

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey
Please fill out the following information:

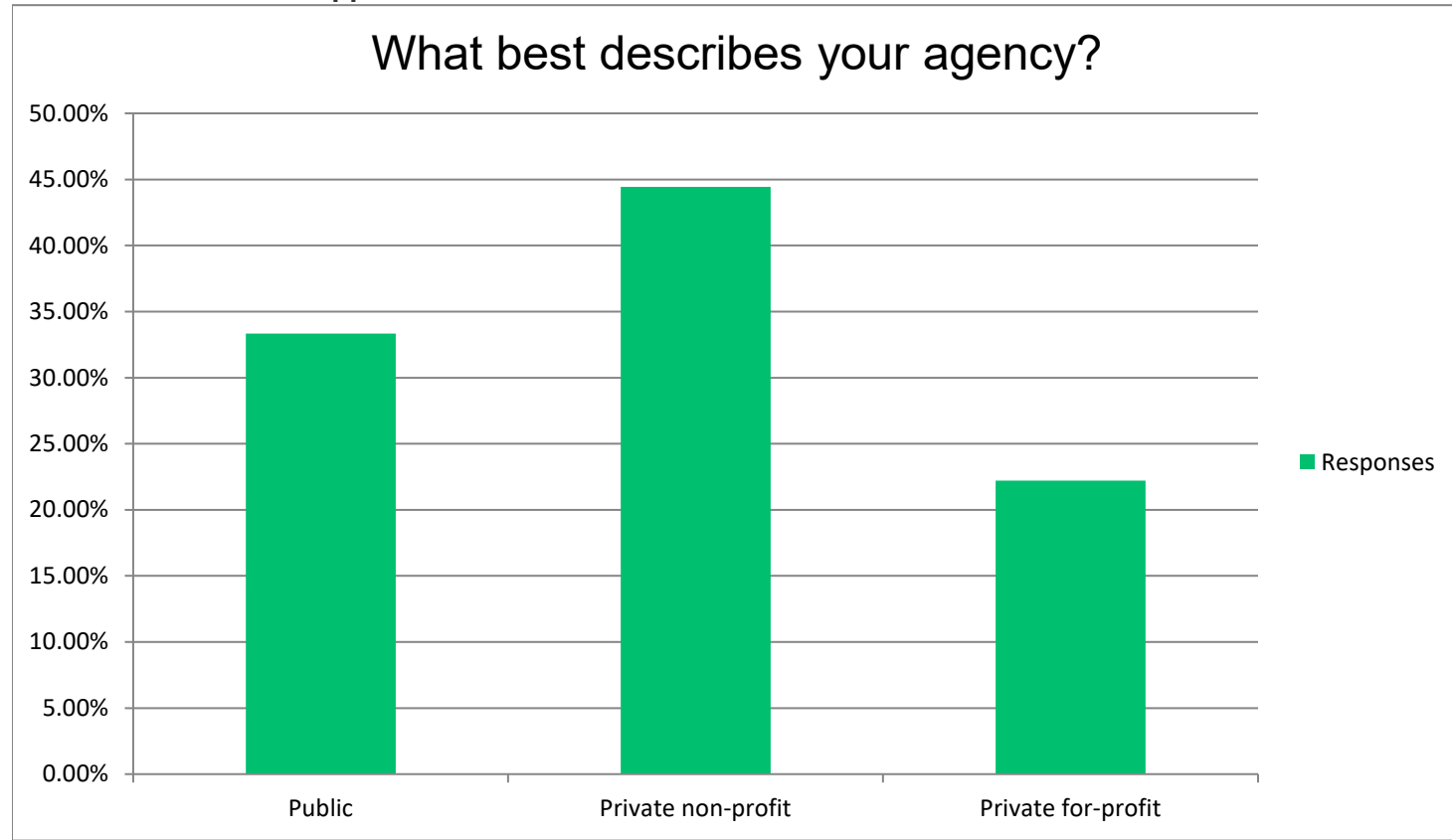
Answer Choices	Responses	
First name	100.00%	9
Last name	100.00%	9
Title	100.00%	9
Agency/ Transit System	100.00%	9
Email	88.89%	8
Phone number	100.00%	9
Address 1	100.00%	9
Address 2	44.44%	4
City	100.00%	9
Zip	100.00%	9
Website	100.00%	9

Answered 9
Skipped 0

Respondents	Response Date	First Name	Last Name	Title	Agency/ Transit System	Email	Phone Number	Address 1	Address 2	City	Zip	Website
1	Feb 11 2022 09:22 AM	Tom	Conyers	Vice President	Patron Transportation	tom.conyers@patroncompanies.com	320-345-5736	6975 Saukview Drive	100	St. Cloud	MN	www.patroncompanies.com
2	Feb 02 2022 12:07 PM	Christine	Dawson	Mobility Manager	St. Cloud VA HCS		320-252-1670	4801 Veterans Drive		Saint Cloud	56303	https://www.va.gov/st-cloud-health-care/
3	Jan 31 2022 05:21 PM	Gary	Ludwig	Executive Director	Trailblazer Transit	gludwig@trailblazertransit.com	320-864-1000	207 West 11th Street		Glencoe	55336	www.trailblazertransit.com
4	Jan 27 2022 09:56 AM	Larry	Logeman	Owner/President	Executive Express	larry@executiveexpress.biz	320-257-9780	1111 Elm Street East		St. Joseph	56374	executiveexpress.biz
5	Jan 26 2022 02:59 PM	David	Green	Chief Operations Officer	St. Cloud Metro Bus	dgreen@stcloudmtc.com	3202586885	665 Franklin Ave NE		St. Cloud	55330	www.ridemetrobus.com
6	Jan 11 2022 11:16 AM	Lisa	Parteh	Vice President of Community Engagement	Functional Industries, Inc.	lparteh@functionalindustries.org	7632335190	1803 Hwy 25 N	P.O. Box 336	Buffalo	55313	www.functionalindustries.org
7	Jan 05 2022 03:01 PM	Lori	Schultz	Executive Director	Tri-CAP Transit	lori.schultz@tricap.org	3202574478	1210 23rd Ave South	PO Box 683	Waite Park	56387	www.tricap.org
8	Dec 22 2021 03:47 PM	Jeremy	Baty	Transportation Coordinator	Great River Faith in Action	jeremyb@grfia.org	763-263-4277	13074 Edgewood Street		Becker	55398	www.grfia.org
9	Dec 16 2021 04:07 PM	John	Stang	Career Vocational Rehabilitation Counselor	Vocational Rehabilitation Services (VRS)/State of Minnesota Department of Employment & Economic Development	John.Stang@state.mn.us	320.249.0757 (State Cell)	CareerForce St Cloud	1542 Northway Drive Door 2 2-468	St Cloud	56303 -1240	https://mn.gov/deed/job-seekers/disabilities/

Transportation Resources Survey
What best describes your agency?

Answer Choices	Responses	
Public	33.33%	3
Private non-profit	44.44%	4
Private for-profit	22.22%	2
Answered		9
Skipped		0

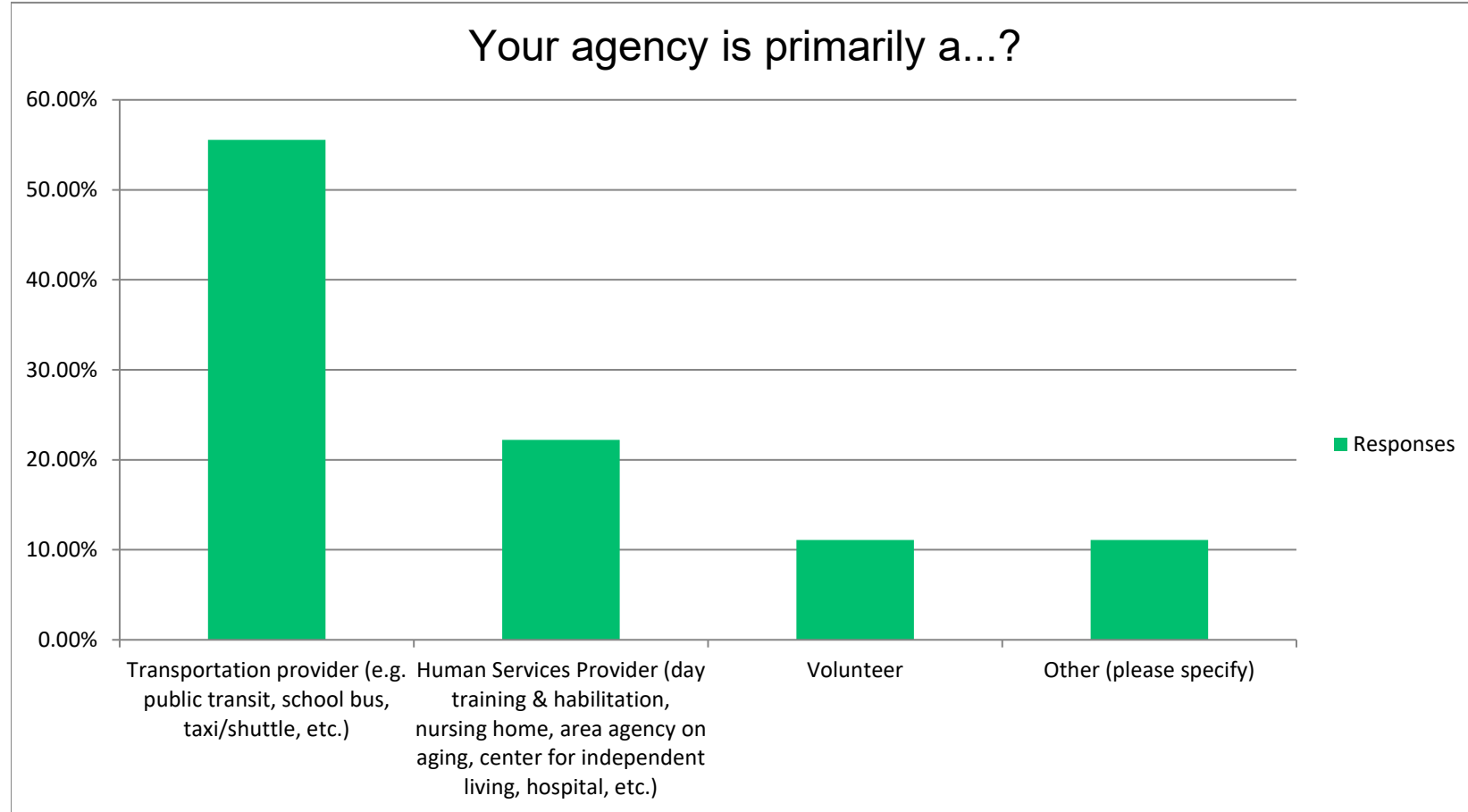


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Transportation Resources Survey

Your agency is primarily a...?

Answer Choices	Responses	
Transportation provider (e.g. public transit, school bus, taxi/shuttle, e	55.56%	5
Human Services Provider (day training & habilitation, nursing home, s	22.22%	2
Volunteer	11.11%	1
Other (please specify)	11.11%	1
	Answered	9
	Skipped	0

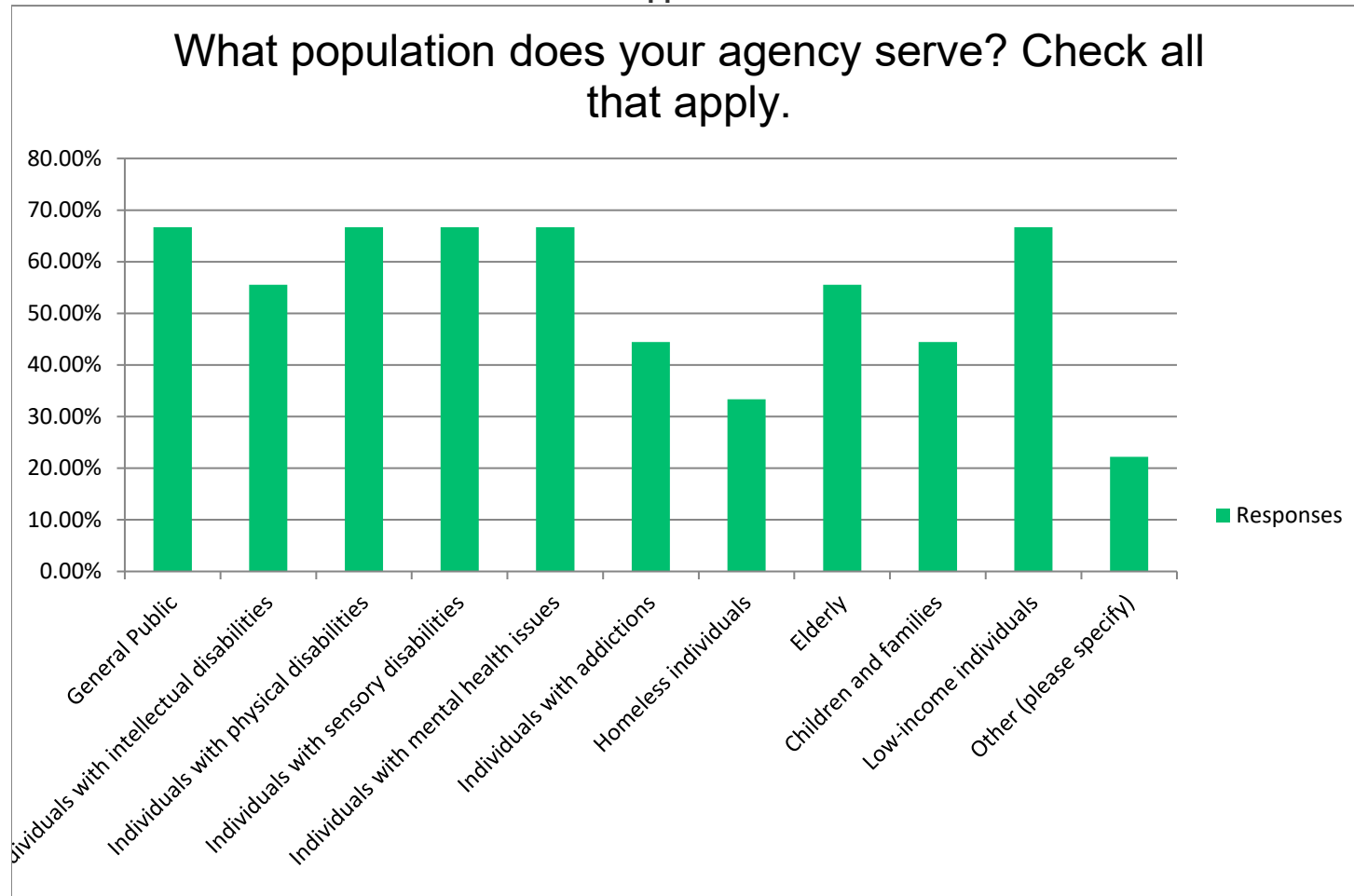


Transportation Resources Survey

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

Answer Choices	Responses	
General Public	66.67%	6
Individuals with intellectual disabilities	55.56%	5
Individuals with physical disabilities	66.67%	6
Individuals with sensory disabilities	66.67%	6
Individuals with mental health issues	66.67%	6
Individuals with addictions	44.44%	4
Homeless individuals	33.33%	3
Elderly	55.56%	5
Children and families	44.44%	4
Low-income individuals	66.67%	6
Other (please specify)	22.22%	2

Answered 9
Skipped 0



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Transportation Resources Survey

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

Answer Choices	Responses	
Monday	100.00%	8
Tuesday	100.00%	8
Wednesday	100.00%	8
Thursday	100.00%	8
Friday	100.00%	8
Saturday	50.00%	4
Sunday	50.00%	4
Answered		8
Skipped		1

Respondents	Response Date	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	Feb 11 2022 09:42 AM	6:00am- 8:00pm	6:00am- 8:00pm	6:00am- 8:00pm	6:00am- 8:00pm	6:00am- 8:00pm	6:00am- 6:00pm	N/A
2	Feb 02 2022 12:21 PM	7am-5pm	7am-5pm	7am-5pm	7am-5pm	7am-5pm		
3	Jan 31 2022 05:28 PM	6:30am to 5:30pm	6:30am to 5:30pm	6:30am to 5:30pm	6:30am to 5:30pm	6:30am to 5:30pm		
4	Jan 27 2022 10:00 AM	24 hours/day with advance reservation	24 hours/day with advance reservation	24 hours / day with advance reservation	24 hours / day with advance reservation	24 hours / day with advance reservation	24 hours / day with advance reservation	24 hours / day with advance reservation
5	Jan 26 2022 03:01 PM	Commuter Bus 3:50 AM - 8:05 PM, Fixed Route 5 AM - 10:43 PM, Paratransit - comparable to Fixed Route	Commuter Bus 3:50 AM - 8:05 PM, Fixed Route 5 AM - 10:43 PM, Paratransit - comparable to Fixed Route	Commuter Bus 3:50 AM - 8:05 PM, Fixed Route 5 AM - 10:43 PM, Paratransit - comparable to Fixed Route	Commuter Bus 3:50 AM - 8:05 PM, Fixed Route 5 AM - 10:43 PM, Paratransit - comparable to Fixed Route	Commuter Bus 3:50 AM - 8:05 PM, Fixed Route 5 AM - 10:43 PM, Paratransit - comparable to Fixed Route	Commuter Bus 9 AM - 8:55 PM, Fixed Route 7:45 AM - 7:12 PM, Paratransit-comparable to Fixed Route	Commuter Bus 8:20 AM - 6:50 PM, Fixed Route 8:45 AM - 6:12 PM, Paratransit - comparable to Fixed Route
6	Jan 11 2022 11:17 AM	7:30a-4p	7:30a-4p	7:30a-4p	7:30a-4p	7:30a-4p	7:30a-4p	7:30a-4p
7	Jan 05 2022 03:05 PM	7:30- 4:30 Sauk Center and Elk River 6 -6	7:30- 4:30 Sauk Center and Elk River 6 -6	7:30- 4:30 Sauk Center and Elk River 6 -6	7:30- 4:30 Sauk Center and Elk River 6 -6	7:30- 4:30 Sauk Center and Elk River 6 -6		
8	Dec 22 2021 04:06 PM	8:00-5:00	8:00-5:00	8:00-5:00	8:00-5:00	8:00-5:00		

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

Please list the counties, cities, towns, or townships where you PICK UP passengers.

Answered 8

Skipped 1

Respondents	Response Date	Responses
1	Feb 11 2022 09:42 AM	Stearns, Wright, Sherburne, Benton, Morrison, Meeker
2	Feb 02 2022 12:21 PM	In general within a 50 mile radius of St. Cloud
3	Jan 31 2022 05:28 PM	Sibley County, McLeod County, Wright County, Plus neighboring communities in Sherburne, Hennepin, and Scott Counties
4	Jan 27 2022 10:00 AM	all of central MN; St. Cloud area, Alexandria area, Brainerd area etc. This the norm, but we can pick up anywhere in the state
5	Jan 26 2022 03:01 PM	Stearns, Sherburne, Benton, Sauk Rapids, Waite Park, St. Cloud, Sartell, Becker, Big Lake, Elk River, Anoka, Hennepin, Ramsey, Coon Rapids, Minneapolis
6	Jan 11 2022 11:17 AM	Wright County
7	Jan 05 2022 03:05 PM	Waite Park, Sauk Rapids, Paynesville, Albany, Melrose, Sauk Centre, Big Lake, Elk River, Foley, Zimmerman, Princeton
8	Dec 22 2021 04:06 PM	Counties: Sherburne, part of Wright, and part of Mille Lacs. Cities: Albertville, Becker, Big Lake, Clearwater, Clear Lake, Elk River, Monticello, Nowthen, Orrock, Otsego, Palmer, Princeton, Rogers, Santiago, Saint Michael, Zimmerman

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

Please list the counties, cities, towns, or townships where you DROP OFF passengers (this may include the same locations listed above as locations where you pick up passengers).

Answered 8

Skipped 1

Respondents	Response Date	Responses
1	Feb 11 2022 09:42 AM	All counties in Minnesota
2	Feb 02 2022 12:21 PM	In general within a 50 mile radius of St. Cloud, Minneapolis VA
3	Jan 31 2022 05:28 PM	Sibley CountyMcLeod CountyWright CountyPlus neighboring communities in Sherburne, Hennepin, and Scott Counties
4	Jan 27 2022 10:00 AM	same as questions #6
5	Jan 26 2022 03:01 PM	Stearns, Sherburne, Benton, Sauk Rapids, Waite Park, St. Cloud, Sartell, Becker, Big Lake, Elk River, Anoka, Hennepin, Ramsey, Coon Rapids, Minneapolis
6	Jan 11 2022 11:17 AM	Wright County
7	Jan 05 2022 03:05 PM	Waite Park, Sauk Rapids, Paynesville, Albany, Melrose, Sauk Centre, Big Lake, Elk River, Foley, Zimmerman, Princeton
8	Dec 22 2021 04:06 PM	Counties: Sherburne, Wright, Hennepin, Ramsey, Stearns, Anoka, Isanti, Mille Lacs, Benton

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey
How many clients do you serve at your facility?

Answered 6

Skipped 3

Respondents	Response Date		Tags
1	Feb 02 2022 12:21 PM	39000	
2	Jan 31 2022 05:28 PM	0	
3	Jan 27 2022 10:00 AM	1000	
4	Jan 11 2022 11:17 AM	250	
5	Jan 05 2022 03:05 PM	80000	
6	Dec 22 2021 04:06 PM	325	

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

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

Answer Choices	Responses	
Name of Program	100.00%	4
Number of Participants	100.00%	4
Number of Events per Week	75.00%	3
Percent of Participants who Attended on an Average Day	75.00%	3
Percent of Participants who are Transit Dependent or Likely to use Transit	100.00%	4
Number of Weeks Program is Offered per Year	100.00%	4
	Answered	4
	Skipped	5

Respondents	Response Date	Name of Program	Number of Participants	Number of Events per Week	Percent of Participants who Attended on an Average Day	Percent of Participants who are Transit Dependent or Likely to use Transit	Number of Weeks Program is Offered per Year
1	Jan 26 2022 03:02 PM	Community Outreach/ Mobility Management	3500	10	13	90	52
2	Jan 11 2022 11:21 AM	DREAM	100	4-5	70	100	52
3	Jan 05 2022 03:07 PM	Volunteer Driver	250	100	25%	100	52
4	Dec 22 2021 04:11 PM	We Care Team & Furniture for Families	325			50%	52

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

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

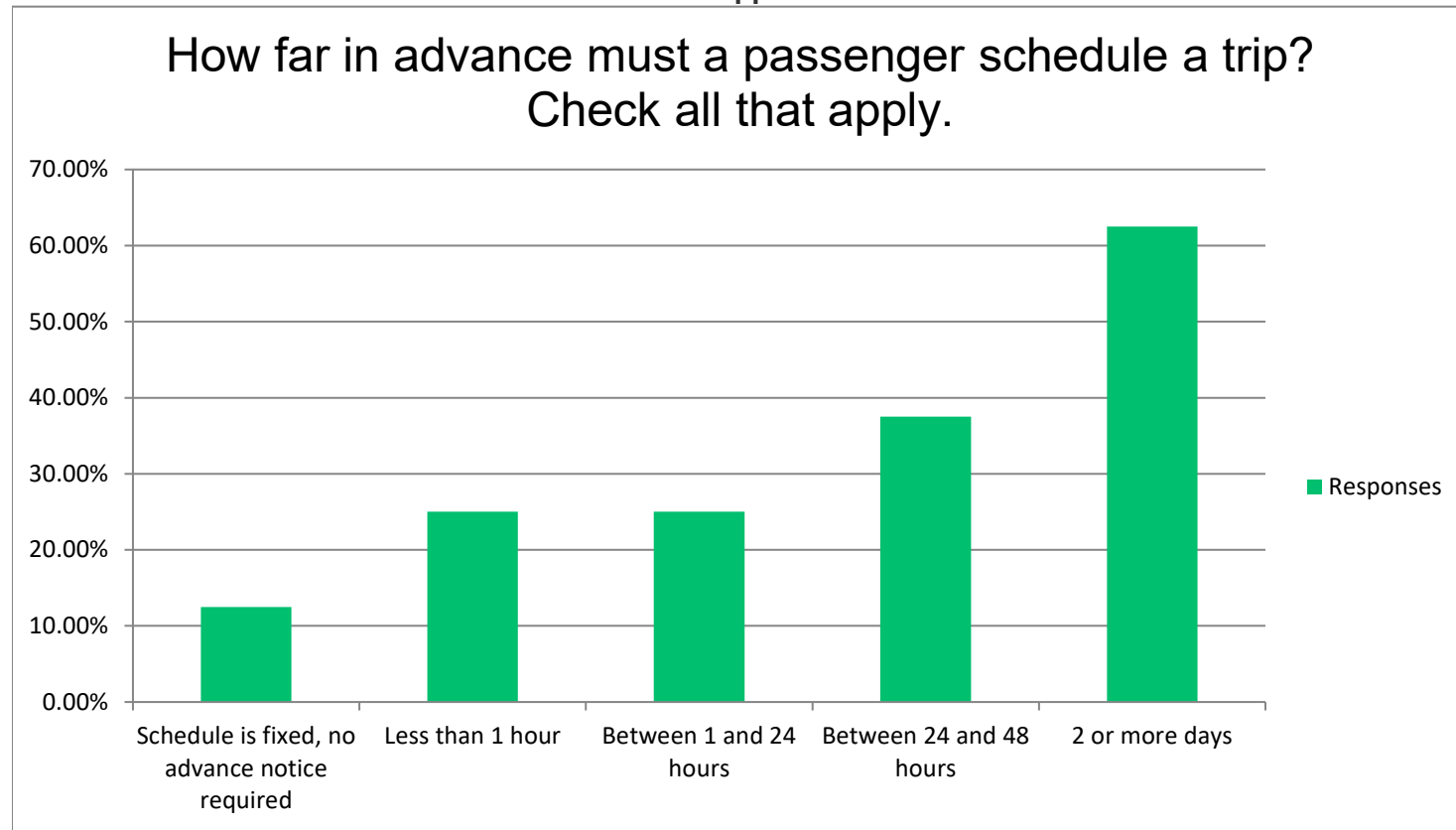
Answer Choices	Responses	
Fare for a single ride	100.00%	6
	Answered	6
	Skipped	3

Respondents	Response Date	Fare for a single ride
1	Jan 31 2022 05:52 PM	\$2.00
2	Jan 27 2022 10:03 AM	\$199.00 St Cloud to Minneapolis
3	Jan 26 2022 03:02 PM	\$1.25 - Fixed Route, \$2.50 - ConneX and Paratransit, \$1-\$5.50 Commuter Bus
4	Jan 11 2022 11:21 AM	\$17.50
5	Jan 05 2022 03:07 PM	\$1.25
6	Dec 22 2021 04:11 PM	\$0.00

Transportation Resources Survey

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

Answer Choices	Responses	
Schedule is fixed, no advance notice required	12.50%	1
Less than 1 hour	25.00%	2
Between 1 and 24 hours	25.00%	2
Between 24 and 48 hours	37.50%	3
2 or more days	62.50%	5
Answered		8
Skipped		1



Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

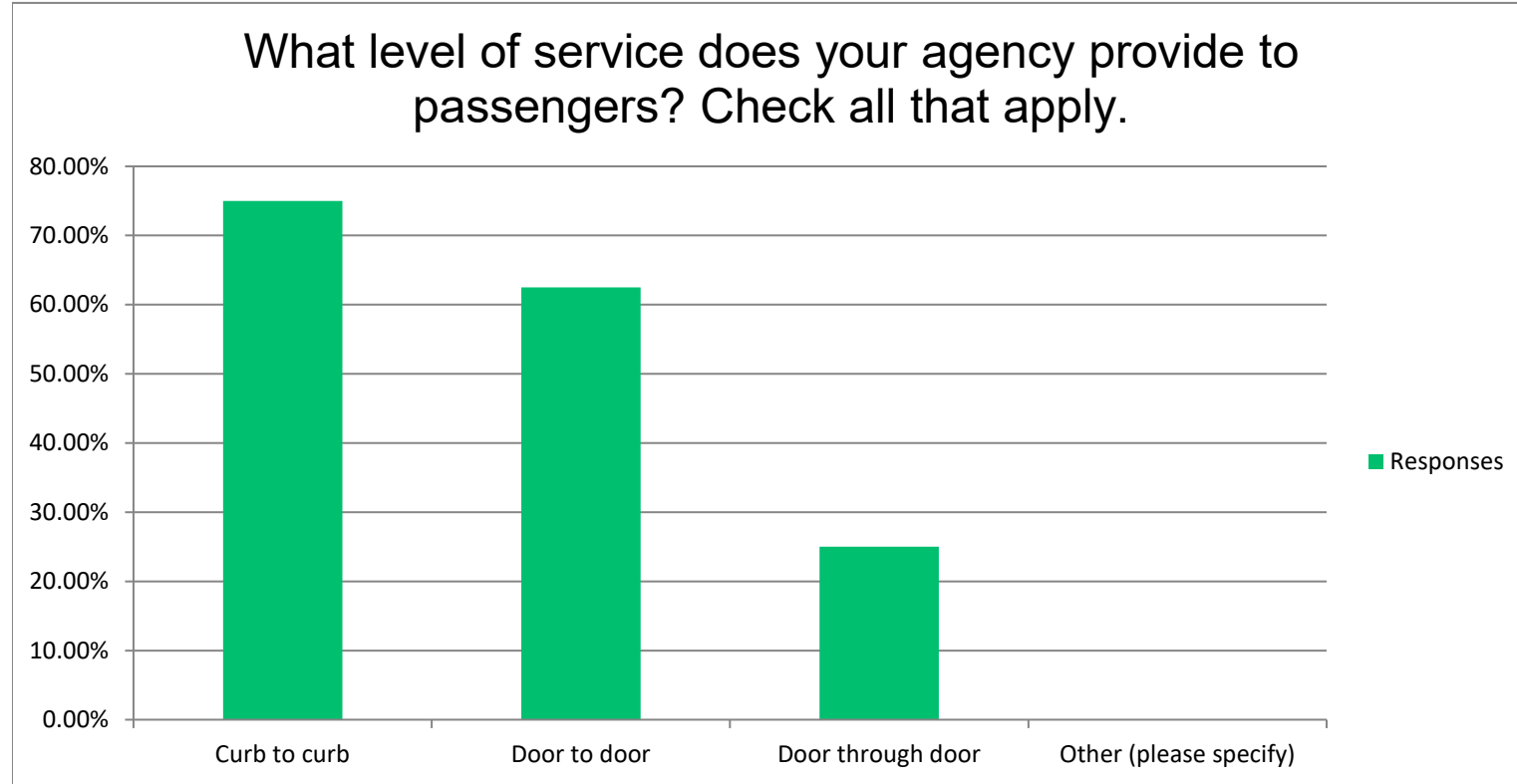
How are your trips scheduled?	
Answered	7
Skipped	2

Respondents	Response Date	Responses	Tags
1	Feb 11 2022 09:49 AM	phone or email	
2	Feb 02 2022 12:25 PM	Phone	
3	Jan 31 2022 05:52 PM	I don't understand the question.	
4	Jan 27 2022 10:03 AM	Any time of day with advance reservation	
5	Jan 11 2022 11:21 AM	Rides are scheduled through FII's Transportation Coordinator	
6	Jan 05 2022 03:07 PM	through a central dispatch center - riders call in and schedule ride	
7	Dec 22 2021 04:11 PM	Phone call.	

Transportation Resources Survey

What level of service does your agency provide to passengers? Check all that apply.

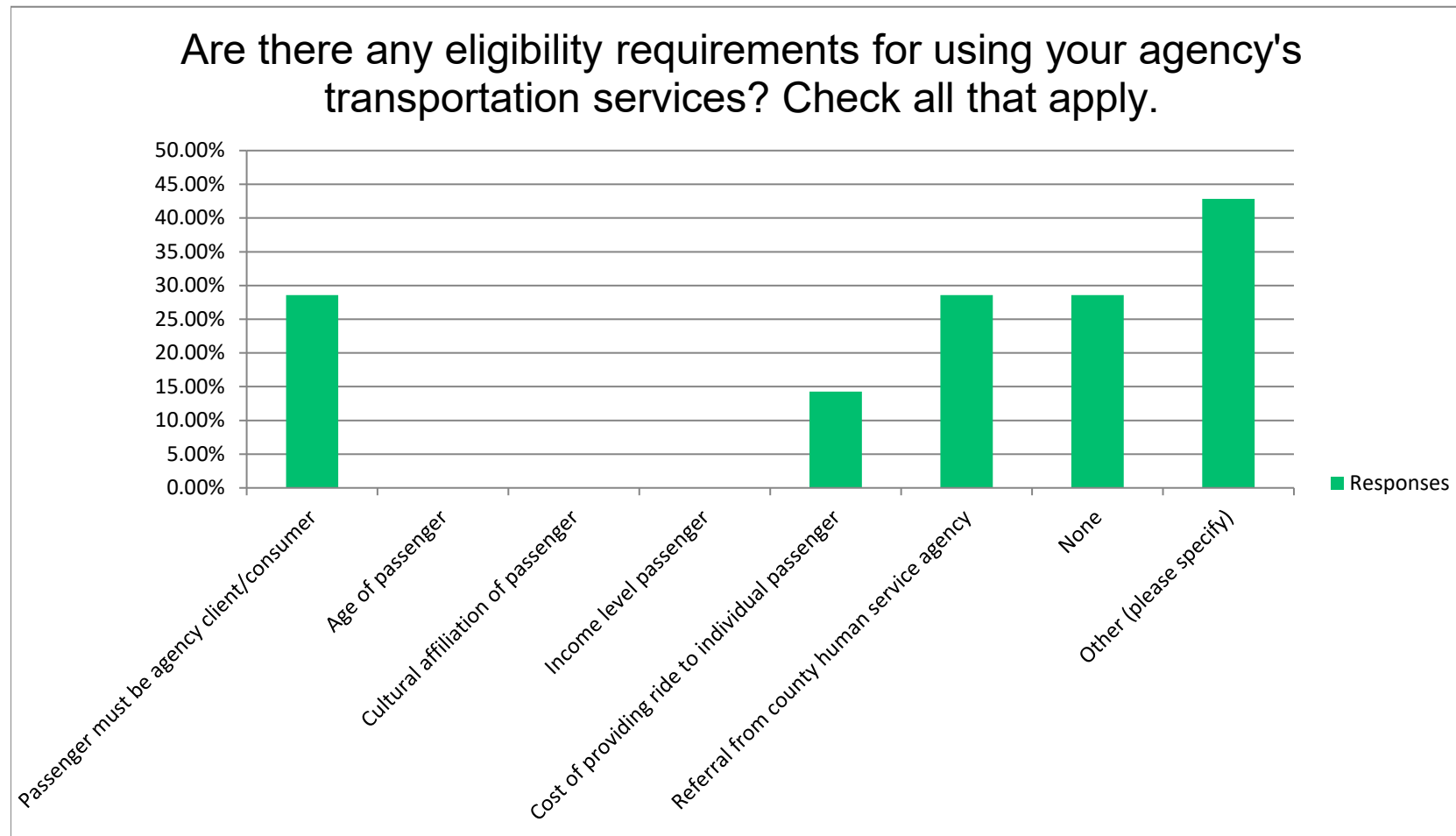
Answer Choices	Responses	
Curb to curb	75.00%	6
Door to door	62.50%	5
Door through door	25.00%	2
Other (please specify)	0.00%	0
Answered		8
Skipped		1



Transportation Resources Survey

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

Answer Choices	Responses	
Passenger must be agency client/consumer	28.57%	2
Age of passenger	0.00%	0
Cultural affiliation of passenger	0.00%	0
Income level passenger	0.00%	0
Cost of providing ride to individual passenger	14.29%	1
Referral from county human service agency	28.57%	2
None	28.57%	2
Other (please specify)	42.86%	3
Answered		7
Skipped		2



Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

If you checked any responses in Question 14, please describe the process for qualification to receive rides from your agency.

Answered	5
Skipped	4

Respondents	Response Date	Responses
1	Feb 11 2022 09:49 AM	Insurance coverage, Waiver eligibility, Private Pay
2	Feb 02 2022 12:25 PM	Veterans must apply and qualify for VA Health Care through our Eligibility Department or be scheduled for a VA Compensation and Pension exam.
3	Jan 31 2022 05:52 PM	Normal dispatch scheduling procedures plus trial and error
4	Jan 11 2022 11:21 AM	Individuals receiving rides must be referred by Wright County Human Services and must have completed an intake into services at Functional Industries
5	Dec 22 2021 04:11 PM	An initial in-person intake and background checks must be performed prior to receiving services.

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

If your agency owns or leases vehicles, how many do you own or lease? If your agency does not own or lease vehicles, skip to question 20.

Answer Choices	Responses	
Sedans/Station Wagon	28.57%	2
Small bus/van (<10 passengers)	42.86%	3
Medium bus (11-20 passengers)	57.14%	4
Large bus (20+ passengers)	28.57%	2
Large heavy duty bus (20+ passengers)	28.57%	2
	Answered	7
	Skipped	2

Respondents	Response Date	Sedans/Station Wagon	Small bus/van (<10 passengers)	Medium bus (11-20 passengers)	Large bus (20+ passengers)	Large heavy duty bus (20+ passengers)
1	Feb 11 2022 09:50 AM	4	23			
2	Feb 02 2022 12:26 PM		4			
3	Jan 31 2022 05:54 PM			44		
4	Jan 27 2022 10:05 AM	7	1	3	5	2
5	Jan 26 2022 03:02 PM			35	44	
6	Jan 11 2022 11:21 AM			3		
7	Jan 05 2022 03:08 PM					28

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

If your agency owns or leases vehicles, how many are lift-equipped? If your agency does not own or lease lift-equipped vehicles, skip this question.

Answer Choices	Responses	
Sedans/Station Wagon	0.00%	0
Small bus/van (<10 passengers)	33.33%	2
Medium bus (11-20 passengers)	33.33%	2
Large bus (20+ passengers)	16.67%	1
Large heavy duty bus (20+ passengers)	16.67%	1

Answered 6
Skipped 3

Respondents	Response Date	Sedans/ Station Wagon	Small bus /van (<10 passengers)	Medium bus (11-20 passengers)	Large bus (20+ passengers)	Large heavy duty bus (20+ passengers)
1	Feb 11 2022 09:50 AM		8			
2	Feb 02 2022 12:26 PM		2 power, 2 manual ramp			
3	Jan 31 2022 05:54 PM			44		
4	Jan 26 2022 03:02 PM				5	
5	Jan 11 2022 11:21 AM			3		
6	Jan 05 2022 03:08 PM					28

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

If your agency owns or leases vehicles, how many are STS-certified? If your agency does not own or lease vehicles with STS-certified, skip this question.

Answer Choices	Responses	
Sedans/Station Wagon	25.00%	1
Small bus/van (<10 passengers)	25.00%	1
Medium bus (11-20 passengers)	50.00%	2
Large bus (20+ passengers)	0.00%	0
Large heavy duty bus (20+ passengers)	25.00%	1
Answered		4
Skipped		5

Respondents	Response Date	Sedans/ Station Wagon	Small bus/van (<10 passengers)	Medium bus (11-20 passengers)	Large bus (20+ passengers)	Large heavy duty bus (20+ passengers)
1	Feb 11 2022 09:50 AM	4	23			
2	Jan 31 2022 05:54 PM			0		
3	Jan 11 2022 11:21 AM			3		
4	Jan 05 2022 03:08 PM					0

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

If your agency shares vehicles, how many do you share and what is the passenger capacity within each vehicle? If your agency does not share vehicles, skip to question 26.

Answer Choices	Responses	
Sedans/Station Wagon	0.00%	0
Small bus/van (<10 passengers)	0.00%	0
Medium bus (11-20 passengers)	0.00%	0
Large bus (20+ passengers)	0.00%	0
Large heavy duty bus (20+ passengers)	0.00%	0
	Answered	0
	Skipped	9

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

If your agency shares vehicles that are lift-equipped, how many do you share and what is the passenger capacity within each vehicle? If your agency does not share vehicles, skip this question.

Answer Choices	Responses	
Sedans/Station Wagon	0.00%	0
Small bus/van (<10 passengers)	0.00%	0
Medium bus (11-20 passengers)	0.00%	0
Large bus (20+ passengers)	0.00%	0
Large heavy duty bus (20+ passengers)	0.00%	0
	Answered	0
	Skipped	9

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

If your agency shares vehicles that are STS-certified, how many do you share and what is the passenger capacity within each vehicle ? If your agency does not share vehicles skip this question.

Answer Choices	Responses	
Sedans/Station Wagon	0.00%	0
Small bus/van (<10 passengers)	0.00%	0
Medium bus (11-20 passengers)	0.00%	0
Large bus (20+ passengers)	0.00%	0
Large heavy duty bus (20+ passengers)	0.00%	0
	Answered	0
	Skipped	9

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

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

Answered	0
Skipped	9

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

How many total personal vehicles does your organization's staff use to transport people? If your agency does not transport passengers in personal vehicles, skip to question 26.

Answer Choices	Responses	
Sedans/Station Wagon	100.00%	1
Minivans	100.00%	1
Small bus/van (<10 passengers)	0.00%	0
Answered		1
Skipped		8

Respondents	Response Date	Sedans /Station Wagon	Tags	Minivans	Tags	Small bus/van (<10 passengers)	Tags
1	Dec 22 2021 04:14 PM	30		10			

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

How many personal vehicles does your organization's staff use to transport people that are lift-equipped? If your agency does not transport passengers in personal vehicles that lift-equipped, skip this question

Answer Choices	Responses	
Sedans/Station Wagon	0.00%	0
Minivans	0.00%	0
Small bus/van (<10 passengers)	0.00%	0
	Answered	0
	Skipped	9

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

How many personal vehicles does your organization's staff use to transport people that are total STS-certified? If your agency does not transport passengers in personal vehicles that are total STS-certified, skip this question.

Answer Choices	Responses	
Sedans/Station Wagon	0.00%	0
Minivans	0.00%	0
Small bus/van (<10 passengers)	0.00%	0
	Answered	0
	Skipped	9

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

Additional Vehicle Information:

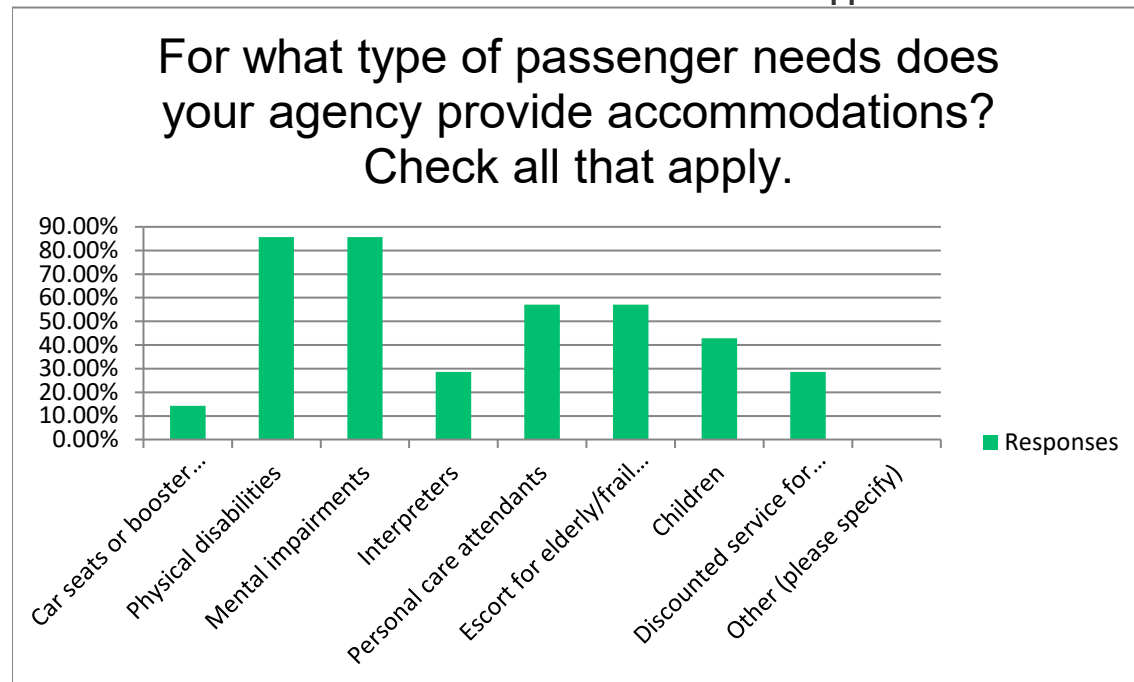
Answer Choices	Responses	
Make	100.00%	1
Model	100.00%	1
Year	100.00%	1
VIN	100.00%	1
Capacity/Wheelchair Capacity	100.00%	1
Days of the Week in Service	100.00%	1
Service Hours	100.00%	1
Programs Assigned to	0.00%	0
Contact Person	100.00%	1

Answered 1
Skipped 8

Respondents	Response Date	Make	Tags	Model	Tags	Year	Tags	VIN	Tags	Capacity/ Wheelchair Capacity	Tags	Days of the Week in Service	Tags	Service Hours	Tags	Programs Assigned to	Tags	Contact Person	Tags
1	Jan 05 2022 03:09 PM	Vary		Vary		vary		Vary		28		M-F		as described in earlier question				Lori L Schultz	

Transportation Resources Survey
 For what type of passenger needs does your agency provide accommodations?
 Check all that apply.

Answer Choices	Responses	
Car seats or booster seats	14.29%	1
Physical disabilities	85.71%	6
Mental impairments	85.71%	6
Interpreters	28.57%	2
Personal care attendants	57.14%	4
Escort for elderly/frail people	57.14%	4
Children	42.86%	3
Discounted service for seniors or low-income groups	28.57%	2
Other (please specify)	0.00%	0
	Answered	7
	Skipped	2



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Transportation Resources Survey

What percent of passengers require assistance getting on and/or off your vehicle?

Answered 8

Skipped 1

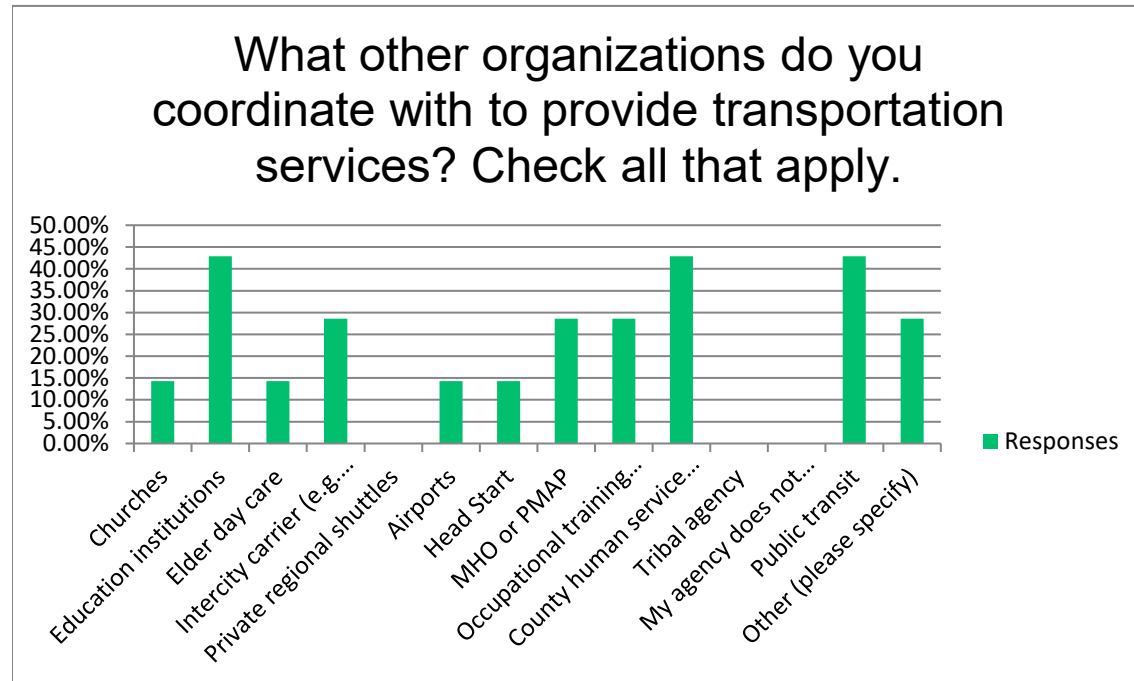
Respondents	Response Date	Responses	Tags
1	Feb 11 2022 09:52 AM	70%	
2	Feb 02 2022 12:29 PM	90%	
3	Jan 31 2022 05:57 PM	80	
4	Jan 27 2022 10:08 AM	0	
5	Jan 26 2022 03:09 PM	80	
6	Jan 11 2022 11:24 AM	30	
7	Jan 05 2022 03:10 PM	45	
8	Dec 22 2021 04:18 PM	10	

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

What other organizations do you coordinate with to provide transportation services? Check all that apply.

Answer Choices	Responses	
Churches	14.29%	1
Education institutions	42.86%	3
Elder day care	14.29%	1
Intercity carrier (e.g. Amtrak, Greyhound, Jefferson Lines)	28.57%	2
Private regional shuttles	0.00%	0
Airports	14.29%	1
Head Start	14.29%	1
MHO or PMAP	28.57%	2
Occupational training center	28.57%	2
County human service agency or MNET	42.86%	3
Tribal agency	0.00%	0
My agency does not coordinate transportation services with other agencies	0.00%	0
Public transit	42.86%	3
Other (please specify)	28.57%	2
	Answered	7
	Skipped	2



Respondents	Response Date	Other (please specify)	Tags
1	Feb 02 2022 12:29 PM	DAV, CVSO	

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2	Jan 31 2022 05:57 PM	The question is not specific enough. We work with all groups to coordinate transportation.	
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Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

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

Answered 6

Skipped 3

Respondents	Response Date	Responses	Tags
1	Feb 11 2022 09:52 AM	Scheduling/Administrative coordination via email and phone or educational seminars via in-person	
2	Feb 02 2022 12:29 PM	Coordination is based on Veterans eligibility for VA Transportation Services	
3	Jan 31 2022 05:57 PM	The agency calls us and we try to provide transportation.	
4	Jan 11 2022 11:24 AM	receiving services on campus at Functional Industries and also to those who are community employed.	
5	Jan 05 2022 03:10 PM	through contracts for services, we transport clients as requested	
6	Dec 22 2021 04:18 PM	Sometimes we have clients who are members of a church or similar group that we can then contact to see if they are able to help meet the client's needs.	

Appendix K - Transportation Provider Resources Survey

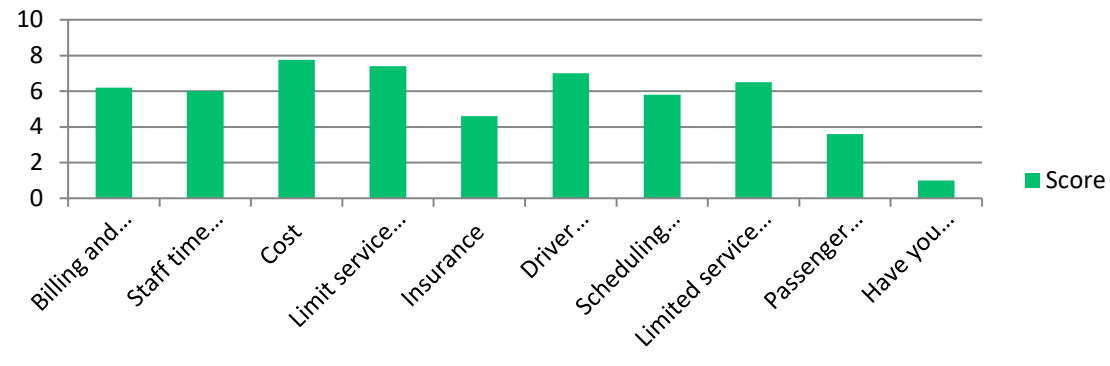
Transportation Resources Survey

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

	1		2		3		4		5		6		7		8		9		10		Total	Score
Billing and payments	0.00%	0	20.00%	1	0.00%	0	40.00%	2	0.00%	0	20.00%	1	0.00%	0	20.00%	1	0.00%	0	0.00%	0	5	6.2
Staff time requirements	20.00%	1	20.00%	1	0.00%	0	0.00%	0	20.00%	1	0.00%	0	0.00%	0	20.00%	1	20.00%	1	0.00%	0	5	6
Cost	0.00%	0	25.00%	1	50.00%	2	0.00%	0	25.00%	1	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	4	7.75
Limit service area boundaries	40.00%	2	20.00%	1	0.00%	0	0.00%	0	0.00%	0	20.00%	1	0.00%	0	20.00%	1	0.00%	0	0.00%	0	5	7.4
Insurance	20.00%	1	0.00%	0	0.00%	0	0.00%	0	20.00%	1	0.00%	0	0.00%	0	20.00%	1	40.00%	2	0.00%	0	5	4.6
Driver qualifications	20.00%	1	20.00%	1	0.00%	0	20.00%	1	0.00%	0	20.00%	1	20.00%	1	0.00%	0	0.00%	0	0.00%	0	5	7
Scheduling conflicts	20.00%	1	0.00%	0	0.00%	0	20.00%	1	20.00%	1	20.00%	1	0.00%	0	0.00%	0	0.00%	0	20.00%	1	5	5.8
Limited service hour availability	0.00%	0	16.67%	1	33.33%	2	16.67%	1	0.00%	0	0.00%	0	16.67%	1	16.67%	1	0.00%	0	0.00%	0	6	6.5
Passenger security	0.00%	0	0.00%	0	0.00%	0	0.00%	0	20.00%	1	0.00%	0	40.00%	2	0.00%	0	40.00%	2	0.00%	0	5	3.6
Have you encountered other issues not specified above? Please describe in next question.	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	100.00%	2	2	1

Answered 6
Skipped 3

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



Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

Please describe other issues not listed in question 31.

Answered 1

Skipped 8

Respondents	Response Date	Responses	Tags
1	Jan 05 2022 03:51 PM	lack of qualified Drivers and Dispatch	

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

What is your vendor for commercial vehicle insurance?

Answered 6

Skipped 3

Respondents	Response Date	Responses	Tags
1	Feb 11 2022 09:56 AM	National Interstate	
2	Jan 31 2022 06:02 PM	Minnesota Counties Intergovernmental Trust (MCIT)	
3	Jan 27 2022 10:12 AM	Philadelphia Insurance compnaies	
4	Jan 26 2022 03:09 PM	Travelers Insurance Company	
5	Jan 11 2022 11:26 AM	Non-Profit Insurance	
6	Jan 05 2022 03:51 PM	NPIA	

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

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

Answered 5

Skipped 4

Respondents	Response Date	Responses	Tags
1	Feb 11 2022 09:56 AM	Raise the NEMT/STS rates that were set in 2010/2011 and haven't changed since	
2	Jan 31 2022 06:02 PM	Block the ability for customers to use NEMT services and other transportation providers when public transit can be used.	
3	Jan 27 2022 10:12 AM	willingness for people to pay for the services we provide. We are a for-profit company that does not receive grants to offset prices we can charge.	
4	Jan 05 2022 03:51 PM	Workforce, having enough trained staff. We cant really expand our services, create innovative approaches because our managers are constantly having to cover in direct service positions	
5	Dec 22 2021 04:44 PM	The predominant collective understanding of what constitutes a realistic frequency for both visits and treatment appointments for patients among the medical community is out of touch with reality. For a variety of reasons, most people are not in a position to visit a medical facility in person daily or even weekly. Aside from life or death situations like dialysis, expecting that of them, even for very good reasons and with excellent motivations, puts a tremendous strain on individuals and their families/support networks.	

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

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

Answer Choices	Responses	
First destination	100.00%	8
Second destination	87.50%	7
Third destination	75.00%	6
	Answered	8
	Skipped	1

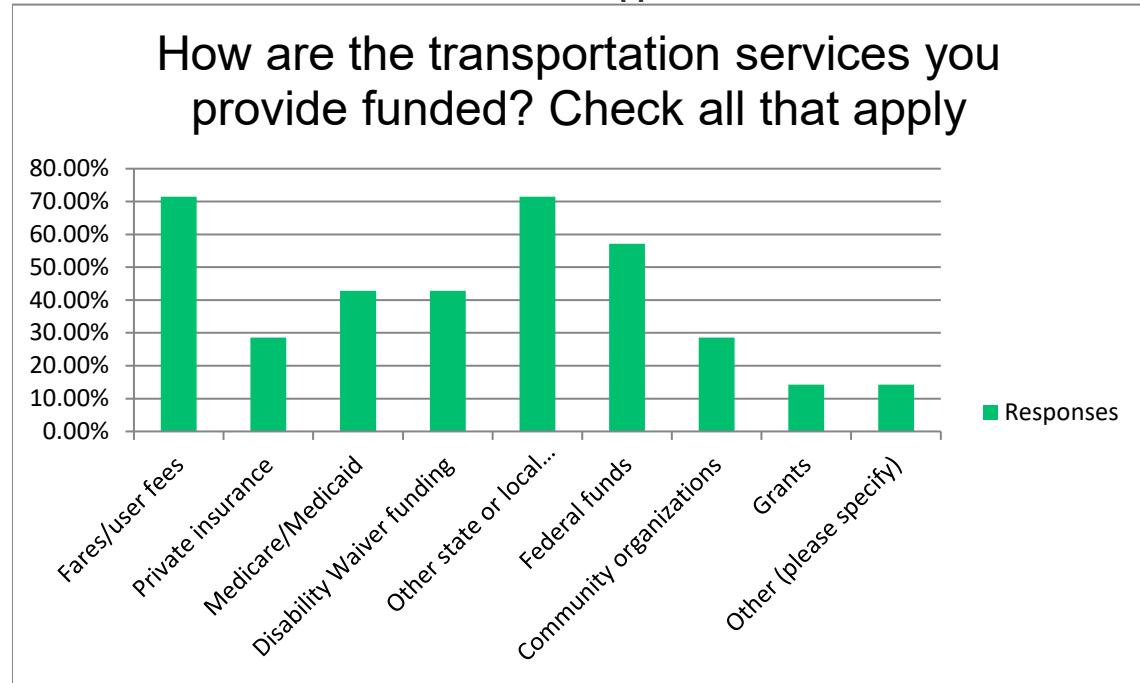
Respondents	Response Date	First Destination	Tags	Second Destination	Tags	Third Destination	Tags
1	Feb 11 2022 09:56 AM	CentraCare facilities in Central MN		Child Autism Day-Treatment Centers in Central MN		Waivered Work Programs in Central MN	
2	Feb 02 2022 12:31 PM	Saint Cloud VA		CentraCare		Minneapolis VA	
3	Jan 31 2022 06:02 PM	DT&H Facilities		Schools		Shopping	
4	Jan 27 2022 10:12 AM	MSP airport		Professional events in Twin Cities		hospitals and clinics in Twin Cities.	
5	Jan 26 2022 03:09 PM	St. Cloud Area					
6	Jan 11 2022 11:26 AM	Buffalo, MN		Monticello, MN			
7	Jan 05 2022 03:51 PM	medical facilities		work force facilities (jobs)		pre schools, daycares, shopping	
8	Dec 22 2021 04:44 PM	Centracare Health Plaza / Coborn's Cancer Center		Centracare Clinic of Big Lake		Central MN Retina Specialists / Vitreoretinal Specialists	

Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

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

Answer Choices	Responses	
Fares/user fees	71.43%	5
Private insurance	28.57%	2
Medicare/Medicaid	42.86%	3
Disability Waiver funding	42.86%	3
Other state or local government funds	71.43%	5
Federal funds	57.14%	4
Community organizations	28.57%	2
Grants	14.29%	1
Other (please specify)	14.29%	1
	Answered	7
	Skipped	2



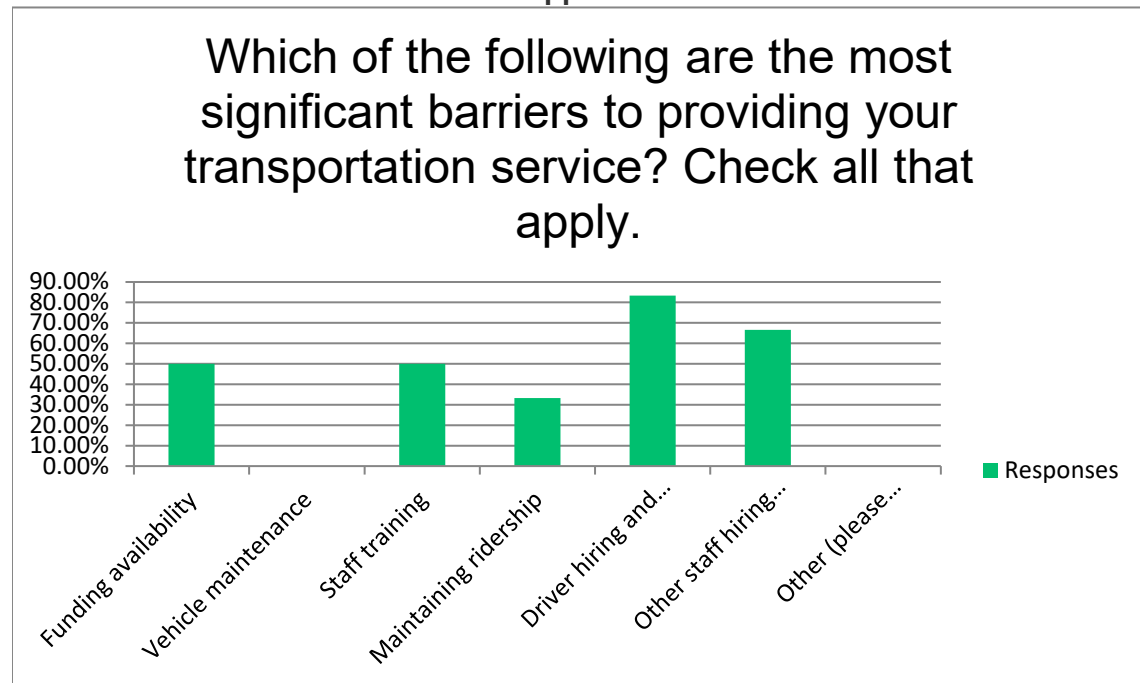
Respondents	Response Date	Other (please specify)	Tags
	Jan 31 2022 1 06:05 PM	5311 Public Transportation Assistance Program (Federal and State Funds)	

Transportation Resources Survey

Which of the following are the most significant barriers to providing your transportation service? Check all that apply.

Answer Choices	Responses	
Funding availability	50.00%	3
Vehicle maintenance	0.00%	0
Staff training	50.00%	3
Maintaining ridership	33.33%	2
Driver hiring and retention	83.33%	5
Other staff hiring and retention	66.67%	4
Other (please specify)	0.00%	0

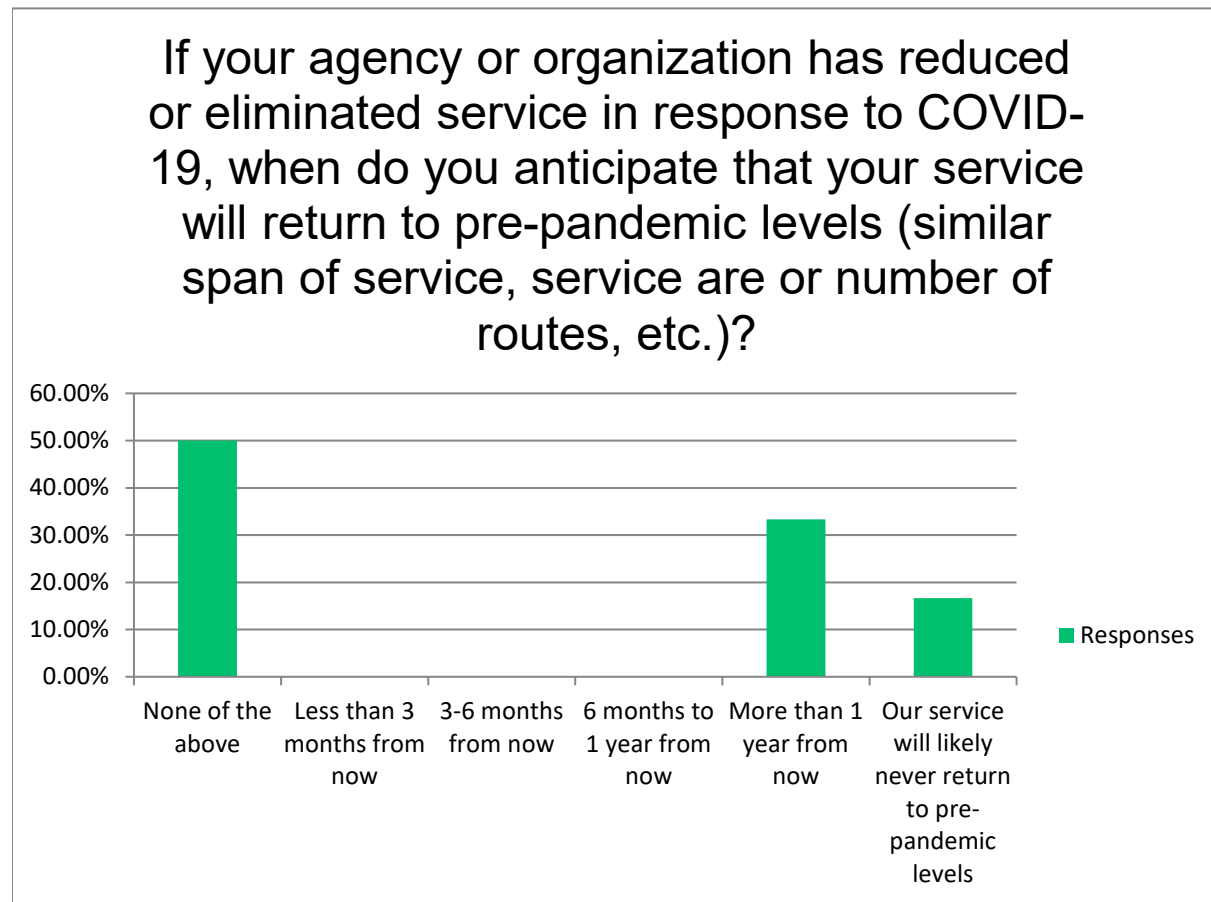
Answered 6
Skipped 3



Transportation Resources Survey

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

Answer Choices	Responses	
None of the above	50.00%	3
Less than 3 months from now	0.00%	0
3-6 months from now	0.00%	0
6 months to 1 year from now	0.00%	0
More than 1 year from now	33.33%	2
Our service will likely never return to pre-pandemic levels	16.67%	1
	Answered	6
	Skipped	3



Appendix K - Transportation Provider Resources Survey

Transportation Resources Survey

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

Answer Choices	Responses	
Unmet need 1	100.00%	6
Unmet need 2	83.33%	5
Unmet need 3	66.67%	4
	Answered	6
	Skipped	3

Respondents	Response Date	Unmet need 1	Tags	Unmet need 2	Tags	Unmet need 3	Tags
1	Feb 11 2022 10:00 AM	Rural area pickups		After-hour and weekend service		General Service limited due to staffing shortages	
2	Jan 31 2022 06:05 PM	Wright County - more bus service needed to serve area		DT&H Facilities - more bus service needed		Schools - more bus service needed	
3	Jan 27 2022 10:15 AM	fares for many people are unaffordable in rural areas					
4	Jan 26 2022 03:09 PM	Scope of service will need to adapt and change		Serving areas and populations of unmet or underserved need		Flexibility with rules and policies to make necessary changes	
5	Jan 11 2022 11:28 AM	Rockford, MN		Evenings and Weekends for those who work			
6	Jan 05 2022 03:53 PM	workforce shortages		unmet needs in rural areas		hours of service	