



Kimley»Horn



COORDINATED HUMAN SERVICES TRANSPORTATION PLAN



INTENT

The intent of this element of the Transit Development Plan (TDP) is to provide the required Coordinated Human Services Transportation Plan. The Coordinated Human Services plan looks at specific needs and opportunities to improve the transportation options for low income, senior and disabled individuals. This plan also outlines the framework for the funding of specialized transportation systems, which aim to improve mobility for the special needs population within the larger community.

In keeping with Executive Order 13330, the Coordinated Human Services Transportation Plan will address the following goals:

- » Promote interagency cooperation and the establishment of appropriate mechanisms to minimize duplication and overlap of Federal programs and services so that transportation-disadvantaged persons have access to more transportation services;
- » Facilitate access to the most appropriate, cost-effective transportation services within existing resources;
- » Encourage enhanced customer access to the variety of transportation and resources available;
- » Formulate and implement administrative, policy, and procedural mechanisms that enhance transportation services at all levels.

The Coordinated Human Service Transportation Plan element of the TDP is developed as a framework approach to addressing mobility management, a guidebook for initiatives and strategies to improve transportation options through outreach with and coordination of the network of community groups and agencies in the larger community. This approach is catered specifically to the Grand Forks-East Grand Forks metropolitan area.

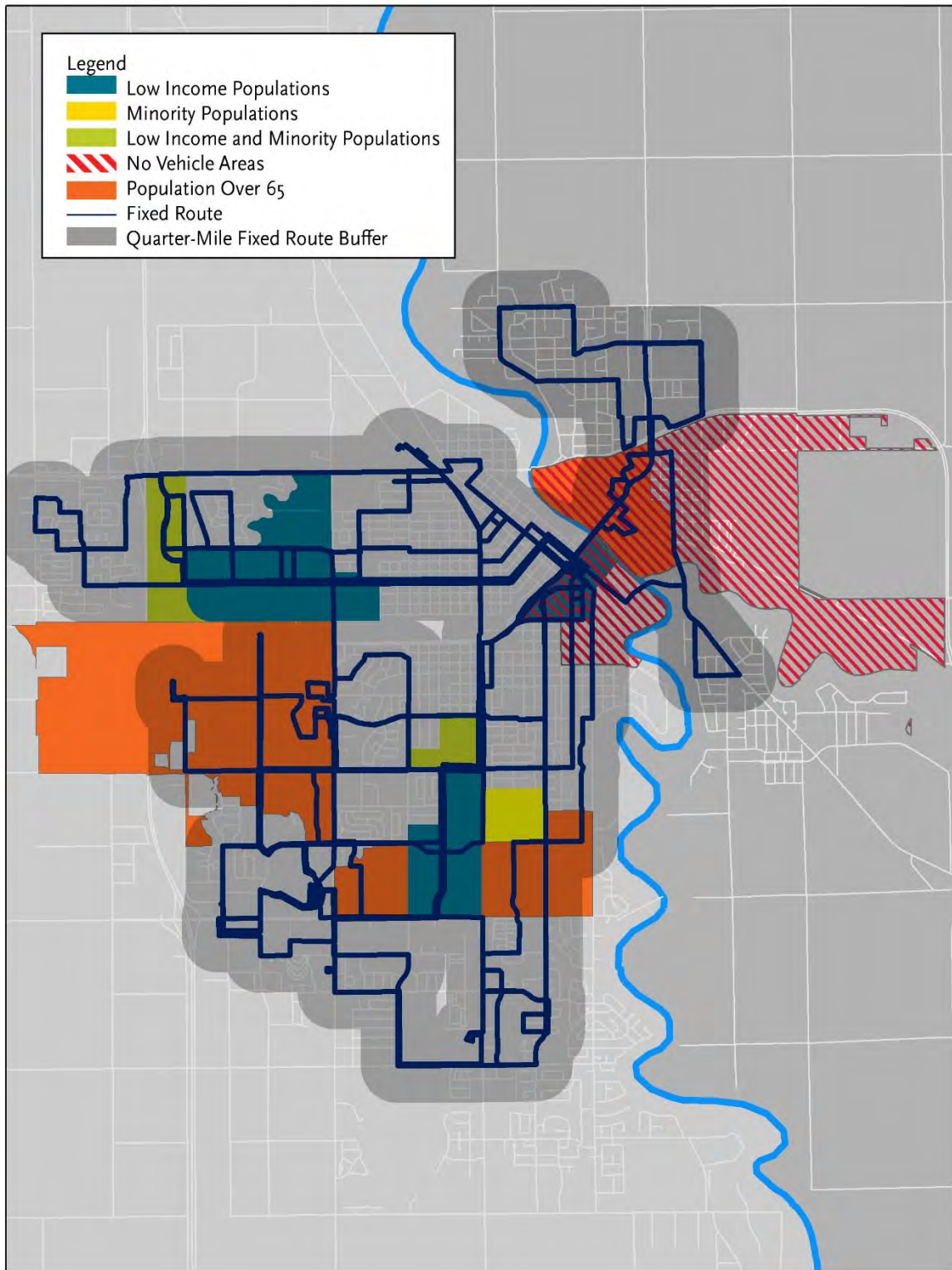
TARGETED POPULATIONS & NEEDS ANALYSIS

The Coordinated Human Services Transportation Plan as a subset of the overall TDP focuses on addressing transportation needs for three specific target groups: elderly, low income and minority and individuals with disabilities. The demographic and geographic context of these populations was more clearly discussed in the Existing Conditions element of the Transit Development Plan.

However, to more clearly understand the context of these populations related to the current transit infrastructure in the Grand Forks-East Grand Forks MPO area, Figure 1 shows the composite geographies with the most extreme potential need for public transit services, particularly for low income, minority, zero vehicle households and seniors.

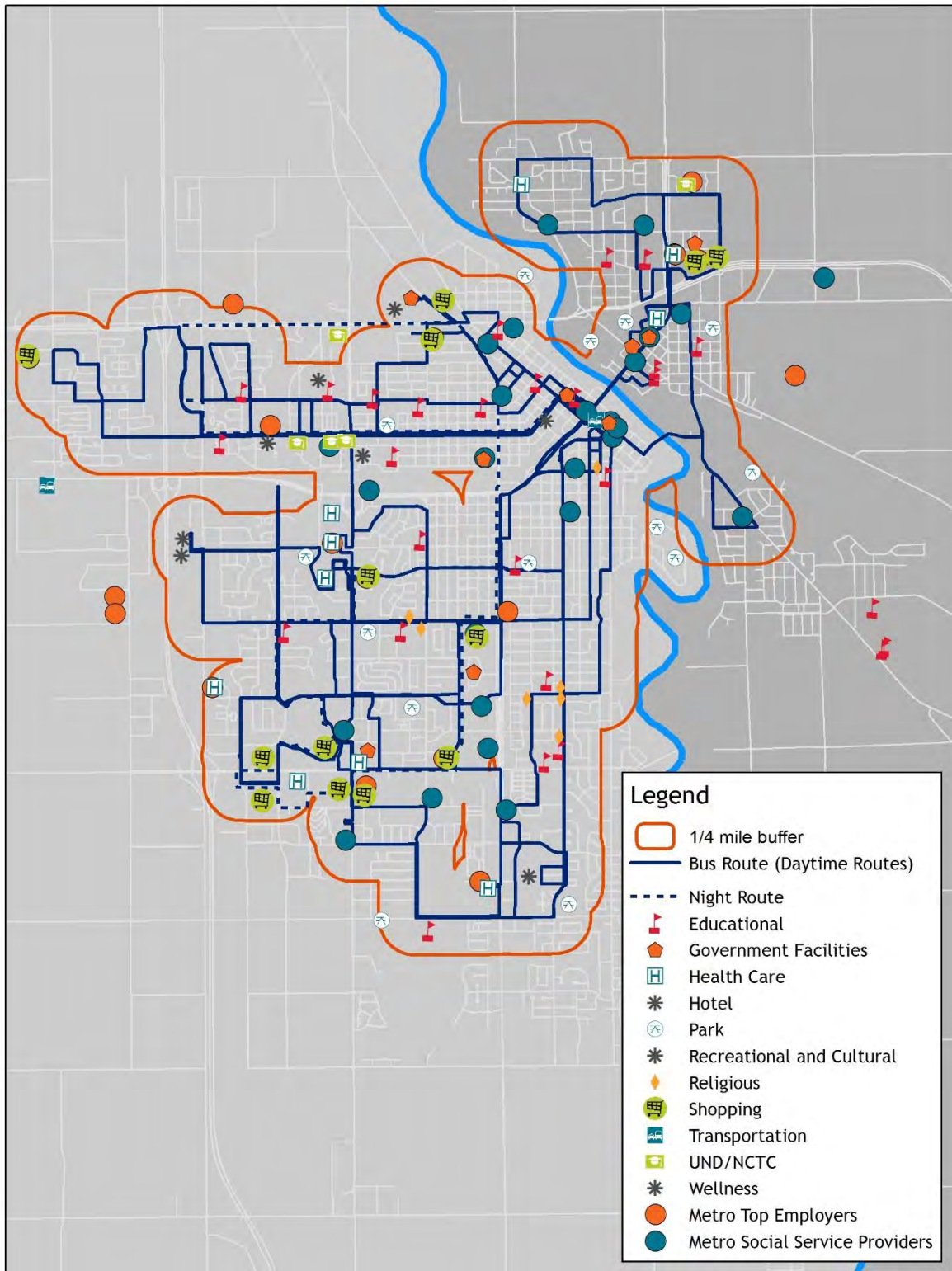
A key feature of the Human Services Coordinated Transportation Plan is a refined assessment of key transportation destinations for these target populations. The Existing Conditions element of the Transit Development Plan established the location of Social Service agencies, large employers and major community destinations and in relation of the current Cities Area Transit Fixed Route services. The Coordinated Human Service Transportation Plan element of the Transit Development Plan aims to refine these larger needs into a more refined assessment of need. Figure 2 demonstrates significant potential generators for public transit to determine the degree to which these areas are currently served. Currently these areas are generally well served by fixed route operations provide by CAT.

Figure 1: Composite Areas of Need



Coordinated Human Services Transportation Plan

Figure 2: Major Destinations in the Grand Forks - East Grand Forks Metro Area



EXISTING PROVIDERS & DEMOGRAPHICS

Assembling a mobility management framework starts first with a documentation of current transportation assets in the community. To a large degree these are providers of more niche services and in many cases transportation provided by these groups are available only for clients specific to a facility or organization.

System Inventory

Table 1 shows the current system of other significant transportation providers serving the Grand Forks-East Grands MPO area.

Table 1: Transportation Providers in the Grand Forks - East Grand Forks MPO Area

Transportation Providers in the Grand Forks – East Grand Forks MPO Area					
Public	General Public	Clients Only	Intra City	Inter City	Major Dial-A-Ride Generator
Tri-Valley	X			X	NA
Pembina County	X			X	
Valley Senior	X			X	
Walsh County	X			X	
Nelson County	X			X	
Private	General Public	Clients Only	Intra City	Inter City	Major Dial-A-Ride Generator
Jefferson	X			X	NA
Dietrich Bus Service	X	X	X		
Red White and Blue Taxi	X		X		
Grand Forks Taxi	X		X		
Nodak Radio Cab Co.	X		X		
City Cab Taxi	X		X		
Hengwa Taxi			X		
Yellow Cab Company			X		
S & S Taxi			X		
Agency Services	General Public	Clients Only	Intra City	Inter City	Major Dial-A-Ride Generator
Development Homes		X			X
Disabled American Veterans		X		X	
Northlands Rescue Mission		X			
REM North Dakota		X			
Valley Memorial Homes		X			
Polk County DAC		X			
Parkwood Place		X			
Altru		X			
Success Unlimited		X			
Good Sam - Heritage Grove		X			
St. Anne's Guest House		X			X
University of North Dakota		X			

Public Providers

- » **Tri-Valley Heartland Express** is a curb-to-curb service and provides public transportation services to the general public in eight Minnesota counties: Polk, Red Lake, Norman, Marshall, Kittson, Pennington, Mahnomen, and Clearwater.
- » **Pembina County** provides public transit with priority given to medical appointments and people with disabilities. Service runs within the county and to cities in Walsh County, Grand Forks and Fargo.
- » **Valley Senior** provides service to residents of Traill and Steele counties and some rural residents of Grand Forks county on a fixed route.
- » **Walsh County** provides service in Walsh County and to Grand Forks with one monthly trip to Fargo.
- » **Nelson County** provides service to all of Nelson county and some of rural Grand Forks county along US Highway 2.

Private Providers

- » **Jefferson Lines** provides regional bus service from Grand Forks to points in Minnesota, west as far as Missoula, Montana, east to Milwaukee, Wisconsin, and south to the Texas-Oklahoma border.
- » **Dietrich Bus** provides contract bus service to the City of Grand Forks for school busing and provides service to other clients as needed.
- » **Taxi Service (Red White and Blue Taxi; Grand Forks Taxi; Nodak Radio Cab Co.; City Cab Taxi; Hengwa Taxi; Yellow Cab Company; S & S Taxi)** are typical traditional taxi cab services in Grand Forks and East Grand Forks with fleets ranging from one to 10 vehicles and providing service in the city and to the airport.

Agency Providers

- » **Development Homes** provides service to their clients to and from Development Homes properties.
- » **Disabled American Veterans** provides weekly transportation to DAV members to the VA Medical Center in Fargo.
- » **Northlands Resue Mission** provides transportation to residents for medical appointments and jobs.
- » **REM North Dakota** provides service to REM homes residents and clients.
- » **Valley Memorial Homes** has shuttle service for residents for medical, social and recreational visits.
- » **Polk County DAC** provides rides to-and-from home to the DAC and from the DAC to jobs for program clients.
- » **Parkwood Place** has fixed schedule transportation for medical appointments.
- » **Altru** provides transport to Altru Rehab within Grand Forks and East Grand Forks.
- » **Success Unlimited** gives rides to jobs at Grand Forks Air Force Base.
- » **Good Sam - Heritage Grove** provides transportation for residents.
- » **St. Anne's Guest House** provides transportation for clients to medical appointments.
- » **University of North Dakota** runs on-campus shuttle service and shuttle service to airport for aviation students.

DIAL-A-RIDE DEMAND CHARACTERISTICS

There were nearly 55,000 rides given on the Dial-A-Ride system in 2015 (Table 2). About two-thirds of Dial-A-Ride trips were paratransit and one-third senior rides. Table 2 shows major Senior Ride and Paratransit ridership generators in the Grand Forks – East Grand Forks Metro area.

Table 2: 2015 Dial-A-Ride System Usage

Type	2011		2012		2013		2014		2015	
	Total	% Total	Total	% Total	Total	% Total	Total	% Total	Total	% Total
Senior	22,295	36.4%	19,855	36.0%	19,485	37.1%	19,735	36.3%	19,195	35.1%
Paratransit	39,010	63.6%	35,360	64.0%	33,040	62.9%	34,605	63.7%	35,535	64.9%
Total	61,310	100.0%	55,215	100.0%	52,525	100.0%	54,335	100.0%	54,750	100.0%

Paratransit Riders

To understand demand for paratransit riders on the Dial-A-Ride system, major ridership generators were reduced to the top 15 combined origin-destination points, as shown in Table 3. Orange shaded addresses represent trip generation based on Day Training and Habilitation (DT&H) providers or Medicaid funded residential providers. The top fifteen paratransit generators are 77.3 percent of the total paratransit system, and half of the total Dial-A-Ride system. Figure 6 shows the major paratransit generators in the Grand Forks – East Grand Forks Metro.

Table 3: Major Paratransit Generators

2015 Dial-A-Ride System Usage				
Rank	Service	Address	Location	Count
1	Paratransit	1407 24 th Avenue S	L.I.S.T.E.N Services	6,825
2	Paratransit	3880 S Columbia Road	Development Homes	2,460
3	Paratransit	2105 Gateway Drive	Agassiz Enterprises	2,207
4	Paratransit	300 Cherry Street	The Link	2,100
5	Paratransit	1100 N 55 th Street	Dakota @ 55 th Apartment Complex	1,765
6	Paratransit	1300 S Columbia Road	Altru Rehab	1,454
7	Paratransit	1000 S Columbia road	Altru Clinic	1,414
8	Paratransit	1451 44 th Avenue S	Altru South/Stadter Center	1,401
9	Paratransit	2900 14 th Avenue S	Valley Memorial Homes – Valley Eldercare	1,373
10	Paratransit	2675 32 nd Avenue S	Red Lobster	1,238
11	Paratransit	208 2 nd Street NW	Town Square Apartments	1,115
12	Paratransit	2720 S 17 th Street	Development Homes	1,106
13	Paratransit	2401 36 th Avenue S	Ashland Apartment Complex	1,090
14	Paratransit	430 Princeton Street	UND/Squires Hall	978
15	Paratransit	802 N 4 th Street	Development Homes	928
Total				27,454
% Total Paratransit System				77.3%
% of Total DAR System				50.1%

Table 4 demonstrates the relationship between Medicaid funded residential or DT&H providers noted in Table 3. As shown, these trips to-and-from work and residential sites comprise more than one-third of all paratransit trips and nearly one-quarter of all Dial-A-Ride system trips.

Table 4: Medicaid Related Paratransit Generators

Paratransit Major Users – Medicaid Related – Origin and Destination				
Development Homes				
	L.I.S.T.E.N.	Agassiz	Other	Total
802 N 4th Street	889	0	63	952
210 Chestnut	628	0	241	869
1211 10th Avenue S	307	487	4	798
1551 24th Avenue S	887	0	18	905
2720 17th Street	1,024	0	82	1,106
101 Chestnut Street	208	0	6	214
3880 S Columbia Road	177	228	2,055	2,460
Subtotal	4,120	715	2,469	7,304
Other Residential Locations				
	L.I.S.T.E.N.	Agassiz	Other	Total
1100 55th St	1,464	36	265	1,765
2401 36th Ave	467	524	99	1,090
300 Cherry	89	241	1,770	2,100
1310 Dyke	0	479	0	479
Subtotal	2,020	1,280	2,134	5,434
Total	6,140	1,995	4,603	12,738
% of Total Paratransit Use				35.8%
% of Total Dial-A-Ride System				23.3%
Total Cost of Major Users				\$305,712

Senior Rides

Table 5 demonstrates the overall major origin-destination points for senior ride trips on the Dial-A-Ride system. The top 15 generators make up 64.0 percent of the total Senior Rider system and 22.5 percent of the total Dial-A-Ride system. The YMCA (number 8), Immanuel Lutheran Church (number 9), United Lutheran Church (number 11) and University Children’s Center (number 12) are related almost exclusively to the Foster Grandparents Program. Figure 6 shows the major Senior Ride generators within the study area in relation to the existing CAT Fixed Route system. All but one major Senior Ride generator are adjacent to the current CAT Fixed Route system.

Table 5: Major Senior Ride Generators

2015 Dial-A-Ride System Usage				
Rank	Service	Address	Location	Count
1	Senior	620 4 th Avenue S	Grand Forks Senior Center	1,403
2	Senior	3300 Cherry Street	Valley Memorial Homes – Tufte Manor	1,349
3	Senior	1451 44 th Avenue S	Altru South/Stadter Center	955
4	Senior	1200 S Columbia Road	Altru Hospital	915
5	Senior	524 N 17 th Street	St. Anne’s Guest Home	824
6	Senior	2900 14 th Avenue S	Valley Memorial Homes – Valley Eldercare	815
7	Senior	1000 S Columbia Road	Altru Clinic	810
8	Senior	215 N 7 th Street	YMCA	803
9	Senior	1710 Cherry Street	Immanuel Lutheran Church	801
10	Senior	300 Cherry Street	The Link	664
11	Senior	324 Chestnut Street	United Lutheran Church	615
12	Senior	525 Stanford Road	University Children’s Center/Housing Office	600
13	Senior	2505 13 th Avenue S	Columbia Square East Apartments	585
14	Senior	4002 24 th Avenue S	Valley Memorial Homes – Country Estates	579
15	Senior	1224 Walnut Street	Alcott Manor Apartments	574
Total				12,292
% Total Senior System				64.0%
% of Total DAR System				22.5%

Tripper

Cities Area Transit operates an A.M. and P.M. tripper service, a fixed route service with five stops that operates one run from 7:35 A.M. to 8:15 A.M. and one from 3:30 P.M. to 4:15 P.M. As shown in Figure 3, ridership has been gradually decreasing since 2007, with modest fluctuations in recent years.

Figure 3: Tripper Ridership 2007 to Present



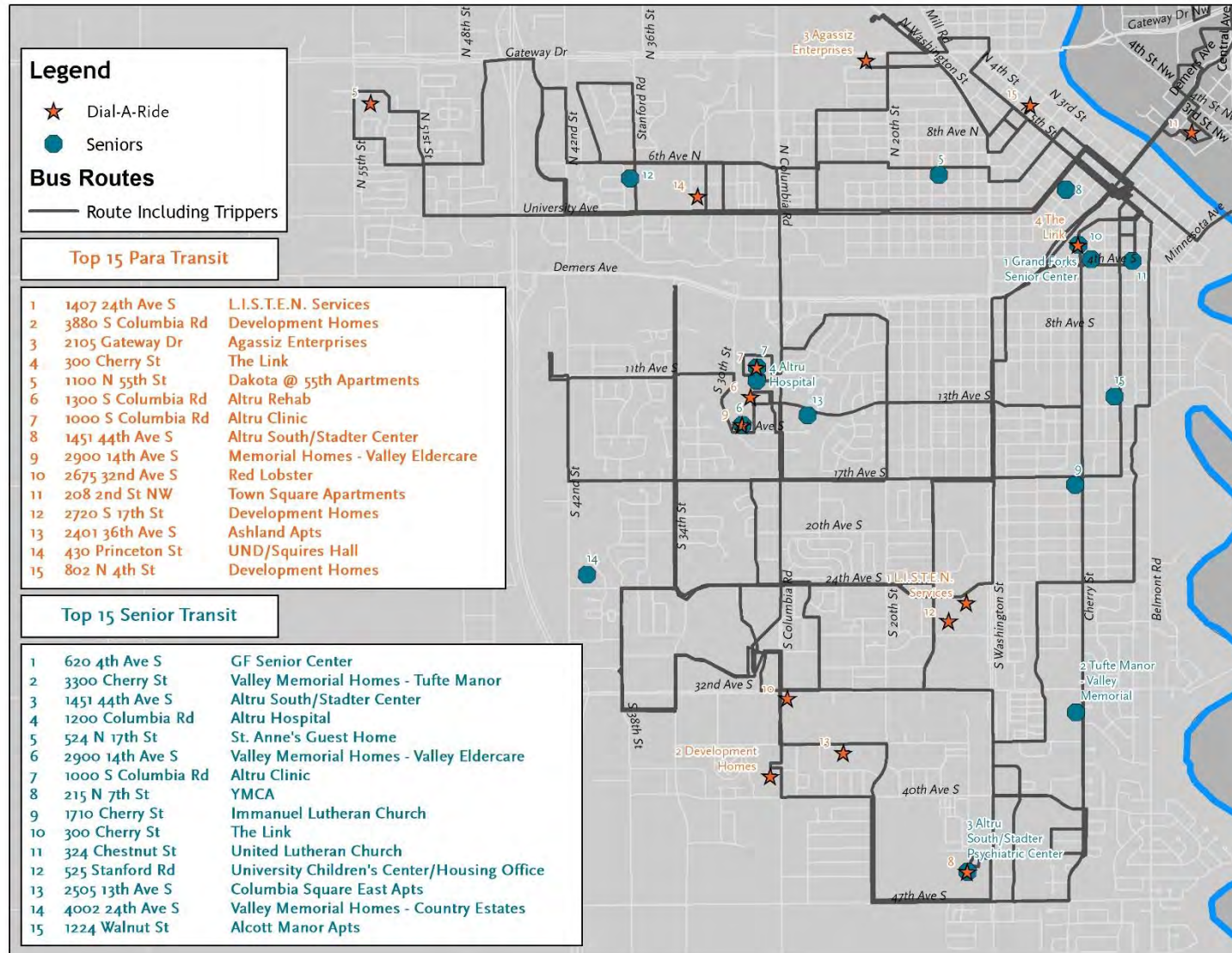
Based on the focused demand from a handful of Paratransit users, the Tripper concept appears to be a realistic operational model. However, as currently structured it neither appears to be meeting significant demand points nor are costs truly allocated to CAT for the dedicated level of service provided to its primary client, Agassiz Industries.

Table 6: Tripper Operational Variables Compared to Fixed Route and Dial-A-Ride

Tripper Operational Variables			
System Variable	Tripper	Fixed Route	Dial-A-Ride
Total Hours	530	-	-
Revenue Hours	250	-	-
Total Cost	\$23,320	-	-
Cost per Revenue Hour	\$93.28	\$83.94	\$64.36
Cost per Ride	\$4.20	\$6.12	\$22.55
Cost per Revenue Mile	\$4.96	\$6.14	\$6.20
Rides per Revenue Mile	1.18	1.00	0.27
Rides per Revenue Hour	22.18	13.71	2.85

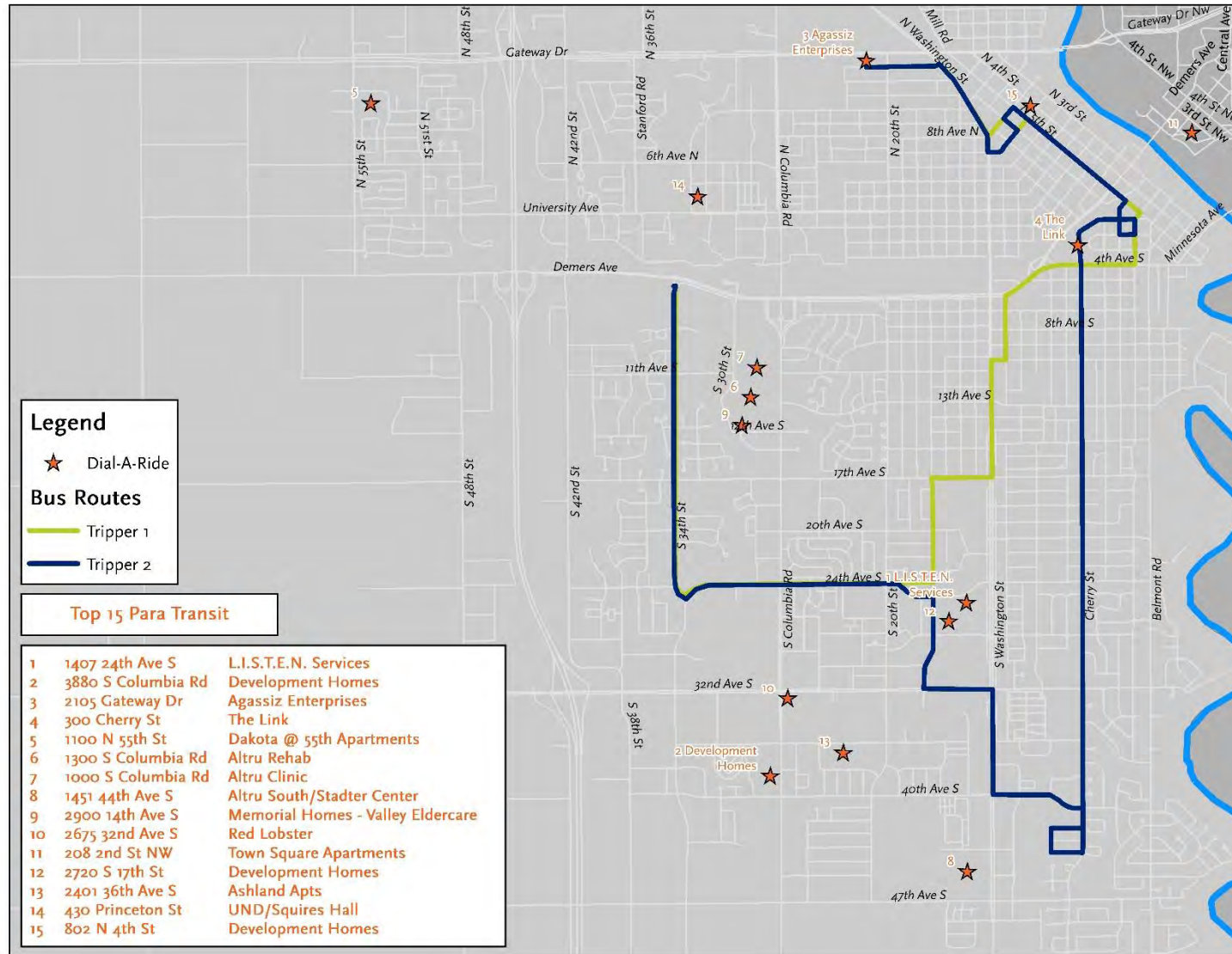
Coordinated Human Services Transportation Plan

Figure 4: Major Senior Ride and Paratransit Ridership Generators



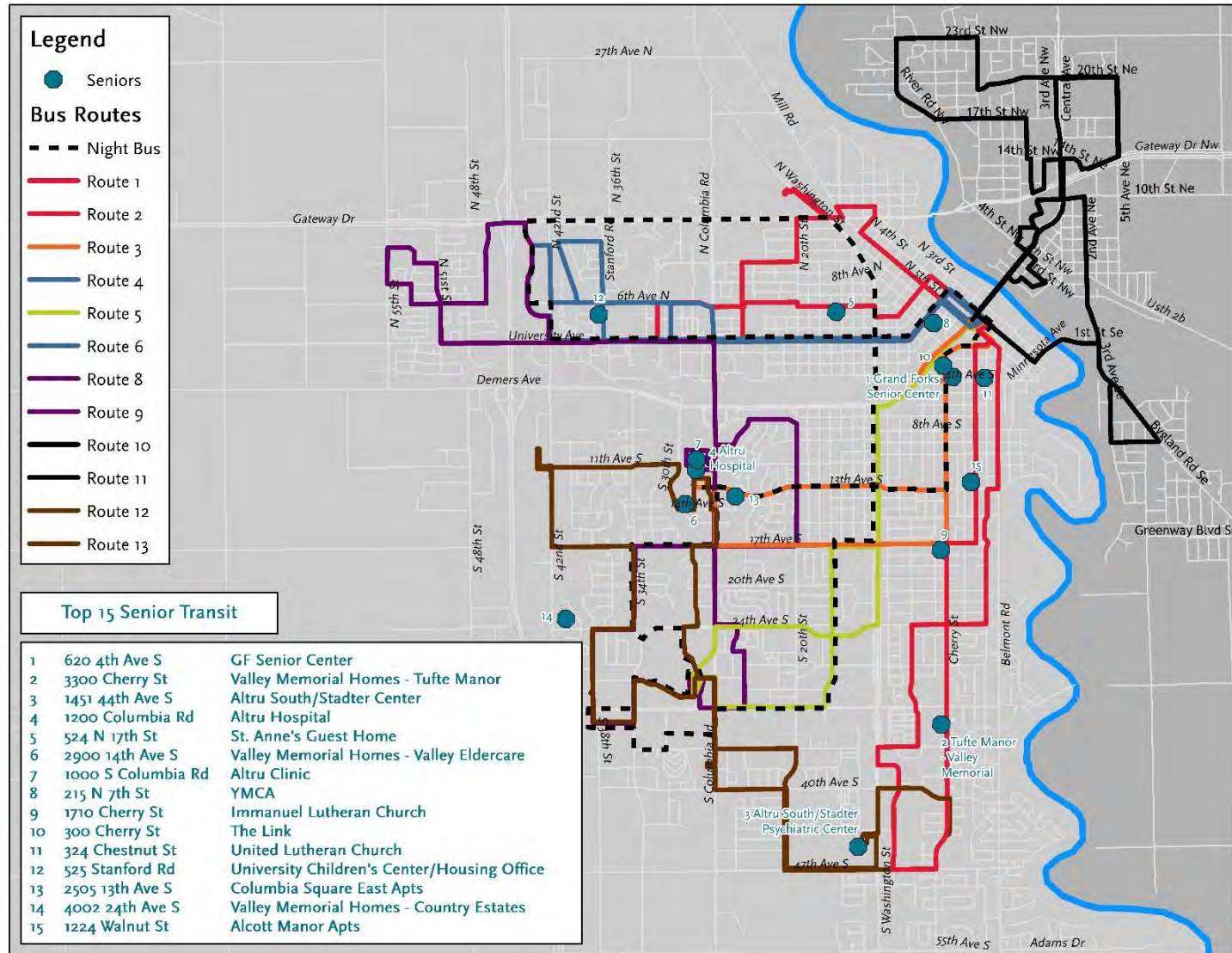
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Figure 5: Major Paratransit Generators and Tripper Routes



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Figure 6: Major Senior Ride Generators and Fixed Route System



SYSTEM NEEDS AND ISSUES

Human Service Barriers

Previously Identified Barriers

As part of the early public input process, the base set of transportation barriers from the 2011 Human Service Coordinated Transportation were discussed and evaluated. Based on the input received from key stakeholders, including CAT and the MPO, those barriers were validated for development of an updated Mobility Management framework.

- » **Information Gap.** A common barrier to accessing public transit is a simple lack of information about services provided. Many potential riders don't know where to get on the bus, how much it costs, etc.
- » **Accessibility of Fixed Routes.** ADA requires accessibility to routes. Some routes and bus stops present difficulties to segments of the population who cannot overcome some physical barriers which are exacerbated during cold weather months.
- » **Coverage Area.** A fixed route system necessarily has limited coverage capacity. Some areas of Grand Forks/East Grand Forks remain underserved.
- » **Frequency of Service.** Frequency has a great impact on riders' lives. Waiting for a bus on a 30- or 60-minute headway can eat up significant portions of time and require users to schedule their lives around bus service.
- » **Hours of Operation.** Current CAT fixed route service runs day routes from roughly 6 A.M. to 6 P.M. and then a single night route bus until 10 P.M. Saturday service is from 8 A.M. to 6 P.M.; there is no Sunday service. These hours present significant difficulties to potential riders who work outside of traditional nine to five hours.
- » **Route Indirectness.** Related to coverage area, route indirectness creates barriers to riders who must sit through winding bus routes to reach their destinations.
- » **Cost of Service.** Paying full cost will be perceived as too high for most users. Although fares are subsidized, many target users may still see fare prices as prohibitive.

New Transit System Issues

As part of development the TDP update, a refined set of Transit System Issues were developed to guide formation of the key elements of transit system needs in Grand Forks-East Grand Forks. These issues were more specifically discussed in the Issues Analysis element of the Transit Development Plan. However, each can be viewed more specifically through the lens of the Coordinated Human Service Transportation Plan.

- » **System Interface (Marketing & Outreach).** The single most significant opportunity within the context of the Mobility Management framework of the Coordinated Human Service Transportation Plan is the need to greatly improve outreach and marketing to targeted populations.
- » **System Effectiveness.** An effective public transit system is critical to the quality of the transit dependent populations including the targeted populations.
- » **System Performance & Operations.** For those most dependent on public transit systems, a well performing and operated public transportation system is the key to access to employment, education and quality of life opportunities.

- » **UND Coordination.** UND is a major transit generator, significant employer and the region’s premier educational institution. Improved coordination and service options between CAT and UND can only serve to improve the overall mobility needs of targeted populations.
- » **Capital Needs.** A critical need facing Cities Area Transit will be sustaining capital inputs to support existing and potentially expanded service levels. Related to the targeted populations, the need to identify potential capital assets may also serve to improve mobility of these populations and also reduce demand for certain Cities Area Transit service (i.e. Dial-a-Ride).
- » **Balancing System Needs.** Needs to grow the Cities Area Transit system cover the full spectrum, including frequency of service, hours of service, days of service, etc. While investment in all these areas are not possible, thoughtful deliberation is needed to understand which of these investments may best serve the needs of the targeted populations.
- » **Community Support.** As noted in early sections of the Transit Development Plan, there has been an uptick in support for the public transit systems in the Grand Forks-East Grand Forks area. The targeted populations, including those agencies and organizations who represent them should be considered critical champions for increased support and investment in the public transit infrastructure.

Relationship of Transit System Needs

Based on a review of both the Transit System Needs and existing Human Service Barriers, two significant items needing to be addressed through the Coordinated Human Service Transportation Plan is System Interface (Marketing) and Balancing System Needs. The majority of validated Human Service Barriers relate directly back to the need to provide an improved balance of new services throughout the study area. New service levels will directly impact the target populations. The Information Gap barrier applies almost without exception to each significant transportation issue identified in the TDP. Most importantly, the Information Gap ties directly into the need to improve the System Interface through improved marketing and outreach. Increasing the level of information available to target populations increases informed decision making and mobility management efforts.

Table 7: Relationship of Transit System Needs

		Transit System Issues						
		System Interface	System Effectiveness	Performance & Operations	UND Coordination	Capital Needs	Balancing Needs	Community Support
Human Service Barriers	Information Gap	X	X	X	X			X
	Accessibility of Fixed Routes		X	X				
	Coverage Area						X	
	Frequency of Service						X	
	Hours of Operation						X	
	Route Indirectness		X	X			X	
	Cost of Service							

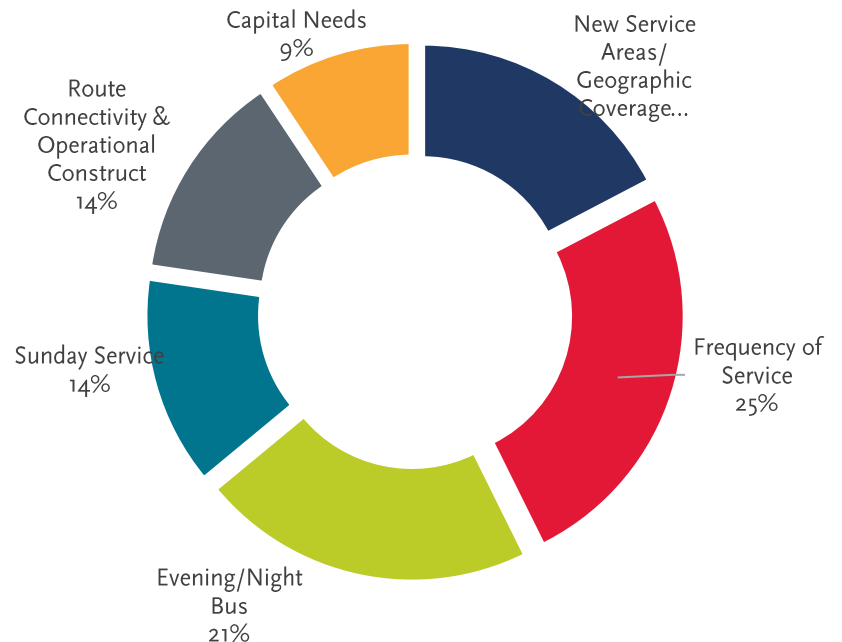
Balancing System Needs

Comparing the existing Human Service barriers and Transit System Issues identifies a significant relationship to the need to balance system needs. As discussed in earlier parts of the TDP, balancing transit system investments is a large part of the overall strategy.

Significant new resources are needed to meet future needs for perceived acceptable levels of service. When viewing the prioritization of future system needs the following prioritization was developed. In an order of priority, the following set of needs would serve to address over 50 percent of the identified barriers outlined for Human Service Transportation needs:

- » **Frequency of Service.** Most CAT routes, current and proposed, operate with 60-minute headways. If a rider misses their bus, there are few other affordable options if they are unwilling or unable to wait for the next bus, making it difficult to rely solely on the public transit system. The *Transit Capacity and Quality of Service Manual Second Edition* classifies the CAT system's route frequency as LOS "E".
- » **Evening/Night Service.** CAT does not provide any service from 10 P.M. to 6:30 A.M. Monday through Friday morning and begins at 8 A.M. on Saturday. A single night route provides service in Grand Forks only from 6 P.M. to 10 P.M. with one hour headways. A majority of employers in the industrial park have shifts that start at 5 A.M. and that lack of affordable transportation during the later hours impedes workers' ability to take the overnight shift. More consideration is needed to how evening routes are operated, and the general frequency and geographic coverage of evening service.
- » **Coverage Area.** As growth extends from the cores of Grand Forks and East Grand Forks, providing service in new areas has been a challenge. Specific areas in Grand forks like 42nd Street, Gateway Drive, the industrial park and southern residential neighborhoods have no or low service coverage. While more service area is likely justifiable, recent input gathered through the TDP development process suggests that new service needs to be measured against improved levels of service to known transit hot spots.
- » **Sunday Service.** CAT does not provide service on Sundays. This prevents people from social activities like church, cultural and arts events, food access, employment and medical care. A system of Sunday service should be evaluated that operates akin to the system currently running in the evening.
- » **Route Connectivity/Operational Construct.** Improved connectivity between routes and major transit generators can address barriers to riders and help make transit ride times comparable to private auto by streamlining the route alignments and eliminating timely transfers.

Figure 7: Balancing System Needs



PROGRAM GUIDANCE

Having considered the range of most significant transit system issues and human service barriers, the following set of programmatic actions and initiatives would serve to improve the overall transportation options for targeted populations. Further, these efforts would improve the dialogue among human service agencies and significant transportation providers in the Grand Forks-East Grand Forks area.

System Interface (Marketing)

A major overall issue identified through the development of the TDP is the system interface, or more specifically system marketing. A number of initiatives should be explored to improve outreach and marketing to target populations within the larger community.

Quarterly “Major Users” Meetings

CAT should meet quarterly with the significant users of Dial-a-Ride, specifically those agencies and entities discussed earlier. The MPO should be party to these meetings in so far as they are related to the overall metropolitan transportation planning program. This includes both paratransit and senior rider component of Dial-A-Ride. These quarterly meetings provide for valuable information exchange on transportation needs and opportunities within the targeted populations in the larger community.

Community Agency Networking Association

CAT should look to build upon the Community Agency Networking Association (CANA) to improve outreach and marketing to key agency representatives from critical user groups from the larger community. CANA is a one stop consortium of a number of local service agencies and organizations and provides a direct network of information sharing and resource coordination. These venues offer CAT and participating agencies an opportunity to review system operations and discuss efforts to better coordinate and streamline services to targeted populations.

Interagency Forum

Attend the regular monthly meetings of the Interagency Forum (IAF). The IAF is a consortium of local human and social service agencies from around the community. The venue is a great outreach opportunity, but also an opportunity to build consensus among key agencies on potential new strategies for improve and enhance all elements of CAT, specifically Dial-A-Ride.

Targeted Mobility Management & Niche Marketing Materials

Directory of Transportation Services (Annual Update) - Print + Web

CAT and the MPO should annual develop a Directory of Specialized Transportation Services. The Directory would serve to provide a one stop reference of available transportation providers in the larger community. The Directory should be published in print and be made available online.

Senior Ride Guides

Provide updated ride guides and route information on the CAT System to key users groups such as senior citizens. Senior transportation needs are typically focused on quality of life trips such a shopping, medical and social destinations. Focus should be on illustrating how the CAT system can improve access to critical destinations that sustain and improve the quality of life for seniors.

How to Ride Seminars

CAT should hold monthly rider orientation meetings to assist agency clientele in learning about the CAT system. These “how to ride” seminars are helpful in improving both case worker and client’s familiarity with the public transit system. In some cases, these seminars are helpful in communicating the variation in eligibility requirements for access to the Dial-a-Ride system and demonstrate how fixed route options may be more convenient for certain rider types.

Rural Transportation Collaborative

The Rural Transportation Collaborative (RTC) is a volunteer driver program focused on transportation rural residents into the urban settings. CAT should increase coordination with the RTC operated by the Tri-Valley Opportunity Council.

Intercity Service Coordination

THE Bus and Jefferson lines provide significant intercity bus services to and from East Grand Forks. Increased coordination with both entities is important to ensuring a match between transfers and to maximize the ability of CAT to integrate with both.

Dial-A-Ride Eligibility Screening

CAT should incrementally review and recertify current registered DAR users. Part of this effort would relate to the development of an expanded and more robust eligibility screening process to ensure those who need DAR services are provided mobility options they require. At the same, an emphasis on certifications allows an opportunity for CAT to manage demand between Senior Ride, Paratransit and the Fixed Route system more efficiently.

These eligibility reviews need to be closely coupled with the previously mentioned marketing and outreach efforts to key agencies and constituents. Many specialized users such as seniors migrate immediately to the Senior Ride program without adequate consultation and consideration of the Fixed Route options. Increased education and awareness of Fixed Route options will assist in easing negative responses from potentially effected clients and agencies if more consistency and thoughtful eligibility certifications are implemented.

Service & Program Development Coordination

Capital & Operating Needs (Agencies)

CAT and the MPO should look to develop capital and operational support to improve service delivery systems for special needs populations. Several agencies within the Grand Forks-East Grand Forks area may benefit from access to funding to assist with both operational and capital funding. Funding for these programs could be sought through the FTA Section 5310 programs administered by both the North Dakota Department of Transportation and the Minnesota Department of Transportation. Additional options exist through the Community Development Block Grant (CDBG) Program administered by the City of Grand Forks.

Community Capital Assistance Program

More specifically, a Community Capital Assistance Program (CCAP) could be developed to provide capital funding to agencies with a proven ability to improve mobility options for targeted populations. Additionally,

the CCAP would be structured to support capital programs to benefit service providers who demonstrate an ability to reduce demand on Cities Area Transit Dial-a-Ride.

Coordinated Service Delivery Initiative

Like the CCAP, the Coordinated Service Delivery Initiative (CSDI) would look to allocate Federal, state or local resources to provide coordinated transportation programs and services. Programs would be developed through existing or new provider consortiums aimed at developing more coordinated service delivery concepts. Prioritization would be given to programs that serve to coordinate existing duplicated service or service initiatives which could reduce demand on Dial-a-Ride through more cost effectiveness delivery methods to key generators.

Related to the current Tripper system, coordinating among potential benefiting agencies on a similar service either between CAT and related agencies or between related agencies would meet the intent of the CSDI.

Full Cost Allocation

The Human Service Coordinated Transportation Plan is focused on outlining system improvements which will generally improve mobility options for the targeted populations discussed above. Specifically, the Mobility Management Framework focuses on understanding system alternatives to better maximize investments in the CAT Dial-A-Ride System. CAT is currently investing nearly a third of its resources into the DAR system. In an effort to manage existing resources and to grow the overall CAT system, cost allocation strategies have been developed to capture new potential revenue from agencies who are currently utilizing CAT at a disproportionately high level.

Full cost allocation models look to partner with agencies who receive the benefit of CAT services for their clients, but are not currently sharing in the cost of those services. As demonstrated earlier, a very small number of agencies are putting about 25 percent of the total demand for paratransit related usage of Dial-A-Ride. Additionally, the TDP development process identified programs such as Foster Grandparents (operated by Grand Forks County) which places a measurable demand on the Senior Ride component of the CAT system. While full cost allocation options could be considered for medical related trips for certain skilled nursing facilities, those issues do not appear to be prevalent in the existing condition.

Agency Rates

Special focus for increased financial coordination and cooperative partnership should be aimed at agencies involved in Day Training & Habilitation (DT&H) related programs. As noted earlier, a large portion of the Paratransit trip generation relates specifically back to DT&H provider transportation. Implementing a cost allocation approach to the Paratransit system could develop a two-tiered approach.

Tier I of this effort would be to explore funding or financial partnerships with these agencies to assist in offsetting the cost of DAR. When presented with the financial and operating limitations of CAT, agencies may be willing to more progressively look for funding cooperation. Further this level of discussion between CAT and local agencies may reveal other options to cooperatively streamline service delivery methods and approach to reduce cost to CAT while maintaining acceptable level of service to agencies and their clients.

Tier II options would relate to the development of an Agency Rate for these organizations. Typically agency rates are applied to agencies' transportation for individuals who otherwise qualify for human service or

transportation-related programs or services due to disability, income or advanced aged coordination, consistent with Executive Order 13330, referenced earlier.

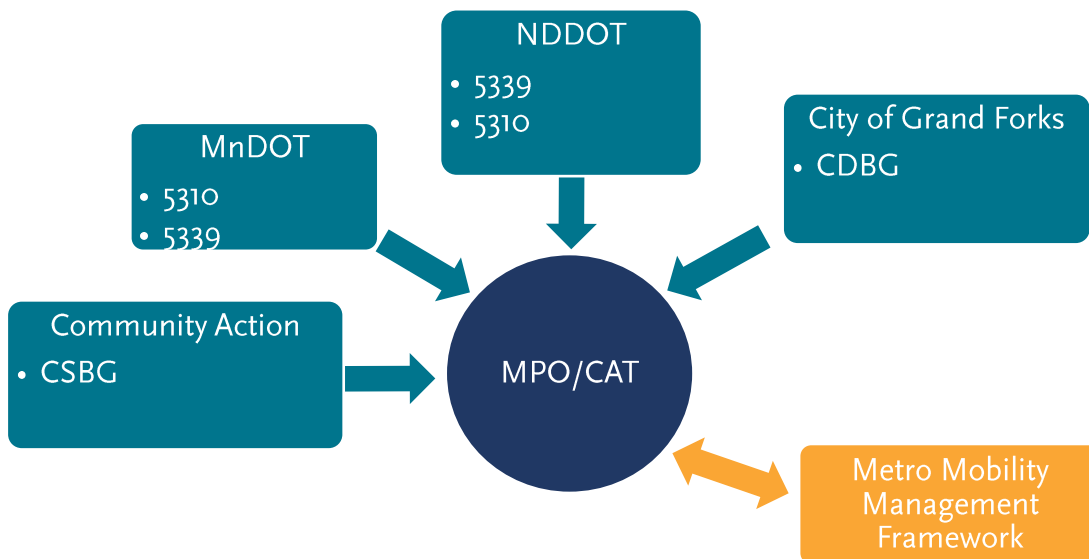
Pricing for agency rates can range anywhere from a full cost allocation of the ride, currently about \$22.00, to a price brokered between CAT and affected agencies. In order to effectively implement an agency rate, the following considerations should be closely reviewed:

- » *USC 49 Part 37.131 (c)* – Agency fares are permissible, however must be tied to an agreement in which the transit agency is guaranteeing a certain number of rides at a certain rate.
- » DT&H providers in North Dakota are not always provided transportation costs through the State who administers Medicaid funding.
- » North Dakota based DT&H providers are not currently required to provide transportation to their clients. Therefore, North Dakota based DT&H agencies may be hesitant, if not hostile, to the suggestion of an agency rate.

Funding

Funding typically used to implement this element of the Transit Development Plan would come from five Federal aid programs (Figure 8): Section 5310, Section 5339, Section 5309, CDBG and CSBG.

Figure 8: Programming Coordination



PROJECT PROGRAMMING & PRIORITIZATION

The following section of Coordinated Human Services Transportation Plan provides an overview of the project programming & prioritization process for implementation of this element of the Transit Development.

Funding to Support the Mobility Management Framework

Section 5310 – Enhanced Mobility of Seniors & Individual with Disabilities

Section 5310 are funds targeted at providing funding to improve transportation options for seniors and individual with disabilities. Both MnDOT and NDDOT use different project solicitation and selection processes for this program.

- » MnDOT – Project solicitation, prioritization and selection is led by the Central Office in coordination with public transportation providers in each MnDOT District. In the case of this Transit Development Plan, it would be District 2. Typically, projects provide capital vehicles purchases for Day Training & Habilitation (DTH) transportation needs operated by smaller agencies or public transit providers.
- » NDDOT – Solicits projects through each MPO (and statewide through rural providers) to support the purchase of vehicles which support public transportation services. In the case of this Transit Development Plan, projects are solicited by the MPO and prioritized prior to final project selections by NDDOT.

Section 5339 – Bus and Bus Facilities Grants Program

Section 5339 funds support the purchase of transit capital (typically buses) to support the operation of public transportation services. Section 5339 funds are realistic source of funds to implement capital needs identified by this section of the Transit Development Plan.

- » MnDOT – Project selection is typically made by central office based on needs identified by each transit operators as expressed through internal needs determinations made by MnDOT's Office of Transit.
- » NDDOT – Projects are solicited through each MPO (and statewide through rural transit providers) to support the support the purchase of public transit rolling stock; or other capital needs.

Section 5307 – Urbanized Area Funds

These funds are apportioned to each designated recipient. In the case of the Grand Forks - East Grand Forks MPO area, funds are apportioned to both Grand Forks (through NDDOT) and East Grand Forks (through MnDOT). Section 5307 funds are realistic source of funds to implement operational (including marketing and mobility management) needs identified by this section of the Transit Development Plan.

Cities Area Transit develops its own program of projects (POP) to implement the public transit system and identifies the expenditure of Section 5307 funds. Many small scale programmatic and marketing efforts are realized through the overall integration of Section 5307 into the CAT operating budget.

Community Development Block Grant

Community Development Block Grant (CDBG) funds are apportioned to and administered by the City of Grand of Forks. CDBG funds are allocated to specific project needs identified through the development of the Consolidated Planning process. Increased consultation is needed between Cities Area Transit, the MPO and the City of Grand Forks regarding coordinating programmatic opportunities between CDBG Consolidating Planning process and this element of the Transit Development Plan.

The Grand Forks 2015-2019 Consolidated Plan suggests transportation is a strong component of workforce retention. Additionally, programming to assist New Americans in making cultural adjustments is an important need identified by the current plan. New Americans usually make good use of the CAT system once they arrive in Grand Forks-East Grand Forks and programming aimed at improving the mobility of New Americans is critical to their success. Consider coordinating funding requests for CDBG funds through the City of Grand Forks to assist with development of niche services or capital needs of smaller agencies, which would serve to improve transportation options for certain populations. Such a request would meet the intent of the *non-housing community development needs, specifically and service to promote self-sufficiency/economic dependence*, currently included in the Grand Forks 2015-2019 Consolidated Plan.

A number of goals from the 2015-2019 Consolidated Plan can be linked to the transportation needs also identified in this TDP.

- » HO2 – Provide Operational Support to agencies that assist people who are at risk of becoming homeless.
- » SN1 – Support facilities and services that assist special needs populations.
- » CD1 – Remove barriers to self-sufficiency.
- » CD4 – Enhance public facilities and improve services in at-risk neighborhoods.

Both the MPO and CAT should integrate themselves into the planning and programming related to CDBG funds.

Community Service Block Grant

Community Service Block Grant (CSBG) funds are typically used by Community Action Agencies (CAAs) to implement their multi-year work programs. Similar to CDBG, these program funds are targeted at meeting needs of low income individuals. Increased consultation is needed between Cities Area Transit, the MPO and the Region VI Community Agency and the Tri-Valley Opportunity Council regarding coordinated programmatic opportunities between CSBG needs development and programming process and this element of the Transit Development Plan. CAT specifically should integrate itself into the planning and programming related to CSBG funds.

Project Prioritization

Implementation of this element of the Transit Development Plan will require that projects are scored and prioritized through the MPO Transportation Improvement Program (TIP) development process. Project prioritization should be developed in very close coordination with this element of the Transit Development Plan. Targeted projects should look to advance initiatives which generally meet the project needs and concepts identified in the TDP.

The programming process to support implementation of this element of the Transit Development Plan must be coordinated with both MnDOT and NDDOT. Each state implements a uniquely different project prioritization and selection process. However, the scoring and prioritization of projects locally through the MPO process is a signal to each DOT of local preferences for project investments.

Project Scoring

To assist with scoring projects submitted for funding through programs discussed here, the following weighting system should be considered. It is assumed the scoring is initially completed by the MPO. These scoring criteria relate specifically to trying to ensure projects and programs are designed to meet the needs identified in the TDP update. Additionally, these scoring criteria also factor into a relationship to the four highest prioritized goals discussed earlier in this section, plus the goal of System Preservation which is closely linked to state of good repair principles inherent in the FAST Act:

- » Economic Vitality
- » Integration & Connectivity
- » Efficient System Management
- » Accessibility & Mobility
- » System Preservation

Project Scoring & Weighting

A weighting system is suggested, independent of potential possible total points to suggest the relative influence each potential scoring metric would have relative to the each other. So for example under a 100 point system, the percentage below would/could be directly translated into points.

- » **Maintain CAT in a State of Good Repair – 40%**
 - Goal Targeted
 - System Preservation
 - Project Concepts
 - Replacement of Fixed Route or Dial-a-Ride rolling stock.
 - Replacement of ancillary capital or facility needs.
- » **Programs/projects which serve to preserve existing service levels – 20%**
 - Goal Targeted
 - Efficient System Management
 - Integration & Connectivity
 - Accessibility & Mobility
 - Project Concepts
 - Dedicated mobility management efforts and programs.
 - Marketing and outreach campaigns and programs.
- » **Programs or projects which provide expanded service options – 10%**
 - Goal Targeted
 - Accessibility & Mobility
 - Economic Vitality
 - Project Concepts
 - New Sunday, evening or other Fixed Route service needs.
 - Service may include service to the Industrial Park, Airport or major employment areas not served by CAT.

- » **Capital coordination and operational partnership among or between agencies and CAT – 10%**
 - Goals Targeted
 - Efficient System Management
 - Integration & Connectivity
 - Accessibility & Mobility
 - Project Concepts
 - Purchase of rolling stock to be shared among agencies which would reduce demand on DAR, to replace agency capital which if not replaced would put more demand on DAR.
 - Programming cooperatives between agencies (or between agencies and CAT) which would service to better manage (or reduce) demand on the DAR system.
- » **Program/Project which is aimed at reducing demand on Dial-a-Ride – 10%**
 - Goals Targeted
 - Integration & Connectivity
 - Accessibility & Mobility
 - Efficient System Management
 - Project Concepts
 - Any number of marketing or technology investments which are focused on managing demand on the DAR system, or increasing coordinating among local agencies and CAT.
- » **Program/project which addresses issues, needs or concepts discussed in TDP – 10%**
 - Goals Targeted
 - Various
 - Project Concepts
 - Projects which can point to a need, issue, or concept within the TDP.

It is important to note that these weighting/scoring criteria provide the scoring of projects. Following a scoring of each project, projects are then to be prioritized through the MPO process. However, the scoring should be considered a litmus test to the overall value of a project and its relative prioritization prior to submission to each DOT.