

East Central Regional Transportation Coordinating Council

ECRTCC Advisory Board Meeting - January 11th, 2024

9:am – 10:15am

Nov. 9th Meeting information:

[Agenda](#)

[Zoom](#) video

9:00 **Call to order:**

9:05 **Introductions:**

All participants please use the chat feature to share your contact information. Please be sure your name and organization are visible on your zoom photo. During introduction time, cameras on please?

9:10 **ECRTCC Updates:**

- 90 Day Roadmap from ILT (I Like That) Academy.
- Thriving Communities Grant
- Technology Modernization Fund

Transit Rider Needs survey results - presentation.

9:40 **Service Provider Updates:**

(please include information about current volunteer driver program services)

- Rhonda Torgerson – Tri-CAP Public Transit
- Tami Seelen – Tri-CAP Volunteer Driver Program
- Brandon Nurmi – Arrowhead Transit
- Bonnie Buchanan – Jefferson Lines
- Helen Pieper – Timber Trails
- Kelly Andersen – Attaboys, Inc. Transportation Service
- Jill Brown or Angelina Palumbo – NLX
- Nick Winings – Blue Earth Taxi

Updates from other Advisory Board Members, Stakeholders – questions, concerns, comments.

9:55 **MnDOT – RTCCs and MCOTA updates:**

- Michelle Lichtig
- Tom Gottfried

Q and A

10:15 **Adjourn:**

Next 2023 ECRTCC Advisory Board Meeting:

Virtual via Zoom.

9am to 10:30am - March 14th, 2024 @ 9am

2024 Upcoming ECRTCC Advisory Board Meetings:

May 9, 2024

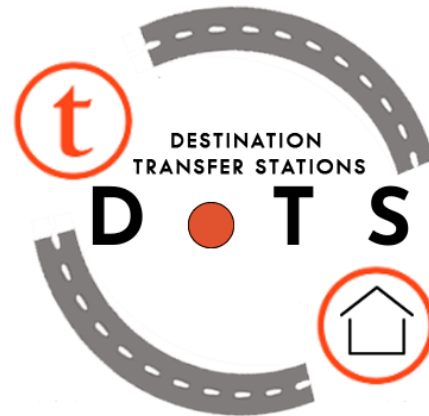
July 11, 2024

<Startup Name > 90 Day Roadmap



Area of Focus	30 Days	60 Days	90 Days
Product Development	<p>Get accurate maps of provider routes/service design and examine gaps</p>	<p>Develop initial transfer site between Anoka County and Isanti</p>	<p>Meet with business owners to involve them in the process of providing space for a transfer station</p>
Customer Development	<p>Close transfer station needs survey and build presentation of results</p>	<p>Present results of transfer station survey to Bob Voss and then to Advisory Board at Jan 11th meeting</p>	<p>Correspondence with Anoka and Washington County providers to connect</p>
Market Development	<p>Send logo to Graphic Designer to refine current DOTS logo</p>		<p>Get permission from each provider for each transit system to come into counties to utilize the transfer stations</p>
Business Ops Development	<p>Continue to work with MnDOT on RTCCs Transit Consultant opportunity</p>	<p>Discuss with ECRDC & MnDOT regarding further consideration of stand-alone transfer stations</p>	<p>Learn of decision by MnDOT/FTA of Consultant opportunity for RTCCs</p>
Org/Team Development	<p>Build stronger relationships with public providers with positive discussions and simplifying processes</p>	<p>Complete and refine ILT work</p>	<p>Bring Advisory Board together to determine some Early Adopters and give them incentive to ride with a transfer</p> <p>Discover riders willing to utilize the new services</p>

East Central Regional Transportation Coordinating Council 2024 Report - Need Assessment of Destination Transfer Stations.



Bridging transportation gaps with D•TS





St. Cloud Metro Bus Transit Station

A compilation of
six unique surveys:

Survey Results

1. Public Transportation Users Survey –
completed October 2023
2. Arrowhead Transit Survey - Chisago County
3. Arrowhead Transit Survey - Isanti County
both completed October 2021
4. 2022 Local Human Service Transit Plan Human
Service Client Survey
completed December 2021
5. Vineland Area – Northern Mille Lacs County
Residents – Public Transit Survey
completed January 2021
6. Northern Mille Lacs County Residents –
Public Transit Survey
completed October 2021

Each with an iteration of, “Can you reach your destination?”

256 survey
responses
from
Pine, Isanti,
Chisago,
Kanabec, &
Mille Lacs
counties



Focus:



Do public transportation riders in the east central region of MN need to travel further than their transportation service can currently offer them?

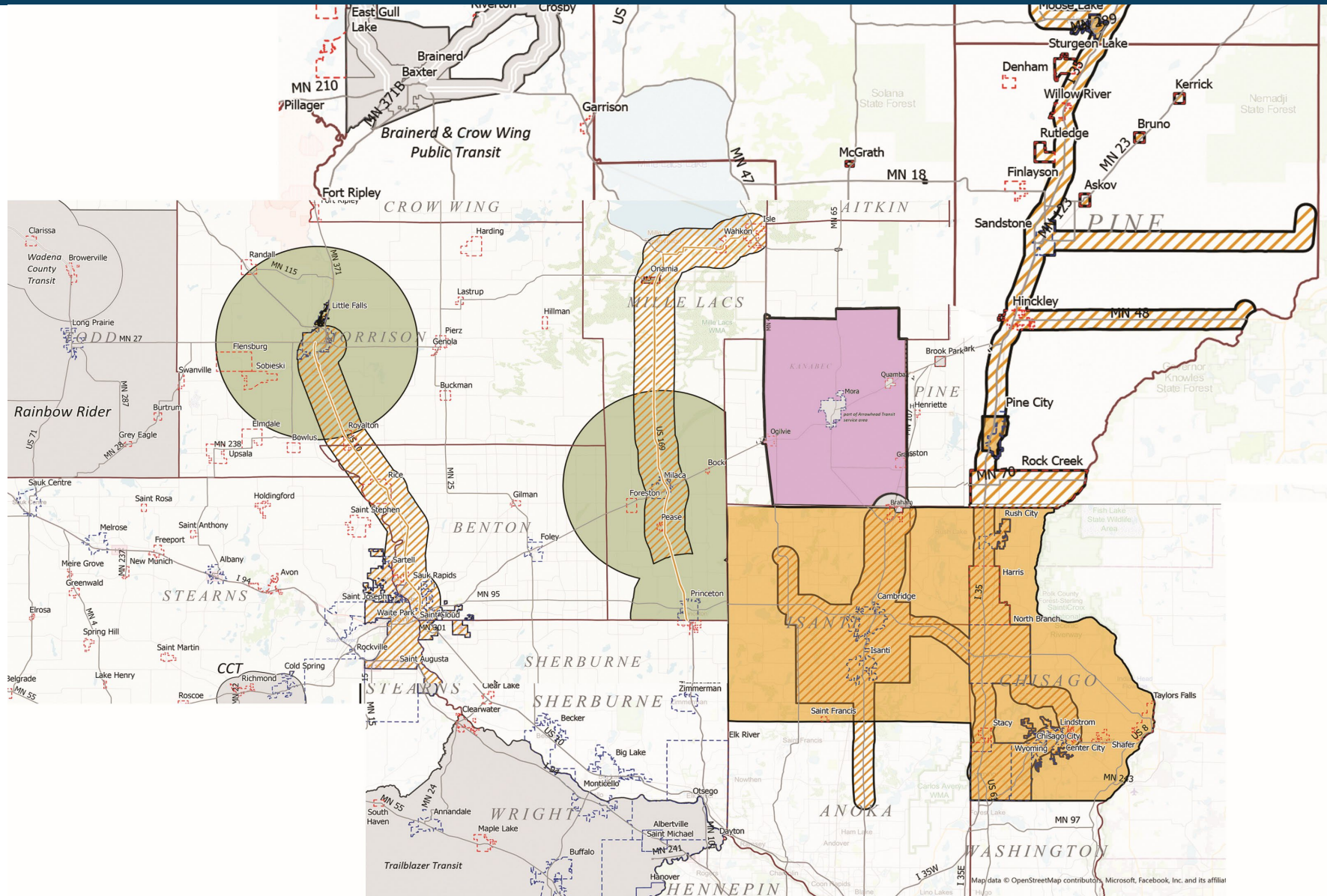
Searching for Gaps in Service:

We have come to realize that this is a unique issue in our region as the three public transit service providers do not overlap... or even come in contact one another.

Anoka and Washington Counties are gateway counties to the Twin Cities Metro Area and border our region along the south of Isanti and Chisago Counties.

The absence of interaction between Transit Providers is why we are developing an option of Destination Transfer Stations (DoTS) so that transit services will intersect.

East Central's Public Transit Providers:



Legend

- Highways
- DEV Routes
- DEV Areas
- DAR Areas
- City Pop Over 2500
- City Pop Under 2500
- Counties
- Nearby Service Areas

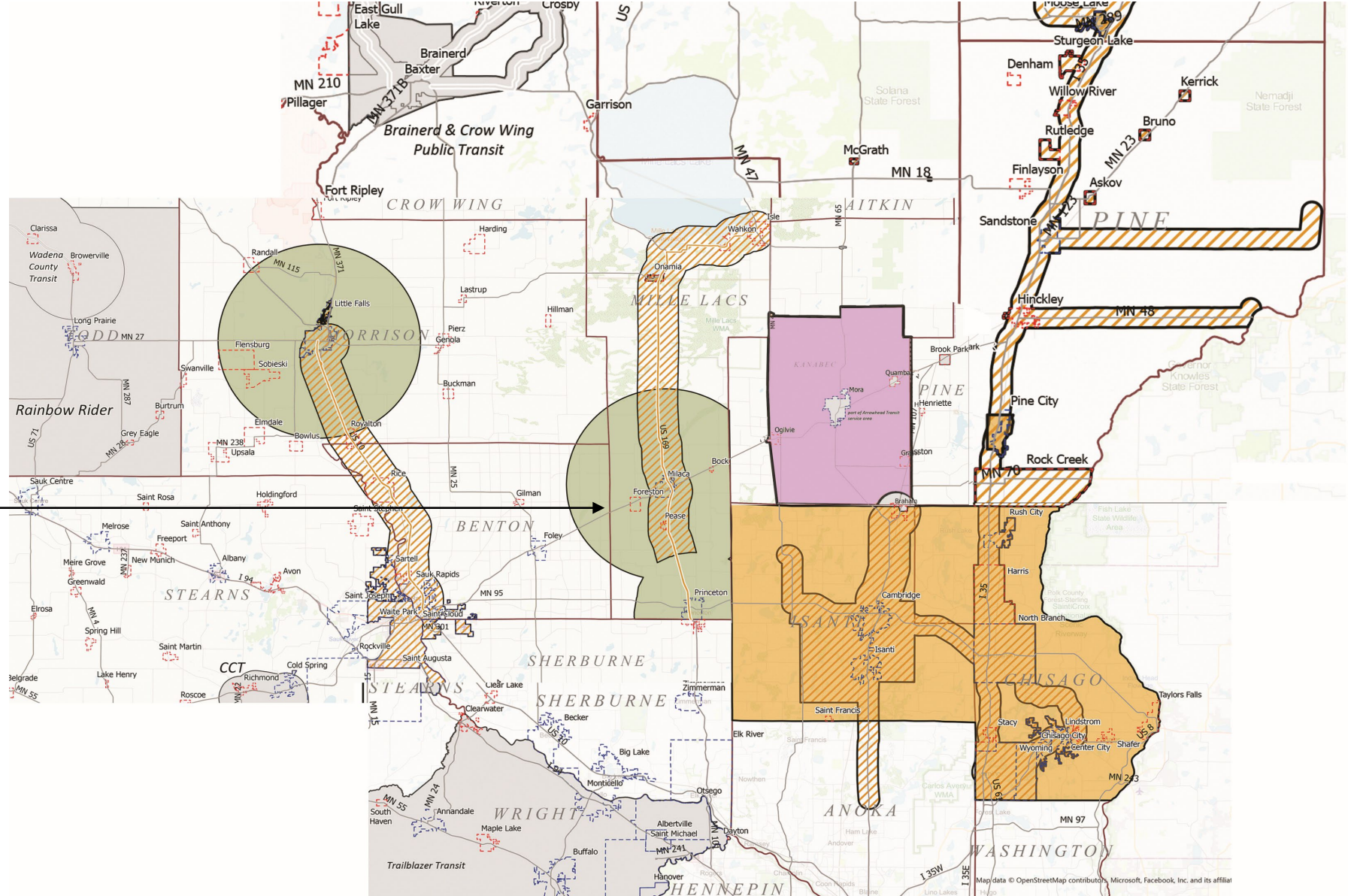
m DEPARTMENT OF TRANSPORTATION

0 12.5 25 Miles

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East Central's Public Transit Providers:

Tri-CAP Public Transit Service Area



Highways
DEV Routes

DEV Areas
DAR Areas

City Pop Over 2500
City Pop Under 2500

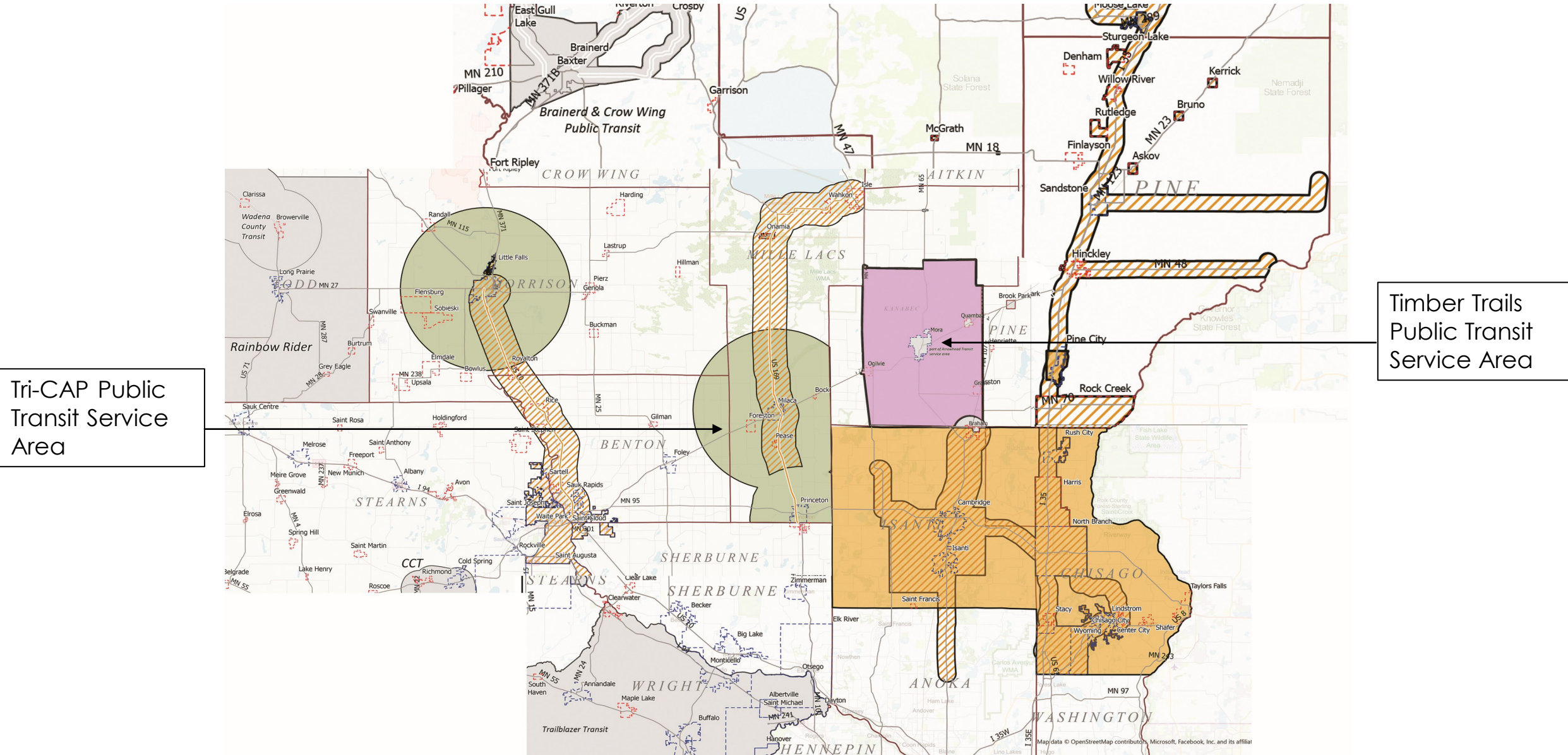
Counties
Nearby Service Areas



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East Central's Public Transit Providers:



Tri-CAP Public Transit Service Area

Timber Trails Public Transit Service Area

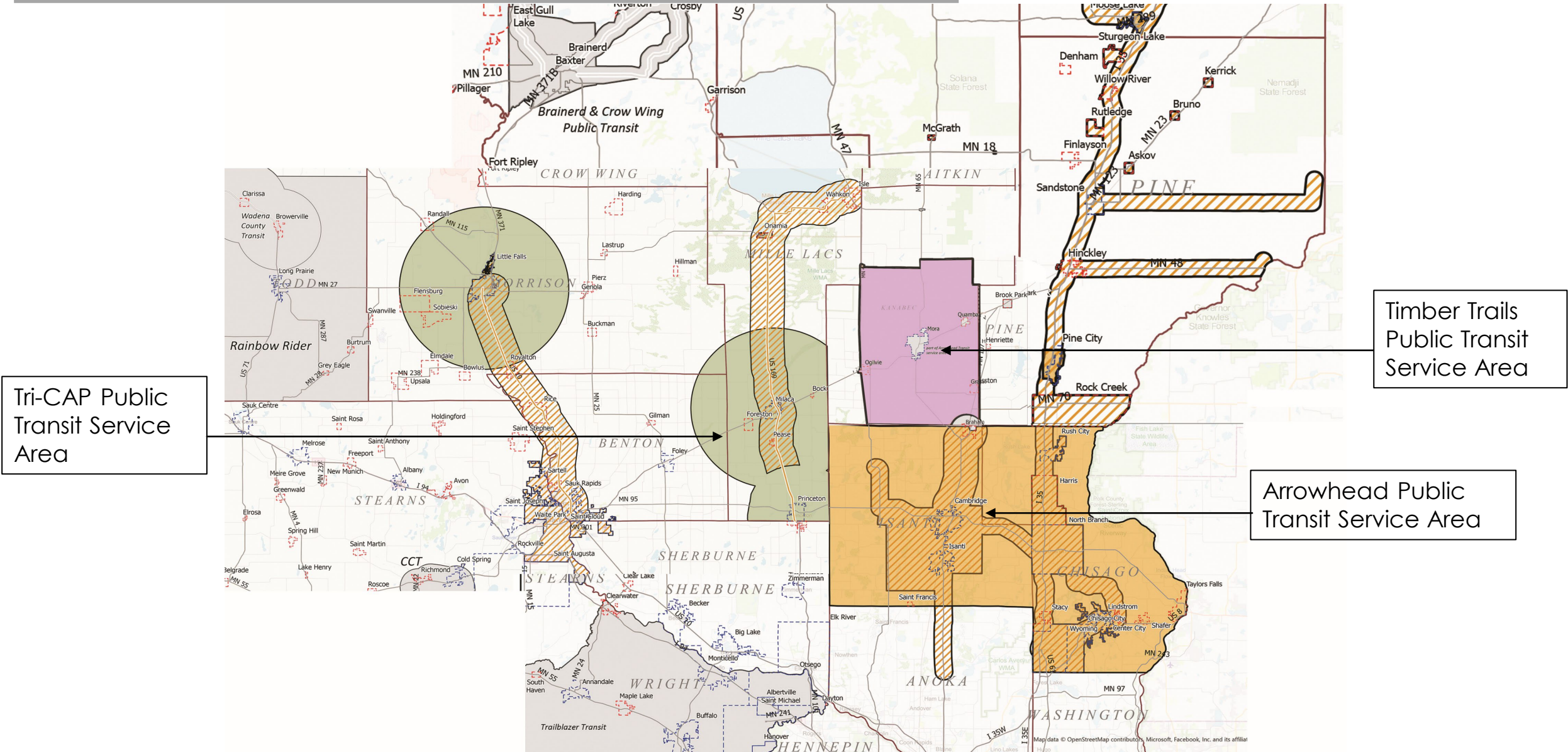
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 0 12.5 25 Miles

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East Central's Public Transit Providers:



Tri-CAP Public Transit Service Area

Timber Trails Public Transit Service Area

Arrowhead Public Transit Service Area

Legend

- Highways
- DEV Areas
- City Pop Over 2500
- Counties
- DEV Routes
- DAR Areas
- City Pop Under 2500
- Nearby Service Areas

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0 12.5 25 Miles

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Reality:

- ▶ Although it looks like many transit providers areas border one another, there are no locations of connection.
- ▶ In rural MN there may not be a convenient location to create a DoTS so transit systems may need to travel outside of their determined Transit Plan jurisdiction.
- ▶ Our plan is to utilize locations that would be most convenient for transit systems to travel to – if possible, ones that they currently stop at such as Coborns in Isanti, City Hall in Braham, or Dollar General in Ogilvie.

Do you need to travel further than destinations currently available?

Chisago (Arrowhead)	Isanti (Arrowhead)	Mille Lacs (Tri-CAP)	Kanabec (Timber Trails)	Pine (Arrowhead)
Yes: 100%	Yes: 92%	Yes: 78%	Yes: 81%	Yes: 100%
	No: 8%	No: 22%	No: 19%	

Primary issues:

- ▶ Need to get to medical appointments outside of the transit service limits.
- ▶ Volunteer drivers not available for non-NEMT rides.
- ▶ Cost of private taxi is cost prohibitive for most public transit riders.
- ▶ RideShare not established in the region.

This most current survey shows us:

- ▶ 86% of the survey respondents state that they *need* to go further than they can currently travel on public transit available.
- ▶ St. Cloud was the most sought after destination at 45%, followed by Cambridge (39%), Mora (31%), Forest Lake (23%), and Princeton (21%).
- ▶ “I’d use it twice per month” (26%), “once per month” (25%), with single answers that include, “Almost every day, when my car breaks down, weather dependent, during summer school, daily M-F, and when needed”.

Details follow of our other survey results:

- ▶ Arrowhead Transit Survey – Chisago County (35 responses)
- ▶ Arrowhead Transit Survey – Isanti County (24 responses)
- ▶ Local Human Services Transit Coordination Plan Survey (40 responses)
- ▶ Northern Mille Lacs County Residents Public Transit Survey (40 responses) &
- ▶ Vineland Area – Northern Mille Lacs County Residents Public Transit Survey (40 responses)

Arrowhead Survey - Chisago County – Do you have problems getting where you need to go? 35 respondents

- ▶ Yes, always 31%
- ▶ Sometimes 57%
- ▶ No, never 11%

Chisago County

Where do you need to go?

- ▶ Wyoming - 54%
- ▶ North Branch - 49%
- ▶ Connect to metro - 37%
- ▶ Chisago City – 31%
- ▶ Stacy – 20%
- ▶ Rush City – 17%

Avid requests for Cambridge and Forest Lake.

Chisago County Ages:

▶ 26 - 65 – 60%

▶ 66 - 89 – 29%

▶ 19 - 25 – 9%

Chisago County – Transit purpose:

- ▶ Medical Appointments 57%
- ▶ Running Errands 57%
- ▶ Shopping 46%
- ▶ Visiting Family/Friends 40%
- ▶ Work 37%
- ▶ Social Activities 31%

Chisago County – service use:

- ▶ 54% would use the expanded service
- ▶ 63% would have friends/family that would use the service

Chisago County – desired travel days/times:

- ▶ Monday and Wednesday – 85%
- ▶ Tuesday – 79%
- ▶ Thursday – 73%
- ▶ Friday – 76%
- ▶ Saturday – 52%
- ▶ Sunday – 40%

- ▶ 6 – 9am 49%
9am – Noon 76%,
Noon – 3pm 67%
3pm – 6pm 48%
6pm – 9pm 36%

Chisago County – no public transportation available, what do you do?

- ▶ 31% don't go
- ▶ 71% ride with someone else
- ▶ 31% drive their own car

Chisago County – ADA accessibility needs:

- ▶ 47% need a wheelchair lift
- ▶ 53% need walker assistance

2. Arrowhead Survey - Isanti County – Do you have problems getting where you need to go?

- ▶ Yes, always 39%
- ▶ Sometimes 48%
- ▶ No, never 13%

Isanti County Ages:

- ▶ 61%: 26 – 65
- ▶ 30%: 66 – 89
- ▶ 4%: 19 - 25

Isanti County - Transit purpose:

- ▶ Shopping 75%
- ▶ Running Errands 54%
- ▶ Medical Appointments 54%
- ▶ Work 50%
- ▶ Social Activities 50%
- ▶ Visiting Family/Friends 33%

Isanti County – Desired travel days/times:

- ▶ Monday and Tuesday - 91% (20 people's responses)
 - ▶ Thurs – 86% (19 responses)
 - ▶ Wed – 82% (18 responses)
 - ▶ Friday – 82% (18 responses)
-
- ▶ 9am – Noon 86%,
 Noon – 3pm 76%,
 3pm – 6pm 62%

Isanti County - no public transportation available, what do you do?

- ▶ 39% don't go
- ▶ 70% ride with someone else
- ▶ 22% walk
- ▶ 22% bike
- ▶ 17% taxi
- ▶ 13% Drive their own car

Isanti County - ADA accessibility needs:

- ▶ 63% need a wheelchair lift
- ▶ 75% need walker assistance

3. 2022 Local Human Services Transit Coordination Plan (LCP) Survey – Do you have problems getting where you need to go?

▶ 48% Yes

▶ 52% No

LCP Survey: Where do you need to go?

- ▶ Cambridge to Anoka County - once or twice/week
- ▶ Cambridge to Princeton – a few days/week
- ▶ Cambridge to Forest Lake – once or twice/month
- ▶ Milaca to Medical Out of Town a few days/month
- ▶ Milaca to Mora – a few days/week
- ▶ Milaca to Northern Mille Lacs County –a few days/week to visit mother
- ▶ Milaca to Elk River - a few days/week

LCP Survey:

Where do you need to go? *(continued)*

- ▶ Princeton to St. Cloud VA
- ▶ Princeton to Elk River – a few days/month
- ▶ Mora to Brainerd – once or twice/week
- ▶ Mora to Pine City – a few days/month
- ▶ Mora to Hinckley – a few days/month
- ▶ Mora to Cambridge – a few days/month
- ▶ Mora to metro
- ▶ Pine City to Twin Cities – once/month or less
- ▶ Northern Pine County

LCP Survey - Ages:

- ▶ 65 + 65%
- ▶ 55 – 64 20%
- ▶ Under 55 5% or less

LCP Survey: - Transit purpose:

- ▶ Medical Appointments 23%
- ▶ Shopping/Errands 45%
- ▶ Work 18%

LCP Survey:

- ▶ 45% would use the expanded service rarely
- ▶ 18% would use expanded service a few days/week
- ▶ 18% would use expanded service a few days/month
- ▶ 13% would use expanded service once or twice/week
- ▶ 8% would use expanded service once a month or less
- ▶ 3% would use expanded service almost every day

LCP Survey - ADA accessibility needs:

- ▶ 10% need a wheelchair lift
- ▶ 10% need walker assistance
- ▶ 20% difficulty hearing, walking, visual impairment



ECRTCC Public
Transportation
Users Survey
details by
County

Mille Lacs County -

What Public Transit Service Provider do you primarily use?

- ▶ Tri-CAP – 48%
 - ▶ Other – 52%
-
- friends/family
 - none
 - volunteer driver
 - M C Transportation (?)
 - Loving Hands Transportation Service
 - NEMT



Mille Lacs County –
Do you have problems getting where you need to go?
(27 responses)

- ▶ Yes, always 78%
- ▶ No, never 22%

Mille Lacs County - Where do you need to go?

- ▶ St. Cloud – 44%
- ▶ Mora – 33%
- ▶ Princeton – 30%
- ▶ Milaca – 22%
- ▶ Cambridge 19%
- ▶ Ogilvie – 11%
- ▶ Pine City 7%
- ▶ North Branch 7%
- ▶ Forest Lake 4%

Onamia to St. Cloud VA, Onamia to Brainerd (Medical), Twin Cities, Deerwood, Crosby, Coon Rapids, Isle

Mille Lacs County – Transit purpose:

- ▶ Work, when car breaks down
- ▶ Groceries
- ▶ Eye Care
- ▶ Summer School
- ▶ NEMT rides for children
- ▶ Rides for Seniors from Senior Apt. Building

Mille Lacs County – use of service:

- ▶ 22% would use expanded service twice/month
- ▶ 11% would use expanded service once/week
- ▶ 11% would use expanded service once a month
- ▶ 11% would use expanded service everyday M-F
- ▶ 7.5% would use expanded service twice/week

Pine County -

What Public Transit Service Provider do you primarily use?

- ▶ Arrowhead – 100%

Pine County–

Do you have problems getting where you need to go?

(7 responses)

▶ Yes, always 100%

Pine County - Where do you need to go?

- ▶ Cambridge 71%
- ▶ Mora – 71%
- ▶ Forest Lake 57%
- ▶ St. Cloud – 14%
- ▶ Pine City 14%



Pine County – use of service:

- ▶ 43% would use expanded service twice/month
- ▶ 43% would use expanded service once/month
- ▶ 14% would not use the service (uses family as transit service)

Isanti County -

What Public Transit Service Provider do you primarily use?

- ▶ Arrowhead – 92%
- ▶ Timber Trails – 25%

Isanti County –

Do you have problems getting where you need to go?
(12 responses)

- ▶ Yes, always 92%
- ▶ No, never 8%

Isanti County - Where do you need to go?

- ▶ St. Cloud – 58%
- ▶ North Branch – 42%
- ▶ Cambridge 42%
- ▶ Princeton – 33%
- ▶ Forest Lake 25%
- ▶ Mora – 25%
- ▶ Anoka 17%

Isanti County – use of service:

- ▶ 50% would use the service once/week
- ▶ 17% would use expanded service twice/week
- ▶ 17% would use expanded service twice/month

“This idea of a continued bus service would be very helpful for doctors appointments and to the VA.”

Chisago County -

What Public Transit Service Provider do you primarily use?

- ▶ Arrowhead – 100%



Chisago County –
Do you have problems getting where you need to go?
(10 responses)

- ▶ Yes, always - 100%

Chisago County - Where do you need to go?

- ▶ Forest Lake 90%
- ▶ Cambridge 30%
- ▶ Mora – 20%
- ▶ St. Cloud – 30%
- ▶ Princeton – 20%
- ▶ North Branch – 10%
- ▶ Twin Cities 10%

Please note the great percentage of riders needing to go to Forest Lake.

Chisago County – use of service:

- ▶ 10% would use the service once/week
- ▶ 20% would use expanded service twice/week
- ▶ 30% would use expanded service once/month
- ▶ 40% would use expanded service twice/month

Kanabec County -

What Public Transit Service Provider do you primarily use?

- ▶ Timber Trails Public Transit – 71%

Others relied on family, volunteer drivers (NEMT) 19%, or their own vehicle

Kanabec County –
Do you have problems getting where you need to go?
(21 responses)

▶ Yes 81%

▶ No 19%

Kanabec County - Where do you need to go?

- ▶ Cambridge 57%
- ▶ St. Cloud – 57%
- ▶ Mora – 24%
- ▶ North Branch – 19%
- ▶ Pine City 19%
- ▶ Milaca 14%
- ▶ Ogilvie 14%
- ▶ Princeton – 10%
- ▶ Twin Cities 10%

Forest Lake, Duluth, Twin Cities, Blaine, Braham and rural Kanabec County were also listed.

Kanabec County – use of service:

- ▶ 43% would use expanded service once/month
- ▶ 24% would use expanded service twice/month
- ▶ 14% would use the service once/week
- ▶ 10% would use expanded service twice/week

Weekends were requested.

4. Northern Mille Lacs County – Vineland Survey

When asked where they would like to go, these were answers of greatest significance:

- ▶ *From:* Milaca (35% of those surveyed live here)
- ▶ *To:* St. Cloud (81%)
- ▶ *At these times:*
Noon – 3pm (77%)
- ▶ *Days of Week:*
Wednesdays (86%), Fridays (83%)

5. Northern Mille Lacs County

When asked where they would like to go, these were answers of greatest significance:

- ▶ *From:* Milaca (63% of those surveyed live here)
- ▶ *To:* Princeton (71%)
- ▶ *At these times:*
Noon – 3pm (72%), 9am – Noon (50%), 3pm – 6pm (50%)
- ▶ *Days of Week:*
Wednesdays (90%), Mondays (80%), Fridays (70%)

Presenting these results:

- ▶ As stated previously, only one of the surveys was solely dedicated to investigating gaps in service information.
- ▶ Most of the surveys' answers were not monitored to be completed by all responders.
- ▶ We reserve the right to illustrate the results stated in this presentation with complete details on Survey Monkey.