

# Metro Mobility Executive Summary

## Introduction and Overview

At the request of Metro Area Transit (MAT) the Fargo-Moorhead Metropolitan Council of Governments (Metro COG) prepared the 2010 Metro Mobility Study. The Metro Mobility Study addresses the requirements of recent Federal Transit Administration (FTA) Section 5316 New Freedom funds awarded to MAT. The intent of Metro Mobility is to further refine and evaluate recommendations of the 2007-2011 Metro Transit Plan and re-engage relevant stakeholders towards continued implementation of coordinated human service transportation principles and strategies.

The focus of Metro Mobility is Specialized Transportation. Specialized Transportation includes programs and services aimed at senior citizens, disabled and other user groups which are dependent on supplemental services and programs which fall beyond the scope of MAT Fixed Route operations.

### *Metro Mobility Goals & Objectives*

The Goals and Objectives of Metro Mobility are as follows:

- Develop and maintain a database of regionally significant transportation providers.
- Engage transportation users and stakeholders regarding issues concerning the delivery of specialized transportation in the FM Metropolitan Area.
- Increase communication among transportation providers, service agencies, and stakeholders concerning the delivery of specialized transportation in the FM Metropolitan Area.
- Develop a baseline set of information about the provision of specialized transportation in the FM Metropolitan Area, including a performance analysis of MAT Paratransit and Metro Senior Ride.
- Develop and promote transportation alternative options that improve service delivery to individuals requiring specialized transportation.
- Develop alternatives and select a preferred alternative that addresses the need for a general public demand response service.

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## **Specialized Transportation Community Assessment**

Specialized transportation is defined as transportation that requires a higher level of service than typical fixed route transit. Higher level service is needed due to hours of operation, locations, or levels of service outside the scope of fixed route transit.

Demand for specialized transportation is not isolated to one portion of the FM Metropolitan Area. Specialized transportation allows people access to medical, employment, quality of life, spiritual and all other services they want or need.

Besides the individual living independently in the community, generators of specialized transportation include nursing homes, living communities, public and tax credit housing. Nursing homes are skilled nursing facilities defined by state licensing requirements. Living communities are assisted living facilities and lodging or boarding facilities. Living communities place more responsibility on the individual for care, but do offer services that require lower amounts of care than a skilled nursing facility. Public housing is housing that is designated for people who meet income requirements. Public housing facilities are somewhat designated for certain populations, i.e. elderly, disabled, family. Another form of public housing is using vouchers to pay rent in privately owned buildings. Tax credit properties are housing units with a certain portion dedicated to meet the housing needs of low income, elderly and disabled.

There are many ways specialized transportation is provided in the FM Metropolitan Area to those who do not have access to a vehicle. People who reside in facilities or living communities usually have some level of transportation provided for immediate needs. Figure 1 represents significant residential generators of specialized transportation. Identifying these generators is based on ridership data, public input, and the eligibility of the facility/living community.

Figure 2 represents the demands residential specialized transportation generators place on MAT Paratransit, and figure 3 demonstrates the location of these generators in the FM Metropolitan Area.

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Figure 1- Residential Specialized Transportation Generators

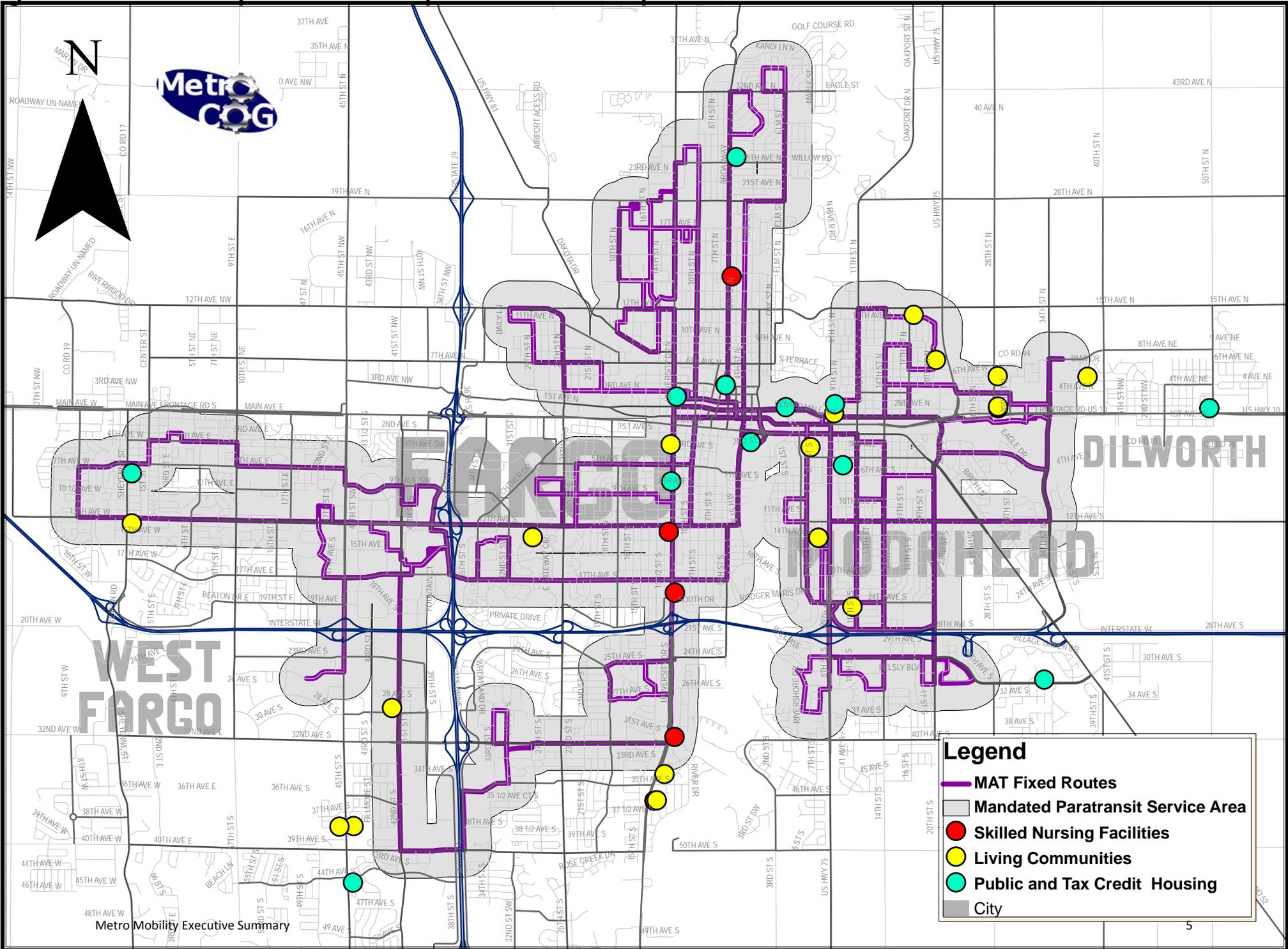
<b><i>Nursing Homes Fargo/West Fargo</i></b>	<b><i>Address</i></b>
Elim	3534 University Dr S
Bethany	201 University Dr S
HCR Manorcare	1315 University Dr S
Villa Maria	3102 University Dr S
Rosewood	1351 Broadway N
<b><i>Nursing Homes Moorhead</i></b>	
Eventide	1405 7th St. S
Golden Living Center	2810 Highway 10 E
<b><i>Living Communities Fargo/West Fargo</i></b>	
Waterford at Harwood Groves	1200 Harwood Drive
Riverview Place (Catholic Health Initiatives)	5300 12th St S
Elim Pioneer House	3534 South University Drive Fargo
Eventide Sheyenne Crossings	225 13th Ave. W
Good Samaritan Village	4502 37th Ave S
Edgewood Vista	4420 37th Ave S
Bethany Towers	1333 3rd ave south
Evergreens	1401 W Gateway Cir S
<b><i>Living Communities Moorhead/Dilworth</i></b>	
Serenity Assisted Living Inc.	1125 Oakview Dr
Arbor Park Assisted Living	520 28th St N
Evergreens	502 3rd Avenue South
Eventide Linden Tree Circle	1400 7th Street S
Eventide Catered Living	1405 7th St S
Eventide Fairmont	801 2nd Ave N
Northside Retirement Home	2004 8th Avenue N
River Pointe	2401 11th St S
Moorhead Manor	1710 13th Avenue N
Golden Living Community	2810 Highway 10 E
<b><i>Tax Credit/Income Qualified</i></b>	
Windwood Townhomes	45th Street and 44th Ave South
Northland Apartments	115 23rd St S
Sunrise North	350 26th Ave North
Heritage Square	1315 3rd ST E
Sheyenne Square	1100 Scheyenne St
Commons at 45th, 1 & 2	455 22nd ST E
<b><i>Public Housing</i></b>	
Fraser #4 and Fraser Hall	717 South University Drive
University Drive Manor	1201 2nd Ave North
The 400	400 North Broadway
West Fargo High Rise	230 8th Avenue West
Lasshkovitz High Rise	101 2nd Street South
New Horizons Manor	2525 N Broadway
Pioneer Manor	201 11th st N
Riverview Heights	800 2nd Ave North
Houge Estates	510 Center Ave E
Serenity Apartments	212 8th Ave West
Park View Terrace	100 3rd St N
Sharpview Manor	920 5th Ave S

**Figure 2 - Residential Generators, Demand for MAT Paratransit, and Estimated Cost**

<b>Public &amp; Tax Credit Housing</b>	<b>Capacity</b>	<b>Yearly Demand</b>	<b>City</b>	<b>Cost of Paratransit</b>
Northland Apartments	30	144	Fargo	\$ 2,592
Sharpview Manor	47	480	Moorhead	\$ 8,640
PARK VIEW TERRACE	121	2964	Moorhead	\$ 53,352
Houge Estates	60	336	Dilworth	\$ 6,048
Windwood Townhomes	94	480	Fargo	\$ 8,640
Commons at 45th, 1 & 2	112	780	West Fargo	\$ 14,040
Fraser #4 and Fraser Hall	40	960	Fargo	\$ 17,280
University Drive Manor	90	516	Fargo	\$ 9,288
The 400	43	204	Fargo	\$ 3,672
West Fargo High Rise	59	276	West Fargo	\$ 4,968
Lasshowitz High Rise	250	1068	Fargo	\$ 19,224
New Horizons Manor	122	5328	Fargo	\$ 95,904
Pioneer Manor	46	504	Fargo	\$ 9,072
Riverview Heights	102	156	Moorhead	\$ 2,808
<b>Total</b>	<b>1216</b>	<b>9012</b>		<b>\$ 255,528</b>
<b>Skilled Nursing</b>				
Elim	136	0	Fargo	\$ -
Bethany	192	648	Fargo	\$ 11,664
HCR Manorcare	109	60	Fargo	\$ 1,080
Villa Maria	140	720	Fargo	\$ 12,960
Rosewood	111	2244	Fargo	\$ 40,392
Eventide	195	432	Moorhead	\$ 7,776
Golden Living Center	87	1776	Moorhead	\$ 31,968
<b>Total</b>	<b>970</b>	<b>5880</b>		<b>\$ 105,840</b>
<b>Living Communities</b>				
Waterford at Harwood Groves	119	48	Fargo	\$ 864
Riverview Place (Catholic Health)	150	564	Fargo	\$ 10,152
Elim Pioneer House	48	0	Fargo	\$ -
Eventide Sheyenne Crossings	127	216	West Fargo	\$ 3,888
Good Samaritan Village	48	168	Fargo	\$ 3,024
Edgewood Vista	185	1308	Fargo	\$ 23,544
Bethany Towers	149	288	Fargo	\$ 5,184
Evergreens Fargo	60	84	Fargo	\$ 1,512
Serenity Assisted Living Inc.	23	24	Dilworth	\$ 432
Arbor Park Assisted Living	18	288	Moorhead	\$ 5,184
Evergreens Moorhead	30	0	Moorhead	\$ -
Eventide Linden Tree Circle	66	264	Moorhead	\$ 4,752
Eventide Catered Living	53	300	Moorhead	\$ 5,400
Eventide Fairmont	92	612	Moorhead	\$ 11,016
Northside Retirement Home	13	156	Moorhead	\$ 2,808
River Pointe (Estimated)	125	562	Moorhead	\$ 10,116
Golden Living Community	16	48	Moorhead	\$ 864
Moorhead Manor	12	156	Moorhead	\$ 2,808
<b>Total</b>	<b>752</b>	<b>5086</b>		<b>\$ 91,548</b>
	<b>Capacity</b>	<b>Yearly Demand</b>		<b>Cost of Paratransit</b>
<b>Total All Categories</b>	<b>2938</b>	<b>19978</b>		<b>\$ 452,916</b>

Estimates are based on \$18 for each trip. Estimates are based on ridership samples.

Figure 3 - FM Metropolitan Area Specialized Transportation Generators



**Legend**

-  MAT Fixed Routes
-  Mandated Paratransit Service Area
-  Skilled Nursing Facilities
-  Living Communities
-  Public and Tax Credit Housing
-  City

***a.) Existing Public Transportation Providers***

Metro Senior Ride is a metro-wide ambulatory senior transportation service.

Fargo Senior Services (FSS) operates 7 minivans to provide non ADA senior ride service to residents age 60 and over throughout the FM Metropolitan Area. Fargo Senior Services also operates rural transportation in Cass County and a surrounding area totaling five counties in SE North Dakota.

FSS funds their transportation with North Dakota State Transit Aid, FTA 5311, FTA 5307 (Moorhead/Dilworth), passenger fares, and is supported by the Fargo Park District and Cass County General Fund.

Transit Alternatives is the designated rural transit provider for Clay County.

**Figure 4 - FM Metropolitan Area Public Transportation Service Hours**

<b>Public Transit Providers Service Hours</b>			
<b>Public Transit Provider</b>	<b>Service Area</b>	<b>Days of week</b>	<b>Times</b>
MAT Fixed Route	Moorhead, Fargo, West Fargo	M-S	6:15 a.m.-10:15 p.m., varies by route
MAT Paratransit	FM Metropolitan Area	everyday, limited Sunday availability	6:15 a.m.-10:15 p.m. Mon - Sat, Sunday 7:00 a.m. - 5:00 p.m.
Metro Senior Ride	FM Metropolitan Area	M-F	7:40 a.m. - 4:30 p.m. M-F
Transit Alternatives	Clay County, Destinations in Fargo	M-F	Hours vary by service
Handi-Wheels*	FM Metropolitan Area, Focus on Fargo, West Fargo	M-S	8:00 a.m. - 5:00 p.m.

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Figures 5 and 6 show the ridership trends of MAT Paratransit and Metro Senior Ride.

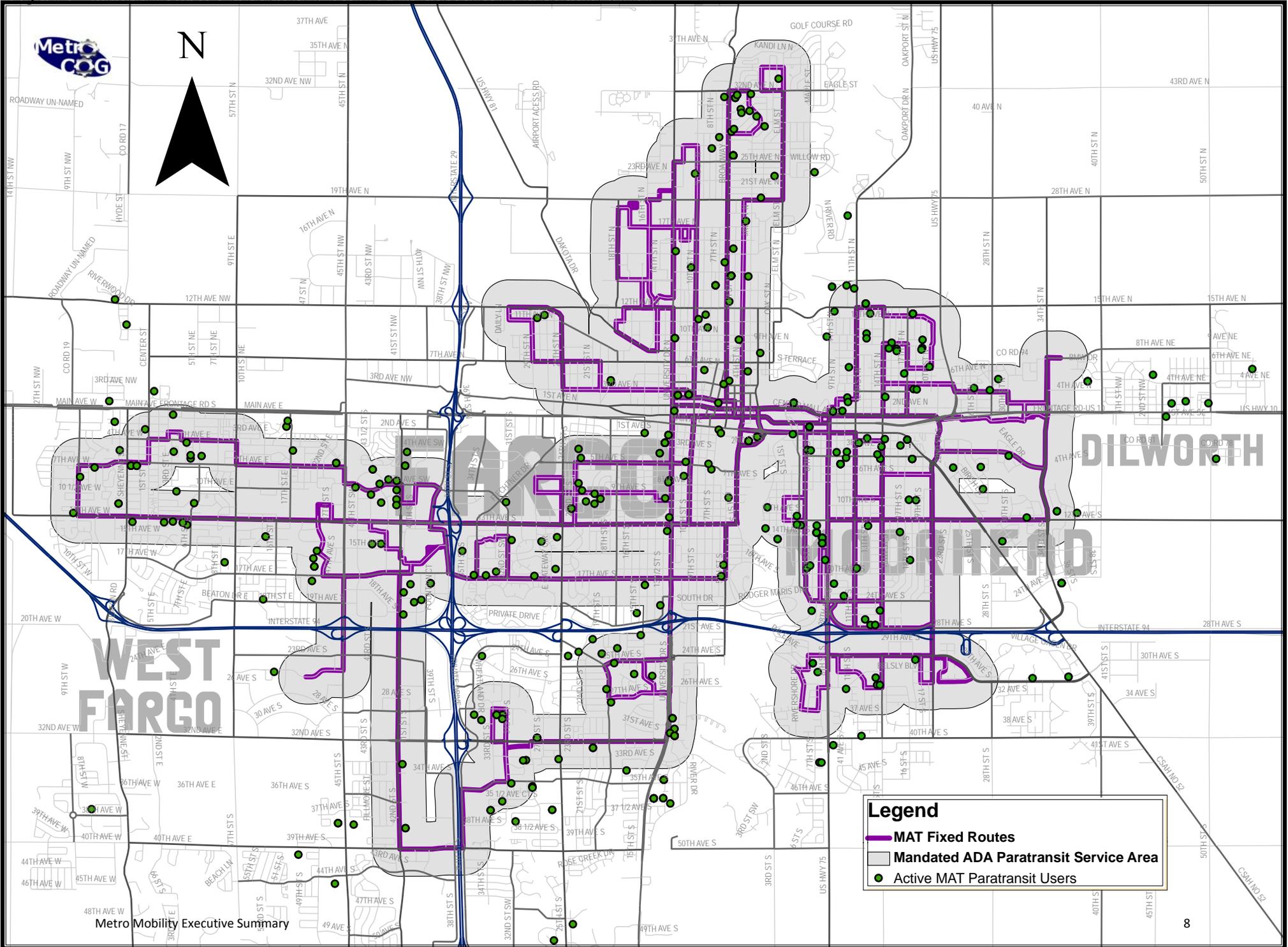
**Figure 5 - Historic MAT Paratransit Ridership**

<b>Year</b>	<b>Fargo</b>	<b>West Fargo</b>	<b>Moorhead</b>	<b>Dilworth</b>	<b>Total</b>
<b>2000</b>	20,656	2,214	5,276	366	<b>28,512</b>
<b>2001</b>	20,446	2,377	4,784	222	<b>27,829</b>
<b>2002</b>	20,787	2,635	4,411	145	<b>27,978</b>
<b>2003</b>	24,331	2,573	7,941	318	<b>35,163</b>
<b>2004</b>	25,953	3,802	9,950	446	<b>40,151</b>
<b>2005</b>	25,446	4,464	10,958	751	<b>41,619</b>
<b>2006</b>	29,550	6,424	12,290	725	<b>48,989</b>
<b>2007</b>	32,589	8,044	13,438	1,062	<b>55,133</b>
<b>2008</b>	37,170	7,929	13,825	1,331	<b>60,255</b>
<b>2009</b>	36,060	8,285	12,640	443	<b>57,428</b>
<b>Pct. System Total (2009)</b>	<b>67.4%</b>	<b>14.4%</b>	<b>25.1%</b>	<b>2.4%</b>	<b>100%</b>
<b>Pct. System Total (2003)</b>	<b>69.2%</b>	<b>7.3%</b>	<b>22.6%</b>	<b>0.9%</b>	<b>100.0%</b>

**Figure 6 - Metro Senior Ride Ridership**

<b>Year</b>	<b>Fargo</b>	<b>West Fargo</b>	<b>Moorhead</b>	<b>Dilworth</b>	<b>Total</b>
<b>2002</b>	36,794	6,511	3,385	X	<b>46,690</b>
<b>2003</b>	37,868	7,100	887	X	<b>45,855</b>
<b>2004</b>	37,031	7,918	X	X	<b>44,949</b>
<b>2005</b>	35,328	7,306	X	X	<b>42,634</b>
<b>2006</b>	43,231	X	X	X	<b>43,231</b>
<b>2007</b>	43,604	X	X	X	<b>43,604</b>
<b>2008</b>	41,721	X	3,807	243	<b>45,771</b>
Beginning 2006 Fargo and West Fargo Senior Ride is listed together					
Moorhead Discontinued DAR in 2003, and initiated Senior Ride Service in 2008					

Figure 7 - Mandated MAT Paratransit Service Area and Active Paratransit Users



**Legend**

- MAT Fixed Routes
- Mandated ADA Paratransit Service Area
- Active MAT Paratransit Users

#### **IV. Public Input**

Metro COG and MAT completed an extensive stakeholder consultation process as part of the development of Metro Mobility. Consultation efforts included numerous meetings with the Transportation Coordination Network (TCN) to gather specific input and feedback on existing operational issues related to specialized transportation providers. A series of four focus group meetings were held to gather feedback directly from a number of significant stakeholders representing the interests of specialized transportation user groups. The focus groups allowed for feedback on the relevance of existing transportation barriers currently outlined in the 2007 Metro Transit Plan. The focus groups provided stakeholders the opportunity to assist in the identification of newly emerging issues and also gather direction in regards to the overall mobility management initiatives being pursued through MAT's Mobility Manager. Metro COG held an additional outreach session aimed directly at senior citizens at the Ed Clapp Senior Center in Fargo. Seniors were given the opportunity to comment on transportation services currently available and provide input on what they see as future transportation needs. A public input survey was taken by 298 agency staff and users of specialized transportation services. Draft plan meetings were also held and the Metro Mobility Study was reviewed by the Metropolitan Transportation Initiative.

#### **V. Emerging Issues**

Emerging Issues are based on two primary inputs; one is the review and analysis or progress made towards the implementation of recent specialized transportation plans and programs. MAT and Metro COG have developed a number of recent plans that deal specifically with specialized transportation. Tracking the implementation of these plans identifies areas where continued program emphasis is needed in the areas of mobility management and human service coordination. The second input into the development of the Emerging Issues is the public input elements of Metro Mobility. Through the public input element of Metro Mobility, MAT and Metro COG were able to gather direct feedback from a number of local stakeholders on issues and opportunities for increasing the efficiency and capacity of the specialized transportation network in the FM Metropolitan Area.

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## Summary of recommendations

### Barriers:

A prioritized strategy allows for the development of performance measures and resource maximization. Mobility Management activities targeted at high priority barriers has the ability to create additional capacity for the individual user and increases the harmony of the overall specialized transportation system.

**Figure 8 - Barrier Prioritization**

Agency Ranked Barriers	Ranking	User Ranked Barriers
Hours of operation	1	Travel Time
Cost of Transportation and Transit	2	Cost of Transportation and Transit
Travel Time	3	Medical Transportation
Medical Transportation	4	Information
Cross Agency Coordination	5	Attitude and Perceptions of Transit
Land Use	6	Hours of operation
Information	7	Land Use
Attitude and Perceptions of Transit	8	Cross Agency Coordination
Access to the Industrial Park	9	Access to the Industrial Park
Childcare Transportation	10	Childcare Transportation

Figure 8 represents how transportation barriers were prioritized between users of public and specialized transportation and agencies that represent users of public and specialized transportation. The barriers were prioritized by aggregate data included in Metro Mobility survey responses.

*Metro Mobility recommends a prioritized strategy for addressing barriers based on public input and available resources during the development of an annual mobility management work program. This strategy allows for the development of performance measures and resource maximization.*

### Travel Training:

Travel training sessions or programs are often named to identify with the content of the training “Senior Mobility” or “On the Move.” Prior to launching a travel training program it is important to identify the staff time and resources available to implement a travel training program.

Time budgeting distinctions between group and individual travel training sessions needed to identify how much staff time will be needed to implement the program. Time to effectively develop a program should also be budgeted.

- Hours Available for Training
- Current Staff/Additional Staff/Contracted Staff
- Cost of Materials
- Vehicles and Drivers (Often a practice outing is offered as part of the training)

Once this information is assembled, a program can be developed. During the development of a travel training program the resources identified can be further refined. Refining available resources will help plan program elements like the number of hours for group training versus individual training.

Travel Training may have a wear-off effect; mode shifts usually occur right after travel training and gradually shift back if a rider has any negative experiences with the fixed route. For this reason, a travel training program is perpetual, and a long term commitment needs to be acknowledged prior to developing a program.

***Metro Mobility recommends the formal development of a travel training program to be implemented based on identified priority locations in figure 11.***

## **Marketing**

Information on transportation services is the foundation for making a decision. The availability of the information is as important as the information itself. Print information is available via the Metro COG Specialized Transportation Directory and the MAT Provider information brochure. In 2010 MAT and Metro COG will combine their efforts into one brochure. This information should be targeted at the residential specialized transportation demand generators. It should also be targeted to popular destinations of specialized transportation providers.

***Metro Mobility recommends yearly monitoring generators of specialized transportation and supplying them with information on training opportunities and printed resources. Without information on available services, large users may not be choosing the best transportation options. Travel Training, directories, and website information are tools that can be used in proactive outreach.***

## **Website:**

Several efforts to centralize information via a website have been made. There is a transit network website called ndinfo.org. This site has great information, but it does not cover services located on the Minnesota side of the FM Metropolitan Area.

Arriveminnesota.com could be best described as the Minnesota version of ndinfo.org. The site also does a good job at providing information, but falls short of displaying options for the FM Metropolitan Area. The website has three options: arrive to work, arrive to visit, and arrive to play. Serious consideration should be given to adding another option, arrive to a medical appointment.

Both ndinfo.org and arriveminnesota.com lack information on medical transportation providers. Medical transportation is important to consumers and rates among the top reasons people seek specialized transportation. Without information on private medical providers the web sites are not truly presenting all of the sources of transportation available.

FMridesource.com is a new website developed by MAT, the website addresses the gaps for the FM Metropolitan Area identified in NDinfo.org and ArriveMinnesota.com.

***Metro Mobility recommends maintaining and updating www.fmridesource.com as needed.***

### **Phone:**

Metro Mobility identified the absence of a mechanism to coordinate access to public transportation information or scheduling by telephone in the FM Metropolitan Area. There are five providers that receive public transit dollars and the only way to access them is by calling each one individually. Metro Mobility identified multiple levels of phone coordination for public transportation in the FM Metropolitan Area.

**Level 1:** Automated Answering with routing – this type of system would be connected to a single phone number and allow the user to choose the transportation provider they wanted, and then be transferred. Example: Press or say 1 for MAT Fixed Route, 2 for MAT Paratransit, 3 for Metro Senior Ride, 4 for CCRT, 5 for Handi-Wheels. At the basic level this system would route the call to the appropriate provider. A working example of this software is used by the Fargo Housing and Redevelopment Authority.

***At a minimum, Metro Mobility recommends the implementation of level 1 phone coordination at a cost of up to \$6,000.***

### **Fare Incentives**

Allowing ADA eligible riders free access to the fixed route system has become a common practice nationwide to decrease the demand for ADA paratransit. An emerging practice allows personal care attendants to also ride the fixed route free when accompanying an eligible ADA rider.

***Metro Mobility recommends specific locations to implement fare incentives in figure 11.***

### **Vouchers**

A voucher program is a mobility tool that can leverage capacity from private transportation providers and use it to meet public transportation demand. Voucher programs are usually used in situations where it is not feasible to meet the demand with fixed route or paratransit service.

***Metro Mobility recommends the implementation of a voucher program for job access and the development of a pilot voucher program for MAT Paratransit.***

## CACP

A formal capital program for providers of elderly and disabled transportation does not exist in the Fargo, West Fargo portion of the FM Metropolitan Area. The need for a capital assistance program that funds elderly and disabled vehicles in the Fargo, West Fargo portion of the FM Metropolitan Area has been identified via stakeholder input as part of the development of Metro Mobility. The need was previously identified during the 2007 Paratransit Options Analysis. The need is further represented in the 33% growth in MAT Paratransit ridership in Fargo and West Fargo during the past five years.

Developing a capital program that supplements a human service agencies ability to purchase the proper vehicle and provide transportation for their clients is an important tool in managing mobility for the elderly and disabled in Fargo and West Fargo. The documented absence of a capital program for agencies serving the elderly and disabled fuels the growth of paratransit.

***Metro Mobility recommends the city of Fargo develop CACP using FTA Section 5310, 5309, or 5316 and 5317 funds. Section 5309 funds create an administrative burden on the City of Fargo; however the benefits of the program should be weighed against the administrative burden. Metro Mobility recommends using FTA funds to increase agency transportation capacity versus expanding MAT Paratransit.***

**Figure 9 – CACP identified vehicles**

		Funding Options				
Mobility Management Recommendations	Cost	5307	5309	5310	5316	5317
CACP (ADA Minivan or 15 Passenger lift/equipped Bus)						
Bethany	51,200		x	x		x
Villa Maria	51,200		x	x		x
Rosewood	51,200		x	x		x
Friendship	256,000		x	x	x	x
Fraser	256,000		x	x	x	x
CLS Inc	26,400		x	X	x	x
ND Total	692,000					
Represents Federal share of immediate capital needs outside of the current program to Fargo Senior Services and Handi-Wheels						

## System Coordination

***Metro Mobility recommends that public transportation providers in the FM Metropolitan Area achieve a higher level of coordination through implementing identified mobility management activities. The mobility management activities need to be part of an annual mobility management work program developed with input from relevant specialized transportation providers.***

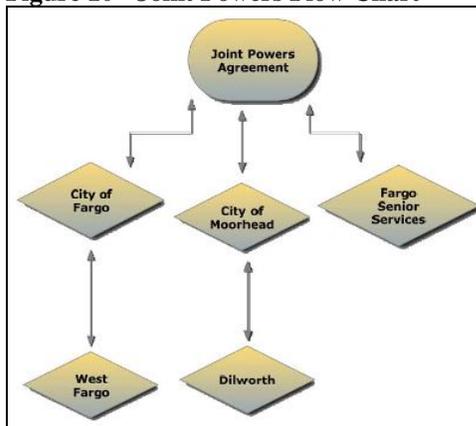
## Senior Service

The role of Metro Senior Ride (MSR) in the specialized transportation system needs to be affirmed. MSR is a premium service offered beyond what is required by the ADA. Even though the service is premium, it is a less costly alternative to MAT Paratransit. Incentives that can entice seniors to choose Metro Senior Ride include keeping the fare lower than MAT Paratransit, training and outreach, and making MSR part of a one call access number.

MSR also needs a formalized funding agreement between the cities that receive service. Currently MSR is formalized on the Minnesota side with an agreement between the city of Moorhead and Fargo Senior Services. The need for MSR to transition to a joint powers agreement similar to the MAT Paratransit is a long term area of concern. For this service to continue filling the needs of a special group of users it should be considered part of MAT regardless of who operates it and structured similar to MAT Paratransit.

*Metro Mobility recommends a formalized funding agreement for MSR and monitoring the effect of the MSR fare on the ridership of other public transportation systems.*

**Figure 10 - Joint Powers Flow Chart**



## Demand Response

Coordinating the levels of public transit service to communicate and assist one another to meet the transportation needs of riders is the first step towards providing a general public demand response service. This coordination would also assist in mobility management programs and services offered by MAT. There is also the potential to free up MAT Paratransit by utilizing Handi-Wheels at certain locations where significant overlap occurs.

Service coordination would be the preferred way to provide limited demand response service to outlying areas without the budget impacts and capital that is needed to initiate a stand-alone service. The public transit system has essentially three main levels of service in the FM Metropolitan Area, MAT Fixed Route, MAT Paratransit, and Metro Senior

Ride. Outside of these three layers are Handi-Wheels which may also play a role in demand response service. MAT Paratransit and MSR are demand response services that operate within the entire FM Metropolitan Area.

***Metro Mobility recommends increased coordinating between the demand response systems MAT Paratransit and MSR to assist with needs the fixed route system cannot address in outlying areas.***

Figure 11 - Residential Generators and Mobility Management Activity

<b><i>Nursing Homes Fargo/West Fargo</i></b>	<b><i>Mobility Management Activity</i></b>	<b><i>Priority</i></b>
Elim	Information Directory	Low
Bethany	Information, Pass Incentive	Moderate
HCR Manorcare	Information Directory	Low
Villa Maria	CACP	High
Rosewood	CACP	High
<b><i>Nursing Homes Moorhead</i></b>		
Eventide	Information Directory	Low
Golden Living Center	Information, Service Contract	High
<b><i>Living Communities Fargo/West Fargo</i></b>		
Waterford at Harwood Groves	Information Directory	Low
Riverview Place (Catholic Health Initiatives CHI)	Information Directory	Low
Elim Pioneer House	Information Directory	Low
Eventide Sheyenne Crossings	Information Directory	Low
Good Samaritan Village	Information Directory	Low
Edgewood Vista	Information Directory	Low
Bethany Towers	Information Directory	Low
Evergreens	Information Directory	Low
<b><i>Living Communities Moorhead/Dilworth</i></b>		
Serenity Assisted Living Inc.	Information Directory Travel Training (Senior)	Low
Arbor Park Assisted Living	Information Directory Travel Training (Senior)	Low
Evergreens	Information Directory	Low
Eventide Linden Tree Circle	Travel Training (Senior Ride)	High
Eventide Catered Living	Travel Training (Senior Ride)	High
Eventide Fairmont	Travel Training (Senior Ride, Fixed Route)	High
Northside Retirement Home	Information Directory	Low
River Pointe	Information Directory, Travel Training (Fixed Route)	Moderate
Moorhead Manor	Information Directory	Low
Golden Living Community	Information Directory	Low
<b><i>Tax Credit/Income Qualified</i></b>		
Windwood Townhomes	CACP	Moderate
Northland Apartments	Information Directory	Low
Sunrise North	Information Directory, Travel Training (Fixed Route)	Moderate
Heritage Square	Information Directory	Low
Sheyenne Square	Information Directory	Low
Commons at 45th, 1 & 2	CACP with Providers	High
<b><i>Public Housing</i></b>		
Fraser #4 and Fraser Hall (Fargo)	Pass Incentives	High
University Drive Manor (Fargo)	Pass Incentives, Information	Low
The 400 (Fargo)	Pass Incentives, Information	Low
West Fargo High Rise (West Fargo)	Information	Low
Lasshkovitz High Rise (Fargo)	Pass Incentives, Travel Training	Moderate
New Horizons Manor (Fargo)	Pass Incentives	High
Pioneer Manor (Fargo)	Pass Incentives, Information	Low
Riverview Heights (Fargo)	Information	Low
Houge Estates (Dilworth)	Information, Travel Training (Senior Ride)	Moderate
Serenity Apartments (West Fargo)	Information	Low
Park View Terrace (Moorhead)	Pass Incentives, Travel Training	Low