Grand Forks		1	1		
St. Ann's Guest Home	Grand Forks		NR			
Country Estates	Grand Forks			NR		
Leisure Estates	Grafton			NR		
Tufte Manor	Grand Forks			0		
Wheatland Terrance	Grand Forks			0		
Agassiz Enterprise	Grand Forks				0	
Development Homes Inc.	Grand Forks				6	
Listen Inc.	Grand Forks				0	
Prairie Harvest Human Services Found.	Grand Forks				5	
Success Unlimited	Grand Forks				0	
Grand Forks Public Transportation	Grand Forks					32
Nelson County Transportation	McVille					3
Pembina County Meals & Transportation	Drayton					1
Walsh County Transportation	Park River					2
Grand Forks Taxi	Grand Forks					NR
Nodak Cab Company	Grand Forks					NR
Totals…….		**18**	**1**	**1**	**11**	**38**

* **NH** = nursing home, **BC** = basic care, **AL** = assisted living, **DD** = developmental disabilities, and **T** = transit.

NR = No Response to Survey

Region 4 has the highest per capita spending on public transportation of any of the state's eight regions. As Table 3.8 indicates, the region has nearly $2 million available annually to support local transportation service providers. This amount equals $21.95 per capita, nearly $5.89 more per capita than the next highest region (Fargo).

This support comes from a variety of sources including the Federal Transit Administration, state aid, and local mill levies. The support reported in Table 3.8 does not include support provided to the Fargo Senior Commission for services provided in rural Grand Forks County. This support pushes the region's per capita spending for public transportation even higher.

Table 3.8 Region Transportation in Dollars

Source	Dollars ($)
Federal (5311)	56,433
Federal (5307)	717,887
State Aid	183,445
Title III B	0
Local Mill	621,577
Other	75,484
Fares	254,932
Medicaid	84,084
Total	**1,993,842**

As is the case with all of the state's eight regions, additional money flows into the region to reimburse area residents for transportation costs incurred to access various federal programs, including auto repair and insurance premium for personal vehicles. These reimbursements for vehicle repair and other transportation costs amount to:

- Vocational Rehabilitation (DHS) - $25,746
- TANF and JOBS (DHS) - -$250,444
- Workforce Investment Act (JSND) - $3,580

As indicated earlier, there is coordination within the city of Grand Forks concerning the operations of the local fixed and paratransit bus services because both are operated by the same entity. Local paratransit services are also supplemented and coordinated via contracts with local taxi services to provide "after hours" services to eligible residents. There is no coordination with the region's rural service providers.

3.2.5 Region 5 – Fargo

Region 5 is located in the southeast corner of North Dakota. The region includes six counties (Cass, Ransom, Richland, Sargent, Steele, and Traill – Figure 3.15) and has a total surface area of 6,523 square miles. With a population of 162,127, the region has 24.9 residents per square mile, by far the highest in the state.

The Fargo metropolitan area is the region's shopping and medical center. Major North Dakota cities in the metropolitan area include Fargo, with an estimated 2003 population of 91,484, and West Fargo, with a 2003 population of 16,431. Fargo is also the home of North Dakota State University, the state's second largest institution of higher education. The minutes of the Region 5 Focus Group meeting are presented in Appendix G.

The region has a larger number of potentially transportation disadvantaged-residents than any other region. The potentially disadvantaged include three groups of residents: 37,253 disabled residents or 23 percent of the population, 18,702 senior residents or 11.5 percent of the population, 16,125 low-income residents or 9.9

Figure 3.15 Counties in Region 5

percent of the population, Figure 3.16. There may be some overlap as these are not three separate and distinct groups.

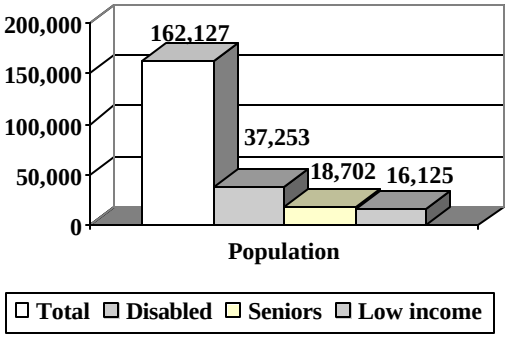

Figure 3.16 Demographics for Region 5
Source: US Census Bureau, 2000 ND Quick Factsonline at www.census.gov/

Fargo has daily east and westbound intercity bus service on Interstate Highway I-94 and north and southbound services on Interstate Highway I-29, as well as fixed route bus service with in the city. Fargo is also served by Amtrak and has two local taxi operators.

The Fargo-Moorhead Council of Government's 2004 Directory of Special Transportation Services identifies 10 general public transportation services providers in the metropolitan area and an additional 20 providers that serve only their residents. These local providers include the local fixed-route bus service and dial-a-ride/paratransit services that are provided by the Fargo Senior Commission. The Fargo Senior Commission also provides public transportation services in the region's rural areas.

The region has 16 nursing homes, seven basic care facilities, eight assisted living homes, and five facilities that care for developmentally disabled individuals. Survey results reflected in Table 3.9 indicate that several of these facilities provide transportation services for their residents.

Table 3.9 Number of Vehicles by Agency in Region 5

Entity Name	Location	NH*	BC*	AL*	DD*	T*
Arthur Good Samaritan Center	Arthur	2	0	0		
Bethany Homes	Fargo	1		0		
Elim Care Center	Fargo	1				
Four Seasons Health Care Center	Forman	2	0			
Hillsboro Medical Center Nursing Home	Hillsboro	NR				
Luther Memorial Home	Mayville	2				
Maryhill Manor	Enderlin	NR				
Manor Care Health Services	Fargo	NR				
MeritCare Hospital TCU	Fargo	NR				
North Dakota Veterans Home	Lisbon	NR				
Parkside Lutheran Home	Lisbon	NR				

Entity Name	Location	NH*	BC*	AL*	DD*	T*
Rosewood on Broadway	Fargo	NR				
St. Catherine's Living Center	Wahpeton	NR	NR			
St. Gerard's Community Nursing Home	Hankinson	NR				
Tri-County Retirement and Nursing Home	Hatton	2		0		
Villa Maria Health Care	Fargo	NR				
Evergreens of Fargo	Fargo		0			
Leach Home	Wahpeton		1			
Waterford at Harwood Groves	Fargo		1	0		
Beverly Anne Assisted Living Center	Lisbon		1			
Prairie Villa	Arthur			NR		
Pioneer House Assisted Living Inc.	Fargo			NR		
Prospect Manor	Lisbon			NR		
Riverview Place	Fargo			NR		
Community Living Services, Inc	Fargo				0	
Vocational Training Center	Fargo				0	
Fraser Ltd	Fargo				12	
Friendship, Inc.	Fargo				31	
Red River Human Services Foundation	Fargo				NR	
City of Fargo Transit	Fargo					23
Fargo Senior Commission	Fargo					8
†Cass County	Fargo					1
†Ransom County	Lisbon					2
†Southeast Senior Services	Wahpeton					5
†Sargent County	Forman					2
†Steel County	Finley					1
†Traill County	Hillsboro					2
Handiwheels	Fargo					2
Lucky 7	Fargo					NR
Doyle's Yellow Checker Cab, Inc.	Fargo					NR
Totals…….		**10**	**3**	**0**	**43**	**46**

NH = nursing home, **BC** = basic care, **AL** = assisted living, **DD** = developmental disabilities, and **T** = transit
NS = Not surveyed
NR = No Response to Survey
† Managed by Fargo Senior Commission

In terms of total expenditures, Region 5 spends more to provide public transportation services than any other region in the state. The region is second only to Region 4 in terms of per capita spending on transit $16.06 ($16.06 vs. $21.95). The region's source of transit support is summarized in Table 3.10.

Table 3.10 Region 5 Transportation Dollars

Source	Dollars ($)
Federal (5311)	52,994
Federal (5307)	916,104
State Aid	303,172
Title III B	75,000
Local Mill	512,597
Other	52,098
Fares	396,858
Medicaid	295,108
Total	**2,603,931**

As is the case with all of the state's eight regions, additional money flows into the region to reimburse area residents for transportation costs incurred to access various federal programs, including auto repair and insurance premium for personal vehicles. These reimbursements for vehicle repair and other transportation costs amount to:

- Vocational Rehabilitation (DHS) - $14,428
- TANF and JOBS (DHS) - $104,206
- Workforce Investment Act (JSND) - $2,982

There is obvious coordination between major urban and rural paratransit operations in the region given the fact that both services are operated by the Fargo Senior Commission. The Fargo-Moorhead Council of Governments is also working to further coordinate all transportation services in the area.

3.2.6 Region 6 – Jamestown

Region 6 is a nine-county region in the southeast and south central portion of the state. The region, with a surface area of 10,764 square miles and a population of 61,454, has a population density of 5.7 people per square mile. Counties in the region include Barnes, Dickey, Foster, Griggs, LaMoure, Logan, McIntosh, Stutsman, and Wells Figure 3.17).

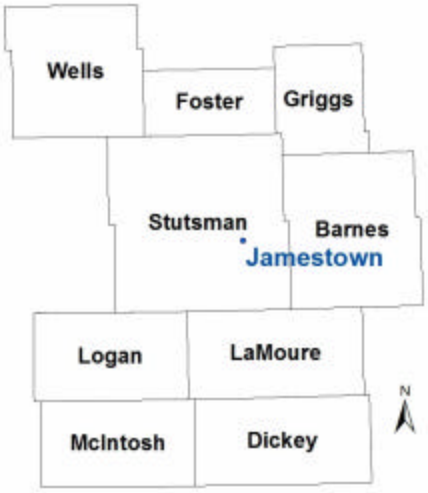

Figure 3.17 Counties in Region 6

Jamestown, the county seat of Stutsman County, has a 2003 population of 15,158 and serves as the region's primary shopping and medical center. Valley City, the county seat of Barnes County, has a population of 6,420, serves as the region's secondary hub. Area residents also travel to Bismarck and Fargo for services. Two Fargo hospitals provide transportation for patients who need to travel from Valley City and Jamestown to Fargo. The minutes of the Region 6 Focus Group meeting, held in Jamestown, are presented in Appendix G.

As Figure 3.18 illustrates, a high percentage of the region's population is potentially transportation disadvantaged. The potentially disadvantaged include three groups of residents: 17,755 disabled residents or 28.9 percent of the population, 13,143 senior residents or 21.4 percent of the population, 7,280 low-income residents or 11.8 percent of the population. There may be some overlap as these are not three separate and distinct groups.

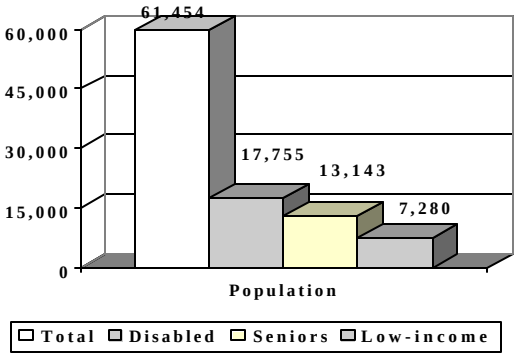

Figure 3.18 Demographics for Region 6

Source: US Census Bureau, 2000 ND Quick Facts online at www.census.gov/

Jamestown and Valley city have daily east and westbound intercity bus service and local taxi service is available in Jamestown. Local dial-a-ride/paratransit services are also available in both cities. Service in Valley City is provided by South Central Adult Service Council while service in Jamestown is provided by James River Transit. James River Transit also provides rural service in Stutsman and Wells Counties while South Central provides rural service in a six-county area. Counties included in this area include Barnes, LaMoure, Logan, McIntosh, Foster, and Griggs Counties. Service in Dickey County is provided by Dickey County Senior Services.

South Central previously provided some fixed-route services in rural areas of the region but those routes were discontinued because of low ridership. James River Transit is investigating the feasibility of establishing fixed-route service in Jamestown.

There are 12 nursing homes, seven basic care facilities, five assisted living homes, and five facilities for developmentally disabled residents in Region 6. As indicated in Table 3.11, several of these facilities have vehicles which are used to provide residents with transportation services.

Table 3.11 Number of Vehicles by Agency in Region 6

Entity Name	Location	NH*	BC*	AL*	DD*	T*
Ashley Medical Center	Ashley	1				
Golden Acres Manor	Carrington	NR				
Cooperstown Medical Center	Cooperstown	2				
Prince of Peace Care Center	Ellendale	2				
†St. Aloisius Medical Center-LTC	Harvey	0				
Central Dakota Village	Jamestown	NR				
Hi-Acres Manor Nursing Center	Jamestown	2				
Napoleon Care Center	Napoleon	1				
Oakes Manor Good Samaritan Center	Oakes	3				
St Rose Care Center	LaMoure	NR				
Sheyenne Care Center	Valley City	2				
Wishek Home for the Aged	Wishek	3				
Bethel 4 Acres Ltd	Jamestown		NR			
Ellendale Evergreen Place	Ellendale		0	0		

Entity Name	Location	NH*	BC*	AL*	DD*	T*
Gackle Care Center	Gackle		2			
Holy Family Villa	Carrington		1			
Manor St. Joseph	Edgeley		0			
Rock of Ages	Jamestown		0			
Roseadele	Jamestown		NR			
The Dewey Apartments	Jamestown			0		
The Rosewood Court	LaMoure			NR		
Royal Oakes Assisted Living	Oakes			NR		
Bridgeview Estates	Valley City			1		
Alpha Opportunities, Inc	Jamestown				11	
HAV-IT Services	Harvey				7	
Open Door Center	Valley City				23	
Progress Enterprises, Inc	Jamestown				0	
Anne Carlsen Center for Children	Jamestown				9	
Dickey County Senior Citizens	Ellendale					1
James River Transit	Jamestown					10
South Central Adult Service Council	Valley City					11
Jamestown Taxi	Jamestown					2
Buffalo city	Jamestown					1
Totals……..….		**16**	**3**	**1**	**50**	**25**

* **NH** = nursing home, **BC** = basic care, **AL** = assisted living, **DD** = developmental disabilities, and **T** = transit
NR = No Response to Survey
†They have no vehicles but coordinate with Wells/Sheridan Senior Bus

As indicated by Table 3.12, approximately $595,000 is available annually to support public transportation services in Region 6. The largest single contributor to this total is fare collections, followed by state aid and Federal Transit Administration support. Per capita spending on public transportation in Region 6 is $ 9.67.

Table 3.12 Region 6 Transportation Dollars

Source	Dollars ($)
Federal (5311)	121,213
State Aid	210,533
Title III B	-0-
Local Mill	1,401
Other	87,196
Fares	161,023
Medicaid	13,091
Total	**594,457**

As is the case with all of the state's eight regions, additional money flows into the region to reimburse area residents for transportation costs incurred to access various federal programs, including auto repair and insurance premium for personal vehicles. These reimbursements for vehicle repair and other transportation costs amount to:

- Vocational Rehabilitation (DHS) - $16,012
- TANF and JOBS (DHS) - $20,602
- Workforce Investment Act (JSND) - $467

Some transit coordination does take place within the region. For example, James River Transit provides paratransit services in both Jamestown and two counties and utilizes a local taxi operator to provide evening and weekend services for eligible clients in Jamestown. As indicated earlier, South Central

operates local services in Valley City and a six county area. It also provides some services to a local Head Start facility in Valley City.

3.2.7 Region 7 – Bismarck

Region 7 is North Dakota's largest geographic planning region. It consists of 10 counties and covers 14,024 square miles. With a population of 130,418, it has a population density of 9.3 people per square miles. Region 7 is the second most-populous region in the state. Counties in the region include Burleigh, Grant, Emmons, Kidder, McLean, Mercer, Morton, Oliver, Sheridan, and Sioux - Figure 3.19). The region also has two Native American Reservations – Ft. Berthold in McLean County and Standing Rock in Sioux County.

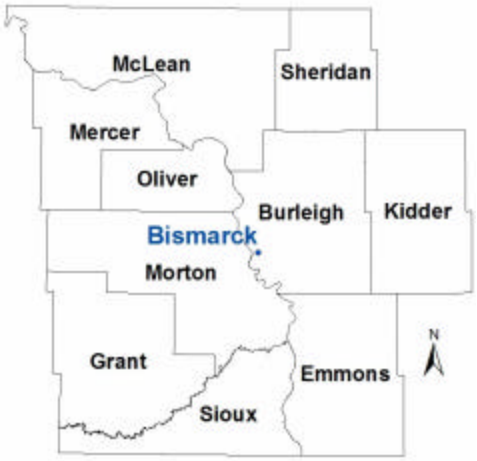

Figure 3.19 Counties in Region 7

Bismarck, with 56,344 residents, is the region's retail and medical center. The adjacent city of Mandan has 16,781 residents. Both cities are county seats of their respective counties and Bismarck is North Dakota's state capital and the largest community in this region. A copy of the minutes of the Region 7 Focus Group meeting held in Bismarck is presented in Appendix G

The region's population of potentially transportation disadvantaged residents is fairly typical (Figure 3.20). The potentially disadvantaged include three groups of residents: 34,982 disabled residents or 26.8 percent of the population, 18,912 senior residents or 14.5 percent of the population, 13,993 low-income residents or 10.7 percent of the population. There may be some overlap as these are not three separate and distinct groups.

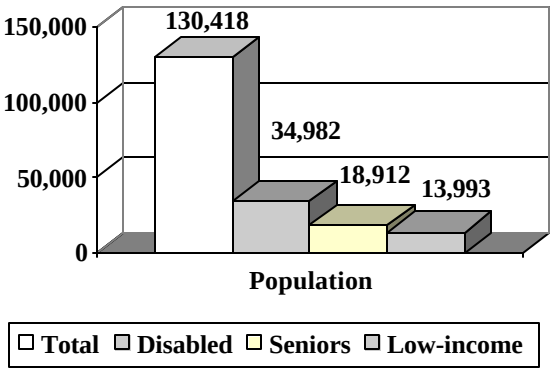

Figure 3.20 Demographics for Region 7
Source: US Census Bureau, 2000 ND Quick Facts online at www.census.gov/

Bismarck and Mandan have daily east and westbound intercity bus service on Interstate Highway I-94. Daily bus service is also available between Bismarck and Minot. Local taxi service is also available in Bismarck and Mandan.

Local fixed-route bus services were initiated in Bismarck-Mandan May 2004. The service is Bismarck-Mandan Transit (Bis-Man). Bis-Man contracts with the local taxi operator for the actual operations of the system. The same operator also manages the local dial-a-ride service for Bis-Man. Six the region's rural counties receive public transportation services from West River Transportation. West River is headquartered in Bismarck and is collocated with Bis-Man Transit. Kidder and Emmons Counties and the city of Hazen operate their own transit services. Another independent service, Standing Rock Public Transportation, provides local services in Sioux County.

The region has 13 nursing homes, nine basic care facilities, six assisted living homes, and eight facilities for residents with developmental disabilities. As indicated by Table 3.13, several of these facilities operate their own transportation services.

Table 3.13 Number of Vehicles by Agency in Region 7

Entity Name	Location	NH*	BC*	AL*	DD*	T*
Baptist Home Inc.	Bismarck	3	1			
Benedictine Living Center of Garrison	Garrison	0				
Dacotah Alpha	Mandan	0				
Garrison Memorial Hospital Nursing Facility	Garrison	2				
Jacobson Memorial Hospital Care Center	Elgin	NR				
Knife River Care Center	Beulah	NR				
Marian Manor Healthcare Center	Glen Ullin	2				
Missouri Slope Lutheran Care Center	Bismarck	2				
Medcenter One Care Center	Bismarck	NR				
Medcenter One Golden Manor	Steel	NR				
Medcenter One St. Vincents Care	Bismarck	NR				
Prairieview Health Care Center, Inc.	Underwood	1				
Strasburg Nursing Home	Strasburg	1				
Edgewood Vista Senior Living	Bismarck		1	0		
Dakota Hill Housing	Elgin		NR			
Dakota Pointe	Mandan		2			
Redwood Village	Wilton		1			
St. Vincent's Care Center	Bismarck		2			
Sunrise of Bismarck	Bismarck		NR			
Sunrise Cottage of Bismarck	Bismarck		NR			
Senior Suites at Sakakawea	Hazen		NR			
The Terrace	Bismarck		1			
Elm Crest Assisted Living	New Salem			NR		
Prairie Rose Assisted Living	Linton			0		
†Primrose of Bismarck	Bismarck			0		
Valley View Heights	Bismarck			2		
Waterford on West Century, LLC	Bismarck			1		
Bismarck Early Childhood Education	Bismarck				NR	
Community Options for Residential & Employment Services, Inc.	Bismarck				0	

Entity Name	Location	NH*	BC*	AL*	DD*	T*
Easter Seals/Goodwill of North Dakota	Mandan				0	
Enable, Inc.	Bismarck				7	
H.I.T., Inc	Mandan				6	
Knife River Group Homes, Inc.	Hazen				2	
Pride, Inc.	Bismarck				8	
Support Systems, Inc	Bismarck				0	
Bismarck-Mandan Transit	Bismarck					25
Emmons County Council on Aging	Braddock					2
Kidder Emmons Senior Services	Steele					2
West River Transportation Council	Bismarck					13
Taxi 9000	Bismarck					NR
Totals……		**11**	**7**	**3**	**23**	**42**

* **NH** = nursing home, **BC** = basic care, **AL** = assisted living, **DD** = developmental disabilities, and **T** = transit
NR = No Response to Survey
†They have no vehicles but coordinate totally with Bismarck-Mandan Transit.

More than 2 million is spent on public transportation services in Region 7 each year. This amount equals $15.62 per resident of the region. As Table 3.14 illustrates, there are several major contributors including fares, local mill levies, state aid, and the Federal Transit Administration. Income in the "Other" category is much higher than other regions, primarily as a result of rental income generated by Bis-Man's multipurpose building. Renters include other area transportation services (intercity bus services, taxi, West River Transportation, etc.). JARC is pulled from "Other" in appendix B.

Table 3.14 Region 7 Transportation Dollars

Source	Dollars ($)
Federal (5311)	116,624
Federal (5307)	258,296
Federal (JARC)	28,632
State Aid	305,555
Title III B	70,000
Local Mill	305,370
Other	346,840
Fares	389,763
Medicaid	215,865
Total	**2,036,945**

As is the case with all of the state's eight regions, additional money flows into the region to reimburse area residents for transportation costs incurred to access various federal programs, including auto repair and insurance premium for personal vehicles. These reimbursements for vehicle repair and other transportation costs amount to:

- Vocational Rehabilitation (DHS) - $30,364
- TANF and JOBS (DHS) - $341,405
- Workforce Investment Act (JSND) - $625

Coordination of public transportation services is relatively high in Region 7. The coordination occurs as a result of two significant factors. First, Bis-Man Transit contracts with the local taxi service to operate the local fixed route and paratransit services. All local services are therefore interrelated.

The second occurrence that facilitates local coordination is the collocation of West River Transportation with Bis-Man Transit, the local taxi operator, and two intercity bus services. This proximity to one another creates awareness and facilitates coordination.

3.2.8 Region 8 - Dickinson Region

Region 8 consists of the eight counties in the southwest corner of North Dakota. With an area of 10,001 square miles and only 38,365 residents, this region has the lowest population density of any region (3.84 persons per square mile). Counties in the region include Adams, Billings, Bowman, Dunn, Golden Valley, Hettinger, Slope, and Stark (Figure 3.21). Dickinson, with an estimated 2003 population of 15,683, is the region's largest city and serves at the regional center for shopping and medical services, and the location for the Region 8 Focus Group meeting for which a copy of minutes are presented in Appendix G. Bowman, with a population of 1,600, is the region's second largest city.

Figure 3.21 Counties in Region 7

As was the case with neighboring Region 7, Region 8's population of potentially transportation-disadvantaged residents is fairly typical (Figure 3.22). The size of various related segments of the population are: 10,923 disabled residents or 28.5 percent of the population, 6,838 senior residents or 17.8 percent of the population, 4,889 low-income residents or 12.7 percent of the population. There may be some overlap as these are not three separate and distinct groups.

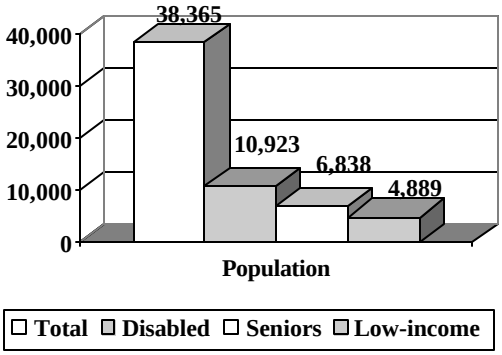

Figure 3.22 Demographics for Region 8
Source: US Census Bureau, 2000 ND Quick Factsonline at www.census.gov/

Dickinson has daily east and westbound intercity bus services available and is served by a local taxi operator. There are four public transportation services in this region (Elder Care in Dickinson, Southwest Transportation in Bowman, Golden Valley/Billings Council on Aging in Beach, and Dunn County Transportation in Killdeer). Each of these operations provides local transportation to area residents and occasional trips to Dickinson.

The region has eight nursing homes, three basic care facilities, three assisted living homes, and two facilities for developmentally disabled residents. As indicated in Table 3.15, several of these facilities provide transportation services for their residents.

Table 3. 15 Number of Vehicles by Agency in Region 8

Entity Name	Location	NH*	BC*	AL*	DD*	T*
†Benedict Court	Dickinson	0				
Dakota Hill Housing	Elgin	1				
Hillcrest Care Center	Hettinger	NR				
Hill Top Home of Comfort	Killdeer	2				
Mott Good Samaritan Nursing Center	Mott	4	0			
Southwest Health Care Services	Bowman	2	0			
St. Benedict's Health Center	Dickinson	2				
St. Luke's Home	Dickinson	1				
Country House Residence	Dickinson					
Evergreen	Dickinson		2	0		
Golden Valley Manor, Inc.	Beach			0		
Western Horizons	Hettinger			NR		
Able, Inc.	Dickinson				14	
Kids Infant Development Program	Dickinson				0	
Dunn County Transportation	Killdeer					1
Elder Care	Dickinson					5
Golden Valley/Billings CoA	Beach					2
Southwest Transportation	Bowman					5
Totals…….		**12**	**2**	**0**	**14**	**13**

* **NH** = nursing home, **BC** = basic care, **AL** = assisted living, **DD** = developmental disabilities, and **T** = transit
NR = No Response to Survey
†No vehicles but coordinates with Elder Care

As is the case in other sparely populated rural regions, Region 8 has little money available to support local transportation services. Spending on related services totals only $453,446 annually; about $11.81 per capita. As indicated in Table 3.16, state aid is, by far, the largest source of funding for local public transportation services.

Table 3.16 Region 8 Transportation Dollars

Source	Dollars ($)
FTA (5311)	93,799
State Aid	150,656
Title III B	0
Local Mill	57,842
Other	72,560
Fares	46,497
Medicaid	32,092
Total	**453,446**

As is the case with all of the state's eight regions, additional money flows into the region to reimburse area residents for transportation costs incurred to access various federal programs, including auto repair and insurance premium for personal vehicles. These reimbursements for vehicle repair and other transportation costs amount to:

- Vocational Rehabilitation (DHS) - $10,606
- TANF and JOBS (DHS) - $21,103
- Workforce Investment Act (Job Service North Dakota) - $1,197

There is a sizable effort underway to coordinate public transportation services in Region 8. Elder Care contracts with the taxi service in Dickinson to provide the paratransit services on evenings and weekends. St. Luke's Nursing Home in Dickinson has a vehicle that it shares with Elder Care and Southwest Transportation in Bowman contracts with hospitals and clinics in the region to help defray the cost of clients' medical trips. Local efforts are also underway to include all the region's counties in a coordinated transportation system.

3.3 Summary of Regional Statistics

The preceding regional transportation inventories presented a number of statistics on each region. These statistics are summarized in Table 3.17 on the following page.

As Table 3.17 illustrates, North Dakota's eight regions are similar in terms of potentially transportation-disadvantaged populations (disabled, seniors, and low income). Two significant deviations are the high percentage of low income residents in the Devils Lake region (Region 3) and the high percentage of seniors in the Jamestown region (Region 6).

Population densities also vary considerably across the state. The regions with the largest cities obviously have the highest populations per square mile. If, however, the populations of these major cities are discounted, population densities in the rural areas of these regions would fall more in line with the rest of the state. Even with this allowance, however, population densities are the lowest in the state's western-most regions.

Note that transit spending, both in total dollar amounts and on a per capita basis, is highest in the regions with the highest populations and the largest cities. A major contributing factor to this occurrence is the fact that these large cities all have fixed-route bus systems.

Also note that regions with multi-county transit systems do not necessarily have higher per capita spending on transit. Region 3 (Devils Lake), for example, does not have a multi-county system and spends $8.36 per capita on public transportation. On the other hand, Region 6 (Jamestown) has two multi-county systems and spends $7.33 per capita on transit. This occurrence may suggest that multi-county systems create efficiencies which lead to low per capita costs while, at the same time, increase the level of service to area residents.

Table 3.17
Summary of Regional Statistics

Region Description	1	2	3	4	5	6	7	8
Pop.	27,781	88,089	43,168	90,798	162,127	61,454	130,418	38,365
Pop. Per Square Mile	4.4	8.2	6.3	18.7	24.9	5.7	9.3	3.8
Disabled Pop.	7,978	23,247	12,075	22,677	37,253	17,755	34,982	10,923
Percent	28.7%	26.4%	28.0%	25.0%	23.0%	28.9%	26.8%	28.5%
Senior Pop.	4,835	13,606	6,991	11,451	18,702	13,143	18,912	6,838
Percent	17.4%	15.4%	16.2%	12.6%	11.5%	21.4%	14.5%	17.8%
Low-Income Pop.	4,414	10,557	8,862	10,654	16,125	7,280	13,993	4,889
Percent	15.9%	12.0%	20.5%	11.7%	9.9%	11.8%	10.7%	12.7%
Transit Spend	$171K	$1,102K	$394K	$1,994K	$2,603K	$594K	$2,036K	$453K
Transit Spend / Capita	$6.18	$12.51	$9.57	$21.95	$16.06	$9.67	$15.61	$11.81

4. Focus Group & Steering Committee Meetings

This study was directed with the help of a steering committee comprised of representatives of a wide variety of state transportation and human service agencies, regional planning councils, transportation service providers, and user groups. The steering committee met twice to provide direction to the study within the context of the guidelines prescribed by the North Dakota Department of Transportation in its contract with SURTC and to work with project team members to developed related recommendations.

Input from the steering committee was augmented by discussions that took place at regional focus group meetings that were held in each of North Dakota's eight planning regions. The focus group meetings were used to bring stakeholders together to discuss local transportation issues and to query them concerning transportation resources, coordination efforts, data collection, and unmet needs. These focus group meetings gave opportunity for suppliers and users to voice their concerns. This chapter will summarize discussions and findings related to these focus group and steering committee meetings. Minutes of each of these meetings are presented in Appendix G.

4.1 Steering Committee

As indicated at the beginning of this chapter, a steering committee was formed to help provide direction to the study effort, to evaluate its findings, and to help formulate recommendations. The committee's first meeting was held Nov. 20, 2003, in Bismarck. The meeting's 25 attendees included representatives of state agencies directly involved in providing transportation services, local and regional transit system operators, and agencies whose clients are in need of transportation services. Suggestions were developed concerning the need to expand the committee to include specific clientele groups such as those in public housing, transportation users, and economic development representatives.

SURTC project team members presented the committee with demographic information on the size and location of North Dakota's disabled population and the location of multi-county transit systems. The committee spent a considerable amount of time discussing existing coordination efforts, unmet transportation needs, and resources that might be shared to provide expanded and more efficient services.

The committee endorsed a study plan that would involve regional meetings with transportation stakeholders, assess local coordination efforts and the desire to expand on these efforts, and develop recommendations based on the findings of these meetings and a literature review of efforts in other parts of the country.

4.2 Focus Group Meetings

Between December 2003 and May 2004, SURTC convened nine regional meetings to bring together transportation stakeholders to discuss the status of transportation services in their respective regions. These meetings were held in each of North Dakota's eight planning regions. Two meetings were held in the Fargo region (Region 5) – one involving urban stakeholders and another involving their small urban and rural counterparts.

The meetings were well attended and generated discussions concerning transportation services that are available within each region, efforts that are underway to coordinate these services, and transportation needs that are unmet.

Meeting invitees included representatives of a wide variety of entities that are involved with local transportation – some as services providers, some as users, and some as facilitators. Typical meeting participants included operators and administrators representing fixed-route and paratransit bus services, school districts, city government, Head Start programs, nursing homes/long term and basic care facilities, taxi services, ambulance services, group homes for the developmentally disabled, state agencies (Job Services, Human Services, etc.), hospitals and clinics, and churches.

Four of North Dakota's eight planning regions have a regional hub community with a population in excess of 35,000. This group includes the cities of Bismarck, Fargo, Grand Forks, and Minot. Each of these communities has a local fixed-route bus system. With the exception of Grand Forks, each of these communities also serves as the hub for a multi-county paratransit service.

The other four regions have hub communities with populations ranging from about 7,000 to 16,000. Regional hubs in this group include Devils Lake, Dickinson, Jamestown, and Williston. None of these cities have a fixed-route bus system and only the Jamestown region (Region 6) has a comprehensive multi-county paratransit service. A smaller multi-county system is in place in the Dickinson region (Region 8). Despite the lack of multi-county paratransit systems in some of these regions, each regional center does serve as the hub of its respective region and has transportation services and facilities which include local paratransit services, taxi service, commercial air service, and intercity ground transportation via bus and/or rail.

In addition to serving as regional transportation hubs, major cities in each region are also the location for regional offices of state agencies such as the Department of Transportation, Human Services, Job Services, Vocational Rehabilitation, etc. The lone exception is that the Department of Transportation's regional office in Region 6 is in Valley City, not Jamestown. All eight regional centers also serve as their region's main shopping and medical center.

As discussed in Chapter 3, transportation-related information on each region was compiled to develop a fuller inventory of the transportation systems and services that are in place in each region. The focus group meetings were used to bring stakeholders together to discuss local transportation issues and to query them concerning their transportation resources, coordination efforts, data collection, and unmet needs.

Approximately 100 stakeholders participated in the nine regional meetings. Each meeting included presentations by each participant concerning their role in local transportation. In virtually all cases, this information exchange was educational for everyone and emphasized the fact that many local stakeholders were not well informed on the serviced provided by various entities or of the unmet transportation needs of area residents. Specific comments from meeting participants are presented in the meeting minutes presented in Appendix G.

At the conclusion of each focus group meeting, participants were asked to complete a transportation coordination survey and a meeting evaluation. The survey includes 10 questions that focused on information that is currently available on local transportation services and ongoing coordination efforts and the need for greater coordination. The following paragraphs discuss participant responses to each of

the survey questions and their input concerning the value of the meeting. Please refer to appendix H for survey questionnaire and cumulative response.

Coordination Framework

Is there a community framework in place that embraces efforts to coordinate transportation among local government agencies? Nearly 92 percent of respondents indicated that work needs to begin in this area or that additional attention needs to be paid to developing a framework for coordinating local transportation services.

Interest in Coordination

Is there growing interest in and/or momentum toward working on coordinating transportation services in the community? The responses to this question were nearly identical to the previous question, with more than 92 percent of all respondents indicating that momentum toward coordinating local transportation services either needs to begin or it needs additional attention.

Inventory of Local Resources and Services

Is there an inventory of community transportation resources (i.e. buses, drivers, and volunteers) and programs that support and fund transportation? Nearly 93 percent of respondents said that work needs to begin or that more needs to be done to develop a local inventory of available transportation resources and services.

Needs Documentation

Are the specific transportation needs of various target populations well documented? Only 15 percent of respondents felt that transportation needs of local residents are well documented. The remaining 85 percent indicated that related work either needs to begin or that the effort requires additional attention.

Participation in Needs Assessment

Have transportation users and other stakeholders participated in community-transportation assessment processes? Approximately 88 percent of the respondents said that more needs to be done concerning to involve local transportation users and other stakeholders in a local needs-assessment process.

Data Collection

Is clear data systematically gathered on core performance issues such as cost per trip, ridership, and on-time performance? Approximately 85 percent of respondents felt that more needs to be done to enhance the collection of reliable performance indicators related to local transportation services.

Available Data Concerning Benefits of Coordination

Is there any data being collected on possible benefits of coordinated transportation? Nearly 97 percent of respondents indicated that more needs to be done to collect data concerning the possible benefits of a

more coordinated approach to providing transportation services in their respective regions. Only three respondents thought that current efforts were adequate.

Seamless Payment System

Is there any seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service? Nearly 92 percent of all respondents felt that work needs to begin or that more needs to be done to develop seamless payment systems in support of user-friendly services.

Support Services

Are support services coordinated to lower cost and ease management burdens for coordinated transportation? (i.e. group purchasing, Medicaid, Head Start, Meal on Wheels, Vocational Rehabilitation, employment rides, etc). More than 91 percent of respondents said that it would be beneficial if more work was done to develop support services that would be available to providers to help them reduce operating costs.

Vision of Coordination

What is your vision of a coordinated transportation system in your area? Meeting participants took the opportunity to provide 76 narrative comments concerning their vision concerning coordinated transportation services in their respective regions. Reoccurring themes included:

- Better coordination between DOT and Human Services transportation systems.
- Single source of information for local transportation users.
- Expanded hours of service.
- Services that are available to general public.
- Expand availability of services in rural areas.
- Provide access from rural areas into regional centers.
- Provide access to commercial transportation providers.
- Connect regional systems to provide state-wide service.
- System needs to be efficient and affordable.

As indicated earlier, meeting participants were also asked to complete a meeting evaluation survey at the end of the meeting. Attendees were asked, among other things, if the meeting was valuable, if increased coordination would be a valuable endeavor, if they would be willing to play an active role in advancing a local coordination effort, and if their agency has clients who have missed appointments due to a lack of transportation services. Participant responses are summarized below:

Value

Of the 107 that responded to this question, 60 percent indicated it was an excellent meeting for them personally. Less than 2 percent ranked the meeting as fair.

Increased Coordination

Of the 107 who responded, more than 78 percent thought increasing coordination would be a valuable endeavor, while less than 1 percent thought it was not a worthwhile endeavor.

Participation

Not only did the participants think coordination was a worthwhile endeavor, they also where willing to back that up. An overwhelming 89 percent said they would be willing to play an active role in advancing coordination.

Missed Appointments

Not all responded to the inquiry on missed appointments because of transportation issues. However, 62 percent of those who did respond indicated their clients have missed appointments because of transportation issues.

In summary, it appears that the more than 100 individuals who participated in these focus group meetings deemed the meetings very worthwhile and felt that additional work needs to be done to coordinate transportation services within their respective regions.

4.3 Second Steering Committee Meeting

With this direction, the focus group meetings discussed earlier were arranged and held. After these meetings were held and related information was compiled, the steering committee reconvened to review the information and to provide further input for study recommendations. This meeting was held on June 30, 2004, in Bismarck. The minutes of this meeting are presented in Appendix G. As these minutes indicate, the meeting was well attended by representatives of key state agencies, local and regional transit operators, and user group representatives.

The Committee spent several hours reviewing information that was compiled on transportation services in each of North Dakota's eight regions. This information, as presented in Chapter 3, was generated via direct contacts with various state and local agencies and through the focus group meetings discussed earlier.

Following this review and related discussions, meeting participants were asked to complete a survey regarding the most desirable/feasible approaches to pursuing expanded coordination efforts in North Dakota. Respondents were asked to rank their opinion on each coordination option from 1 = Strongly Disagree to 7 = Strongly Agree. The 17 participants' responses are summarized in the Table 4.1; the highest ranked preference to each option is bolded. Each coordination option is more fully discussed in the following paragraphs.

Table 4.1 Steering Committee Response to Coordination Options

Coordination Option 7 point scale	**1 strongly disagree 7 strongly agree** Percent response						
	1	**2**	**3**	**4**	**5**	**6**	**7**
1. Greater Local Coordination	17	**35**	12	6	6	12	3
2. Regional Ride-Sharing / Brokering	0	12	**30**	**30**	6	18	18
3. Require Coordination	0	0	0	12	18	30	**41**
4. Regional Coordinators	0	6	0	12	**41**	23	18
5. Regional Coordinators – Require Involvement	0	0	0	6	0	6	**88**

Greater Local Coordination

Encourage greater coordination at local level without regional coordination. As indicated, most of the meeting's attendees disagreed with this approach to coordination. The consensus was that coordination beyond the local level was necessary.

Regional Ride-Sharing / Brokering

Establish regional ride-matching program and brokerage via Internet-based information sharing. Attendees were relatively neutral concerning this approach to encouraging increased coordination and efficiency.

Require Coordination

Require that all state-funded transit providers be part of regional coordination organization for management and funding purposes (including fixed route systems).

None of the respondents disagreed with a "require coordination" approach to regional coordination. Twelve of 17 respondents rated this approach towards the "Strongly Agree" end of the rating spectrum.

Regional Coordinators

Establish and fund eight state coordinators, one in each region. Use separate approaches for the four urban and four rural regions. As was the case with "require coordination" as queried in the previous question, meeting participants endorsed the concept of having regional transportation coordinators in each region to manage and facilitate coordination efforts within that region.

Regional Coordinators – Require Involvement

The steering committee did not fully agree with any presented option and together developed this fifth option. Establish and fund 8 regional coordinators. Require involvement of all publicly supported transportation services. Make available to all nonpublic transit providers. Regional coordinators hired at

regional level using state guidelines. Provide for a state level board. This option is actually a composite of the two previous options. It would put regional coordinators in place and require publicly supported transportation services to be a part of the resulting system. Other nonpublic systems would be invited to participate. The entire effort would be overseen by a state board, presumably comprised of representatives of agencies that are directly involved with the provision of transportation services and related user group representatives. The group overwhelmingly endorsed this approach with no one being opposed and 15 of 17 respondents saying they "Strongly Agree" with the proposal.

In summary, both the individuals who participated in regional focus group meetings and members of the steering committee agree that further efforts to coordinate local and regional transportation services and related system operations are warranted. This mandate serves as the basis for the options and recommendations that are presented in the following chapter.

5. Evaluation of Coordination Policy Options and Recommendations

North Dakota has not had a history of formal coordination initiatives at the state or local level; however, several providers have developed informal coordination arrangements. Human service agency representatives, transit providers, and state funding agency personnel participating in this study's advisory committee and regional meetings endorse the concept of increased transportation coordination. As indicated in Chapter 4, participants at the regional meetings hoped for the following benefits to derive from increased coordination:

- Better coordination between DOT and Human Services transportation systems,
- Single source of information for local transportation users,
- Expanded hours of service,
- Services that are available to general public,
- Expanded availability of services in rural areas,
- Connections from rural areas into regional centers,
- Connections to commercial transportation providers,
- Connections between regional systems to provide state-wide service, and
- Improved operating efficiencies leading to lower per-trip costs to the governmental funding agencies and the users.

In addition to these benefits from coordination, state funding agency officials also hoped that improved coordination at the local level would result in more efficient grant and contract administration.

The review of the literature and the experience of other states reported in Chapter 2 suggest successful coordination requires actions at both the state and local levels. At the state level, funding agencies for both public transit and human service transportation need to communicate with each other to minimize barriers to coordination at the local level such as overly restrictive rules on the use of assets and operating funds, conflicting data collection and reporting requirements and other administrative burdens. State approaches to promote coordination generally are of two types: mandates (legislative or administrative) that require coordination at the local level and/or combine state funding from a number of sources into a single funding stream available only to a coordinated systems, or incentive programs that provide special funds to coordinated systems that are not available to uncoordinated ones.

At the local level, coordination can be increased in response to the state mandates or incentives or it can be locally generated by programs to increase communication at the local level and by providing training and technical assistance to local providers. Over the past 30 years coordinated systems have been developed throughout the country as the result of local initiatives by groups and individuals that believed that better service at a lower cost was available to their customers and clients through coordination than could be achieved by continuing separate systems.

The best approach to encouraging coordination is to take steps at both the state and local levels to increase the likelihood of successful efforts. Therefore, the options presented in this chapter address policies and actions at both levels. While many options could have been proposed that would increase the likelihood of successful coordination at the state and local levels, the five options presented in this chapter were developed to represent a range of levels of effort and impact so that the advisory committee and state policy makers could consider the benefits and costs of several different options.

5.1 Evaluation Criteria

Any effort to select among a group of options requires the application of evaluation criteria to determine the "best" option, or at least to consider how or whether a particular option helps achieve a particular policy objective. Therefore to provide an evaluation framework for the coordination options proposed here, six evaluation criteria are proposed that were derived from the list of benefits of coordination that the regional forum participants identified and that are summarized at the beginning of this chapter.

The six evaluation criteria proposed for the North Dakota coordination options are:

1. Impact on quality of service to customers defined in terms of the customers' ability to obtain one-stop access to transportation information and ride scheduling,
2. Availability of service – capacity, service area, hours of service, connectivity to other regions and other modes,
3. Administrative efficiency – grants administration, fund raising,
4. Operating efficiencies and economies of scale as measured in terms of cost per unit of service,
5. Implementation cost – start up and ongoing expenses related directly to coordination activities, and
6. Administrative effort to implement – the degree of difficulty in effecting changes in organizations and management both at the state and local levels.

5.2 Coordination Options for North Dakota

After reviewing the literature the discussions of the eight focus group meetings, four coordination options were developed that might be appropriate for North Dakota. These options were presented at the second steering committee meeting in June 2004. The consensus of the committee members was that options three and four both had features that they would support and asked the study team to combine the best features of each into a fifth option. Therefore, the following five options are presented here in order of impact, effectiveness, and implementation cost. The five options and a brief description of each follows:

1. Issue a policy directive from Governor to each state agency that funds transportation that encourages the agency and its grantees to coordinate transportation programs at the local level.

Each of the major funding agencies would issue a policy directive to grantees encouraging them to work with other transportation providers to seek ways to increase service, reduce costs and share resources. No incentives or penalties would subsequently be included in this option.

2. Establish a regional ride-matching program and ride brokerage via Internet-based information sharing

This option would increase customer access to existing services by providing an information link between individuals that need transportation and the many providers of transportation services.
Internet-based approach whereby transportation providers in a region would list their services and contact persons would allow users to make contact with organizations that might be able to provide transportation.

3. Require that all state-funded transit providers be part of a regional coordination organization for management and funding purposes.

This option calls for the state to mandate coordination in each region. Each state funding source would require its grantees to be part of a local coordination organization. The details of the structure of these coordination organizations would be prescribed by the state agencies. Each regional organization would support a transportation coordinator whose duties would be to apply for and administer all state public and human service transportation funds and seek opportunities to improve service in their region through cooperative efforts among providers. The regional coordination body would write the job description and hire the regional coordinator. Federal and state funds that flow through the state to local agencies for purchasing vehicles and operations for both the Departments of Transportation of Human Services would pass through the regional coordinator who would be the regional grantee with a responsibility to maximize the amount of service provided with the funds and minimize the cost of providing that service. The agencies and projects would have their own managers and compete for regional funds by proving they could provide cost-effective services.

4. Establish and fund transportation coordinators in each of the state's eight regions.

This option calls for the establishment and funding of a transportation coordinator in each of the state's eight regions. To avoid unnecessary administrative overhead, a two-tiered approach to the regional coordinators should be adopted whereby four coordinators in the regions with the larger urban areas would be senior coordinators and assist the coordinators in one of the four adjacent rural regions. Each of the eight regions would have coordinators, but the rural regional coordinators would look to their urban counterparts for assistance with grant preparation, recordkeeping, procurement, and other administrative activities. Coordinators would encourage coordination, information sharing, resource and ride sharing, and seek additional funding from traditional and non-traditional sources.

Each region would be required to prepare a coordination plan and provide annual updates to the state. This plan would document transportation services provided in the region by state grantees and indicate what steps were taken or would be taken to increase service and/or reduce costs through coordination activities. The state would assist and support the coordination efforts in the regions through funding, education, and reducing regulatory barriers hampering the coordination effort.

5. Establish and fund eight regional coordinating councils and coordinators

This options calls for the establishment of a state-level coordinating council and eight regional coordinating councils that include representation of providers and users of all publicly funded transportation programs. State funds will support a regional coordinator and necessary expenses. All state-managed transportation funds will flow through the regional coordinating councils. The state-level coordinating council will advise state agencies on funding allocations and barriers to increased coordination and will oversee the activities of the regional councils.

5.3 Evaluation of the Coordination Options

Table 5.1 presents an evaluation matrix that rates the five coordination options based on the six evaluation criteria. These ratings are somewhat subjective, but they are informed by a review of the impact of similar options implemented by other states or local agencies. This matrix provides a starting point for further discussion and evaluation of the best option for North Dakota.

As can be seen from Table 5.1, options such as one and two that are relatively easy to implement are also not likely to be very effective in achieving the service and cost-savings goals of coordination. However, the last three options that put some teeth into coordination by devoting administrative resources to the effort and tying funding to successful coordination efforts will likely produce the intended outcomes. Therefore, Option 5, the most comprehensive approach to achieving coordination at both the state and local levels, is the one recommended based on current conditions in North Dakota and the apparent willingness of state agencies and local transportation providers and funders to strive for increased coordination as a way to provide more rides at an affordable cost. The remainder of this chapter outlines an implementation plan to accomplish these coordination activities during the next year.

Table 5.1 Coordination Options Evaluation Matrix

Coordination Options	Quality of Customer Service	Service Availability	Administrative Efficiency	Operating Efficiency	Cost of Implementation	Effort to Implement
1. Governor's directive encouraging coordination	Little impact	Little impact	No gain	Minimal gain	Low	Little
2. Establish information sharing system	Moderate to high impact	Moderate impact	Some gain	Limited gain	Moderate	Moderate
3. Require participation in coordination organization	Moderate impact	Moderate impact	Some gain	Moderate to high gain	Low	Moderate
4. Establish coordinators in each region	Moderate to high impact	Moderate	Significant improvement	Moderate to high gain	High	Moderate
5. Establish state and regional coordinating councils and fund coordinators each region. Require all public funds to be administered by coordinator	High impact	High	Significant improvement	Significant gain	High	High

5.4 Recommended Implementation Plan

The recommended coordination option (Option 5) calls for active promotion of cooperation among transportation providers and funding agencies with a goal of improving service and reducing costs. To implement this option requires a five-action implementation process that is described below along with details on the state and regional coordinating bodies and a timetable for implementation.

Regardless of which coordination option is chosen for implementation, it is recommended that all public transportation services which receive state or federal funding support from the North Dakota Department of Transportation become enrolled with the North Dakota Department of Human Services to provide Medicaid-related transportation services. A cross-check of the public transit operations listed in Appendix A and the operations which have received transportation-related reimbursement from Medicaid since 2002 (Appendix F) indicates that many service providers have apparently not enrolled with the Department of Human Services to become eligible to receive Medicaid reimbursement for services provided. Becoming enrolled to provide these services and seeking related reimbursement for services provided may be financially beneficial for these service providers, reducing operating deficits or permitting enhanced services.

5.5 Actions Required for Implementing the Recommended Coordination Option

1. Issue a Governor's Directive

The first step to implementing this coordination plan is the issuance a directive from the Governor to administrators of state agencies that fund transportation (Departments of Transportation, Human Service, Education, and Job Services) to appoint a member to the North Dakota Personal Mobility Council (NDPMC), assist in staffing the NDPMC, and encourage local grantees to participate in coordination efforts. The purpose of this executive policy directive is to indicate support for coordination from the highest level of state government and to assure that all departments give the proposed coordination activities the high priority that guidance from the Governor's office suggests. The directive would also authorize the formation of the required state and regional coordination bodies.

2. Establish the North Dakota Personal Mobility Council (NDPMC)

The Governor's directive would call for the formation of a state-level coordinating body to promote coordination and communication among state agencies that fund personal transportation, and between the state agencies and local transportation coordinating groups. The Department of Transportation should convene its first meeting within two months of the issuance of the Governor's directive and then the NDPMC should meet at least quarterly for the first year of two of its operation. Once the regional boards are functioning fully and the NDPMC has been through a funding cycle following the new review approach then the Council should meet at least twice a year.

Membership

Membership on the NDPMC should include from 10-15 members. The following departments and groups should be asked to name members to the Council:

- Department of Transportation,
- Department of Human Services (one or more members representing Aging, Head Start, Long-term care, developmental disabilities facilities, Medicaid programs)
- Job Service North Dakota,
- Department of Public Instruction,
- One or two representatives of user advocacy groups, and
- A representative of the private sector transportation providers

The Department of Transportation should be responsible for convening the NDPMC, staffing it, and naming the first chair. After a year's operation the Council should elect its own chair.

Duties of Council

The North Dakota Personal Mobility Council should be charged with the following duties:

- Promote cooperation among programs that fund transportation,
- Identify policies of non- transportation agencies that impact ability to provide mobility,
- Encourage enhanced customer access to transportation services,
- Identify barriers to coordination including duplicative or restrictive regulations or requirements,
- Establish eight regional coordinating councils and prescribe roles and responsibilities for these councils,
- Review and approve regional coordination plans,
- Review and recommend annual funding levels to regional coordinating councils for all state-administered transportation programs, and
- Report annually on the performance of transportation providers in North Dakota and on the progress in accomplishing the duties listed above.

3. Establish Regional Transportation Coordination Boards and Employ Regional Transportation Coordinators

One of the first tasks of the North Dakota Personal Mobility Council will be to develop and approve guidelines for the formation of regional transportation coordination boards in each of the state's eight planning regions. These regional bodies will be responsible for planning and implementing coordinated transportation programs and are the key to success of this coordination plan. The initial meetings of the regional transportation coordinating boards should be held within three months of the start of this plan's implementation.

Membership of Regional Transportation Coordination Boards

The regional transportation coordination boards (RTCB) are designed to promote coordination and communication among parties involved in personal mobility within a region and with activities that promote high-quality and cost-effective transportation through better use of resources. Therefore, all interested parties should have the opportunity to participate in the regional boards. Nevertheless, care must be taken to limit the size of the boards to allow efficient

administration and communication among board members. At a minimum, the following groups and organizations should be represented on the RTCB:

- Fixed-route bus systems,
- Public paratransit operators,
- City mayor(s),
- County commissioner(s),
- Regional human services center,
- County social services office,
- Head Start programs,
- Long-term care facilities,
- Developmental disabilities facilities
- Chamber of commerce or other business representative,
- Consumer advocate, and
- School districts

Duties of the Regional Transportation Coordination Boards

Each of the eight regional coordination boards will be responsible for the following activities:

- Develop a coordination plan that identifies needs, users, present and potential service providers, funding sources, and a strategy for improving the quantity and quality of information and services in the region while improving the cost-effectiveness of state-funded transportation services. The plan should also include a three-year capital and operating expense budget for a coordinated system, as well as recommendations for joint purchasing and training programs.

- Develop a job description and screening criteria for the position of regional transportation coordinator.

- Solicit applications from individuals and organizations to be the regional coordinator and select best option for the region.

- Develop a regional information system that allows users and providers to obtain information about transportation services and arrange rides.

- Prepare grant applications and administer state and federal transportation funds.

- Develop an evaluation procedure to measure the performance of transportation services in the region and prepare an annual report that documents progress toward coordination.

- Solicit input from private-sector transportation companies (taxi, bus, non-emergency ambulance) on plans and on opportunities for them to coordinate with participate in the regional system.

- Review annual applications for operating funds and capital grants for all state-and federally-funded transportation programs in the region and make recommendations to the North Dakota Personal Mobility Council concerning funding levels and specific grants.

- Identify barriers to coordination that should be addressed by the NDPMC.

These coordination activities will require significant human and financial resources to accomplish and therefore state funding above and beyond current operations should be provided to each regional board. Preliminary estimates of these costs are presented in the next section.

4. Provide State Funding to Support Start-up and On-going Operations of Regional Boards

After more than 30-years of experience with coordinated transportation systems, research has concluded that properly implemented coordinated systems result in more and better transportation services at lower per-unit costs. This research also concludes that coordination, especially at the start, costs money for not only planning and start-up costs, but also on-going operations. Therefore, to advance personal transportation in North Dakota, additional resources will be required. At this point, the exact funding level required to implement this plan is not known; a better estimate will result from the regional coordination planning efforts of the regional boards. However, to give some guidance to decision makers reviewing this study, estimates of start-up and operating funding needs are provided.

Start-up Costs

To carry out their duties, the regional transportation coordination boards will need funding to prepare their plans, hire a coordinator, and set up the customer and user information systems needed to improve service. Because the need for transportation in each region is so great and the total funds now expended on public and human service transportation are so limited, care must be taken to minimize expenditures on planning and other administrative tasks so as to maximize funds available for service delivery. Therefore, grants to regional boards will be small and represent the minimum level needed to accomplish the duties prescribed.

The proposed start-up grants will be used by the RTCBs to develop a plan, hire a coordinator, and develop an information system for internal use and for use by customers. These funds are not designed to pay for on-going operations. The funding provided to a regional board will vary and will be determined by the size of transportation programs in the region. For planning purposes an average of $50,000 per region is suggested, recognizing that individual regions may receive from $25,000 to as much as $75,000 for these start-up activities. The total cost to the state would then be about $400,000 for one-time start-up expenses.

Because the needs of the region may not be identified until after the planning process is underway, perhaps a two-stage start-up grant program could be considered with each region receiving $10,000 to develop a plan and hire a coordinator, and then a second-phase grant to fund other start-up expenses.

Funding for On-Going Coordination Activities

One way to encourage increased coordination among existing transportation providers is to assure them that the costs of coordination will not be paid for by reduced services and that coordination activities will receive their own funding. Further, by providing categorical funding for just coordination, the state will be assured that these activities are given priority at the local level.

As was the case of the start-up funds, on-going coordination expenses will vary by region and should be considered for funding based on the coordination plan that each region submits to the

NDPMC. Nevertheless, for discussion purposes an average of $50,000 per region may be adequate to provide planning guidance.

The funding levels proposed here represent a significant increase in resources devoted to public and human service transportation. Though funding is scarce, an opportunity exists to advance the quality and quantity of transportation available to North Dakota citizens as a result of these coordination activities. Funding may be available to do so once the surface transportation authorization at the federal level is enacted. Within the next year the federal government will reauthorize highway and public transportation programs and all of the current versions of the proposed legislation include a significant increase in federal funding for rural public transportation. A portion of this increase could be devoted to funding this coordination initiative.

5. Provide Training and Technical Assistance to Regional Boards

Successful coordination efforts require technical and interpersonal skills that may not be currently present in all regions. Further, activities such as data collection, development of information systems, cost allocation plans, etc, require significant commitments of effort by the transportation coordinators and other personnel in each region. To help train members of the regional transportation coordination boards, the regional coordinators, and other local personnel, the Department of Transportation should assist with related regional activities. This function could be fulfilled either with department personnel or on a contractual basis with an entity such SURTC. The purpose of this funding would be to provide support to the regions as they prepare their plans and to develop training and other resources that could be used by each region to accomplish its mission.

In addition to training, this support could include the development of internal scheduling and customer information systems and the preparation and tracking of annual performance reports.

Time Table

The five-task implementation plan outlined above could be accomplished in one year if the following schedule is applied. This schedule may need modification once the process begins. However, a tight schedule should be maintained to encourage meaningful efforts rather than endless planning and discussions.

By End of Month	Activity
1	Issue Governor's directive
2	Name members and convene North Dakota Personal Mobility Board
3	Develop and distribute guidelines for formation of regional boards and the selection of regional coordinators
5	Appoint regional boards and develop job descriptions for regional coordinator
8	Hire coordinators
10	Submit regional plans
11	Submit first regional coordinated funding applications to state
12	NDPMC reviews regional plans and recommends funding to each state agency

5.6 Next Steps

Discussions with local and state officials throughout this North Dakota coordination study indicate strong support for increased coordination efforts on the part of public and human service transportation systems as a way to improve service and stretch limited budgets. This enthusiasm combined with the data and other background information presented in this report should help state and local decision makers refine the recommendations presented in this chapter and start the coordination process. Following a review of this report by study participants, the next step in the process should be to take the actions necessary to create the North Dakota Personal Mobility Council and the regional transportation coordination boards and then begin the detailed work of creating coordinated transportation systems in each of the state's eight regions.

6. Conclusion

North Dakota transit officials, managers, and employees are very dedicated. They are prudent about spending and diligent about stretching the tax dollars to the maximum. As a group they strive to improve efficiencies, are willing to discuss the sharing of resources, and understand that turfism and government regulation can create barriers to coordination. They are visionary about the future searching for innovative means to accomplish their goals.

The stakeholders, including departments of Human Services, Job Service, and public Instruction displayed enthusiasm in discussing the possible benefits of improved services through coordination of resources, management, and technologies. They acknowledged the potential benefits of working together at a regional level combining resources to make transportation available to a greater number of North Dakota residents. Additional planning meetings to formulate a coordinated regional plan that would address some of their transportation issues were perceived a necessary.

The transit operators are aware that most of their clientele come from three individual groups within the population, including the elderly, low-income, and disadvantaged. They are working to increase their customer base by promoting transportation services to the general public who pay full fares for the rides.

Benefits from coordination, as a management tool, can most effectively be realized when there are excess resources to be shared or better utilized. In North Dakota, this can most easily be accomplished with regionalization of transit services. Therefore, the proposal to regionalize transit along the line of the economic planning regions in North Dakota is a logical conclusion. This allows each of the state's eight major cities to be a regional transportation hub.

The best approach to encouraging coordination is to take steps at both the state and local levels to increase the likelihood of successful efforts. State approaches to promote coordination often are mandates (legislative or administrative) that require coordination at the local level and/or combine state funding from a number of sources into a single funding stream available only to a coordinated systems. Another state approach is incentive programs that provide special funds to coordinated systems that are not available to uncoordinated ones. At the local level, coordination can be increased in response to the state mandates or incentives or it can be locally generated by programs to increase communication at the local level and by providing training and technical assistance to local providers.

This study recommendation calls for the establishment of a state-level coordinating council and eight regional coordinating councils that include representation of providers and users of all publicly funded transportation programs. All state-managed transportation funds will flow through the regional coordinating councils. The state-level coordinating council will advise state agencies on funding allocations, ease barriers to increased coordination, and will oversee the activities of the regional councils.

Following a review of this report by study participants, the next step in the process should be to take the actions necessary to create the North Dakota Personal Mobility Council and the regional transportation coordination boards and then begin the detailed work of creating coordinated transportation systems in each of the state's eight regions.

Appendix A. Recognized Public Transit Providers

Criteria for Inclusion

- Receive FTA funding, either directly from FTA or via NDDOT, or
- Receive state-aid funding from NDDOT
- Avoid "Double Counting" – Fixed-route systems that also provide dial-a-ride/paratransit services are listed only under "Fixed-Route Systems

Fixed-Route Systems Receiving Federal (FTA) Funds

- Fargo (also provides local dial-a-ride/paratransit service)
- Bismarck (also provides local dial-a-ride/paratransit service)
- Grand Forks (also provides local dial-a-ride/paratransit service)
- Minot
- New Town Bus Line (part of Souris Basin Transportation)

Dial-A-Ride/Paratransit Systems Receiving Federal (FTA) Funds

- City of Dickinson (local taxi service – capital funds)
- City of Jamestown (local taxi service)
- Dickey County Senior Citizens
- Emmons County Council on Aging
- Fargo Senior Commission, Inc.
- Golden Valley/Billings County Council on Aging
- James River Senior Citizens Center, Inc.
- Kenmare Wheels & Meals, Inc.
- Kidder/Emmons Co. Senior Services
- Mercy Medical Center (vouchered rides/local taxi service)
- Minot Commission on Aging
- Nelson County Transportation
- North Central Planning Council: Benson County Transportation
  Cando Senior Citizens
  Cavalier County Senior Meals
  City Cab (Devils Lake)
  Devils Lake Taxi
  Eddy County Transportation
  Nutrition & Support Service (Belcourt)
  Nutrition United/Rolette County Senior Meals
  Royal Coach Transportation (Rolette County)
  Senior Meals & Services (Devils Lake)
  Spirit Lake Tribe Senior Service Program

- Pembina County Meals & Transportation
- Souris Basin Transportation Board
- South Central Adult Services, Inc. (Valley City)
- Southwest Transportation Services (Bowman)
- Standing Rock Public Transportation Program/Sitting Bull College
- Stark County Council on Aging/Elder Care
- Trenton Indian Service Area (TISA) CHR Aging Programs (Trenton)
- Walsh County Transportation Program
- West River Transportation Council
- Williston Council for the Aging

Dial-A-Ride/Paratransit Systems Receiving Only State-Aid

- City of Hazen
- Dunn County Council on Aging
- Glen Ullin Senior Transportation
- Handiwheels Transportation, Inc. (Fargo)
- Three Affiliated Tribes Aging Services
- Tioga Senior Citizens Club
- Wildrose Senior Transportation

Appendix B. Public Transportation Statistics

July 1, 2002 - June 30, 2003		OPERATING FUNDS					
PROVIDER	**STATE AID CAPITAL $**	**STATE AID $**	**FED 5311 RURAL $**	**FED 5307 URBAN $**	**FEDERAL OAA IIIB $**	**CITY-CO-ST. MILL LEVY $**	**OTHER $**
Region 1							
Wildrose Seniors Trans	4,155	3,563	0	0	0	0	165
Tioga Seniors	0	4,741	0	0	0	0	5,106
Mercy-Williston Taxi	0	8,117	17,054	0	0	0	9,828
Williston Seniors Trans	0	35,091	10,000	0	17,424	0	0
Trenton Indian Srvs.	0	16,509	15,100	0	20,649	0	4,709
Totals	**4,155**	**68,021**	**42,154**		**38,073**		**19,808**
Region 2							
Kenmare Wheels/Mls	0	9,085	6,175	0	0	1,434	338
Souris Basin Trans	27,614	97,314	90,350	0	66,835	0	17,014
Minot, City of	0	52,160	141,000	0	0	180,008	24,403
Minot Comm/Aging	0	37,454	46,050	0	0	21,144	92,667
Totals	**27,614**	**196,013**	**283,575**		**66,835**	**202,586**	**134,422**
Region 3							
North Central Planning - Devils Lake (9 providers)							
15a. Benson County	0	12,133	8,142	0	17,353	2,700	1,519
15b. Cando Seniors	0	16,724	6,925	0	0	0	943
15c. Cavalier County	0	18,810	8,254	0	0	3,580	7,996
15d. Eddy County	0	13,210	3,000	0	4,012	602	250
15e. Nutr United-Rolla	0	23,348	7,861	0	17,023	200	0
15f. Sr Meals/Srvs -DL	0	23,826	17,700	0	0	18,650	5,601
15g. Spirit Lake Srvs	0	10,383	7,889	0	0	0	0
15h. Turtle Mntn Srvs	0	5,265	7,037	0	4,291	0	0
15i. Lake Region Taxi-NorthCentral		6,100	33,098	0	0	1,000	4,329
Totals		**129,799**	**99,906**		**42,679**	**26,732**	**20,638**
Region 4							
Pembina County	0	25,704	13,425	0	0	1,774	1,473
Walsh Co Trans	0	31,688	22,600	0	0	0	734
Nelson Co. Trans.	0	18,044	20,408	0	0	5,000	4,268
Grand Forks, City of	0	108,009	0	717,887	0	614,803	69,009
Totals		**183,445**	**56,433**	**717,887**		**621,577**	**75,484**

July 1, 2002 - June 30, 2003 **OPERATING FUNDS**

PROVIDER	STATE AID CAPITAL $	STATE AID $	FED 5311 RURAL $	FED 5307 URBAN $	FEDERAL OAA IIIB $	CITY-CO-ST. MILL LEVY $	OTHER $
Region 5							
Fargo, City of	0	145,417	0	916,104	0	503,355	41,043
FargoSrCom(7 providers)	0	47,467	3,168	0	108,338	0	10,145
5b. Cass County	0	5,955	10,752	0	0	2,546	0
5c. Ransom County	0	19,475	9,150	0	0	5,000	0
5d. Richland County	5,090	35,421	5,855	0	0	0	0
5e. Sargent County	540	18,528	8,100	0	0	0	0
5f. Steele County	0	15,752	10,114	0	0	1,696	652
5g. Traill County	10,377	15,157	5,855	0	0	0	258
Totals	**16,007**	**303,172**	**52,994**	**916,104**	**108,338**	**512,597**	**52,098**
Region 6							
James River Transit	0	75,677	69,425	0	0	1,401	51,561
South Central Trans.	4,726	113,600	41,788	0	0	0	35,610
Dickey County Trans	0	21,256	10,000	0	0	0	25
Totals	**4,726**	**210,533**	**121,213**			**1,401**	**87,196**
Region 7							
Kidder-Emmons Co.	0	16,530	11,049	0	11,100	2,700	12,510
Bis-Man Transit	0	149,343	0	258,296	28,632	255,047	249,994
West River Trans	5,184	84,460	64,175	0	57,988	37,013	6,309
Emmons Co. Trans	7,695	19,012	11,000	0	0	0	0
Hazen, City of	0	12,627	0	0	0	10,610	11,259
Glenn Ullin Trans.	0	5,022	0	0	0	0	0
Sitting Bull College	0	18,561	30,400	0	0	0	95,400
Totals	**12,879**	**305,555**	**116,624**	**258,296**	**97,720**	**305,370**	**375,472**
Region 8							
Dunn County Trans.	342	10,570	0	0	0	0	904
Golden Valley Trans.	0	28,824	9,350	0	0	2,054	0
Southwest Trans	0	63,456	25,399	0	0	12,500	9,220
Elder Care	0	47,806	59,050	0	0	43,288	62,436
Totals	**342**	**150,656**	**93,799**			**57,842**	**72,560**

STATS FOR ALL PUBLIC TRANSPORTATION
July 1, 2002-June 30, 2003

PROVIDER	FARES $	REPORTED TOTAL INCOME $	REPORTED TOTAL EXPENSE $	MILES	RIDES	VEHI-CLES	**COST/ MILE $	**COST/ RIDE $	**COST/ VEHICLE $
						Costs Per Based on Total Expense			
Region 1									
Wildrose	0	3,728	3,563	2,853	318	1	1.25	11.20	3,563.00
Tioga	1,972	11,819	11,819	8,972	2,461	2	1.32	4.80	5,909.50
Williston Taxi	7,142	42,141	42,141	11,560	9,437	4	3.65	4.47	10,535.25
Williston	7,762	70,277	74,394	24,886	11,949	8	2.99	6.23	9,299.25
Trenton	899	57,866	57,866	8,503	6,724	1	6.81	8.61	57,866.00
Totals or averages	**17,775**	**185,831**	**189,783**	**56,774**	**30,889**	**16**	**3.20**	**7.06**	**17,434.60**
Region 2									
Kenmare Whls	1,464	18,496	18,419	2,794	7,313	1	6.59	2.52	18,419.00
Souris Basin	23,965	295,478	287,464	139,167	34,661	13	2.07	8.29	22,112.62
Minot, City of	61,281	458,852	458,852	192,635	165,254	17	2.38	2.78	26,991.29
Minot Comm	40,799	238,114	238,114	126,077	43,169	5	1.89	5.52	47,622.80
Totals or averages	**127,509**	**1,010,940**	**1,002,849**	**460,673**	**250,397**	**36**	**3.23**	**4.78**	**28,786.43**
Region 3									
NC-DL									
Benson Co	5,765	47,612	53,919	37,925	5,751	4	1.42	9.38	13,479.75
Cando	4,953	29,545	29,545	9,898	5,533	2	2.98	5.34	14,772.50
Cavalier Co	3,978	42,618	42,618	14,628	7,089	2	2.91	6.01	21,309.00
Eddy Co	655	21,729	16,421	2,633	2,524	1	6.24	6.51	16,421.00
Nutrition Un	2,420	50,852	46,620	28,531	7,427	4	1.63	6.28	11,655.00
Senior Mls	26,854	92,631	91,252	46,344	21,911	5	1.97	4.16	18,250.40
Spirit Lake	0	18,272	18,272	42,017	3,669	2	0.43	4.98	9,136.00
Turtle Mntn	319	16,912	16,912		4,456	2		3.80	8,456.00
LR - Taxi	19,088	63,615	50,636		7,390			6.85	
Totals or averages	**64,032**	**383,786**	**366,195**	**181,976**	**65,750**	**22**	**2.51**	**5.92**	**14,184.96**
Region 4									
Pembina Co	2,898	45,274	45,274	19,920	2,074	1	2.27	21.83	45,274.00
Walsh Co	12,076	67,098	69,614	47,108	7,063	2	1.48	9.86	34,807.00
Nelson Co.	4,049	51,769	50,280	31,528	4,344	3	1.59	11.57	16,760.00
Grand Forks	235,909	1,745,617	1,680,260	664,352	266,007	32	2.53	6.32	52,508.13
Totals or averages	**254,932**	**1,909,758**	**1,845,428**	**762,908**	**279,488**	**38**	**1.97**	**12.39**	**37,337.28**

STATS FOR ALL PUBLIC TRANSPORTATION

July 1, 2002-June 30, 2003

PROVIDER	FARES $	REPORTED TOTAL INCOME $	REPORTED TOTAL EXPENSE $	MILES	RIDES	VEHI-CLES	**Costs Per Based on Total Expense **COST/ MILE $	**COST/ RIDE $	**COST/ VEHICLE $
Region 5									
Fargo, City of	334,692	1,940,611	1,940,611	772,592	538,885	23	2.51	3.60	84,374
Fargo Sr Comm	43,705	212,823	264,427	144,057	43,599	8	1.84	6.06	33,053
Cass County	1,384	20,637	19,909	20,999	2,305	1	0.95	8.64	19,909
Ransom Co	2,728	36,353	28,573	13,741	1,002	2	2.08	28.52	14,287
Richland Co	4,574	45,850	42,062	27,046	6,426	5	1.56	6.55	8,412
Sargent Co	3,923	30,551	27,185	25,260	1,026	2	1.08	26.50	13,593
Steele Co	4,334	32,548	31,884	27,922	1,500	1	1.14	21.26	31,884
Traill Co	1,518	22,788	32,687	17,124	1,272	2	1.91	25.70	16,344
Totals or averages	**396,858**	**2,342,161**	**2,387,338**	**1,048,741**	**596,015**	**44**	**1.63**	**15.85**	**27,732**
Region 6									
James River	121,160	319,224	360,029	156,101	56,421	10	2.31	6.38	36,003
South Central	36,164	227,162	227,162	178,537	33,962	11	1.27	6.69	20,651
Dickey County	3,699	34,980	34,980	21,969	7,380	1	1.59	4.74	34,980
Totals or averages	**161,023**	**581,366**	**622,171**	**356,607**	**97,763**	**22**	**1.72**	**5.94**	**30,545**
Region 7									
Kidder	4,367	58,256	58,256	51,226	9,296	2	1.14	6.27	29,128
Bis-Man Transit	314,898	1,256,210	1,086,938	715,831	187,818	25	1.52	5.79	43,478
West River	35,335	285,280	262,610	105,942	42,510	13	2.48	6.18	20,201
Emmons Co	6,629	36,641	48,864	19,940	3,163	2	2.45	15.45	24,432
Hazen, City of	11,156	45,652	32,564	14,942	13,031	2	2.18	2.50	16,282
Glenn Ullin	1,324	6,346	8,039	4,178	671	1	1.92	11.98	8,039
Sitting Bull	16,054	160,415	89,356	66,903	3,115	5	1.34	28.69	17,871
Totals or averages	**389,763**	**1,848,800**	**1,586,627**	**978,962**	**259,604**	**50**	**1.86**	**10.98**	**22,776**
Region 8									
Dunn County	1,535	13,009	14,194	9,632	860	1	1.47	16.50	14,194
Golden Valley	2,118	42,346	36,599	24,504	782	2	1.49	46.80	18,300
Southwest	11,955	122,530	101,922	64,661	34,760	5	1.58	2.93	20,384
Elder Care	30,889	243,469	243,469	96,878	43,160	5	2.51	5.64	48,694
Totals or averages	**46,497**	**421,354**	**396,184**	**195,675**	**79,562**	**13**	**1.76**	**17.97**	**25,393**

STATS FOR ALL PUBLIC TRANSPORTATION

July 1, 2002 - June 30, 2003 PROVIDER	FARE/MILE $	FARE/RIDE $	FARE/VEH $	MILES/VEH	RIDES/VEH	FARES %/ EXPENSE
Region 1						
Wildrose Seniors Trans	0.00	0.00	0.00	2,853.00	318.00	0.00%
Tioga Seniors	0.22	0.80	986.00	4,486.00	1,230.50	16.68%
Mercy-Williston Taxi	0.62	0.76	1,785.50	2,890.00	2,359.25	16.95%
Williston Seniors Trans	0.31	0.65	970.25	3,110.75	1,493.63	10.43%
Trenton Indian Srvs.	0.11	0.13	899.00	8,503.00	6,724.00	1.55%
Averages	**0.25**	**0.47**	**928.15**	**4,368.55**	**2,425.08**	**9.12%**
Region 2						
Kenmare Wheels/Mls	0.52	0.20	1,464.00	2,794.00	7,313.00	7.95%
Souris Basin Trans	0.17	0.69	1,843.46	10,705.15	2,666.23	8.34%
Minot, City of	0.32	0.34	3,604.76	11,331.47	9,720.82	13.36%
Minot Comm/Aging	0.32	0.95	8,159.80	25,215.40	8,633.80	17.13%
Averages	**0.33**	**0.54**	**3,768.01**	**12,511.51**	**7,083.46**	**11.69%**
Region 3						
North Central-Devils Lake						
Benson County	0.15	1.00	1,441.25	9,481.25	1,437.75	10.69%
Cando	0.50	0.90	2,476.50	4,949.00	2,766.50	16.76%
Cavalier County	0.27	0.56	1,989.00	7,314.00	3,544.50	9.33%
Eddy County	0.25	0.26	655.00	2,633.00	2,524.00	3.99%
Nutrition United-Rolla	0.08	0.33	605.00	7,132.75	1,856.75	5.19%
Senior Meals/Srvs-DL	0.58	1.23	5,370.80	9,268.80	4,382.20	29.43%
Spirit Lake Nation Tribe	0.00	0.00	0.00	21,008.50	1,834.50	0.00%
Turtle Mntn Chippewa		0.07	159.50	0.00	2,228.00	1.89%
Lake Region Taxi		2.58				37.70%
Averages	**0.26**	**0.77**	**1,587.13**	**7,723.41**	**2,571.78**	**12.78%**
Region 4						
Pembina County	0.15	1.40	2,898.00	19,920.00	2,074.00	6.40%
Walsh Co Trans	0.26	1.71	6,038.00	23,554.00	3,531.50	17.35%
Nelson Co. Trans.	0.13	0.93	1,349.67	10,509.33	1,448.00	8.05%
Grand Forks, City of	0.36	0.59	7,372.16	20,761.00	8,312.72	14.04%
Averages	**0.22**	**1.16**	**4,414.46**	**18,686.08**	**3,841.55**	**11.46%**

STATS FOR ALL PUBLIC TRANSPORTATION
July 1, 2002 - June 30, 2003

PROVIDER	FARE/MILE $	FARE/RIDE $	FARE/VEH $	MILES/VEH	RIDES/VEH	FARES %/ EXPENSE
Region 5						
Fargo, City of	0.43	0.47	14,551.83	33,590.96	23,429.78	17.25%
Fargo Senior Comm	0.30	1.00	5,463.13	18,007.13	5,449.88	16.53%
Cass County	0.07	0.60	1,384.00	20,999.00	2,305.00	6.95%
Ransom County	0.20	2.72	1,364.00	6,870.50	501.00	9.55%
Richland County	0.17	0.71	914.80	5,409.20	1,285.20	10.87%
Sargent County	0.16	3.82	1,961.50	12,630.00	513.00	14.43%
Steele County	0.16	2.89	4,334.00	27,922.00	1,500.00	13.59%
Traill County	0.09	1.19	759.00	8,562.00	636.00	4.64%
Averages	**0.20**	**1.68**	**3,841.53**	**16,748.85**	**4,452.48**	**11.73%**
Region 6						
James River Transit	0.78	2.15	12,116.00	15,610.10	5,642.10	33.65%
South Central Trans.	0.20	1.06	3,287.64	16,230.64	3,087.45	15.92%
Dickey County Trans	0.17	0.50	3,699.00	21,969.00	7,380.00	10.57%
Averages	**0.38**	**1.24**	**6,367.55**	**17,936.58**	**5,369.85**	**20.05%**
Region 7						
Kidder-Emmons Co.	0.09	0.47	2,183.50	25,613.00	4,648.00	7.50%
Bis-Man Transit	0.44	1.49	12,595.92	28,633.24	7,512.72	28.97%
West River Trans	0.33	0.83	2,718.08	8,149.38	3,270.00	13.46%
Emmons Co. Trans	0.33	2.10	3,314.50	9,970.00	1,581.50	13.57%
Hazen, City of	0.75	0.86	5,578.00	7,471.00	6,515.50	34.26%
Glenn Ullin Trans.	0.32	1.97	1,324.00	4,178.00	671.00	16.47%
Sitting Bull College	0.24	5.15	3,210.80	13,380.60	623.00	17.97%
Averages	**0.36**	**1.84**	**4,417.83**	**13,913.60**	**3,545.96**	**18.88%**
Region 8						
Dunn County Trans.	0.16	1.78	1,535.00	9,632.00	860.00	10.81%
Golden Valley Trans.	0.09	2.71	1,059.00	12,252.00	391.00	5.79%
Southwest Trans	0.18	0.34	2,391.00	12,932.20	6,952.00	11.73%
Elder Care	0.32	0.72	6,177.80	19,375.60	8,632.00	12.69%
Averages	**0.19**	**1.39**	**2,790.70**	**13,547.95**	**4,208.75**	**10.25%**

STATISTICS FOR ALL PUBLIC TRANSPORTATION

July 1, 2002 - June 30, 2003

PROVIDER	SUBSIDY $ PER MILE	SUBSIDY $ PER RIDE	SUBSIDY $ PER VEHICLE	PERCENT OF COSTS SUBSIDIZED
Region 1				
Wildrose Seniors Trans	1.25	11.20	3,563	100.00%
Tioga Seniors	0.53	1.93	2,371	40.11%
Mercy-Williston Taxi	2.18	2.67	6,293	59.73%
Williston Seniors Trans	2.51	5.23	7,814	84.03%
Trenton Indian Srvs.	6.15	7.77	52,258	90.31%
Averages	**2.52**	**5.76**	**14,460**	**74.84%**
Region 2				
Kenmare Wheels/Mls	5.46	2.09	15,260	82.85%
Souris Basin Trans	1.83	7.34	19,577	88.53%
Minot, City of	1.00	1.17	11,362	42.10%
Minot Comm/Aging	0.66	1.93	16,701	35.07%
Averages	**2.24**	**3.13**	**15,725**	**62.14%**
Region 3				
North Central-Devils Lake				
Benson County	0.99	6.54	9,407	69.79%
Cando	2.39	4.27	11,825	80.04%
Cavalier County	1.85	3.82	13,532	63.50%
Eddy County	7.68	8.01	20,222	123.15%
Nutrition United-Rolla	1.69	6.49	12,058	103.46%
Senior Meals/Srvs-DL	0.90	1.90	8,305	45.51%
Spirit Lake Nation Tribe	0.43	4.98	9,136	100.00%
Turtle Mntn Chippewa		3.72	8,297	98.11%
Lake Region Taxi		5.30		77.41%
Averages	**2.28**	**5.00**	**11,598**	**84.55%**
Region 4				
Pembina County	1.96	18.87	39,129	86.43%
Walsh Co Trans	1.15	7.69	27,144	77.98%
Nelson Co. Trans.	1.22	8.85	12,817	76.48%
Grand Forks, City of	1.24	3.10	25,809	49.15%
Averages	**1.39**	**9.63**	**26,225**	**72.51%**

STATISTICS FOR ALL PUBLIC TRANSPORTATION **Report 4 of 4**

July 1, 2002 - June 30, 2003

PROVIDER	SUBSIDY $ PER MILE	SUBSIDY $ PER RIDE	SUBSIDY $ PER VEHICLE	PERCENT OF COSTS SUBSIDIZED	
Region 5					
Fargo, City of	1.37	1.97	46,153.09	54.70%	
Fargo Senior Comm	1.10	3.65	19,871.63	60.12%	Urban 5307 funds
Cass County	0.80	7.25	16,707.00	83.92%	plus OAA Title
Ransom County	2.08	28.57	14,312.50	100.18%	IIIB funds
Richland County	1.53	6.42	8,255.20	98.13%	
Sargent County	1.05	25.95	13,314.00	97.95%	
Steele County	0.93	17.24	25,866.00	81.13%	
Traill County	1.23	16.52	10,506.00	64.28%	
Averages	**1.26**	**13.45**	**19,373.18**	**80.05%**	
Region 6					
James River Transit	0.93	2.57	14,510.20	40.30%	
South Central Trans.	0.87	4.58	14,126.18	68.40%	
Dickey County Trans	1.42	4.24	31,256.00	89.35%	Subsidy
Averages	**1.07**	**3.79**	**19,964.13**	**66.02%**	
Region 7					
Kidder-Emmons Co.	0.76	4.16	19,339.50	66.39%	
Bis-Man Transit	0.61	2.32	17,450.84	40.14%	
West River Trans	1.95	4.86	15,894.08	78.68%	
Emmons Co. Trans	1.51	9.49	15,006.00	61.42%	Rural 5311 and
Hazen, City of	0.85	0.97	6,313.50	38.78%	
Glenn Ullin Trans.	1.20	7.48	5,022.00	62.47%	
Sitting Bull College	0.73	15.72	9,792.20	54.79%	
Averages	7.60	45.00	88,818.12	402.67%	
Region 8					
Dunn County Trans.	1.10	12.29	10,570.00	74.47%	includes all
Golden Valley Trans.	1.56	48.82	19,087.00	104.30%	
Southwest Trans	1.37	2.56	17,771.00	87.18%	
Elder Care	1.10	2.48	21,371.20	43.89%	State Aid,
Averages	**1.28**	**16.53**	**17,199.80**	**77.46%**	

Appendix C. Profile of Public Transportation Services in North Dakota

June 21, 2004

Dear Transportation Provider:

The North Dakota Department of Transportation (NDDOT) has contracted with the Small Urban and Rural Transit Center (SURTC) to prepare a statewide passenger mobility plan. We need your help preparing this report and hope that it will ultimately promote even better transportation services for your clients and the citizens of North Dakota.

A major portion of this study is to inventory all North Dakota passenger transportation services. Please complete the enclosed service summary related to your transportation operations and return it to me in the enclosed envelope.

SURTC has gathered information from the NDDOT and the Dakota Transit Association (DTA) on most of the state projects, and that information is included where possible. Please check this information to ensure its accuracy. Please pay special attention to **bolded items** and provide requested information. Information in the table at the bottom of the first page, if any, was compiled by the Dakota Transit Association.

I would also appreciate hearing from you concerning transit trends and issues in your area and across the state (you may write on the back of the second page). Please identify any gaps that you see between available services and the needs of your area's residents. I would like your response by June 15, if possible.

Thanks in advance for your help. If you have any questions, please call me at 701-231-6436 or e-mail gary.hegland@ndsu.nodak.edu

Sincerely,

Gary Hegland
SURTC

Enclosure

Name of Transit Project (a blank survey form)

Contact Information

Contact Person: Title: _____
Address:
Phone: Fax: _____
E-Mail: Web-Site: _____

System Snapshot

Corporate Status:
Clientele: _____
Service Type: _____
Area Served: _____
Hours & Days of Service: _____
Route Maps & Schedule Please provide
Base Fare: _____
Transit Vehicles: Buses: _____
Vans: _____

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal: $_____
State: $_____
Local: $_____
Fares: $_____
Other: $_____
Total Income: $_____

FY 2003 Operating Data

Operating Budget: _____
Ridership (One-Way Trips):
Elderly (60 & Over) _____
Disabled (ADA) _____
General Public _____
Other _____
Total _____
Annual Vehicle Miles: _____
Vehicle Hours of Service: _____
Population: of Service Area: _____
Operating Cost per Trip: $_____
Operating Cost per Mile: $_____

Year	**2003**	**2002**	**2001**	**2000**	**1999**
One-Way Passenger Trips					
Vehicle Miles					
Total Operating Costs					

Benson County Transportation / North Central Planning Council

Contact Information

Contact Person:	Norma Jean Neumiller	Title: Director
Address:	P.O. Box 369	Maddock, ND 58348-0369
Phone:	701-438-2550	Fax: 701-438-2523
E-Mail:	njneum@stellarnet.com	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit corporation
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride & Fixed Route
Area Served:	Benson County to area service centers
Hours & Days of Service:	Monday thru Friday
Base Fare:	$3 – $15
Transit Vehicles:	Buses: 2
	Vans: 2

Please provide a vehicle roster – Appendix D

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$21,653
State:	$12,133
Local:	$ 3,600
Fares:	$ 5,000
Other:	$ 9,000
Total Income:	$51,386

FY 2003 Operating Data

Operating Budget:	$ 53,919
Ridership (One-Way Trips):	
Elderly (60 & Over)	6,151
Disabled (ADA)	8
General Public	35
Other	0
Total	6,194
Annual Vehicle Miles:	37,925
Vehicle Hours of Service:	3,672
Population of Service Area:	6,964
Operating Cost per Trip:	$ 8.70
Operating Cost per Mile:	$ 1.42

Year	2003	2002	2001	2000	1999
One-way Passenger Trips	6,194	6,384	6,849	5,602	5,973
Vehicle Miles	37,925	42,191	31,452	35,959	22,267
Total Operating Costs	$53,919	$55,438	$48,136	$42,180	$30,386

City of Bismarck / Bis-Man Transit Board

Contact Information

Contact Person:	Robin Werre	Title: Director
Address:	3750 E. Rosser Avenue	Bismarck, ND 58501
Phone:	701-258-6817	Fax: 701-258-6752
E-Mail:	rwerre@bis.midco.net	Web-Site: None

System Snapshot

Corporate Status:	Public
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride & Fixed Route
Area Served:	Bismarck, Mandan, & 2 mile area ext.
Hours & Days of Service:	Sunday thru Saturday, 24 hours a day
Base Fare:	FR= $1 or $.50 / DR= $1.50 or $2.00
Transit Vehicles:	Buses: 25
	Vans: 3

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 626,070
State:	$ 145,806
Local:	$ 398,000
Fares:	$ 337,666
Other:	$ 62,806
Total Income:	$1,570,348

FY 2003 Operating Data

Operating Budget:	$1,086,938
Ridership (One-Way Trips):	
Elderly (60 & Over)	_
Disabled (ADA)	_ } 193,764
General Public	0
Other	0
Total	193,764
Annual Vehicle Miles:	715,831
Population of Service Area:	72,250
Operating Cost per Trip:	$5.60
Operating Cost per Mile:	$1.51

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	187,818	187,569	185,721	174,612	181,506
Vehicle Miles	715,831	689,766	679,299	594,416	576,935
Total Operating Costs	$1,086,938	$1,555,691	$1,442,703	$1,370,994	$2,766,742

Cando Senior Citizens / North Central Planning Council

Contact Information

Contact Person:	Clarice Lien	Title: Project Director
Address:	P.O. Box 522	Cando, ND 58324
Phone:	701-968-4221	Fax: None
E-Mail:	None	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit corporation
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride within the city
Area Served:	City of Cando
Hours & Days of Service:	Monday thru Friday
Base Fare:	$.50 one way
Transit Vehicles:	Buses: 2
	Vans: 0

Please provide a vehicle roster – Appendix D

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 8,825
State:	$16,572
Local:	
Fares:	$ 6,400
Other:	$ 2,415
Total Income:	$34,212

FY 2003 Operating Data

Operating Budget:	$29,545
Ridership (One-Way Trips):	
Elderly (60 & Over)	3,688
Disabled (ADA)	1,845
General Public	0
Other	0
Total	5,533
Annual Vehicle Miles:	9,898
Vehicle Hours of Service:	0
Population of Service Area:	1,342
Operating Cost per Trip:	$ 5.33
Operating Cost per Mile:	$ 2.98

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	5,533				
Vehicle Miles	9,898				
Total Operating Costs	$29,545				

Cavalier County Senior Meals &Services / North Central Planning Council

Contact Information

Contact Person:	Beatrice Delvo	Title: Project Director
Address:	211 Eighth Avenue	Langdon, ND 58249-2637
Phone:	701-256-2828	Fax: 701-256-2838
E-Mail:	ccsms@utma.com	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit corporation
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride
Area Served:	Langdon and surrounding area
Hours & Days of Service:	8:15 to 4:00, Monday thru Friday
Base Fare:	$ 1.00 one way ride/varied costs Co. trips
Transit Vehicles:	Buses: 1
	Vans: 1

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 9,380
State:	$19,543
Local:	$ 4,400
Fares:	$ 4,700
Other:	$11,977
Total Income:	$50,000

FY 2003 Operating Data

Operating Budget:	$ 42,628
Ridership (One-Way Trips):	
Elderly (60 & Over)	4,679
Disabled (ADA)	1,701
General Public	709
Other	0
Total	7,089
Annual Vehicle Miles:	14,628
Population of Service Area:	2,101
Operating Cost per Trip:	$ 6.01
Operating Cost per Mile:	$ 2.92

Year	**2003**	**2002**	**2001**	**2000**	**1999**
One-Way Passenger Trips	7,089	9,002	8,689	6,917	6,937
Vehicle Miles	14,628	16,798	15,342	16,085	15,361
Total Operating Costs	$42,618	$42,820	$37,337	$30,799	$30,550

City Cab (Devils Lake) / North Central Planning Council

Contact Information

Contact Person:	Jacqueline R. Senger	Title: Program Coordinator
Address:	PO Box 651	Devils Lake, ND 58301
Phone:	701-662-8131	Fax: 701-662-8132
E-Mail:	jacquencpc@stellarnet.com	Web-Site: None

System Snapshot

Corporate Status:	Private, for profit business
Clientele:	Public, elderly, & disabled
Service Type:	Taxi (privately owned – gov't supported)
Area Served:	Devils Lake and surrounding area
Hours & Days of Service:	8:00 – 3:00 and 6:00 – 10:00, Monday thru Friday
Base Fare:	$ 4.50 per ride
Transit Vehicles:	Buses: 0
	Vans: 0
	Cars: 1

Please provide a vehicles roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 6,338
State:	$ 3,050
Local:	
Fares:	$ 4,418
Other:	_____
Total Income:	$13,806

FY 2003 Operating Data

Operating Budget:	$ 13,806
Ridership (One-Way Trips):	
Elderly (60 & Over)	0
Disabled (ADA)	307
General Public	0
Other	_____0
Total:	307
Annual Vehicle Miles:	_____
Population of Service Area:	10,000
Operating Cost per trip:	$ 44.97
Operating Cost per Mile:	$_____

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	1,940				
Vehicle Miles					
Total Operating Costs					

City of Dickinson / Deb's Cab

Contact Information

Contact Person:	Greg Sund / Deb's Cab	Title: City Administrator
Address:	99 2nd Street E.	Dickinson, ND 58601
Phone:	701-456-7720 / 225-2222	Fax: 701-256-7723
E-Mail:	gsund@state.nd.us	Web-Site: None

System Snapshot

Corporate Status:	Public
Clientele:	Public, elderly, & disabled
Service Type:	Taxi (privately owned – gov't supported)
Area Served:	Dickinson and surrounding area
Hours & Days of Service:	24 hours a day, Sunday thru Saturday
Base Fare:	$2.50 base + $1.50 per mile
Transit Vehicles:	Buses: 2
	Vans: 1
	Cars: 1

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$_____
State:	$_____
Local:	$_____
Fares:	$_____
Other:	$_____
Total Income:	$_____

FY 2003 Operating Data

Operating Budget:	$_____
Ridership (One-Way Trips):	
Elderly (60 & Over)	_____
Disabled (ADA)	_____
General Public	_____
Other	_____
Total	8,842
Annual Vehicle Miles:	_____
Vehicle Hours of Service	_____
Population of Service Area:	_____
Operating Cost per Trip:	_____
Operating Cost per Mile:	_____

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips					
Vehicle Miles					
Total Operating Costs					

City of Hazen

Contact Information

Contact Person:	Corey Leintz	Title: City Auditor
Address:	P.O. Box 717	Hazen, ND 58545-0717
Phone:	701-748-2550	Fax: 701-748-2559
E-Mail:	hazennd@westriv.com	Web-Site: None

System Snapshot

Corporate Status:	Municipal Government- Incorporated
Clientele:	Elderly, Handicapped, & Residents
Service Type:	Dial-A-Ride
Area Served:	Hazen, North Dakota
Hours & Days of Service:	Monday thru Friday 7:30 – 4:00 10 – 2 during Summer
Base Fare:	$ .60 Seniors /$ .75 Riders one-way
Transit Vehicles:	Buses: 2 Vans:

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 0
State:	$ 12,500
Local:	$ 14,500
Fares:	$ 10,250
Other:	$ 1,000
Total Income:	$ 38,250

FY 2003 Operating Data

Operating Budget:	$32,564
Ridership (One-Way Trips):	
Elderly (60 & Over)	3,080
Disabled (ADA)	2,779
General Public	7,172
Other	0
Total	13,031
Annual Vehicle Miles:	14,942
Vehicle Hours of Service:	
Population of Service Area:	2,457
Operating Cost per Trip:	$ 2.50
Operating Cost per Mile:	$ 2.18

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	13,031	12,283	11,828	10,163	8,892
Vehicle Miles	14,942	16,373	15,620	14,366	15,035
Total Operating Costs	$32,564	$48,252	$80,542	$42,765	$40,077

City of Jamestown / Jamestown Taxi Service

Contact Information

Contact Person:	Doug Fogderud	Title:
Address:	1802 6th Avenue NE	Jamestown, ND 58401
Phone:	701-252-4200	Fax: 701-252-5903
E-Mail:	None	Web-Site: None

System Snapshot

Corporate Status:	Public
Clientele:	Public, elderly, & disabled
Service Type:	Taxi (privately owned – gov't supported)
Area Served:	Jamestown and surrounding area
Hours & Days of Service:	24 hours a day, Sunday thru Saturday
Base Fare:	
Transit Vehicles:	Buses: 0
	Vans: 0
	Cars: 2

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$12,900
State:	$ 6,100
Local:	
Fares:	$55,000
Other:	_____
Total Income:	$74,000

FY 2003 Operating Data

Operating Budget:	$96,314
Ridership (One-Way Trips):	
Elderly (60 & Over)	0
Disabled (ADA)	0
General Public	0
Other	_____0
Total	16,459
Annual Vehicle Miles:	69,085
Vehicle Hours of Service:	_____
Population of Service Area:	15,527
Operating Cost per Trip:	$5.81
Operating Cost per Mile:	$1.40

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	16,459	14,412	13,048	9,666	8,493
Vehicle Miles	69,085	61,900	53,914	34,800	48,506
Total Operating Costs	$96,314	$72,394	$62,683	$45,468	$39,578

City of Minot

Contact Information

Contact Person:	Alan Walter	Title: Public Works Director
Address:	515 Second Avenue SW	Minot, ND 58701
Phone:	701-857-4140	Fax: 701-857-4130
E-Mail:	pworks@web.ci.minot.nd.us	
Web-Site:	http://web.ci.minot.nd.us	

System Snapshot

Corporate Status:	Public
Clientele:	Public, school, elderly, & disabled
Service Type:	Fixed route
Area Served:	City of Minot
Hours & Days of Service:	6:55 - 5:00, Monday thru Friday
Base Fare:	$.40 - $.75
Transit Vehicles:	Buses: 14
	Vans: 3

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$164,280
State:	$ 69,000
Local:	$186,915
Fares:	$ 60,000
Other:	0
Total Income:	$480,195

FY 2003 Operating Data

Operating Budget:	$458,852
Ridership (One-Way Trips):	
Elderly (60 & Over)	
Disabled (ADA)	53,744
General Public	5,442
Other (Student)	100,839
Total	165,254
Annual Vehicle Miles:	185,587
Population: of Service Area:	36,567
Operating Cost per Trip:	$ 2.77
Operating Cost per Mile:	$ 2.47

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	165,254	148,257	153,272	157,281	157,251
Vehicle Miles	192,635	198,620	189,453	210,504	149,245
Total Operating Costs	458,852	433,528	435,048	369,033	358,299

Devils Lake Taxi / North Central Planning Council

Contact Information

Contact Person:	Jacqueline R. Senger	Title: Program Coordinator
Address:	PO Box 651	Devils Lake, ND 58301
Phone:	701-662-8131	Fax: 701-662-8132
E-Mail:	jacquencpc@gondtc.com	Web-Site: None

System Snapshot

Corporate Status:	Private for profit
Clientele:	Public, elderly, & disabled
Service Type:	Taxi (privately owned – gov't supported)
Area Served:	Devils Lake and surrounding area
Hours & Days of Service:	6:30 - 8:00 & 3:00 - 8:00 Monday thru Friday 10-6 Saturday, 9-4 Sunday
Base Fare:	$4.50
Transit Vehicles:	Buses: 0 Vans: 1 Cars: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$11,302
State:	$ 3,050
Local:	
Fares:	$10,030
Other:	_____
Total Income:	$24,382

FY 2003 Operating Data

Operating Budget:	$ 24,382
Ridership (One-Way Trips):	
Elderly (60 & Over)	0
Disabled (ADA)	5,741 (1,466 for 4 months)
General Public	0
Other	0
Total	5,741
Annual Vehicle Miles:	_____
Vehicle Hours of Service:	_____
Population: of Service Area:	10,000
Operating Cost per Trip:	$ 4.25
Operating Cost per Mile:	$_____

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	5,741				
Vehicle Miles					
Total Operating Costs					

Dickey County Senior Citizens

Contact Information

Contact Person:	Cheryl Jongerius	Title: Director
Address:	P.O. Box 213	Ellendale, ND 58436-0213
Phone:	701.349.4513	Fax: 701.349.4011
E-Mail:	dcsc213@yahoo.com	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride
Area Served:	Dickey County: scheduled areas within county
Hours & Days of Service:	8:00 - 4:30 Monday thru Friday
Base Fare:	Donation
Transit Vehicles:	Buses: 1
	Vans: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 10,000
State:	$ 20,950
Local:	$ 1,000
Fares:	$ 3,550
Other:	$ 0
Total Income:	$ 35,500

FY 2003 Operating Data

Operating Budget:	$34,980
Ridership (One-Way Trips):	
Elderly (60 & Over)	6,991
Disabled (ADA)	320
General Public	69
Other	0
Total	7,380
Annual Vehicle Miles:	21,969
Vehicle Hours of Service:	1,980
Population: of Service Area:	5,757
Operating Cost per Trip:	$ 4.74
Operating Cost per Mile:	$ 1.59

Year	**2003**	**2002**	**2001**	**2000**	**1999**
One-Way Passenger Trips	7,380	6,539	6,963	6,983	7,381
Vehicle Miles	21,969	20,715	17,568	21,077	20,450
Total Operating Costs	34,980	33,280	41,322	32,526	31,417

Dunn County Council on Aging

Contact Information

Contact Person:	Margaret Bandle	Title: Chairman- Bookkeeper
Address:	P.O. Box 144	Killdeer, ND 58640-0144
Phone:	701-764-5542	Fax: None
E-Mail:	None	Web-Site: None

System Snapshot

Corporate Status:	
Service Type:	Demand Response
Area Served:	Dunn County
Hours & Days of Service:	1 Day a week– 10 Hours a day
Base Fare:	$5.00
Transit Vehicles:	Buses: 1
	Vans: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 0
State:	$ 17,000
Local:	$_____
Fares:	$ 1,500
Other:	$ 0
Total Income:	$ 18,500

FY 2003 Operating Data

Operating Budget:	$ 14,194
Ridership (One-Way Trips):	
Elderly (60 & Over)	800
Disabled (ADA)	25
General Public	35
Other	0
Total	860
Annual Vehicle Miles:	9,632
Vehicle Hours of Service:	480
Population of Service Area:	4,500
Operating Cost per Trip:	$ 16.50
Operating Cost per Mile:	$ 1.47

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	860	386	1,729	1,873	1,612
Vehicle Miles	9,632	8,997	11,373	10,614	9,627
Total Operating Costs	14,194	11,146	12,257	12,335	10,452

Eddy County Transportation / Senior Meals & Services

Contact Information

Contact Person:	La Mae Bergan	Title: Services Director
Address:	202 4th Ave	Devils Lake, ND 58301
Phone:	701-662-5061	Fax: 701-662-2412
E-Mail:	sms@gondtc.com	Web-Site: None

System Snapshot

Corporate Status:	Private, non profit
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride
Area Served:	New Rockford to area service centers
Hours & Days of Service:	9:00 - 1:00 Monday thru Friday
Base Fare:	$.50/ one way
Transit Vehicles:	Buses: 1
	Vans: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 3,470
State:	$16,390
Local:	
Fares:	
Other:	
Total Income:	$19,860

FY 2003 Operating Data

Operating Budget:	$ 16,421
Ridership (One-Way Trips):	
Elderly (60 & Over)	2,464
Disabled (ADA)	10
General Public	50
Other	0
Total	2,524
Annual Vehicle Miles:	2,633
Vehicle Hours of Service:	895
Population of Service Area:	1,463
Operating Cost per Trip:	$ 6.51
Operating Cost per Mile:	$ 1.04

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	2,524				
Vehicle Miles	2,633				
Total Operating Costs	16,421				

Emmons County Council on Aging

Contact Information

Contact Person:	Carol Mock	Title: Project Director
Address:	1955 56th Street SE	Braddock, ND 58524-9210
Phone:	701-332-6768	Fax: None
E-Mail:	None	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly & disabled
Service Type:	Dial-A-Ride
Area Served:	Emmons County to area service centers, Including parts of Logan County.
Hours & Days of Service:	10-11 hours a trip, 4 - 6 trips a month
Base Fare:	$ 5.00 Donation
Transit Vehicles:	Buses: 2 Vans: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$15,000
State:	$30,000
Local:	
Fares:	$ 7,000
Other:	0
Total Income:	$52,000

FY 2003 Operating Data

Operating Budget:	$ 48,864
Ridership (One-Way Trips):	
Elderly (60 & Over)	432
Disabled (ADA)	some on 20 passenger bus (5 in 7 years)
General Public	2,228
Other	503
Total	3,163
Annual Vehicle Miles:	19,940
Vehicle Hours of Service:	10 to 11 hours a trip
Population of Service Area:	5000
Operating Cost per Trip:	$ 15.45
Operating Cost per Mile:	$ 2.45

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	3,163	2,442	2,140	2,244	2,042
Vehicle Miles	19,940	18,991	16,925	18,434	16,235
Total Operating Costs	48,864	34,267	33,656	22,638	20,383

Fargo Metro Area Transit (no response)

Contact Information

Contact Person:	Julie Bommelman	Title: _____
Address:	502 NP Avenue	Fargo, ND 58102
Phone:	701.476.6737	Fax: 701.241.8558
E-Mail:	jbbommelman@ci.fargo.nd.us	
Web-Site:	http://www.ci.fargo.nd.us/Transit/default.htm	

System Snapshot

Corporate Status:	Public
Clientele:	General Public
Service Type:	Fixed Route
Area Served:	Cities of Fargo & West Fargo
Hours & Days of Service:	
Base Fare:	
Transit Vehicles:	Buses: _____
	Vans: _____

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$_____
State:	$_____
Local:	$_____
Fares:	$_____
Other:	$_____
Total Income:	$_____

FY 2003 Operating Data

Operating Budget:	$1,940,611
Ridership (One-Way Trips):	
Elderly (60 & Over)	_____
Disabled (ADA)	_____
General Public	_____
Other	_____
Total	538,885
Annual Vehicle Miles:	772,592
Vehicle Hours of Service:	_____
Population of Service Area:	90,599
Operating Cost per Trip:	$_____
Operating Cost per Mile:	$_____

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	538,885	475,775	498,425	213,594	480,533
Vehicle Miles	772,592	777,300	639,292	530,184	600,591
Total Operating Costs	$1,940,611	$1,914,543	$2,008,778	$1,331,846	$1,464,751

Fargo Senior Commission (Including West Fargo)

Contact Information

Contact Person:	Paul Grindeland	Title: Director of Transportation
Address:	P.O. Box 2217	Fargo, ND 58108-2217
Phone:	701-293-1440	Fax: 701-241-9639
E-Mail:	pgrindeland@fsc.fargoparks.co.	
Web-Site:	None	

System Snapshot

Corporate Status:	Public
Clientele:	Public, elderly, & disabled
Service Type:	Scheduled service in 7 county area to area service centers
Area Served:	Cass, Traill, Steel, Richland, Ransom, Sargent, & rural Grand Forks Counties
Hours & Days of Service:	7:40 - 4:30 Monday thru Friday
Base Fare:	Donation
Transit Vehicles:	Buses: 2, 14 pass, 24 pass Vans: 8

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$110,000
State:	$135,000
Local:	
Fares:	$ 24,000
Other:	0
Total Income:	$269,000

FY 2003 Operating Data

Operating Budget:	$264,427
Ridership (One-Way Trips):	
Elderly (60 & Over)	43,599
Disabled (ADA)	
General Public	0
Other	0
Total	43,599
Annual Vehicle Miles:	144,057
Vehicle Hours of Service:	
Population of Service Area:	106,000
Operating Cost per Trip:	$ 6.07
Operating Cost per Mile:	$ 1.84

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	43,599	42,111	40,843	39,577	43,657
Vehicle Miles	144,057	133,739	121,916	120,247	43,357
Total Operating Costs	$264,427	$141,420	$144,185	$147,857	$143,257

Fargo Senior Commission (Cass County)

Contact Information

Contact Person:	Paul W. Grindeland	Title: Director of Transportation
Address:	P.O. Box 2217	Fargo, ND 58108-2217
Phone:	701-293-1440	Fax: 701-241-9639
E-Mail:	pgrindeland@fsc.fargoparks.co.	
Web-Site:	None	

System Snapshot

Corporate Status:	Public
Clientele:	General Public & Senior Citizens
Service Type:	Public transportation
Area Served:	Rural Cass County
Hours & Days of Service:	7 a. m. – 7 a. m. Tuesday & Thursday
Base Fare:	$2.00
Transit Vehicles:	Buses: 1
	Vans: _____

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$11,300
State:	$ 5,483
Local:	$ 2,500
Fares:	$ 1,384
Other:	$_____
Total Income:	$ 20,667

FY 2003 Operating Data

Operating Budget:	$ 20,534
Ridership (One-Way Trips):	
Elderly (60 & Over)	2,250
Disabled (ADA)	
General Public	55
Other	0
Total	2,305
Annual Vehicle Miles:	20,999
Vehicle Hours of Service:	1,100
Population of Service Area:	25,000
Operating Cost per Trip:	$ 8.64
Operating Cost per Mile:	$ .95

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	2,305	2,810	2,824	2,557	2,300
Vehicle Miles	20,999	26,485	25,987	24,478	25,813
Total Operating Costs	$19,909	$19,771	$83,904	$15,514	$22,219

Fargo Senior Commission (Ransom County)

Contact Information

Contact Person:	Paul W. Grindeland	Title: Director of Transportation
Address:	P.O. Box 2217	Fargo, ND 58108-2217
Phone:	701-293-1440	Fax: 701.241.9639
E-Mail:	pgrindeland@fsc.fargoparks.co.	
Web-Site:	None	

System Snapshot

Corporate Status:	Public
Clientele:	Public, Elderly and disabled
Service Type:	Paratransit Scheduled service
Area Served:	Ransom County
Hours & Days of Service:	7 a.m. – 7 a.m. Thursday
Base Fare:	$6.00 per ride rural areas
Transit Vehicles:	Buses: 1
	Vans: 1

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 9,880
State:	$ 21,153
Local:	$ 2,500
Fares:	$ 2,000
Other:	$ 0
Total Income:	$ 35,533

FY 2003 Operating Data

Operating Budget:	$ 35,000
Ridership (One-Way Trips):	
Elderly (60 & Over)	980
Disabled (ADA)	
General Public	22
Other	0
Total	1,002
Annual Vehicle Miles:	13,741
Vehicle Hours of Service:	500
Population of Service Area:	5,890
Operating Cost per Trip:	$ 9.98
Operating Cost per Mile:	$ 2.55

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	1,002	7,000	4,650	2,550	5,100
Vehicle Miles	13,741	22,355	22,001	25,000	28,250
Total Operating Costs	$28,573	$31,868	$31,576	$27,667	$25,192

Fargo Senior Commission (Richland County)

Contact Information

Contact Person:	Paul W. Grindeland	Title: Director of Transportation
Address:	P.O. Box 2217	Fargo ND 58108-2217
Phone:	701-293-1440	Fax: 701-241-9639
E-Mail:	pgrindeland@fsc.fargoparks.co.	
Web-Site:	None	

System Snapshot

Corporate Status:	Public
Clientele:	Public, Elderly and disabled
Service Type:	Paratransit Scheduled service
Area Served:	Richland County
Hours & Days of Service:	Monday thru Friday 8:00 – 4:30 p. m.
Base Fare:	$6.00 for rural rides
Transit Vehicles:	Buses: 3
	Vans: 2

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 6,155
State:	$39,557
Local:	$ 0
Fares:	$ 4,575
Other:	$_____
Total Income:	$ 50,287

Acoustic

FY 2003 Operating Data

Operating Budget:	$ 42,062
Ridership (One-Way Trips):	
Elderly (60 & Over)	6,370
Disabled (ADA)	
General Public	56
Other	0
Total	6,426
Annual Vehicle Miles:	27,046
Vehicle Hours of Service:	3,800
Population of Service Area:	17,996
Operating Cost per Trip:	$ 6.55
Operating Cost per Mile:	$ 1.56

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	6,426				
Vehicle Miles	27,046				
Total Operating Costs	$42,062				

Fargo Senior Commission (Sargent County)

Contact Information

Contact Person:	Paul W. Grindeland	Title: Director of Transportation
Address:	P.O. Box 2217	Fargo, ND
Phone:	701-293-1440	Fax: 701-241-9639
E-Mail:	pgrindeland@fsc.fargoparks.co.	
Web-Site:	None	

System Snapshot

Corporate Status:	Public
Clientele:	General Public
Service Type:	Paratransit Scheduled service
Area Served:	Sargent County
Hours & Days of Service:	8 - 4 p.m. Monday thru Friday
Base Fare:	$ 6.00 for rides in rural areas
Transit Vehicles:	Buses: 1
	2Vans: 1

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 8,500
State:	$18,836
Local:	$ 0
Fares:	$ 3,500
Other:	$_____
Total Income:	$ 30,836

FY 2003 Operating Data

Operating Budget:	$ 31,000
Ridership (One-Way Trips):	
Elderly (60 & Over)	1,000
Disabled (ADA)	
General Public	26
Other	0
Total	1,026
Annual Vehicle Miles:	25,260
Vehicle Hours of Service:	1,100
Population of Service Area:	4,366
Operating Cost per Trip:	$ 26.50
Operating Cost per Mile:	$ 1.08

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	1,026	1,715	1,682	2,014	1,595
Vehicle Miles	25,260	23,149	26,038	28,234	24,324
Total Operating Costs	$27,185	$31,129	$23,806	$26,792	$19,962

Fargo Senior Commission (Steele & Grand Forks County)

Contact Information

Contact Person:	Paul W. Grindeland	Title: Director of Transportation
Address:	P.O. Box 2217	Fargo , ND 58108-2217
Phone:	701-293-1440	Fax: 701-241-9639
E-Mail:	pgrindeland@fsc.fargoparks.co.	
Web-Site:	None	

System Snapshot

Corporate Status:	Public
Clientele:	General Public
Service Type:	Paratransit scheduled services
Area Served:	Steele and parts of Nelson, Griggs, Traill, Cass and Grand Forks
Hours & Days of Service:	7:00 a. m. -7:00 p. m., 10 days a month
Base Fare:	$6.00 Suggested
Transit Vehicles:	Buses: 1
	Vans: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 33,948
State:	$ 24,144
Local:	$ 1,000
Fares:	$ 5,184
Other:	$_____
Total Income:	$ 31,552

FY 2003 Operating Data

Operating Budget:	$ 32,000
Ridership (One-Way Trips):	
Elderly (60 & Over)	1,800
Disabled (ADA)	
General Public	30
Other	0
Total	1,830
Annual Vehicle Miles:	28,919
Vehicle Hours of Service:	1,320
Population of Service Area:	2,258
Operating Cost per Trip:	$ 17.49
Operating Cost per Mile:	$ 1.11

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	1,500	1,482	1,516	1,575	1,652
Vehicle Miles	27,922	26,137	26,430	27,417	18,483
Total Operating Costs	$31,884	$29,585	$29,070	$28,185	$26,291

Fargo Senior Commission (Traill County)

Contact Information

Contact Person:	Paul W. Grindeland	Title: Director of Transportation
Address:	P.O. Box 2217	Fargo, ND 58108-2217
Phone:	701-293-1440	Fax: 701-241-9639
E-Mail:	pgrindeland@fsc.fargoparks.co.	
Web-Site:	None	

System Snapshot

Corporate Status:	Public
Clientele:	General Public
Service Type:	Paratransit scheduled services
Area Served:	Traill County
Hours & Days of Service:	8:00 – 4:00 Monday thru Friday
Base Fare:	$6.00 Suggested out of County/ $2.00 in County
Transit Vehicles:	Buses: 1
	Vans: 1

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 7,870
State:	$25,085
Local:	$ 500
Fares:	$ 1,500
Other:	$ 0
Total Income:	$ 34,455

FY 2003 Operating Data

Operating Budget:	$ 34,000
Ridership (One-Way Trips):	
Elderly (60 & Over)	1,246
Disabled (ADA)	
General Public	26
Other	0
Total	1,272
Annual Vehicle Miles:	17,124
Vehicle Hours of Service:	2,000
Population of Service Area:	8,477
Operating Cost per Trip:	$ 25.70
Operating Cost per Mile:	$ 1.91

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	1,272	1,482	1,816	2,088	1,982
Vehicle Miles	17,124	9,074	4,991	4,767	9,625
Total Operating Costs	$32,687	$31,059	$30,248	$21,337	$13,219

Glen Ullin Senior Transportation (no response)

Contact Information

Contact Person:	Rose Hagel	Title: _____
Address:	411 South 2nd Street, Apt. A-1	Glen Ullin, ND 58631
Phone:	701-348-3768	Fax: None
E-Mail:	None	Web-Site: None

System Snapshot

Corporate Status: _____
Clientele: _____
Service Type: _____
Area Served: _____
Hours & Days of Service: _____

Base Fare: _____
Transit Vehicles: Buses: _____
Vans: _____

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal: $_____
State: $_____
Local: $_____
Fares: $_____
Other: $_____
Total Income: $_____

FY 2003 Operating Data

Operating Budget:	$ 8,039
Ridership (One-Way Trips):	
Elderly (60 & Over)	0
Disabled (ADA)	0
General Public	0
Other	0
Total	671
Annual Vehicle Miles:	4,178
Vehicle Hours of Service:	_____
Population of Service Area:	_____
Operating Cost per Trip:	$ 11.98
Operating Cost per Mile:	$ 1.92

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	671	868	1,236	1,530	1,067
Vehicle Miles	4,178	5,145	7,788	5,761	5,923
Total Operating Costs	8,039	6,572	7,280	7,994	8,144

Golden Valley / Billings County Council on Aging

Contact Information

Contact Person:	Gwen Lorenz	Title: Coordinator
Address:	P.O. Box 434	Beach, ND 58621-0434
Phone:	701-872-3836	Fax: 701-872-3836
E-Mail:	coa@midstae.net	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride
Area Served:	Beach & Medora to area service centers
Hours & Days of Service:	Monday thru Friday
Base Fare:	$1.00 - $26.00 Dependent upon destination
Transit Vehicles:	Buses: 1
	Vans: 1

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 500
State:	$ 29,159
Local:	$ 1,542 Donations
Fares:	$ 2,233
Other:	$ 1,497 Medicaid Fares
Total Income:	$ 34,931

FY 2003 Operating Data

Operating Budget:	$ 36,599
Ridership (One-Way Trips):	
Elderly (60 & Over)	780
Disabled (ADA)	2
General Public	3
Other	0
Total	785
Annual Vehicle Miles:	24,504
Vehicle Hours of Service:	_____
Population of Service Area:	2812
Operating Cost per Trip:	$ 28.00
Operating Cost per Mile:	$ 25.00

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	782	645	686	857	3,020
Vehicle Miles	24,504	20,946	18,644	20,597	16,643
Total Operating Costs	36,599	47,948	39,094	38,403	42,342

Grand Forks Public Transit Dept.

Contact Information

Contact Person:	Roger Foster	Title: Supt.
Address:	P.O. Box 5200	Grand Forks, ND 58206-5200
Phone:	701-746-2590	Fax: 701-746-2582
E-Mail:	rfoster@grandforksgov.com	
Web-Site:	www.grandforksgov.com/bus	

System Snapshot

Corporate Status:	Public
Clientele:	Public, elderly, & disabled
Service Type:	Fixed-Route – Para Transit- Senior
Area Served:	City of Grand Forks
Hours & Days of Service:	Monday thru Friday 6 – 6, Saturday 10 -6
Base Fare:	
Transit Vehicles:	Buses: 14
	Vans: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 726,976
State:	$ 104,000
Local:	$ 529,306
Fares:	$ 379,611
Other:	$ 144,839
Total Income:	$1,884,732

FY 2003 Operating Data

Operating Budget:	$1,680,260
Ridership (One-Way Trips):	
Elderly (60 & Over)	52,896
Disabled (ADA)	85,876
General Public	113,136
Other	14,099
Total	266,007
Annual Vehicle Miles:	664,352
Vehicle Hours of Service:	313,920
Population of Service Area:	50,000
Operating Cost per Trip:	$ 1.75
Operating Cost per Mile:	$ 3.55 Fixed Route Only

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	266,007	266,007	226,034	213,594	214,494
Vehicle Miles	664,352	317,668	317,668	530,184	307,220
Total Operating Costs	$1,680,260	$1,753,998	$1,416,007	$1,331,846	$1,242,351

Handiwheels Transportation, Inc. (no response)

Contact Information

Contact Person:	Allan Peterson	Title: None
Address:	2525 N. Broadway #002	Fargo, ND 58102-1459
Phone:	701-232-3231	Fax: 701-293-9582
E-Mail:	None	Web-Site: None

System Snapshot

Corporate Status: _____
Clientele: _____
Service Type: _____
Area Served: _____
Hours & Days of Service: _____

Base Fare: _____
Transit Vehicles: Buses: _____
Vans: _____

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal: $_____
State: $_____
Local: $_____
Fares: $_____
Other: $_____
Total Income: $_____

FY 2003 Operating Data

Operating Budget:	$ 55,791
Ridership (One-Way Trips):	
Elderly (60 & Over)	_____
Disabled (ADA)	_____
General Public	_____
Other	_____
Total	8,309
Annual Vehicle Miles:	40,542
Vehicle Hours of Service:	_____
Population of Service Area:	90,500
Operating Cost per Trip:	$ 6.71
Operating Cost per Mile:	$ 1.38

Year	**2003**	**2002**	**2001**	**2000**	**1999**
One-Way Passenger Trips	8,309	8,262	9,922	9,472	9,297
Vehicle Miles	40,542	35,240	40,767	37,936	35,442
Total Operating Costs	$55,791	$51,917	$49,786	$103,617	$52,797

James River Senior Citizens Center, Inc.

Contact Information

Contact Person:	Carol Wright	Title: Executive Director
Address:	P.O. Box 1092	Jamestown, ND 58402-1092
Phone:	701-252-2882	Fax: 701-252-2529
E-Mail:	jrsc@csicable.net	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride with fixed schedule
Area Served:	Jamestown, Harvey, Fessenden, & McClusky to area service centers
Hours & Days of Service:	Daily in Jamestown, Monday through Friday & Sunday morning in Harvey, and weekly to monthly elsewhere
Base Fare:	$ 2.50/ one way ride
Transit Vehicles:	Buses: 8 Vans: 2

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 60,091
State:	$ 74,154
Local:	$ 35,000
Fares:	$133,188
Other:	$ 81,547
Total Income:	$383,980

FY 2003 Operating Data

Operating Budget:	$360,029
Ridership (One-Way Trips):	
Elderly (60 & Over)	__
Disabled (ADA)	__} 55,010 not tracked separately
General Public	1,411
Other	0
Total	56,421
Annual Vehicle Miles:	156,101
Vehicle Hours of Service:	14,218 scheduled plus excursions
Population of Service Area:	28,720
Operating Cost per Trip:	$ 6.38
Operating Cost per Mile:	$ 2.31

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	56,421	54,725	53,642	62,099	70,177
Vehicle Miles	156,101	155,288	155,351	152,378	162,062
Total Operating Costs	$360,029	$347,940	$327,741	$296,267	$94,420

Kenmare Wheels and Meals, Inc. / Souris Basin Transportation Board

Contact Information

Contact Person:	Linda Freeman	Title: Director
Address:	P.O. Box 481	Kenmare, ND 58746
Phone:	701-385-4364	Fax: 701-385-4396
E-Mail:	wandm@restel.net	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride
Area Served:	Within City of Kenmare
Hours & Days of Service:	9 - 2 Monday thru Friday and Sunday mornings (winter only)
Base Fare:	$ 1.00 per round trip
Transit Vehicles:	Buses: 1 Vans: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 6,500
State:	$ 9,574
Local:	$ 926
Fares:	$ 1,500
Other:	_____
Total Income:	$18,500

FY 2003 Operating Data

Operating Budget:	$ 18,419
Ridership (One-Way Trips):	
Elderly (60 & Over)	6,793
Disabled (ADA)	312
General Public	208
Other	0
Total	7,313
Annual Vehicle Miles:	2,794
Vehicle Hours of Service:	1,430
Population of Service Area:	1,200
Operating Cost per Trip:	$ 2.53 cost per ride
Operating Cost per Mile:	$ 6.62

Year	**2003**	**2002**	**2001**	**2000**	**1999**
One-Way Passenger Trips	7,313	8,740	8,294	9,832	10,317
Vehicle Miles	2,794	2,564	3,211	3,046	3,774
Total Operating Costs	$18,419	$18,438	$20,046	$14,340	$8,256

Kidder / Emmons County Senior Services

Contact Information

Contact Person:	Pat Randall	Title: Director
Address:	202 1st Avenue NW	Steele, ND 58482
Phone:	701-475-2708	Fax: 701-475-2192
E-Mail:	kess@bektel.com	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Fixed route to area service centers
Area Served:	Kidder County
Hours & Days of Service:	9 a.m.– 4 p.m. Monday thru Friday to designated cities
Base Fare:	$ 6.00
Transit Vehicles:	Buses: 1
	Vans: 1

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$26,600
State:	$16,385
Local:	$ 2,100
Fares:	$ 4,500
Other:	$ 738
Total Income:	$50,323

FY 2003 Operating Data

Operating Budget:	$ 49,985
Ridership (One-Way Trips):	
Elderly (60 & Over)	10,050
Disabled (ADA)	196
General Public	5
Other	0
Total	10,251
Annual Vehicle Miles:	52,266
Vehicle Hours of Service:	9-4 daily
Population of Service Area:	2,753
Operating Cost per Trip:	$ 4.88
Operating Cost per Mile:	$ .97

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	9,296	9,687	10,952	11,208	9,243
Vehicle Miles	51,226	39,559	32,417	29,560	28,621
Total Operating Costs	$58,256	$44,920	$46,039	$42,050	$37,471

Mercy Medical Center / Mercy Rider/ Dickinson taxi

Contact Information

Contact Person:	Shirley Tietz	Title: Manager
Address:	1301 15th Avenue West	Williston, ND 58501
Phone:	701-774-7445	Fax: 701-774-7479
E-Mail:	ShirleyTietz@catholichealth.net	
Web-Site:	www.mercy-williston.org	

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Subsidized taxi service
Area Served:	Williston
Hours & Days of Service:	Sunday thru Saturday, 20 hours a day
Base Fare:	$1.00 per trip from client Mercy Rider pays Taxi $ 4.00 for car or $8.00 for lift van
Transit Vehicles:	Buses: 1 Vans: 3

Please provide a vehicle roster – Appendix D

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$22,383
State:	$ 8,547
Local:	
Fares:	$ 1,000
Other:	$10,818
Total Income:	$42,748

FY 2003 Operating Data

Operating Budget:	$42,748
Ridership (One-Way Trips):	
Elderly (60 & Over)	2,539
Disabled (ADA)	5,662
General Public	0
Other	1,416
Total	9,437
Annual Vehicle Miles:	0
Vehicle Hours of Service:	20 hrs. a day
Population of Service Area:	12,000
Operating Cost per Trip:	$ 4.53
Operating Cost per Mile:	$_____

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips		7,772	7,222	6,409	8,163
Vehicle Miles		9,093	10,887	8,633	11,795
Total Operating Costs		$36,779	$31,928	$28,169	$30,912

Minot Commission on Aging, Inc.

Contact Information

Contact Person:	Charlotte Zahn	Title: Executive Director
Address:	21 First Avenue SE	Minot, ND 58701-3992
Phone:	701-852-0561	Fax: 701-852-0564
E-Mail:	mcoapsc.ndak.net	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Advance Reservation Dial-A-Ride
Area Served:	City of Minot
Hours & Days of Service:	7:30 a.m. - 10 p.m. Monday thru Friday
	10 a.m.– 10 p.m. Saturday
Sunday 8 – 3	
Base Fare:	$1.50
Transit Vehicles:	Buses: 5
	Vans: 1 Belongs to the City

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 52,000
State:	$ 37,800
Local:	$ 56,175
Fares:	$ 46,000
Other:	$ 73,720
Total Income:	$265,695

FY 2003 Operating Data

Operating Budget:	$238,114
Ridership (One-Way Trips):	
Elderly (60 & Over)	43,293
Disabled (ADA)	unknown included in total Trips
General Public	876
Other	0
Total	44,169
Annual Vehicle Miles:	126,077
Vehicle Hours of Service:	4,656.5
Population of Service Area:	35,567
Operating Cost per Trip:	$ 5.39
Operating Cost per Mile:	$ 1.88

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	43,169	40,990	39,934	35,607	34,293
Vehicles Miles	129,138	126,077	118,659	97,828	85,033
Total Operating Costs	$238,114	$247,256	$234,522	$186,936	$174,547

Nelson County Transportation

Contact Information

Contact Person:	Carol Joy Brandvold	Title: Project Director
Address:	P.O. Box 613	McVille, ND 58254-0613
Phone:	701-322-5557	Fax: 701-322-4477
E-Mail:	None	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Fixed route with reservation required
Area Served:	Nelson County to area service centers
Hours & Days of Service:	Monday thru Friday 8 a.m.- 6 p.m. to designated Cities
Base Fare:	$1.50 to $12
Transit Vehicles:	Buses: 1 Vans: 1

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$23,518
State:	$17,847
Local:	$ 8,000
Fares:	$ 5,470
Other:	_____
Total Income:	$54,835

FY 2003 Operating Data

Operating Budget:	$ 50,280
Ridership (One-Way Trips):	
Elderly (60 & Over)	2,753
Disabled (ADA)	285
General Public	1,306
Other	_____
Total	4,344
Annual Vehicle Miles:	31,528
Vehicle Hours of Service:	_____
Population of Service Area:	3700
Operating Cost per Trip:	$ 11.57
Operating Cost per Mile:	$ 1.59

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	4,344	4,023	4,056	3,370	3,519
Vehicle Miles	31,528	27,150	25,126	25,654	24,977
Total Operating Costs	$50,280	$49,620	$45,397	$80,892	$35,386

New Town Bus Line /
Souris Basin Transportation Board (no response)

Contact Information

Contact Person:	Marilyn & Wendell Overlie	Title: Owner / Operator
Address:	P.O. Box 939	New Town, ND 58763
Phone:	701-627-3830	Fax: None
E-Mail:	None	Web-Site: None

System Snapshot

Corporate Status:	Private, for profit
Clientele:	Public, elderly, & disabled
Service Type:	Commercial fixed route bus
Area Served:	Bismarck to Minot Minot to Grand Forks Minot to New Town
Hours & Days of Service:	Unknown
Base Fare:	Unknown
Transit Vehicles:	Buses: 3 Vans: 3

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$108,500
State:	
Local:	$108,500
Fares:	$ 63,000
Other:	_____
Total Income:	$280,000

FY 2003 Operating Data

Operating Budget:	$_____
Ridership (One-Way Trips):	
Elderly (60 & Over)	_____
Disabled (ADA)	_____
General Public	_____
Other	_____
Total	_____
Annual Vehicle Miles:	_____
Vehicle Hours of Service:	_____
Population of Service Area:	_____
Operating Cost per Trip:	$_____
Operating Cost per Mile:	$_____

Year	**2003**	**2002**	**2001**	**2000**	**1999**
One-Way Passenger Trips		7,352	8,105	9,024	5,591
Vehicle Miles		336,620	354,081	344,087	194,012
Total Operating Costs		$373,347	$346,435	$312,988	$181,860

North Central Planning Council

Contact Information

Contact Person:	Jacqueline Senger	Title: Transportation Coordinator
Address:	P.O. Box 651	Devils Lake, ND 58301
Phone:	701-662-8131	Fax: 701-662-8132
E-Mail:	ncpc@stellarnet.com	Web-Site: None

System Snapshot

Corporate Status:	Public
Clientele:	Public, elderly, & disabled
Service Type:	Coordinating agency for area service providers
Area Served:	Benson, Cavalier, Eddy, Ramsey, Rolette, and Towner Counties and Spirit Lake and Turtle Mountain Indian Reservations
Hours & Days of Service:	Not Applicable
Route Maps & Schedules:	Not Applicable
Base Fare:	Not Applicable
Transit Vehicles:	Buses: 0 Vans: 0

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$25,087
State:	$ 6,940
Local:	
Fares:	
Other:	$ 8,007
Total Income:	$40,034

FY 2003 Operating Data

Operating Budget:	$_____
Ridership (One-Way Trips):	
Elderly (60 & Over)	_____
Disabled (ADA)	_____
General Public	_____
Other	_____
Total	_____
Annual Vehicle Miles:	_____
Vehicle Hours of Service:	_____
Population of Service Area:	_____
Operating Cost per Trip:	$_____
Operating Cost per Mile:	$_____

Nutrition & Support Services / Turtle Mountain Band of Chippewa

Contact Information

Contact Person:	Alfreda Morin	Title:
Address:	P.O. Box 900	Belcourt, ND 58316
Phone:	701-477-6609	Fax: None
E-Mail:	None	Web-Site: None

System Snapshot

Corporate Status:	Indian Tribe
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride
Area Served:	Belcourt & surrounding area
Hours & Days of Service:	_____
Base Fare:	_____
Transit Vehicles:	Buses: 2
	Vans: 1

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$14,950
State:	$12,501
Local:	
Fares:	$ 3,915
Other:	$33,134
Total Income:	$64,500

FY 2003 Operating Data

Operating Budget:	$ 16,912
Ridership (One-Way Trips):	
Elderly (60 & Over)	0
Disabled (ADA)	0
General Public	0
Other	0
Total	4,456
Annual Vehicle Miles:	_____
Vehicle Hours of Service:	_____
Population of Service Area:	_____
Operating Cost per Trip:	$ 3.80
Operating Cost per Mile:	$_____

Trends & Issues

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	4,456	6,188	2,256	2,031	5,936
Vehicle Miles		24,094	8,967	9,572	9,572
Total Operating Costs	$16,912	$21,372	$8,388	$14,111	$7,304

Nutrition United, Inc. / Rolette County Senior Meals & Services

Contact Information

Contact Person:	Larry Leonard, Jr.	Title: Director
Address:	P.O. Box 274	Rolla, ND 58367-0274
Phone:	701-477-6421	Fax: 701-477-6422
E-Mail:	nutusms@utma.com	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride
Area Served:	Rolette County
Hours & Days of Service:	Monday thru Friday 8:30 a.m. - 3:30 p.m.
Base Fare:	$ 1.00
Transit Vehicles:	Buses: 1
	Vans: 3

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$23,843
State:	$20,483
Local:	
Fares:	$ 3,000
Other:	$ 3,174
Total Income:	$50,500

FY 2003 Operating Data

Operating Budget:	$ 46,620
Ridership (One-Way Trips):	
Elderly (60 & Over)	6,897
Disabled (ADA)	317
General Public	213
Other	
Total	7,427
Annual Vehicle Miles:	28,531
Vehicle Hours of Service:	2,600
Population of Service Area:	13,674
Operating Cost per Trip:	$ 6.28
Operating Cost per Mile:	$ 1.28

Year	**2003**	**2002**	**2001**	**2000**	**1999**
One-Way Passenger Trips	7,427	7,178	8,321	7,259	7,233
Vehicle Miles	28,531	24,039	25,910	31,481	25,379
Total Operating Costs	$46,620	$44,421	$49,049	$55,481	$37,250

Pembina County Meals &Transportation

Contact Information

Contact Person:	Sally Kiliniske	Title: Director
Address:	P.O. Box 9	Drayton, ND 58225
Phone:	701-454-6586	Fax: 701-454-3807
E-Mail:	pcmt@polarcomm.com	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride service within communities on specified days, between cities, and to area service centers
Area Served:	Pembina County
Hours & Days of Service:	Tuesday – Friday; specified days to specified communities
Base Fare:	
Transit Vehicles:	Buses: 2 Vans: 0

Please provide a vehicle roster – Appendix D.

Funding Sources (Non-Capital Operating Funds):

Federal:	$15,000
State:	$25,249
Local:	
Fares:	$ 3,200
Other:	$ 2,401
Total Income:	$45,850

FY 2003 Operating Data

Operating Budget:	$ 45,274
Ridership (One-Way Trips):	
Elderly (60 & Over)	1,968
Disabled (ADA)	74
General Public	27
Other	
Total	2,074
Annual Vehicle Miles:	19,920
Vehicle Hours of Service:	
Population of Service Area:	8,585
Operating Cost per Trip:	$ 21.83
Operating Cost per Mile:	$ 2.27

Year	**2003**	**2002**	**2001**	**2000**	**1999**
One-Way Passenger Trips	2,074	2,288	2,478	2,591	2,277
Vehicle Miles	19,920	18,959	18,921	19,241	18,982
Total Operating Costs	$45,274	$38,853	$39,840	$35,469	$30,870

Royal Coach Transportation / North Central Planning Council

Contact Information

Contact Person:	Jacqueline Senger	Title: Program Coordinator
Address:	P.O. Box 651	Devils Lake, ND 58301
Phone:	701-662-8131	Fax: 701-662-8132
E-Mail:	jacquencpc@stellarnet.com	Web-Site: None

System Snapshot

Corporate Status:	Private for profit
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride
Area Served:	Belcourt, Rolla, Dunseith, & Rolette
Hours & Days of Service:	Sunday thru Saturday 7:30 a.m.- 8:00 p.m.
Base Fare:	$ 4.00 pick-up fee and $ 1.00 per mile
Transit Vehicles:	Buses: 0
	Vans: 3
	Cars: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 7,375
State:	
Local:	
Fares:	$ 3,958
Other:	$ 0
Total Income:	$11,333

FY 2003 Operating Data

Operating Budget:	$18,120
Ridership (One-Way Trips):	
Elderly (60 & Over)	
Disabled (ADA)	517
General Public	0
Other	0
Total	517
Annual Vehicle Miles:	5,996
Vehicle Hours of Service:	326
Population of Service Area:	
Operating Cost per Trip:	$ 35.00
Operating Cost per Mile:	$ 3.03

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	556				
Vehicle Miles					
Total Operating Costs					

Senior Meals and Services, Inc. / North Central Planning Council

Contact Information

Contact Person:	LaMae Bergan	Title: Services Director
Address:	202 4th Avenue	Devils Lake, ND 58301-3020
Phone:	701-662-5061	Fax: 701-662-2412
E-Mail:	sms@gondtc.com	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride
Area Served:	Devils Lake & surrounding area
Hours & Days of Service:	Monday – Friday 7:30 a.m.– 4:30 p.m.
Base Fare:	$1.75 Elderly, $1.50 Handicap, $3.00 under 60 years, & $.25 surcharge on all rides until gas prices drop to $1.75/gallon. 06/14
Transit Vehicles:	Buses: 4 Vans: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 21,010
State:	$ 24,440
Local:	$ 21,010
Fares:	$ 30,000
Other:	$ 3,050
Total Income:	$ 99,510

FY 2003 Operating Data

Operating Budget:	$ 91,252
Ridership (One-Way Trips):	
Elderly (60 & Over)	12,672
Disabled (ADA)	8,936
General Public	303
Other	0
Total	21,911
Annual Vehicle Miles:	46,344
Vehicle Hours of Service:	2,330
Population of Service Area:	8,000
Operating Cost per Trip:	$ 4.16
Operating Cost per Mile:	$ 2.12

Total Operating Costs	$91,252	$63,188	$54,000	$233,750	$161,364
Year	**2003**	**2002**	**2001**	**2000**	**1999**
One-Way Passenger Trips	21,911	7,273	7,060	5,558	5,327
Vehicle Miles	46,344	7,500	7,500		

Souris Basin Transportation Board

Contact Information

Contact Person:	Rick Thoms	Title: Executive Director
Address:	P.O. Box 2211	Minot, ND 58702
Phone:	701-852-8008	Fax: 701-852-8419
E-Mail:	ndrtap@ndak.net	
Web-Site:	www.sourisbasintransit.com	

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride in-town and intercity within region (reservations required for intercity service)
Area Served:	Bottineau, Burke, Divide, McHenry, Mountrail, Pierce, Renville, and Ward Counties
Hours & Days of Service:	Monday thru Friday
Base Fare:	
Transit Vehicles:	Buses: 10 Vans: 2

Please provide a vehicle roster – Appendix D.

Funding Sources (Non-Capital Operating Funds):

Federal:	$169,000
State:	$123,567
Local:	
Fares:	$ 25,500
Other:	$ 27,500
Total Income:	$345,567 (includes New Town Bus)

FY 2003 Operating Data

Operating Budget:	$287,464
Ridership (One-Way Trips):	
Elderly (60 & Over)	27,043
Disabled (ADA)	2,422
General Public	4,248
Other	948
Total	34661
Annual Vehicle Miles:	139,167
Vehicle Hours of Service:	_____
Population of Service Area:	51,500
Operating Cost per Trip:	$ 9.52
Operating Cost per Mile:	$ 2.28

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	34,661	33,471	34,880	36,333	34,476
Vehicle Miles	139,167	139,151	143,584	142,035	134,692
Total Operating Costs	$287,464	$379,989	$358,735	$346,147	$249,258

South Central Adult Services, Inc.

Contact Information

Contact Person:	Joan Campbell	Title: Director
Address:	P.O. Box 298	Valley City, ND 58072-0298
Phone:	701-845-4300	Fax: 701-845-4073
E-Mail:	scasc@daktel.com	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride in Valley City & weekly trips from area communities to regional service centers
Area Served:	Barnes, LaMoure, Logan, McIntosh, Griggs, & Foster Counties
Hours & Days of Service:	Monday thru Friday 8 a.m. – 5 p.m. Saturday & Sunday 9 a.m. – 2:00 p.m.
Base Fare:	Depends on County
Transit Vehicles:	Buses: 0 Vans: 13

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 98,200
State:	$119,000
Local:	$ 26,392
Fares:	$41,626
Other:	$ 42,800
Total Income:	$328,018

FY 2003 Operating Data

Operating Budget:	$ 227,162
Ridership (One-Way Trips):	
Elderly (60 & Over)	19,046
Disabled (ADA)	3,299
General Public	11,617
Other	0
Total	33,962
Annual Vehicle Miles:	178,537
Vehicle Hours of Service:	Varies by County
Population of Service Area:	28,687
Operating Cost per Trip:	$ 6.69
Operating Cost per Mile:	$ 1.27

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	33,962	32,471	39,506	36,218	35,973
Vehicle Miles	178,537	155,882	157,743	148,891	141,346
Total Operating Costs	$227,162	$215,911	$290,374	$188,053	$181,702

Southwest Transportation Services

Contact Information

Contact Person:	Donna Schaff	Title: Project Director
Address:	206 10th Avenue NW	Bowman, ND 58623-4482
Phone:	701-523-3241	Fax: 701-523-3860
E-Mail:	swtrans@pop.ctctel.com	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Local Dial-A-Ride with trips to regional service centers
Area Served:	Bowman, Adams, Hettinger, & Slope
Hours & Days of Service:	Monday thru Friday 8 a.m. - 4 p.m.
Base Fare:	$2 round trip(local)/Out-of–town fares based on miles.
Transit Vehicles:	Buses: 3 Vans: 2

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 26,000
State:	$ 62,000
Local:	$ 12,500
Fares:	$ 7,500
Other:	$ 8,000
Total Income:	$116,000

FY 2003 Operating Data

Operating Budget:	$101,922
Ridership (One-Way Trips):	
Elderly (60 & Over)	30,759
Disabled (ADA)	2,983
General Public	1,008
Other	0
Total	34,760
Annual Vehicle Miles:	64,661
Vehicle Hours of Service:	2,300
Population of Service Area:	9,500
Operating Cost per Trip:	$ 2.93
Operating Cost per Mile:	$ 1.58

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	34,760	32,556	30,700	37,768	40,980
Vehicle Miles	64,661	77,482	78,000	83,081	85,568
Total Operating Costs	$101,922	$156,764	$92,142	$148,229	$87,327

Spirit Lake Tribe Senior Services Program / North Central Planning Council

Contact Information

Contact Person:	Myrna Green	Title: Director
Address:	P.O. Box 359	Fort Totten, ND 58335
Phone:	701-766-1211	Fax: 701-766-1711
E-Mail:	None	Web-Site: None

System Snapshot

Corporate Status:	Indian Tribe
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride
Area Served:	Ft. Totten & surrounding area
Hours & Days of Service:	Demand Response-No Schedule
Base Fare:	Demand Response-No Schedule
Transit Vehicles:	Buses: 5
	Vans: 1

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$28,965
State:	$10,239
Local:	
Fares:	
Other:	$ 8,796
Total Income:	$48,000

FY 2003 Operating Data

Operating Budget:	$ 18,272
Ridership (One-Way Trips):	
Elderly (60 & Over)	3,746
Disabled (ADA)	20
General Public	100
Other	0
Total	3,669
Annual Vehicle Miles:	42,017
Vehicle Hours of Service:	2,902
Population of Service Area:	200
Operating Cost per Trip:	$ 4.98
Operating Cost per Mile:	$ 0.44

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	3,669	6,021	6,413	2,667	2,790
Vehicle Miles	42,017	39,473	34,209	32,850	27,684
Total Operating Costs	$18,272	$40,630	$41,337	$39,570	$36,902

Standing Rock Public Transportation Program / Sitting Bull College

Contact Information

Contact Person:	Pam Ternes	Title: Director
Address:	1341 92nd Street	Ft. Yates, ND 58538
Phone:	701-854-3861 Ext. 233	Fax: 701-854-3403
E-Mail:	pamelat@sbci.edu	
Web-Site:	www.sittingbull.edu	

System Snapshot

Corporate Status:	Indian Tribe
Clientele:	Public, elderly, & disabled
Service Type:	Fixed route & Dial-A-Ride
Area Served:	Standing Rock Indian Reservation / Sioux County in North Dakota
Hours & Days of Service:	Daily
Base Fare:	$2.50 one way
Transit Vehicles:	Buses: 4
	Vans: 2

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$142,000
State:	$ 18,500
Local:	
Fares:	$ 24,000
Other:	$ 72,000
Total Income:	$256,500

FY 2003 Operating Data

Operating Budget:	$ 257,790 (ND, SD and Fares)	
Ridership (One-Way Trips):		
Elderly (60 & Over)	2	
Disabled (ADA)	60	
General Public	5,366	
Other	0	
Total	5,428	
Annual Vehicle Miles:	66,903	
Vehicle Hours of Service:	N/A	
Population of Service Area:	8,000	73% Native American
Operating Cost per Trip:	$ 47.50	
Operating Cost per Mile:	$ 3.86	

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	3,115	5,248	7,309	6,416	4,935
Vehicle Miles	66,903	147,103	179,427	104,271	69,320
Total Operating Costs	$89,356	$83,965	$80,136	$69,620	$50,230

Stark County Council on Aging / Elder Care

Contact Information

Contact Person:	Midge Kuntz	Title: Executive Director
Address:	P.O. Box 629	Dickinson, ND 58602-0629
Phone:	701-456-1818	Fax: 701-456-1820
E-Mail:	eldercare@ndsupernet.com	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Local Dial-A-Ride with service to regional service centers
Area Served:	Stark County
Hours & Days of Service:	Monday thru Friday 7:30 a.m. - 5:30 p.m. After hours thru local taxi operator
Base Fare:	$ 1.75 one-way trip in city limits
Transit Vehicles:	Buses: 5 Vans: 1

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 70,000
State:	$ 48,000
Local:	$ 22,525
Fares:	$ 32,000
Other:	$ 59.200
Total Income:	$252,200

FY 2003 Operating Data

Operating Budget:	$243,469
Ridership (One-Way Trips):	
Elderly (60 & Over)	31,714
Disabled (ADA)	11,233
General Public	213
Other	-0-
Total	43,160
Annual Vehicle Miles:	96,878
Vehicle Hours of Service:	13,468
Population of Service Area:	22,636
Operating Cost per Trip:	$ 5.64
Operating Cost per Mile:	$ 2.51 (cab contract miles are not included, so this number is distorted)

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	43,160	43,026	41,354	42,768	42,582
Vehicle Miles	96,878	100,595	90,020	81,655	75,380
Total Operating Costs	$243,469	$228,533	$226,553	$213,767	$179,996

Three Affiliated Tribes Aging Services (no response)

Contact Information

Contact Person:	Clyde Bearstail	Title: None
Address:	404 Frontage Road	New Town, ND 58763
Phone:	701-627-4547	Fax: 701-627-3805
E-Mail:	None	Web-Site: None

System Snapshot

Corporate Status: _____
Clientele: _____
Service Type: _____
Area Served: _____
Hours & Days of Service: _____

Base Fare: _____
Transit Vehicles: Buses: _____
Vans: _____

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal: $_____
State: $_____
Local: $_____
Fares: $_____
Other: $_____
Total Income: $_____

FY 2003 Operating Data

Operating Budget: $_____
Ridership (One-Way Trips):
Elderly (60 & Over) _____
Disabled (ADA) _____
General Public _____
Other _____
Total _____
Annual Vehicle Miles: _____
Vehicle Hours of Service: _____
Population: of Service Area: _____
Operating Cost per Trip: $_____
Operating Cost per Mile: $_____

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips		0	702		
Vehicle Miles		0	6,000		
Total Operating Costs		0	13,868		

Tioga Senior Citizens Club

Contact Information

Contact Person:	Bonnie Jean Barton	Title: Treasurer
Address:	P.O. Box 153	Tioga, ND 58852-0153
Phone:	701-664-3425	Fax: None
E-Mail:	None	Web-Site: None

System Snapshot

Corporate Status:	Non Profit 501 (C) (3)
Clientele:	Elderly, Disabled & General Public
Service Type:	Dial- A- Ride / Local & Out of Town
Area Served:	Tioga Area w/ trips to Stanley, Williston & Minot
Hours & Days of Service:	Local: Tuesday and Friday 10 -3, Stanley: Thursday , Williston: 2nd and 4th Wednesday every month, and Minot: 3rd Wed. of every month
Base Fare:	Local: $.50, Stanley $3.00, Williston $5.00, Minot $8.00
Transit Vehicles:	Buses: 1 Vans: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only): (Fy End 6-30-05)

Federal:	$_____
State:	$ 5,208
Local:	$_____
Fares:	$ 2,800
Other:	$ 3,000
Total Income:	$11,008

FY 2003 Operating Data

Operating Budget:	$ 11,819
Ridership (One-Way Trips):	
Elderly (60 & Over)	1,591
Disabled (ADA)	550
General Public	320
Other: (Home-delivered meals)	1,242
Total	2,461
Annual Vehicle Miles:	8,972
Vehicle Hours of Service:	731
Population of Service Area:	1500
Operating Cost per Trip:	$ 4.80
Operating Cost per Mile:	$ 1.32

Year	**2003**	**2002**	**2001**	**2000**	**1999**
One-Way Passenger Trips	2,461	1,416	1,826	1,399	888
Vehicle Miles	8,972	4,955	6,894	5,836	2,499
Total Operating Costs	$11,819	$6,373	$7,483	$3,909	$2,625

Trenton Indian Service Area / Aging Programs

Contact Information

Contact Person:	Shannon Moran	Title: Chr/Aging Program Coordinator
Address:	P.O. Box 210	Trenton, ND 58853-0210
Phone:	701-774-0303	Fax: 701-774-3953
E-Mail:	chr@dia.net	Web-Site: None

System Snapshot

Corporate Status:	Indian Tribe
Clientele:	Public, elderly, & disabled
Service Type:	Fixed route & after hours Dial-A-Ride
Area Served:	Trenton Indian Service Area / Divide, Williams, & McKenzie Counties in North Dakota
Hours & Days of Service:	8 a.m. - 4:30 p.m.
Base Fare:	$2.00
Transit Vehicles:	Buses: 2
	Vans: 6

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 46,485
State:	$ 56,216
Local:	$_____
Fares:	$ 500
Other:	$_____
Total Income:	$ 103,201

FY 2003 Operating Data

Operating Budget:	$ 57,866
Ridership (One-Way Trips):	
Elderly (60 & Over)	7,200
Disabled (ADA)	_____
General Public	_____
Other	_____
Total	7,200
Annual Vehicle Miles:	8,503
Vehicle Hours of Service:	_____
Population of Service Area:	_____
Operating Cost per Trip:	$ 8.03
Operating Cost per Mile:	$ 6.80

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	7,200	8,477	7,310	6,286	5,863
Vehicle Miles	8,503	7,860	8,132	9,179	7,701
Total Operating Costs	$57,866	$94,083	$51,126	$40,759	$31,422

Walsh County Transportation Program

Contact Information

Contact Person:	Pam Landsem	Title: Director
Address:	P.O. Box 620	Park River, ND 58270-0620
Phone:	701-284-7980	Fax: 701-284-7955
E-Mail:	l1@polarcomm.com	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Fixed route, door-to-door
Area Served:	Walsh County with service to Regional Service Centers
Hours & Days of Service:	Tuesday – Friday 7:00 a.m.– 7:00 p.m.
Base Fare:	Suggested Cost- Price varies
Transit Vehicles:	Buses: 2 Vans: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$24,400
State:	$31,031
Local:	$13,669
Fares:	$11,000
Other:	0
Total Income:	$80,100

FY 2003 Operating Data

Operating Budget:	$ 69,614
Ridership (One-Way Trips):	
Elderly (60 & Over)	6,103
Disabled (ADA)	
General Public	960
Other	0
Total	7,063
Annual Vehicle Miles:	47,108
Vehicle Hours of Service:	
Population of Service Area:	8,000
Operating Cost per Trip:	$ 9.86
Operating Cost per Mile:	$ 1.48

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	7,063	6,798	5,683	3,377	1,842
Vehicle Miles	47,108	37,087	38,745	40,549	29,816
Total Operating Costs	$69,614	$60,410	$71,331	$68,338	$33,391

West River Transportation Council

Contact Information

Contact Person:	Carol Anderson	Title: Director
Address:	3750 E. Rosser Avenue	Bismarck, ND 58501-3380
Phone:	701-224-1876	Fax: 701-223-2572
E-Mail:	westriver@midconetworkk.net	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Local Dial-A-Ride with scheduled service to regional service centers
Area Served:	Mercer, Oliver, Morton, McLean, Grant and rural Burleigh Counties
Hours & Days of Service:	Monday – Friday
Base Fare:	vary from $.50 - $10.00 round trip
Transit Vehicles:	Buses: 11
	Vans: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$144,088
State:	$ 85,000
Local:	$ 28,000
Fares:	$ 38,000
Other:	$ 1,000
Total Income:	$296,088

FY 2003 Operating Data

Operating Budget:	$262,610
Ridership (One-Way Trips):	
Elderly (60 & Over)	33,000
Disabled (ADA)	3,650
General Public	4,500
Other	1,000
Total	42,510
Annual Vehicle Miles:	105,942
Vehicle Hours of Service:	12,448
Population of Service Area:	20,800 approx.
Operating Cost per Trip:	$ 6.18
Operating Cost per Mile:	$ 2.48

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	42,510	45,500	55,135	47,787	49,481
Vehicle Miles	105,942	110,000	119,513	105,583	110,082
Total Operating Costs	$262,610	$359,808	$430,541	$270,939	$228,517

Wildrose Senior Transportation

Contact Information

Contact Person:	Ruth Stefonowicz	Title: Manager
Address:	P.O. Box 636	Wildrose, ND 58795-0636
Phone:	701-539-2430	Fax: None
E-Mail:	stefonow@nccray.com	Web-Site: None

System Snapshot

Corporate Status:	
Clientele:	Senior & Other Wildrose Citizens
Service Type:	Demand response
Area Served:	Wildrose & Surrounding Area
Hours & Days of Service:	No set schedule
Base Fare:	
Transit Vehicles:	Buses: 1 small bus
	Vans: 0

Please provide a vehicle roster – Appendix D.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$ 0
State:	$ 4,585
Local:	$ 0
Fares:	$ 0
Other:	$ 0
Total Income:	$ 4,585

FY 2003 Operating Data (July 2003 - June 2004)

Operating Budget:	$ 3,563
Ridership (One-Way Trips):	
Elderly (60 & Over)	356
Disabled (ADA)	
General Public	20
Other	0
Total	376
Annual Vehicle Miles:	3,214
Vehicle Hours of Service:	Unknown
Population of Service Area:	200
Operating Cost per Trip:	$ 9.48
Operating Cost per Mile:	$ 1.11

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	318	114	124	196	230
Vehicle Miles	2,853	2,130	2,182	1,755	1,580
Total Operating Costs	$3,563	$7,720	$2,289	$2,398	$1,650

Williston Council for the Aging

Contact Information

Contact Person:	Jerry Engel	Title: Director
Address:	18 Main Street	Williston, ND 58801
Phone:	701-577-6751	Fax: None
E-Mail:	seniors60@yahoo.com	Web-Site: None

System Snapshot

Corporate Status:	Private, nonprofit
Clientele:	Public, elderly, & disabled
Service Type:	Dial-A-Ride with scheduled trips to regional service centers
Area Served:	Williams, McKenzie, & Divide Counties (Cities of Williston, Watford City, Arnegard, Alexander, Crosby, & Noonan)
Hours & Days of Service:	Williston – Monday -Friday 8 a.m. – 4:30 p.m. Watford City – Monday -Friday 9 a.m. – 4 p.m. Crosby - Monday & Thursday pm, Tuesday a.m., Friday am & p.m.
Base Fare:	Under 60 $1.50, over 60 donation $1.00
Transit Vehicles:	Buses: 3 Vans: 1 Cars: 3

Please provide a vehicle roster– form is provided.

Projected FY 2004 Funding Sources (Operating Funds Only):

Federal:	$33,000
State:	$32,000
Local:	$ 1,235
Fares:	$ 8,280
Other:	$ 6,106
Total Income:	$82,461

FY 2003 Operating Data

Operating Budget:	$ 42,141
Ridership (One-Way Trips):	
Elderly (60 & Over)	_____
Disabled (ADA)	_____
General Public	_____
Other	_____
Total	9,437
Annual Vehicle Miles:	11,560
Vehicle Hours of Service:	_____
Population of Service Area:	19,750
Operating Cost per Trip:	$ 4.47
Operating Cost per Mile:	$ 3.65

Year	2003	2002	2001	2000	1999
One-Way Passenger Trips	9,437	12,942	14,193	13,693	12,435
Vehicle Miles	11,560	24,064	24,341	25,646	25,780
Total Operating Costs	$42,141	$73,570	$75,159	$65,516	$68,351

Appendix D. Public Transportation Vehicle Inventory

Company	*Bus/ Car/ Van/*	*Passenger Capacity*	*Wheel Chair Positions*	*Year/Make*	*Odometer Reading*	*L-Lift R-Ramp N-None*	*G- gas D-Diesel*	*R- radio T-Telephone N-None*
Benson Co.	Bus	14	1	1992 Ford	123,571	L	G	T
	Van	7	0	1999 Dodge	107,083	N	G	T
	Bus	15	0	2001 Chevy	29,119	N	D	T
	Van	7	0	2002 Dodge	23,571	N	G	T
Cando Senior Citizens	Bus	14	1	1992 Ford	76,689	L	G	T
	Bus	14	1	2002 Ford	19,437	L	G	T
Cavalier Co.Senior Meals & Services/NCPC	Bus	15	2	1999 / Chevrolet	32,914	L	G	R
City Cab (Devils Lake)/NCPC	Car	4	0	1993 / Pontiac	181,000	N	G	
City of Bismarck / Bis-Man Transit Board	Car	4		1994 / Plymouth		N		
	Van	10		1995 / Ford		N		
	Van	10		1995 / Ford		N		
	Van	6		1993 / Ford		N		
	Van	6		1995 / Chevrolet		N		
	Bus	15		2002 / Ford		L		
	Bus	15		2002 / Ford		L		
	Bus	15		2002 / Ford		L		
	Bus	18		2003 / Ford		L		
	Bus	18		2003 / Ford		L		
	Bus	18		2003 / Ford		L		
	Bus	16		1993 / Ford		L		
	Bus	10		1994 / Ford		L		
	Bus	10		1994 / Ford		L		
	Bus	18		1997 / Ford		L		
	Bus	11		1997 / Ford		L		
	Bus	15		1998 / Ford		L		
	Bus	16		1998 / Ford		L		
	Bus	16		1998 / Ford		L		
	Bus	18		1999 / Ford		L		
	Bus	15		1999 / Ford		L		
	Bus	15		1999 / Ford		L		
	Bus	15		2001 / Ford		L		

Company	*Bus/ Car/ Van/*	*Passenger Capacity*	*Wheel Chair Positions*	*Year/Make*	*Odometer Reading*	*L-Lift R-Ramp N-None*	*G- gas D-Diesel*	*R- radio T-Telephone N-None*
	Bus	35		1992 / Gillig		L		
	Bus	35		1992 / Gillig		L		
	Bus	25		2004 / Gillig		L		
	Bus	25		2004 / Gillig		L		
	Bus	25		2004 / Gillig		L		
City of Hazen	Bus	21	1	1995 / Ford	97,767	L	G	T
	Bus	18	0	2001 / Chevrolet	29,111	N	G	T
City of Minot	Bus	33		2000 / International	52,029	L	D	R
	Bus	33		2001 / International	57,191	L	D	R
	Bus	33		2002 / International	51,663	L	D	R
	Bus	27		2001 / Workhorse	49,286	L	D	R
	Bus	27		2002 /Workhorse	53,043	L	D	R
	Bus	28		2002 / Freightliner	34,600	L	D	R
	Bus	28		2002 / Freightliner	31,346	L	D	R
	Bus	33		2003 / International	7,368	L	D	R
	Bus	41		1977 / AM General	83,401	N	D	R
	Bus	41		1978 / AM General	270,337	N	D	R
	Bus	41		1979 / AM General	51,616	N	D	R
	Bus	41		1980 / AM General	21,480	N	D	R
	Bus	41		1981 / AM General	292,624	N	D	R
	Bus	41		1982 / AM General	68,405	N	D	R
	van	5		1992 / Dodge	165,620	R	G	R
	van	5		2000 / Dodge	121,548	R	G	R
	van	5		2003 / Chevrolet	10,810	R	G	R
Devils Lake Taxi / NCPC	Van	8	0	1993 / Ford	98,518	N	G	
Dickey County Senior Citizens	Bus	12 + 2	2	2004 / Startrans	3,200	L	G	R
Dunn County Transportation	Bus	11	2	1995 / Universal	80,785	L	G	T
Eddy County	Bus	12	1	2000 / Ford	11,058	L	G	R
Emmons County Council on Aging	Bus	20	1	1997 / Ford	140,000	L	G	R
	Bus	14	0	2003 / Ford	14,000	N	G	T
Fargo Senior Comm. (Cass Co.)	Bus	26	2	2000 / International	86,000	L	D	T
Fargo Senior Comm. (Ransom Co.)	Bus	22	2	2004 / Ford	6,500	L	D	T
	Van	7	0	2001 / Dodge	38,000	N	G	T

Company	*Bus/ Car/ Van/*	*Passenger Capacity*	*Wheel Chair Positions*	*Year/Make*	*Odometer Reading*	*L-Lift R-Ramp N-None*	*G- gas D-Diesel*	*R- radio T-Telephone N-None*
Fargo Senior Comm. (Richland Co.)	Bus	13	2	2001 / Ford	36,000	L	D	R
	Bus	21	0	2000 / Ford	17,300	N	D	R
	Van	7	0	1998 / Ford	69,300	N	G	R
	Van	10	0	2002 / Ford	7,000	N	G	R
	Bus	13	1	1992 / Ford	93,700	L	G	R
Fargo Senior Comm. (Sargent Co.)	Bus	20	0	1996 / Ford	131,000	N	G	T
	Van	11	1	2002 / Dodge	10,000	L	G	T
Fargo S. C. (Steele & Grand Forks Co.)	Bus	22	2	2002 / Ford	52,000	L	D	T
Fargo Senior Comm. (Traill Co.)	Bus	20	2	2000 / Ford	19,500	L	D	T
	Van	7		2003 / Dodge	19,000	N	G	R
Fargo Senior Comm. (Fargo W. Fargo)	Van	7	0	2005 / Dodge	2,500	N	G	R
	Van	7	0	2005 / Dodge	2,500	N	G	R
	Van	7	0	2003 / Chevrolet	30,000	N	G	R
	Van	7	0	2003 / Chevrolet	30,000	N	G	R
	Van	7	0	2001 / Dodge	90,000	N	G	R
	Van	7	0	2001 / Dodge	90,000	N	G	R
	Bus	24	0	2001 / Ford	42,000	N	D	R
	Bus	12	0	2003 / Ford	13,000	N	D	R
	Van	7	0	1996 / Dodge	150,000	N	G	R
	Van	7	0	1998 / Dodge	150,000	N	G	R
Golden Valley Transportation	Bus	13	1	2000 / Chevrolet	41,418	L	G	T
	Van	5	0	2002 / Chevrolet	50,115	N	G	T
James River Senior Citizens Center, Inc. (Harvey)	Bus	15	2	1995 / Ford	175,521	L	G	R
	Van	7	2	2002 / Ford	15,267	L	G	R
James River Senior Citizens Center, Inc. (Jamestown)	Bus	24	-	1990 / Ford	146,619	N	G	R
	Bus	12	2	1994 / Ford	132,402	L	G	R
	Bus	22	2	1994 / Ford	224,675	L	G	R
	Bus	22	-	1995 / Chevrolet	153,666	N	G	R
	Bus	14	2	1999 / Chevrolet	122,599	L	G	R
	Bus	14	2	2000 / Chevrolet	122,197	L	G	R
	Van	7	-	2001 / Chrysler	46,210	N	G	R
	Van	7	-	2002 / Ford	29,082	L	G	R

Company	*Bus/ Car/ Van/*	*Passenger Capacity*	*Wheel Chair Positions*	*Year/Make*	*Odometer Reading*	*L-Lift R-Ramp N-None*	*G- gas D-Diesel*	*R- radio T-Telephone N-None*
Kenmare Wheels and Meals, Inc.	Bus	14	1	2001 / Ford	9,935	L	G	R
Mercy Rider/Williston Taxi	Van			2000 / Ford			G	
	Van			1982 / Ford		L	G	
Minot Commission on Aging, Inc.	Bus	13	3	1992 / Ford	194,446	L	G	R
	Bus	12	3	1995 / Ford	188,925	L	D	R
	Bus	12	3	1998 / Ford	117,646	L	D	R
	Bus	12	3	2000 / Ford	92,756	L	D	R
	Bus	12	3	2002 / Ford	35,405	L	D	R
Nelson County Transportation	Van	7	1	2002 / Dodge	36,994	R	G	T
	Bus	14	0	2000 / Ford	74,182	N	G	T
Nutrition United, Inc.	Bus	14	2	1992 / Chevrolet		L	G	R
Rollette Co. Senior Meals & Services	Van	8	0	1999 / Chevrolet		N	G	R
	Van	7	0	2001 / Dodge		N	G	R
	Van	7	0	2002 / Chevrolet		R	G	R
Pembina Co. Meals & Transportation	Bus	19	2	1994 / Ford	184,292	L	G	T
	Bus	14	1	2003 / Ford	16,454	L	G	T
Royal Coach Transportation/NCPC	Van	7	2	2004 / Chevrolet	1,000	R	G	R
	Van	7	2	2003 / Chevrolet	7,000	R	G	R
	Van	7	2	2000 / Chevrolet	26,000	R	G	R
Senior Meals/Services Inc.	Bus	11	1	1988 / Ford	139,099	L	G	R
	Bus	14	2	1991 / Ford	62,838	L	G	R
	Bus	15	1	1995 / Ford	138,481	L	G	R
	Bus	12	2	1990 / Ford	86,480	L	G	R
Souris Basin Transportation Board	Bus	18	2	2003 / Ford	16,000	L	D	R & T
	Bus	18	2	2001 / Ford	110,000	L	D	R & T
	Bus	15	2	1998 / Ford	95,000	L	D	R & T
	Bus	18	2	1999 / Ford	100,000	L	D	R & T
	Bus	18	2	1998 / Ford	98,000	L	D	R & T
	Bus	18	2	2000 / Ford	85,000	L	D	R & T
	Bus	15	2	2002 / Ford	20,000	L	D	R & T
	Bus	18	2	1992 / Ford	185,000	L	G	R & T
	Bus	18	2	1997 / Ford	125,000	L	D	R & T

Company	*Bus/ Car/ Van/*	*Passenger Capacity*	*Wheel Chair Positions*	*Year/Make*	*Odometer Reading*	*L-Lift R-Ramp N-None*	*G- gas D-Diesel*	*R- radio T-Telephone N-None*
	Van	15	-	2002 / Ford	12,000	N	G	R & T
	Van	7	-	2000 / Chevrolet	45,000	N	G	R & T
	Bus	15	2	2003 / Ford	20,000	L	D	R & T
South Central Adult Services. Inc.	Van	12	0	1997 / Dodge	94,796	N	G	R
	Van	7	1	1996 / Dodge	111,816	L	G	R
	Van	7	2	2002 / Ford	28,172	L	G	R
	Van	7	2	2002 / Ford	28,428	L	G	R
	Van	7	0	1998 / Ford	188,741	N	G	R
	Van	12	0	2002 / Dodge	11,760	N	G	R
	Van	7	0	1999 / Chevrolet	109,673	N	G	R
	Van	7	2	2003 / Chevrolet	12,488	R	G	T
	Van	7	0	2004 / Ford	897	N	G	T
	Van	12	1	2001 / Ford	7,819	L	G	T
	Van	12	1	2003 / Ford	4,847	L	G	T
	Van	12	1	2000 / Dodge	83,493	L	G	T
	Van	12	0	2002 / Dodge	35,058	N	G	T
	Van	12	1	2001 / Dodge	21,246	L	G	T
Southwest Transportation Services	Bus	14	2	1997 / Ford	40,000	L-R	G	T
	Bus	10	1	2000 / Ford	44,500	L-R	G	T
	Bus	10	1	2002 / Ford	40,000	L-R	G	T
	Van	6	0	2004 / Pontiac	4,000	N	G	T
	Van	6	0	2004 / Pontiac	3,000	N	G	T
Sitting Bull College	Bus	24	0	1994 / Ford	125,741	N	D	R
	Bus	24	0	1998 / Ford	236,243	N	D	R
	Bus	24	0	2002 / Ford	120,564	N	D	R
	Bus	17	0	2003 / Ford	42,977	N	D	R
	Van	15	0	1999 / Chevrolet	220,314	N	G	R
	Van	12	3	2000 / Chevrolet	99,242	L	G	R
Stark County Council on Aging/Elder Care	Bus	16	2	1999 / Ford	88,235	L	G	R
	Bus	14	2	2002 / Ford	49,416	L	G	R
	Bus	10	1	1996 / Ford	157,743	L	G	R
	Bus	14	2	2002 / Ford	34,870	L	G	R

Company	*Bus/ Car/ Van/*	*Passenger Capacity*	*Wheel Chair Positions*	*Year/Make*	*Odometer Reading*	*L-Lift R-Ramp N-None*	*G- gas D-Diesel*	*R- radio T-Telephone N-None*
	Bus	12	2	2000 / Ford	71,110	L	G	R
	Van	7	0	2003 / Honda	18,608	N	G	T
Tioga Senior Citizens Club Public Transit	Bus	15	2	2002 / Ford	16,213	L	G	T
Trenton Indian Services	Van	5	-	2001 / Dodge	53,591	N	G	T
	Van	5	-	2002 / Dodge	47,477	N	G	T
	Van	5	0	2004 / Chevrolet	-	N	G	T
	Van	5	0	2004 / Chevrolet	-	N	G	T
	Van	5	0	2004 / Chevrolet	-	N	G	T
	Van	5	0	2001 / Dodge	35,172	N	G	T
	Bus	10	1	1994 / Ford	-	L	G	T
	Bus	12	2	2003 / Ford	6,020	L	G	T
	Van	5	0	2001 / Dodge	-	N	G	T
Walsh County Transportation Program	Bus	15	2	2000	116,500	L	G	T
	Bus	13	2	2001	54,000	L	G	T
West River Transportation Council	Bus	16	1	1988 / Ford	197,524	L	G	R/T
	Bus	20	1	1993 / Ford	177,192	L	G	R/T
	Bus	19	1	1986 / Ford	205,892	L	G	R/T
	Bus	19	1	1989 / Ford	173,853	L	G	R/T
	Bus	19	1	1997 / Ford	89,810	L	G	R/T
	Bus	19	1	1998 / Ford	100,806	L	G	R/T
	Bus	18	1	2000 / Ford	53,504	L	G	R/T
	Bus	18	1	2000 / Ford	77,388	L	G	R/T
	Bus	18	1	2001 / Ford	45,438	L	D	R/T
	Bus	18	1	2001 / Ford	48,951	L	D	R/T
	Bus	19	1	2002 / Ford	14,483	L	D	R/T
	Van	7	0	2003 / Ford		N	G	T
	Bus	15	1	2003 / Ford	1,295	L	D	R/T
Wildrose Senior Transportation	Bus	11	1	2003 / Ford	6,978	L	G	R&T

Appendix E. Taxi Services

Bismarck / Mandan	Burleigh & Morton Counties
	Taxi 9000 3750 E. Rosser Avenue Bismarck, ND 58501 Phone: 701-223-9000
Devils Lake	Ramsey County
	City Cab 318 Eastern Avenue Crary, ND 58327 Phone: 701-351-5768
Dickinson	Stark County
	Deb's Cab 358 1st Street E. Dickinson, ND 58601 Phone: 701-290-8256
Fargo / West Fargo (2)	Cass County
	Doyle's Yellow Checker Cab, Inc. 2701 5th Avenue S. Fargo, ND 58103 Phone: 701-235-5535
	Lucky 7 Taxi Service Fargo, ND Phone: 701-235-1717
Grand Forks (2)	Grand Forks County
	Grand Forks Taxi 1515 11th Avenue N. Grand Forks, ND 58203 Phone: 701-780-8898

Nodak Radio Cab Co.
1101 5th Street N
Grand Forks, ND 58203
Phone: 701-772-3456

Jamestown (2) Stutsman County

Buffalo City Cab
1011 10th Street SE
Jamestown, ND 58401
Phone: 701-252-4444

Jamestown Taxi Service
1802 6th Avenue NE
Jamestown, ND 58401
Phone: 701-252-4200

Minot (2) Ward County

Minot City Cab
11 SE 1st Street
Minot, ND 58701
Phone: 701-852-8000

Taxi 9000
500 3rd Street NE
Minot, ND 58701
Phone: 701-852-9000

Wahpeton Richland County

Twin Town Taxi
224 2nd Avenue. N.
Wahpeton, ND 58075
Phone: 701-642-5757

Williston Williams County

Basin Cab
1804 2nd Street West
Williston, ND 58801
Phone: 701-577-1957

Appendix F. Medicaid Transportation Services

(Non-Individual & Non-Ambulance)

Public & Private Non-Profit

Medicaid Transportation Service Providers[28]

Service Provider	City / Base of Operations
1. Health Ride Van LLC	Detroit Lakes, MN
2. Aberdeen Transfer Service	Aberdeen, SD
3. Northwest Specialized Transportation	Crookston, MN
4. Golden Valley / Billings County Council on Aging	Beach
5. Royal Coach Taxi	Belcourt
6. AAA World Wide Travel	Bismarck
7. Bis-Man Transit	Bismarck
8. Greyhound Bus Line	Bismarck
9. Satrom Travel and Tour	Bismarck
10. Taxi 9000	Bismarck
11. West River Transportation	Bismarck
12. Southwest Senior Services	Bowman
13. Champeau Travel	Devils Lake
14. Chet's Taxi	Devils Lake
15. Senior Meals and Services	Devils Lake
16. All American International	Dickinson
17. Elder Care	Dickinson
18. IGO For U Errand Service	Dickinson
19. Queen City Cab	Dickinson
20. Care A Van	Fargo
21. Doyle Yellow Checker Cab	Fargo
22. Greyhound Lines, Inc.	Fargo
23. Handiwheels Transportation	Fargo
24. Ready Wheels	Fargo
25. Travel Travel	Fargo
26. Carefree Travel	Grand Forks
27. Grand Forks County Treasurer	Grand Forks
28. Grand Forks Taxi	Grand Forks
29. Nodak Radio Cab Company	Grand Forks

[28] Barbara Gaardner, North Dakota Department of Human Services – email: from sogaab@state.nd.us, to jon.mielke@ndsu.nodak.edu/ Sept. 9, 2004.

30. Stengl Johnson Cruise & Travel	Grand Forks
31. James River Senior Center	Jamestown
32. Globe International Travel	Jamestown
33. Dakota Estates Retirement	Lidgerwood
34. AAA Travel	Minot
35. AAA World Wide Travel	Minot
36. International Travel Agency	Minot
37. Minot Bus Depot	Minot
38. Minot City Cab	Minot
39. Satrom Travel & Tour	Minot
40. Souris Basin Transportation Service	Minot
41. Taxi 9000	Minot
42. Trinity Hospital	Minot
43. Trinity Medical Center	Minot
44. New Town Bus	New Town
45. Three Affiliated Tribes	New Town
46. Walsh County Transportation	Park River
47. Grandy Travel & Cruise	St. Thomas
48. Twin Town Taxi	Wahpeton
49. Volunteer Caregiver	Wahpeton
50. Daryles Destinations	Williston

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Steering Committee Minutes
Transportation Coordination Project
Kelly Inn, Bismarck, ND
November 20, 2003

The second transportation coordination steering committee met at the Kelly Inn in Bismarck Thursday, Nov. 20, 2003, from 10 a.m. until 3 p.m. Those in attendance included:

- Aging Services Division, Bismarck, **Linda Wright**
- Bismarck-Mandan Transit Board, Bismarck, **Robin Werre**
- City Council, Dickinson, **Bill Reitmeier**
- Elder Care, retired Dickinson, **Lucille Kostelecky**
- Fargo Metro Area Transit, Fargo, **Julie Bommelman**
- Fargo Senior Commission, Fargo, **Paul Grindeland**
- Governor's office, Chief of Staff, Statewide, **Bill Goetz**
- Job Service North Dakota, Statewide, **Barb Serr**
- Kenmare Meals and Wheel, Kenmare, **Linda Freeman**
- Montana Transit Association, Missoula, Montana**, Lyn Hellegaard**
- North Dakota Association of Counties, Statewide, **Wade Williams**
- North Central Planning Council, Devils Lake, **Jacqueline Senger**
- North Dakota Department of Transportation, Statewide, **Dave Sprynczynatyk**
- North Dakota Department of Transportation, Statewide, **Bruce Fuchs**
- North Dakota Department of Human Services, Statewide, **John Hougen**
- North Dakota Long Term Care Association, Bismarck, **Shelly Peterson**
- ND Health and Human Services-Disability Services, Statewide, **Darrell Farland**
- North Dakota Department of Public Instruction, Statewide, **Tom Decker**
- Three Affiliated Tribes Aging Program, Newtown, **Clyde Bearstail**
- Upper Great Plains Transportation Institute, Board of Directors, Bismarck, **Dale Anderson**
- West River Transportation, Bismarck, **Carol Anderson**
- Small Urban & Rural Transit Center, Fargo, **Jill Hough**
- Small Urban & Rural Transit Center, Fargo, **Gary Hegland**
- Small Urban & Rural Transit Center, Fargo, **Del Peterson**
- Small Urban & Rural Transit Center, Fargo, **Dustin Ulmer**

Dr. Dale Anderson served as facilitator and began the meeting at 10 a.m. He introduced Mr. Bill Goetz who greeted the steering committee with words of encouragement and support from Governor Hoeven's office. Mr. Goetz indicated that transportation is important to North Dakota, especially in light of our changing demographics.

Jill Hough, director of SURTC, discussed the SURTC organization including its mission, vision, and strategies. Gary Hegland, lead investigator for transportation coordination project, presented a definition of coordinated transportation and a how-to model for planning and developing community coordinated transportation (Copy attached).

The morning session ended with a discussion about agencies that should be invited to join the committee. Public housing, customers, and economic development were three suggested groups to include in future talks. The next meeting was tentatively scheduled for late next spring or early summer.

The afternoon began with participates sharing their experiences with current coordination practices. The following are some of the coordination examples given:

- Local TANF money being used for local match against federal grants.
- Examples of shared funding were given.
- Some projects share maintenance facilities with cities or other agencies.
- Housing authority also has money for transportation.
- Co-ownership of vehicles with other agencies.
- Sharing information with other agencies and clients over the internet (Share Network and NDinfo.org).
- Joint procurement with neighboring transit authority for mass purchases. (Fargo, Moorhead and Grand Forks are participating for fare box purchases).
- Share same subject training with other agencies.
- Toll free information line.
- Cab Company in Valley City coordinating with paratransit has generated burdensome paper work from taxi cab.

The next subject covered was unmet needs and resources sharing

Unmet needs:

- Small communities not served.
- Southeast North Dakota – the #1 problem with transportation is availability of buses.
- Children of working parents need day care rides.
- Transporting elders who are grocery shopping
- Child safety seats in transit vehicles (i.e. taxi, small vans.)
- Insurance was an issue. SURTC will do some research on this issue. (Dave Sprynczynatyk indicated he would contact the ND insurance commissioner for participation.)
- One of the major insurance problems is liability insurance for taxi drivers to deliver a paratransit type customer where minimum assistance is necessary.
- Tribes have problems with transit on gravel roads.
- Need to continue or increase education of available transportation to users and their sponsors.

Ideas for sharing resources included:

- Henry W. Bull Foundation.
- Underutilized vehicles and drivers. (School districts).
- TANF workers a resource for employees NDHS will assist in training.
- Transportation education.
- Promote ride sponsoring.
- Senior companion services.
- Proceeds from gaming in local community.

The meeting adjourned at 3 p.m.

Transportation Coordination

Gary Hegland, Associate Research Fellow

Steering Committee Meeting
Kelly Inn, Bismarck
Thursday November 20, 2003

Transportation Coordination

- Today, I'm going to cover three topics
  - Definition of Coordination
  - A how to model
  - A few state informational maps

Identifying the stakeholders

- Initially someone needs to decide that state wide transportation coordination may be desirable.
- The Department of Transportation thought coordination would be worth investigating.
- The ND DOT contracted with SURTC to research the benefits of a statewide transportation coordination plan.
- The first step in developing a state wide transportation coordination plan is identifying the stakeholders.
- The next step is setting a meeting to investigate the possibilities.
- You have been identified as agencies that utilize transportation in North Dakota; hence your invitation.

Transportation Coordination Means:

- Two or more providers of transportation who may:
  - work together under specific circumstances
  - pool physical and/or financial resources
  - combine transportation capabilities
  - improve the capacity of services to meet riders' needs
  - communicate to increase the services for the customer's benefit

The Transportation Services Puzzle

•Governor's Office
•County Commissioner Association

•Job Service
•Education

•Transportation providers

•Human Services

Everybody benefits when everybody works together

Benefits of Coordination

- Increased hours of service to customers,
- Organizations deliver more efficient transportation services, and
- Reduced operational costs.

Specific coordination benefits include:

- Better utilization of resources
- Increased mobility for customers
- Better quality service for riders
- Cost saving due to increased use
- Upgraded maintenance
- Improved record keeping
- Safer transportation services
- Increased funding sources

A How-to model

- Identify and meet stakeholders
- Gather information - clarify needs
- Analyze resources, needs, & objectives
- Plan objectives with available resources
- Overcome objections and short comings
- Measure and evaluate

The road to coordination can seem complicated at first.

Identify and meet stakeholders

Gather stakeholders around the table to discuss:

- Current coordination
- Common concerns
- Issues and potential objectives
- Survey for available resources

Gather information - clarify needs

- Collaborative thinking
- Consensus building
- Setting a mutual direction
- Taking action

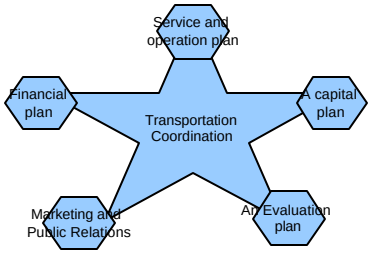
Connecting Agencies

Analyze resources, needs, & objectives

- Sorting through the information
  - Services and operations
  - Capital resources
  - Finance
  - Marketing
  - Public relations
  - Evaluation

Plan objectives with available resources

Implementing a plan for action



Overcome objections and short comings

- Meeting the needs of organizations
- Understanding federal and state policy
- Changes in local match criteria
- Be able to change for customer needs

Coordination has its ups and downs

Its not always a smooth ride

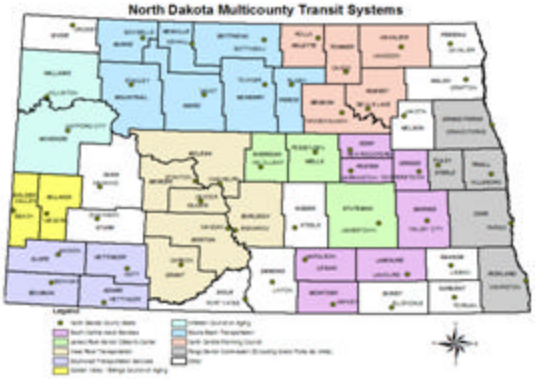
Human services regional map

Measure performance and evaluate

- Adopt appropriate performance measures
- Gather data to support them
- Evaluate before and after performance
- Identify benefits of coordination

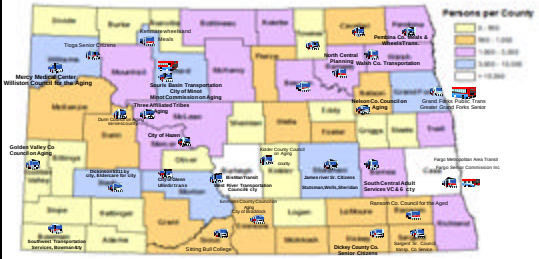
Does the plan measure up?

North Dakota Multicounty Transit Systems



North Dakota Disabled Population by County

North Dakota Disabled Population by County



In what ways is transportation important to your organization?

- Human Services
- Rehabilitation
- Agency on Aging
- Long Term Care
- Job Services
- Public Education

How are the transportation needs of your agency currently being met?

- Human Services
- Rehabilitation
- Agency on Aging
- Long Term Care
- Job Services
- Public Education

Transportation Coordination

Small Urban & Rural Transit Center
North Dakota State University
P.O. Box 5074
Fargo, ND 58105
701.231.6436
www.surtc.org
gary.hegland@ndsu.nodak.edu

Transportation coordination

Minutes
Region 1 Coordination Transportation Meeting
International Inn, Williston, ND
March 16, 2004

A transportation coordination meeting was held at the International Inn in Williston, Tuesday, March 16, 2004, from 9:30 a.m. until noon. Twenty-five agencies were asked to send representatives. Attendees included:

- Good Shepherd Home, Watford City, **Kris Pacheo**
- Job Service ND, Williston, **Pat Hatlestad**
- Mayor of Williston, Williston, **E. Ward Koeser**
- McKenzie County Commission, Watford City, **Rick Lawlar**
- McKenzie County Social Services, Watford City, **Michon Sax**
- Mercy Rider program, Williston, **Amber Lee**
- Seniors Transportation, Williston, **Jerry Engel**
- Trenton Indian Service Area (TISA) bus driver, Williston, **Thayne Pope**
- Tri-County Development Council, Williston, **Mark Sovig**
- Williams County VA Office, Williston, **Bob Evans**
- Williston City Auditor, Williston, **John Kautzman**
- Williston School District, Williston, **Rodney D. Miller**
- SURTC, Fargo, **Gary Hegland**

The agenda for the meeting was as follows:

9:30	Coffee and Rolls
9:30	Introduction of Small Urban and Rural Transit Center (SURTC) Introductions of participants
9:40	Complete short survey
9:50	Background information on transportation coordination
10:00	Discussion of transportation needs
11:00	Discussion of excess resources
12:00	Meeting adjourned

Gary Hegland facilitated the 2.5-hour focus group meeting. Three activities were scheduled for the first half hour of the meeting. Attendees introduced themselves and gave a brief description about how they are involved in transportation. Hegland then gave a presentation on the development of coordination around the country. This presentation included handouts about coordination and the mission of ND DOT. The rest of the meeting was used for discussion about the existing resources and unmet needs of the local residents. Attendees were given the local transportation coordination survey and asked to complete an evaluation at the end of the meeting.

Job Service representative, Pat Hatlestad, pointed out the need for transportation assistance to those enrolled in both Temporary Assistance to Needy Families (TANF) and Workforce Investment Act (WIA), for their employment. There is money available to assist the unemployed under these two programs to search for and go to work. The taxi is too expensive and there are no other means available currently.

The city has two major concerns according to Mayor Koeser,

- Coordination does not starve the taxi of business. The city assists the taxi by providing 80 – 20 match dollars to assist in purchasing the accessible vehicles.
- Decreasing demand for the ambulance now that Medicaid is getting stricter on reimbursements for ambulatory rides.

According to Bob Evans, the Veterans Administration has a unique situation as they need to search for private funding to purchase the vehicles, the VA will assist with operational expenses. They provide about 1,800 rides per year in the three-county area. They give rides to VA medical facilities in Montana and North Dakota. Veterans in need of medical assistance must first attempt to go to VA clinics.[29] Evans said a big issue is the amount of legal regulations regarding coordinating transportation

The Tri-County Development Council is willing to work with transportation coordination. They have a history of transportation involvement, according to Mark Sovig.

The school district is interested in busing school children within the city to schools. They would prefer to use a system already in existence rather than start something new, like purchasing all new school buses. They were looking for possibilities in busing school children.

The Good Shepard Home, a nursing home in Watford City, has a bus but nobody to drive it. Unemployment is fairly low in the region and locating individuals that are willing and able to drive buses is a real problem. The Williston Council for Aging (WCA) in Williston is looking for ways to share drivers with the Home or to satisfy their transit needs.

The Mercy Rider program doesn't actually provide rides, but financially assists eligible individuals with reduced fares to the local taxi service. Mercy Rider is funded by Section 18, and uses State Aid funds, and United Way for local match. The funds from these sources are used to pay the taxi the difference between what is charged the individual ($4 for the car and $8 handicap accessible van) and the actual cost for the ride. There is some flexibility for out-of-town travel but most of that goes to Trenton Indian Service Area (TISA), which has its own system. Mercy Rider assisted with 9,400 rides last year.

The Williston Council for the Aging is a transit provider in the area and is funded with Section 5311 and state aid. Its services are available for paratransit and the public. It has one car in Crosby, two accessible buses (1-14 pass. and 1-20 pass.) a car and van in Williston, and it has 2 cars and 1 bus in Watford city that runs from 8 a.m. to 4 p.m. The service provides rides to the low income, elderly, and disadvantaged. It provided 12,600 rides in 2003. It raises money for local match by charging for pool playing, selling greeting cards, card playing, and craft sales at the Senior Center.

The mayor has established a Taskforce for Elderly and Disadvantaged. The task force has had three meetings since last fall and is encouraging the hiring of the handicapped and disadvantaged. Transportation planning is also one of its objectives.

[29] In North Dakota satellite clinics are located at Bismarck, Grafton and Minot. The VA hospital is located in Fargo.

Local Transportation Coordination

In response to the transportation coordination survey, most attendees indicated that coordination efforts need to begin in this region. Most of the coordination activities listed in the survey received a "needs to begin" or "needs additional attention" rating.

According to responses to the question on their vision of coordination the attendees have a good concept of what this would involve for their community. The comments are listed at the end of the survey.

1. Is there a community framework in place that embraces efforts to coordinate transportation among the local government agencies?
   6 Needs to begin 3 Needs additional attention 0 Is in great shape

2. Is there growing interest and/or momentum to working on coordinating transportation services in the community?
   4 Needs to begin 5 Needs additional attention 0 Is in great shape

3. Is there an inventory of community transportation resources (i.e. buses, drivers, and volunteers) and programs that support and fund transportation?
   4 Needs to begin 2 Needs additional attention 2 Is in great shape

4. Are the specific transportation needs of various target populations well documented?
   4 Needs to begin 5 Needs additional attention 0 Is in great shape

5. Have transportation users and other stakeholders participated in community transportation assessment processes?
   4 Needs to begin 3 Needs additional attention 2 Is in great shape

6. Is clear data systematically gathered on core performance issues such as cost per trip, ridership, and on-time performance?
   3 Needs to begin 6 Needs additional attention 0 Is in great shape

7. Is there any data being collected on possible benefits of coordinated transportation?
   6 Needs to begin 3 Needs additional attention 0 Is in great shape

8. Is there any seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?
   5 Needs to begin 4 Needs additional attention 0 Is in great shape

9. Are support services coordinated to lower cost and ease management burdens for coordinated transportation? (i.e. group purchasing, Medicaid, Head Start, Meal on Wheels, Voc Rehab., employments etc)
   3 Needs to begin 4 Needs additional attention 1 Is in great shape

10. What is your vision of a coordinated transportation system in your area? (use space on back)

- To combine services of all agencies to provide transportation to larger cross section of residents of Williston trade area, to include: seniors, disabled, low-income, veterans.
- For the local public school district, our interest is to combine school transportation of pupils with other organizations to utilize the vehicles during the off time of transporting students. The school district does not transport students to elementary, junior high, or senior high.

- The process of coordinating public transportation began 1-2 years ago, but we have a need for some agency to take charge. Funding becomes a huge issue when it comes to expanding our system.

- A system that links transportation of cab service and bus service (for adults). More funding is needed to facilitate individuals needs to get to their jobs, restaurants, etc. as well as get to doctor's appointments, grocery store, and other essential living needs. The bus system needs more buses and workers, but the cab company also needs to stay in business.

- Coordinated transportation system with cooperating systems operating jointly and perhaps under one board and financial support for all operations coming from various sources. System can cover 3-county area and perhaps interline with other regions in the state.

- Needs to provide rides to any age without disabilities.

- Need system, reasonable costs, to provide transportation for employment, medical and personal needs.

Coordinated Transportation Evaluation

Results of the meeting evaluation survey are presented below. Most attendees thought the meeting was excellent and that coordination is a worthwhile endeavor. They expressed a willingness to participate in future coordination efforts. The agencies represented at the meeting indicated that they have clients who miss appointments because of transportation-related difficulties.

1. Was this a valuable meeting for you?
   0 Fair **1 Average** **7 Excellent**

2. What was the most important idea or concept that you picked up here that will benefit your agency or organization?

   - ✓ Try working together with all agencies involved.
   - ✓ Build cooperation between agencies to improve transportation opportunities.
   - ✓ Incorporate all ages.
   - ✓ Brokerage.
   - ✓ Number of organizations involved.
   - ✓ Umbrella system could work in Williston.
   - ✓ Coordination should increase **access** to transportation.
   - ✓ That an opportunity may exist to pull this together as a brokerage transport.

3. Do you think coordinating transportation services in your community is a worth while endeavor?
   0 Fair **1 Average** **7 Excellent**

4. Has your vision of what a coordinated transportation system would look like changed from before the meeting**?** **6 Yes** **2 No**
   If yes please explain

   - ✓ It's possible but I'm not sure what it'd take for everyone to work together.
   - ✓ Hopefully Mark Solvig can put something together.
   - ✓ Be more efficient and help the community.
   - ✓ Had no vision prior to meeting.
   - ✓ Ability of all agencies to pool resources and coordinate transportation.

5. Would you be willing to play and active role in advancing coordinated transportation services in your area? **7 Yes** **0 No** **1 unknown**?

6. Do you know how many dollars your organization spends on transportation each year?
   4 Yes **3 No**

7. If Yes, what is that figure?

   - ✓ $80,000 but what we are interested are currently not being offered or paid.
   - ✓ $35,000 – $40,000/year
   - ✓ $20,000 – $30,000
   - ✓ $0

8. Do you have clients who have missed appointments due to a lack of transportation?

6 YES **1 NO**

If Yes, please explain.

- ✓ Not attending school because of the lack of a ride.
- ✓ Some people can't get to doctor appointments if money runs out.
- ✓ Lack of funds and personnel.
- ✓ Inability to get medical providers to coordinate appointments.
- ✓ Car breaks down – no transportation available.

Minutes
Region 2 Transportation Coordination Meeting
Souris Basin Transportation, Minot, ND
April 21, 2004

A transportation coordination meeting was held at the Souris Basin Transportation meeting room in Minot, Wednesday, April 21, 2004, from 9:30 a.m. until noon. Twenty-two agencies were asked to send representatives. Attendees included:

- Baptist Home, Kenmare, **Karen Schwartz**
- Bottineau County Social Services, Bottineau, **Barb Waters**
- Brentmoor Manor, Minot, **Lana Terry**
- Burke County Social Services, Bottineau, **Janel Dockter**
- Independence, Inc., Minot, **Theresa Besemann**
- Minot City Bus, Minot, **Darrell Michalenko**
- Minot City Cab, Minot, **Lynette Burtch**
- Minot Commission on Aging, Minot, **Charlotte Zahn**
- Minot Public Schools, Minot, **Barry Brooks**
- Northland Bus Company, Minot, **Wendell Lesmeister**
- North Central Human Services Center, Minot, **MariDon Sorum**
- New Town Bus Line, New Town, **Wendal Overby**
- Senior Citizens of Rugby, Rugby, **Myrna Muffenbier**
- Souris Basin Transportation, Minot, **Darrell Francis**
- Souris Basin Transportation, Minot, **Rick Thoms**
- Westhope Home, Westhope, **Darvin Lee**
- SURTC, Fargo, **Gary Hegland,**

The agenda for the meeting is as follows:

9:30 Coffee and Rolls
9:30 Introduction of Small Urban and Rural Transit Center (SURTC)
Introductions of participants
9:40 Complete short survey
9:50 Background information on transportation coordination
10:00 Discussion of transportation needs
11:00 Discussion of excess resources
12:00 Meeting adjourned

Gary Hegland facilitated the 2.5-hour focus group meeting. Attendees introduced themselves and gave a brief description about how they are involved in transportation. Hegland then gave a presentation on the development of coordination around the country. This presentation included handouts about coordination and the mission of ND DOT. The rest of the meeting was used for discussion about the existing resources and unmet needs of the local residents. Attendees were asked to complete a local transportation coordination survey and an evaluation at the end of the meeting.

Meeting attendees included both purchasers and providers of transportation. They discussed the needs and resources of the area. A major player in this area is Souris Basin Transportation (SBT) which has buses that service all seven counties in this region. SBT has a Web site, http://www.sourisbasintransit.com/ where resident can check bus schedules, routes, fares, contact

information and policy information. Rick Thoms of SBT indicated that ridership is up since starting the Web service. He said SBT operates a modified fixed route that travels around to the different communities, picks up riders and drops them off in the community or takes them to another neighboring community on the way Minot.

SBT generally picks up people in communities and occasionally go off the route a few miles to pick up riders in their homes. The bus returns from Minot the same day. This is an excellent service for the area and many positive comments where shared about the service and how important it is that the service be maintained.

From July 1, 2002, to June 30, 2003, SBT gave a total of 34,661 rides at an average cost of $8.29 per ride. All of the nursing homes and social service offices present at the meeting said they use the SBT bus services. Thoms said that the number of younger people riding has picked up since development of the Web page, a very useful marketing tool. In his opinion, there is very little demand not being met in this region. Social services offices and nursing homes said this is about the only service available. Myrna Muffenbier from Rugby was very complementary of the services. SBT serves the Rugby area by transporting people from the rural area Rugby and also from Rugby to Minot. Rugby has in-town services for $2 per ride provided by SBT.

The paratransit service in Minot is provided by Minot Commission on Aging (MCoA) managed by Charlotte Zahn. The service provided 43,169 rides from July 1, 2003, through June 30, 2004, at an average cost of $5.52 per ride. Zahn indicated five buses are fully utilized at the present time. Raising money for additional services would be very challenging because of the need for local match. She also thought additional services would be utilized, if they were available. The sentiment was shared by other meeting participants from Minot.

Zhan said most if not all counties have a mill levy for senior services. The multi-services organizations can decide what services they will provide. (MCoA) gets both county and city mill levy dollars as well as Title III B. They choose how to allocate the funds between transit, senior meals, and other services. A concern was that transit agencies that serve multi-counties get a greater share of state match. For example, MCoA received $37,454 last year from state aid, $46,050 from section 5311, $21,144 from county mill levy, $92,667 from city funds, and $40,799 from fares for a total budget of $238,114.00. MCoA provides most of the day-time rides for the two nursing homes in Minot (Trinity and Manor Care). The assisted-living facilities in Minot have their own buses. In addition some clients utilized MCoA. Minot has center for independent living, Independence, Inc., which does not have its own vehicle. MCoA provides all the rides. MCoA hours of operation are from 7:30 a.m. to 10 p.m. Monday through Friday, 10 a.m. to 10 p.m. on Friday and 8 a.m. to 3 p.m. on Sunday.

Therese Beseman, Independent, Inc. said that group serves 12 northwest counties of North Dakota. It is an advocacy group for the disabled and handicap. She had many questions regarding transportation services in Williston. She was unaware of Williston Council for the Aging and Mercy Rider programs and how they function in Williston. However, she indicated the services in Minot were adequate for clients. The fixed-route system in Minot adapted well to the needs of many handicapped clients in Minot.

Minot has a fixed-route bus system. It serves the whole city of Minot and provided 165,254 rides with 17 vehicles for July 1, 2003, through June 30, 2004, for an average cost of $2.78. Fares range from 40 to 75 cents per ride. Darrell Michalenko with Minot City Bus, indicated there is a lot of bus service in Minot, but it is not coordinated very well. The fixed route system received $52,160 in state aid, $141,000 from Section 5311 grants, $180,000 from county mill levy,

$24,403 from the city, and $61,281 from fares for a total of $458,852 for fiscal years 2002 to 2003. An issue for the bus system was that some routes are designated by political boundaries and not always by common sense and demand. The bus service is available to everybody in Minot during the hours of 9 a.m. to 5 p.m. There is an early morning school bus route that runs from 6:55 to 8:30 with service to many local schools.

Linda Freeman operates Kenmare Wheels & Meals in the Kenmare area. This paratransit operation is located in the far northwest corner of Ward County. The service is local and funded with state aid and 5311 dollars. Kenmare has a population of 1,081 people. SBT also goes through Kenmare providing rides back and forth to Minot. Kenmare Wheels and Meals transit coordinates with Kenmare Community Hospital. The transit provides all the rides for the hospital while the hospital prepares all the meals for the Kenmare Meals and Wheels program.

According to Barry Brooks of Minot Public Schools, the district has 30 buses that are used for transporting school children. They also use the Northland Bus Company for assistance during peak-demand periods. He voiced some concerns about students on transit and school buses.

Northland Bus Company is a private for-profit business and most of its income is from charter bus routes, sales and maintenance contracts. Northland helps many of the local school districts with the maintenance of their school buses.

County social service and the regional human service offices use available public transportation and reimburse their clients. If the rides are for medical purposes, ND Medicaid does reimburse the fixed-route and paratransit system and taxis under some very rigid guidelines. In the rural areas there is no service except to have clients get rides from friends, relatives, family, or SBT (if the client lives along an SBT route). Medicaid does reimburse for some rides provided by non-family members. In the rural areas there just are not many choices. Some of the nursing homes in Westhope and Bottineau have buses but are reluctant to share them with other entities in the community.

The taxi services in Minot are run totally independent of the paratransit or fixed-route systems. This is due to the extended hours that MCoA runs their transit systems.

Local Transportation Coordination Survey

The survey results showed most attendees thought all the coordination activities identified in the survey needed additional attention. The two activities that received favorable response related to documentation of the transportation needs of various populations, and collection of data on core performances. The two activities that received responses indicating they did not exist were related to collecting data showing the benefit of coordination, and a seamless payment system.

Narrative comments on coordination focused mostly on improved and increased services for the elderly, disadvantaged, and people living in rural areas.

1. Is there a community framework in place that embraces efforts to coordinate transportation among the local government agencies?
   2 Needs to begin 10 Needs additional attention 1 Is in great shape

2. Is there growing interest and/or momentum to working on coordinating transportation services in the community?
   1 Needs to begin 10 Needs additional attention 1 Is in great shape

3. Is there an inventory of community transportation resources (i.e. buses, drivers, and volunteers) and programs that support and fund transportation?
   2 Needs to begin 12 Needs additional attention 0 Is in great shape

4. Are the specific transportation needs of various target populations well documented?
   2 Needs to begin 8 Needs additional attention 4 Is in great shape

5. Have transportation users and other stakeholders participated in community transportation assessment processes?
   2 Needs to begin 11 Needs additional attention 1 Is in great shape

6. Is clear data systematically gathered on core performance issues such as cost per trip, ridership, and on-time performance?
   1 Needs to begin 8 Needs additional attention 5 Is in great shape

7. Is there any data being collected on possible benefits of coordinated transportation?
   5 **Needs to begin 9 Needs additional attention 0 Is in great shape**

8. Is there any seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?
   5 Needs to begin 9 Needs additional attention 1 Is in great shape

9. Are support services coordinated to lower cost and ease management burdens for coordinated transportation? (i.e. group purchasing, Medicaid, Head Start, Meal on Wheels, Voc Rehab., employments etc)
   0 Needs to begin 12 Needs additional attention 2 Is in great shape

10. What is your vision of a coordinated transportation system in your area? (use space on back)

The responses to question #10 include the following:

- Rural areas, Williston, needs attention, services for people with disabilities needs improvement. Accessible and at a cost that is affordable.

- Not only share the services – but share funding where allowed.

- Daily transportation from rural/small communities to larger communities. Some vulnerable citizens have very limited access to transportation. The transit system needs to expand.

- Local-more coordination within local community school, hospital, and B. home especially re: information and advertising. Vision: Statewide coordinated convenient transport for all that allows people to connect w/all transit i.e. – air, rail, bus. Allows non-drivers to transverse the state both N & S, and E & W conveniently. System to increase services to rural ND aged and disabled – needed services are very limited. Limited time frame in provision of services.

- We appreciate the current services provided by SBT.

- We are in need of more accessible transportation for seniors and those with disabilities. Sometimes difficult to access COA, with the time restraints, some are not able to plan the day prior.

- Some have been tried, but seemingly get nowhere! Different approaches make little differences.

- Group buy among schools, driver pools, training funding, and more state participation in overall transportation to include a state transportation director who only wears "one heat" as state transportation director.

Coordinated Transportation Evaluation

Results of the meeting evaluation survey are presented below. Most agreed that more coordination would greatly benefit their community. A majority indicated their vision of a coordinated transportation system has not changed as a result of the meeting, and they would be willing to play an active role in advancing coordination in their area. The majority also said they have clients that miss appointments because of transportation, but in the comments section they indicated appointments are usually changed rather than missed.

1. Was this a valuable meeting for you?
   1 Fair **6 Average** **6 Excellent**

2. What was the most important idea or concept that you picked up here that will benefit your agency or organization?

   - ✓ Hearing other agency ideas for coordination.
   - ✓ The need for rural transit needs to be re-structured. This would not benefit our organization, but is a very large concern for many ND residents.
   - ✓ COA bus – public.
   - ✓ Coordination & availability.
   - ✓ More coordination within our community.
   - ✓ Coordination! Advocacy! Great needs!
   - ✓ Need organization.
   - ✓ Better understanding of each organization's limitations.

3. Do you think coordinating transportation services in your community is a worth while endeavor?
   1 Fair **1 Average** **10 Excellent**

4. Has your vision of what a coordinated transportation system would look like changed from before the meeting? **4 Yes** **8 No**
   If <u>yes</u> please explain

   - ✓ Need to coordinate services, available to help each other at the best cost.
   - ✓ Use of more resources.
   - ✓ Greatly needed in our small rural towns!

5. Would you be willing to play and active role in advancing coordinated transportation services in your area? **9 Yes** **1 No** **1 undecided**

6. Do you know how many dollars your organization spends on transportation each year?
   5 Yes **6 No**

7. If Yes, what is that figure?

   - ✓ $donations
   - ✓ $23,000
   - ✓ $300,000+

8. Do you have clients who have missed appointments due to lack of transportation?

6 Yes **4 No**

If Yes please explain.

- ✓ Not too often.
- ✓ Our agency assists those individuals with disabilities, many with mobility impairments. Without a solid, affordable transportation system, it is difficult to gain and retain employment in rural areas and the Williston area.
- ✓ Not so much as miss, as maybe having to go earlier than necessary. Also some clients are asked to change their appointment to meet the transportation need.
- ✓ Our service only runs from 9 a.m. – 2 p.m. Appointments need to be made within this window which is not already possible

Minutes
Region 3 Coordination Transportation Meeting
Eleanor Wilcox Center, Devils Lake, ND
December 11, 2003

A transportation coordination meeting was held at the Eleanor Wilcox Center in Devils Lake, ND, Dec. 11, 2003, from 9:30 a.m. until noon. Ten agencies were asked to send representatives. Attendees included:

- Benson County Social Services, Minnewaukan, **Kelly Clifton**
- Benson County Social Services, mentor, Fort Totten, **Doug Sevigny**
- Eleanor Wilcox Center, Devils Lake, **LaMae Bergan**
- Fort Totten Transit, Fort Totten, **Lorna Walking Eagle**
- Human Services, (Vocational Rehabilitation) Devils Lake, **Nancy Lundon**
- Job Service ND , Devils Lake, **Ron Anfinson**
- North Central Planning , Devils Lake, **Jacqueline Senger**
- Ramsey County Social Services, Devils Lake, **Linda Martinson**
- Spirit Lake Senior Services, Fort Totten, **Myrna Green**
- SURTC, Fargo, **Jill Hough**
- SURTC, Fargo, **Gary Hegland**

The agenda for the meeting was as follows:

9:25	Coffee and Rolls
9:30	Introductions of participants
	Introduction of Small Urban and Rural Transit Center (SURTC)
9:45	Discussion of transportation needs
10:15	Discussion of excess resources
11:00	Discussion of mailed handouts
12:00	Meeting adjourned

Gary Hegland facilitated the 2.5-hour focus group meeting. Attendees introduced themselves and gave a brief description about how they are involved in transportation. Jill Hough gave a brief description of Small Urban and Rural Transit Center (SURTC). Hegland then gave a presentation on the development of coordination around the country. This presentation included handouts about coordination and the mission of ND DOT. The rest of the meeting was used for discussion about the existing resources and unmet needs of the local residents. Attendees were asked to complete a local transportation coordination survey and an evaluation at the end of the meeting.

This was the location of the first regional meeting. Enthusiasm from the participants gave the indication these meeting would be beneficial to all involved and further endorsed the format that was chosen.

Excellent discussion developed at the meeting regarding the services various agencies provided. The discussion was very enlightening. Benson County Social Services is conducting a pilot project involving mentors who are paid to provide transportation to their clients around the county and on the reservation. Lack of county transportation has been a big concern for the County Social Services Agency.

Ron Anfinson, Job Service, was unaware that the tribe had a transit service with buses and vans available to provide services throughout the reservation. Anfinson works with families enrolled in Temporary Assistance to Needy Families (TANF) at Fort Totten. He has been experiencing many cancelled appointments because of lack of transportation.

Jackie Senger, North Central Planning Council (NCPC), gave an overview of transit services in Devils Lake. She explained that Devils Lake Transit, located at Eleanor Wilcox Center, operates daily service from 8 a.m. until 4:30 p.m. Monday through Friday. There are two cabs in Devils Lake, - Chet's Taxi and City Cab. Both cab companies contract with NCPC to give subsidized rides for eligible clientele from 4:30 until 10 p.m. weekdays and all day Saturday and Sunday. Exceptions are made when an individual needs a ride to or from work after 10 p.m.

The community started a noon program for the elderly and the handicapped. Transportation is free for elderly going to the Senior Center for lunch. Most of these individuals do not have the funds to pay for a ride. Without these services these individuals would stay at home and miss nutritious meals and socialization opportunities. NCPC also provides a free ride for the handicapped/chronically and mentally ill clients to the Drop-Inn Center. This allows these individuals to have a hot meal and socialize with their friends, play cards, pool, etc.

NCPC recognized a need of hospitalized individuals who have no ride home. The hospital hands out a transit card which allows a one-way ride home.

NCPC has been able to provide these free rides with the assistance of many organizations. The City of Devils Lake, Ramsey County Commission, United Way, local banks and many individuals contribute to this cause.

Myrna Green of Spirit Lake Senior Services discussed the transit program at Fort Totten. She said the program's first priority is to deliver meals, but it has capacity and operating funds to bus individual to their destinations before and after meal delivery time. The program will be purchasing a couple more buses and has plenty of drivers, so they are looking for more business.

Linda Martinson, Ramsey County Social Services, said that agency's biggest need is transporting client patients to out of town medical appointments. She also indicated that there are a number of issues on the Reservation related to the lack of transportation.

Nancy Lundon from Vocational Rehabilitation (Voc Rehab) said that agency has money to support transportation services for eligible clients. Individuals must have been diagnosed with a handicap before Voc Rehab funds can be to assist with transportation. She also indicated that less funds where used in 2003 than 2002. That may imply a reduced need for services.

Local Transportation Coordination

Only five attendees completed the survey. The majority of responses indicate that all the coordination activities listed on the survey need to begin or needs to be developed further.

1. Is there a community framework in place that embraces efforts to coordinate transportation among the local government agencies?
   1 Needs to begin 4 Needs additional attention 0 Is in great shape

2. Is there growing interest and/or momentum to working on coordinating transportation services in the community?
   1 Needs to begin 4 Needs additional attention 0 Is in great shape

3. Is there an inventory of community transportation resources (i.e. buses, drivers, and volunteers) and programs that support and fund transportation?
   1 Needs to begin 4 Needs additional attention 1 Is in great shape

4. Are the specific transportation needs of various target populations well documented?
   0 Needs to begin 5 Needs additional attention 0 Is in great shape

5. Have transportation users and other stakeholders participated in community transportation assessment processes?
   3 Needs to begin 2 Needs additional attention 0 Is in great shape

6. Is clear data systematically gathered on core performance issues such as cost per trip, ridership, and on-time performance?
   1 Needs to begin 3 Needs additional attention 0 Is in great shape

7. Is there any data being collected on possible benefits of coordinated transportation?
   3 Needs to begin 1 Needs additional attention 0 Is in great shape

8. Is there any seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?
   1 Needs to begin 2 Needs additional attention 1 Is in great shape

9. Are support services coordinated to lower cost and ease management burdens for coordinated transportation? (i.e. group purchasing, Medicaid, Head Start, Meal on Wheels, Voc Rehab., employments etc)
   0 Needs to begin 3 Needs additional attention 0 Is in great shape

10. What is your vision of a coordinated transportation system in your area? (use space on back)
    - It would be wonderful to be able to transport any of our people in the county to wherever they need to go.
    - A system that all helping agencies can access for consumers at reduced cost, flexible time schedule, etc.
    - I believe all persons could benefit by a well-coordinated transportation system throughout the community of Devils Lake. Transportation is not available in rural Ramsey County where it is greatly needed by persons

without families to provide rides. Persons who needed medical treatment out of town do not have alternatives if families cannot be involved. Transportation is the #1 service need expressed by individuals.

- A service that is known by all government/state/and local agencies, so they are aware of what we do. Also, offer their services to all small towns in the county.

Coordinated Transportation Evaluation

Results of the meeting evaluation survey are presented below. Most attendees thought that the meeting was excellent and that coordination is a worthwhile endeavor; they expressed a willingness to participate in future coordination efforts. The agencies represented at the meeting indicated that they have clients who miss appointments due to transportation-related difficulties.

1. Was this a valuable meeting for you?
   0 Fair **0 Average** **9 Excellent**

2. What was the most important idea or concept that you picked up here that will benefit your agency or organization?

   - ✓ Getting the inventory of resources accomplished to ensure appropriate usage of these services.
   - ✓ Learning about all the different programs.
   - ✓ To work together towards a more common solution utilizing all resources.
   - ✓ Finding out the resources available.
   - ✓ All the resources that I was not aware of that could be utilized.
   - ✓ There are other organizations that can help in different areas.
   - ✓ There are other means of transportation to be looked into for our clients.
   - ✓ What transportation Senior Meals provide.
   - ✓ Share network Web site. 5,000,000/state bill – need to write legislators.

3. Do you think coordinating transportation services in your community is a worth while endeavor?
   0 Fair **2 Average** **7 Excellent**

4. Has your vision of what a coordinated transportation system would look like changed from before the meeting? **5 Yes** **3 No**
   If yes please explain

   - ✓ I had no real knowledge of what transportation was, did/provide.
   - ✓ See that there are many levels of service available and the coordination is needed.
   - ✓ More information
   - ✓ Additional ideas on who needs transportation and providers that are in place were presented to me.

5. Would you be willing to play and active role in advancing coordinated transportation services in your area? **5 Yes** **2 No**

6. Do you know how many dollars your organization spends on transportation each year?
   3 Yes **6 No**

7. If Yes, what is that figure?

   - ✓ $120,775 statewide for FY2002/2003
   - ✓ $100,000

8. Do you have clients who have missed appointments due to a lack of transportation?

6 Yes **1 No** **2 Unknown**

If Yes please explain.

- ✓ Frequently. Our clients are generally unemployed and often low income, resources are not there to own vehicle or pay for services.
- ✓ They have set up a ride with a friend or family member and that person has not shown up. If they call us and we can try and find them a ride, or they can get a different ride, we will try to still see them for the appointment if it works.
- ✓ Clients set up rides with friends/relatives and at last minute their ride does not show up.
- ✓ Time is a major factor.
- ✓ Appointments were at a time that drivers were busy delivering meals.

Minutes
Region 4 Coordination Transportation Meeting
City Hall Room 101, Grand Forks, ND
April 13, 2004

A transportation coordination meeting was held in the basement of Grand Forks City Hall Tuesday, April 13, 2004, from 9:30 a.m. until noon. Twenty-seven agencies were invited to send representatives. Attendees included:

- Developmental Center, Grafton, **Kathy Larson**
- Developmental Homes, Grand Forks, **Nancy Ulrich Crotty**
- Dietrich Bus Service, Grand Forks, **Darrell Boucher**
- Foster Grandparents Services, Grand Forks, **Karen Hillman**
- Greater Grand Forks Senior Citizens Center, Grand Forks, **Colette Iseminger**
- Grand Forks Public Transportation, Grand Forks, **Roger Foster**
- Job Service ND, Grand Forks office, Grand Forks, **Tom Fetsch**
- Metropolitan Planning Organization, Grand Forks, **Earl Haugen**
- ND Association for the Disabled, Grand Forks, **Traci Ladouceur**
- Nelson County Transportation, McVille, **Carol Joy Brandvold**
- NODAK Radio Cab Co., Grand Forks, **Clyde Varason**
- Options Resource Center, East Grand Forks, MN, **Randy Sornson**
- Pembina County Meals & Transportation, Drayton, **Sally Kliniske**
- Thompson Public Schools, Thompson, **Gary Adams**
- Walsh County Social Services, Cavalier, **Twila Novak**
- Walsh County Transportation, Park River **Pam Landsem**
- Veteran's Service Office, Grand Forks, **Thomas Saddler**
- SURTC, Fargo, **Gary Hegland**

The agenda for the meeting was as follows:

9:30	Coffee and Rolls
9:30	Introduction of Small Urban and Rural Transit Center (SURTC) Introductions of participants
9:40	Complete short survey
9:50	Background information on transportation coordination
10:00	Discussion of transportation needs
11:00	Discussion of excess resources
12:00	Meeting adjourned

Gary Hegland facilitated the 2.5-hour focus group meeting. Attendees introduced themselves and gave a brief description about how they are involved in transportation. Hegland then gave a presentation on the development of coordination around the country. This presentation included handouts about coordination and the mission of ND DOT. The rest of the meeting was used for discussion about the existing resources and unmet needs of the local residents. Attendees were asked to complete a local transportation coordination survey and an evaluation at the end of the meeting.

Several comments were made regarding the need for local agencies to work more closely with local transportation providers. Increased teamwork would allow more opportunity for additional services with existing resources.

The executive director of the Greater Grand Forks Senior Citizens Center (GGFSCC), Collete Ismenger, remarked that there is a need to add more service for seniors in Grand Forks. She was interested in whether or not one or two fixed-route buses could switch during the non-peak times to supplement the Senior Rider service, (a service for seniors age 55 and older). They provide curb-to-curb, wheelchair-accessible transit service from residents' homes to major activity centers such as:

- Medical Centers
- Senior Citizens Centers
- Grocery and general shopping
- Banking
- All other general recreational activity area within the city limits

Clyde Varnson, Nodak Radio Cab, gave a short history of his company as well as the paratransit service that it provides to the community. He was very passionate about the need for services and would like to see more coordination between the various transportation-supporting agencies. Additionally, he remarked that, to the best of his knowledge, no one has ever been left stranded and no one would ever be told that a ride can not be provided.

Tom Sadler, Veteran Services, explained his transportation service is primarily for veterans traveling to and from the VA Hospital in Fargo and the satellite clinic in Grafton. He was pleased to find out that the Walsh County rural transportation service is available and on occasions have transported veterans to their VA Hospital and clinic appointments.

Earl Haugen, Metropolitan Planning Organization, provided a summary of his duties and responsibilities from the planning side of transportation. He explained how the Transit Development Plan plays a vital role in determining the short and long range transit needs of the metropolitan area. They are currently writing and updating Grand Forks' next five-year Transit Development Plan.

Traci Ladouceur, the director of North Dakota Association for the Disabled (NDAD), explained the association's role in the community as it supports transportation. It has two wheelchair vans that are loaned out to clients to go to and from work or medical appointments. NDAD accepts donations to purchase buses for those who are wheelchair bound. These vehicles are then rented to clients for the cost of gas.

Roger Foster, Superintendent, Cities Area Transit (CAT), gave an overview of the public transportation service provided in the metro area. CAT provides six regular fixed routes that operate six-days a week. This service covers the city limits of Grand Forks, ND, and East Grand Forks, MN. Additionally, CAT provides, on contract, the required complimentary paratransit service for both communities by contracting with Grand Forks Taxi and Nodak Radio Cab companies.

CAT also runs a "Night Bus" which runs along a special route that covers the majority of the community's motels and shopping areas. This route runs from 6 p.m. to 10 p.m., Monday - Saturday.

The last service discussed was the Senior Rider, a demand-responsive service. This service operates two vehicles in the Grand Forks and East Grand Forks (EGF) areas and allows those who are 55 and older to ride. Requests for service are taken by a dispatcher and are booked in advance. The fares are $1.25 for single ride or $1 with a punch card good for 10 or 20 rides. This

service was previously operated by the GGFSCA, but for financial reasons, the City of Grand Forks took the service over in FY2000.

Mission statement of Grand Forks Cities Area Transit:
Cities Area Transit (CAT), as the public transportation provider for Grand Forks, ND, and East Grand Forks, MN, will coordinate and provide a multi-modal system of transportation resources. Cities Area Transit will promote mobility by developing, providing, maintaining and supporting the development and delivery of public transportation services. These services will be geared toward improving the quality of life for residents and increasing the economic vitality of Grand Forks and East Grand Forks.

Thomas Saddler, Grand Forks County VA representative, indicated that the vans that are used to transport veterans to VA facilities for treatment have been purchased using ND Veterans Post War Trust Funds. The Ford Motor company honors the Disabled American Veterans (DAV) by allowing them to purchases vans at a reduced price. The Veterans Administration purchased their vehicles through the DAV. When the vans arrive, they are turned over to the VA, which is responsible for operations, insurance and maintenance. VA vehicles are operated by volunteer drivers.

Diane L. Bjarnason, Pembina County Social Services (PCSS), could not attend, but did send an email explaining that agency's operations. There is a volunteer program in Pembina County called Faith in Action that provides transportation in conjunction with other services, (i.e. respite for the family providing the care). PCSS makes the referral to this agency and Faith in Action provides transportation as best it can when volunteers are available to transport clients from their homes to Grand Forks, Grafton, etc. Bjarnason explained some possible solution in the county is to have

- Alcohol and Drug outreach services offered in our counties,
- More options available for senior medical transportation, i.e. more days to travel to Grand Forks and Grafton.
- Counseling services offered in homes to reduce travel for clients

Developmental homes in Grand Forks have a unique mission. They have six vans that are used for their own clients plus their clients use the city system. They have some clients living in group homes and some in their own apartments or homes. Their goals are to assist their clients to become self sufficient. Some do and some do not based on the severity of the disability. They serve Grand Forks and surrounding area. They still have some shortages even with the usage of their six vans and the city transit system.

The Developmental Center in Grafton, which is the former state hospital for the mentally disabled, is allowed to use state vehicles for clients. Trips requiring out-of-town travel are a problem. Kathy Larson spoke at length about the effects of the lack of transportation in Grafton. These issues included hampering individuals' ability to go to work, medical appointments, evening socializing, etc.

Pam Landsem, (Walsh County Transportation) Sally Kliniske (Pembina County Transportation) and Carol Joy Brandvold (Nelson County Transportation) all talked about their local services, the clients they serve and the long trips they take. They all struggle with the same challenge: operating as efficiently as possible with limited resources. They travel around their towns, counties and take occasional trips to larger communities like Grand Forks, Devils Lake, and Grafton.

Randy Sornson, Options Resource Center, explained that their clients learn how to use the transit system through a training program offered by Options. This applies to both the fixed-route system and the paratransit systems.

Local Transportation Survey

The attendees agreed additional work needed to be done in all area of coordination. Two areas with serious deficiencies involved the lack of data that would support the growth and development of a coordinated transportation system and participation in a community assessment process.

1. Is there a community framework in place that embraces efforts to coordinate transportation among the local government agencies?
   5 Needs to begin 9 Needs additional attention 3 Is in great shape

2. Is there growing interest and/or momentum to working on coordinating transportation services in the community?
   5 Needs to begin 12 Needs additional attention 1 Is in great shape

3. Is there an inventory of community transportation resources (i.e. buses, drivers, and volunteers) and programs that support and fund transportation?
   5 Needs to begin 10 Needs additional attention 2 Is in great shape

4. Are the specific transportation needs of various target populations well documented?
   4 Needs to begin 10 Needs additional attention 4 Is in great shape

5. Have transportation users and other stakeholders participated in community transportation assessment processes?
   5 Needs to begin 11 Needs additional attention 0 Is in great shape

6. Is clear data systematically gathered on core performance issues such as cost per trip, ridership, and on-time performance?
   4 Needs to begin 8 Needs additional attention 4 Is in great shape

7. Is there any data being collected on possible benefits of coordinated transportation?
   13 Needs to begin 4 Needs additional attention 0 Is in great shape

8. Is there any seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?

   7 Needs to begin 8 Needs additional attention 2 Is in great shape

9. Are support services coordinated to lower cost and ease management burdens for coordinated transportation? (i.e. group purchasing, Medicaid, Head Start, Meal on Wheels, Voc Rehab., employments etc)
   6 Needs to begin 8 Needs additional attention 1 Is in great shape

10. What is your vision of a coordinated transportation system in your area? (use space on back)
    The responses to question #10 include the following:

    - There should be more emphasis by agencies within the City of Grand Forks to travel train their clients onto the fixed-route bus system

- Easy access, enough to go around, cost effective

- Non duplication coordination of limited resources resulting in a model that gives people ability to get where they need to go when they want to go.

- Using fixed routes in combo with door-to-door services especially for large senior apt complexes. Relieving some stress from Senior Rider who can do transportation for those in single dwellings. Bus stops for commercial business need to be more convenient to riders. Door-to-door services in evenings, weekends that is affordable.

- We have to begin with coordination of transportation in our county by meeting with the other provider's. There are not many other providers in our county other than nursing homes, V. A. bus, & Star bus on Highway 2. With more advertising and outreach we could pick up riders from Northwood, Larimore, Thompson to Grand Forks, & other towns on the way to Fargo & smaller towns to Devils Lake. When we're in the towns we could possibly take G. F., Fargo, & Fargo seniors around town between 11:00 a.m. and 3:30 – 4:00 p.m.

- A system accessible to multiple users that is easy to access and cost effective for consumers.

- Some of the above area I'm not directly involved with or knowledgeable about, so I've guessed in answering the questions. More public transportation is needed for all populations. Public transportation that would run from Grafton to Grand Forks in the morning and return at the end of the day would be helpful for UND students, employees, and those with medical appointments.

- The system would include a central information contact point

- To be able to provide transportation for people who need it at a reasonable cost. To be paid by the parties once it has been approved.

- That transportation would be accessible and affordable to all users. Those programs were coordinated to be able to meet the needs of the community in the area of public transportation.

- A system that coordinates local county transportation resources, looks at costs, access, availability, etc. Weekends and nights for employment are generally not cost effective. Rides cost people with disabilities more than they earn. Can there be a more integrated ridership versus using special buses.

Coordinated Transportation Evaluation

Results of the meeting evaluation survey are presented below. Most agreed that more coordination would greatly benefit their community. They expressed a willingness to play an active role in advancing coordination in their area. The majority also said they have clients that miss appointments because of transportation related problems. There were a variety of reasons given for this in the comments section.

1. Was this a valuable meeting for you?
   1 Fair **11 Average** **7 Excellent**

2. What was the most important idea or concept that you picked up here that will benefit your agency or organization?

   - ✓ Learning what other agencies have to offer
   - ✓ Possibility to contract w/ private bus for our busy time
   - ✓ Other transportation available to my clients
   - ✓ Beneficial to hear what is going on locally
   - ✓ That many resources are available
   - ✓ Learning more about what other agencies offer – thinking of how we can coordinate better together
   - ✓ People need rides
   - ✓ Awareness of resources
   - ✓ Good to hear what is available that we might be able to use
   - ✓ Communicate effectively what you have to offer
   - ✓ Finding out what is available currently
   - ✓ Get to know other services

3. Do you think coordinating transportation services in your community is a worth while endeavor?
   0 Fair **4 Average** **15 Excellent**

4. Has your vision of what a coordinated transportation system would look like changed from before the meeting? **6 Yes** **7 No**
   If yes please explain

   - ✓ I think there is a lot of equipment that is not being utilized fully and a lot of unmet needs
   - ✓ Had no concept beforehand, but it appears there would be areas of benefit
   - ✓ Not working with people that are in demand of a ride
   - ✓ Good ideas given, yet many restrictions
   - ✓ Should follow through
   - ✓ I'd like to see the Dev. Center Vans made available to others in the community

5. Would you be willing to play and active role in advancing coordinated transportation services in your area? **13 Yes** **2 No**

6. Do you know how many dollars your organization spends on transportation each year?
   8 Yes **8 No** **1 Unknown**

7. If Yes, what is that figure?

- ✓ $1.8 mil
- ✓ $70,000
- ✓ $0 right now, but I see that changing
- ✓ $40,000
- ✓ $none
- ✓ $50,000

8. Do you have clients who have missed appointments due to a lack of transportation?

13 Yes **4 No**

If YES please explain.

- ✓ Not always running in rural communities when needed
- ✓ Routes in rural areas hardly any or limited transportation. GF/EGF – high capacity or dial-a-ride not all fixed route accessible
- ✓ Doctors don't work on days bus goes to GF
- ✓ Senior Rides full and our out-reach workers unable to accommodate
- ✓ Appointments are too early in the day
- ✓ Need to expand our Senior Rider service
- ✓ Mostly due to personal vehicle malfunction
- ✓ Due to MA changes persons who are sick and need to go to doctor same day can not
- ✓ Present transport doesn't meet all needs out there

Minutes
Region 5 (Metro) Coordination Transportation Meeting
Fargo Metro COG, Fargo, ND
February 19, 2004

A transportation coordination meeting was held for the Fargo Metropolitan area at the Fargo Metropolitan Council of Governments (Metro COG) meeting room in Fargo Thursday, Feb. 19, 2004, from 9:30 a.m. until noon. Seventeen agencies and/or companies were invited to send representatives. Attendees included:

- Bethany Homes, **Neal Larson**
- Fargo Metropolitan Area Transit, **Julie Bommelman**
- Fargo Senior Commission, **Paul Grindeland**
- F-M Ambulance Service and Ready Wheels, **John Breiland**
- Handiwheels Transportation Inc., **Alan Peterson**
- Head Start SENDCAA, **Alice Rickford**
- Job Service North Dakota, **Jaci Gately**
- Lucky 7 Limousine/taxi Service, **Jeff Dodds**
- Metropolitan Council of Governments, **Wade Kline**
- Valley Bus Company, **Tim McLaughlin**
- West Fargo Schools, **Brad Redmond**
- YMCA, **Lorrie Thoemke**
- SURTC, **Gary Hegland**

The agenda for the meeting was as follows:

9:30 Coffee and Rolls
9:30 Complete short survey
9:40 Introduction of Small Urban and Rural Transit Center (SURTC)
Introductions of participants
9:50 Discussion of transportation needs
10:15 Discussion of excess resources
11:00 Discuss the survey
12:00 Meeting adjourned

Gary Hegland facilitated the 2.5-hour focus group meeting. Attendees introduced themselves and gave a brief description about how they are involved in transportation. Hegland then gave a presentation on the development of coordination around the country. This presentation included handouts about coordination and the mission of ND DOT. The rest of the meeting was used for discussion about the existing resources and unmet needs of the local residents. Attendees were asked to complete a local transportation coordination survey and an evaluation at the end of the meeting.

Wade Kline then gave a brief overview of what the Council of Governments (COG) is working on related to transportation coordination in the metro area. The council is talking about hiring a full time staff person by 2005. They are working with many of the regional entities to identify their needs and look for ways to meet those needs. The council has completed a needs assessment of the area and is working on a Jobs Access Reverse Commute Project for the metro area.

Participants where asked to share information about existing resources and unmet needs. School bus usage and differences between school buses and transit coaches were the first issues discussed. It was noted that school buses are made from very different specifications than coaches. School buses must pass very rigid safety specifications and cost about $63,000.00 for a 48-passenger vehicle. Transit coach specifications are not as rigid, have a much smoother ride and cost about $300,000. School buses have many safety features including the yellow color, numerous lights, and the rigidity of the vehicle. The West Fargo School District is growing rapidly and there are times when Fargo and West Fargo school buses follow each other around the community.

Taxi services are looking for additional business and have taxis, limousines, and buses serving the area casino. The $2 college ride program is for college students wanting a ride home late in the evenings. This program has very high demand at bar closing. Jeff Dodds, of Lucky & Taxi Service, talked about students waiting up to 45 minutes for a ride. Taxis also claimed to have lost their reimbursements for medical assistance rides[30].

The Fargo Senior Commission uses five vans and a bus and is hardly keeping up with demand. They give rides to seniors 60 years and older in Fargo and West Fargo. Paul Grindeland, transit manager for Fargo Senior Commission, would like to expand services into the Moorhead area. Currently, he does not see how Fargo Senior Commission can meet the expected future demand.

The Metropolitan Area Transit (MAT) in Fargo has both fixed-route services and paratransit. American Disabilities Act (ADA) requires that systems like MAT provide services ¾ mile passed their fixed route services. It was pointed out by Julie Bommelman, MAT manager, that MAT paratransit goes beyond the ADA requirement.

There are many providers of services to the disadvantaged and those in need of travel for medical assistance. The FM Ambulance Services, Ready Wheels, Care-A-Van, Handiwheels, MAT Paratransit, Medi Vans, the taxi services all provide rides for individuals who are handicapped, need medical-assistance-type rides, or are disadvantaged. One of the biggest issues is educating the residents of the Fargo area on all the services that are available, related costs, and eligibility requirements.

Some of the nursing homes have their own vehicles which they use to provide transportation to their clients/residents. The nursing homes pay for all the costs associated with the use of their vehicles. Nursing home vehicles serve their clients and can be used for medical, social, and shopping trips. They run mostly when other alternatives are not available.

Other providers were also in attendance and shared their business capacity as well as their client demographics. These included Handy Wheels, which provides low-cost transportation for the disadvantaged, F-M Ambulance and Ready Wheels, a private, for profit-company that charges full fares including built-in profit.

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[30] Kay Dahl at Health and Human Services was contacted about medical ride reimbursements. There are no specific guidelines published, medical assistance looks at each individual case. General guidelines provide that the taxi should not be the primary source of travel. If there is a less expensive method available i.e. fixed route buses, family, or some other method the clients need to use that. However, if taxi is the only available ride, the client needs to call their county social services office, talk to their case worker, and get a voucher for the taxi service. This procedure has greatly reduced the number of taxi rides provided and is intended to encourage the client to use the cheapest reasonable method available

Job Service has some money available for transportation through the Job Opportunities and Basic Skills Training (JOBS) and Workforce Investment Act (WIA) programs. The JOBS program provides assistance for welfare clients to do job searches, start a job, and other things needed to prepare for work. The WIA program is for assistance in going to interviews, preparing resumes, and other activities associated with acquiring a job.

Lorrie Thoemke from Young Men's Christian Association (YMCA) expressed the YMCA's desire was to get out of the transportation business. Contributing factors include the high cost of purchasing, maintaining, housing vehicles, finding drivers etc., and all the fixed costs associated with having a small fleet of buses.

South East North Dakota Community Action Agency (SENDCAA) represented Head Start and Early Head Start. They also have a small fleet of buses. Most of their schooling is for preschoolers who attend only half days. Bus drivers are mostly full time because they pickup and deliver both the morning and afternoon students.

Local Transportation Coordination

Survey results showed most attendees thought all the coordination activities identified in the survey needed improvement. The three activities that received favorable response related to community assessments, collection of data on core performances, and collecting data supporting coordination. The three surveyed activities that received responses indicating they did not exist were related to inventory of resources, seamless payment system, and coordination of support services.

Narrative comments on coordination focused on available, seamless, low-cost transportation for all children and needy residents

1. Is there a community framework in place that embraces efforts to coordinate transportation among the local government agencies?
   1 Needs to begin 7 Needs additional attention 2 Is in great shape

2. Is there growing interest and/or momentum to working on coordinating transportation services in the community?
   0 Needs to begin 8 Needs additional attention 2 Is in great shape

3. Is there an inventory of community transportation resources (i.e. buses, drivers, and volunteers) and programs that support and fund transportation?
   0 Needs to begin 9 Needs additional attention 0 Is in gre at shape

4. Are the specific transportation needs of various target populations well documented?
   0 Needs to begin 9 Needs additional attention 1 Is in great shape

5. Have transportation users and other stakeholders participated in community transportation assessment processes?
   2 Needs to begin 6 Needs additional attention 3 Is in great shape

6. Is clear data systematically gathered on core performance issues such as cost per trip, ridership, and on-time performance?
   0 Needs to begin 8 Needs additional attention 2 Is in great shape

7. Is there any data being collected on possible benefits of coordinated transportation?
   2 Needs to begin 6 Needs additional attention 2 Is in great shape

8. Is there any seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?
   4 Needs to begin 4 Needs additional attention 0 Is in great shape

9. Are support services coordinated to lower cost and ease management burdens for coordinated transportation? (i.e. group purchasing, Medicaid, Head Start, Meal on Wheels, Voc Rehab., employments etc)
   2 Needs to begin 7 Needs additional attention 0 Is in great shape

10. What is your vision of a coordinated transportation system in your area? (use space on back)

The following are comments to question ten of the survey;

- I hope that all children would be able to have access to transportation through programs. As far as I know, there are not many options for children except for the city bus or energy saver. We, years ago, were able to use the city buses for free in instead of teaching children how to use the city bus. I really don't want to do transportation. I would rather coordinate with someone else. I would appreciate any help coordination this. Lorrie Thoemke

- My vision for coordinated transportation in the community would be to have low-cost services available to people in need with maybe a choice of services. Agencies working together collaboration of transportation supervisors.

- Quite honestly I don't know if any of this information has been gathered, but all areas seem to need attention. Coordination is important so we can identify the gaps in services and how to bridge between services providers.

- Work together to meet the needs of the users in our area

- Seamless metro wide transit systems; better coordination among services providers; better education and resources for end users.

- Central planning and oversight of larger federal programs aimed at providing transportation and human & social programs.

Coordinated Transportation Evaluation

Results of the meeting evaluation survey are presented below. Most agreed this was a valuable meeting and more coordination would greatly benefit their community. A majority indicated their vision of a coordinated transportation system has changed as a result of the meeting and that they would be willing to play an active role in advancing coordination in their area. The majority also said they have clients that miss appointments because of transportation related problems.

1. Was this a valuable meeting for you?
   0 Fair **3 Average** **7 Excellent**

2. What was the most important idea or concept that you picked up here that will benefit your agency or organization?

   - ✓ There are a lot of transportation in an area
   - ✓ There is a need to have materials available for clients that identify the various services available in FM area
   - ✓ Awareness of private sector transportation providers
   - ✓ Education of existing services
   - ✓ Getting a list of what is available
   - ✓ Collaboration – options available for some families
   - ✓ Maybe collaboration

3. Do you think coordinating transportation services in your community is a worth while endeavor?
   0 Fair **2 Average** **8 Excellent**

4. Has your vision of what a coordinated transportation system would look like changed from before the meeting? **4 Yes** **3 No** **1 undecided**
   If yes please explain

   - ✓ I had no vision prior
   - ✓ Was unaware of all the various services existing
   - ✓ It would be good if you could get this going as soon as possible
   - ✓ I think I know about services

5. Would you be willing to play and active role in advancing coordinated transportation services in your area? **8 Yes** **0 No**
   * * childcare

6. Do you know how many dollars your organization spends on transportation each year?
   6 Yes **4 No**

7. If Yes, what is that figure?

   - ✓ $125,000/year ?
   - ✓ $50,000 → planning of public/private transportation
   - ✓ unsure

8. Do you have clients who have miss appointments do to la ck of transportation?

5 Yes **2 No** **2 Unknown**

9. If Yes please explain.

- ✓ Head Start families who don't know where to go for rides or staff are not available for assistance
- ✓ Not missed, late for
- ✓ Provider was so tightly booked that they weren't able to route

COMMENTS

Some comments following the meeting

1) I think I know more about services
2) Collaboration - options available for some families
3) There is a need to have materials available for clients that identify the various services available in FM area, "I had 0 vision prior"
4) Awareness of private sector transportation services provided
5) Was unaware of all the various existing services

Minutes
Region 5 (Rural) Transportation Coordination Meeting
Royal Fork, Fargo, ND
February 10, 2004

A transportation coordination meeting was held for the rural regions in planning region 5 at the Royal Fork, Tuesday, Feb. 10, 2004, from 10 a.m. until 1 p.m. Twenty-four agencies were asked to send representatives. Attendees included:

- Steel County Social Services, Finely, **Diane Jacobson**
- Ransom County Social Services, Lisbon, **Deb Fadness**
- Ransom & Sargent County Social Services, Forman, **Wendy Jacobson**
- Richland County Social Services, Wahpeton, **Kristin Hasbargen**
- Job Service ND, Wahpeton, **Mary Hinz**
- Job Service ND, Fargo, **Jaci Gately**
- Fargo Senior Commission, Fargo, **Paul Grindeland**
- Southeast Human Service Center, Fargo, **Sandy Arends**
- Ransom & Sargent Counties Senior Services, Forman, **Jean Theilman**
- Arthur Good Samaritan Center, Arthur, **Jane Strommen**
- Fargo School District, Fargo, **Chris Pinkney**
- Lisbon School District, Lisbon, **Steven Johnson**
- Oakes School District, Oakes, **Art Conklin**
- Traill District Health Unit, Hillsboro, **Brenda Stallman**
- Southeast Senior Services, Wahpeton, **Mary Nold**
- SURTC, Penn State, PA, **Jim Miller**
- SURTC, Fargo, **Gary Hegland**

The following was the agenda for the day:

10:00 Complete short survey
10:10 Introduction of Small Urban and Rural Transit Center (SURTC)
Introductions of participants
10:30 Discussion of transportation needs
11:30 Discussion of excess resources
11:45 Noon meal
12:15 Discuss survey
1:00 Conclusion & wrap-up

Gary Hegland facilitated the 3-hour focus group meeting. Attendees introduced themselves and gave a brief description about how they are involved in transportation. Hegland then gave a presentation on the development of coordination around the country. This presentation included handouts about coordination and the mission of ND DOT. The rest of the meeting was used for discussion about the existing resources and unmet needs of the local residents. Attendees were asked to complete a local transportation coordination survey and an evaluation at the end of the meeting.

There was a lot of discussion on the needs of coordinated (improved) transportation for the rural elderly, for Temporary Assistance to Needy families (TANF) and Workforce Investment Act (WIA) clients, school bus issues, nursing homes clients, and social workers clients.

The group identified a number of problems in rural areas including not enough service for the elderly for there medical, shopping and social rides. A concern was expressed that the few getting help are the poor young who are jobless, the disadvantaged/handicapped, and the other poor who have medical needs. It was suggested that rides may need prioritizing, for example who gets rides, what trip purpose get priority etc, if the supply side of the equation isn't improved.

Some serious unmet needs are getting people to Fargo for radiology (usually 5 days a week), and dialysis (usually three days a week), assistance for the frail elderly in getting around at West Acres and just getting around Fargo after the clients arrive in town.

School buses are run inefficiently based on an old system from the 50s and 60s. Many times the 70-passenger buses come to school with less than 30 to 40 riders. However, the special education buses are full most of the time. Some school bus drivers drive for other entities during their off time from school bus driving. The transit operators and nursing homes may look to school bus drivers for assistance. The Fargo school district has different problems than do the rural school districts like Oakes and Lisbon. Fargo has a large number of kids in a small area, while the rural communities have a few kids in a large area.

The existing, publicly funded section 5311, transit systems are running to capacity for the current size of the fleet and drivers. After further examination, there appears to be more capacity through school buses and available nursing home vehicles. Most systems are experiencing a shortage of drivers. Some areas have foundations which are providing medical buses with no federal dollars involved. There seems to be a total lack of coordination between agencies providing services to clients. Job Services has money available for employment-type transportation, but is limited in total amount.

Sandy Arends, Southeast Human Services, recapped the meeting by pointing out that there are many resources available that just need to be better utilized by rural communities. She said we have enough buses, money, people, and capacity, but we need to coordinate funding, regulations, the ride itself, and find affordable insurance. One possible solution may be to hire a community coordinator to work with all agencies in the region and give assistance to scheduling, working together, identifying clumsy rules and regulations that create barriers to coordination.

(A couple days after the meeting, Brenda Stallman, Traill District Health Unit, emailed saying "It would be hard to top Sandy Arends summation as I agree whole-heartedly with her points on how so many systems are isolated due to individual sets of regulations and funding streams. One item not emphasized yesterday, perhaps, is the lack of local leadership needed to take an active interest in transportation issues. As our small rural communities lose their population, they also lose community-minded, action-oriented individuals who not only can identify rural issues, but address them.")

Paul Grindeland, indicated the Fargo Senior Commission is working on doing away with county borders in providing transit services on the way to a more regional system. He also suggested possibly inviting representatives from foundations, trusts, and other possible funding sources to a meeting, when appropriate, so transit agencies could learn about other funding opportunities.

Sandy Arends of Southeast Human Services submitted an excellent post-meeting email summary of the meeting. Her comments are attached.

Local Transportation Coordination

A summary of the responses to the coordination survey is presented below. A majority of the respondents indicated that more needs to be done regarding coordinating local services and documenting related resources and client needs. All questions generated overwhelming "needs to begin" or "needs additional attention" responses.

1. Is there a community framework in place that embraces efforts to coordinate transportation among the local government agencies?
   2 Needs to begin 11 Needs additional attention 0 Is in great shape

2. Is there growing interest and/or momentum to working on coordinating transportation services in the community?
   2 Needs to begin 11 Needs additional attention 0 Is in great shape

3. Is there an inventory of community transportation resources (i.e. buses, drivers, and volunteers) and programs that support and fund transportation?
   2 Needs to begin 10 Needs additional attention 1 Is in great shape

4. Are the specific transportation needs of various target populations well documented?
   2 Needs to begin 10 Needs additional attention 1 Is in great shape

5. Have transportation users and other stakeholders participated in community transportation assessment processes?
   7 Needs to begin 5 Needs additional attention 1 Is in great shape

6. Is clear data systematically gathered on core performance issues such as cost per trip, ridership, and on-time performance?
   5 Needs to begin 7 Needs additional attention 0 Is in great shape

7. Is there any data being collected on possible benefits of coordinated transportation?
   7 Needs to begin 5 Needs additional attention 0 Is in great shape

8. Is there any seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?
   9 Needs to begin 4 Needs additional attention 0 Is in great shape

9. Are support services coordinated to lower cost and ease management burdens for coordinated transportation? (i.e. group purchasing, Medicaid, Head Start, Meal on Wheels, Voc Rehab., employments etc)
   9 Needs to begin 4 Needs additional attention 0 Is in great shape

10. What is your vision of a coordinated transportation system in your area? (use space on back)

Here are the comments from the last question #10:

- A central telephone system that people could call with their transportation needs and also a system that could take care of emergency situations or needs. Readily available transportation. The senior citizens bus is wonderful, but scheduling is set and may not accommodate every need or age group.

- A system that is publicized in local newspapers, senior centers, churches, clinics, hospitals with days, times, costs, any requirements and escort services clearly posted and easy to read.

- Use our existing transportation system more efficiently by hiring transportation coordinator who would also enhance our system by coordinating lists of volunteers that would fill gaps and voids in our current systems.

- A system that provides for the transportation needs of all from birth to death

- Being able to have the monies to hire drivers for dialysis and emergency doctor appointments

- Needs Study – Cooperation – rides given

- To effectively communicate needs with existing agencies to generate funding or resources to meet needs and demands.

- Work should begin that would provide the transportation needs of all (0 – 110) ages in Ransom County.

- A bus system that could provide transportation in the rural area to anyone who is in need.

- A system that avoids duplication of effort and reduces the limitations place on funding streams; crosses state and local boundaries.

- Community of Care, Cass County, ND, is in its early stages of a demonstration project around health, human and spiritual needs of elderly and disabled persons. Transportation has been identified as an unmet need. A local steering committee has been formed and will meet next month to collectively address the major needs and discuss creative solutions.

- Buses, money, people, capacity we have enough
- (volunteers to take people store to store at West Acres)
- Coordination of funding streams (one focal point)
- Coordination of regulations
- Not different rules, regulations, & criteria
- Eligibility for every system
- The ride itself
- What hours is transportation available
- What days of the week are services available
    1. Is physical assistance available?
    2. How long is the route
    3. Where are people transported to? Destination
    4. What types of vehicles are available
    5. Volunteers are expensive-senior drivers
- Need insurance pool for contractors and public entities that provide public Transportation (Umbrella policy)

Coordinated Transportation Evaluation

Results of the meeting evaluation survey are presented below. Most agreed that more coordination would greatly benefit their community. A majority indicated their vision of a coordinated transportation system has changed as a result of the meeting, and they would be willing to play an active role in advancing coordination in their area. The majority also said they have clients that miss appointments because of transportation.

1. Was this a valuable meeting for you?
   0 Fair **5 Average** **9 Excellent**

2. What was the most important idea or concept that you picked up here that will benefit your agency or organization?

   - ✓ Every organization needs to work to change guidelines that restrict collaboration
   - ✓ Open communication between agency
   - ✓ Use of school buses during their downtime to use in transporting elderly, disadvantages, etc.
   - ✓ The concept of utilizing school buses to complement existing transportation systems
   - ✓ Need to look at other resources other than ones our agency accesses
   - ✓ Coordination will be crucial
   - ✓ Important to learn that other within the state want to foster coordination
   - ✓ Need to coordinate on transportation in our area
   - ✓ With all the transportation resources available – we need to do many things different
   - ✓ Medicaid – school districts
   - ✓ Coordinating services with schools
   - ✓ To try being created in coordinating with other agencies for services

3. Do you think coordinating transportation services in your community is a worth while endeavor?
   0 Fair **3 Average** **10 Excellent**

4. Has your vision of what a coordinated transportation system would look like changed from before the meeting? **7 Yes** **5 No**
   If <u>yes</u> please explain

   - ✓ Need to look beyond our own resources
   - ✓ New ideas
   - ✓ There is a willingness/desire by others to work together
   - ✓ I liked the idea of using school buses during idle times
   - ✓ Please need to act not just meet, plan & discuss
   - ✓ Some clear ideas were presented, implementation will be key
   - ✓ Working with schools
   - ✓ The idea of utilizing volunteers was discouraged due to legalities, insurances liability, etc. I still believe it has to be part of a successful transportation system in rural areas
   - ✓ Instead of just making referrals, we can work at problem solving together

5. Would you be willing to play and active role in advancing coordinated transportation services in your area? **12 Yes** **1 No**

6. Do you know how many dollars your organization spends on transportation each year?
4 Yes **5 No**

7. If Yes, what is that figure?

- ✓ $no, but could easily obtain
- ✓ $100,000+
- ✓ $400,000
- ✓ $200,000
- ✓ $none
- ✓ available from Paul Grindeland
- ✓ very little money in a very limited provision of transportation

8. Do you have clients who have missed appointments due to a lack of transportation?
8 Yes **6 No**

9. If Yes please explain.

- ✓ We make sure arrangements are made for our clients
- ✓ Especially for services in Fargo
- ✓ Fixed-route transportation doesn't work well for medical appointments all the time.
- ✓ We provide public health services and are unable to provide transportation. Not always easy to find appropriate transportation for our clients
- ✓ Med van/shopping – in use another direction. Fargo – need Oakes example
- ✓ They make the appointment then look for transportation sources, sometimes its just not there

<u>COMMENTS</u>

- It may have been due to the makeup of the group, but much of today's conversation focused on medical and aged

Sandy Arend's Comment

I thought the meeting was excellent with thoughtful discussion. I believe I shared most of my thoughts with you at the meeting but I will summarize them here for more clarity.

1. I do not believe there is a proven shortage of transportation vehicles, drivers, funding etc. with the possible exception of medi-vans. I do believe there is inefficiency, lack of a coordinated of vision, too much down time, drivers hired for inadequate salaries and hours, and a tangle of rules, regulations and funding sources that do not support cooperation between funding and service agencies.

2. I think that many of the right players were at the table. School bus and van transportation, Head Start and other preschool buses, long-term care vehicles, assisted living and basic care providers, senior and rural transportation providers, taxi service, paratransit, medi-vans, developmental disability group home vehicles, park district vehicles, county social service

vehicles, human service center vehicles, faith-based transportation services, YMCA transportation, police/sheriff/court vehicles, university transportation services, private providers and hospital and clinic transportation - many of these have additional capacity. I was very impressed by the willingness of school administrators to look at ways school buses and vans could be used by other entities. As good as the discussion was, I did not hear new problems identified - they are the same ones we have struggled with for years.

3. I agree with Jim Miller that it will take an individual dedicated to transportation coordination. This is not something that can be done by committee or task force groups. The work to be done is too extensive and requires full time attention. I believe you will move ahead more quickly if DOT funds were used to identify and hire this individual rather than spend resources on feasibility studies.

4. I have a comment on the thought that it will take "a grassroots effort" to effectively coordinate transportation. In the past, grassroots efforts were successful because communities saw a common need and pitched in to meet the need or work with legislators to pass enabling legislation. The world has changed. The complexity of policies and regulations that guide each system, the tangle of funding entities, the sheer number of transportation providers, the specialized transportation needed by some, and the exodus of many community leaders in small towns make "grassroots" efforts that worked well in the past much more difficult. The "grassroots" has identified a need—a coordinated and expanded transportation system. I believe they have already done their part in identifying the issue and providing input. The "grassroots" in many areas is not in a position to move beyond this.

5. Except in unusual cases, volunteers are just that – volunteers – terrific at helping out. I do not believe they can take the place of a hired coordinator. The coordination of transportation systems will take significant time, knowledge, networking skills and a vision. Some communities may have such a volunteer but it is a tall order. In general I believe this problem is complex enough to need a professional planner devoted to coordination on a full-time basis – the "mover and shaker" Jim talks about. I also believe it will be much cheaper in the long-run - time is money.

6. Again I believe there will only be modest and inconsistent success if the major roadblocks to coordination are not tackled in a systematic manner. Standardization of policy and safety regulations is necessary among all public transportation providers. Coordination of funding streams is important so that unknown pots of money are not scattered here and there. Coordination of administrative functions is also important so that every little pot of money does not have valuable funding diverted to administrative expenses. Addressing the needs of those who need transportation services have already indicated in numerous needs assessment documents and input hearings. Expanded hours of transportation - evenings and weekends. Shorter ride times. - Transportation that allows persons to stay in their own home as long as possible transportation to bank, church, post office, medical appointments, shopping, hair cuts, community events - Transportation for persons who are ill or may become ill during the ride - persons being transported to chemotherapy, radiation, dialysis etc. and help getting into and out of buildings. - Accessibility - availability in more locations

7. My greatest concern is that our meeting will identify issues, result in a report with recommendations and not go forward to make meaningful changes in rural and small urban transportation that impact the consumer. Is there a funding source through DOT to hire a regional coordinator to get started with the work? Even if the needs identified above were met, that would

be herculean endeavor. Maybe we should try to meet those needs before we try to identify even more needs.

Minutes
Region 6 Transportation Coordination Meeting
James River Community Center, Jamestown, ND
March 3, 2004

A transportation coordination meeting was held at the James River Community Center in Jamestown, Wednesday, March 3, 2004, from 9:30 a.m. until noon. Twenty-seven agencies were invited to send representatives. Attendees included:

- Central Valley Health Unit, Jamestown, **Sharon Unruh**
- Central Dakota Village, Jamestown, **Char Schmitt**
- Dietrich's Bus Service, Valley City, **Don Enger**
- Dietrich's Bus Services, Jamestown, **Jeannette Grabinger**
- Griggs County Social Services, Cooperstown, **Janice Johnson**
- Hi Acres Manor, Jamestown, **Gary Riffe**
- Jamestown City Mayor, Jamestown, **Charlie Kourajian**
- James River Community Center, Jamestown, **Carol Wright**
- Jamestown Public Schools, Jamestown, **Joe Sykora**
- Regional Aging Services Program (SCHSC), Jamestown, **Russ Sunderland**
- South Central Human Services Center (SCHSC), Jamestown, **Richard Richter**
- South Central Adult Services, Valley City, **Joan Campbell**
- Stutsman County Social Services, Jamestown, **Clarence Daniel**
- Wells/Sheridan County Aging Council, Harvey, **Garnet Lukenbach**
- SURTC, Fargo, **Gary Hegland**

The agenda for the meeting was as follows:

9:30 Complete short survey
9:40 Introduction of Small Urban and Rural Transit Center (SURTC)
Introductions of participants
9:50 Discussion of transportation needs
10:15 Discussion of excess resources
11:00 Discuss the survey
12:00 Meeting adjourned

Gary Hegland facilitated the 2.5-hour focus group meeting. Attendees introduced themselves and gave a brief description about how they are involved in transportation. Hegland then gave a presentation on the development of coordination around the country. This presentation included handouts about coordination and the mission of ND DOT. The rest of the meeting was used for discussion about the existing resources and unmet needs of the local residents. Attendees were asked to complete a local transportation coordination survey and an evaluation at the end of the meeting.

Transit coverage in Jamestown is much better than the rural areas of Stutsman and other counties in the region where demand is sporadic due to decreasing population. Many of the rural customers are farmers. As they get older and are unable to drive they are in need of transportation are forced to move to town. The few left in the country are stranded if they do not have their own vehicles.

Dakota Clinic sends a bus for medical appointments from Fargo to Jamestown with pickups in small communities on the way back to Fargo. The downside is that the clients have to spend a whole day in Fargo. These services are strictly for Dakota Clinic clients; the van is not handicap accessible. James River Transit provides demand-response in Jamestown and makes a monthly medical trip to Fargo.

In addition to James River's transit service, the two nursing homes in Jamestown operate buses for their residents. Some churches provide transportation for their members on Sundays. The county social services office supports a volunteer program for giving its clients rides.

Garnet Lukenbach, Wells/Sheridan County Aging Council (WSCAC), Harvey, said the council provides demand-response service five days a week and on Sunday morning, plus they make trips to Bismarck and Minot for $30 and $20 respectively. WSCAC has sought out and acquired private donors for financial assistance to further help subsidize the cost of the Bismarck and Minot trips.

South Central Adult Services Council (SCASC) of Valley City provides and delivers meals and demand-response transit in the six counties. This helps cover the costs of transit. However, the population is decreasing to the point that maintaining a regular fixed route around the counties is no longer feasible. There were trips with only one to four riders. This low ridership diminishes the economic feasibility of continuing the service. SCASC coordinates with Head Start to assist with noon pick up and delivery of preschool students in Valley City. There is a volunteer organization in Valley City called "Road to Recovery" which provides trips to Fargo for cancer patients. Two local businesses, Lafarge and First Community Credit Union, supply a vehicle and local volunteer do the driving. At times, local drivers use their own vehicles.

In the Jamestown area, social services use volunteers for transportation providers rather than the local transit organizations. Insurance is a concern for volunteers providing transportation. Reference was made to personal insurance is primary (PIP) meaning if a volunteer is giving a ride then the insurance on that automobile is primary for reimbursement. The agencies that use volunteers may carry a rider for additional liability insurance coverage.

In order for transit to get reimbursed from Medicaid they must be certified as "Qualified Service Providers." This is done by the North Dakota Department of Human Services. Similar financial support may also be available when there is no operating vehicle in the immediate household and a neighbor or friend provides the ride.

There is one taxi in Jamestown. It receives a $12,000 annual subsidy from the city. A vehicle was purchased through the city on a 80-20 match program for a second taxi company. However, that company lost the car due to a failure to provide the required insurance coverage. Nevertheless, taxis seem to make sense as a service in low-volume, sparsely populated areas. Per mile taxi charges get very expensive for everyday rural use.

There is a need to better coordinate medical appointments to coincide with transportation for area clients. County social services, county nurses, and the clinic need to work together to coordinate the scheduling of appointments with available transportation, both within the community and to larger neighboring communities with more advanced medical facilities.

The two nursing homes in Jamestown that have their own buses are very busy with transportation. These homes pay the cost of the vehicle, driver, and maintenance on the vehicle. If all this

money could be given to transit to provide the service it would be a great example of coordination. The homes provide rides for all activities such as shopping, recreation, medical appointments, and social visits. Service outside normal business hours would be required to meet this demand. Dietrich's, a local school bus company, indicated they may be able to provide an on-call accessible van during off hours (i.e. 6 p.m. to 8 a.m.), assuming there would be demand for such services.

The Jamestown school district is willing to discuss cooperation and coordination with local transit operations. Any change in policy needs to be approved by the school board. School buses and drivers are on very time-sensitive schedules. Nevertheless, school buses are paid for with tax dollars and need to be used as efficiently as possible. The same bus company, Dietrich's, provides services to both Jamestown and Valley City schools.

Local Transportation Coordination

The survey results showed most attendees thought all the coordination activities identified in the survey needed additional attention. The last three coordination activities queried in the survey need to get started. They include data being collected to show benefits of coordination, a seamless payment system for users, and providing services that support the growth of coordination.

1. Is there a community framework in place that embraces efforts to coordinate transportation among the local government agencies?
   2 Needs to begin 8 Needs additional attention 0 Is in great shape

2. Is there growing interest and/or momentum to working on coordinating transportation services in the community?
   4 Needs to begin 7 Needs additional attention 0 Is in great shape

3. Is there an inventory of community transportation resources (i.e. buses, drivers, and volunteers) and programs that support and fund transportation?
   4 Needs to begin 6 Needs additional attention 0 Is in great shape

4. Are the specific transportation needs of various target populations well documented?
   0 Needs to begin 8 Needs additional attention 1 Is in great shape

5. Have transportation users and other stakeholders participated in community transportation assessment processes?
   5 Needs to begin 5 Needs additional attention 0 Is in great shape

6. Is clear data systematically gathered on core performance issues such as cost per trip, ridership, and on-time performance?
   0 Needs to begin 9 Needs additional attention 0 Is in great shape

7. Is there any data being collected on possible benefits of coordinated transportation?
   5 Needs to begin 3 Needs additional attention 0 Is in great shape

8. Is there any seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?
   8 Needs to begin 2 Needs additional attention 0 Is in great shape

9. Are support services coordinated to lower cost and ease management burdens for coordinated transportation? (i.e. group purchasing, Medicaid, Head Start, Meal on Wheels, Voc Rehab., employments etc)
   8 Needs to begin 2 Needs additional attention 0 Is in great shape

10. What is your vision of a coordinated transportation system in your area? (use space on back).

- Some mechanism to share needs – a central scheduling area or location. If we are to have a true coordinated effort we need the schools, taxis, nursing homes, human services, etc. to be willing to share their needs

- One that is available 24 hrs/day at a reasonable cost

- To be able to supply transportation to surrounding small towns for medical appointments, etc.-especially those individuals with very low incomes.

- A local network of providers and users of transportation services meeting to discuss unmet needs, duplication of services, costs of providing services and coordination of efforts.

- My concern is focused on transportation for out-of-town medical appointments for nursing home residents. How could we incorporate a coordinated transportation system to meet those needs? The need is seldom, however, when it does occur it is an issue.

- One unit or place where all calls for transportation can be handled. Without a public bus system, the taxi or James River buses are the public transportation. Our clients (social services) cannot afford to pay for taxis for both way rides to work.

- Being from the rural area (largest town population under 1,200 – approx 50 mi. to the next larger town) transportation is often an issue for our social service clients and other area residents. We have a local transit going to those larger towns once a week, which doesn't always work with appointments scheduling. We may be able to coordinate services with the school and transit system. We have a limited number of medical transportation providers. One coordinator for transportation would be nice.

- In a sparsely populated area, which is typical of most of North Dakota, it is hard to provide public transportation that's available to everyone. Once a week routes to small towns would be helpful, but because of small numbers of patrons, it would have to be heavily subsidized. In towns of less than 25-30,000 public transportation routes would be hard to organize and be self sufficient. I'm sure the elderly and disabled would benefit from whatever we can come up with.

Coordinated Transportation Evaluation

Results of the meeting evaluation survey are presented below. A majority indicated their vision of a coordinated transportation system changed as a result of the meeting, and they would be willing to play an active role in advancing coordination in their area. The majority also said they have clients that miss appointments because of transportation-related problems. It was also pointed out that this meeting was a good starting point, and the dialogue should continue.

1. Was this a valuable meeting for you?
   0 Fair **6 Average** **5 Excellent**

2. What was the most important idea or concept that you picked up here that will benefit your agency or organization?

   - ✓ Learning the transportation needs of a community.
   - ✓ Maybe be able to share transportation with schools.
   - ✓ Coordinating transportation with others in our county.
   - ✓ Further communication is required.
   - ✓ Need for handicapped-accessible transportation for evenings and lack of rural public transportation.
   - ✓ Setting up a local task force.
   - ✓ Everyone is solution-focused.
   - ✓ What's available now.

3. Do you think coordinating transportation services in your community is a worth while endeavor?
   0 Fair **6 Average** **5 Excellent**

4. Has your vision of what a coordinated transportation system would look like changed from before the meeting? **7 Yes** **2 No** **1 maintained**
   If yes please explain

   - ✓ Makes you think of how to make things more efficient or providing the service.
   - ✓ Simply because I never though of it before.
   - ✓ We need to coordinate/communicate on an on-going basis.
   - ✓ There will be areas that a coordinated effort could improve.
   - ✓ I didn't realize the scope of the program.
   - ✓ This didn't really get covered – great discuss – may need another session or two.

5. Would you be willing to play and active role in advancing coordinated transportation services in your area? **9 Yes** **1 No**

6. Do you know how many dollars your organization spends on transportation each year?
   6 Yes **4 No**

7. If Yes, what is that figure?

   - ✓ $0
   - ✓ $200,000
   - ✓ not presently available ~here~

- ✓ $60,000 per year

8. Do you have clients who have missed appointments due to lack a of transportation?

6 Yes **2 No** **3 Unknown**

If Yes please explain.

- ✓ Medical on non-scheduled trips
- ✓ Cost is a major factor/schedule of transportation services.
- ✓ Out-of-town Medicare.
- ✓ Cannot arrange to get to out of town appointment.
- ✓ No one to transport on short notice.

COMMENTS

- ✓ Great starting point – needs to be continued!

Minutes
Region 7 Coordination Transportation Meeting
Bis-Man Transit Center, Bismarck, ND
March 17, 2004

A transportation coordination meeting was held at the Bismarck-Mandan Transit Center in Bismarck, Wednesday, March 17, 2004, from 9:30 a.m. until noon. Twenty-five agencies were invited to send representatives. Attendees included:

- Bismarck Public schools, Bismarck, **Cal Collins**
- Bis-Man Transit, Bismarck, **Robin Were**
- Dacotah Foundation, Bismarck, **Kay Knutson**
- Emmons County Transit, Braddock, **Carol Mock**
- Harlow Bus Sales, Bismarck, **Jason Hageness**
- James River Transit Jamestown, **Carol Wright**
- Job Service ND, Bismarck, **Michelle Jinks**
- Kidder/Emmons Senior Services, Steele, **Pat Randall**
- Mandan Golden Age Senior Center, Mandan, **Chuck Bosch**
- ND Department of Transportation, Bismarck, **Bruce Fuchs**
- ND Department of Human Services, Medicaid, Bismarck, **Kay Dahl, Marella Krien, and Ray Feist**
- Pride, Inc., Bismarck, **Shantell Meidinger**
- Sioux County Social Services, Fort Yates, **Vince Gillette**
- Support Systems, Bismarck, **Don Wald**
- United Tribes Technical College, Bismarck, **Red Koch**
- West Central Human Service Center, Bismarck, **Cherry Schmidt**
- West Central Human Service Center, Bismarck, **Eunice Meidinger**
- West River Transportation, Bismarck, **Carol Anderson**
- SURTC, Fargo, **Gary Hegland**

The agenda for the meeting was as follows:

9:30 Complete short survey
9:40 Introduction of Small Urban and Rural Transit Center (SURTC)
Introductions of participants
9:50 Discussion of transportation needs
10:15 Discussion of excess resources
11:00 Discuss the survey
12:00 Meeting adjourned

Gary Hegland facilitated the 2.5-hour focus group meeting. Attendees introduced themselves and gave a brief description about how they are involved in transportation. Hegland then gave a presentation on the development of coordination around the country. This presentation included handouts about coordination and the mission of ND DOT. The rest of the meeting was used for discussion about the existing resources and unmet needs of the local residents. Attendees were asked to complete a local transportation coordination survey and an evaluation at the end of the meeting.

Many attendees shared what their services included and some of the limitations – advance notices for paratransit, new additions on the perimeter of the city, large number of entities that have vehicles funded by tax dollars, etc. There are many services available in Bismarck, but still some needs still go unmet especially in sparsely populated rural areas. West River Transportation has buses in larger communities around the region, but 100 percent coverage is still not provided.

Bis-Man Transit provides the public transit services in Bismarck-Mandan. In addition, developmental homes, some nursing homes, and schools have vehicles for their own clients. For example, three nursing homes in Bismarck, Missouri Slope LCC, St. Vincent Care Center, and the Baptist Home, all have vehicles. Three of Bismarck's developmental disabilities facilities, Pride Inc, Enable, and Hit, have vehicles that provide rides for their clients. In addition, Harlow Bus Sales contracts to transport the school children in Bismarck-Mandan

Job Service uses grant money to contract with Bis-Man Transit to assist Jobs Opportunity and Basic Skills Training (JOBS) clients and Workforce Investment Act (WIA) recipients with employment-related trips. Michelle Jinks indicated that the problems in town are much easier to solve than transportation issues in rural communities. Bis-Man Transit is starting a fixed-route system that will be a great benefit to Bismarck and Mandan. The major problems in rural areas include the long distances and sparse populations. The demand for commuters' work transportation is more demanding than occasional rides for medical appointments.

Kay Dahl, Marella Krien, and Ray Feist explained the Medicaid program. They talked about Medicaid policy for paratransit travel reimbursements and the voucher system for taxis and individuals. They answered many question from agencies regarding specific issues.

Shantell Meidinger from Pride and Don Wald from Support Services enlightened the group concerning local facilities for the developmentally disabled. These entities work with clients both in their homes and those that are institutionalized. The first emphasis is to teach their clients to use the city transit system; the second choice is to use vehicles owned by the facilities. The facilities can charge some of the vehicle cost to the Department of Human Services and some to the individual clients. If the facility owns or manages a group home it can have one car per eight residents in a group home. Residents must be supervised in public so transportation is not a big issue as the nurse will have to be with them when they are away from the group home. Reasonable and reliable transportation is an issue. Karen Larson at the Department of Human Service is charge of that program.

Carol Anderson, West River Transportation (WRT), talked about the services that WRT offers to Grant, Mercer, McLean, Morton, Oliver, and rural Burleigh County. WRT office is in the Bis-Man Transit center in Bismarck. The buses for West River Transportation are not all stored in Bismarck; most are stored out in the counties they serve, but they come to Bismarck for services. Reimbursements for medical rides are a major share of WRT local revenue. Carol Mock from Emmons County Transit and Pat Randall from Kidder/Emmons Senior Services indicated limited finances are their biggest concern, and they strive for great efficiency in delivering services.

Local Transportation Coordination

A summary of the responses to the coordination survey is presented below. A majority of the respondents indicated that more needs to be done regarding coordinating local services and documenting related resources and client needs. All questions generated "needs to begin" or "needs additional attention" responses.

1. Is there a community framework in place that embraces efforts to coordinate transportation among the local government agencies?
   2 Needs to begin 11 Needs additional attention 0 Is in great shape

2. Is there growing interest and/or momentum to working on coordinating transportation services in the community?
   1 Needs to begin 11 Needs additional attention 1 Is in great shape

3. Is there an inventory of community transportation resources (i.e. buses, drivers, and volunteers) and programs that support and fund transportation?
   4 Needs to begin 8 Needs additional attention 0 Is in great shape

4. Are the specific transportation needs of various target populations well documented?
   0 begin 12 Needs additional attention 1 Is in great shape

5. Have transportation users and other stakeholders participated in community transportation assessment processes?
   3 Needs to begin 7 Needs additional attention 3 Is in great shape

6. Is clear data systematically gathered on core performance issues such as cost per trip, ridership, and on-time performance?
   5 Needs to begin 5 Needs additional attention 0 Is in great shape

7. Is there any data being collected on possible benefits of coordinated transportation?
   5 Needs to begin 5 Needs additional attention 1 Is in great shape

8. Is there any seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?
   7 Needs to begin 4 Needs additional attention 2 Is in great shape

9. Are support services coordinated to lower cost and ease management burdens for coordinated transportation? (i.e. group purchasing, Medicaid, Head Start, Meal on Wheels, Voc Rehab., employments etc)
   5 Needs to begin 7 Needs additional attention 1 Is in great shape

10. What is your vision of a coordinated transportation system in your area? (use space on back)

    The responses to this question included;
    - So have a well-established fixed-route system in place
    - Increase in options for folks in rural area—at times the schedules are too rigid for their purposes. (esp. medical appointments) Transportation for elderly and disabled

on the reservations SRST is very difficult both on and off the reservations. Access to services, medical specialty appointments etc. very lacking.

- To promote transportation at the most economical and convenient form

- Have a universal bus service that could be used by anyone and everyone. Uses could be daily in some area and semi-weekly in others

- As an agency we do about 90 percent of the transportation for the elderly and/or disabled. With a fixed route we will have a public system. I do see the need for a committee of all providers to meet periodically to address unmet needs.

- Daily bus service to Bismarck and in the local area as well.

- Working within the areas of counties to coordinate and develop needs on a regular basis. Also, move open minds to work through areas of doubt and individual control.

- Flexible, affordable, not just focused on specific groups to qualify, easily accessible, allows stops at daycares, and schools.

- A directory of all agencies using a transportation system. How could we work together to utilize and get the best services @ reasonable rates for our customers. Bismarck/Mandan will soon have a fixed-route system. It will be interesting to see how much of the population will utilize this system. Will it be used more by elderly, children, students, persons will certain challenges.

- To work with Bis-Man transit on routes and times of use for transporting to various areas or scheduled routes. To see if resources can be shared, i.e. handicap accessible.

- Coordinated system would be one available for all not just certain select groups. The buses coming are a start, but rural areas outside of Bismarck-Mandan have nothing except for the elderly. In certain instances people with disabilities can access the bus to come to Bismarck.

- One consolidated, professionally managed transportation program for each of the eight regions. This would include <u>all</u> transportation needs.

- Expand to Lincoln, Apple Creek, and other housing developments surrounding the Bis-Man area.

Coordinated Transportation Evaluation

Results of the meeting evaluation survey are presented below. A majority thought coordination would be helpful in their community. They also indicated their vision of a coordinated transportation system changed as a result of the meeting and that they would be willing to play an active role in advancing coordination in their area. The majority also said they have clients that miss appointments because transportation related problems.

1. Was this a valuable meeting for you?
   1 Fair **6 Average** **8 Excellent**

2. What was the most important idea or concept that you picked up here that will benefit your agency or organization?

   - ✓ Knowing that help is on way
   - ✓ There are many identities who provide transportation and how can we network more efficiently to share services
   - ✓ Rural opportunities that exist and those that are possible
   - ✓ Sharing of drivers
   - ✓ What medical Pays
   - ✓ People willing to work together – using all community services together in rural area to make cost effective
   - ✓ Coordination of sharing
   - ✓ Other coordination
   - ✓ Possibility of coordinating services to get consumers from rural areas to Bismarck, bus stops, etc.
   - ✓ The need for available cooperation amount all support agencies
   - ✓ Need to coordinate info not just services
   - ✓ Services available
   - ✓ I think that coordinating transportation services is a good idea if the word gets out – educate the public about it. It would also be easier for people to figure out what is available in the community

3. Do you think coordinating transportation services in your community is a worth while endeavor?
   0 Fair **2 Average** **13 Excellent**

4. Has your vision of what a coordinated transportation system would look like changed from before the meeting? **8 Yes** **6 No**
   If Yes please explain

   - ✓ I believed long ago
   - ✓ There are many transportation activities that we could coordinate
   - ✓ More cooperation than in past – territory barriers are becoming less
   - ✓ That it is "ok" to think that agencies as schools etc can be too!
   - ✓ I like the coordination approach to "dispatch" services.
   - ✓ Capability of pursuing availability for travel
   - ✓ Think it is a good idea, hopefully it works
   - ✓ See the need to coordinate among all agencies

5. Would you be willing to play an active role in advancing coordinated transportation services in your area? **10 Yes** **2 No** **1 possible**

6. Do you know how many dollars your organization spends on transportation each year?
8 Yes **5 No**

7. If Yes, what is that figure?

- ✓ $ can't give an amount, but Doreen from our office could
- ✓ $10,000 would be a guess
- ✓ $300,000
- ✓ $1.5 mil
- ✓ I would like to double check it
- ✓ $15,000 – 20,000
- ✓ for Title III, not available
- ✓ $1 mil +
- ✓ $1 mil
- ✓ $8,800 approximately

8. Do you have clients who have miss appointments due to a lack of transportation?
9 Yes **5 No** **1 Unknown**

9. If Yes please explain.

- ✓ Our agency provides transportation through our employer
- ✓ Rural area – work transportation very limited outside of family support
- ✓ Late clinic hours; country travel
- ✓ 24 hours limit has caused some to miss interview opportunities, job starts
- ✓ Their illness may getting in the way of clients being able to get organized in time to meet the bus, forget appointments
- ✓ Mental appointments at the Human Service Center and medical appointments because their ride with friends, relatives didn't show up.
- ✓ Arrangements did not work out at last minute, etc.
- ✓ Especially clients of WCHSC, not just elderly/disabled
- ✓ Many times the missed appointments are related to lack of willingness to work with provider
- ✓ Client failed to coordinate the appointment with transportation provider

<u>COMMENTS</u>

- Good Job Gary!!
- Have a 3 digit # instead of a 1-800 # s – easier to remember for children and elderly!

Minutes
Region 8 Coordination Transportation Meeting
KC Hall, Dickinson, ND
May 5, 2004

A transportation coordination meeting was held at the Knights of Columbus Hall in Dickinson, Wednesday, May 5, 2004, from 9:30 a.m. until noon. Twenty agencies were invited to send representatives. Attendees included:

- Badlands Human Service Center, Dickinson, **Linda Everson**
- Dickinson City Commission, **Bill Reitmeier**
- Dickinson Transportation Board, Dickinson, **Terry Wehner**
- Dunn County Council on Aging, Killdeer, **Marqaret Bandle**
- Elder Care Transportation, Dickinson, **Midge Kuntz**
- Job Service North Dakota, Dickinson, **Mary Urlacher**
- Retire Director of Elder Care, Dickinson, **Lucy Kostelecky**
- Southwest Transportation, Bowman, **Donna M. Schaff**
- Stark County Social Services, Dickinson, **Nancy Dukart**
- St. Luke's Home, Dickinson, **Lyle Brudvig**
- SURTC, Fargo, **Gary Hegland**

The agenda for the meeting was as follows:

9:30	Small Urban and Rural Transit Center (SURTC) Introductions of participants
9:50	Survey completion
10:00	Discussion of transportation needs
11:00	Discussion of excess resources
12:00	Noon meal

Gary Hegland facilitated the 2.5-hour focus group meeting. Attendees introduced themselves and gave a brief description about how they are involved in transportation. Hegland then gave a presentation on the development of coordination around the country. This presentation included handouts about coordination and the mission of ND DOT. The rest of the meeting was used for discussion about the existing resources and unmet needs of the local residents. Attendees were asked to complete a local transportation coordination survey and an evaluation at the end of the meeting.

Donna Schaff, Southwest Transportation, indicated a shortage of drivers was an issue. Southwest is very busy serving the four counties in southwest North Dakota. The only other county service in the region is Dunn County. The Dunn County Council on Aging has one bus serving the county for seniors and others.

Bill Reitmeier, Dickinson City Commission, wants an affordable and reliable transportation system for entire Region 8 in southwest North Dakota supported by a regional transportation hub, maybe in Dickinson. He further indicated that people involved in transportation in Dickinson are more concerned about cooperating than protecting their turf. Financing is always an issue; it inhibits transit's ability to meet the needs of local residents. The medical fields are becoming more specialized and that is requiring more trips to Bismarck for medical attention. The elderly

are accepting the fact that it makes more sense to ride the bus than drive themselves for these medical trips, consequently increasing demand.

Terry Wehner, Dickinson Transportation Board, indicated the Board is always willing to explore new avenues for coordinating transportation. Lyle Brudvig, St. Luke's Home, said that group coordinates with Elder Care for day time services, but they also have a vehicle for evening and week-end use. Taxi services are also use for evenings and weekends. On occasion, when Elder Care has excess demand, it can use St. Luke's vehicle to provide rides. Both indicated there may be other coordination options available that are not currently being utilized.

Vocational Rehabilitation (Voc Rehab) from Badlands Human Service Centers does not have a budget specifically for transportation; rather money is allocated on a as-needed basis. Voc Rehab reimburses for work-related travel for its clients. Changes in programs are a problem for coordination, especially when programs that have been used in the past change criteria. For example, when one agency discontinued providing transportation services, it wanted another agency to pick up the service and then all the funds previously used to provide transportation services were used elsewhere.

Some policy type questions that were explored included:

- Do we try to provide ride whenever a need is wanted or, more appropriately, when needed?
- What level of service is desired?
- Rides should be related to needs not wants.

The group decided it was difficult to answer these questions. However, there will have to be some criteria for determining the level of transportation that is the taxpayers' responsibility. With the help of school buses, the community can provide most of the rides needed, at least five days a week. Nevertheless, it remains very important to pool the community's resources.

Donna Schaff from Southwest Transportation said that agency is a dial-a-ride operating on a first-come first-served basis. Schaff said they already coordinate in the four southwest counties (Adams, Bowman, Hettinger, and Slope). Service availability is an issue - seniors do not want to wait three hours for a bus. Southwest operates five days a week and 93 percent of the time its buses are out of town. They run daily in Bowman and Hettinger. They have one14-passenger bus and two 10-passenger vans. Southwest Transportation logs about 5,000 miles per month. Schaff has agreements with medical facilities in her area where they pay half the fare for clients' rides, Southwest Transportation also has agreements in Dickinson. A ride from Bowman to Dickinson is $20. Medical rides are cheaper and structured on a zone fee. They take groups to Medora and to concerts in the area as well as The Passion Play at Spearfish, SD. Their biggest problem is getting services to outlining areas.

Reitmeier suggested coordinating transportation with housing. When clients come to Dickinson from Bowman, they may need to stay in the nursing home or hotel overnight and go back the next day. There may be benefits to the passenger such as more relaxed timing and better care from the hospital, etc. An increasing number of specialists are traveling to rural areas than has been experienced in the past. Reitmeier talked about a coordinated hub in Dickinson, Bismarck, Jamestown and Fargo. All centers could work together.

Some time was spent talking about the emergency and non-emergency medical rides. There was concern that Medicaid can now deny ambulance charges if the trip is determined to be a non-emergency. What, if any, role can a community transit system play in this situation?

Region 8 is in the middle of a coordination plan involving the possible use of school buses to help transport individuals to town from rural communities. Reitmeier and some other members of the Dickinson Transportation Board are conducting discussion meetings with other county commissioners and political leaders to identify issues and the amount of commitment that effort creates in coordinated transportation system. Reitmeier identified these issues that have been identified in Region 8.

- Lack of service in the rural areas,
- Need of getting from one community to another for work,
- Single working parents with children needing daycare,
- Child transportation in Dickinson, the school drop off is overcrowded,
- Possibilities of transporting Head Start and public transit in the same bus, and
- Central dispatch center.

Midge Kuntz of Elder Care added these issues:

- People in the rural areas have no service,
- Better wages for drivers (they are hard to find, and are trusted with very fragile lives),
- Employee-friendly environment for work, and
- College students over age 21 maybe another source for bus drivers.

Transportation is a very complicated system for the rider. In Dickinson, each agency has their own color tickets and there are specific criteria on when and how the tickets can be used with Elder Care for reimbursement purposes. A seamless single payment system would be a benefit to the elderly.

Marqaret Bandle, Dunn County Council on Aging (DCCA), said county people resist change; people want to leave things the way they are. DCCA has one bus. There are 5,000 people in county. One day a week, the bus travels a loop around the county. It also provides rides on request. DCCA makes one trip per week to Dickinson. It has not experienced any problem for appointments in Dickinson, but does have problems with medical appointments in Bismarck. The larger medical facilities seem to be less cooperative than the local ones.

Nancy Dukart, a 16 year veteran with Stark County Social Services, says there is good coordination in Stark County. Dukart is very supportive of using school buses to assist getting people in from the rural community. Medicaid keeps cutting services for financial reasons. Medicaid will not pay to family, friends, or relatives anymore. The fee structure for rides could be income-based, but not free for anyone.

Mary Urlacher from Job Service North Dakota (JSND) indicated they are client-based; they reimburse eligible clients for transportation, (i.e. getting children and senior to Dickinson for workshops, job search, and other appointments). JSND works with people in all eight counties of the Southwest region and transportation is an issue for people needing to travel across town as well as around the county. Some of their Job Opportunity and Basic Skills Training (JOBS) and Workforce Investment Act (WIA) clients get a transportation allowance, but JSND currently has a limit of $300 per year. Transporting the unemployed to training sites in rural areas of the counties for employment can be especially challenging.

Local Transportation Coordination

A summary of the responses to the coordination survey is presented below. A majority of the respondents indicated that more needs to be done regarding coordinating local services and documenting related resources and client needs. All questions generated "needs additional attention" responses.

1. Is there a community framework in place that embraces efforts to coordinate transportation among the local government agencies?
   0 Needs to begin 8 Needs additional attention 2 Is in great shape

2. Is there growing interest and/or momentum to working on coordinating transportation services in the community?
   1 Needs to begin 6 Needs additional attention 3 Is in great shape

3. Is there an inventory of community transportation resources (i.e. buses, drivers, and volunteers) and programs that support and fund transportation?
   1 Needs to begin 6 Needs additional attention 2 Is in great shape

4. Are the specific transportation needs of various target populations well documented?
   0 Needs to begin 8 Needs additional attention 2 Is in great shape

5. Have transportation users and other stakeholders participated in community transportation assessment processes?
   0 Needs to begin 8 Needs additional attention 2 Is in great shape

6. Is clear data systematically gathered on core performance issues such as cost per trip, ridership, and on-time performance?
   0 Needs to begin 7 Needs additional attention 3 Is in great shape

7. Is there any data being collected on possible benefits of coordinated transportation?
   0 Needs to begin 10 Needs additional attention 0 Is in great shape

8. Is there any seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?
   2 Needs to begin 7 Needs additional attention 0 Is in great shape

9. Are support services coordinated to lower cost and ease management burdens for coordinated transportation? (i.e. group purchasing, Medicaid, Head Start, Meal on Wheels, Voc Rehab., employments etc)
   0 Needs to begin 7 Needs additional attention 3 Is in great shape

10. What is your vision of a coordinated transportation system in your area? (use space on back)

    - Entities in our area have begun to work together for the common good, but these efforts need to continue. The transportation board has laid a great foundation for these efforts and plans to continue. My vision is that every person that needs transportation is able to get it – not for free, but at least affordable.

- The development and implementation program to enhance transportation needs for all who live in southwestern North Dakota.

- We are in the process of conducting a Region 8 transportation survey. We hope to use our resources as far as school buses, private buses, Eldercare buses etc. to increase ridership and create an affordable reliable transportation system for Dickinson and southwest North Dakota. We hope to visit each of the eight counties in the region, gather data, hold informal meetings and do a need assessment. We have formed a commission of members from the 8 counties & will work with them to map each farm stead, # of people and age. When we have completed our study we will give all information to the DOT & SURTC. We hope to build a regional transportation center with dispatching, center, machine shop, etc. to work and coordinate our transportation system in Region 8 with other regional transportation centers.

- Using existing providers to the greatest extend possible I would very much like to see enough resources and dollars, drivers, vehicles to meet all needs. Buses available to transport children to summer programs, day care, head start, and after-school programs. A means to provide transportation to our rural elderly allowing them to remain in their own homes as long as possible. I just want everything and it be done in a friendly, helpful & user friendly way. I think we all have some idea of how we want this to come about, but I feel without more funding this will be and uphill climb.

- One that centers around an area transit center and communicates outward to clients to be served and linked with existing resources, plus has wheel chart.

- It would be nice to see a bus route in the community that go to medical facility, grocery stores, malls, Wal-Mart, at affordable prices, other than a taxi service & runs on nights, weekends, holidays etc.. It would be nice to have a bus run from Bismarck area on a weekday that can be arranged for an all citizens that would utilize it.

- I feel it is something we need to start looking into. Some resistance in the area. They want things to remain under local control.

- A central place where anyone in need of transportation can call and schedule a ride to and from destination with an affordable cost for that service.

- As we are the only provider, other than school buses it is difficult to envision coordination at this time. We would have to discuss coordination with services out of our area. I for see numerous complications with this scenario at this time. Perhaps the pilot programs with Region 8 transportation committee will develop a solution.

Coordinated Transportation Evaluation

Results of the meeting evaluation survey are presented below. A majority thought this was a good meeting and coordination would be helpful in their community. They also indicated their vision of a coordinated transportation system changed as a result of the meeting and that they would be willing to play an active role in advancing coordination in their area. Only a few respondents indicated they have clients missing appointments because of transportation.

1. Was this a valuable meeting for you?
   0 Fair **2 Average** **8 Excellent**

2. What was the most important idea or concept that you picked up here that will benefit your agency or organization?

   - ✓ Idea of coordination of services and all the ideas people brought up.
   - ✓ That everyone is aware of the needs.
   - ✓ No particular idea – it was just very useful to share info and ideas.
   - ✓ A regional transportation system with a regional transportation center.
   - ✓ Wonderful ideas that cam from non-transportation providers as well.
   - ✓ Centralized Transportation Coordination System.
   - ✓ We have to learn to accept change.
   - ✓ Coordination between agencies is necessary.
   - ✓ Combining resources toward provision of transportation for all, benefits all.
   - ✓ Coordinate resources.

3. Do you think coordinating transportation services in your community is a worth while endeavor?
   0 Fair **1 Average** **9 Excellent**
   * because we are already coordinated within our community

4. Has your vision of what a coordinated transportation system would look like changed from before the meeting? **6 Yes** **4 No**
   If Yes please explain

   - ✓ Really enjoyed listening to "ideas."
   - ✓ Just brokered – basic concept has remained about same.
   - ✓ It's a matter of having a central contact point and people working together.
   - ✓ What other problems are out there – what can be done to solve these problems.
   - ✓ Regional Center concept is interesting. Also, learned more about coordination between agencies other than just transportation.

5. Would you be willing to play and active role in advancing coordinated transportation services in your area? **10 Yes** **0 No**

6. Do you know how many dollars your organization spends on transportation each year?
   4 Yes **5 No**
   * not organizations affiliated at present was well aware when worked?

7. If Yes, what is that figure?

- ✓ $100,000 approx
- ✓ not in my head
- ✓ $10,000
- ✓ 100% of transportation budget

8. Do you have clients who have missed appointments due to a lack of transportation?

3 Yes **3 No** **3 Unknown**

If Yes please explain.

- ✓ High prices for taxi cab tickets
- ✓ It's not often we turn someone down, but we only have so many resources – in drivers and vehicles
- ✓ I've had individuals who felt they couldn't afford available transportation due to very limited funds.

COMMENTS

- Some questions do not apply to me at present. I am very interested in any role which will result in improving transportation.

- Would've liked more info on agenda to prepare myself for sharing information.

Steering Committee Minutes
Transportation Coordination Project
Radisson Hotel, Bismarck, ND
June 30, 2004

The second transportation coordination steering committee met at the Radisson Hotel in Bismarck Wednesday, June 30, 2004, from 10 a.m. until 3 p.m. Those in attendance included:

- Bis-Man Transit, Bismarck, **Robin Were**
- City Commissioner, Dickinson, **Bill Reitmeier**
- Fargo Senior Commission, Fargo, **Paul Grindeland**
- James River Transit, Jamestown, **Carol Wright**
- Job Service North Dakota, Statewide, **Barb Serr**
- Kenmare Wheels and Meals, Kenmare, **Linda Freeman**
- ND Association of Community Facilities, Bismarck, **Jon Larson**
- North Central Planning Council, Lake Region Transportation, Devils Lake, **Jacque Senger**
- ND Center for Persons with Disabilities, Minot, **Cathy Haarstad**
- ND Center for Persons with Disabilities, Minot, **Steve Peterson**
- ND Department of Commerce, Statewide, **Jim Boyd**
- ND Department of Human Services, Statewide, **Gerry Hegstad**
- ND Department of Human Services, Statewide, **Linda Wright**
- ND Department of Public Instruction, Statewide, **Tom Decker**
- ND Department of Transportation, Statewide, **Dave Leftwich**
- ND Department of Transportation, Statewide, **Bruce Fuchs**
- ND Department of Transportation, Statewide, **David Sprynczynatyk**
- ND Medicaid, Bismarck, **Marella Krein**
- ND Senior Services Providers (NDSSP), Bismarck, **Erica Cermak**
- Vocational Rehabilitation – DSD/DHS, Statewide, **Cheryl Wescott,**
- West River Transportation, Bismarck, **Carol Anderson**
- SURTC, Fargo, **Jill Hough**
- SURTC, Fargo, **Gary Hegland**
- SURTC, Fargo, **Jon Mielke**

The agenda was as follows:

9:30 to 10:00	Coffee & Rolls
10:00 - 10:15	Introduction by Jill Hough
10:15 – 10:30	Welcome by Dave Sprynczynatyk
10:30 – 11:45	Report on focus group meetings by Gary Hegland
11:45 - 1:00	Lunch
1:00 - 2:00	Potential scenarios
2:00 - 3:00	Finding consensus

Jill Hough, director of Small Urban and Rural Transit Center, opened the meeting with introductions from those present. Following the introduction Hough introduced David Sprynczynatyk.

Mr. David Sprynczynatyk gave the opening welcome. Sprynczynatyk welcomed everyone and thanked them for coming. He first talked on the news about Greyhound abandoning service to North Dakota. He shared the day's editorial that was in the Bismarck Tribune. Greyhound has provided service to North Dakota for many years. Fargo will be the only North Dakota community to get service. Mr. Sprynczynatyk talked about the reauthorization now before Congress. North Dakota favors the Senate bill more than the House version as the house version has more earmarks for the larger-populated states and that hurts North Dakota. He also talked about transit as economic development in North Dakota. It's important to have transit available to move people around the state, especially those that are aging, disabled, and have low income. He said it was great to have a fixed-route system in Bismarck; it has been 34 years since Bismarck has enjoyed the benefits of fixed-route bus service.

Gary Hegland conducted a PowerPoint presentation on the results of the regional focus group meetings and some regional statistical profiling. Hegland also had five presenters from DOT and Human Services talk about how their individual agencies fund transportation. .

The following is a short overview presentation:
Bruce Fuchs, North Dakota Department of Transportation, talked on the grant funds that go to transit from the federal and state levels, which include the following:

- Section 5307: These are formula funds that flow directly from FTA to the three urbanized areas of Fargo, Bismarck and Grand Forks.
- Section 5309: These are earmark funds that flow through NDDOT and are based on requests from providers and approved by our congressional delegation.
- Section 5310: These are funds that flow through NDDOT but are to be used only for capital expenditures for the elderly and disabled.
- Section 5311: These are the formula funds that are administered by the DOT and are used primarily for operations by the rural transit providers.
- State Aid: These funds are collected and distributed by NDDOT according
- to a formula written into state law.

Gerry Hegstad, North Dakota Department of Human Services, presented on Title III of the Older Americans Act. The program funds an array of services which allow persons to remain in their own home. One of the services eligible for funding is transportation. Local planning regions prioritize funding.

In order to qualify to receive services under the Older Americans Act a person must be 60 years old or greater. In addition, a set fee may not be charged for the service (persons eligible must be given the opportunity to contribute voluntarily toward the cost of the service.

The Older Americans act also requires specific emphasis be placed on providing services to low income, rural, minority, limited English speaking, and Alzheimer's disease affected persons.

Cheryl Wescott, Vocational Rehabilitation (VR), explained that the purpose of VR is to provide training and employment services to eligible individuals with all types of disabilities so they can become and remain employed. VR also works with businesses to assist them in finding solutions to disability-related issues.

Vocational Rehabilitation is authorized in federal statute. Eligibility and other requirements are federally defined and roughly 80 percent of our funds are federal and require state match.

Eligibility is determined by VR Counselors located in the 8 Human Service Centers (Bismarck, Dickinson, Devils Lake, Fargo, Grand Forks, Jamestown, Minot, and Williston). To be eligible, an individual must have a physical or mental impairment that makes it difficult for them to become or remain employed and they must require VR services. Services are individualized, employment-focused and time-limited. The individual's skills, abilities, interests, needs etc. are identified, an employment goal chosen, and services selected to meet that goal. Once the person has been successfully employed for 90 days VR's involvement ends.

VR may provide or purchase many different types of services, including transportation, based on the individual situation. If transportation is an identified need, it can take the form of mileage reimbursement, gas purchase, transit tickets, taxi etc.

VR is targeting rural (farm/ranch) services to get the word out to farmers and ranchers who become injured on the job or acquire some other physical or medical condition so that they become aware of our services.

Linda Wright manages Aging Services for Department of Human Services. The department has programs and services for the elderly and people with physical disabilities. Primary programs include 1) Older Americans Act Services, 2) Services Payments for the Elderly and Disabled (SPED) program, 3) Expanded Services Payments for the Elderly and Disabled (Ex-SPED), and Medicaid Waivers for home and community-based services. One of the specific services includes case management, information & assistance, transportation and outreach.

Marella Krein, Medicaid, discussed the criteria under which Medicaid will pay for transportation for medical trips. Under certain circumstances transit, taxis are eligible to receive payment for non-emergency medical trips. If there are question regarding reimbursements of funds it is best to contact the agency and discuss with appropriate individuals.

The afternoon featured discussion on four proposals submitted by SURTC as a result of information learned in the study. The proposals were progressive in nature, starting with the easiest and least amount of change to more aggressive and significant amount of change. The four proposals are as follows:

1. Encourage greater coordination at local level.
2. Establish regional ride-matching program and brokerage via Internet-based information sharing.
3. Require that all state-funded transit providers be part of regional coordination organization for management and funding purposes.
4. Establish and fund eight state coordinators, one in each region. Use separate approaches for the four urban and four rural regions.

Brief discussion about each proposal followed the introduction of the proposals. The first proposal requires little change, the coordination, cooperation and collaboration all stay about the same. The operators are encouraged to coordinate their services with other agencies and no involvement by state government to regulate or control funding streams or operating activities. There was very little support for this proposal and was ranked last choice by most attendees.

The second scenario received more favorable response then the first one. This is essentially creating a regional system on the computer. All transit users from each region could go to one Web site and schedule rides on the most convenient bus available, and the operators would be

coordinating more rides with other transit providers in the regions. One of the first issues noted was that many of the seniors are not computer literate. Bruce Fuchs suggested a state-wide 511 phone number that deals with transportation.

The third scenario started sparking interest in the attendees. Mr. Fuchs said that is the direction DOT wants to be moving. The attendees accepted that thought almost immediately. Some said they could support number three easily, but number four was a little too controlling.

There was some concern about options three and four being too controlling and people backing away and not wanting to participate no matter how beneficial. It would require some time for people to process this change in structure. Options three does not require participation, whereas option 4 says all entities will participate and all regions would be treated the same. The regional coordinator will have some authority. It was later decided to make available was a better technique then require.

Discussion then moved in the direction of who would hire this regional coordinator and how would that position be funded. Fuchs spoke up saying there would be an elected board which would govern each region and the funding would funnel through this board for the entire region. Further discussion focused on funding as a major concern. The transit operators inquired whether exiting transit funding is sacrificed for the regional coordinator position or would an addition funding stream be attracted into the system.

At this point a decision was made to develop a fifth option that would be a combination of options three and four. The final wording for the fifth option after lengthy discussion became the following:

5. Establish and fund 8 regional coordinators. Require involvement of all publicly supported transportation services. Make available to all nonpublic transit providers. Regional coordinators hired at regional level using state guidelines. Provide for a state level board.

The wordings in this fifth option gained majority support by the end of the day. When the vote was finally taken, 14 of the 17 who voted chose number 5 as their first choice of the five options proposed that day.

SMALL URBAN & RURAL TRANSIT CENTER COORDINATION SCENARIO REFERENCES

During the second steering committee meeting attendees were asked how strongly they agreed with each of the options. The following is the results of that survey.

1= strongly disagree……..……..7=strongly agree
Percent Response (%)

1 Encourage greater coordination at local level without regional coordination

1-18 **2-35** 3-12 4-6 5-6 6-12 7-18

2 Establish regional ride-matching program and brokerage via Internet-based information sharing

1-0 2-6 **3-30** **4-30** 5-6 6-18 7-18

3 Require that all state-funded transit providers be part of regional coordination organization for management and funding purposes (including fixed route systems)

1-0 2-0 3-0 4-12 5-18 6-30 **7-41**

4 Establish and fund eight state coordinators, one in each region. Use separate approaches for the four urban and four rural regions

1-0 2-6 3-0 4-12 **5-41** 6-24 7-18

5 Establish and fund 8 regional coordinators. Require involvement of all publicly supported transportation services. Make available to all nonpublic transit providers. Regional coordinators hired at regional level using state guidelines. Provide for a state level board

1-0 2-0 3-0 4-6 5-0 6-6 **7-88**

The attendees were also asked to rank the options beginning with those which they could most easily support to those which they could not support. Option 1, 59 percent of attendees gave a ranking of 5, while 82 percent gave option 5 a ranking of 1. Option 5 has some points from both 3 and 4, and only 12 percent ranked 3 as first choice and nobody ranked four as their first choice.

	Ranking					
Options	**1**	**2**	**3**	**4**	**5**	**0**
1	0	0	6	6	**59**	24
2	0	6	12	**53**	0	30
3	12	12	**47**	6	0	18
4	0	**59**	6	0	12	24
5	**82**	0	6	0	0	12

Appendix H. Local Transportation Coordination

1. Is there a community framework in place that embraces efforts to coordinate transportation among the local government agencies?
   20 Needs to begin 71 Needs additional attention 8 Is in great shape

2. Is there growing interest and/or momentum to working on coordinating transportation services in the community?
   19 Needs to begin 74 Needs additional attention 8 Is in great shape

3. Is there an inventory of community transportation resources (i.e. buses, drivers, and volunteers) and programs that support and fund transportation?
   23 Needs to begin 67 Needs additional attention 7 Is in great shape

4. Are the specific transportation needs of various target populations well documented?
   12 Needs to begin 73 Needs additional attention 15 Is in great shape

5. Have transportation users and other stakeholders participated in community transportation assessment processes?
   31 Needs to begin 58 Needs additional attention 12 Is in great shape

6. Is clear data systematically gathered on core performance issues such as cost per trip, ridership, and on-time performance?
   20 Needs to begin 60 Needs additional attention 14 Is in great shape

7. Is there any data being collected on possible benefits of coordinated transportation?
   46 Needs to begin 46 Needs additional attention 3 Is in great shape

8. Is there any seamless payment system that supports user-friendly services and promotes customer choice of the most cost-effective service?
   47 Needs to begin 44 Needs additional attention 6 Is in great shape

9. Are support services coordinated to lower cost and ease management burdens for coordinated transportation? (i.e. group purchasing, Medicaid, Head Start, Meal on Wheels, Vocational Rehabilitation, employment rides, etc)
   33 Needs to begin 54 Needs additional attention 8 Is in great shape

10. What is your vision of a coordinated transportation system in your area? (use space on back)