



Region 7W/APO Area Local Human Service-Public Transit Coordination Plan

Planning Workshop

May 3, 2022

Welcome - Agenda

- 1. Update on RTCC and 2022 Local Coordination Plan**
- 2. Purpose of Workshop and Workshop Outcome**
- 3. Review of Strategies and Projects from 2017 Plan**
- 4. Public Participation Input**
 - 1. Human Service Transit Rider Survey**
 - 2. Transportation Resource Provider Survey**
 - 3. Upcoming Regional Focus Group Survey**
- 5. Roundtable Discussion on Transportation Needs/Strategies/Actions/Projects**
 - 1. Discussion on RTCC Phase 3 Planning Process Elements**
- 6. Next Steps**

Regional Transportation Coordination Council

Collaborating in the LCP planning process

- Serve as a resource partner
 - Help gather the information needed for the LCP planning process
 - Help identify and engage the stakeholders in the planning process

Planning Workshop Outcome

- **Planning Workshop**

- Planning workshop for stakeholders.
- The participants will then identify issues and barriers to meeting the transportation needs of individuals with disabilities, older adults, and people with low incomes.
- The workshop shall conclude with participants brainstorming potential strategies and projects that could meet these needs.
- Identify, describe, and rank the preferred project solutions to address unmet transportation needs.

Purpose for Local Coordination Plan

- Local Human Service-Public Transit Coordination Plans are updated every five years and must include the following:
 - An assessment of available services that identifies current transportation providers (public, private and nonprofit)
 - An assessment of transportation needs for individuals with disabilities, older adults and people with low incomes
 - Strategies, activities and/or projects to address the identified gaps between current services and needs, as well as opportunities to improve efficiencies in service delivery
 - Priorities for implementation based on resources (from multiple program sources), time and feasibility for implementing specific strategies and/or activities identified

Plan Required for Federal Funding Eligibility

- Federal transit law, as amended the FAST Act, requires that projects selected for funding under the Enhanced Mobility of Seniors and Individuals with Disabilities – Section 5310 Program – be **“included in a locally developed, coordinated public transit-human services transportation plan”** and that the plan be **“developed and approved through a process that included participation by seniors, individuals with disabilities, representatives of public, private, and nonprofit transportation and human services providers and other members of the public.”**
- These requirements are aimed at improving transportation services for persons with disabilities and older adults, ensuring that communities are coordinating resources provided through multiple federal programs.

Plan Elements

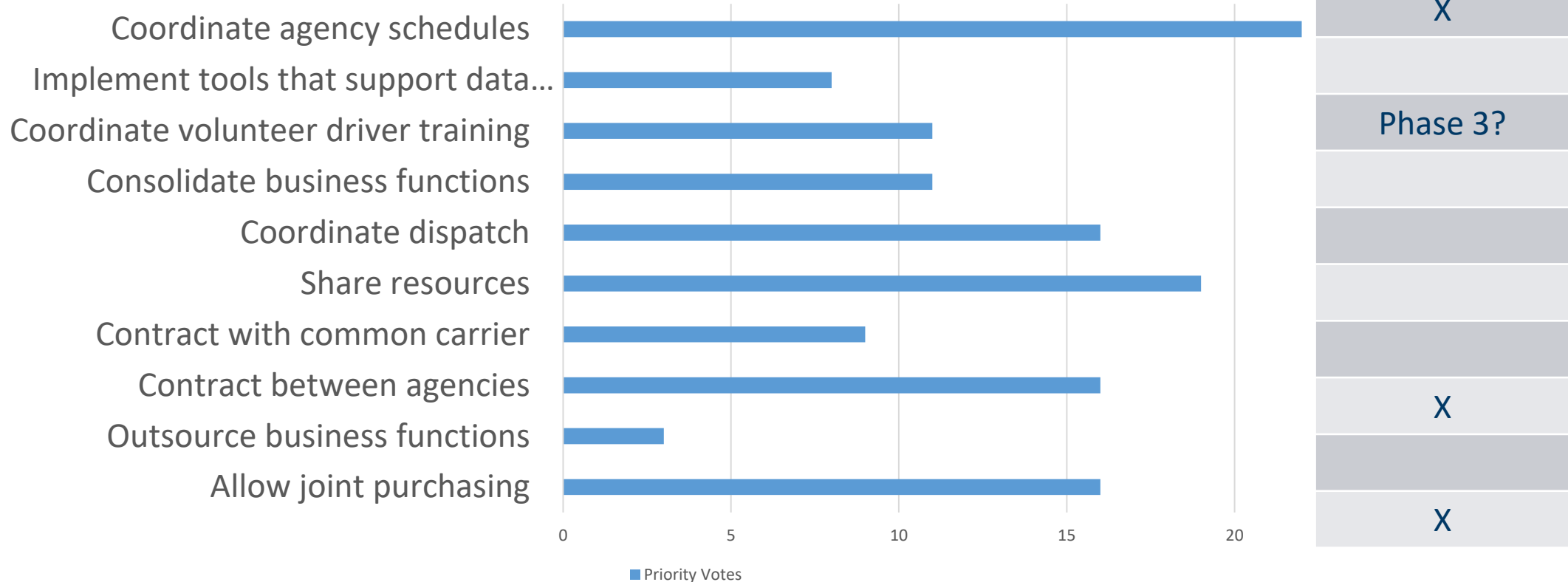
1. Demographic Data
2. Rider Survey
3. Transportation Resource Provider Questionnaire
4. Focus Groups – Survey release May 9th
5. Previous Efforts from 2017 Plan
6. Service Needs, Gaps, and Barriers Assessment
6. Transportation Service Providers
7. Major Trip Generators
8. Goals and Strategies
9. Agency Vehicle Utilization

Work Plan and Schedule

Task	Description	2021							2022						Jul	Aug
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun			
1	Stakeholder Meetings		X					X				X				
2	Steering Committee Meetings			X		X		X		X		X				
3	Previous Plan Evaluation			X												
4	Transportation Resources Questionnaire						X									
5	Human Services Client Survey						X									
6	Focus Group - Organizations											X				
7	Focus Group - Riders											X				
8	Transportation Planning Workshops										X	X				
9	Public Comment/Draft Plan Review												X	X		
10	MCOTA Draft Plan Review												X			
11	Final Plan Adoption														X	

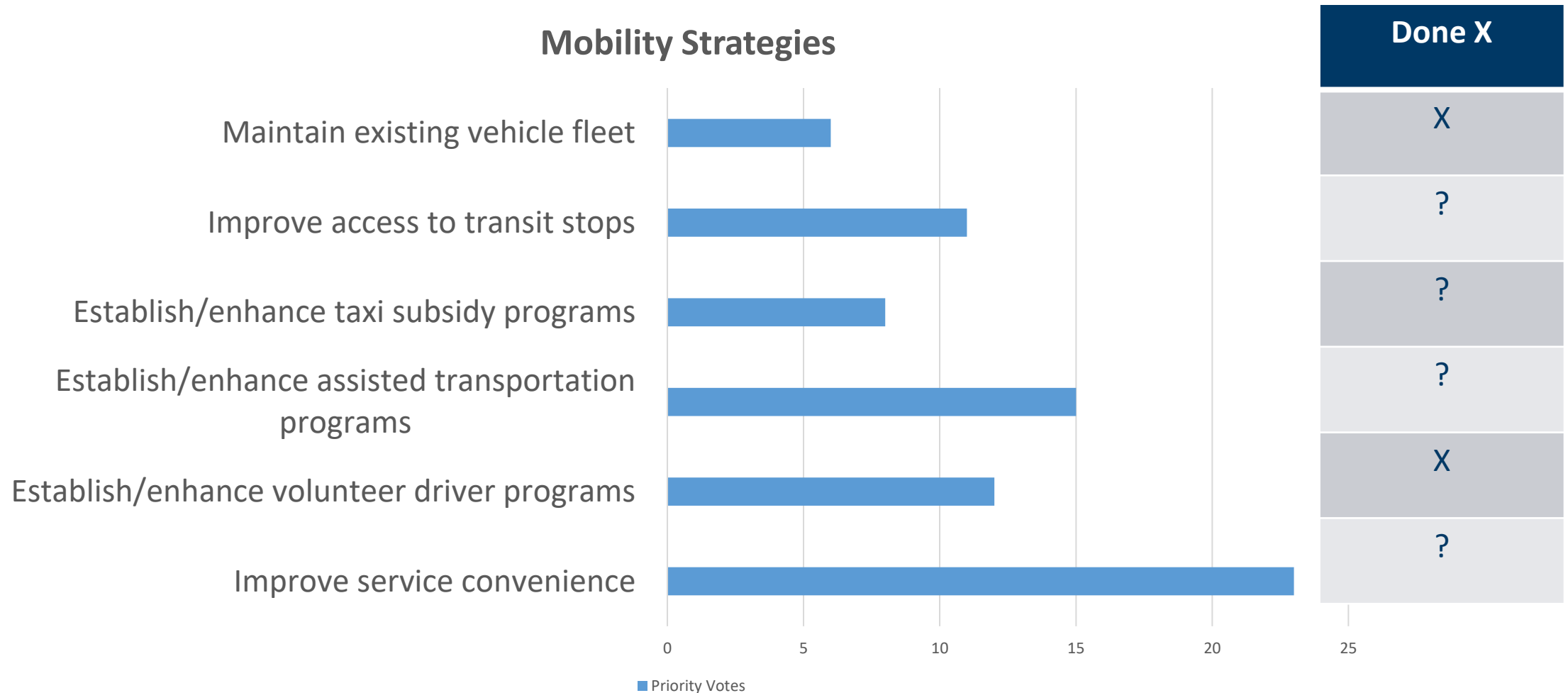
Strategies from 2017 Plan

Coordinate and Consolidate Transportation Services and Resources Strategies



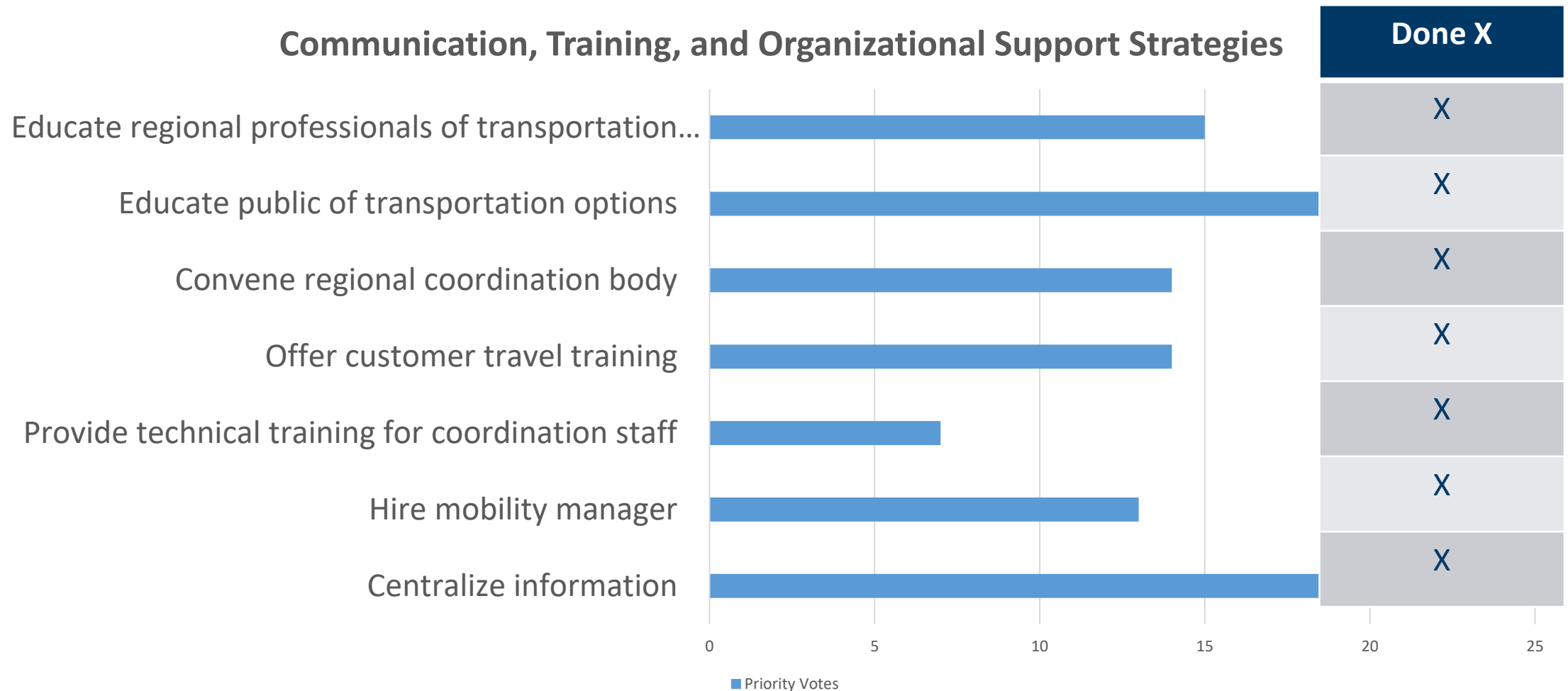
Strategies from 2017 Plan

Mobility Strategies



Strategies from 2017 Plan

Communication, Training, and Organizational Support Strategies



Projects from 2017 Plan

Communication, Training, and Organizational Support	Done X
Create a centralized database of available transportation resources	On going
Hire a mobility manager	X
Create a public awareness campaign to educate the public	X
Convene regional coordination body	X
Improve community engagement activities	X
Educate regional professionals of transportation options	X
Provide technical training for coordination staff	X
Continue/expand customer travel training programs	X
Increase availability of smart phone applications for trip planning	?

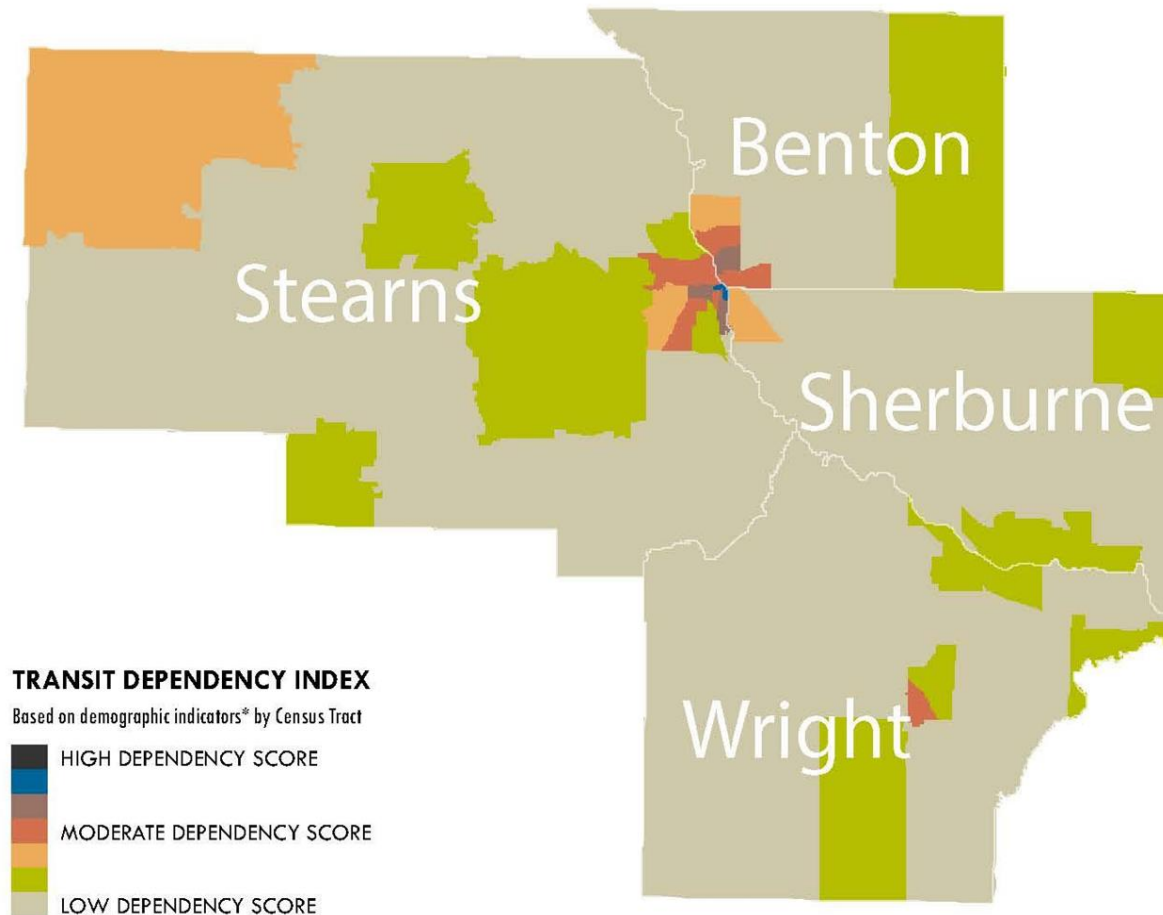
Projects from 2017 Plan

Mobility Strategies	Done X
Work with area schools/colleges to help coordinate mobility strategies and transportation services	Metro Bus
Improve job access for veterans	On going
Improve school access for children, such as the Salvation Army in St. Cloud	others are doing on-going
Improve transportation services at senior housing centers, such as the Keller Lake Commons	More work to be done
Expand services in the St. Cloud Metro outer lying area	Wright county doubled since '17
Expand weekend and holiday hours	?
Increase travel options to county seats	?
Increase service hours throughout the day	All have
Increase service hours during non-typical travel times	

Projects from 2017 Plan

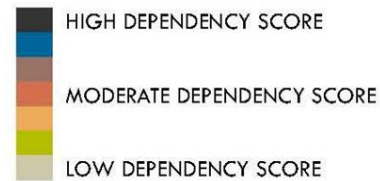
Coordinate and Consolidate Transportation Services and Resources	Done X
Contract with common carrier to permit co-mingling of capital resources	Wright Co Smart Ride Service
Contract between agencies with set base prices	
Improve private sector involvement through full participation of private enterprise participation	
Collect ride denial data from private partners	
Work with Uber, Lyft, and others to help improve fee/fare structures	RTCC find resources to subsidize rides
Coordinate volunteer driver programs/organize volunteers to provide rides	RTCC task

Transit Dependency Index 2017 Plan



TRANSIT DEPENDENCY INDEX

Based on demographic indicators* by Census Tract



*Demographic indicators include: population, jobs, zero vehicle households, poverty, disability, limited English proficiency, seniors age 65+, and youth under 18

Rider Survey

Number of Survey Participants: 395

Survey ran from December 2021 to February 2022

Summary of Responses:

*(*All percentages for the survey results are approximations as rounded to the nearest whole number)*

What Type of Transportation Service Do You Use?

- Local bus service 158 participants – 40%
- Agency van/bus 51 Participants – 13%
- Private van/bus 31- 8%
- Volunteer driver 31- 8%
- Family, friend or caregiver 34 – 9%
- Other (please specify): 89 – 23% (Own car, Northstar, Uber/Lyft, Friend, Cab, Bike, Walk)

Rider Survey Continued

Which transportation service(s) do you utilize?

Metro Bus/Metro Transit and Northstar were top answers. (Other answers included Cars, Cabs/Taxis such as Lyft and Uber, Assumption drivers, Dial-a-Ride, Groome, Family/Volunteers)

What do you primarily use the transportation service for? 268 Responses

- Work 100 – 37%
- School 7 – 3%
- Medical appointments 43 – 16%
- Shopping or errands 52 – 19%
- Social Purposes (such as visiting friends) 9 – 3%
- Something else (please specify): 57 – 21% (Wide Range of Activities: Events, Pharmacy, Adult day care, Church, Volunteer work, Hair appointments, Going out to eat, Airport)

Rider Survey Continued

How often do you use agency transportation services? (272 Responses)

- 5 – 7 days per week 65 – 24%
- 2 – 4 days per week 73 – 27%
- Once a week 47 – 17%
- Once a month or less 44 -16%
- Never 43 – 16%

For how long have you used this transportation service? (245 Responses)

- Less than 1 month 15 – 6%
- 1 month up to 1 year 35 – 14%
- 1 – 5 years 89 – 36%
- More than 5 years 106 - 43%

Demographics

What is your age? (232 Responses)

- Under 18 5 – 2%
- 18 – 24 19 – 8%
- 25 – 34 30 – 13%
- 35 – 44 51 – 22%
- 45 – 54 39 – 17%
- 55 – 64 36 – 16%
- 65 – 74 28 – 12%
- 75 or older – 22 - 9%
- Prefer not to answer 2 – Less than 1%

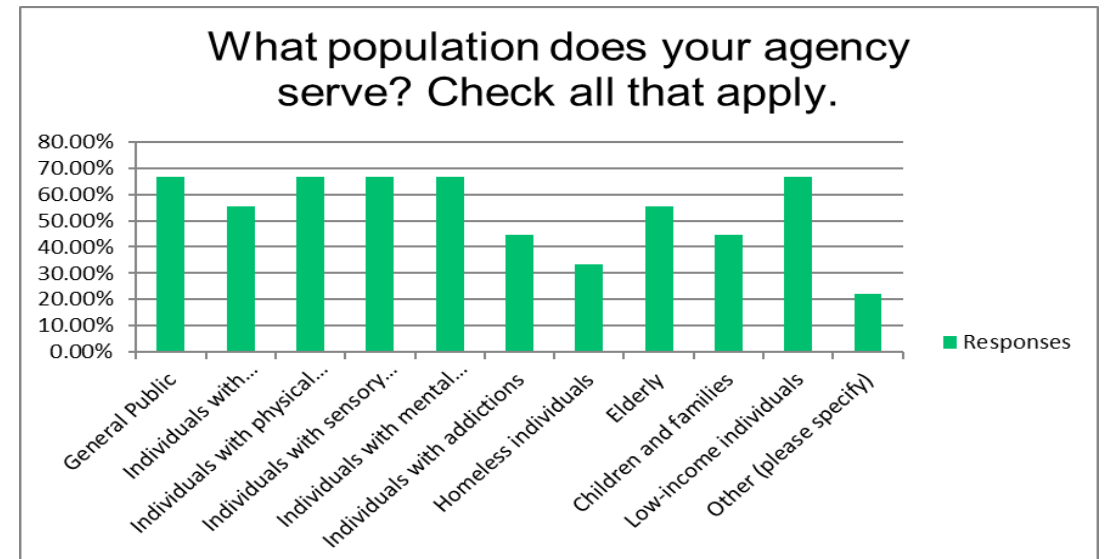
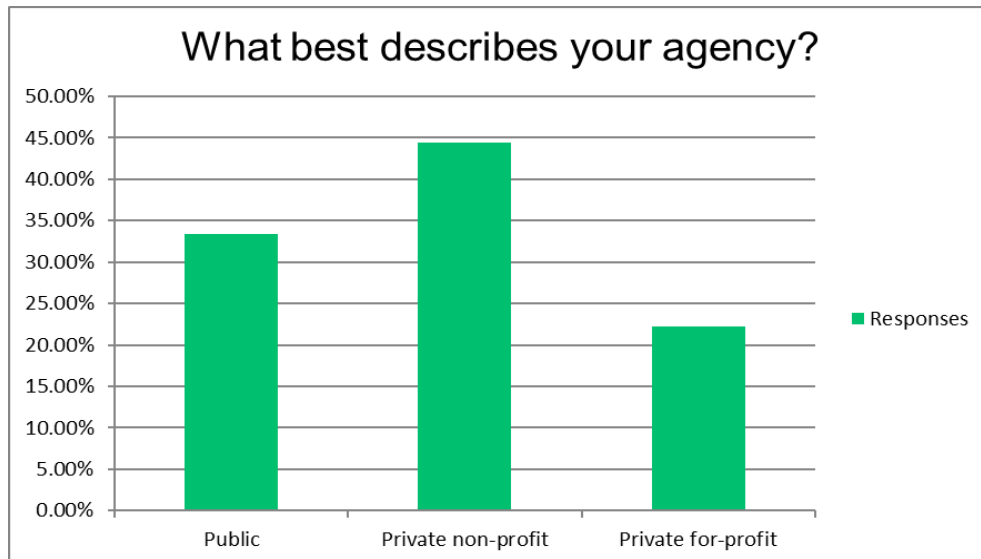
Which of the following best describes how you think of yourself? (240 Responses)

- Female 129 – 54%
- Male 101 – 42%
- Transgender 1 (Remaining 4% said either Transgender, Non-binary or Prefer not to answer)
- Non-binary: 5
- Prefer not to answer 4

Transportation Resources Survey

9 Providers: Patron Transportation, St. Cloud VA HCS, Trailblazer Transit, Executive Express, St. Cloud Metro Bus, Functional Industries, Inc., Tri-CAP Transit, Great River Faith in Action, Vocational Rehabilitation Services (VRS)/State of Minnesota Department of Employment & Economic Development

How many clients do you serve at your agency? Answers ranged from 80,000, 39,000, 1,000, 325, 250



Focus Group Survey

MnDOT Focus Groups Survey - Region 7W Transit Study

More at: <https://www.dot.state.mn.us/d3/reg>

1 **Welcome**
Region 7W Transit Plan Focus Group Survey

2 Survey
3 Priority Raking
4 Comment Map
5 Thank You!

DEMO Not recording

Welcome to the first Public Input Opportunity for our transit plan!
We want to hear from you to better understand the issues for transit needs in Region 7W in Benton, Sherburne, Stearns and Wright counties. This public input period will be open until June, 2022.

Help shape the vision for the future of this corridor by taking this survey.
If you require an accommodation to complete the survey, please call MnDOT at 1-833-400-8432 for assistance.

MnDOT, in partnership with Region 7W, is conducting a long-range transit plan in the counties of Benton, Sherburne, Stearns and Wright. This survey will collect input on current perceptions of transportation services, opportunities, short and longer-term needs, trends and challenges. Your insight will help us understand the types and levels of transportation services that will best meet the needs of the state's residents.

DEPARTMENT OF TRANSPORTATION

The map displays the Region 7W area, including cities like Sartell, Sauk Rapids, St. Cloud, St. Joseph, Waite Park, Pleasant Lake, Rockville, St. Augusta, Clearwater, Cable, Duell, and Briggs Lake. Numbered survey locations (3, 4, 5, 6, 14, 15, 16, 21) are marked with blue and yellow circles. A legend at the bottom identifies icons for Safety Issue, Traffic Issue, Rail Road C..., Bridge Conc..., and General Co... The map also shows transit routes and various map controls.

RTCC Top Five Initiatives for Phase 3

1. Expanding Services in St. Cloud Metro to outer lying area

<p>Initiative</p>	<p>The RTCC will continue to work with local public and private transportation providers to look for ways to expand upon existing services with current resources. The RTCC will work locally to promote and recruit drivers for services that fill gaps in public transportation service with options like Uber and Lyft.</p> <ul style="list-style-type: none"> • Additional vehicle sharing partnership(s) in the region • Additional drivers placed to fill gaps in region 		
<p>Task</p>	<ol style="list-style-type: none"> 1) Continue ongoing support of local transit systems & organizations 2) Assist with driver recruitment through public engagement strategies 3) Provide vehicle sharing education 	<p>Deliverable</p>	<ol style="list-style-type: none"> 1) Quarterly Meeting with area transit leaders outside of council meeting 2) Host a booth at a job fair 3) Post and share information about process & policy of sharing 4) Research and obtain list of 5310 vehicles in our region

RTCC Top Five Initiatives for Phase 3

2. Continue to Expand Customer Travel Training Program

<p>Initiative</p>	<p>The RTCC will work with local transportation providers and programs to create and promote travel training resources in our region. We will work to help new and existing riders on the ease and safety of using our transportation resources in our area.</p> <ul style="list-style-type: none"> • Coordinated creation and access to travel training resources in the region 		
<p>Task</p>	<ol style="list-style-type: none"> 1) Work with regions transit providers to provide and promote travel training resources or creation 2) Work with regions volunteer driver programs to provide and promote travel training resources or creation 3) Work with local agencies with transportation to promote best practices for rider safety 	<p>Deliverable</p>	<ol style="list-style-type: none"> 1) Post on website travel training resources for regional providers 2) Meet with existing travel training programs monthly to expand on regional level

RTCC Top Five Initiatives for Phase 3

3. Create Public Awareness Campaign for Transit in Region

<p>Initiative</p>	<p>The RTCC will work with transit providers and community partners to promote the value of having a variety of available transportation options in our regions. We will promote stories of life saving trips that provide an example of how important is to our communities to have these options.</p> <ul style="list-style-type: none"> • Build library of materials and utilize existing materials to promote public engagement with regional transportation options and resources 		
<p>Task</p>	<ol style="list-style-type: none"> 1) Engage a group of entities to develop a communication plan for transit public awareness 2) Hire marketing agency for coordination & execution of plan 3) Identify additional marketing needs of local transportation programs 4) Work with transportation agencies and volunteer driver programs to promote their stories 	<p>Deliverable</p>	<ol style="list-style-type: none"> 1) Conduct a meeting 2) Create online video clips and post 3) Post existing and new promotional materials on website 4) Be a Vendor at Senior Expo

RTCC Top Five Initiatives for Phase 3

4. Educate Regional Professionals of Transportation Options

<p>Initiative</p>	<p>The RTCC will work to educate regional professionals about the transportation options in the area to increase knowledge and awareness of their local and regional transportation options. We will prioritize organizations that work with and/or are willing to work with individuals with transportation barriers.</p> <ul style="list-style-type: none"> • Be an ongoing educating resource to professionals to promote local and regional transportation. 		
<p>Task</p>	<ol style="list-style-type: none"> 1) Continue ongoing management of resource directory 2) Participate in regional Chamber of Commerce, Government Affairs and Economic Organizations to provide information and education on transportation as an economic driver 	<p>Deliverable</p>	<ol style="list-style-type: none"> 1) Post and maintain updates to resource directory on website 2) Distribute directory by email to existing partners 3) Attend Chamber of Commerce meetings, Government Affairs and DEED meetings quarterly

RTCC Top Five Initiatives for Phase 3

5. Job Access for Veterans

<p>Initiative</p>	<p>The RTCC will work with Veteran Organizations to learn about transportation gaps for veterans seeking and maintaining employment and offer education and resources for assistance whenever possible. In addition, we will maintain a veteran committee to provide ongoing support, resources and information.</p> <ul style="list-style-type: none"> • Provide ongoing information and resources for veterans seeking and maintaining employment. 		
<p>Task</p>	<ol style="list-style-type: none"> 1) Engage local Veteran Vocational Specialists to learn gaps and assist with education and solutions where transportation is concerned 2) Ongoing committee work to investigate and implement strategies to support veteran employment 3) Connect with veteran organization to engage committee support and participation 	<p>Deliverable</p>	<ol style="list-style-type: none"> 1) Meet with and facilitate a meeting with area VA supporting agencies 2) Provide a SWOT analysis of current veteran services 3) Add 3 committee members to the veteran committee.

2022 LCP Goals and Strategies

- 1.
- 2.
- 3.
- 4.
- 5.

2022 LCP Projects

- 1.
- 2.
- 3.
- 4.
- 5.

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