North Dakota DOT

Statewide Coordinated Public Transit-Human Services Transportation Plan

Final Plan – June 2026







Submitted by

KFH GROUP

wba RESEARCH

NDSU UPPER GREAT PLAINS TRANSPORTATION INSTITUTE

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Chapter 1
Background

Introduction

The North Dakota Department of Transportation's (NDDOT) initiated the development of this Statewide Coordinated Public Transit-Human Services Transportation Plan. The planning process provided a variety of opportunities for state, regional, and local level stakeholders, and that included:

Meeting Federal Coordinated Transportation Planning Requirements – The plan was developed through a process that meets all Federal Transit Administration (FTA) guidelines and incorporates the required elements.

Expanding Mobility and Access through the Planning Process – The coordinated transportation planning process provided the opportunity to work with a variety of local, regional, and statewide stakeholders to actively plot a future that addresses the transportation challenges many area residents face daily.

Going Beyond the Federal Requirements – This plan provides the opportunity to look beyond the federal requirements, and to develop both state-level and local strategies that can serve as a collective blueprint for improving and expanding mobility.

Supporting Local Transit Systems and the Communities They Serve – Previously, local transit systems in North Dakota have been responsible for conducting coordinated planning efforts and the development of plans for their areas. While they were key stakeholders in the development of the statewide plan, the planning efforts were led by the KFH Group, North Dakota State University, and WBA Research, relieving the local providers of this responsibility. This statewide plan also provided the opportunity for a more holistic plan that involves broader stakeholder engagement and encompasses the entire state.

This completed Statewide Coordinated Public Transit-Human Services Transportation plan is intended to provide a broader framework for coordination, mobility improvement strategies, and statewide priorities across North Dakota. The statewide plan does not replace the importance of local and regional planning efforts conducted by public transit providers, regional coordination groups, metropolitan planning organizations, tribal entities, or human service agencies. Rather, it is intended to support and strengthen those efforts by identifying common statewide needs, coordination opportunities, and implementation strategies.

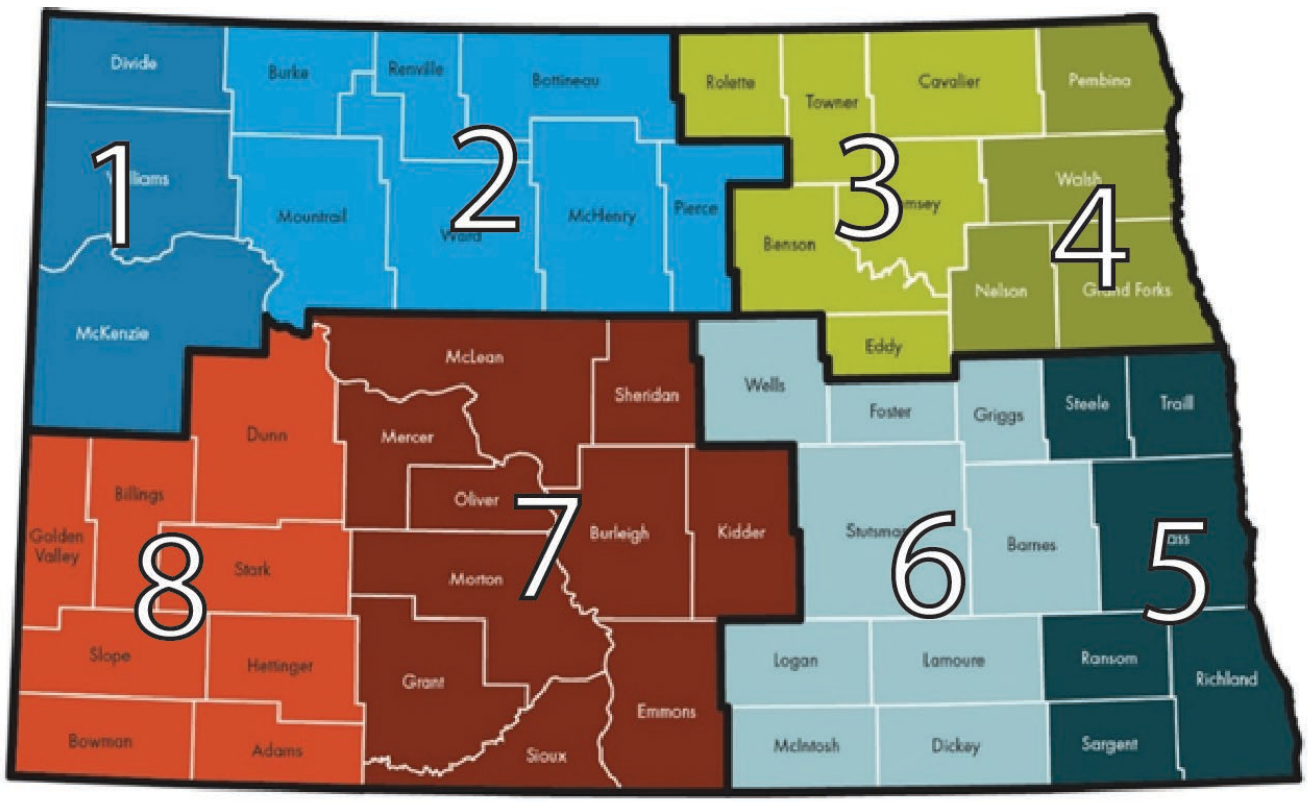
Local and regional stakeholders will continue to play an important role in identifying specific transportation needs, developing service priorities, and advancing projects for implementation, and funding consideration. Projects funded through the FTA Section 5310 Program must continue to be derived from and consistent with the coordinated planning process. The statewide plan is intended to improve consistency, coordination, and collaboration among transportation and human services partners while maintaining flexibility to address unique local and regional conditions throughout North Dakota.

Section 5310 Program

The Bipartisan Infrastructure Law, enacted as the Infrastructure Investment and Jobs Act (IIJA), maintained formula grants through the FTA Enhanced Mobility for Seniors and Individuals with Disabilities (Section 5310) Program. This program funds transportation services planned, designed, and provided to meet the needs of older adults and people with disabilities. As noted by FTA Section 5310 Program, funding can be used for "traditional" capital projects and for "nontraditional" capital and/or operating projects that go beyond the scope of the Americans with Disabilities Act (ADA) complementary paratransit service or public transportation alternatives designed to assist older adults and people with disabilities.

One of the federal requirements of the Section 5310 Program is that projects selected for funding must be included in a locally-developed, coordinated public transit-human services transportation plan (coordinated transportation plan). As noted earlier, previously in North Dakota these plans have been developed and updated primarily by local transit systems. Through the statewide planning process, NDDOT regions and areas, shown in **Figure 1-1**, were used to ensure a broader effort.

Figure 1-1: North Dakota Regions and Areas



Coordinated Transportation Planning Requirements

FTA guidance defines a coordinated public transit-human services transportation plan as one that identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes; provides strategies for meeting those local needs; and prioritizes transportation services and projects for funding and implementation. There are five required plan elements:

(1) An assessment of available services that identifies current transportation providers (public, private and non-profit).

(2) An assessment of transportation needs for individuals with disabilities and seniors. This assessment can be based on the experiences and perceptions of the planning partners or on more sophisticated data collection efforts, and gaps in service.

(3) Strategies, activities, and/or projects to address the identified gaps between current services and needs, and opportunities to achieve efficiencies in service delivery.

(4) Priorities for implementation based on resources (from multiple program sources), time, and feasibility for implementing specific strategies and/or activities identified.

(5) Where less than 100 percent fleet accessibility for demand-response service is anticipated, a demonstration of how the requirement for equivalent service will be met.

All vehicles funded through the Section 5310 Program in North Dakota are accessible. In addition, public transit systems in the state that provide demand-response services utilize accessible vehicles, and those that operate fixed routes provide ADA complementary paratransit services for people whose disabilities prevent them from using the fixed route system. Therefore, this plan addresses elements one through four.

Coordination with Other Federal Programs

The Coordinating Council on Access and Mobility (CCAM) is a federal interagency council that works to coordinate funding and provide expertise on human services transportation for three targeted populations: people with disabilities, older adults, and individuals of low income. The CCAM works at the Federal level to improve coordination of transportation resources and to address barriers faced by states and local communities when coordinating transportation. The CCAM's mission is to issue policy recommendations and implement activities that improve the availability, accessibility, and efficiency of transportation for CCAM's targeted populations, with the vision of equal access to coordinated transportation for all Americans.

As part of the coordination efforts, CCAM encourages federal fund braiding for local match that allows grant recipients to use funds from one federal program to meet the match requirements of another, such as the Section 5310 Program. The CCAM Federal Fund Braiding Guide provides information to

potential grantees for acceptable fund-braiding arrangements on transportation-related projects. The guide defines federal fund braiding for local match and examines whether federal fund braiding is allowable for 61 programs across CCAM agencies that may fund transportation. More information on CCAM and access to the braiding guide can be found at https://www.transit.dot.gov/coordinating-council-access-and-mobility. This website also provides links to multiple FTA-funded transportation technical assistance centers that can also offer guidance with coordination efforts.

Additionally, in March 2022 FTA posted guidance clarifying coordination of human services transportation on a new transportation coordination webpage. As noted by FTA, coordinated transportation involves multiple entities working together to deliver one or more components of a transportation service to increase capacity. The transportation coordination guidance aims to reduce overlap between the federal programs across nine agencies that may fund human services transportation and incentivize collaboration by clarifying eligible reporting into the National Transit Database (NTD). This new guidance addresses the following topics as they relate to NTD reporting: definition of public transportation; paratransit; charter service; incidental use of transit assets; and trip brokering. This guidance can be found at: https://www.transit.dot.gov/regulations-and-programs/access/ccam/about/transportation-coordination.

Going Beyond the Federal Requirements

While this coordinated plan meets federal coordinated transportation planning requirements, it is also consistent with FTA guidance that encourages broad efforts to incorporate activities offered under a variety of transportation programs sponsored by federal, state, and local agencies to greatly strengthen its impact. Therefore, this plan takes a broad approach that includes:

- Documenting the variety of transportation services offered in each area, and beyond those funded through the Section 5310 Program.
- Incorporating and building upon previous coordinated transportation plans.
- Providing strategies and potential projects beyond services funded through the Section 5310 Program.

North Dakota's transportation environment presents unique mobility challenges that influence the development and delivery of coordinated transportation services. Large geographic distances between communities, low population density in many rural areas, severe winter weather conditions, limited transportation options, and workforce shortages all affect the ability of providers to efficiently deliver services.

Many residents must travel significant distances to access healthcare, employment, education, shopping, and other essential services, particularly in rural and frontier portions of the state. Access to specialized medical care often requires travel to regional centers such as Fargo, Bismarck, Minot, Grand Forks, or destinations outside North Dakota. These long-distance trip needs can create challenges related to service availability, trip coordination, affordability, and driver capacity.

Transportation providers throughout the state also face ongoing challenges related to vehicle replacement costs, operating funding limitations, volunteer driver recruitment, and maintaining adequate staffing levels for drivers and dispatch personnel. In some areas, economic activity associated with agriculture and energy development can create additional pressure on workforce availability and transportation demand.

Weather conditions are another significant factor affecting mobility in North Dakota. Winter storms, hazardous road conditions, and extreme temperatures can disrupt service reliability and increase operating costs, particularly in rural areas where long-distance travel is common.

Tribal communities and tribal transit providers are important partners in North Dakota's overall transportation network. Tribal transit systems provide critical mobility services for tribal members and surrounding communities. Continued coordination among tribal transit providers, regional public transit systems, healthcare organizations, human services agencies, and state agencies can help improve mobility, expand access to essential services, and strengthen regional transportation connections.

These factors reinforce the importance of coordination, flexible service strategies, regional partnerships, and continued investment in mobility services to address the diverse transportation needs of older adults, individuals with disabilities, individuals with low incomes, veterans, and the general public throughout North Dakota.

Measurable Results, as Defined in the FTA 5310 Circular

Section 5310 Program funds are available for capital and operating expenses to support the provision of transportation services to meet the specific needs of seniors and individuals with disabilities. Funds are apportioned to states through the following categories:

- **Traditional Section 5310 Projects** – Not less than 55% of the funding must be used for traditional Section 5310 projects, which involve public transportation capital projects planned, designed, and carried out to meet the specific needs of seniors and individuals with disabilities when public transportation is insufficient, unavailable, or inappropriate. Mobility management projects that support coordination activities are an eligible capital expense through this Section 5310 Program apportionment. The 55% is a floor, and not a ceiling, and Section 5310 funding recipients can use a higher percentage of their apportionment on these traditional Section 5310 Program projects.

- **Other Section 5310 Program Projects** – Up to 45% of the recipient apportionment can be used to fund for additional public transportation projects, including those that allow transportation providers to go beyond the ADA minimum requirements or improve access to fixed-route bus services and decrease reliance on ADA paratransit services.

FTA guidance for the Section 5310 Program includes the following program measures:

Traditional Section 5310 Projects

(1) Gaps in Service Filled: Provision of transportation options that would not otherwise be available for seniors and individuals with disabilities, measured in numbers of seniors and individuals with disabilities afforded mobility they would not have without program support, as a result of traditional Section 5310 projects implemented in the current reporting year.

(2) Ridership: Actual or estimated number of rides (as measured by one-way trips) provided annually for seniors or individuals with disabilities on Section 5310 supported vehicles and services as a result of traditional Section 5310 projects implemented in the current reporting year.

Other Section 5310 Projects

(1) Service Improvements: related to geographic coverage, service quality, and/or service times that impact availability of transportation services for seniors and individuals with disabilities as a result of other Section 5310 projects implemented in the current reporting year.

(2) Physical Improvements: Additions or changes to environmental infrastructure (e.g., transportation facilities, sidewalks, etc.), technology, and vehicles that impact availability of transportation services for seniors and individuals with disabilities as a result of other section 5310 projects implemented in the current reporting year.

(3) Ridership: Actual or estimated number of rides (as measured by one-way trips) provided annually for seniors or individuals with disabilities on Section 5310 supported vehicles and services as a result of other Section 5310 projects implemented in the current reporting year.

Coordination Laws and Policies

This section presents an overview of the laws and policies that impact coordination of public transit and human services transportation in North Dakota. As mentioned in the introduction of this statewide coordinated transportation plan, the primary impact is the federal requirement through the Section 5310 Program.

Federal Transit Administration Section 5310 Program

As noted earlier in this document, one of the federal requirements of the Section 5310 Program is that the recipient of these funds needs to certify that projects selected for funding must be included in a locally developed, coordinated public transit-human services transportation plan. There is flexibility on how Section 5310 recipients approach this requirement, as federal guidance notes that states and communities may approach the development of a coordinated plan in different ways based on the amount of available time, staff, funding, and other resources.
While the federal coordinated transportation planning guidance provides suggested stakeholders to be

invited to participate in the planning process, it also notes that the suggested list of participants above does not limit participation by other groups, nor require participation by every group listed. It does highlight the role of transportation providers that receive FTA funding through the Section 5307 and 5311 Programs, and that they are the "public transit" in the public transit-human services transportation plan and their participation is assumed and expected.

Federal coordinated transportation planning guidance for the Section 5310 Program also strongly encourages coordination and consistency between the local coordinated public transit-human services transportation plan and metropolitan or statewide transportation planning processes.

NDDOT Coordinated Transportation Planning Requirements

As the recipient of Section 5310 Program funds for North Dakota, NDDOT is responsible for the administration of these funds and adherence to federal coordinated planning requirements. For this oversight NDDOT established the following requirements for subrecipients of this funding.

Overview

All Section 5310 transit subrecipients are required to develop or be part of a Coordinated Public Transit-Human Services Transportation Plan that identifies the transportation needs of individuals with disabilities, seniors, and people with low incomes, and prioritizes transportation services for funding and implementation. In the future this statewide coordinated transportation plan will now guide services and projects funded through the Section 5310 Program. Therefore, it was required for subrecipients to participate in outreach events and provide input on this plan.

NDDOT Administrative Rules

North Dakota's primary documents containing the administrative rules are found in the

- NDDOT State Management Plan (SMP) for Public Transportation (2021). This document defines the administrative procedures, eligibility, application process, compliance monitoring, reporting, and subrecipient roles.

- NDDOT Transit Grant Application Guidelines (2024).

The administrative rules for NDDOT Section 5310 Providers are provided below.

1. Eligible Applicants – NDDOT limits Section 5310 applicants to:
    - Private nonprofit organizations
    - Public bodies or tribal governments that certify no nonprofit is readily available
    - Public transit operators providing eligible services

Eligibility must be documented in the application and maintained throughout the grant period.

2. Mandatory Coordination Requirement
    - All Section 5310 projects must be derived from a locally developed, coordinated public transit-human services transportation plan.
    - The providers must participate in plan development.
    - Demonstrate public and stakeholder outreach.
    - Align the proposed project with identified needs and strategies in the plan.

3. Application & Grant Administration
    - Applications are submitted through NDDOT's BlackCat Transit Data Management System.
    - Annual applications are typically due by December 31.
    - Funding decisions are made by a Transit Grant Review Committee and approved by the NDDOT Director.

4. Local Match Requirements – Section 5310 providers must supply local match as follows:
    - Capital projects up to 85% federal / 15% local (ADA-related)
    - Other capital and admin 80% federal / 20% local
    - Operating projects 50% federal / 50% local
    - Match must be documented
    - Match can be applied to only one project
    - Farebox revenue cannot be used as match

5. Project Eligibility Rules
    - NDDOT enforces the federal requirement that at least 55% of Section 5310 funds go to traditional capital projects.

    The eligible activities include:
    - Vehicles and equipment
    - Mobility devices and securement
    - ITS, dispatch, and fare systems
    - Mobility management programs
    - Contracted transportation services.

    All projects must exceed minimum ADA requirements or address unmet mobility needs.

6. Required Plans and Certifications – before award and throughout the grant period, providers must maintain:
    - Title VI Plan (FTA Circular 4702.1B)
    - Transit Assess Management (TAM) Plan (49 CFR Part 625)
    - Current Maintenance Plan
    - 3–5-year program plan
    - FTA Certifications & Assurances
    - Active SAM.gov registration

7. Procurement and Asset Control
    - NDDOT rules prohibit purchasing vehicles or equipment before grant approval
    - Non-competitive procurement
    - Providers must follow FTA Circular 4220.1F
    - Maintain full procurement records
    - Comply with Buy America, ADA, DBE, and other federal clauses
    - Retain records for asset life + 3 years

8. Reporting and Oversight – Section 5310 providers are subject to
    - Quarterly and annual performance reporting
    - Vehicle, facility, and compliance inspections
    - On-site or virtual compliance reviews
    - Asset inventory and condition reporting
    - Failure to comply may result in withheld reimbursements, suspension of future awards, and corrective actions

9. Performance Measures – NDDOT tracks Section 5310 outcomes using
    - Gaps in service filled
    - Number of one-way trips provided
    - Mobility benefits for seniors and individuals with disabilities
    - Providers must supply accurate, timely data to support statewide and federal reporting

Federal Coordination Efforts

Federal efforts to support the coordination of public transit and human services transportation at the state level have varied over the past 25 years, with a strong emphasis through the previous United We Ride program while at other times a more limited focus at the federal level. However, as noted earlier there is a renewed effort through the Coordinating Council on Access and Mobility (CCAM), a Federal interagency council that works to coordinate funding and provide expertise on human services transportation for three targeted populations: people with disabilities, older adults, and individuals of low income.

While the current CCAM efforts are focused on greater coordination between federal agencies, there are aspects of these efforts that can be considered at the state level and were considered in the development of the implementation and coordination strategies discussed in Chapter 6 of this plan.

Chapter 2
Outreach and Planning Process

Federal guidance indicates that individuals, groups, and organizations representing people with disabilities and older adults should be invited to participate in the coordinated transportation planning process, and outreach efforts addressed these requirements. Federal guidance further emphasizes that stakeholders should have reasonable opportunities to be actively involved in decision-making at key points in the process. This chapter discusses how key stakeholders participated in the planning process.

Coordinated Transportation Planning Workshops

The primary outreach effort for this study involved area workshops that were conducted in conjunction with the concurrent Intercity Bus Plan, and that provided the opportunity to obtain input from a variety of stakeholders. The workshops provided a forum to discuss and confirm transportation needs. The workshops were held in each of the eight regions shown in Chapter 1, and were designed to provide both in-person and online participation options.

A project webpage was developed and contained on the NDDOT website Transit Coordination and Intercity Bus Plan | NDDOT. The webpage was used to assist in outreach and planning efforts, and offered a central location for people to view background information on the study. It was also used to promote the area workshops, provide project team contacts for those who might be interested in the plan, and a feedback/survey form for people to complete to express transportation needs.

Regional Workshop Summary

The outreach effort included a stakeholder workshop held in each of the eight regions of the state during October and early November 2025. **Table 2-1** shows the dates and locations of the eight workshops.

Table 2-1: Regional Workshop Schedule

Date	Location	City	Region
October 9	Barnes County Senior Center	Valley City	6
October 17	Cities Area Transit	Grand Forks	4
October 27	Senior Meals & Services	Devils Lake	3
October 28	City Hall	Dickinson	8
October 28	Veterans Memorial Public Library	Bismarck	7
October 29	Fargo Public Library - Main Library	Fargo	5
November 3	Minot Public Library	Minot	2
November 3	Senior Center	Williston	1

Invitations were sent for each workshop to transit providers and other stakeholders in that region. Stakeholders were encouraged to extend the invitation to others in their community. The workshops were open to the public. In addition to transit providers, stakeholders who received invitations included organizations from the North Dakota Association of Community Providers, who serve people with disabilities; the regional human services centers; the Centers for Independent Living; Community Action Partnership of North Dakota and its regional offices; North Dakota senior service providers; metropolitan planning organizations; AARP North Dakota; statewide agencies; and other interested parties. Invitations were sent via email by the North Dakota DOT. The invitation included the following description of the workshop:

> *The purpose of this workshop is to inform you of a plan update being sponsored by the North Dakota Department of Transportation and to seek your input. The workshop will focus on mobility challenges for people in your region, gaps in service, challenges to coordination, actions that could be implemented by local agencies and organizations within the region, and the needs for intercity services or connections to more distant places. Input will be used in the development of the Statewide Coordinated Public Transit Human Services Plan and Intercity Bus Plan. The workshop will include a presentation of the purposes of the plan updates followed by a facilitated discussion.*
>
> *Input provided will help the NDDOT:*
>
> - *Strengthen long-distance and intercity connections for North Dakota Residents.*
> - *Evaluate how well existing transportation services are working.*
> - *Identify needs for additional services and future improvements.*
>
> *A total of eight workshops will be held throughout the state for this project. More information about the project and all workshop locations can be found at this website: www.dot.nd.gov/transit-coordination-and-intercity-bus.*

Participants could attend the workshop in person or online through Zoom. Each workshop was led by one or two members of the research team and also included participation from two to four staff from the North Dakota DOT, and a representative from Jefferson Lines attended three of the workshops.

A summary of the workshop participation is shown in **Table 2-2**.

Table 2-2: Workshop Participation Summary

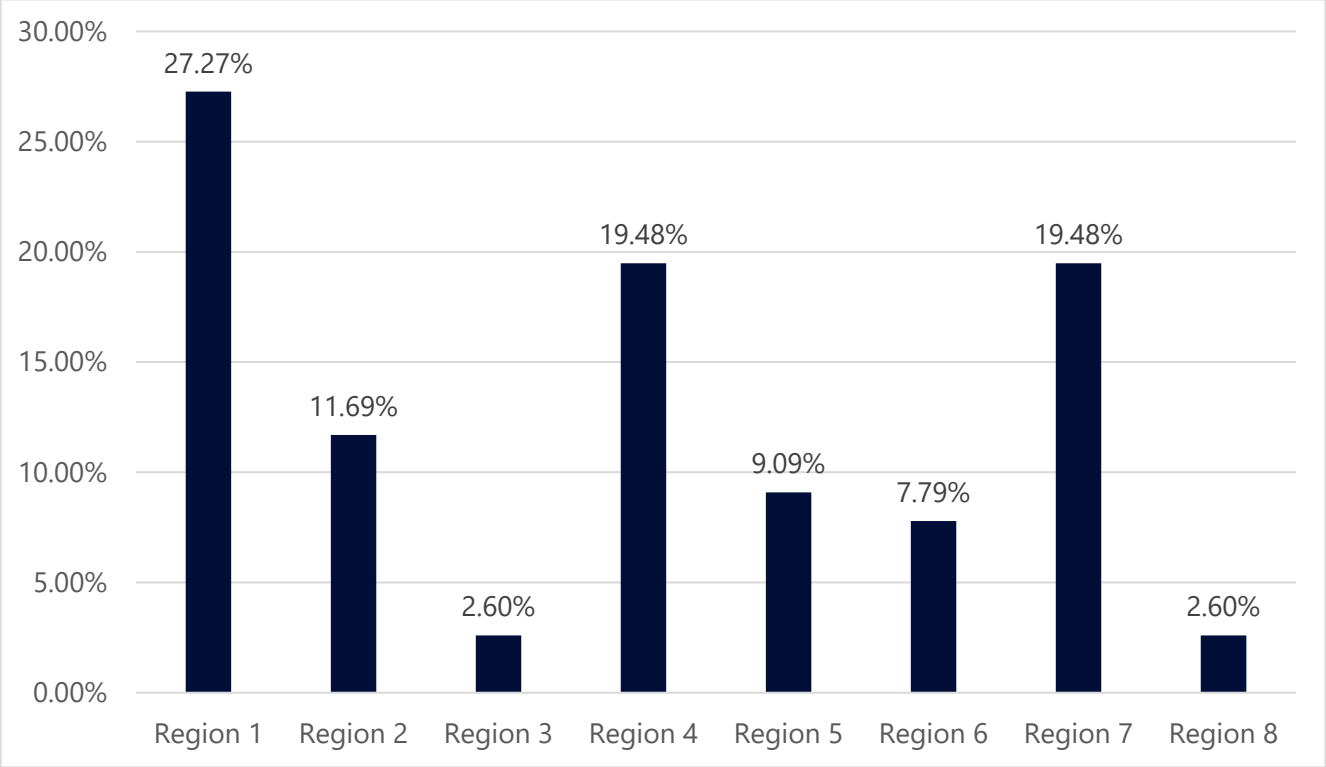
Region	Date	City	Number of Participants[1]	Organizations Represented
1	November 3	Williston	9	Williston Council for the Aging, Inc./Northwest Dakota Public Transit, Wildrose Public Transportation, Jefferson Lines, Northwest Human Service Center, Williams County, City of Williston, Williston Economic Development, ND State House of Representatives, members of the public
2	November 3	Minot	6	Souris Basin Transit, Minot City Transit, Jefferson Lines, North Central Human Service Center, Independence Inc. Center for Independent Living, Minot Daily News
3	October 27	Devils Lake	4	Senior Meals and Services/Devils Lake Transit, Benson County Transportation, Lake Region Human Service Center
4	October 17	Grand Forks	8	Cities Area Transit, Pembina County Meals and Transportation, Grand Forks-East Grand Forks MPO, Options Resource Center for Independent Living, Northeast Behavioral Health
5	October 29	Fargo	10	MATBUS, Valley Senior Services, Fargo-Moorhead Metropolitan Council of Governments, members of the public
6	October 9	Valley City	11	South Central Adult Services, Jefferson Lines, members of the public
7	October 28	Bismarck	7	Bismarck-Mandan MPO, Dakota Center for Independent Living, Centre Inc., WSB Engineering, Bolton, and Menk
8	October 28	Dickinson	2	Elder Care/Dickinson Public Transit, ND State House of Representatives

[1]Excluding participants from North Dakota DOT and the research team.

Each workshop started with a presentation that described the purpose and need for the coordinated transportation plan and the intercity bus plan, the project timeline, a description of intercity bus services and the current intercity bus network in the state, goals for the project, demographic data for the region, along with a list of questions to facilitate discussion about the quality of transportation services and unmet needs. Attendees were also directed to the project website where they could find more information and submit further input through the feedback form.

Emails were sent to all stakeholders/individuals after the workshops, encouraging them to provide feedback regardless of whether they had attended in order to obtain feedback from a broader audience. Email recipients were also asked to share the feedback form with others who might be interested in providing feedback. In total, there were 77 responses. The breakdown by region is presented in **Figure 2-1**.

Figure 2-1. Online Feedback Respondents by Region, N=77.



The main findings from the workshops are discussed in the following chapters.

Chapter 3
Transportation Services and Resources

As noted earlier, the federal coordinated transportation planning requirements include an assessment of available transportation resources. This chapter offers an overview of public transit, human services transportation, private transportation services, and non-motorized transportation services provided in each of the regions and areas. The process to find transportation resources available in each of the regions was primarily identified by conducting online research and obtaining appropriate information on current transportation services.

Region 1

Public Transit

Wildrose Public Transportation

Wildrose Public Transportation provides door-to-door service for much of northwestern North Dakota, encompassing several communities in Divide and Williams counties. Service is provided from outlying areas to the larger communities of Williston, Minot, Bismarck, Tioga, Trenton, and New Town on select days. Transportation is also included for in-town trips in these communities. Fares vary based on the origin but generally run anywhere from $10 to $23. Additionally, Wildrose Public Transportation provides its customers with transport to special events or destinations.

Northwest Dakota Public Transit

Administered by the Williston Council for the Aging, Northwest Dakota Public Transit provides transportation for the communities of Williston and Watford City. The hours of operation for Williston are Monday through Friday from 6:30 a.m. to 5:30 p.m. Hours of operation for Watford City are Monday through Friday from 7:30 a.m. to 4:00 p.m. and 5:00 p.m. to 9:00 p.m. Fares for one-way trips within city limits are $3. There is no fare for senior passengers.

Human Services Transportation

Williston Council for the Aging

Williston Council for the Aging is a non-profit organization that provides several different services for seniors in the Williston area. These services include meal delivery, congregate meals, and activities at the senior center. Transportation to the senior center and other medical and non-medical trips is coordinated through Northwest Dakota Public Transit.

Minot City Transport LLC

Minot City Transport LLC is a private transportation company that offers a range of services including non-emergency medical transport, transportation for seniors and those with disabilities, wheelchair accessible transport, airport shuttle, and general taxi services. Non-emergency medical transport is their specialty. They primarily serve the Minot and Williston areas but will also provide service to areas across the state of North Dakota.

North Dakota Department of Veterans Affairs

The North Dakota Department of Veterans Affairs provides free transportation services for veterans to VA-authorized medical appointments through programs such as the Highly Rural Transportation Grant (HRTG). The program partners with county veteran service offices and existing transit providers to schedule rides, and in some cases the NDDVA funds vans that serve designated pickup routes from rural counties to major VA or outpatient facilities. For Region 1, this includes Divide and McKenzie Counties.

Private Transportation Providers

Taxi Companies

- Airport Express
- All Cities Taxi
- City Taxi
- Mr. Kab
- TransportME
- Uber

Region 2

Public Transit

Kenmare Wheels & Meals, Inc.

Kenmare Wheels & Meals is a non-profit organization that provides transportation, meal delivery, and congregate meals. They operate their transportation services under the branding of Kenmare Public Transit, which provides door-to-door transportation for the general public with a particular focus on seniors and individuals with disabilities. They operate on weekdays from 9:00 a.m. to 4:00 p.m. They also provide transportation to employment in the city of Kenmare including service outside of regular hours by special arrangement. This employment transportation costs $1.50 for a round trip with unlimited stops. Kenmare Public Transit provides weekly trips to the city of Minot for $12 on Tuesdays.

Souris Basin Transportation

Souris Basin Transportation provides public transportation throughout north-central North Dakota, including local, regional, and intercity services. The agency serves the City of Minot, the cities of Bottineau and Rugby, and communities throughout Region 2.

Within the City of Minot, demand-response service is available Monday through Friday from 6:30 a.m. to 10:00 p.m., Saturday from 7:00 a.m. to 5:00 p.m., and Sunday from 7:00 a.m. to 3:00 p.m. Rides must generally be scheduled at least 24 hours in advance. The one-way fare within Minot is $3.
Souris Basin Transportation also provides demand-response service within the cities of Bottineau and Rugby. Service in both communities operates Monday through Friday from 7:30 a.m. to 5:30 p.m., with a one-way fare of $2.

Regional demand-response transportation is available throughout Region 2, serving Burke, Bottineau, McHenry, Mountrail, Pierce, Renville, and Ward counties. One-way fares between Minot and surrounding communities generally range from $7 to $16, depending on the destination.
The agency also operates intercity service between Minot and Bismarck seven days per week. The route serves several communities along the U.S. Highway 83 corridor, including Max, Garrison, Coleharbor, Underwood, Washburn, and Wilton, providing important connections to employment, medical services, shopping, and other destinations. Fares vary depending on the passenger's origin and destination.

The intercity service provides connections to Jefferson Bus Lines, allowing passengers to transfer to the national intercity bus network. Passengers board at the Minot Transit Depot and are transported to the Jefferson Bus Lines terminal in Bismarck. Curb-to-curb transportation is also available for intercity passengers who arrange service with Souris Basin Transportation in advance.
Souris Basin Transportation operates a fleet of 38 vehicles, including 15 cutaway buses, 12 minivans, and 11 transit vans, enabling the agency to provide a mix of local, regional, and intercity transportation services across its service area.

Human Services Transportation

Minot City Transport LLC

Minot City Transport LLC is a private transportation company that offers a range of services including non-emergency medical transport, transportation for seniors and those with disabilities, wheelchair accessible transport, airport shuttle, and general taxi services. Non-emergency medical transport is their specialty. They primarily serve the Minot and Williston areas but will also provide service to areas across the state of North Dakota.

North Dakota Department of Veterans Affairs

The North Dakota Department of Veterans Affairs provides free transportation services for veterans to VA-authorized medical appointments through programs such as the Highly Rural Transportation Grant (HRTG). The program partners with county veteran service offices and existing transit providers to

schedule rides, and in some cases the NDDVA funds vans that serve designated pickup routes from rural counties to major VA or outpatient facilities. For Region 2, this includes Bottineau, Burke, McHenry, Mountrail, Pierce, and Renville Counties.

Private Transportation

Taxi Companies

- TransportMe
- Uber

Region 3

Public Transit

Benson County Transportation

Benson County Transportation provides demand-response public transit service for residents of Benson County and surrounding areas. Based in Maddock, the agency offers door-to-door transportation open to the general public, with priority given to medical trips. Riders can schedule trips for any purpose, including medical appointments, shopping, work, or personal errands. Service is typically available Monday through Friday, with requests required by noon the day prior.

The system's service area covers Benson County and extends up to 60 miles of local service, with longer-distance trips offered to regional hubs such as Bismarck, Minot, Grand Forks, and Jamestown when demand allows. This provides a crucial mobility link for rural residents to access medical care and essential services in larger cities. The service model is highly flexible and adjusts to trip requests on a first-come, first-served basis depending on available resources and driver schedules.

BCT previously charged modest fares—typically $5 for local trips within the county and $10–$20 for longer intercity trips to places such as Bismarck, Minot, or Grand Forks—but the agency is currently offering free rides to passengers in 2025, though fares are still listed on their website. This may create some confusion for customers. Children under seven, veterans traveling to medical appointments, and personal care attendants also ride free.

Cando Transportation/Towner County Public Transit

Administered through Cando Senior Citizens, Cando Transportation, also sometimes called Towner County Public Transit, is the public transit agency for Towner County. The system offers both an in-town "Cando City Bus" and countywide demand-response service open to the general public. The service operates Monday through Friday from 8:00 a.m. to 4:00 p.m. and provides accessible, door-to-door transportation for medical appointments, shopping, and other essential trips. Vehicles are equipped with lifts or ramps to accommodate passengers with mobility devices.

The fare for local trips within Cando is $1 each way, with veterans able to travel free to VA-authorized medical appointments. Information on fares for countywide rides is lacking. While the system is small, it plays a vital role in ensuring mobility for residents of this rural region—particularly for older adults, people with disabilities, and those without access to a personal vehicle.

Cavalier County Transit

Cavalier County Transit is the public transportation agency serving Cavalier County. The agency offers demand-response service, requiring customers to schedule rides in advance. The core area of service is the city of Langdon and Cavalier County, but out-of-town trips are available and must be scheduled at least 72 hours in advance.

Rides through Cavalier County Transit are open to the general public and are available Monday to Friday from 8:00 a.m. to 4:00 p.m. The hours for scheduling rides are Monday through Friday from 8:30 a.m. to 4:30 p.m. The schedule for Cavalier County Transit is posted monthly in The Borderland Press, the local newspaper, as well as on the United Communications TV channel. The one-way fare for an in-town trip in Langdon is $1.50 and $3.00 for a round-trip. Out-of-town fares will depend on the destination.

Devil's Lake Public Transit / Eddy County Transit

Devils Lake Transit serves the city of Devil's Lake and surrounding areas in Ramsey County. It is the city's local demand-response/dial-a-ride service operated by Senior Meals & Services. It operates Monday through Friday with typical hours from around 7:30 a.m. to 5:00 p.m. Riders are asked to reserve at least 24 hours in advance (same-day requests considered if space allows). The standard in-town fare is $3.00 one-way, with a reduced $1.00 fare for escorts and for up to two children under 16 traveling with a paying adult.

In addition to local trips, Devils Lake Transit runs scheduled out-of-town trips on set days to regional destinations such as Grand Forks, Starkweather, Hampden, Edmore, Lawton, and Brocket; those regional trips require an advance reservation and have fares that vary depending on distance and destination. These out-of-town trips are scheduled on certain days of the month. Trips to Grand Forks are scheduled for the first Monday, second Tuesday, third Wednesday, and fourth Thursday of the month. Trips to Starkweather and Hampden are scheduled for the first Wednesday of the month. Finally, trips to Edmore, Lawton, and Brocket are scheduled for the third Monday of the month.

Eddy County Transit is the countywide service based in Eddy County (centered in New Rockford). It provides door-to-door, curb-to-curb service for residents of Eddy County, operating Monday through Friday with hours typically from 7:30 a.m. to 4:00 p.m. during September through May, and reduced summer hours (~8:30 a.m. to ~2:00 p.m.) in June through August. Advance reservations are encouraged. Standard fares are generally $1.00 one-way with a reduced $0.50 fare for older adults traveling to/from the senior center noon meal. Eddy County Transit also arranges regional/out-of-town trips to Carrington, Sheyenne to New Rockford, and Devils Lake on request. Fares for trips to Carrington and Devil's Lake are $10 for a round trip, and trips from Sheyenne to New Rockford are $5 for a round trip.

Both systems offer multiple-ride punch cards for sale. For Devil's Lake Transit, a 10-punch card is $30, and a 20-punch card is $60.

Rolette County Transportation

Rolette County Transit provides public transportation services for residents of Rolette County, including the Turtle Mountain area. Very little current information is available about the system beyond a listing on the North Dakota Department of Veterans Affairs transportation directory and an official Facebook page that has not been updated since 2023. The service appears to operate as a demand-response system offering both local and out-of-town transportation. It is likely administered by Nutrition United.

According to the most recent information on its Facebook page, Rolette County Transit provided out-of-town trips twice weekly in each direction—eastbound to Devils Lake, Grand Forks, and Fargo on Mondays and Wednesdays, and westbound to Minot and Bismarck on Tuesdays and Thursdays. However, because no updates have been posted since 2023, this schedule may no longer be accurate. Fares, service hours, and local service boundaries are not publicly available.

Turtle Mountain Transit

Turtle Mountain Transit serves the Turtle Mountain Reservation, covering parts of Benson County (Spirit Lake) and adjacent areas. The agency offers demand-response and two deviated fixed-route services, with eastern and western routes. The route deviation can be up to one mile from the fixed route. The deviation must be scheduled at least 24 hours in advance. Turtle Mountain Transit operates Monday through Thursday from 7:00 a.m. to 5:00 p.m. The office hours run Monday through Friday from 8:00 a.m. to 4:30 p.m. The fare is $1.00 for a one-way trip.

Spirit Lake Public Transportation

Spirit Lake Public Transportation serves the Spirit Lake Reservation in Benson County. They operate a demand-response service seven days a week. Hours of operation are from 6:00 a.m. to 12:30 a.m. The fare is $1.00 for a one-way trip. Some of the service area extends off the reservation into the community of Devil's Lake.

Human Services Transportation

In Region 3, several nonprofit or human-services organizations provide client-focused transportation, primarily serving older adults, people with disabilities, or residents in rural communities with limited mobility options. Many of these programs operate alongside or in coordination with county or city public transit agencies, which is a common arrangement in rural North Dakota where resources are limited, and organizations often combine services to maximize coverage.

Nutrition United

This agency is a senior nutrition nonprofit that also coordinates transportation for meal delivery and related client trips. This program is associated with Rolette County Transit, highlighting the typical integration of human-services transportation with local transit in rural areas.

Can-Do Senior Citizens

Can-Do Senior Citizens operates the Cando City Bus for in-town trips and offers countywide on-demand rides. This nonprofit program is closely connected with the county transit system, providing accessible transportation for seniors and other residents.

New Rockford Senior Meals & Services

New Rockford Senior Meals & Services provides client-focused rides for seniors and other residents, including curb-to-curb county trips and scheduled regional trips. This organization also administers Eddy County Transit.

Cavalier County Senior Meals & Services

This agency manages meal programs and provides client-centered in-town and out-of-town transportation. Like other rural counties, this service is integrated with county transit operations, Cavalier County Transit, to optimize resources and coverage.

North Dakota Department of Veterans Affairs

The North Dakota Department of Veterans Affairs provides free transportation services for veterans to VA-authorized medical appointments through programs such as the Highly Rural Transportation Grant (HRTG). The program partners with county veteran service offices and existing transit providers to schedule rides, and in some cases the NDDVA funds vans that serve designated pickup routes from rural counties to major VA or outpatient facilities. For Region 3, this includes Benson, Cavalier, Eddy, and Towner Counties.

Private Transportation

Taxi Companies

- Uber (Devil's Lake, Cando)
- A-1 Taxi
- Devil's Lake Taxi
- #1 Taxi
- Jets Taxi
- City Cab
- Royal Coach Transportation Inc.

Region 4

Public Transit

Pembina County Meals & Transportation

Pembina County Meals & Transportation is the senior services agency that serves Pembina County. While part of their programming is meal distribution to area seniors, the other part is providing public transportation for county residents. Public transit services are open to the public and available for all types of trips through demand-response services. Service hours are Monday through Friday from 8:00 a.m. to 5:00 p.m.

Pembina County Meals & Transportation provides transportation from smaller and rural communities into the cities of Cavalier, Drayton, and Grafton. They also provide regional or out-of-town trips to Grand Forks on certain days of the week. Fares for trips within Cavalier and Drayton are generally $3 and fares for trips into Cavalier and Drayton from smaller communities are around $6. The cost for trips to Grand Forks is about $12. It should be noted that there is minimal information available for these transit services, and it is possible some of this information could be outdated.

Walsh County Nutrition & Transportation

This is a private non-profit organization that provides meal delivery and public transportation services to the citizens of Walsh County. While the meal delivery service is reserved for senior citizens ages 60 and up, public transportation services are available to all residents of the county. Walsh County Nutrition & Transportation operates demand-response services, requiring riders to schedule their trips in advance. Office hours for reservations are Monday through Thursday from 8:00 a.m. to 4:30 p.m. and Friday from 8:00 a.m. to 2:00 p.m. Like many other rural demand-response systems in the state, Walsh County Nutrition & Transportation provides door-to-door service. Bus drivers will help passengers who are in a wheelchair up to the door, but further help requires an aide. Passengers are allowed one aide, and the aide rides free of charge.

Walsh County Nutrition & Transportation provides regional and out-of-county trips on certain days of the week. Trips into Grafton are scheduled for Wednesdays and Fridays from 9:00 a.m. to 4:00 p.m. Trips to Grand Forks operate every Tuesday, Thursday, and Saturday. Trips into Park River can be scheduled Monday through Friday by request only. Transportation to Fargo is scheduled for the second Monday of the month. There is no specific information on fares other than the cost of a trip is based on the distance traveled.

Cities Area Transit (CAT)

Cities Area Transit, abbreviated as CAT, is the public transit agency serving the cities of Grand Forks, ND and East Grand Forks, MN across the Red River. CAT provides four different types of services: fixed route, CAT on Campus, Dial-A-Ride Paratransit, and Senior Rider.

Service Types

- **Fixed Route:** CAT operates 12 fixed routes that serve the city of Grand Forks and East Grand Forks, MN. Service hours are Monday through Friday from 6:00 a.m. to 10:00 p.m. and Saturday from 8:00 a.m. to 10:00 p.m. Route headways are typically hourly with some routes providing overlapping service on commercial corridors such as University Ave. While most routes end service in the evening between 5:00 p.m. and 6:00 p.m., there are three routes, including the night route, that run until 10:00 p.m.

- **CAT on Campus:** CAT runs four circulator routes that serve different sections of the University of North Dakota (UND) campus. These routes provide easy and frequent circulation around the campus. UND students and faculty can ride the CAT on Campus routes for free by swiping their University ID card when boarding. The red and blue routes operate every 15 minutes, the purple route operates every 20 minutes, and the night route operates every 30 minutes.

- **Dial-A-Ride Paratransit:** This is the complementary ADA paratransit service. This service is open to eligible riders only under the ADA requirements and riders must schedule rides a day in advance. Dial-A-Ride Paratransit operates anywhere within the city limits of Grand Forks, ND and East Grand Forks, MN, rather than the ¾ mile service area typically seen with ADA paratransit. The operating hours for Dial-A-Ride Paratransit are the same as the fixed-route buses.

- **Senior Rider:** The Senior Rider service is very similar to CAT's Dial-A-Ride Paratransit service with the exception that eligibility is based on age rather than disability. This service is reserved only for seniors ages 62 and older. Much like the paratransit service, trips for Senior Rider must be scheduled a day in advance. The service is the same as well, consisting of all areas within the city limits of Grand Forks, ND and East Grand Forks, MN.

Table 3-1: Service Types and Fares

Fares		
Type	**Cost**	**10-Ride Passes**
Full Fare	$2.00	$17.50
K-12 Student	$1.00	$8.50
Reduced Fare (62+, Medicare, Disability)	$0.80	$7.00
Passes		
31-Day Passs	$40.00	
14-Day Pass	$21.00	
1-Day Pass	$6.50	
Summer Youth Pass	$21.00	
Rechargeable Fare Pass	$5.00	

Human Services Transportation

Pembina County Meals & Transportation

As with many other areas of North Dakota, human services and public transportation are typically operated by the same agency. This is the case with Pembina County Meals & Transportation. This non-profit organization provides meal delivery services for Pembina County senior residents as well as providing demand-response transit services. The transportation services were detailed in the Public Transit section above.

Comfort Keepers

Comfort Keepers is a nationwide organization that provides healthcare services to seniors across the country. There are chapters all across the country, including one in Grand Forks. Some of the healthcare services they provide include home healthcare, companion care, hospice, and post-hospital. Along with their healthcare, Comfort Keepers provides its clients with transportation. Transportation is available for medical and general-purpose trips including shopping, visiting family and friends, and trips to special events. In addition to transportation services, they also provide wheelchair assistance for those who need it.

Faith In Action

Faith in Action, a local nonprofit organization, provides volunteer-based transportation and support services for seniors in Pembina County. The transportation provided is non-emergency medical transportation to and from medical appointments.

Northeast Human Services Center: Region IV

This is a regional service center that is under the North Dakota Health and Human Services. The core focus of the center is to provide services for those with behavioral health issues. The center serves Grand Forks, Nelson, Pembina, and Walsh Counties. Though transportation is not the primary service, they do provide their clients with bus passes when needed. Occasionally case managers will provide transportation for clients, but that heavily depends on the trip and distance.

North Dakota Department of Veterans Affairs

The North Dakota Department of Veterans Affairs provides free transportation services for veterans to VA-authorized medical appointments through programs such as the Highly Rural Transportation Grant (HRTG). The program partners with county veteran service offices and existing transit providers to schedule rides, and in some cases the NDDVA funds vans that serve designated pickup routes from rural counties to major VA or outpatient facilities. For Region 4, this includes Nelson County.

Private Transportation

Taxi Companies

- Uber (Grand Forks and Grand Forks AFB)
- Lyft (Grand Forks)
- S&S Taxi
- Grand Forks Taxi
- Nodak Cab
- Partypilot Karaoke Taxi
- Northland Taxi

Region 5

Public Transit

MATBUS

MATBUS is the public transit provider for the Fargo-Moorhead metro area. The agency operates three different types of services throughout the cities of Fargo and West Fargo in North Dakota, and Moorhead and Dilworth in neighboring Minnesota. These types of service include fixed-route, paratransit, and demand-response.

- **Fixed Route:** MATBUS operates 20 fixed routes throughout its service area. The hours of operation for the fixed-route service are Monday through Friday from 6:15 a.m. to 10:15 p.m. and Saturday from 7:15 a.m. to 10:15 p.m. There is currently no fixed-route service on Sunday. Service frequency is typically every 30 or 60 minutes, depending on the route.

  There are three routes (31, 33, and 34) that serve the North Dakota State University (NDSU) Campus that have higher frequencies. Route 31 operates every 25 minutes, route 33 operates every 10 minutes, and route 34 runs every 20 minutes. These three routes operate during the academic year only. MATBUS has a U-Pass program which allows university students to ride fixed-route buses for free at the participating schools. These schools include NDSU, Minnesota State University Moorhead (MSUM), Concordia College, Minnesota State Community & Technical College, and North Dakota State College of Science. Students at these schools can show their student ID to ride free on the fixed route network.

- **Paratransit:** This is the complementary ADA paratransit service for MATBUS. The service area is within the city limits of Fargo and West Fargo, ND and Moorhead and Dilworth, MN rather than the typical ¾ mile around the fixed routes. The paratransit service is available to those who qualify for ADA disabilities. Those who wish to use paratransit must apply to have their eligibility confirmed, then schedule rides in advance. The hours of operation for the paratransit service are similar to the fixed route, running Monday through Friday from 6:15 a.m. to 10:15 p.m. and Saturday from 7:15 a.m. to 10:15 p.m. Unlike the fixed route, paratransit operates on Sunday from 7:00 a.m. to 5:00 p.m.

- **MATBUS On-Demand:** This service is a fare-free demand-response service. This service only operates in designated zones. There are currently two designated zones—the Fargo Industrial Park and the NDSU Campus area. The Fargo Industrial Park zone will be eliminated on December 31, 2025, which will leave the NDSU Campus area as the only zone for the on-demand service, which only operates during the academic year. Riders wishing to use MATBUS On-Demand can schedule rides through the TransLoc app on their smartphone and get picked up by a vehicle at one of the many designated pick-up and drop-off points. The NDSU Campus zone only operates once the fixed routes have ended for the day. The hours of operation are Monday through Friday from 6:45 p.m. to 10:15 p.m.

The table on the following page details the fare structure for MATBUS. MATBUS has a farecard system branded as MATBUS Connect which consists of reloadable farecards and a mobile app. Riders can use this system to pay as they go and reload money into their account from the mobile app. Fares using MATBUS Connect are capped at daily and monthly (31-day) intervals. The details for the pricing of this system can be found in the table below.

Table 3-2: MATBUS Service and Fares

Fares	
Type	**Cost**
Adult Cash Fare	$1.50
Discount Cash Fare (Elderly, Disabled, Youth)	$0.75
1-Day Pass	$5.00
120-Day College Semester Pass	$60.00
31-Day Business Pass (employers)	$27.00
Single-Ride Tickets (package of 20)	$30.00
MATBUS Connect	
Adult Fare	$1.50
Adult 1-Day Fare Cap	$3.00
Adult 31-Day Fare Cap	$42.00
Discount Fare (Elderly, Disabled, Youth)	$0.75
Discount 1-Day Fare Cap	$3.00
Discount 31-Day Fare Cap	$27.00
Youth 90-Day Fare Cap	$27.00

Valley Senior Services

Valley Senior Services is a non-profit agency that provides a number of services for seniors in the Red River Valley. The service area for the agency includes Steele, Traill, Cass, Ransom, Sargent, and Richland counties. The services they provide include community meals, meal delivery, resource services, senior centers, and transportation. Many of their services are carried out through their network of dedicated volunteers. While transportation services are provided for their entire service area, there are some limitations on which populations qualify for these services depending on if they are located in the Fargo Metro area or rural areas of their service area.

Fargo Metro Area: Transportation is provided for seniors (60+) in the Fargo metro area which includes Fargo, West Fargo in North Dakota, and Moorhead and Dilworth in Minnesota. In this area, ridership is limited to seniors only, but these trips can be for any purpose, not just medical. Rides must be scheduled at least three to five days in advance. The office hours for scheduling rides are Monday through Friday from 7:00 a.m. to 4:30 p.m. and the transportation hours are Monday through Friday from 7:30 a.m. to 4:00 p.m. The cost of a trip to any of Valley Senior Services' meal sites is $1 one-way. Regularly scheduled trips to grocery stores are scheduled for Tuesday in the North Fargo area and Wednesday in the South Fargo area. General purpose trips for seniors cost $3 for a one-way ride. Punch cards can be purchased and consist of a 10-stop punch card for $30 and a 20-stop punch card for $60.

Rural Areas in the Red River Valley: In the rural areas of Cass County as well as Traill, Steele, Richland, Ransom, Sargent, and rural Grand Forks counties, Valley Senior Services offers transportation for the general public. In these areas, anyone can utilize the transportation services offered by Valley Senior Services for any type of trip, not just medical. Valley Senior Services offers different transportation schedules for each county.

Transportation to Fargo and Grand Forks are provided on select days of the week for most of the counties in the service area. Trips to Fargo from rural areas of Cass County are provided each week. Steele and Traill counties have trips to Fargo scheduled for Monday, Wednesday, and Friday multiple times per month, and trips to Grand Forks are scheduled for Tuesday and Thursday twice a month. Trips from Lison in Ransom County to Fargo are scheduled every Tuesday and Thursday, leaving for Fargo in the morning and returning to Lisbon in the afternoon. The county van is available for all of Ransom County Monday through Friday. The Lisbon City Van runs Monday through Friday from 8:00 a.m. to 3:00 p.m. Out-of-town rides can be scheduled in advance but are limited to an area within 20 miles of Lisbon. In Richland County, trips within the city of Wahpeton are available Monday through Friday. Residents of rural areas of Richland County can schedule rides to Wahpeton twice a month. Richland County residents also have access to trips to Fargo every Tuesday and Thursday.

Human Services Transportation

Valley Senior Services

Similar to other regions in North Dakota, the line between human services organizations and transit agencies can become blurred. As stated above, Valley Senior Services provides many different types of services for seniors including community meals, meal delivery, resource services, senior centers, and transportation. Transportation in the Fargo metro area is limited to seniors (60+) only. Valley Senior Services provides transportation to the general public in rural areas of Cass County outside the metro area, as well as in Steele, Traill, Ransom, Sargent, and Richland counties. Transportation is available to areas within these counties as well as trips to Fargo and Grand Forks on select days of the week. Transportation must be scheduled in advance and fares typically run from $1 to senior centers to $3 per one-way local trips and higher for out-of-county trips.

Community of Care

Community of Care is a nonprofit organization located in rural Cass County, ND that focuses on helping older adults (primarily age 60+) remain independent in their homes. Their transportation program uses trained volunteer drivers who provide rides for medical appointments and other essential trips. The service area is rural Cass County and the rides are free of charge, though donations are accepted, and the rides must be booked in advance. The organization emphasizes volunteer-based, neighbor-to-neighbor transport for seniors in smaller communities.

Heart Program & Aging in the Community

In Ransom County, the Heart Program and the Aging in the Community initiative are nonprofit/volunteer-supported services that provide transportation for older adults in defined local districts (for example within the Enderlin School District and the Lisbon School District). The Heart Program offers free rides for seniors aged 65+ inside the Enderlin School District towns (Enderlin, Sheldon, Nome, Alice). Aging in the Community provides rides for those 60+ in the Lisbon School District area. These programs focus on seniors' mobility within local service areas of Ransom County through a network of volunteers.

Handi-Wheels

Handi-Wheels Transportation is a nonprofit organization based in Fargo-West Fargo that provides door-to-door, demand-response transportation for older adults, individuals with disabilities, and those with limited transportation options who are unable to use traditional public transit. Service is available within Fargo, West Fargo, and portions of Cass County, with a primary focus on helping riders access medical appointments and essential services. Rides must be scheduled by noon on the business day prior to the trip, and service is generally available Monday through Friday during daytime hours. Trips covered by North Dakota Medicaid are provided at no cost to eligible riders, while affordable fare options are available for other passengers.

North Dakota Department of Veterans Affairs

The North Dakota Department of Veterans Affairs provides free transportation services for veterans to VA-authorized medical appointments through programs such as the Highly Rural Transportation Grant (HRTG). The program partners with county veteran service offices and existing transit providers to schedule rides, and in some cases the NDDVA funds vans that serve designated pickup routes from rural counties to major VA or outpatient facilities. For Region 4, this includes Sargent and Steele Counties.

Griswold Homecare

Griswold Home Care is a for-profit, franchised home care company that provides non-medical in-home services for older adults, individuals recovering from illness or surgery, and people with disabilities. Their services include companionship, personal care, homemaking, dementia-care support, and also transportation or escorted rides to appointments and errands—often described as "transportation to and from surgery and medical appointments" or "incidental transportation/errands" in their service listings.

Private Transportation

Non-Emergency Medical Transportation (NEMT)

Maxime & Co.

Private for-profit company that provides non-emergency medical transportation in the Fargo area. Along with NEMT, Maxime & Co provides luxury limo service as well as nationwide interstate transportation, which extends far beyond the Fargo area. For their NEMT service, they utilize lift-equipped vans that are capable of transporting wheelchairs and stretchers. Transportation to and from the Mayo Clinic in Minnesota is also available

1 Priority Transportation

This is a private company that provides non-emergency medical transportation with vehicles equipped to accommodate wheelchairs and stretchers. Clients are encouraged to schedule rides in advance to guarantee availability. The company operates Monday through Friday from 6:00 a.m. to 6:00 p.m. Wheelchair trips in the Fargo metro area are $40 one-way and $60 round trip while stretcher trips in the Fargo metro area are $90 one-way and $180 round trip. Out-of-town wheelchair trips cost $40 + $2.50/mile and out-of-town stretcher trips are $80 + $2.50/mile. 1 Priority Transportation accepts Medicaid.

Anywhere Transport

Private company in the Fargo metro area that provides non-emergency medical transportation. Their vehicles can accommodate both wheelchairs and stretchers. The majority, or 95%, of their trips are out-of-town medical trips outside of the Fargo area. Aside from NEMT, Anywhere Transport provides general-purpose rides including for appointments, social gatherings, shopping, casino, and other outings.

FM Mobility Care

Private company and provider of non-emergency medical transportation and other specialized transportation services. The company serves the Fargo metro area but also offers rides out of the metro area. Their vehicles can accommodate wheelchairs and stretchers. The cost for a wheelchair trip within the Fargo metro area is $30 for one-way and $95 for a one-way stretcher trip. The cost for out-of-town daytime trips for wheelchairs is $35 + $2.60/mile and $95 + $2.60/mile for stretchers. The cost for out-of-town trips after business hours for a wheelchair is $95 + $2.60/mile and $160 + $2.60/mile for stretchers.

Precision Transportation Inc.

This company provides comprehensive non-emergency medical transportation in the Fargo metro area. These transportation services are aimed at those who are both short of long-term disability. They provide individual and shared rides. Wheelchair and ambulatory rides within the Fargo metro area are

available Monday through Friday and cost $40 for a one-way and $70 for a round trip. The weekend rates are $50 for a one-way and $80 for a round trip. Any trips needed after business hours are $200. There is limited information available on this company.

MB Transportation

This company provides both non-emergency medical transportation as well as general-purpose transportation/taxi service. They can accommodate ambulatory riders as well as those in wheelchairs but cannot accommodate stretchers. They serve the Fargo metro area as well as many other counties throughout North Dakota. Their general-purpose/taxi riders are limited to the Fargo-Moorhead metro area.

TransportME

Private company that provides many different types of transportation services including taxi service, intercity shuttle, crew transportation, charter bus, airport shuttle, and transportation for weddings and special events.

Taxi Companies

- Uber
- Lyft
- Doyle's Yellow Checker Cab, Inc.
- Ash Town Taxi
- Trusted Cab
- Mister Taxi
- Fargo City Cab
- Fargo Metro Taxi and Limo Service
- Gocab Taxi
- Hello Fargo Taxi
- Ellis Transit LLC
- Royal Riders

Region 6

Public Transportation

Dickey County Transportation

Dickey County Transportation is a nonprofit public transit provider operated by Dickey County Senior Citizens in Ellendale and Oakes, North Dakota. It serves residents of Dickey County of all ages, offering door-to-door and curb-to-curb demand-response rides for purposes such as medical appointments, shopping, recreation, employment, school, and errands. The service area includes the towns of Ellendale,

Oakes, and surrounding rural areas; the agency also offers out-of-town trips to places like Aberdeen, Jamestown, and Fargo on a scheduled basis when driver/vehicle availability allows.

Regular operating hours in town are roughly Monday through Friday from 8:30 a.m. to 4:30 p.m. in Oakes, and Monday through Thursday from 8:30 a.m. to 4:30 p.m. in Ellendale. Local fares are $1.00 for the first two stops within town then $0.50 for additional stops; rural fares start at $3.00 for rides within roughly 10 miles of Oakes/Ellendale. Round trips between Ellendale and Oaks cost $5. Out-of-town fare for medical trips to places like Fargo is $15 round-trip, while round trip rides to Aberdeen and Jamestown are $10. The agency is ADA accessible with vehicles equipped for mobility devices and makes free accommodations for attendants or escorts when accompanying passengers.

James River Public Transportation

James River Public Transit is a nonprofit transportation provider operated by James River Senior Citizens Center, Inc. (JRSC) based in Jamestown, North Dakota. JRPT serves multiple counties, primarily Stutsman County and additionally Wells and Sheridan counties—offering door-to-door demand-response rides for the general public, including seniors, individuals with mobility limitations, and others who need transportation for work, medical appointments, errands, or social activities.
The service operates seven days a week (except certain holidays) and covers both local trips in Jamestown and regional "out-of-town" services on a scheduled basis. In-town fares start at around $2.50 for one-way trips while fares for out-of-town trips are $20 for one-way trips and $40 for a round trip to Fargo or Bismark. James River Public Transit offers regional trips on the first and third Tuesdays of the month for trips to Bismarck and trips to Fargo are available every Wednesday of the month. JRPT values accessibility, offering vehicles that are ADA-compliant and providing rides on a reserved basis.

South Central Adult Services

South Central Adult Services is a nonprofit human-services organization based in Valley City, North Dakota. They operate a transportation network under the name South Central Transit Network, which provides demand-response and flexible on-call rides to the general public across the region. The vehicles are ADA-accessible and serve a variety of purposes, including medical appointments, shopping, schooling, recreation, and trips to meal sites. Reservations must be made in advance; rides are conducted on a first-call, first-served basis, and service is typically available during regular business days. Fares vary by county and trip type, and details are posted on the SCAS website under transit. South Central Transit Network's service area covers multiple counties including Barnes, Emmons, Foster, Griggs, Lamoure, Logan, McIntosh, and Nelson counties. Each county has their own specific fares and schedules.

Barnes County: Rides within Valley City are $2.00 for a one-way and run Monday through Friday from 8:00 a.m. to 5:00 p.m., and on Saturday and Sunday from 8:00 a.m. to 2:00 p.m. Regional trips to other areas within the county and beyond are also available on select days. Valley City to Jamestown are available Monday, Wednesday, and Friday, which cost $5.00 for a round trip. Trips from the rural areas of the county into Valley City can be scheduled as needed and cost $5.00 per round trip. There are trips from Valley City to Fargo Monday through Friday and cost $10.00 per round trip. Fare for trips from Jamestown to Fargo is $25 for a round trip.

Emmons County: Trips within the city of Linton are available Monday through Friday for $1 one-way. Rides from the northern areas of the county (such as Linton, Hazelton, or Braddock) to Bismarck are available Monday through Friday and cost $10 for a round trip. Trips from Northern portions of the county (such as Strasburg and Hague) to Bismarck are available Monday through Friday and cost $13 for a round trip. Trips from anywhere in the county to Fargo and Jamestown are available on Thursday for $25 and $15 for a round trip, respectively. Transportation from rural areas of the county to Linton is available Monday through Friday for $3 for a round trip.

Foster County: Trips within the city of Carrington are available Monday through Friday for $1 per ride. Rides to Fargo can be scheduled for the first Wednesday and third Tuesday of the month for $15 for a round trip. Transportation to Bismarck is available on the third Wednesday of the month for $15 for a round trip. Trips in rural areas of Foster County can be scheduled on the second Wednesday, the first, third, and fourth Fridays of the month and cost $5 for a round trip. Trips to Jamestown are available on the first, second, and fourth Tuesday, the fourth Wednesday, and every Thursday for $8 per round trip. Rides to New Rockford are available every Monday on request for $5 per round trip.

Griggs County: Trips within Cooperstown can be scheduled Monday through Friday for $1 per ride. Rides from Binford, Hannaford, and Sutton are available on request and cost $3 for a round trip and $1 per additional stop. Transportation to Jamestown is available Monday, Wednesday, and Friday for $8 per round trip plus $1 for each additional stop. Rides to Fargo can be scheduled Monday through Thursday for $10 plus $1 per additional stop and to Grand Forks on the fourth Tuesday of the month for $10 plus $1 per additional stop.

Lamoure County: Service from Lamoure to Jamestown and Valley City can be scheduled every Monday, Tuesday, Wednesday, and Friday for $10 for a round trip. Trips to Fargo are available every Thursday for $18 for a round trip and to Bismarck Monday through Friday for $18 per round trip. Trips within Lamoure City are available Monday through Friday for $2 per round trip. Trips from LaMoure to Oaks are available upon request for $8 per round trip and to Aberdeen, SD, Ashely, and Wishek for $10 per round trip.

Logan County: Transportation within Napoleon is available Monday through Friday and costs $1 one-way. Trips to Bismarck can be scheduled Monday through Friday and cost $10 per round trip from western Logan County and $13 per round trip from eastern Logan County. Trips to Jamestown are available every Monday and cost $10 per round trip from Eastern Logan County and $13 per round trip from western Logan County. Rides to Wishek and Linton can be scheduled on Tuesday and Thursday for $8 per round trip. Rides to Aberdeen, SD can be scheduled as needed and cost $8 per round trip.

McIntosh County: Rides within the cities of Ashley and Wishek are available Monday through Friday for $1 per trip. Rides from Wishek, Ashley, Zeeland, and Lehr to Bismarck are available Monday through Friday for $15 per round trip. Trips from Wishek to Jamestown can be made every Thursday for $13 per round trip and rides between Zeeland and Ashley are available upon request for $5 per round trip. There is also a shuttle Kulm that provides riders with a connection to continue on to Jamestown and Fargo, as requested, for $8 per round trip.

Nelson County: Trips within Nelson County to Grand Forks can be scheduled Monday, Wednesday, and Friday for $10. Trips within Nelson County to Devils Lake are available on Tuesday for $5 and in-county rides are available on Thursday for $5.

Wells on Wheels (WOW!)

Wells on Wheels (WOW!) is a non-profit public transportation program operated by the Wells County Council on Aging, a non-profit organization that serves all residents of Wells County, North Dakota. It provides ADA-accessible curb-to-curb/shared-ride transportation for a variety of trip purposes — including medical appointments, shopping, employment, errands, and social activities. The service area covers Wells County, with scheduled out-of-county trips available on Tuesdays and Thursdays.

WOW! operates Monday through Friday from 6:00 a.m. to 7:00 p.m. (last pickup at about 6:30 p.m.). Fares within Bluffton city limits are $2.00 one-way; the standard fare within Wells County is $5.00 one-way for general users; out-of-county trips are available Tuesday and Thursday only and cost $20 one-way for up to 30 miles beyond Bluffton, and $50 one-way for trips 31-50 miles from Bluffton. Seniors aged 60+ riding within Wells County may ride by voluntary donation only. Children under 12 who are accompanied by an adult ride at $1.00. Reservations must be made at least 24 hours in advance; exact change is required, and drivers do not carry cash. WOW! is also a Medicaid-approved provider for non-emergency medical transportation in Wells County.

Human Services Transportation

James River Senior Citizens Center, Inc.

James River Senior Citizens Center, Inc. is a nonprofit organization serving older adults (age 60+) and their spouses across Stutsman, Wells and Sheridan counties in North Dakota. Beyond congregate meals, home-delivered meals and outreach services, James River operates a public transit program: a dial-a-ride system in Jamestown and Harvey, plus scheduled out-of-town medical transportation to cities such as Bismarck and Fargo. Their transportation clients include anyone of any age who needs a ride, not just seniors, and vehicles are available for non-meal-site uses like errands, medical trips, and social visits. By integrating transit with senior services, James River Senior Citizens Center exemplifies how many rural agencies provide both mobility and human support under one roof.

Harvey Senior Center / Wells Sheridan County Aging Council

Harvey Senior Center / Wells Sheridan County Aging Council is a multi-service senior center in Harvey, North Dakota (serving Wells and Sheridan counties) that provides congregate and home-delivered meals, equipment loan services, and transportation. Their transportation service offers rides to the general public five days a week, and includes out-of-town medical trips (to Bismarck on the second and third Tuesday of each month, and to Minot on the first Tuesday) in addition to local transit. The center primarily serves older adults (60+), but the transportation component is open to the general public.

South Central Adult Services

South Central Adult Services (SCAS) is a nonprofit organization based in Valley City, offering a broad suite of human services for older adults such as Meals on Wheels, outreach, and transportation across

several counties. Their transportation program is branded the "South Central Transit Network" and provides on-demand or scheduled rides using ADA-accessible vehicles for people of all ages—not just seniors—covering purposes like medical appointments, shopping, recreation, education, and errands.

Wells County Council on Aging

Wells County Council on Aging is a nonprofit agency based in Wells County that supports older adults (60+) and persons with disabilities through many services. One of their key programs is Wells on Wheels (WOW!), their public transportation service, which offers affordable, shared-ride, curb-to-curb mobility throughout Wells County and scheduled out-of-county trips. WOW! accommodates people of all ages and trip types—employment, childcare, healthcare, shopping—while operating out of a senior/human-services agency.

North Dakota Department of Veterans Affairs

The North Dakota Department of Veterans Affairs provides free transportation services for veterans to VA-authorized medical appointments through programs such as the Highly Rural Transportation Grant (HRTG). The program partners with county veteran service offices and existing transit providers to schedule rides, and in some cases the NDDVA funds vans that serve designated pickup routes from rural counties to major VA or outpatient facilities. For Region 6, this includes Dickey, Foster, Griggs, Lamoure, Logan, McIntosh, and Wells Counties.

Private Transportation

Taxi Companies:

- Uber (Harvey – Wells County, Jamestown – Stutsman County, Valley City – Barnes County)
- Jamestown Taxi Service
- Last Leg Taxi

Region 7

Public Transportation

Bis-Man Transit

Bis-Man Transit is the public transit agency serving the Bismarck metro area. The agency provides two types of services: fixed-route and paratransit. Details of the two service types are as follows.

CAT Bus: This is Bis-Man's fixed-route bus network, branded as CAT Bus, an abbreviation for Capital Area Transit. There are six routes in the network that run Monday through Friday from 6:30 a.m. to 7:00 p.m. and on Saturday from 8:00 a.m. to 7:00 p.m. Some routes end earlier in the day, and there is no fixed-route service on Sundays. A unique feature of the CAT Bus system is that it operates as a flag system, allowing passengers to flag the bus to pick them up anywhere along the route.

Paratransit: Bis-Man Transit also operates its ADA Paratransit service to provides transportation for those who are unable to use the fixed-route system due to a disability. This service is available to eligible riders only. Riders must submit an application to be granted eligibility to use the paratransit service. The hours of operation for paratransit are quite different than the fixed-route service, as paratransit hours extend well into the evening and also operate on Sunday. The hours are Monday through Saturday from 5:30 a.m. to 12:00 a.m., and Sunday from 7:30 a.m. to 2:30 p.m. Scheduling hours run Monday through Saturday from 8:00 a.m. to 5:00 p.m., and Sunday from 8:00 a.m. to 2:30 p.m. After 2:30 p.m. on Sunday, Paratransit riders can still leave a voicemail for scheduling from 2:30 p.m. to 5:00 p.m.

While Bis-Man does not operate any regional or intercity services, the city of Bismarck is served by several intercity routes and Bis-Man makes connections to these services to enhance regional mobility. These services that Bis-Man connects to include Jefferson Lines, Souris Basin's Bismark-Minot route, West River Transit which serves the rural areas around Bismarck, and Standing Rock Transit's routes from surrounding counties into Bismarck.

The fares for Bis-Man's services can be found on the table below. In addition to paying with cash, riders can purchase multi-day passes or they can utilize the Token Transit app on their smartphones for cashless fare payments.

Table 3-3: Bis-Man Service and Fares

Fixed Route Fares	
Type	**Cost**
Regular One-Way	$1.50
1-Day Pass	$6.00
30-Day Pass	$36.00
Reduced One-Way (Students K-12, University, Medicare, and veterans)	$0.75
Reduced 1-Day Pass	$3.00
Reduced 30-Day Pass	$24.00
Paratransit Fares	
One-Way	$3.00
Prepaid Punch Cards (4 one-way trips)	$12.00
Seniors (65+) and Paratransit members ride free with valid ID	

Hazen Busing

Hazen Busing – Public Transportation is a municipal-operated demand-response transit service based in Hazen, Mercer County, North Dakota. The service is open to the general public and is described as "Dial-A-Ride" for work, medical appointments, school, daycare, shopping, and special events.

Service is available Monday through Friday from 7:30 a.m. to 4:30 p.m. Fares within the city of Hazen are $1.00 each way (or $2.00 round trip) for in-town rides. For trips outside the city limits, for example to Beulah, Stanton, Pick City, the fare is $5.00 (or $10 round trip if staying more than 20 minutes). Scheduled out-of-town destination trips include a Wednesday trip to Bismarck for $12 per round trip and the second Thursday of each month to Dickinson for $12 per round trip, both weather-permitting and subject to a minimum rider requirement. The agency also notes it will consider reasonable modification requests for persons with disabilities and offers LED print translations or language assistance for persons with limited English proficiency.

Kidder County Public Transit

Kidder County Senior Services is a non-profit organization that combines senior support services with public transportation under one umbrella. The agency offers transportation alongside congregate and home-delivered meals for older adults. The transportation arm, often branded "Kidder Transit" or "Kidder County Public Transit," serves the general public, older adults, and persons with disabilities in Kidder County, with additional trips to destinations such as Jamestown and Bismarck.

Service is available Monday through Friday within Kidder County; weekend service is not listed. Demand-response rides are offered, along with scheduled inter-county or out-of-county trips. For example, base fare for local service in earlier documentation was $6.00 one-way. The target clientele includes older adults (age 60+), individuals with disabilities, and the general public needing transportation to medical appointments, errands, or regional travel. The service area primarily covers Kidder County.

Standing Rock Public Transit

Standing Rock Public Transit is a tribal-run public transportation service operated under the umbrella of the Standing Rock Sioux Tribe and administered through Sitting Bull College in Fort Yates. It is classified as a rural demand-response and scheduled route service open to the general public, including seniors and persons with disabilities.

The service covers the reservation area of the Standing Rock Sioux Tribe, spanning parts of North Dakota and South Dakota. Operating hours are generally Monday through Friday from 7:30 a.m. to 4:30 p.m. The fare structure includes a local fare of $1.00 one-way for in-town trips and roughly $0.10 per mile for out-of-town trips to places like Bismarck. Their transportation services include demand-response rides for medical appointments, work, school, connecting to major bus lines, and scheduled intercommunity trips including trips to Bismarck and other destinations on Monday and Thursday in addition to intown service.

West River Transit

West River Transit is a nonprofit public transportation agency serving rural and semi-rural communities surrounding the Bismarck/Mandan. The agency offers demand-response, origin-to-destination rides for the general public—including older adults, persons with disabilities, and others who require mobility beyond fixed-route bus service.

WRT's service area includes multiple counties such as Mercer, McLean, Morton, Oliver, Grant, Dunn, and rural portions of Burleigh County, among others, in the west-central region. The hours of operation for reservations/office service are typically Monday through Thursday from 8:00 a.m. to 4:00 p.m., and on Friday from 8:00 a.m. to 12:00 p.m. for dispatch hours. Rides must generally be booked in advance (often at least 24 hours ahead), though same-day requests may be accommodated depending on availability. The fare structure varies by origin/destination. For example, local shopping rides may cost about $3.00 one-way in some service areas; rides to hub cities like Bismarck may cost around $9.00–$16.00 depending on distance and county. The target clientele includes the general public in rural communities who need transportation for errands, shopping, medical appointments, employment, social visits, and other essential trips.

Human Services Transportation

Missouri Slope

Missouri Slope at Home is a non-profit home-care and services organization based in Bismarck, North Dakota. Their mission is to support older adults who wish to remain living independently in their home by providing a range of non-medical services, including personal care, meal delivery, housekeeping, and importantly transportation—both medical and non-medical—tailored to client needs.

The organization's service area covers primarily Burleigh, Morton, and McLean counties, particularly focusing on rural communities where mobility and access to services can be limited. Targeting older adults (typically age 55+) who may struggle with mobility, driving or access to basic services, Missouri Slope at Home offers transportation as part of a coordinated package of care—with vehicles and staff able to provide rides to and from medical appointments, errands, grocery pickup, and more.

James River Senior Citizens Center, Inc.

James River Senior Citizens Center is a nonprofit senior services agency based in Jamestown. It provides a combined mix of senior support services including home-delivered meals, congregate dining, outreach, and a public transit component. Their transit operation, James River Public Transit, offers demand-response rides not only to seniors but to the general public for medical trips, errands, and scheduled intercity service. Their service area includes Stutsman County and parts of Wells and Sheridan counties.

Burleigh County Senior Adults Program

Burleigh County Senior Adults Program, a non-profit senior center, delivers services for older adults in Bismarck, Lincoln, and surrounding parts of Burleigh County. Among their offerings is a shuttle or mobility program for seniors—providing rides for appointments, shopping, meal sites, or social trips. Their clientele is primarily people aged 60 and older. While their transit service is local (within communities like Bismarck and Lincoln), and at times connects to public transit (CAT), the agency itself is not a full transit operator. Instead, its transportation component complements fixed-route transit by filling gaps for those who might not be able to use buses.

Burleigh County Veterans Service Office

The Burleigh County Veterans Service Office operates a Veteran Van Service—a public benefit program designed for veterans to access VA-authorized medical appointments. This service is non-commercial and publicly supported, often running free-of-charge for qualifying veterans. The clientele is exclusively veterans in Burleigh County who require transport to VA medical facilities or partners. While the Van Service may not run extensive daily shuttles, it often operates on scheduled routes or requests coordinated through the veteran's service office, sometimes leveraging local transit or nonprofit partnerships.

Kidder County Senior Services

Kidder County Senior Services is a nonprofit agency that provides typical seniors' support such as meals and outreach plus a transportation arm known as Kidder Transit. The transit side operates demand-response, ADA-accessible rides for both seniors and the general public in Kidder County and makes scheduled trips to nearby regional centers such as Jamestown or Bismarck as resources permit. Their clientele includes older adults, people with disabilities, and rural residents needing access to services, medical care, or shopping.

South Central Adult Services

South Central Adult Services (SCAS) is a nonprofit organization based in Valley City, offering a broad suite of human services for older adults such as Meals on Wheels, outreach, and transportation across several counties. Their transportation program is branded the "South Central Transit Network" and provides on-demand or scheduled rides using ADA-accessible vehicles for people of all ages—not just seniors—covering purposes like medical appointments, shopping, recreation, education, and errands. Though much of the agency's service is in Region 6, their services do extend into Emmons County.

North Dakota Department of Veterans Affairs

VA-authorized medical appointments through programs such as the Highly Rural Transportation Grant (HRTG). The program partners with county veteran service offices and existing transit providers to schedule rides, and in some cases the NDDVA funds vans that serve designated pickup routes from rural counties to major VA or outpatient facilities. For Region 7, this includes Emmons, Grant, Kidder, McLean, Oliver, Sheridan, and Sioux Counties.

Private Transportation

Non-Emergency Medical Transportation (NEMT)

Bismarck Transportation Services

Bismarck Transportation Services is a for-profit transportation company based in Bismarck that provides a range of services including non-emergency medical transportation (NEMT), private taxi-style rides, and vehicle rentals. The company serves residents and visitors in the Bismarck–Mandan area and surrounding communities. In addition to medical appointments and patient transport, Bismarck Transportation Services offers airport transfers, corporate travel, and private charters. Fares vary depending on distance and type of service.

MB Transportation

MB Transportation Services LLC is a for-profit non-emergency medical transportation provider serving several counties in North Dakota, including Burleigh County (Bismarck) and Kidder County. The company offers rides for individuals who need transportation to medical appointments, clinics, and other health-related destinations. In addition to NEMT services, MB Transportation provides general transportation options, such as handicapped-accessible van rides and private trips. Fares vary depending on distance and type of service. As a private provider, MB Transportation operates independently of local public transit and nonprofit human-services agencies, but it fills an important mobility role for residents who require medical transport in rural and semi-urban areas.

SilverStream Transportation

SilverStream Transportation is a for-profit transportation company based in Bismarck, Burleigh County. The company provides non-emergency medical transportation for clients who need rides to medical appointments, clinics, and related healthcare services. In addition to medical trips, SilverStream offers general transportation options, including handicapped-accessible vans and private rides for errands or other personal needs. Fares depend on distance and type of service. As a private provider, SilverStream operates independently of local public transit or non-profit human-services agencies, but it plays a key role in supporting mobility for residents who cannot drive themselves, particularly in urban and rural areas around Bismarck.

Taxi Companies:

- Uber
- Lyft
- Affordable Taxi
- Dakota Taxi
- Bubbas Ride Service

Region 8

Public Transportation

Dickinson Public Transit

Dickinson Public Transit is a non-profit public transit agency operated under the management of the Elder Care organization in Dickinson. It provides demand-response and pre-scheduled rides for the general public—including older adults, persons with disabilities, workers, students, and anyone needing mobility within and beyond the city limits.

The service area covers the City of Dickinson and generally up to five miles outside city limits. Scheduled out-of-town trips are also available. Dickinson Public Transit provides trips to Bismarck on Tuesday and Thursday with a one-way fare of $37.50 and round-trip fare $75.00; trips on other days to Bismarck are available subject to vehicle/driver availability at a higher fare (e.g., $125 one-way).

Hours of operation are Monday through Friday from 6:00 a.m. to 6:00 p.m.; Saturday from 6:00 a.m. to 6:00 p.m.; Sunday from 9:00 a.m. to 6:00 p.m. (with holiday and special-schedule adjustments). For trips within Dickinson city limits, the fare is $4.00 one-way for the first passenger; additional passengers from the same pickup and drop-off pay $3.00 each. For out-of-town trips up to five miles beyond city limits, the fare is $4.00 plus $1.00 per mile per passenger (and $3.00 plus $1.00 per mile for additional guests). Rides to Bismarck follow the specific schedule and fares noted above. With a fleet of accessible buses and vans, Dickinson Public Transit can provide transportation for all mobility levels.

Golden Valley/Billings County Council on Aging

Golden Valley/Billings County Council on Aging is a non-profit human services agency that offers senior-center programs and public transportation services for the general public, older adults, and persons with disabilities in Golden Valley and Billings Counties. They operate demand-response service across the two counties and also provide regional/out-of-town trips. Fares for a one-way ride are $2 and out-of-town trips cost more depending on the distance traveled.

Southwest Transportation Services

Southwest Transportation Services is a non-profit agency based in Bowman and Hettinger, whose mission is to provide safe, accessible transportation to the general public including mobility-impaired individuals, seniors, minorities, and low-income residents. Southwest Transportation Services offers demand-response rides for a wide variety of purpose-medical appointments, employment, schooling, daycare, errands, shopping, or even social and personal trips. The agency is governed by a volunteer board.

The service area primarily covers the southwest counties of North Dakota: Adams, Bowman, Hettinger, and Slope Counties. Out-of-town rides are available, and the agency notes destinations such as Dickinson, Richardton, Bismarck/Mandan, and even trips to Spearfish and Rapid City in South Dakota are made under cooperative arrangements. Rides must be scheduled in advance and are on a first-come, first-served basis. Operating and scheduling hours are Monday through Friday from 8:00 a.m. to

4:00 p.m. Fares for in-town trips in Bowman and Hettinger are $2 round trip within a mile of town and $3 round trip for those within one to two miles of town.

West River Transit

West River Transit is a nonprofit public transportation agency. While the agency's primary service area is the Bismarck area and surrounding counties, the service area does extend into Dunn County. The agency offers demand-response, origin-to-destination rides for the general public—including older adults, persons with disabilities, and others who require mobility beyond fixed-route bus service.

WRT's service area includes multiple counties such as Mercer, McLean, Morton, Oliver, Grant, Dunn, and rural portions of Burleigh County, among others, in the west-central region. Their hours of operation for reservations/office service are typically Monday through Thursday from 8:00 a.m. to 4:00 p.m., and Friday from 8:00 a.m. to 12:00 p.m. for dispatch hours. Rides must generally be booked in advance (often at least 24 hours ahead), though same-day requests may be accommodated depending on availability.
The fare structure varies by origin/destination. For example, local shopping rides may cost about $3.00 one-way in some service areas; rides to hub cities like Bismarck may cost around $9.00–$16.00 depending on distance and county. The target clientele includes the general public in rural communities who need transportation for errands, shopping, medical appointments, employment, social visits, and other essential trips.

Human Services Transportation

Golden Valley/Billings County Council on Aging

Golden Valley/Billings County Council on Aging operates as a local nonprofit organization serving older adults and individuals with mobility limitations in Golden Valley and Billings Counties. While the agency's primary mission centers on senior and human services, transportation is a major component of its operations. The Council on Aging provides accessible rides for medical appointments, grocery trips, and other essential errands within the counties and to regional hubs when needed. Although detailed fare and schedule information is limited publicly, service is typically demand-response and geared toward ensuring rural residents—particularly seniors—can maintain independence and access necessary care. Like many similar organizations across North Dakota, the Council on Aging functions as both a senior services provider and a local public transit operator, reflecting the overlap between human services and community transit in sparsely-populated regions.

Northwest Transportation Services

Northwest Transportation Services, based in Bowman, is a non-profit organization that provides coordinated human services and general public transportation across Adams, Bowman, Hettinger, and Slope Counties. The service offers curb-to-curb rides for medical, employment, nutrition, and personal needs. While seniors and individuals with disabilities make up a large share of riders, the service is open to the general public. Fares are kept affordable, and trip reservations are typically required in advance. Northwest Transportation Services is one of several rural non-profits in western North Dakota that bridges the gap between traditional human services agencies and public transit providers, ensuring access to essential mobility options across a large, low-density region.

West River Transit

West River Transit also serves portions of Dunn County and surrounding areas as a regional nonprofit public transit agency. Although best known as a public transportation provider, it operates with a human-service focus—its fleet and routes accommodate older adults, low-income residents, and people with disabilities who rely on demand-response or deviated-route services for daily needs. As with other rural providers, West River Transit's work exemplifies the shared mission between transit and human services organizations in western North Dakota, where transportation and social support services are often intertwined under the same agency.

North Dakota Department of Veterans Affairs

VA-authorized medical appointments through programs such as the Highly Rural Transportation Grant (HRTG). The program partners with county veteran service offices and existing transit providers to schedule rides, and in some cases the NDDVA funds vans that serve designated pickup routes from rural counties to major VA or outpatient facilities. For Region 8, this includes Adams, Billings, Bowman, Dunn, Golden Valley, Hettinger, and Slope Counties.

Private Transportation

Non-Emergency Medical Transportation (NEMT)

Zimhealth Homecare Services

Zimhealth Homecare Services is a for-profit LLC based in Dickinson, offering both home care and transportation services across the state. Their transportation arm explicitly provides non-emergency medical transportation and senior transportation, including accessible vehicles and 24-hour availability, for clients needing rides to medical appointments, errands, or other essential trips. While the primary target is seniors and individuals with mobility or medical needs, their NEMT offering is available to a wider population needing safe, scheduled rides to healthcare and community destinations. They serve Dickinson and Stark County as well as the rest of the state of North Dakota.

Taxi Companies:

- Uber (Dickinson)
- Lyft (Dickinson)
- Dakota Taxi
- Taxi Cruisers

Vehicle Inventory

The following table provides an overview of the vehicle inventory for all of the public transit agencies in North Dakota. The table lists how many of each type vehicle each agency has.

Table 3-4: North Dakota Public Transit Agency Vehicle Inventory

North Dakota Public Transit Agency Vehicle Inventory									
Agency	**Automobile**	**Bus**	**Cutaway Bus**	**Minivan**	**Over-the-Road Bus**	**Sport Utility Vehicle**	**Trolleybus**	**Van**	**Total**
Benson County Transportation				6		1		2	9
Bis-Man Transit		12	27					4	43
Can-Do Senior Citizens Inc			1	2				1	4
Cavalier County Senior Meals & Services			2	3				1	6
City of Grand Forks		12	4	20				1	37
City of Minot		15		7					22
Dickey County Senior Citizens			3	3				2	8
Fargo Metro Area Transit		39	20					4	63
Glen Ullin City Transportation			1						1
Golden Valley/Billings Cncl. On Aging			1	7				1	9
Handi-Wheels Transportation			1	1					2
Hazen Busing			4	2					6
James River Senior Citizens Center Inc.			8	12				6	26
Jefferson Partners L.P.					10				10
Kenmare Wheels & Meals Inc.			1	2					3
Kidder County Council on Aging			3	3				1	7

North Dakota Public Transit Agency Vehicle Inventory									
Agency	**Automobile**	**Bus**	**Cutaway Bus**	**Minivan**	**Over-the-Road Bus**	**Sport Utility Vehicle**	**Trolleybus**	**Van**	**Total**
Nutrition United/Rolette Co. Transp.				12				2	14
Pembina County Council On Aging			2	12				1	15
Senior Meals & Services Inc.			5	4				2	11
Souris Basin Transportation Board Inc.			15	12				11	38
South Central Adult Services			23	54		2	1	15	95
Northwest Transportation Services			2	15					17
Spirit Lake Transit			6	1				1	8
Standing Rock Public Transportation		1	19	3				7	30
Stark County Council on Aging/Eldercare			11	13				1	25
Turtle Mountain Transit	1		2	1				1	5
Valley Senior Services		1	5	30				3	39
Walsh County Senior Citizens Council			4	4					8
West River Transit			27	16				3	46
Wildrose Public Transportation			4	1				1	6
Williston Council For The Aging Inc.			10	13				1	24

Chapter 4
Demographic Analysis

This chapter provides an analysis of future population trends for North Dakota, as well as an analysis of the demographics of population groups that often depend on transportation options beyond an automobile. This analysis is coupled with the input from regional stakeholders documented in the next chapter to provide a broad transportation needs assessment. This assessment was then used to develop strategies presented later in the plan.

Demographic Data

This section provides an assessment of transportation needs of individuals with disabilities, older adults, and people with lower incomes through an analysis of demographic data. Data sources include the 2020 Census and American Community Survey (ACS) 2016-2021 five-year estimates. The information is presented for each of the eight regions. North Dakota's overall population was estimated to be 783,926 by the 2023 ACS. The populations in the eight regions vary—from 37,969 in Region 3 to 220,414 in Region 5.

Region 1

As shown in **Figure 4-1**, Williams County is the largest county in Region 1, and that margin by which it is the largest county is expected to grow over the next 25 years, although all the counties in Region 1 are predicted to see expanded populations. The population at the 2020 census was 57,849—making it the fifth largest region, although far closer to the smallest than to the largest.

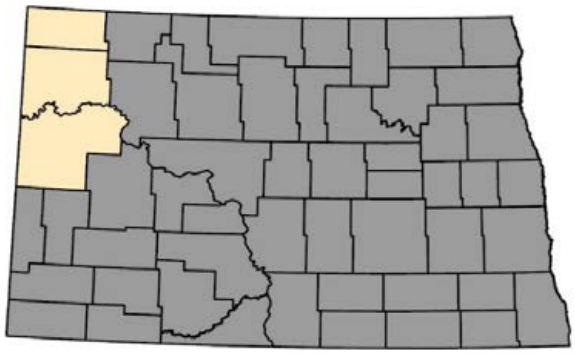
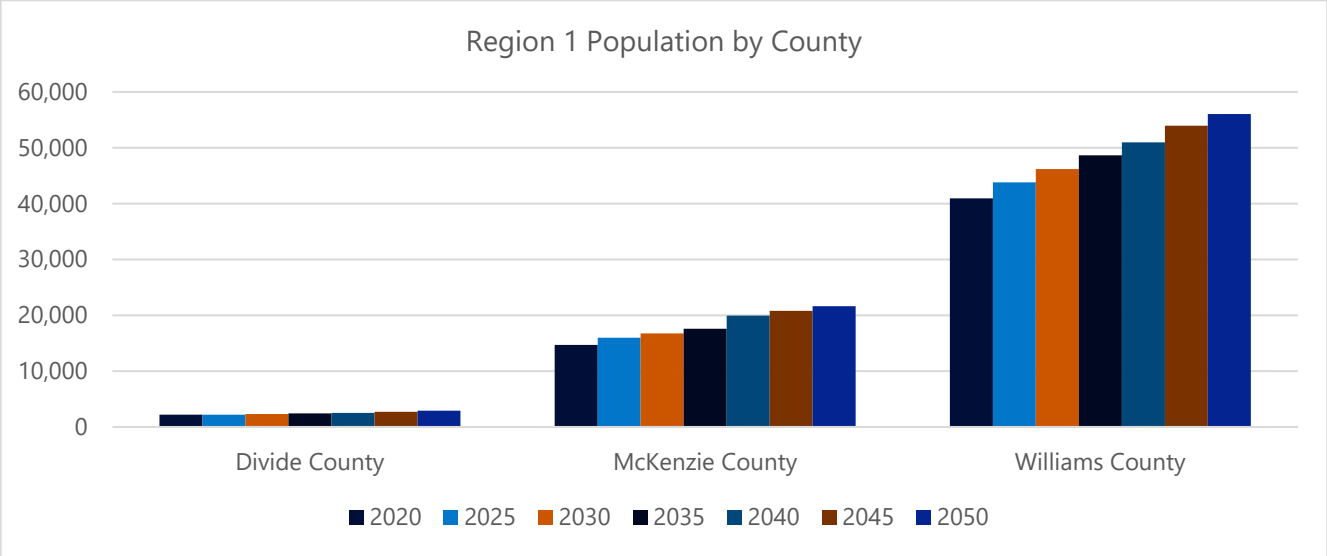


Figure 4-1: Region 1 Population



The following pages show five key demographic groups within the region, all of which are particularly reliant on transit. These groups are individuals with disabilities, adults aged 65 years or older, low-income individuals, persons between the ages of 18 and 24, and households with no vehicles. For each group, there are three maps, divided by census block groups. The first map categorizes each block group based on the percentage of the overall population that is made up of the subject demographic group. The following two maps show where each block group falls on absolute scales—one showing the overall population of the demographic group, and the other showing the population density of the demographic group.

Region 1 – Individuals with Disabilities

Figures 4-2 through 4-4 illustrate the population of individuals with disabilities in Region 1. In the region, 10.4% of the population are individuals with disabilities, which places it fifth among the eight regions.

The American Community Survey was used to obtain data, which is presented at the block group level. Persons who have disabilities that prevent them or make it more difficult to own and operate a personal vehicle often rely on public transit for their transportation needs. Areas with "Very High" concentrations, based on the percentage of individuals with disabilities in each block group, can be found in McKenzie County, or in the City of Williston.

By total number of individuals with disabilities, Williams County is the highest, especially the areas north and west of Williston. By density, Williston has the most individuals with disabilities per square mile. The only place where density is not extremely low is Watford City, the county seat of McKenzie County.

Figure 4-2: Region 1, Individuals with Disabilities – Percentage

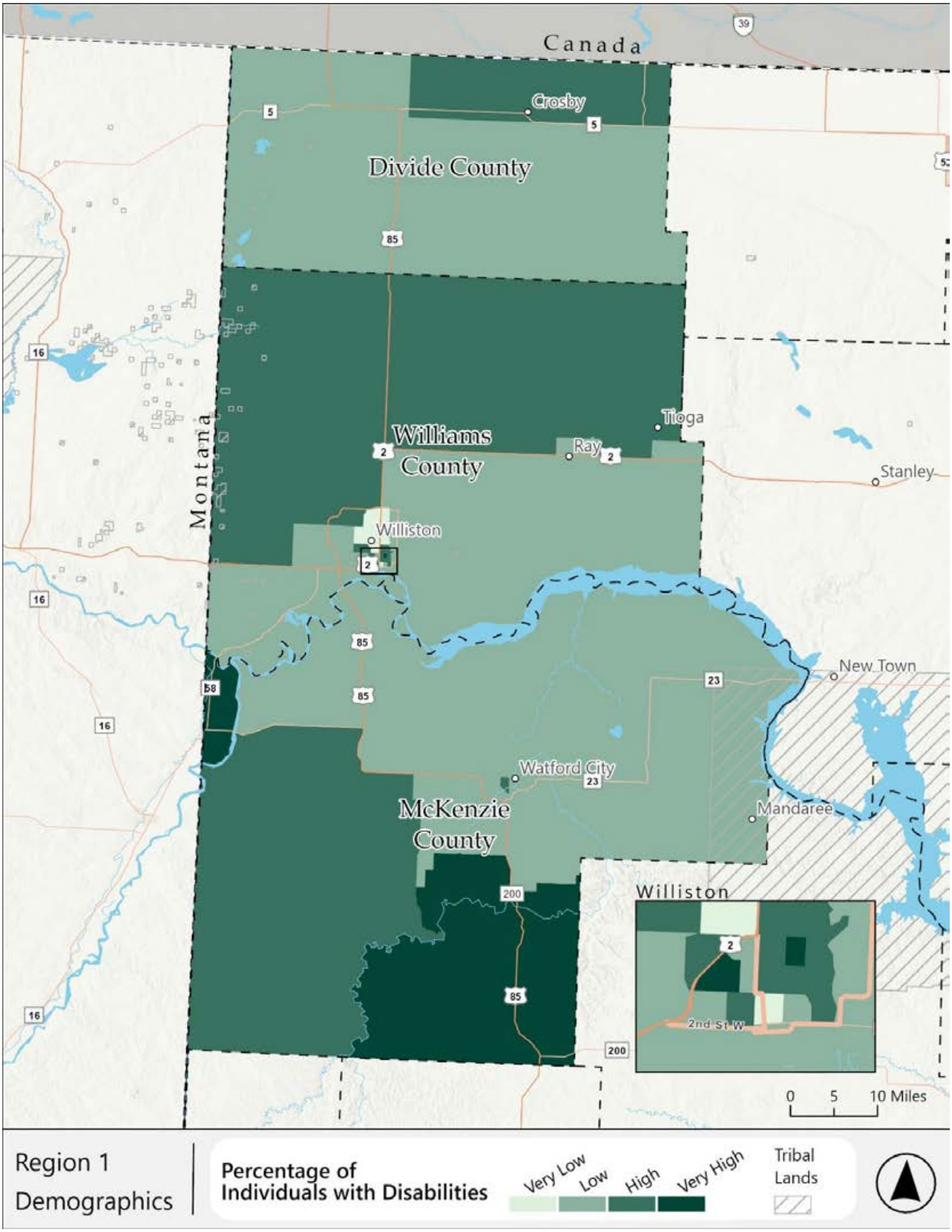


Figure 4-3: Region 1, Individuals with Disabilities – Population

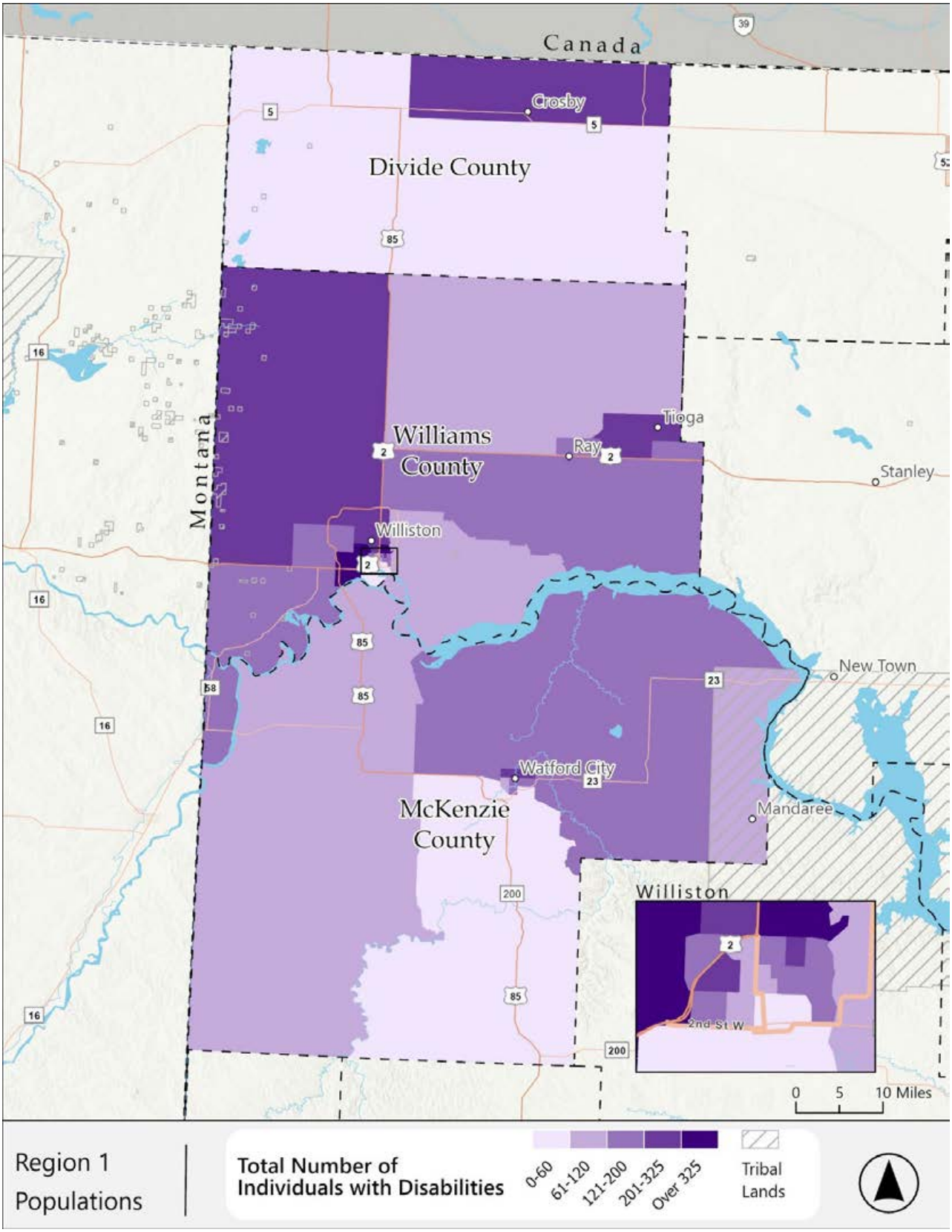
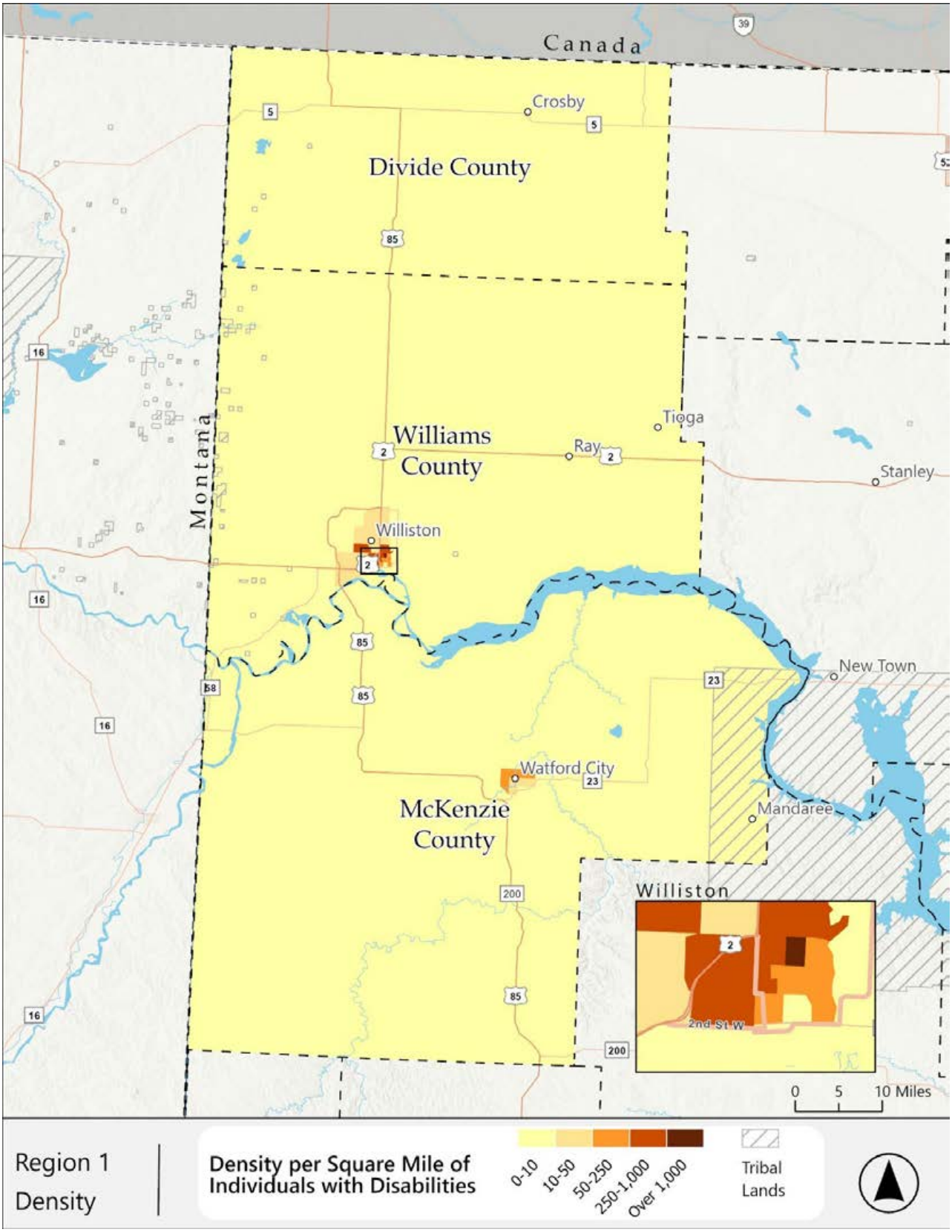


Figure 4-4: Region 1, Individuals with Disabilities – Density



Region 1 – Older Adults

Figures 4-5 through 4-7 illustrate the population of adults over the age of 65 in Region 1. These seniors may be physically or mentally declining, which may make it more difficult to operate a personal vehicle, and may limit their mobility by foot as well. They may, therefore, rely upon public transit for their transportation needs. Areas with "Very High" concentrations, based on the percentage of older adults in each block group, are distributed across the region. The region average for adults over the age of 65 is 10.3%, which is the lowest of the eight regions.

Northeast Divide County and northeast Williams County, including Williston, have the most total older adults. By density, Williston again stands out, with a smaller increase in density in Watford City. Density of older adults per square mile in the rest of the region is below 10.

Figure 4-5: Region 1, Older Adults – Percentage

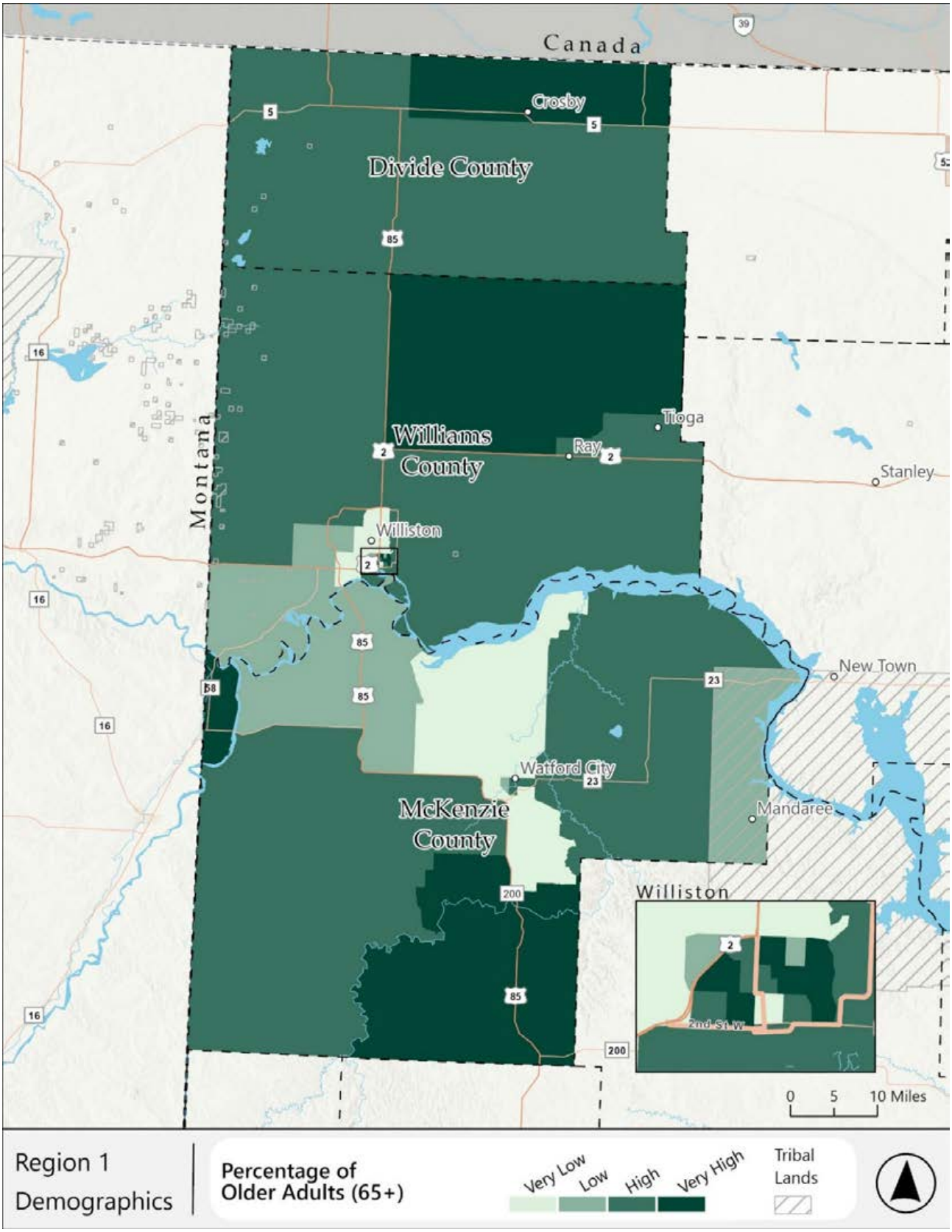


Figure 4-6: Region 1, Older Adults – Population

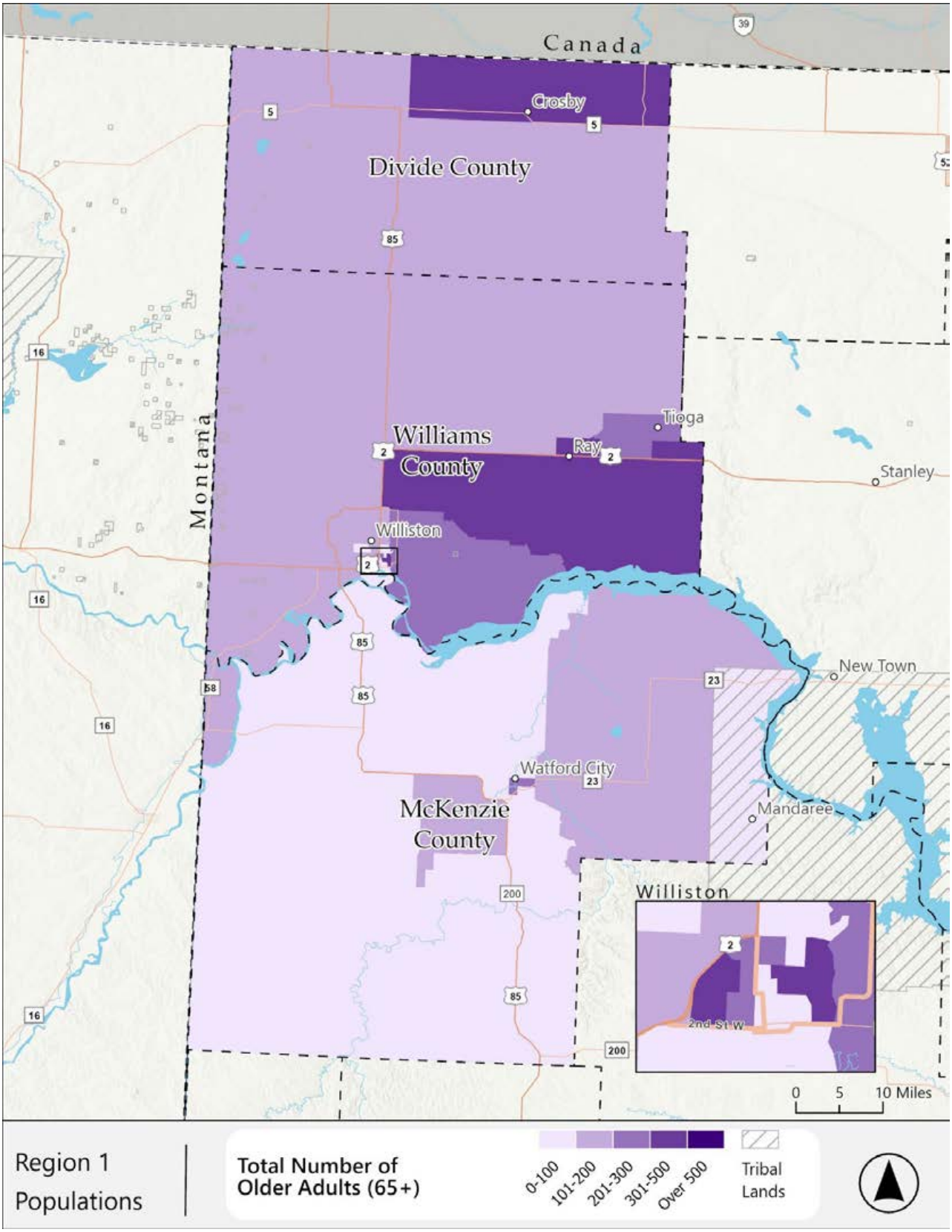
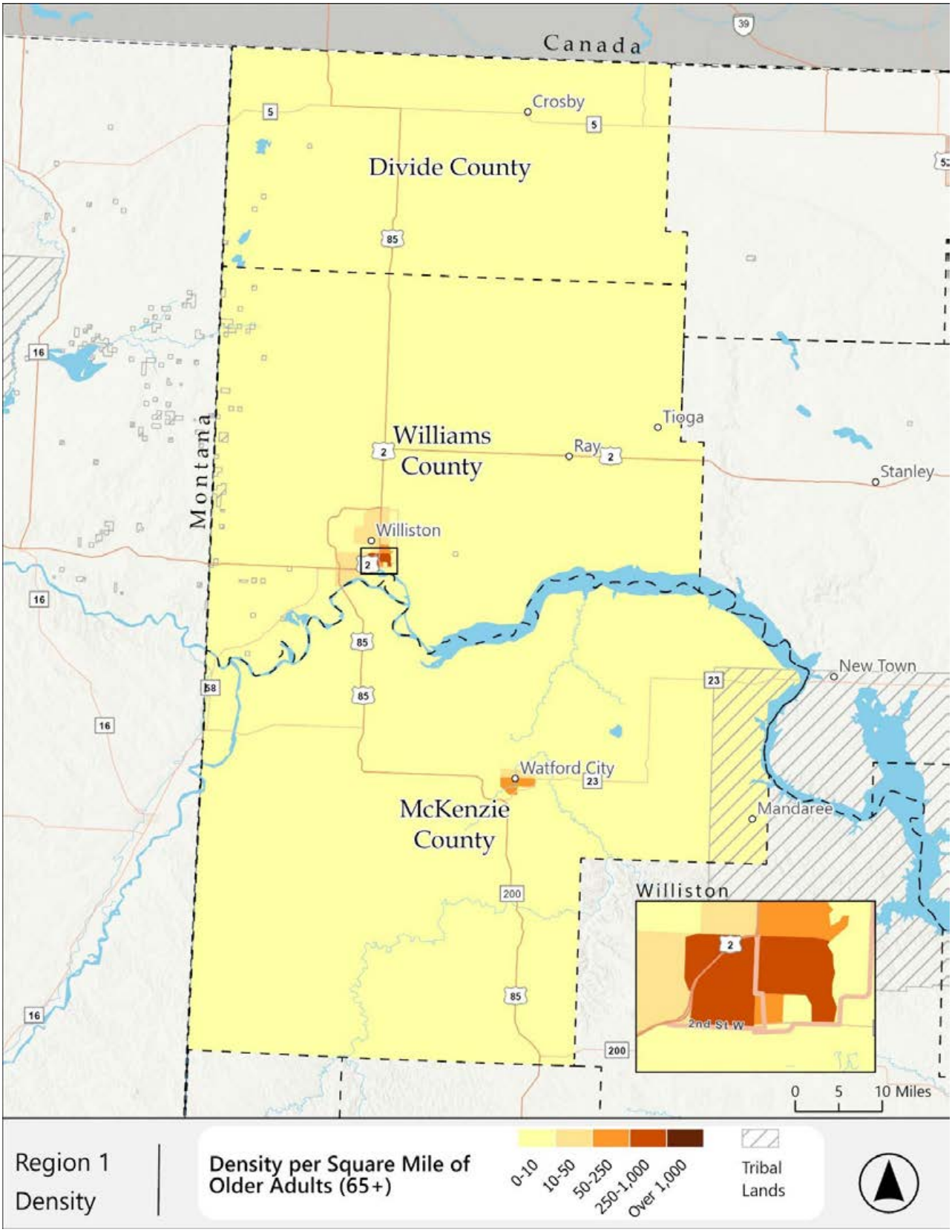


Figure 4-7: Region 1, Older Adults - Density



Region 1 – Low-Income Individuals

Figures 4-8 through 4-10 show the population of low-income individuals in Region 1. In this case, low-income means people who are members of households that are below the poverty line. Low-income individuals are less likely to have funds for a personal vehicle, and if they do it may be unreliable, or they are unable to pay to have it fixed when it breaks down.

Areas with "Very High" concentrations, based on the percentage of low-income individuals in the region, are concentrated in eastern McKenzie County and in Williston. The region average is 9.6%, placing it sixth among the regions. Eastern McKenzie County also has the highest overall number of low-income people, along with western Williston. Williston is again the densest part of the region, with Watford City the only other part that does not have density below 10 persons per square mile.

Figure 4-8: Region 1, Low-Income – Percentage

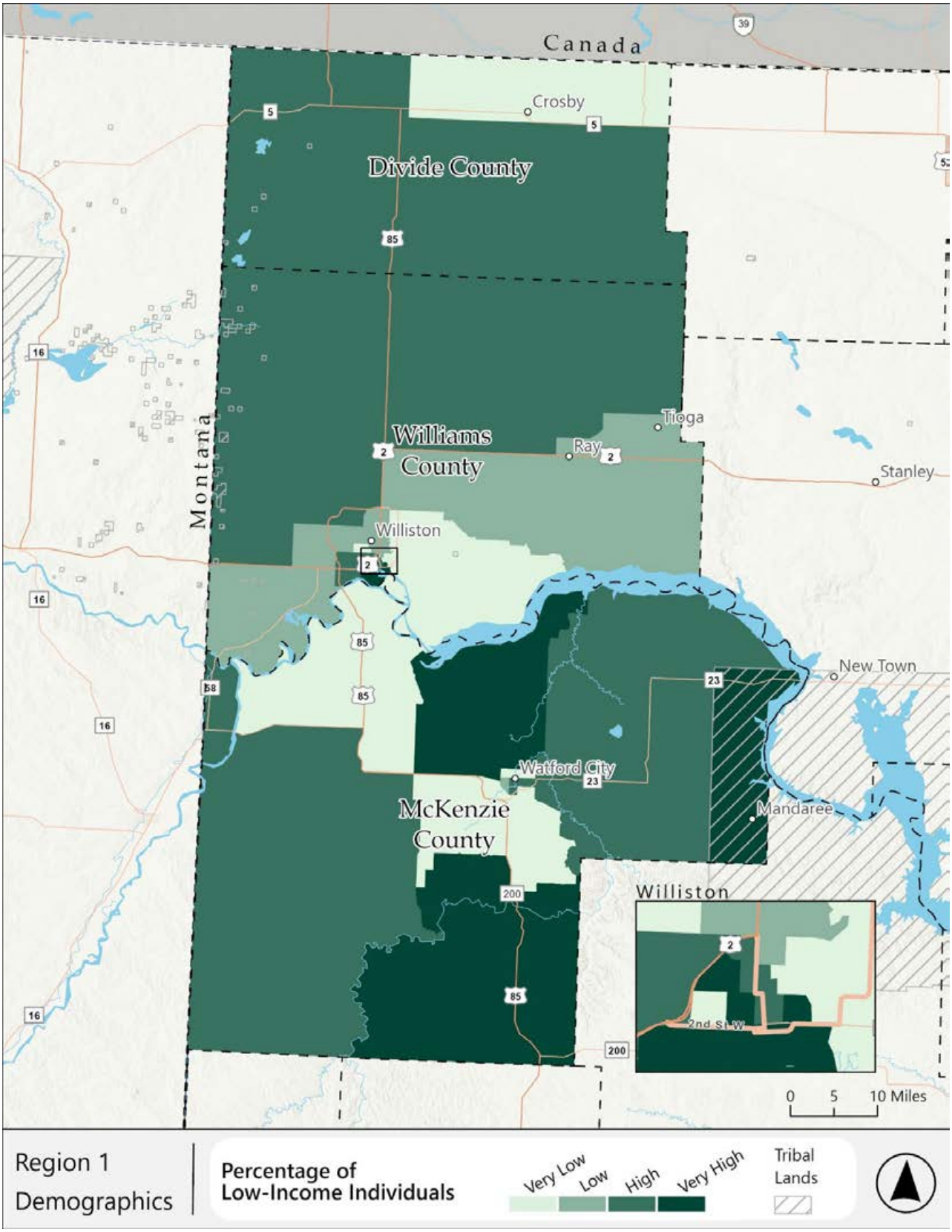


Figure 4-9: Region 1, Low-Income – Populations

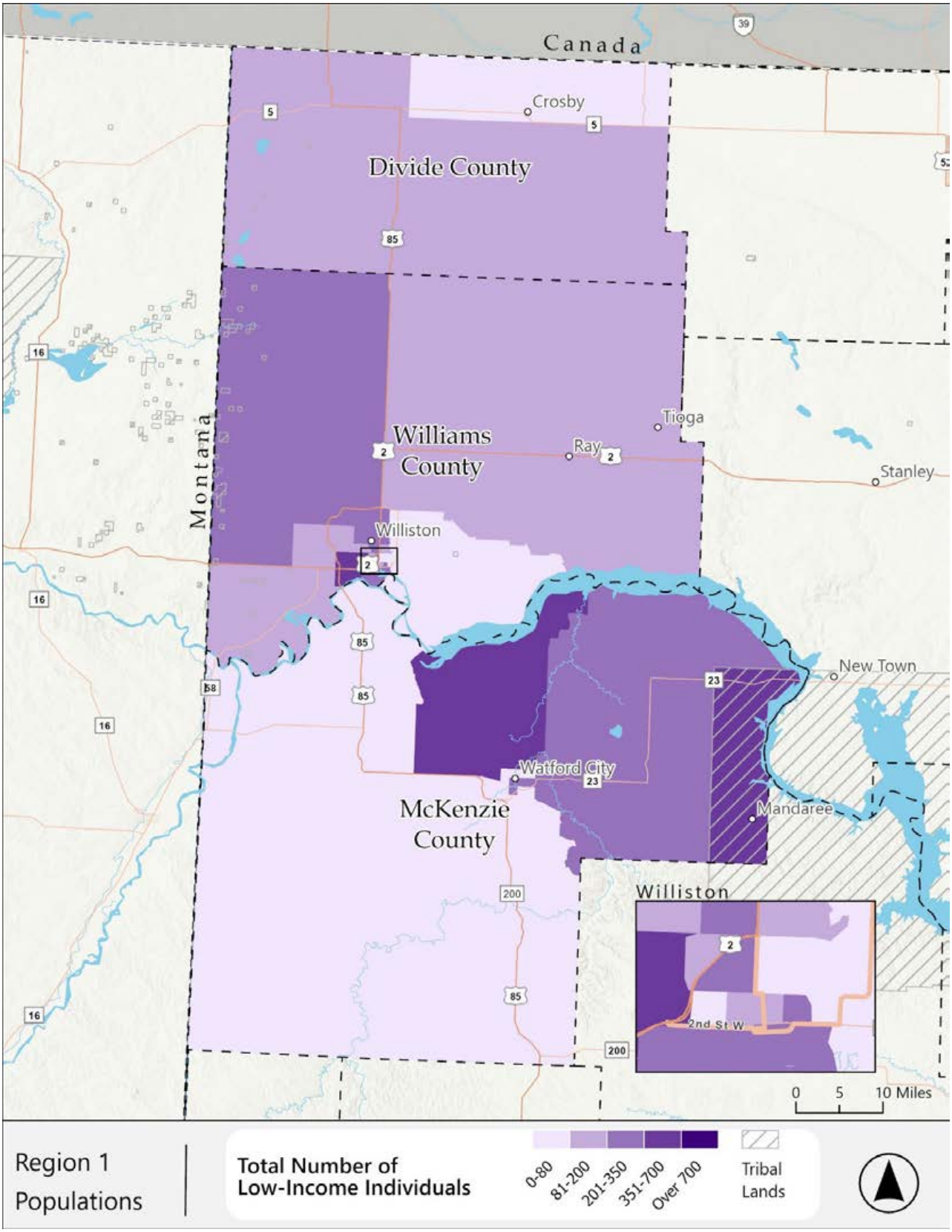
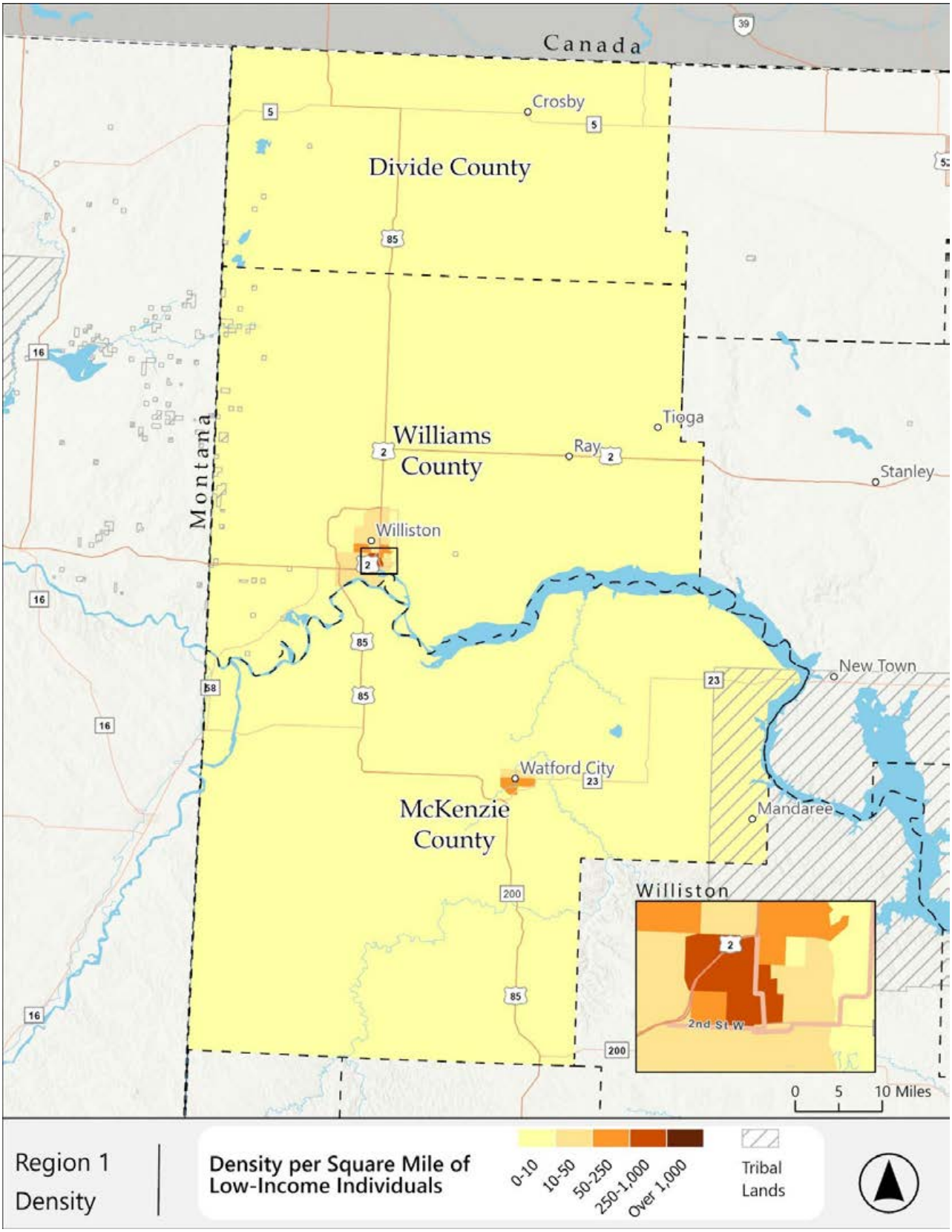


Figure 4-10: Region 1, Low-Income – Density



Region 1 – People Aged 18-24

Figures 4-11 through 4-13 show the population of people between the ages of 18 and 24 in Region 1. This is an important demographic group because they are often college students with little income, or, if they are working, have not had time in the workforce to build up savings. Both factors make them less likely to have personal vehicles. People in this age group are also especially likely to use intercity buses, both because it is cheap and they are more inclined to travel than older adults with families.

Areas with "Very High" concentrations, based on the percentage of low-income individuals in the region, are concentrated around Williston, with the only other very high block group in Watford City. The region average is 7.0% of people are between the ages of 18 and 24, which is the lowest percentage of all the regions. No block groups exceed 550 individuals between those ages, but those that reach that overall count are all near Williston or Watford City as well. Density follows the same trend, being highest in Williston and Watford City.

Figure 4-11: Region 1, People Aged 18-24 – Percentages

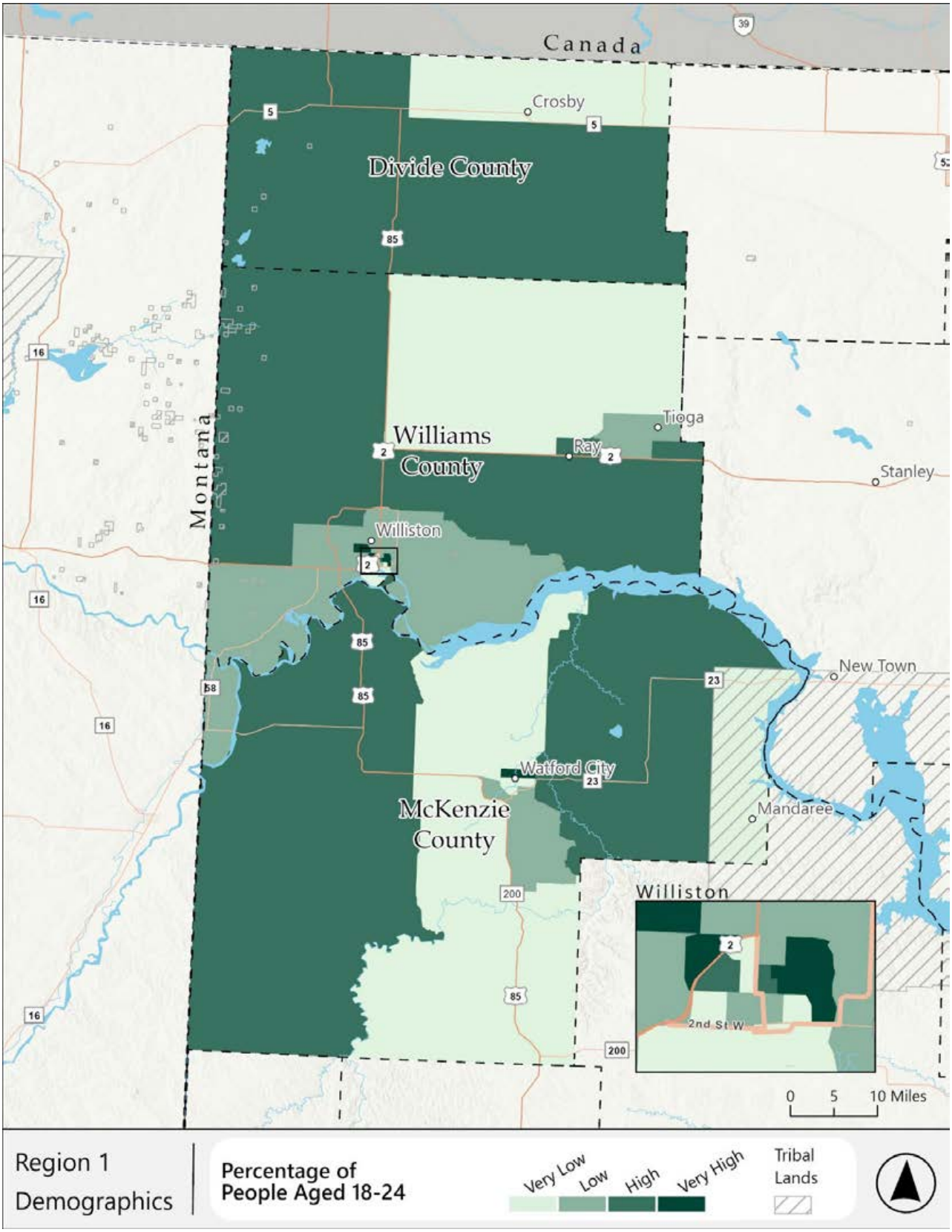


Figure 4-12: Region 1, People Aged 18-24 – Populations

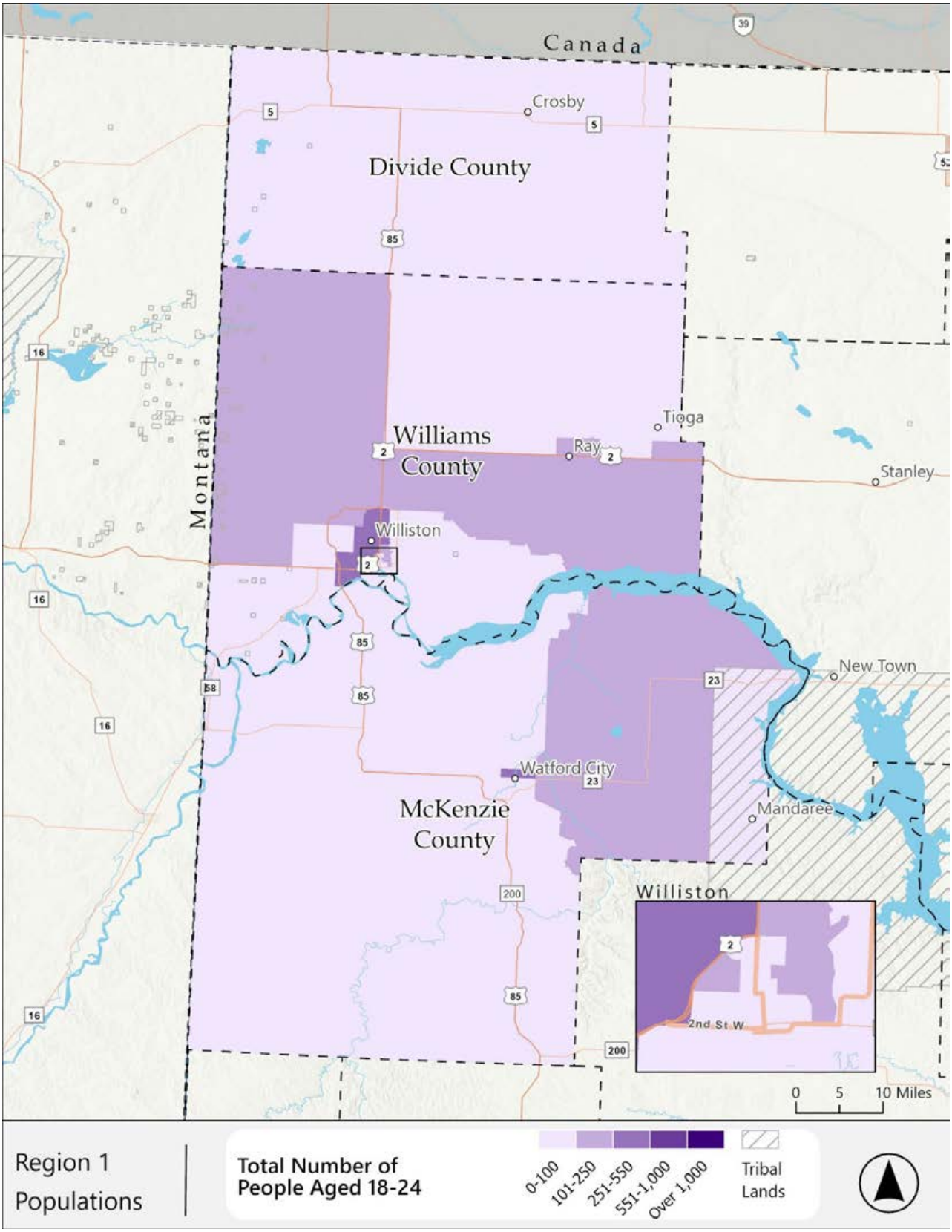
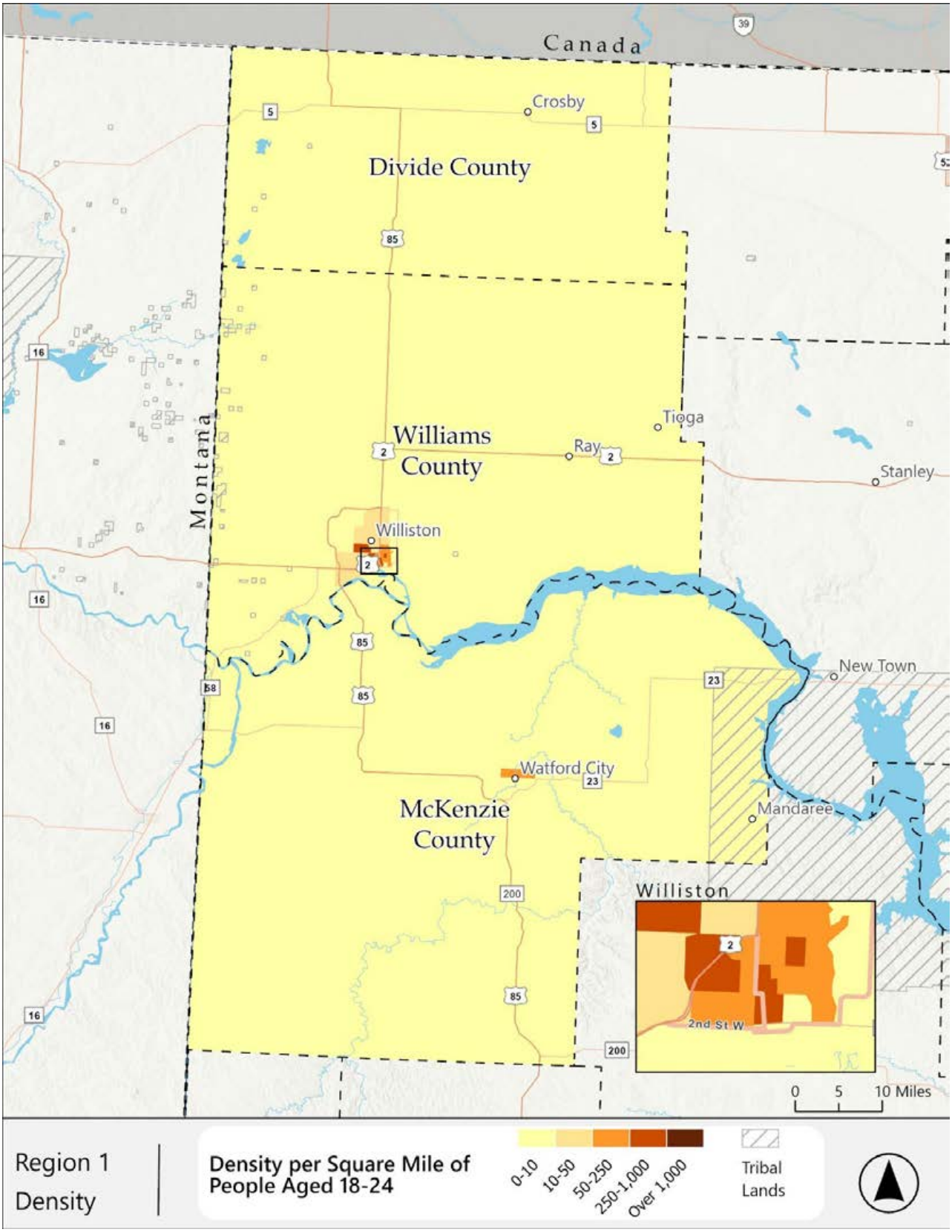


Figure 4-13: Region 1, People Aged 18-24 – Density



Region 1 – Autoless Households

Figures 4-14 through 4-16 show the number of households that do not have a vehicle. Without a personal vehicle, members of these households are likely to rely on public transit for their mobility needs.

Areas with "Very High" concentrations, based on the percentage households without a vehicle in the region, are in Williston, as well as isolated blocks by Watford City, in northwest McKenzie County and western Williams County (near the city of Tioga). The region average is that 6.2% of households do not have a vehicle, which is the third highest rate among the regions. The overall count of these households is highest in Williston, Watford City, and Tioga. Density follows the same pattern, although Williston stands out more.

Region 1 Synopsis

Overall, the patterns across the 15 regional maps show that Williston is where individuals who most need transit are located, but also that there are needs across the region. Watford City, the second largest city in the area, and Crosby both showed needs in several categories, while Tioga stands out in the maps of households without vehicles, which is often the most direct indicator of transit needs. While the region has a relatively low percentage of transit-propense people in most categories, it does score high in this critical category.

Figure 4-14: Region 1, Households with No Vehicles - Percentages

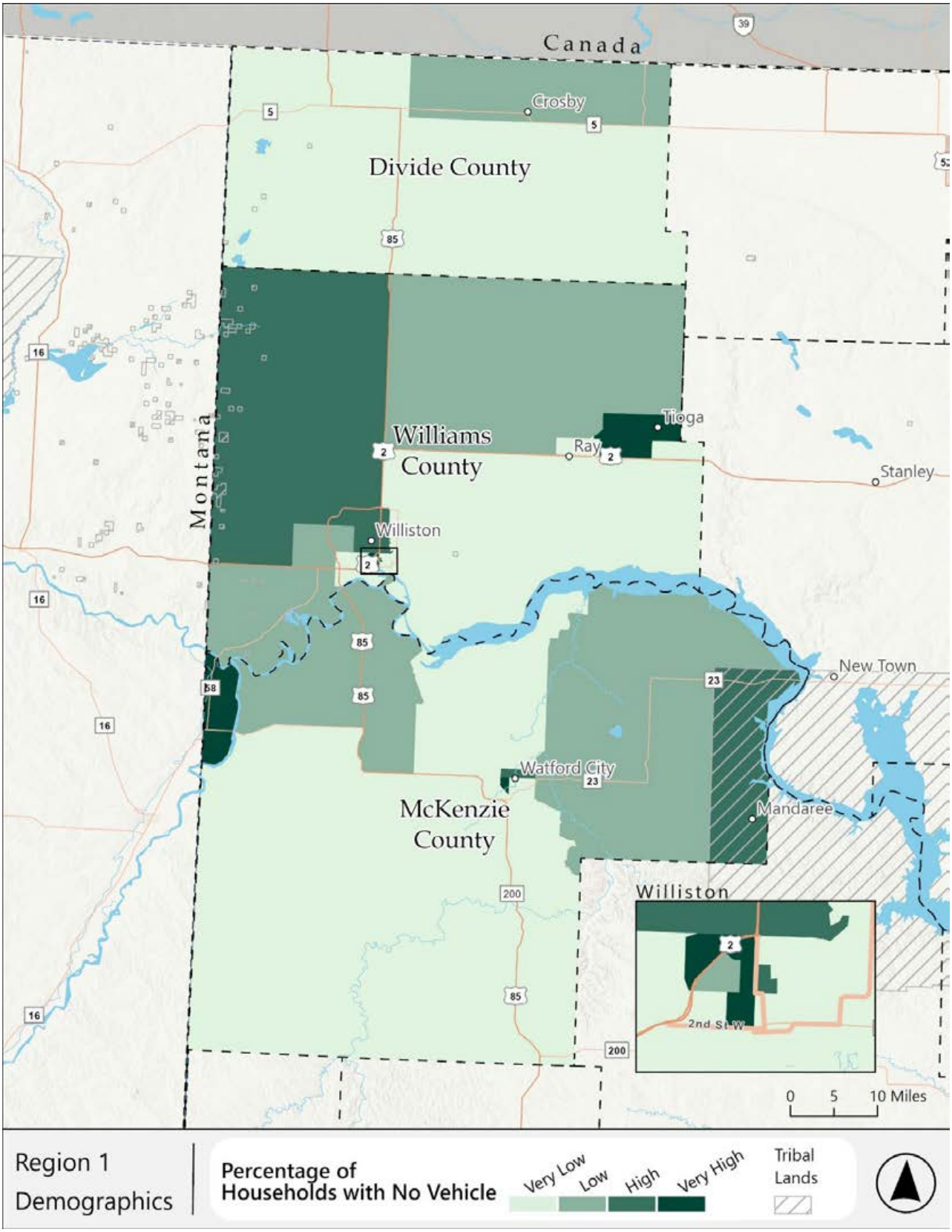


Figure 4-15: Region 1, Households with No Vehicles – Populations

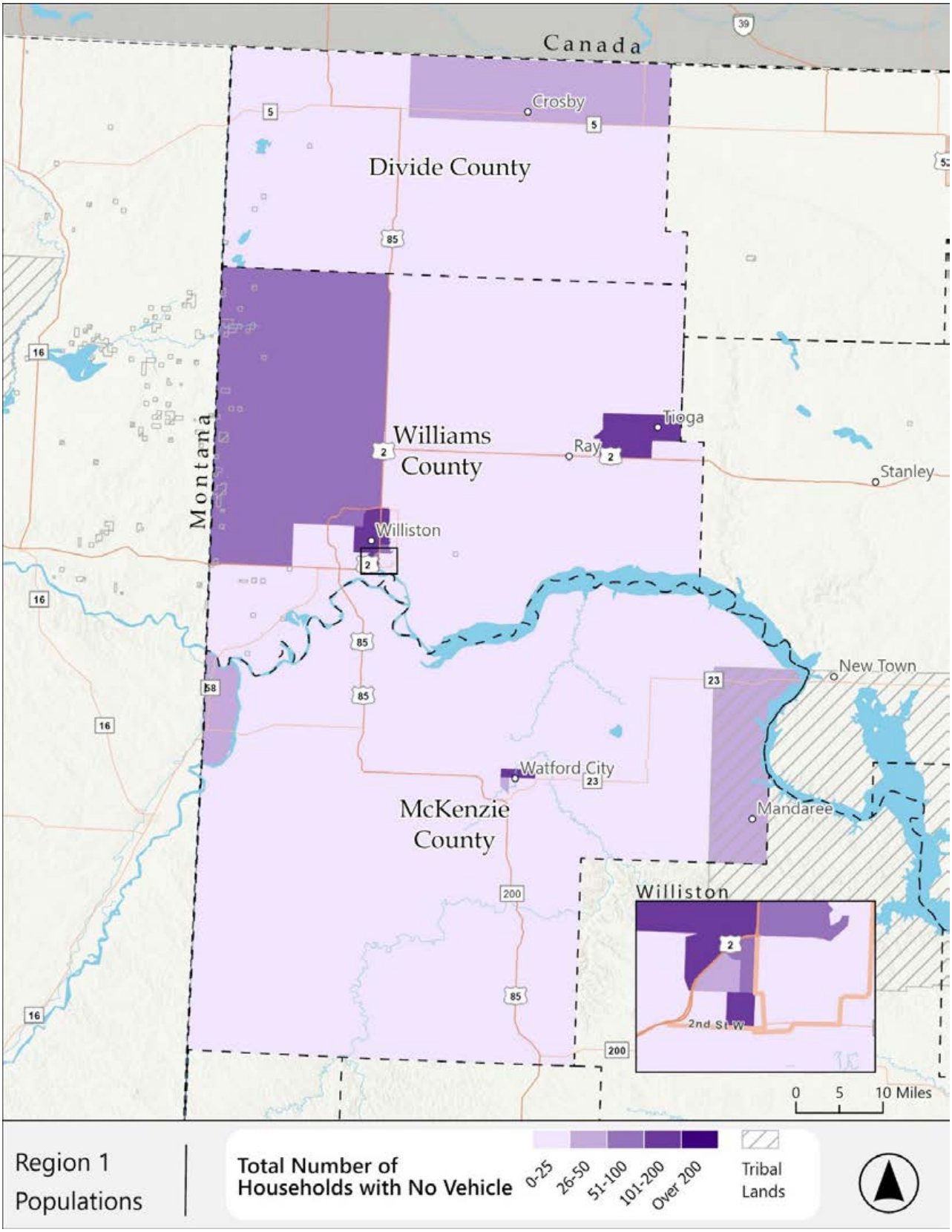
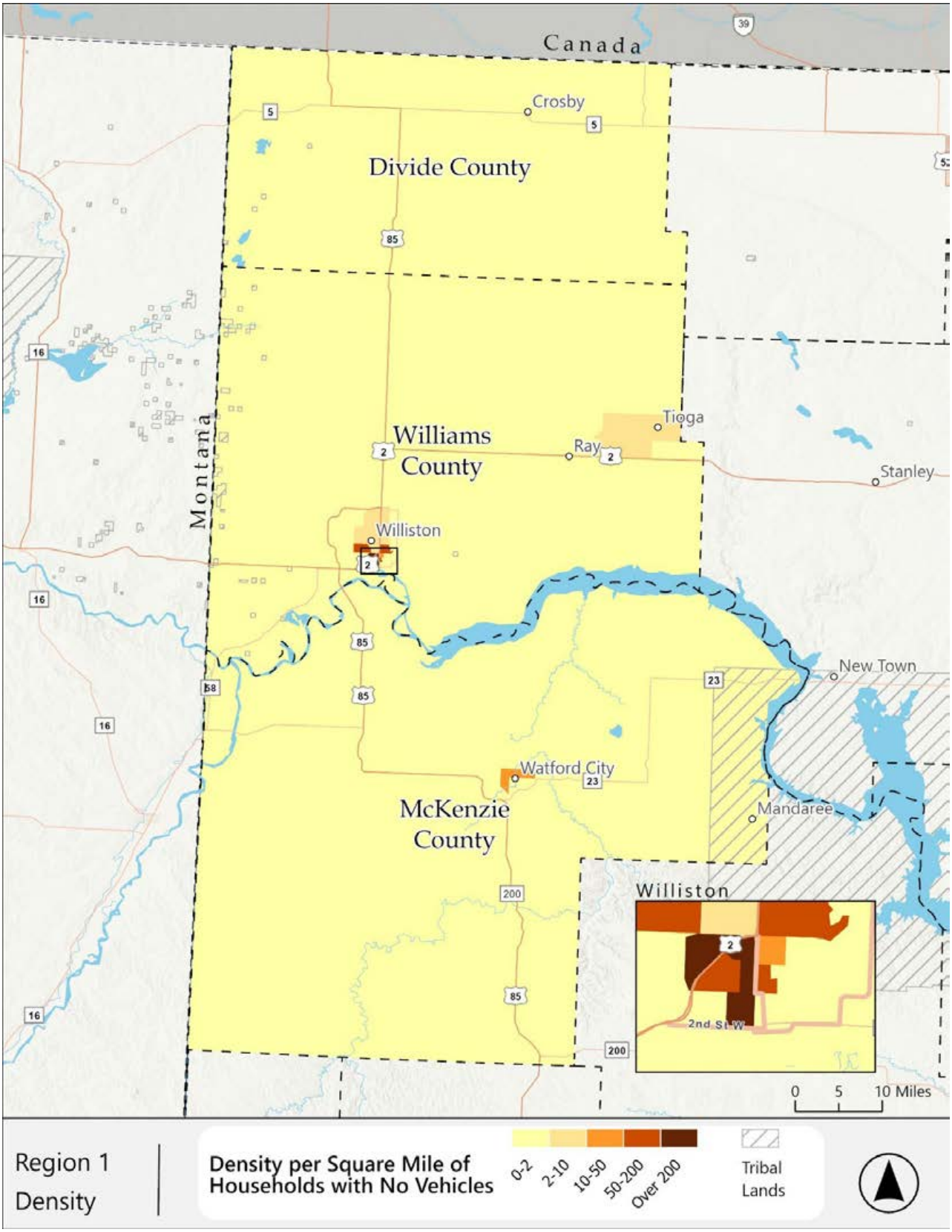


Figure 4-16: Region 1, Households with No Vehicles – Density



Region 2

Ward County, where the city of Minot is located, is by far the largest county in Region 2. Although some counties in the area—Bottineau, Pierce, and Renville—are expected to shrink over the next 25 years, the 15,000 people that Ward is expected to add will be more than enough to ensure that the overall region is growing. The region's population at the 2020 census was 99,925, making it the third largest region.

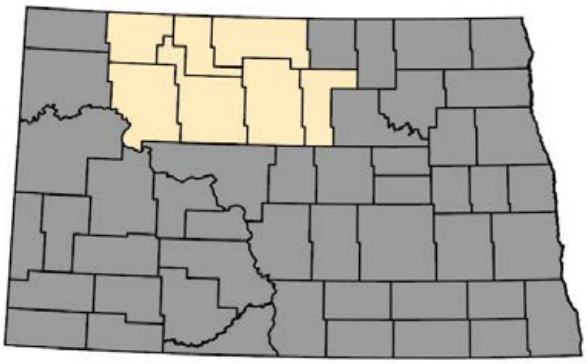
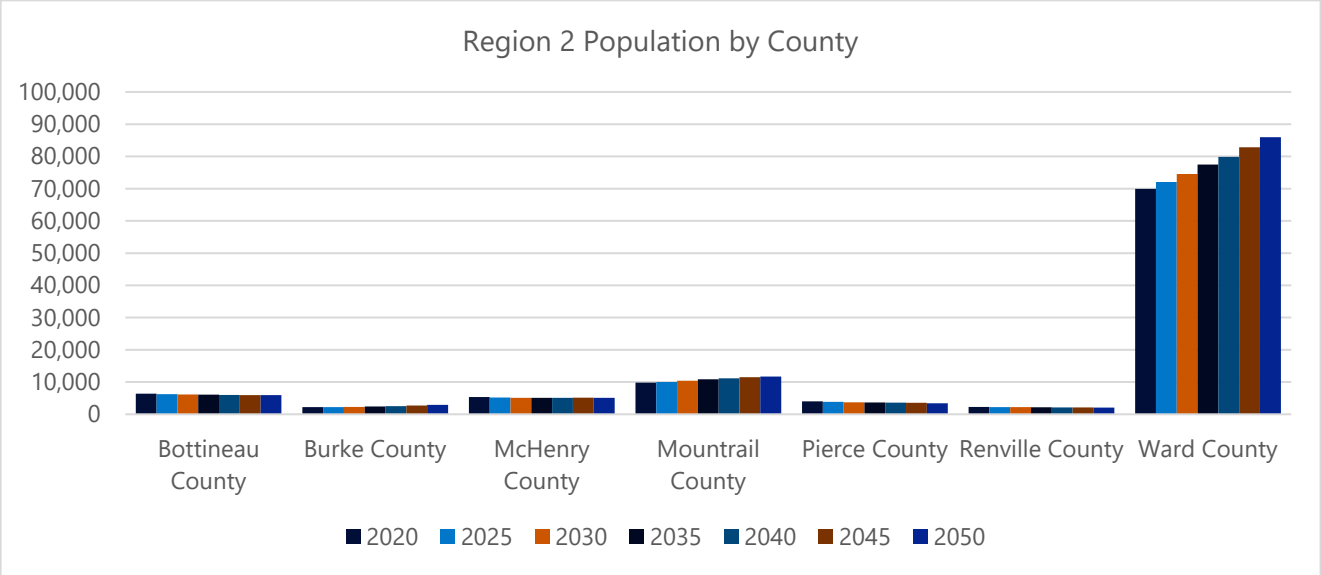


Figure 4-17: Region 2 Population



Region 2 – Individuals with Disabilities

Figures 4-18 through 4-20 show the population of individuals with disabilities in Region 2. As with region 1, The American Community Survey was used to obtain data, and it is presented at the block group level. Persons who have disabilities that prevent them or make it more difficult to own and operate a personal vehicle often rely on public transit for their transportation needs.

Areas with "Very High" concentrations, based on the percentage of individuals with disabilities in each block group, can be found in and around the city of Minot. The regional average for individuals with disabilities is 11.2%, which is third highest among the regions.

By total number of individuals with disabilities, the highest counts are in and around Minot, with other peaks near Stanley and New Town. Density is also highest in Minot.

Figure 4-18: Region 2, Individuals with Disabilities – Percentages

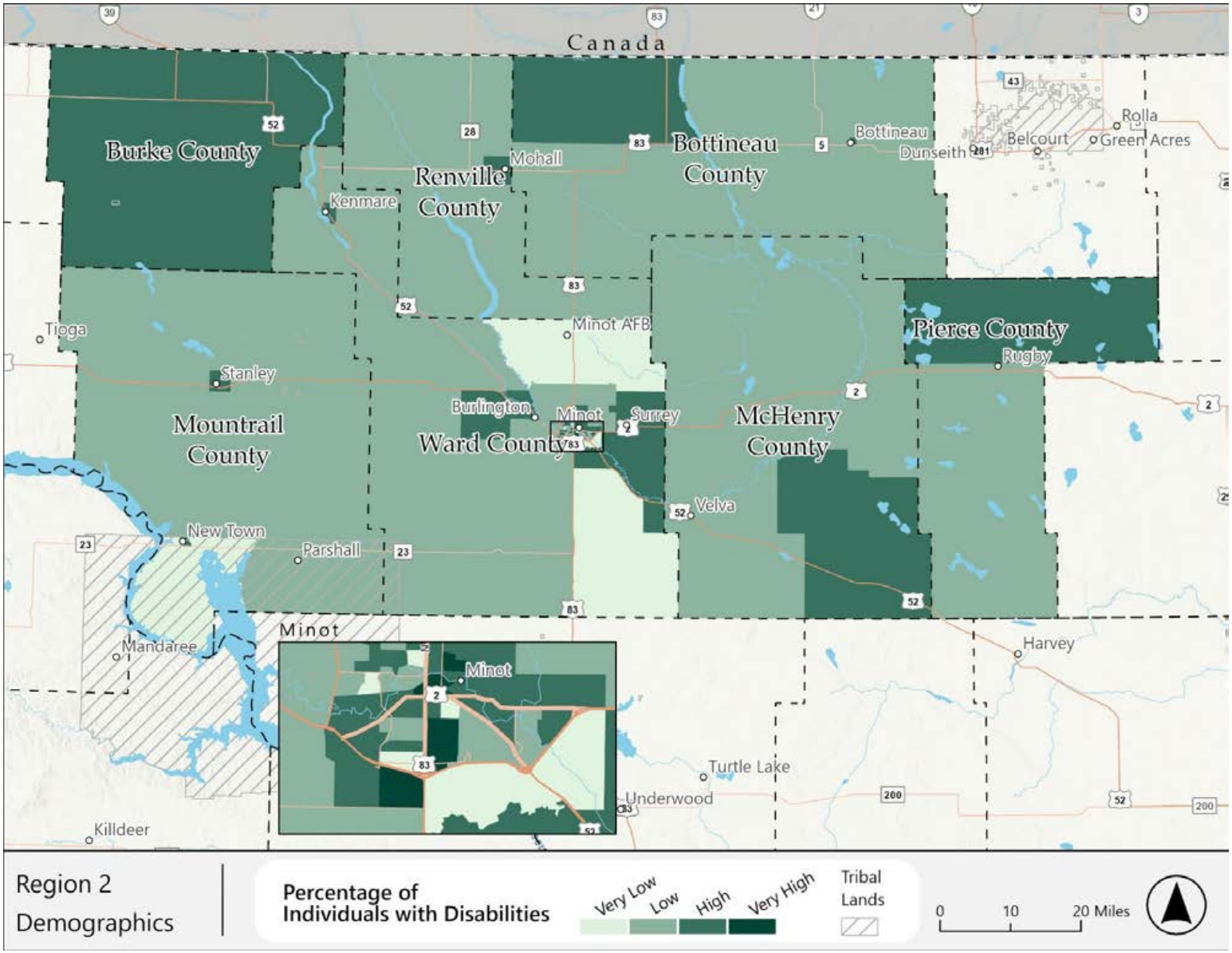


Figure 4-19: Region 2, Individuals with Disabilities – Population

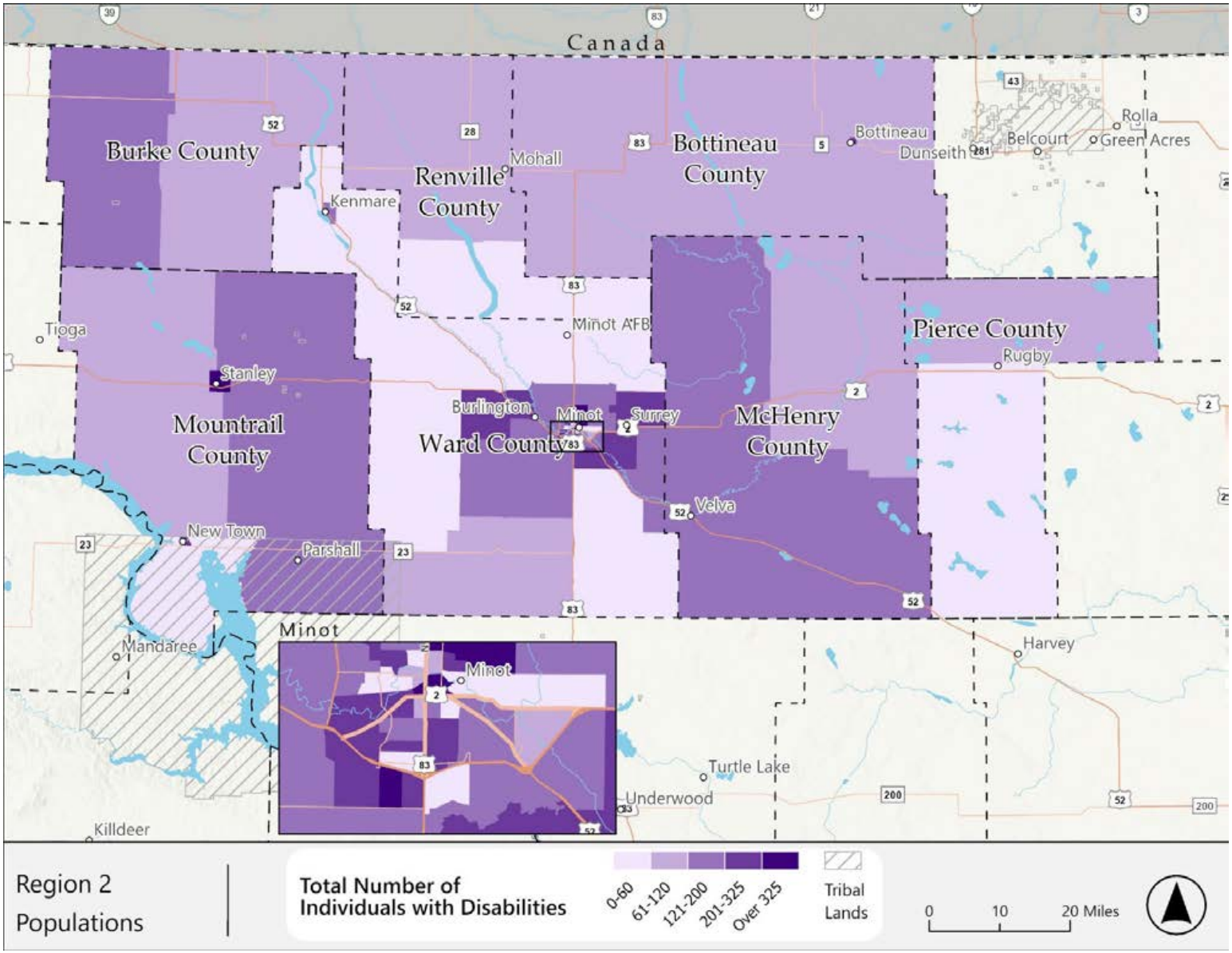
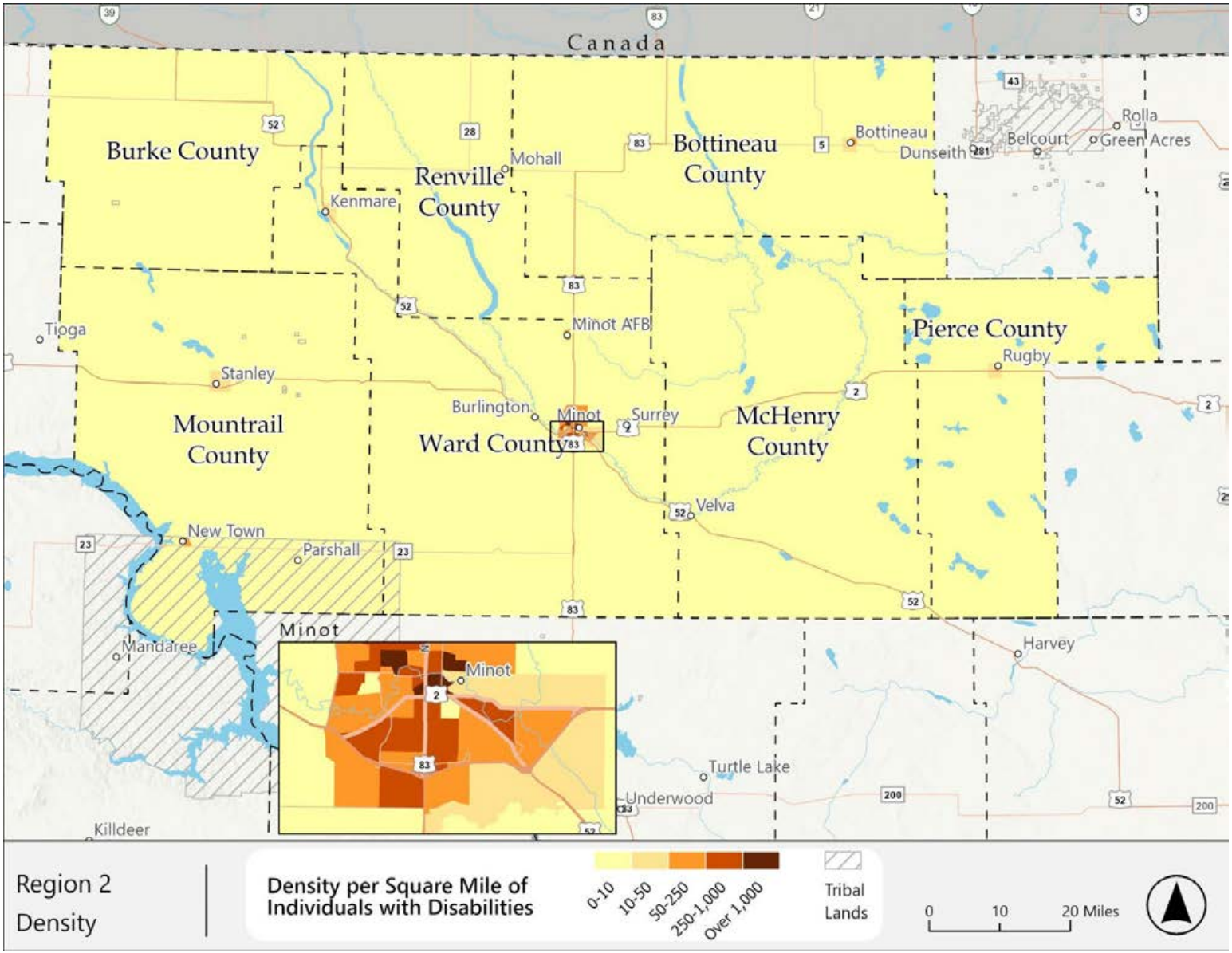


Figure 4-20: Region 2, Individuals with Disabilities – Density



Region 2 – Older Adults (65 and Over)

Figures 4-21 through 4-23 show the population of individuals who are 65 years old or older.

There are just two block groups with "Very High" concentrations of older adults, based on the percentage of individuals over the age of 65 in each block group. One is in Minot, and the other is northwestern Bottineau County. The regional average of individuals with disabilities is 15.5%, which places Region 2 sixth among the regions. By total number of individuals with disabilities, the highest counts are on the outskirts of Minot. Minot is also highest in density, although the city of Bottineau is also notably high.

Figure 4-21: Region 2, Older Adults – Score

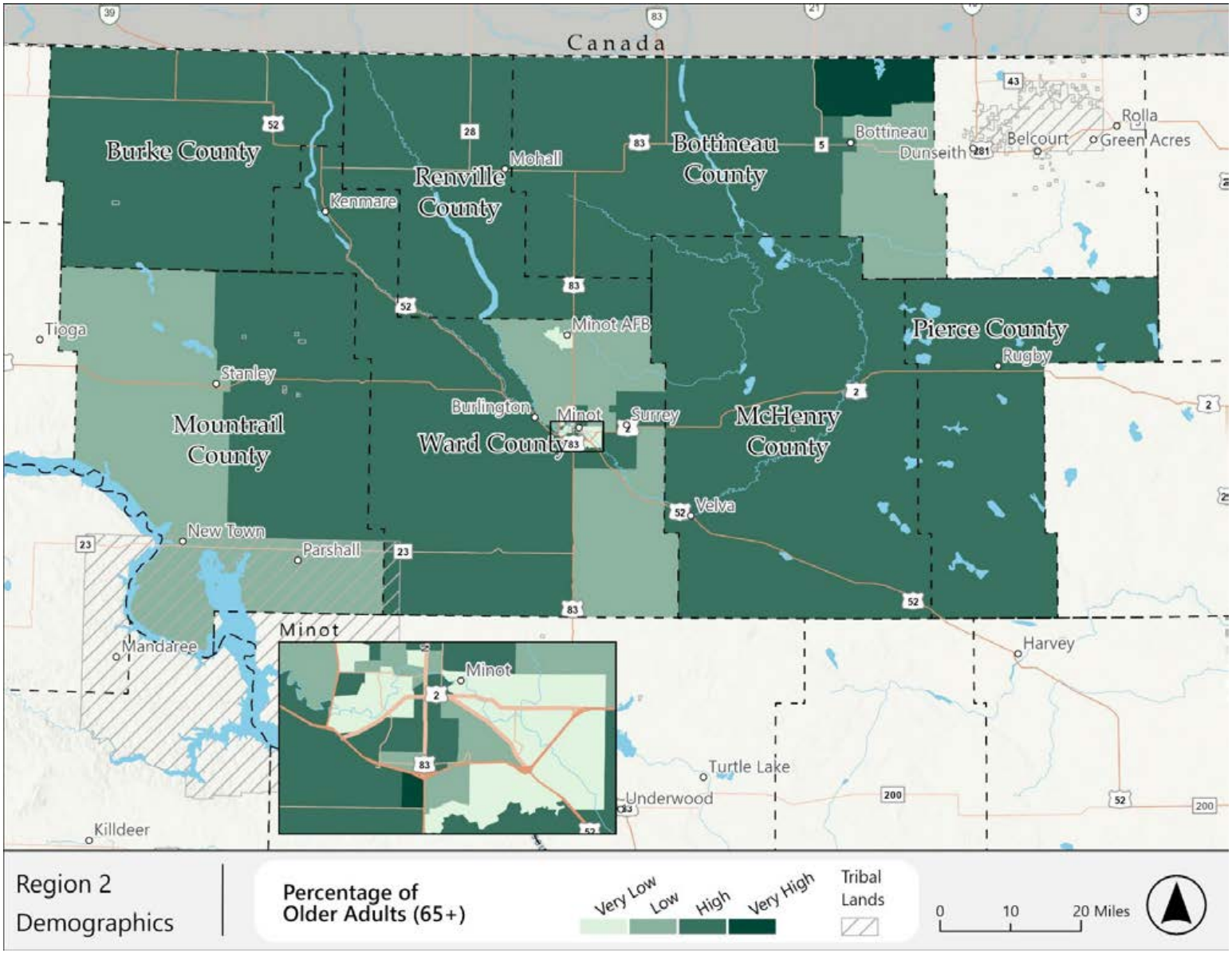


Figure 4-22: Region 2, Older Adults – Population

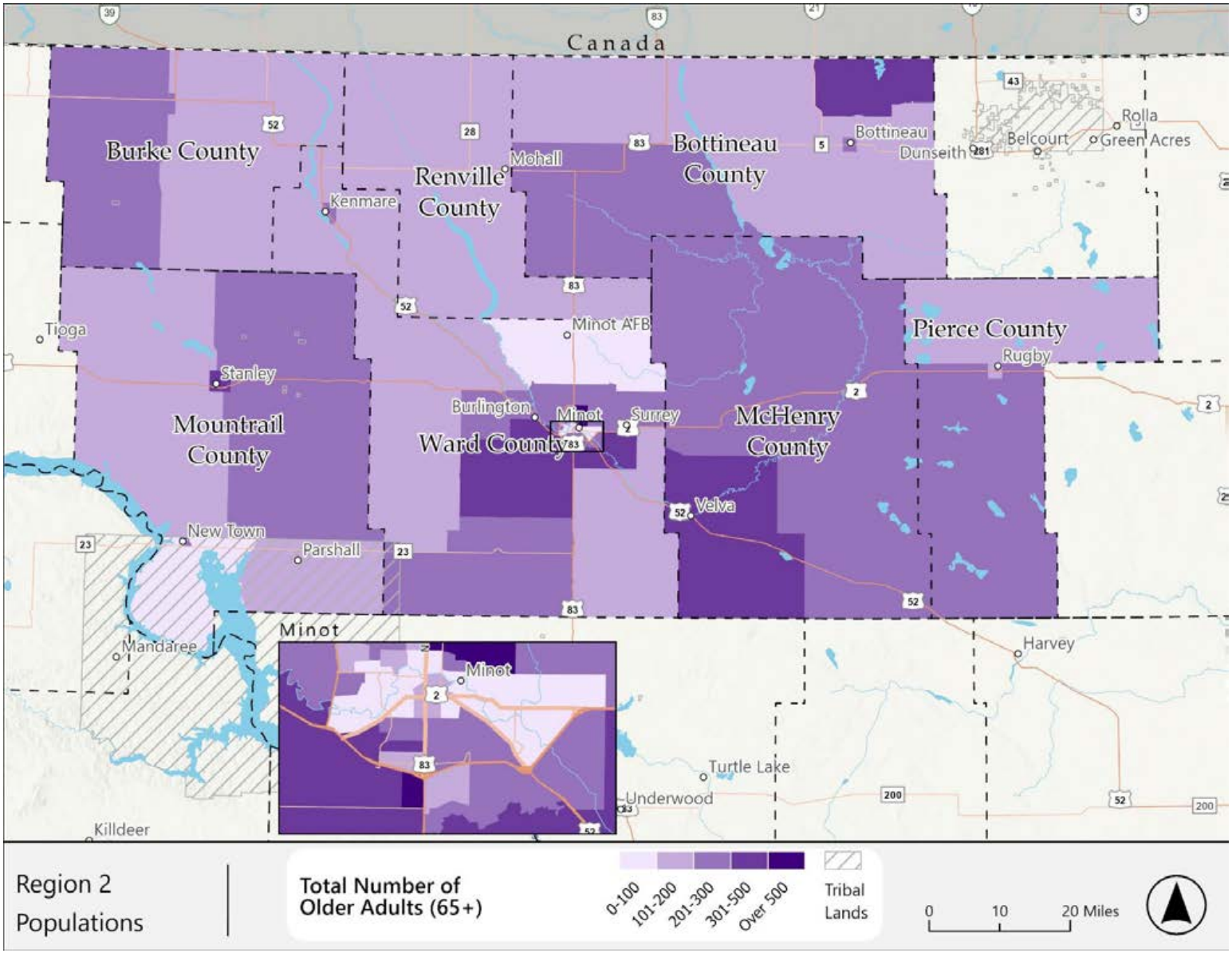
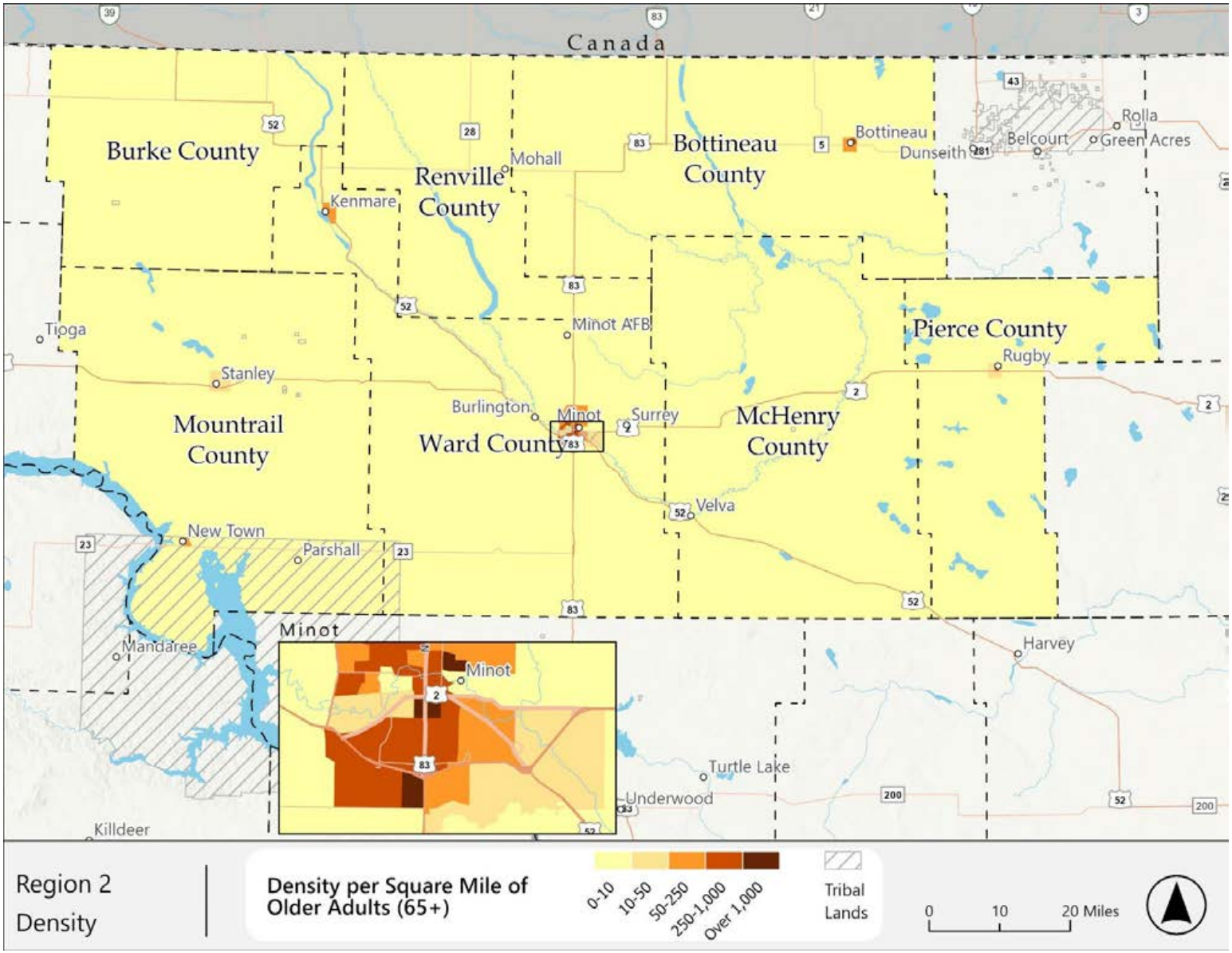


Figure 4-23: Region 2, Older Adults – Density



Region 2 – Low-Income Individuals

Figures 4-24 through 4-26 show the population of low-income individuals in Region 2. Low-income means people who are members of households that are below the poverty line.

Block groups with "Very High" concentrations of low-income individuals, based on the percentage of individuals below the poverty level in the region, are in Minot, northeastern Ward County, northern Mountrail County (including New Town), and in Rugby. The regional average for low-income individuals is 8.3%, which is the lowest among all regions. The block groups with the highest total populations of low-income individuals are in Minot and New Town. Minot is highest by density as well, although both Rugby and New Town have high-density areas.

By total number of individuals with disabilities, the highest counts are on the outskirts of Minot. Minot is also highest in density, although the city of Bottineau is also notably high, and the city of Rugby has one high census block.

Figure 4-24: Region 2, Low-Income – Percentage

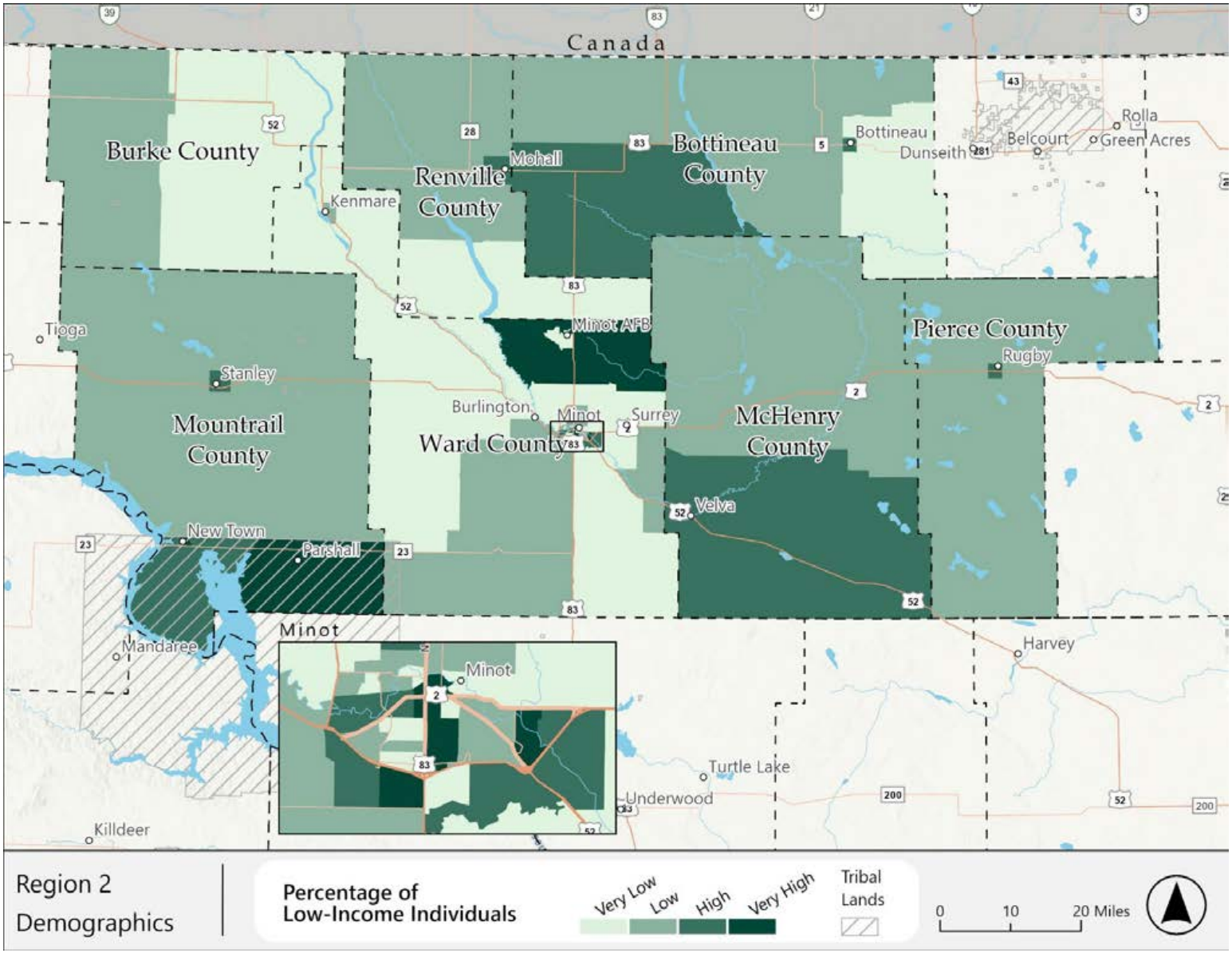


Figure 4-25: Region 2, Low-Income – Population

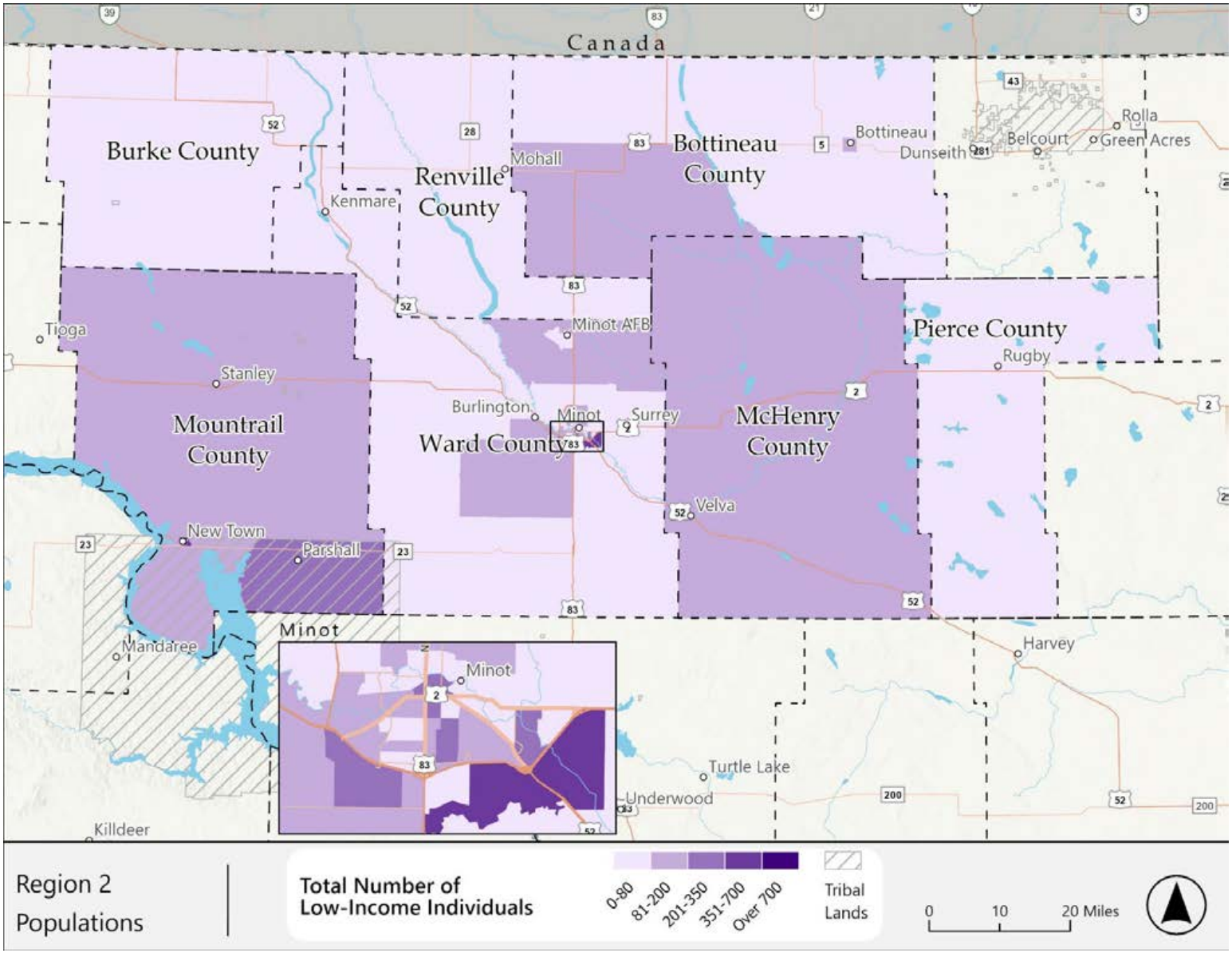
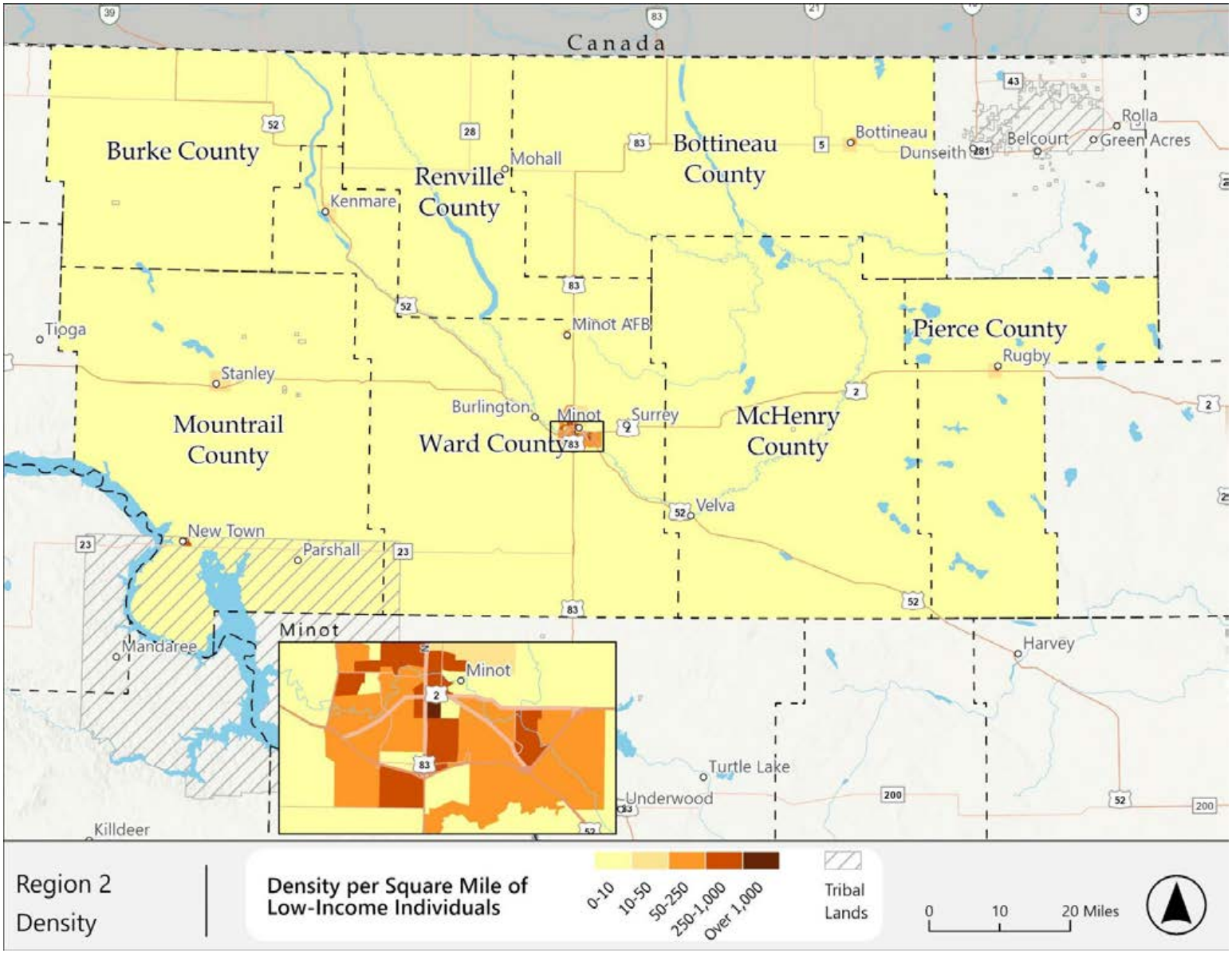


Figure 4-26: Region 2, Low-Income – Density



Region 2 – People Aged 18-24

Figures 4-27 through 4-29 show the population of persons between the ages of 18 and 24 in Region 2.

Block groups with "Very High" concentrations of people between the ages of 18 and 24 are on the north side of Minot, in Rugby, and an area in north-central Ward County, where the Minot Air Force Base is located. The regional average for the percentage of the population between the ages of 18 and 24 is 10.2%, making Region 2 the third highest by region. By total population in these age groups, Minot and the area north of Minot have the largest populations, along with the Air Force Base. Minot and the Air Force Base also have the highest densities.

Figure 4-27: Region 2, Aged 18-24 – Percentage

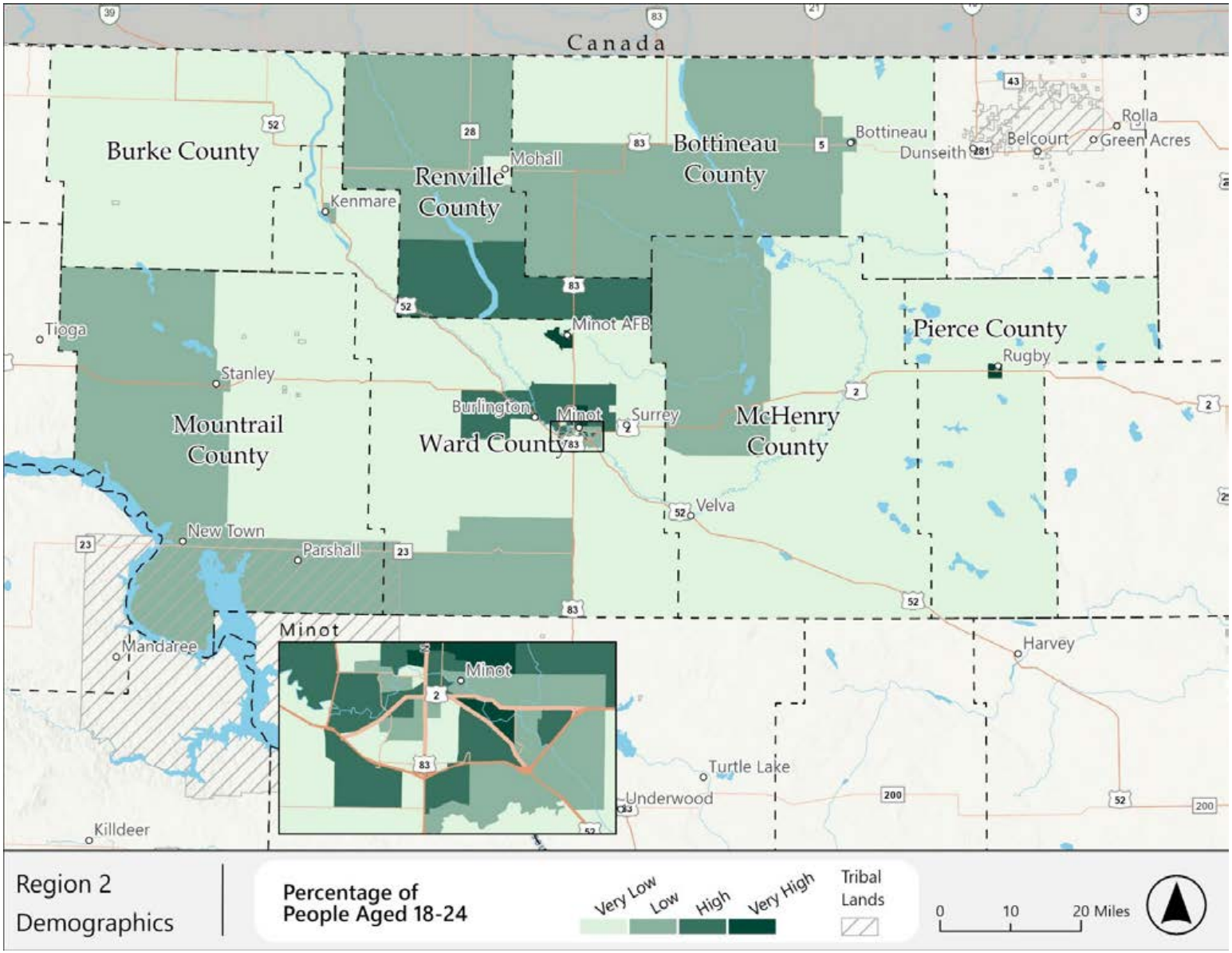


Figure 4-28: Region 2, Aged 18-24 – Population

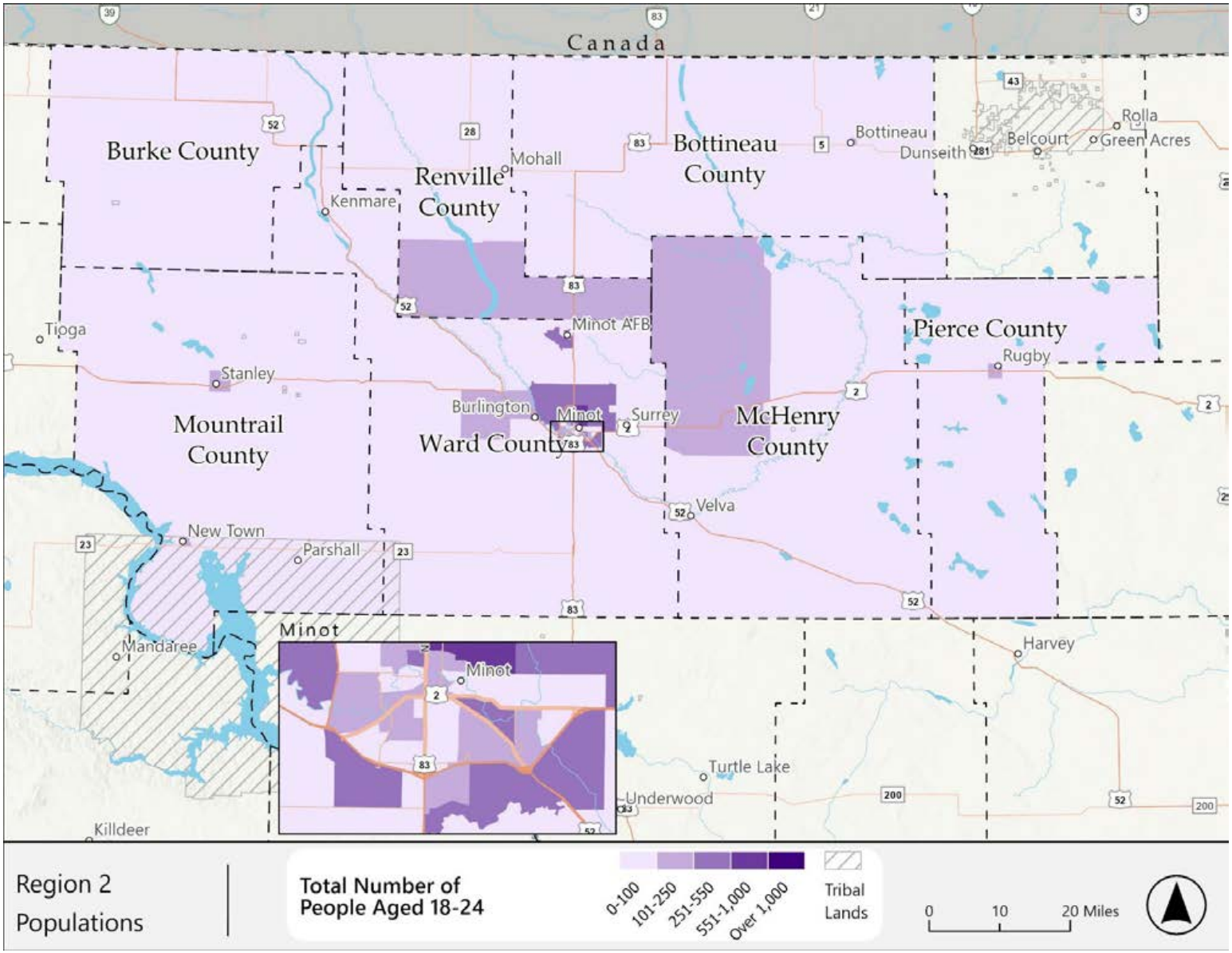
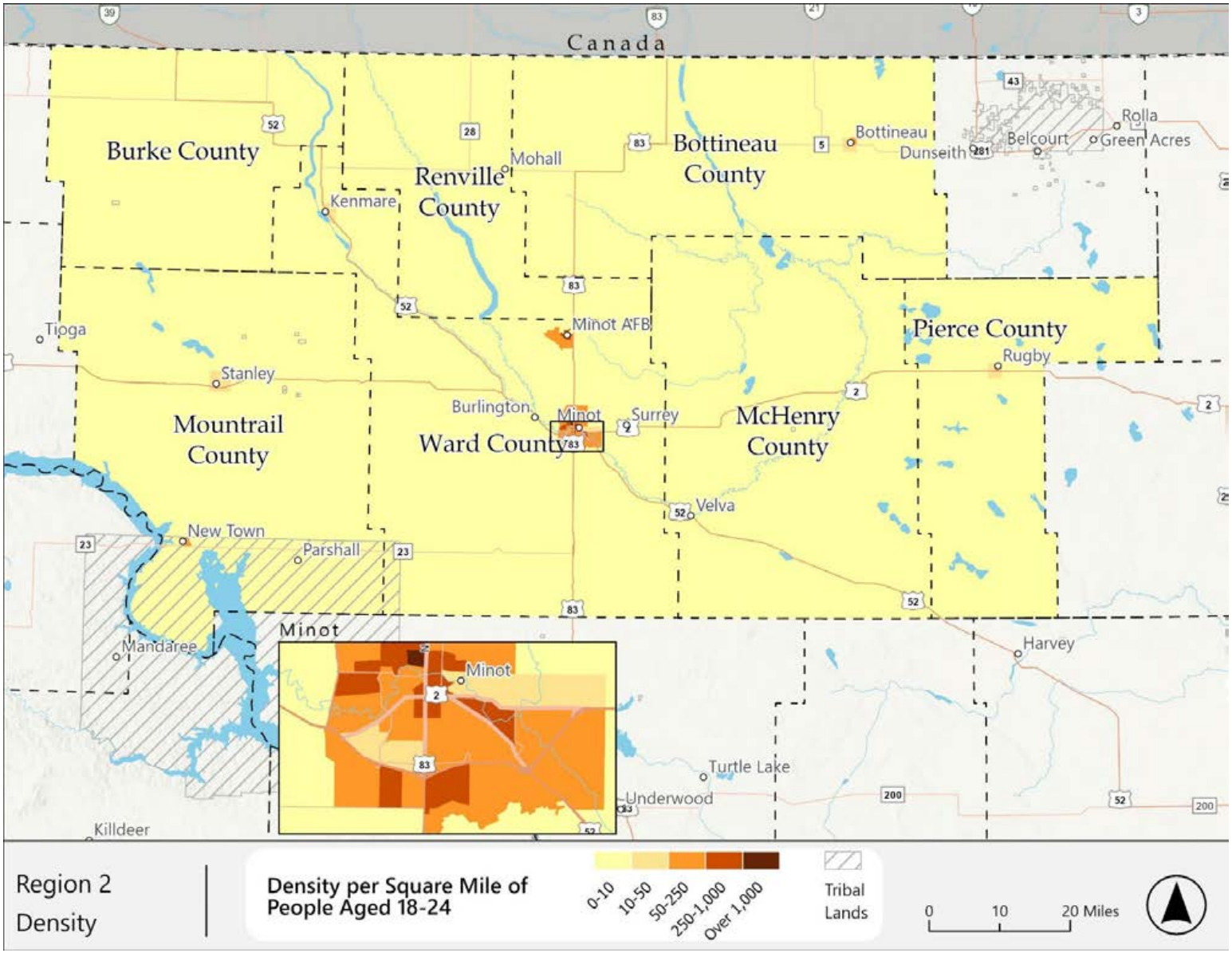


Figure 4-29: Region 2, Aged 18-24 – Density



Region 2 – Households with No Vehicle

Figures 4-30 through 4-32 show the number of households in Region 2 where no member owns a vehicle.

Block groups with "Very High" percentages of households where no one owns a vehicle are in Minot, in northeastern Mountrail County near Parshall, and at the Air Force Base, where soldiers living in barracks do not need transportation to work. The average percent of households with no vehicles across the region is 4.0%—the lowest percentage of any region. The block groups with the highest total counts of autoless households are in Minot, which is also where the density of these households is highest.

Region 2 Synopsis

Overall, in Region 2, needs are mostly concentrated in Minot, the region's largest city. Other areas tend to be high in one transit-dependent demographic group, but low in others—such as Bottineau having a large number of older adults, or the high number of individuals with disabilities in Stanley.

One other note is the area around Parshall, where the percentage and count of autoless households and low-income individuals are both high. The Air Force Base should not be of great concern, as needs there will be met by the Air Force.

Figure 4- 30: Region 2, Households with No Vehicles – Percentage

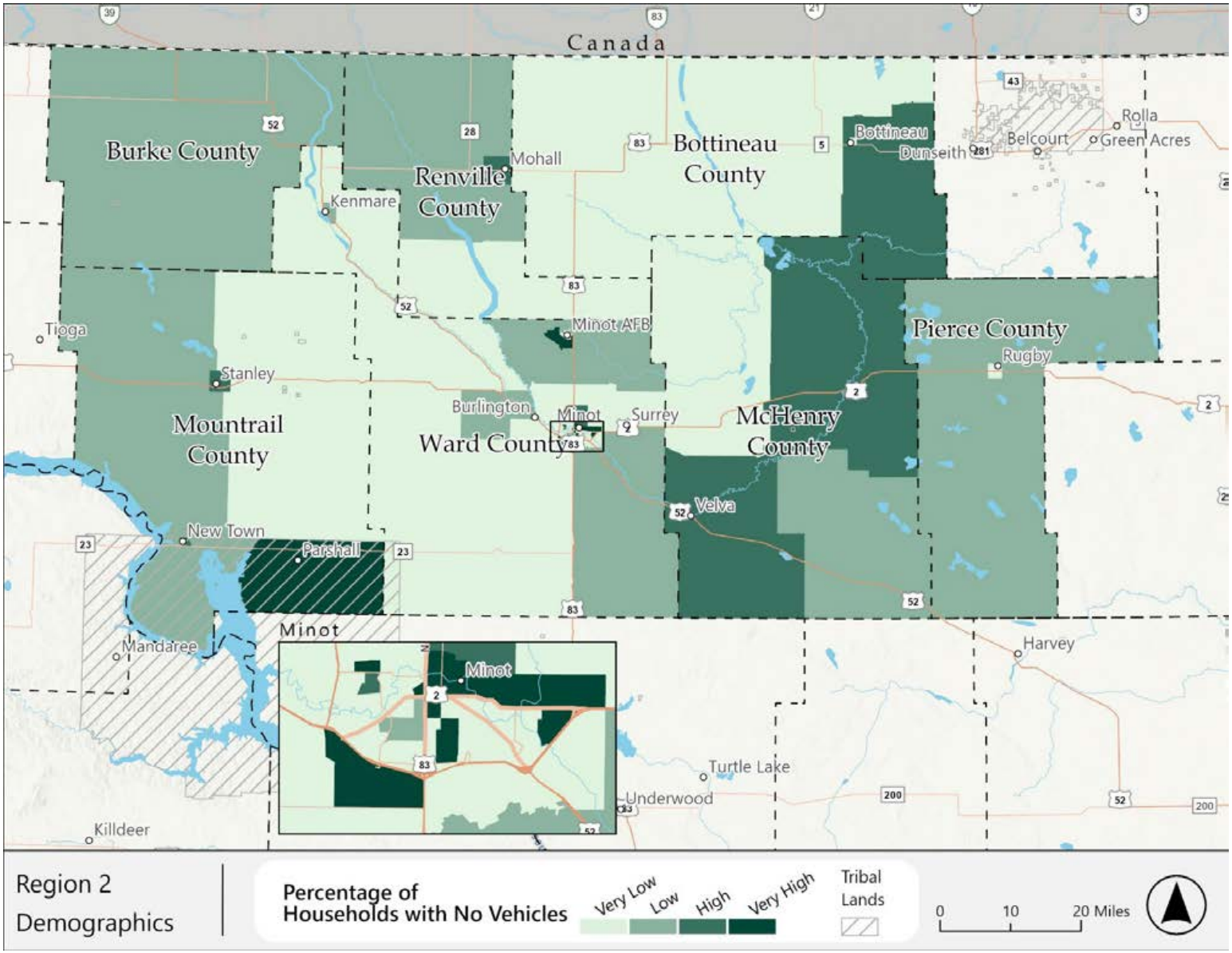


Figure 4-31: Region 2, Households with No Vehicles – Population

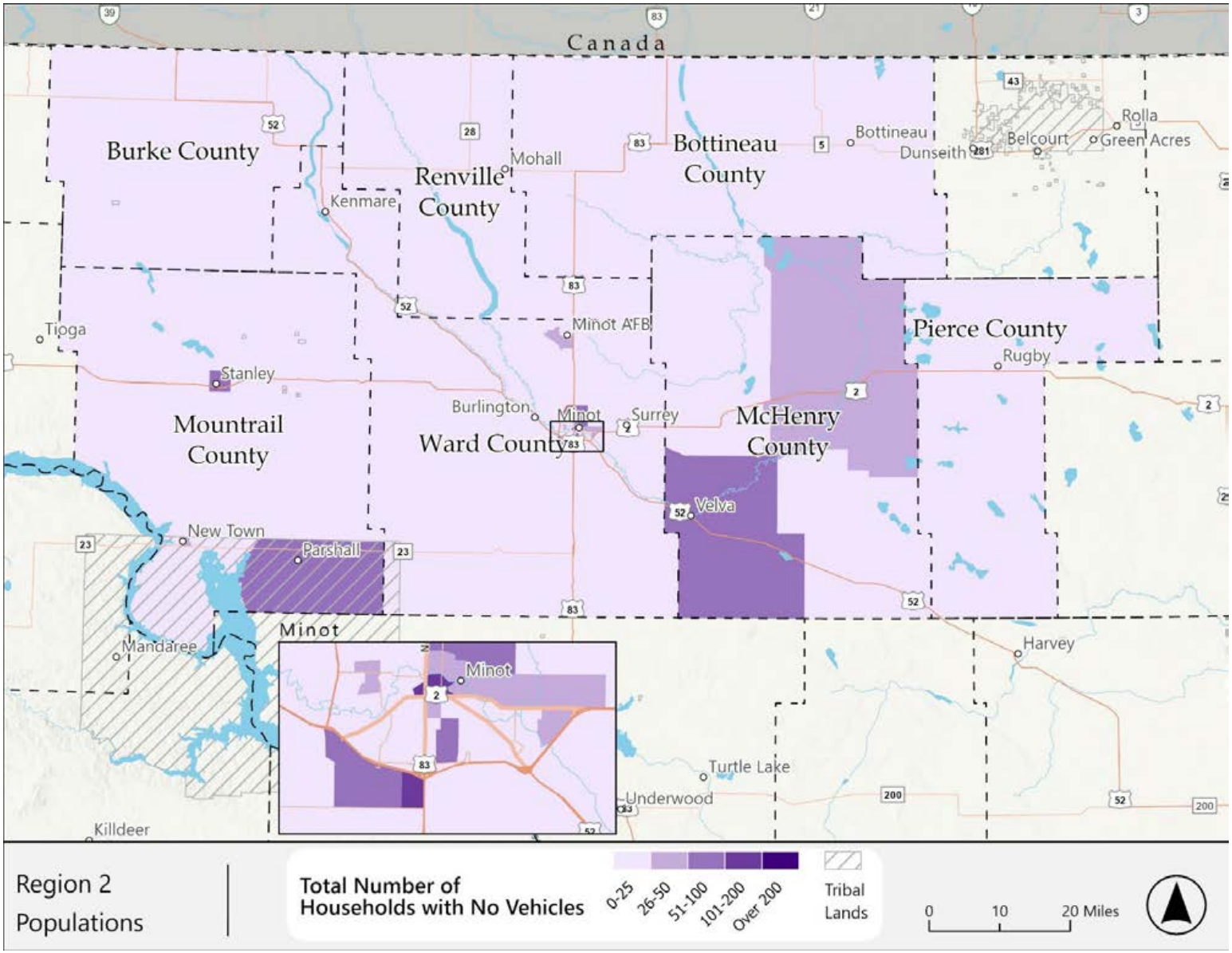
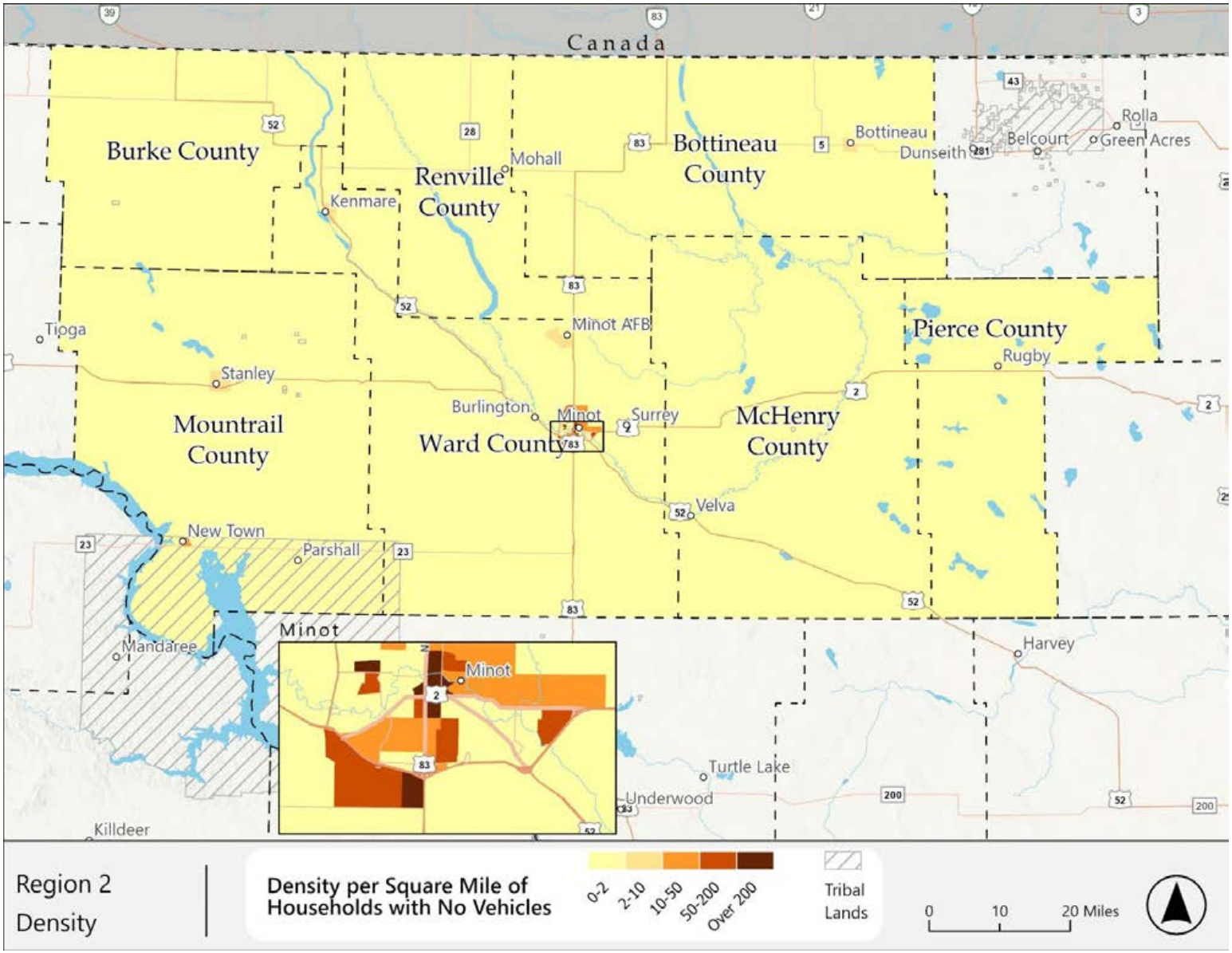


Figure 4-32: Region 2, Households with No Vehicles – Density



Region 3

Every county in Region 3 is expected to shrink over the next 25 years. Region 3 also contains none of the most populous counties in North Dakota, with only Ramsey and Rolette over 10,000 inhabitants. The region as a whole had just 37,969 inhabitants in the 2020 census, making it the smallest of the regions. Devil's Lake in Ramsey County is by far the largest settlement with about 7,000 citizens. Langdon in Cavalier County, and Belcourt in Rolette County are the only others to eclipse 1,500. The latter is not an incorporated city and is the seat of the Turtle Mountain Indian Reservation.

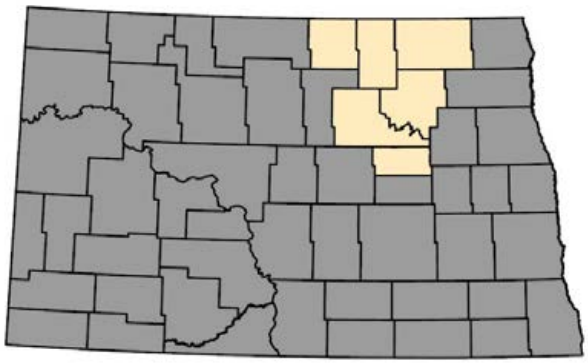
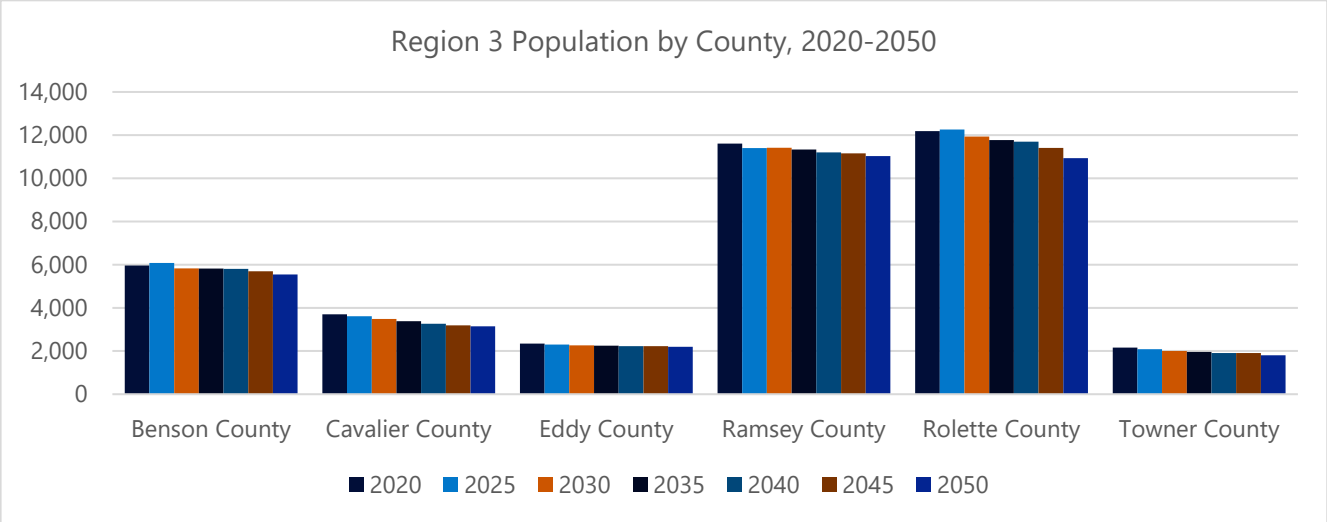


Figure 4-33: Region 3 Population



Region 3 – Individuals with Disabilities

Figures 4-34 through 4-36 show the population of individuals with disabilities in Region 3.

There are no areas with "Very High" concentrations, based on the percentage of individuals with disabilities in each block group, meaning that no block group has over twice the average percent of individuals with disabilities, and "High" areas are relatively evenly distributed. The average percentage of individuals with disabilities in the region is 14.4%, the highest percentage of any of the eight regions.

However, by total count of individuals, Devil's Lake and west-central Rolette County, around the small city of Dunseith, are the highest. Devil's Lake is the highest by density, although Langdon and Belcourt also stand out.

Figure 4-34: Region 3, Individuals with Disabilities – Percentage

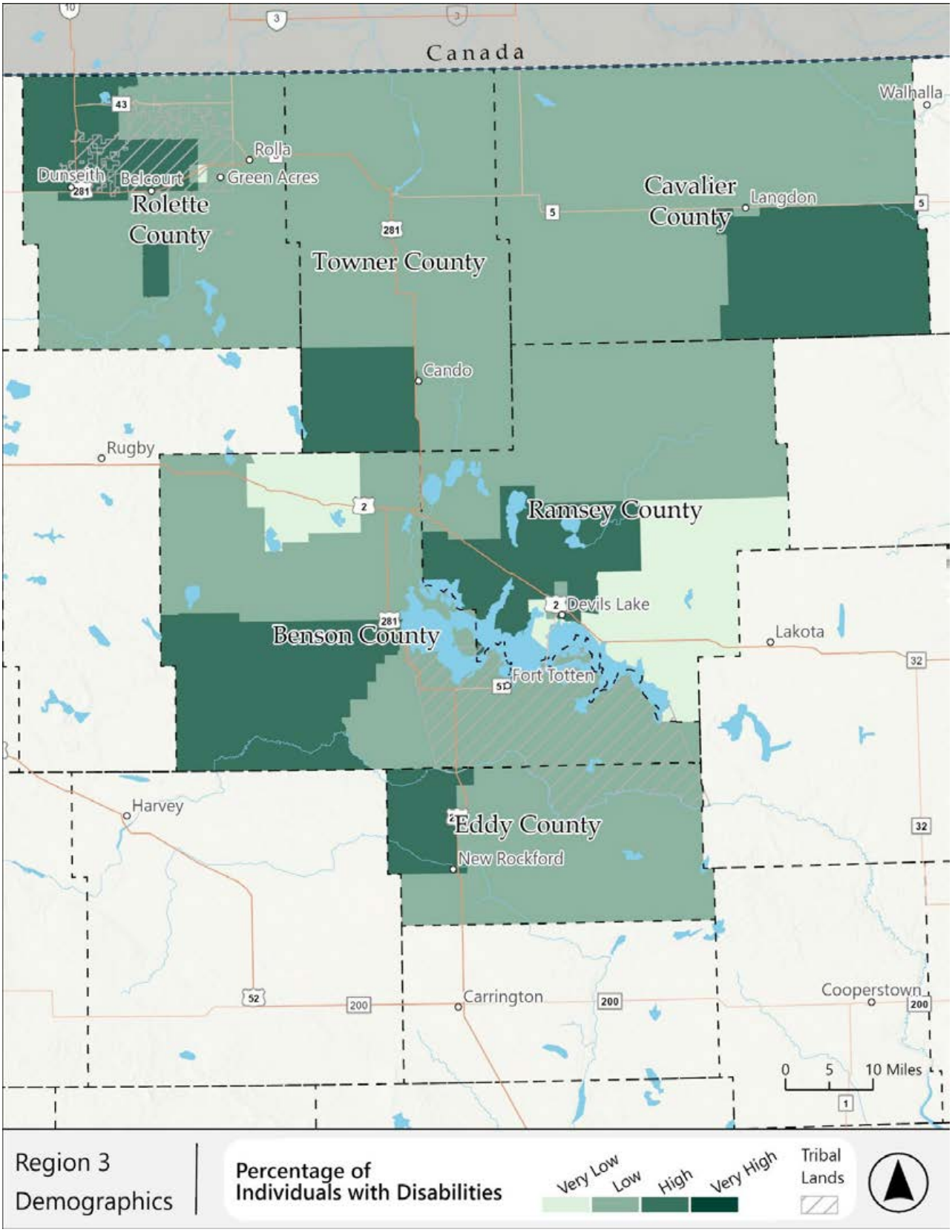


Figure 4-35: Region 3, Individuals with Disabilities – Population

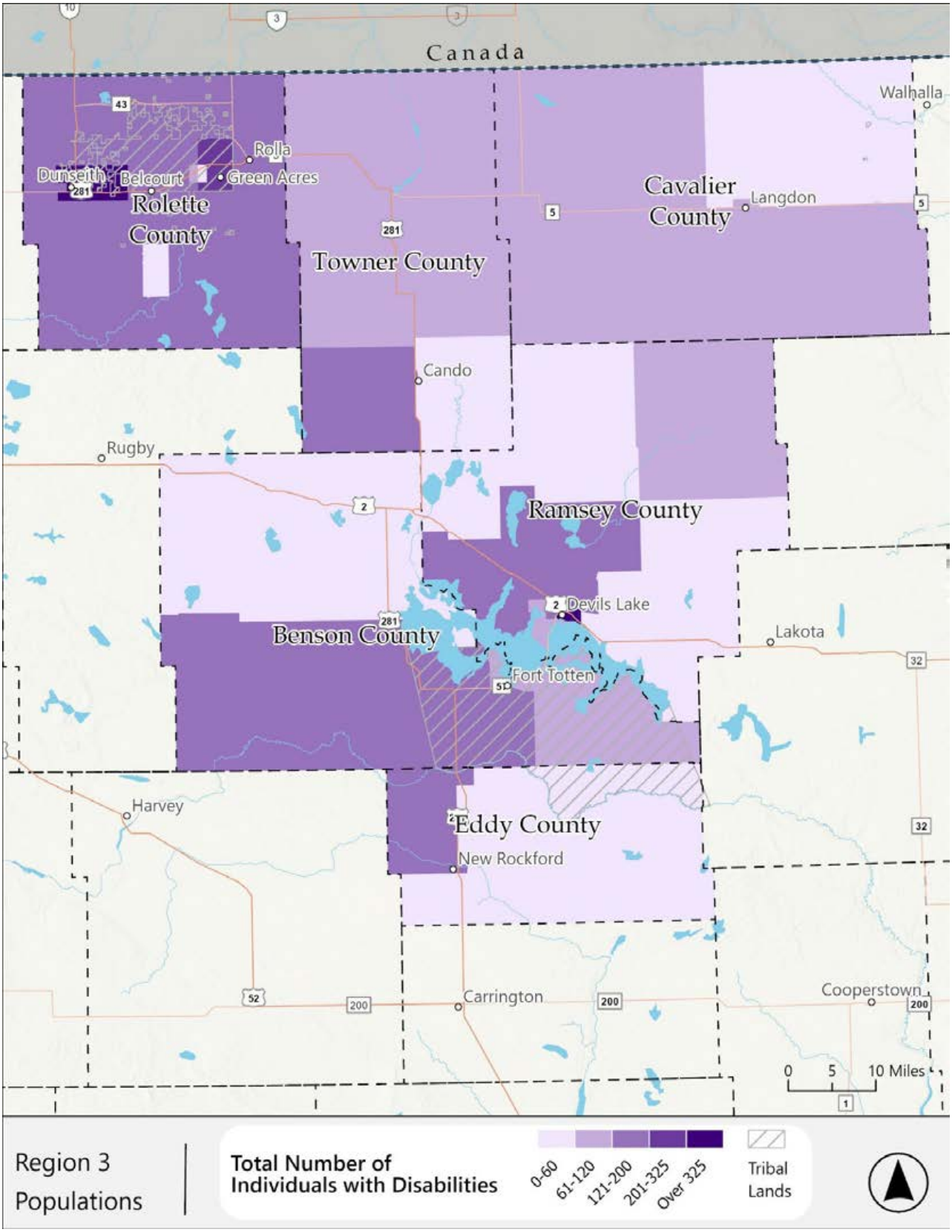
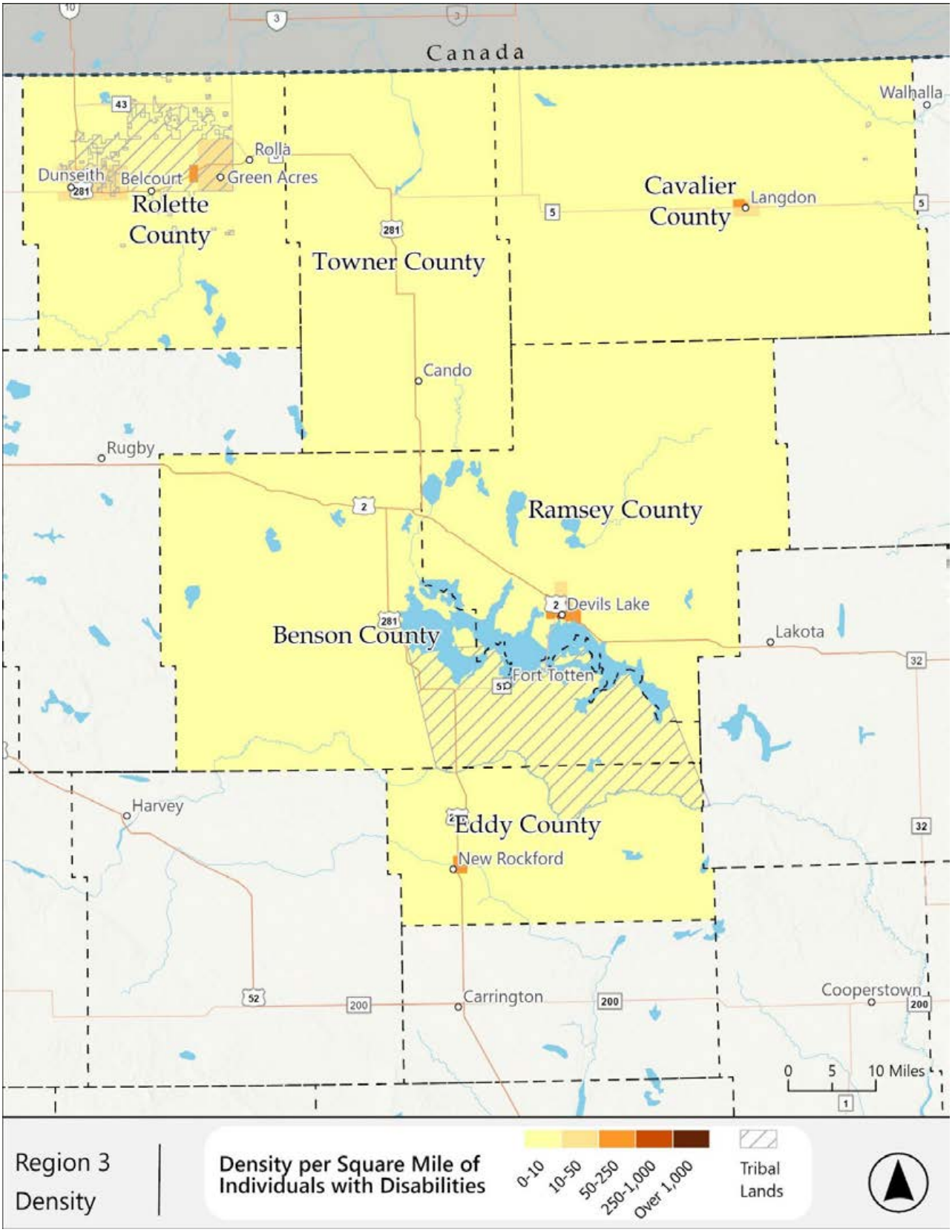


Figure 4-36: Region 3, Individuals with Disabilities – Density



Region 3 – Older Adults

Figures 4-37 through 4-39 show the population of persons aged 65 years or older in Region 3.

There are two areas with "Very High" concentrations, based on the percentage of adults aged 65 or older across the region. Both are in Ramsey County, with one by Devils Lake and the other in the northeast of the county. The average percentage of older adults is 19%, which is second among all the regions. Devils Lake also has the most total population of older adults and the highest density. By density, Langdon and Belcourt are higher than the surrounding areas, although still relatively low, and equal to them is an area in Eddy County, where the small city of New Rockford is located.

Figure 4-37: Region 3, Older Adults - Percentage

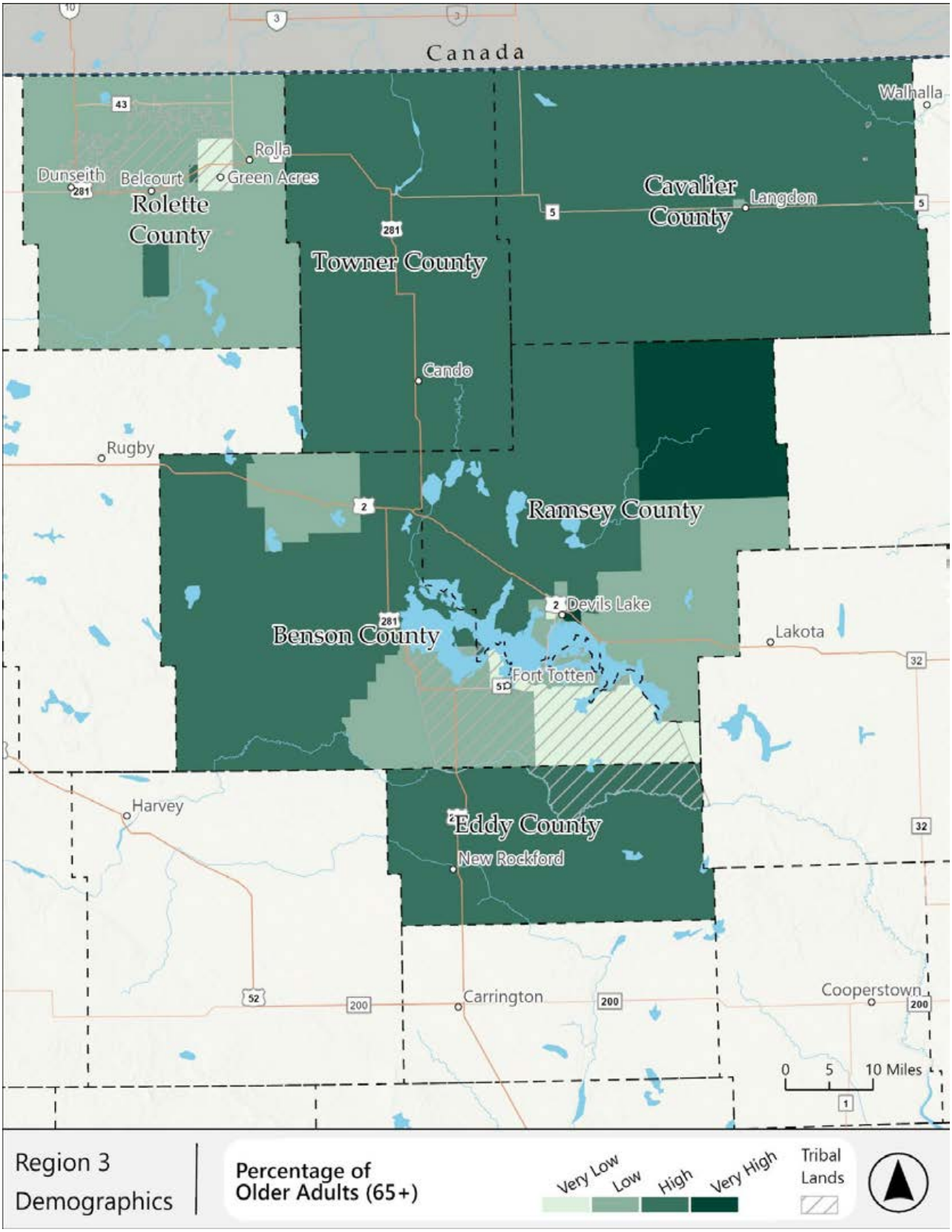


Figure 4-38: Region 3, Older Adults – Population

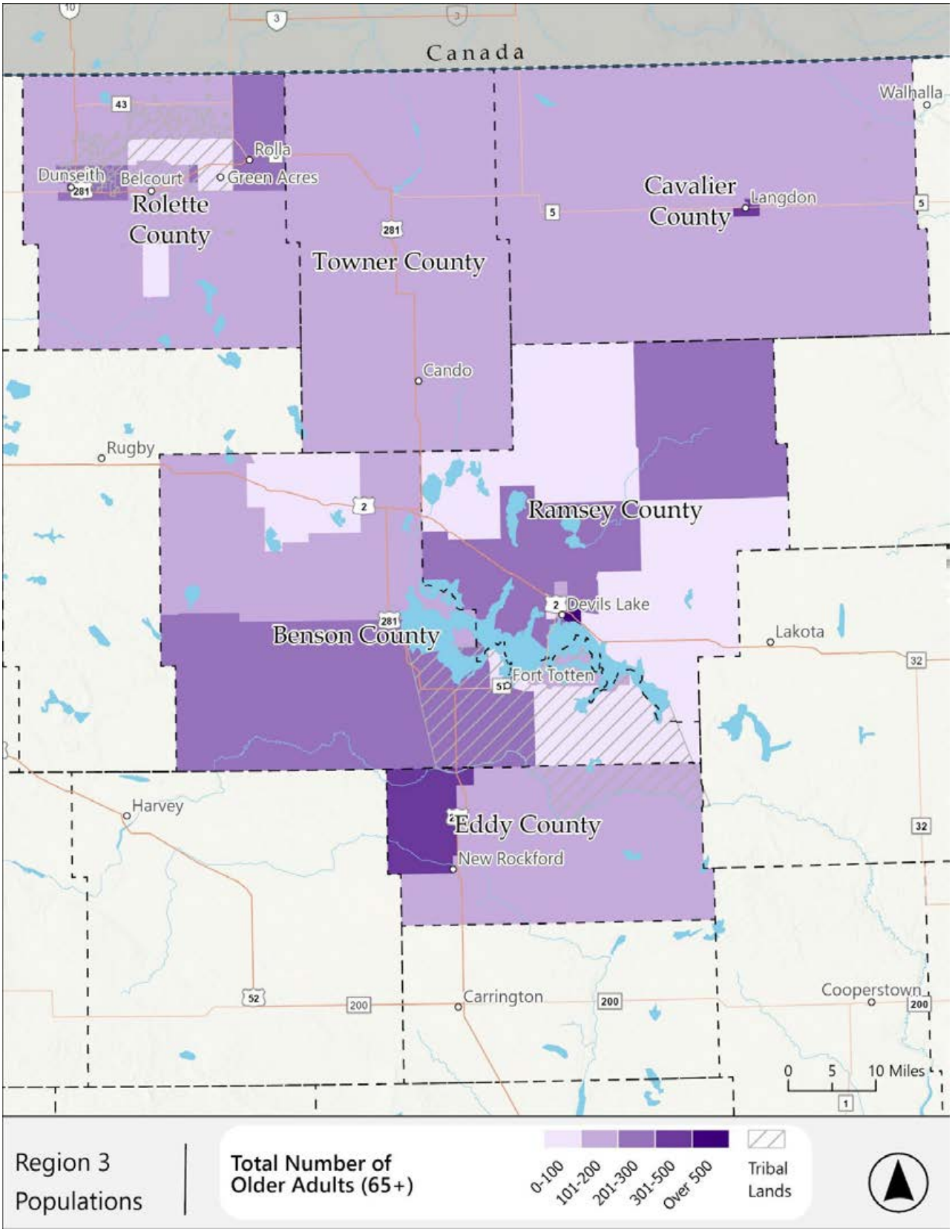
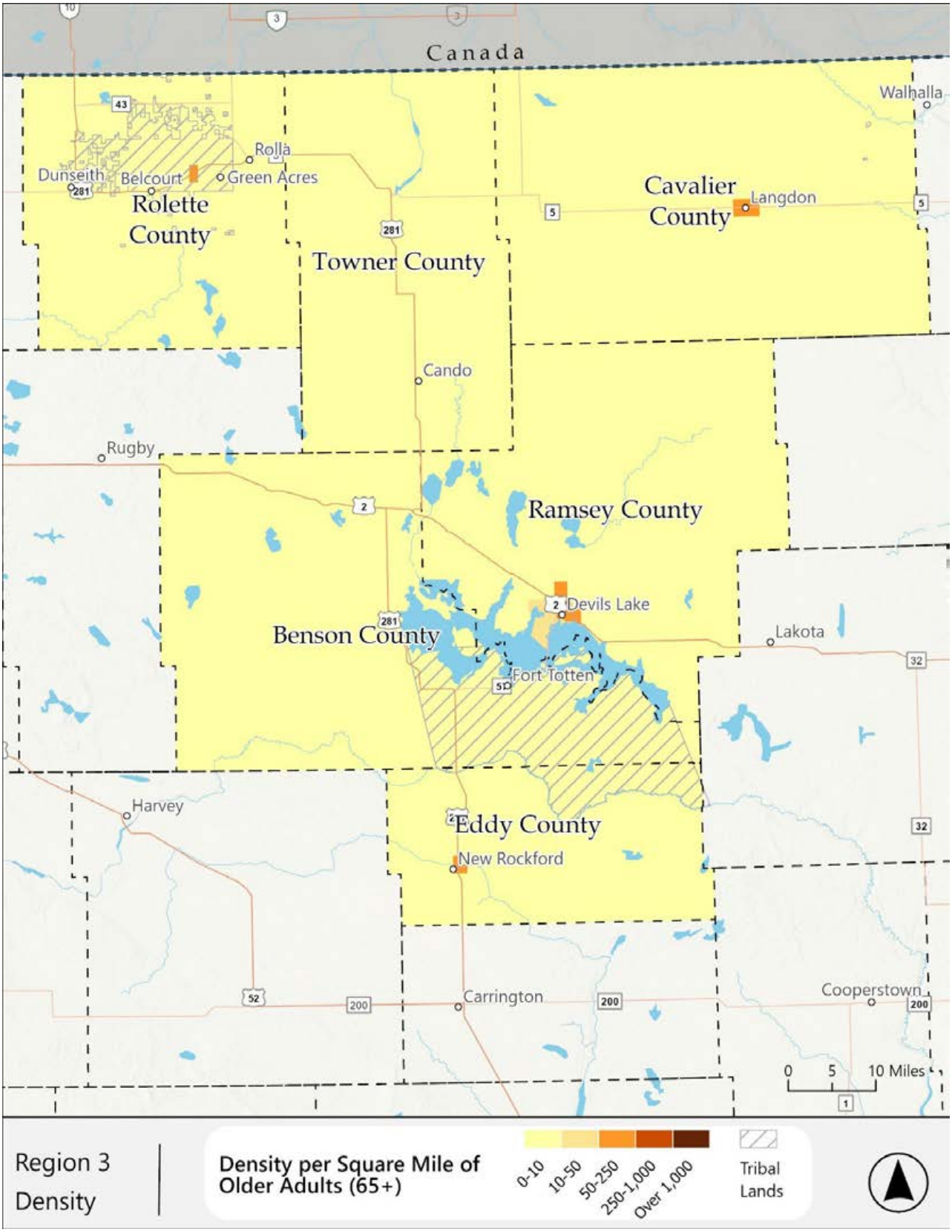


Figure 4-39: Region 3, Older Adults – Density



Region 3 – Low-Income

Figures 4-40 through 4-42 show the population of individuals who live below the federal poverty level.

There are areas with "Very High" concentrations, based on the percentage of people below the poverty level across the region, are in Devils Lake, Belcourt, and the area north of Devils Lake. These areas are notable because they are all on reservations. The average percentage of low-income adults is 18.1%, the highest in the state. The total number of low-income persons is highest in Devils Lake and in western Rolette County, although the area around Belcourt and the area north of Devils Lake are also high. By density, Devils Lake is again highest, with Belcourt and Langdon also standing out.

Figure 4-40: Region 3, Low-Income – Percentage

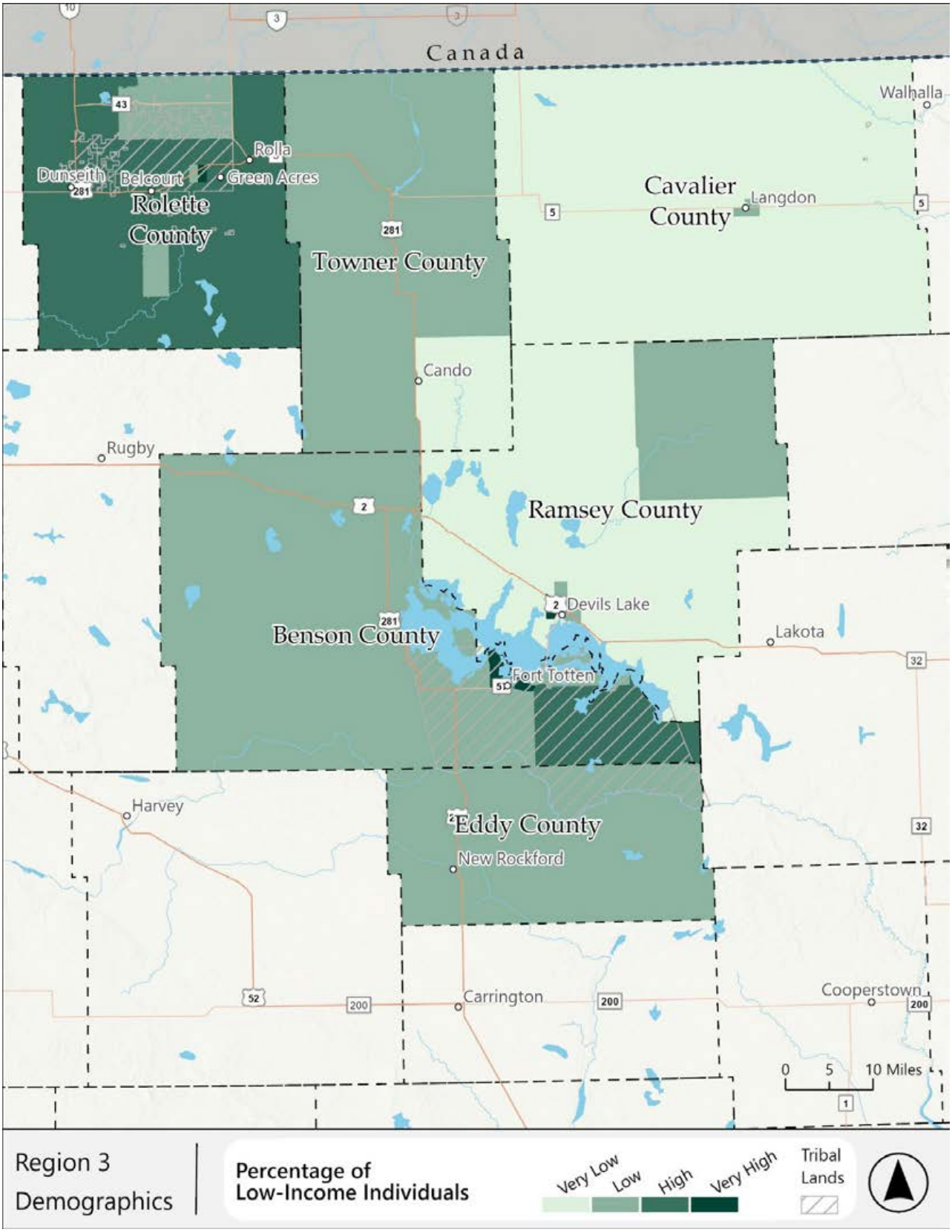


Figure 4-41: Region 3, Low-Income – Population

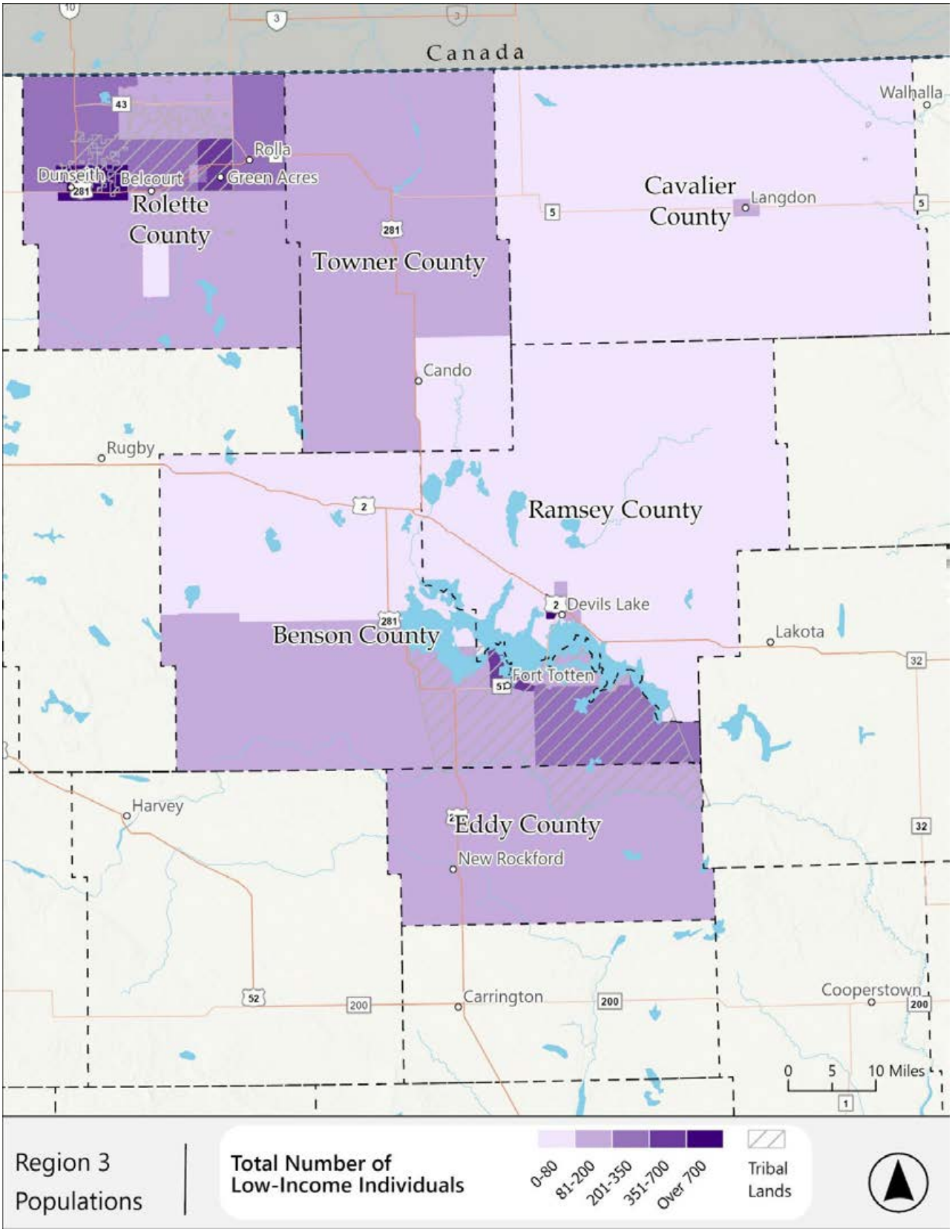
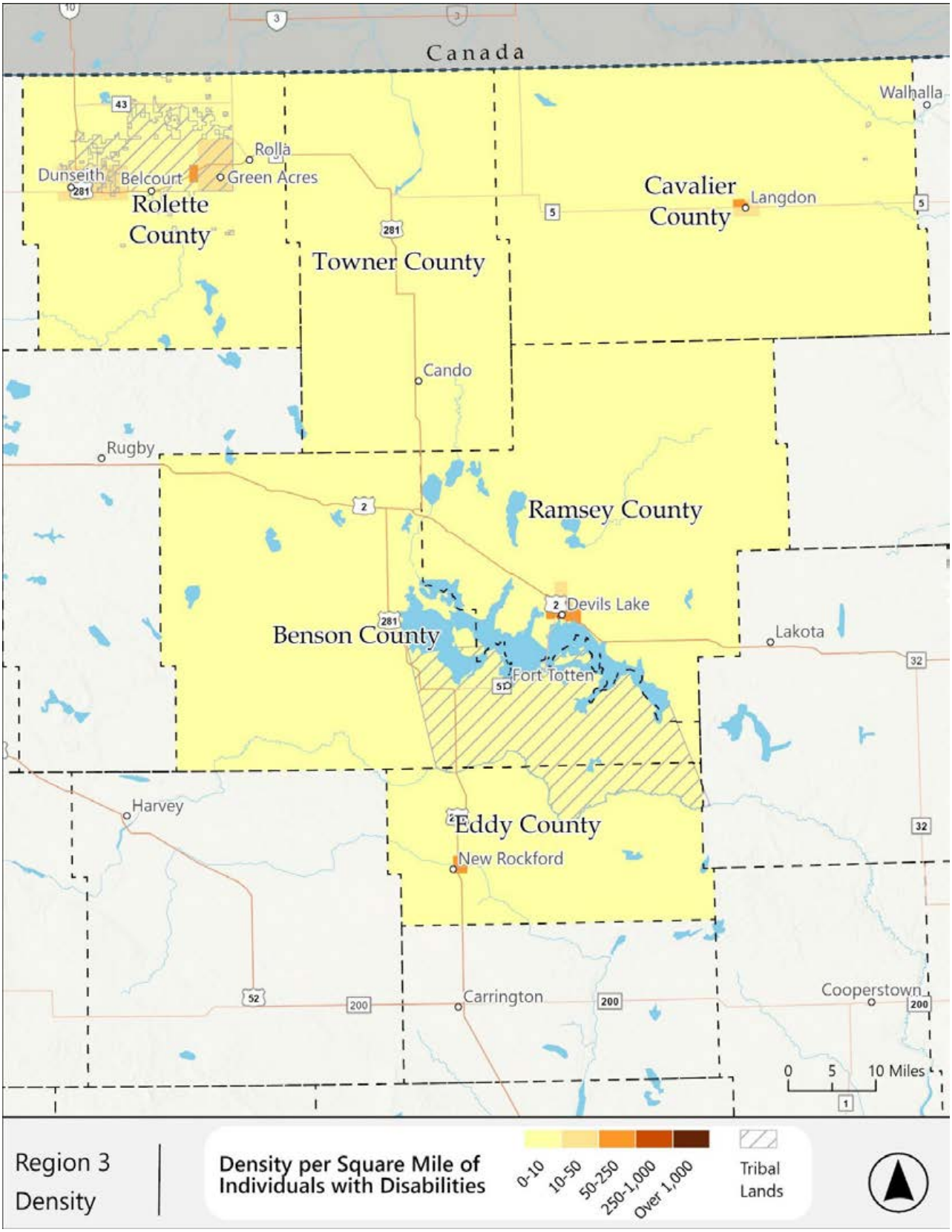


Figure 4-42: Region 3, Low-Income – Density



Region 3 – People Aged 18-24

Figures 4-43 through 4-45 show the population of individuals who are between the ages of 18 and 24 years old.

The areas with "Very High" concentrations, based on the percentage of people who are between 18 and 24 in the region, are in Devils Lake, northeast Ramsey County, and northwest Cavalier County. About 7.5% of people in the region are between the ages of 18 and 24, which places Region 3 sixth among the regions. The total number of people in this age bracket is relatively low across the county but is highest in some of the aforementioned parts of Ramsey County, including Devils Lake, and parts of Benson and Rolette Counties. By density, Devils Lake is again highest.

Figure 4-43: Region 3, People Aged 18-24 - Percentage

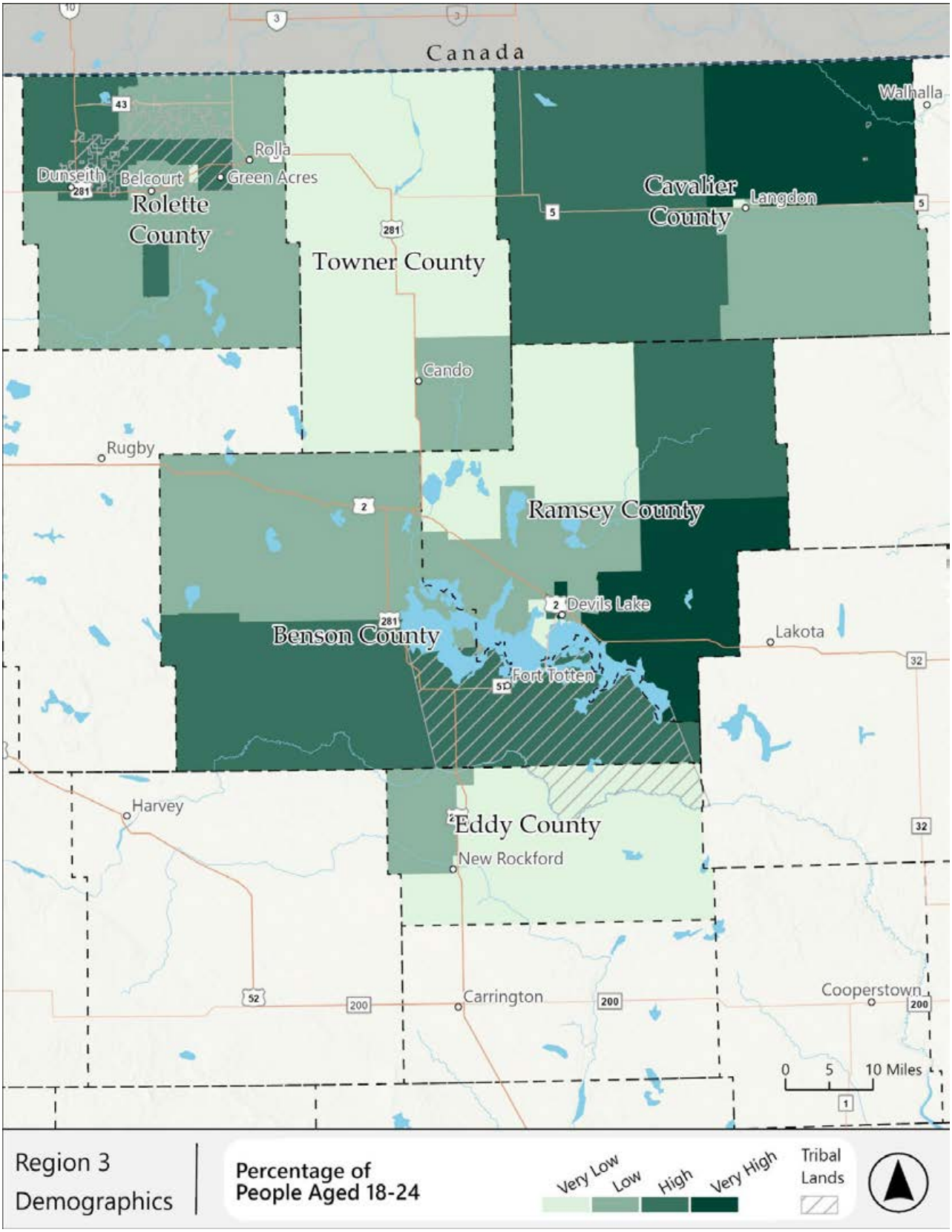


Figure 4-44: Region 3, People Aged 18-24 – Population

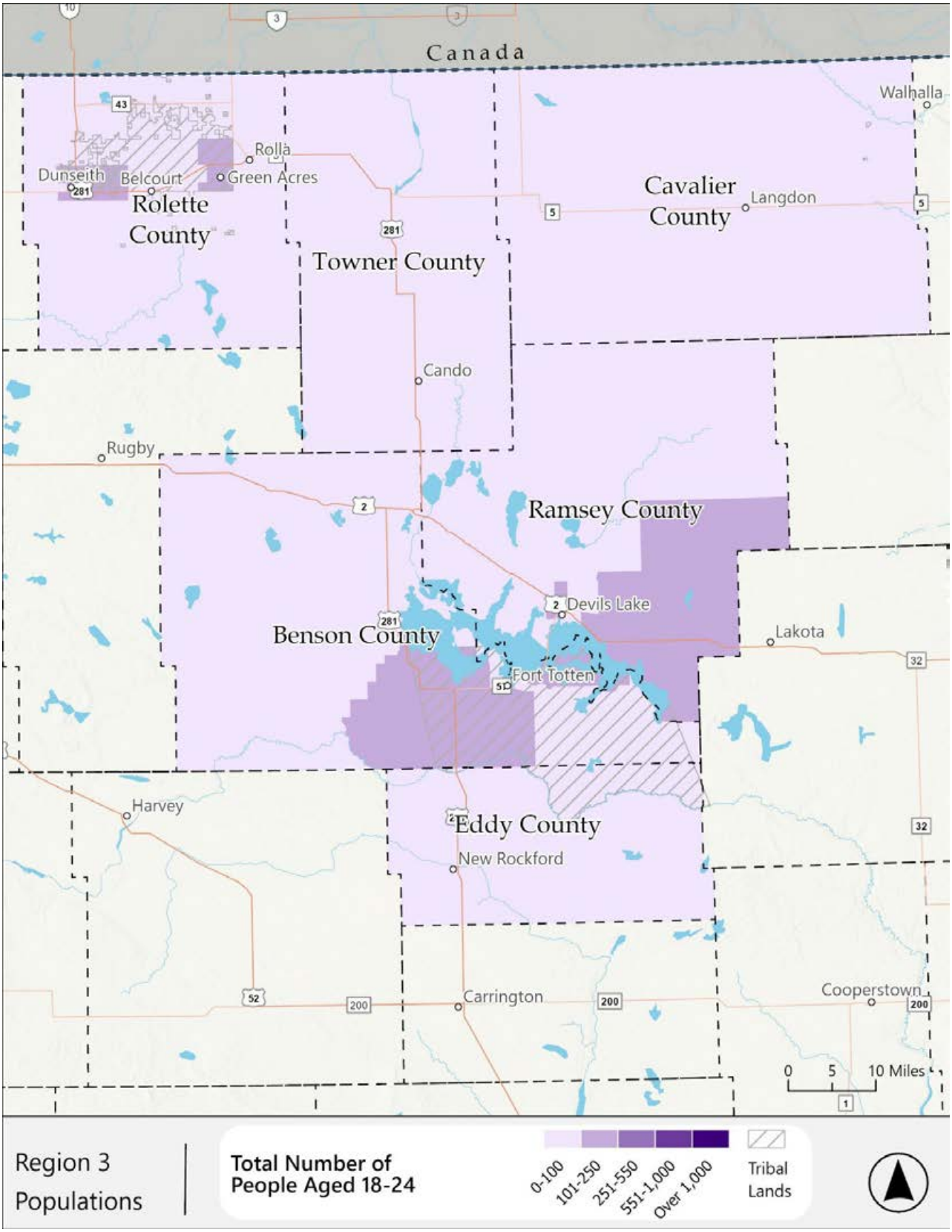
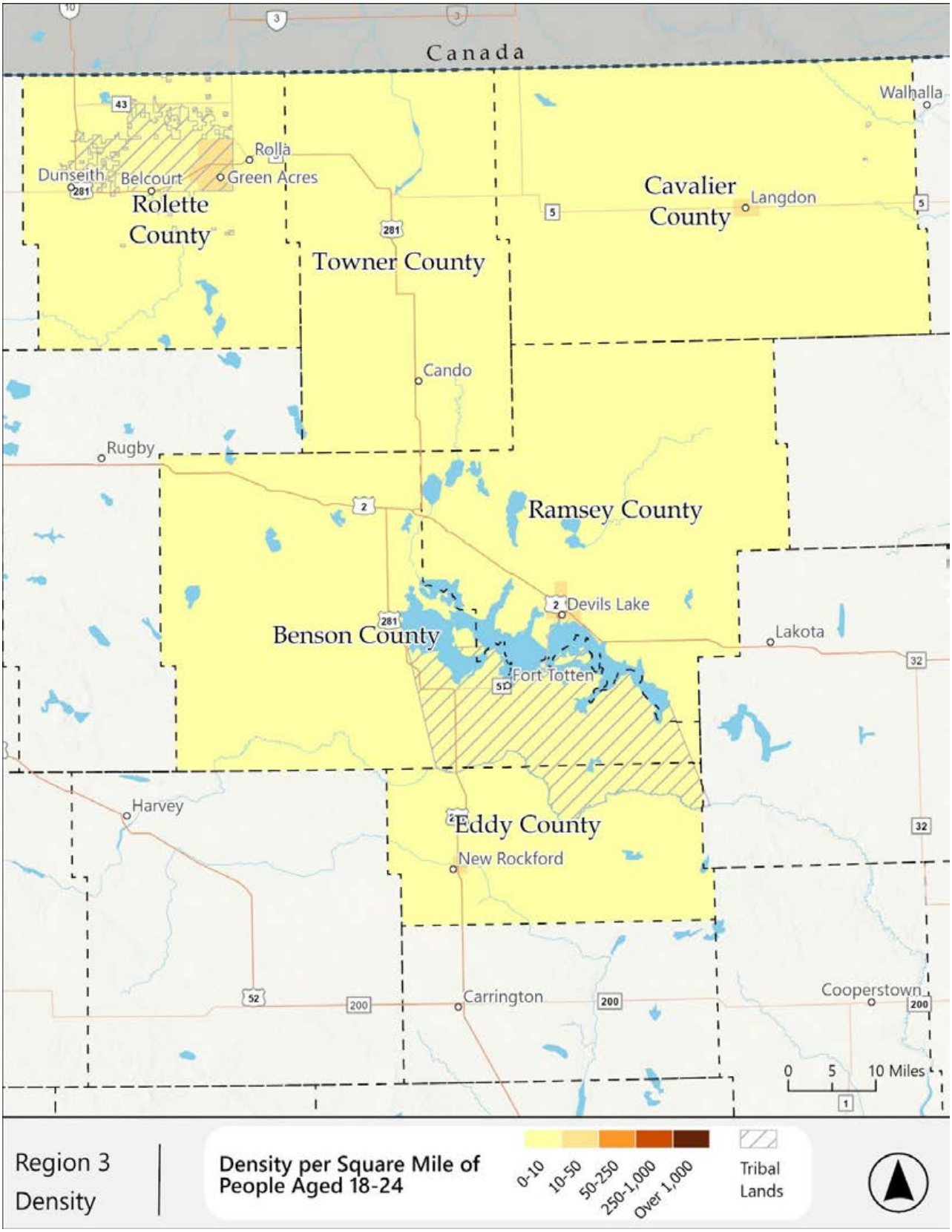


Figure 4-45: Region 3, People Aged 18-24 – Density



Region 3 – Households with No Vehicle

Figures 4-46 through 4-48 show the number of households in Region 3 where no member owns a vehicle.

Block groups with "Very High" percentages of households where no one owns a vehicle are in Devils Lake, the area on the opposite side of the lake from Devils Lake, and western Rolette County. Langdon and New Rockford also scored high. The average percent of households with no vehicles across the region is 8.9%—first among the regions. Total population follows a similar pattern, with western Rolette County and Devils Lake having the highest total populations, and Langdon and New Rockford slightly lower. A similar pattern repeats itself for density. Devils Lake is highest, while Langdon and New Rockford are just below it, and western Rolette County is also higher than the rest of the county.

Region 3 Synopsis

Region 3 is the smallest region by population, but it can be argued that it has the highest concentration of needs, given it has the highest percentage of individuals with disabilities, low-income persons, and households with no vehicles. It also has the second highest percentage of older adults. Devil's Lake and Rolette County were the areas that came up most often as high-need on the maps—they should receive particular attention, as they are the highest-need spots in the highest-need region.

Figure 4-46: Region 3, Households without a Vehicle – Percentage

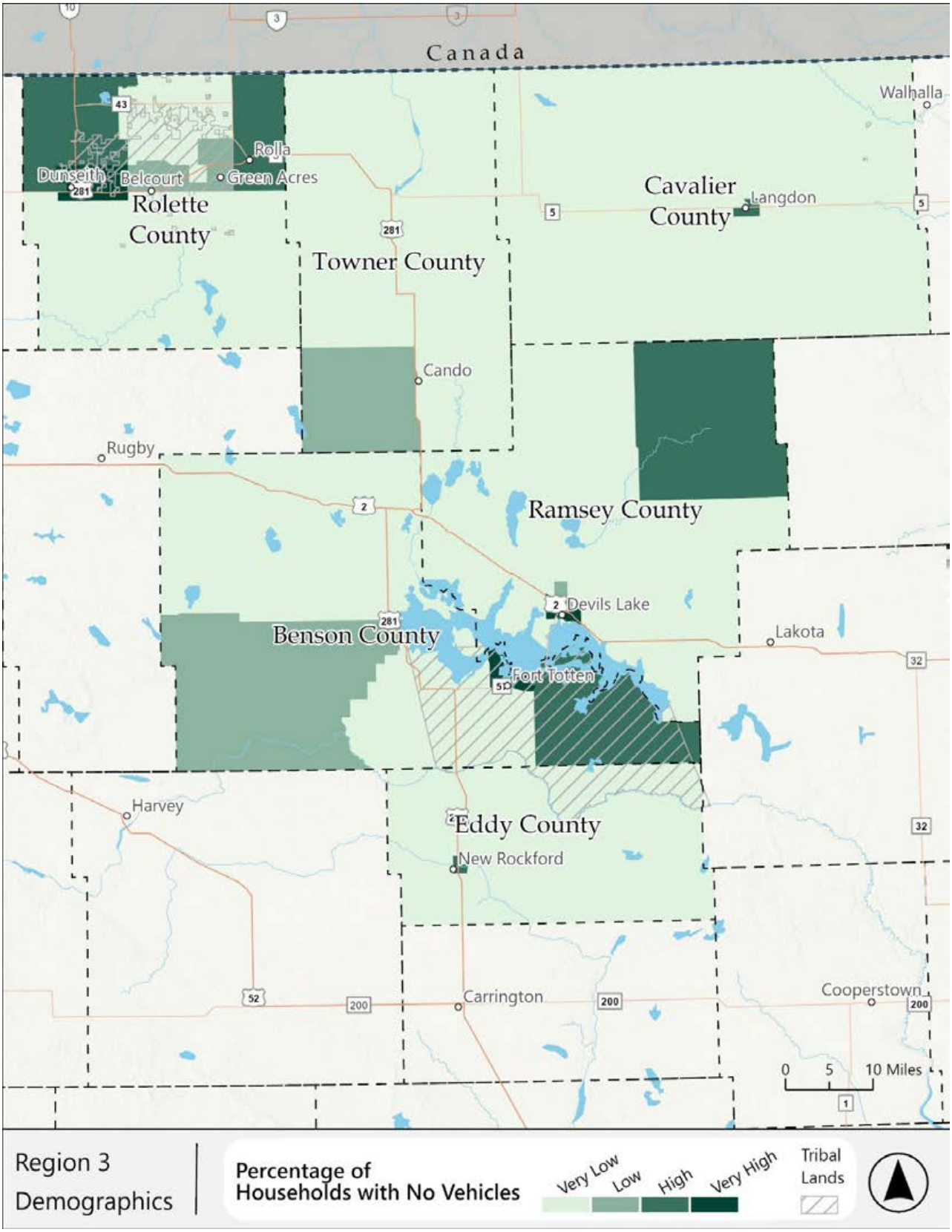


Figure 4-47: Region 3, Households without a Vehicle – Population

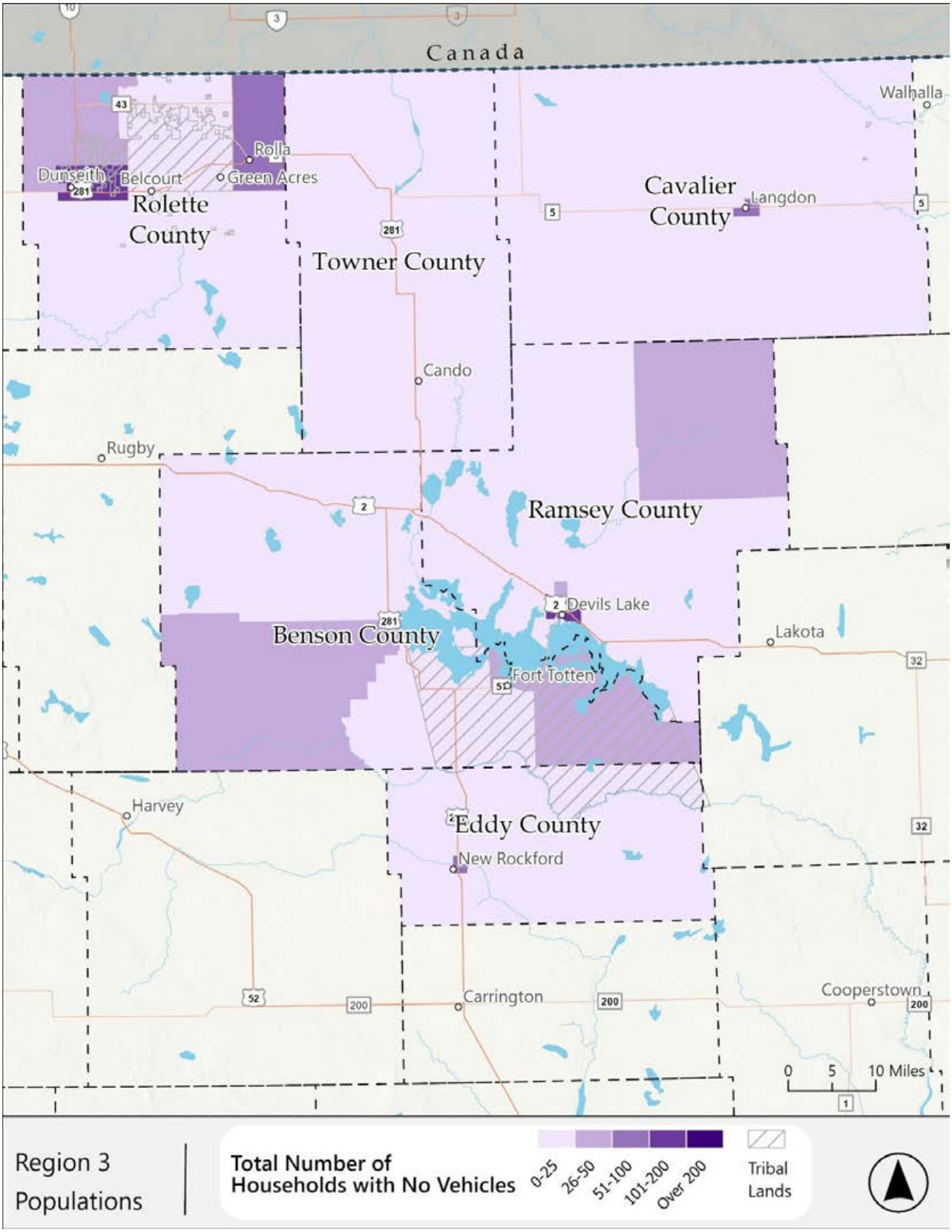
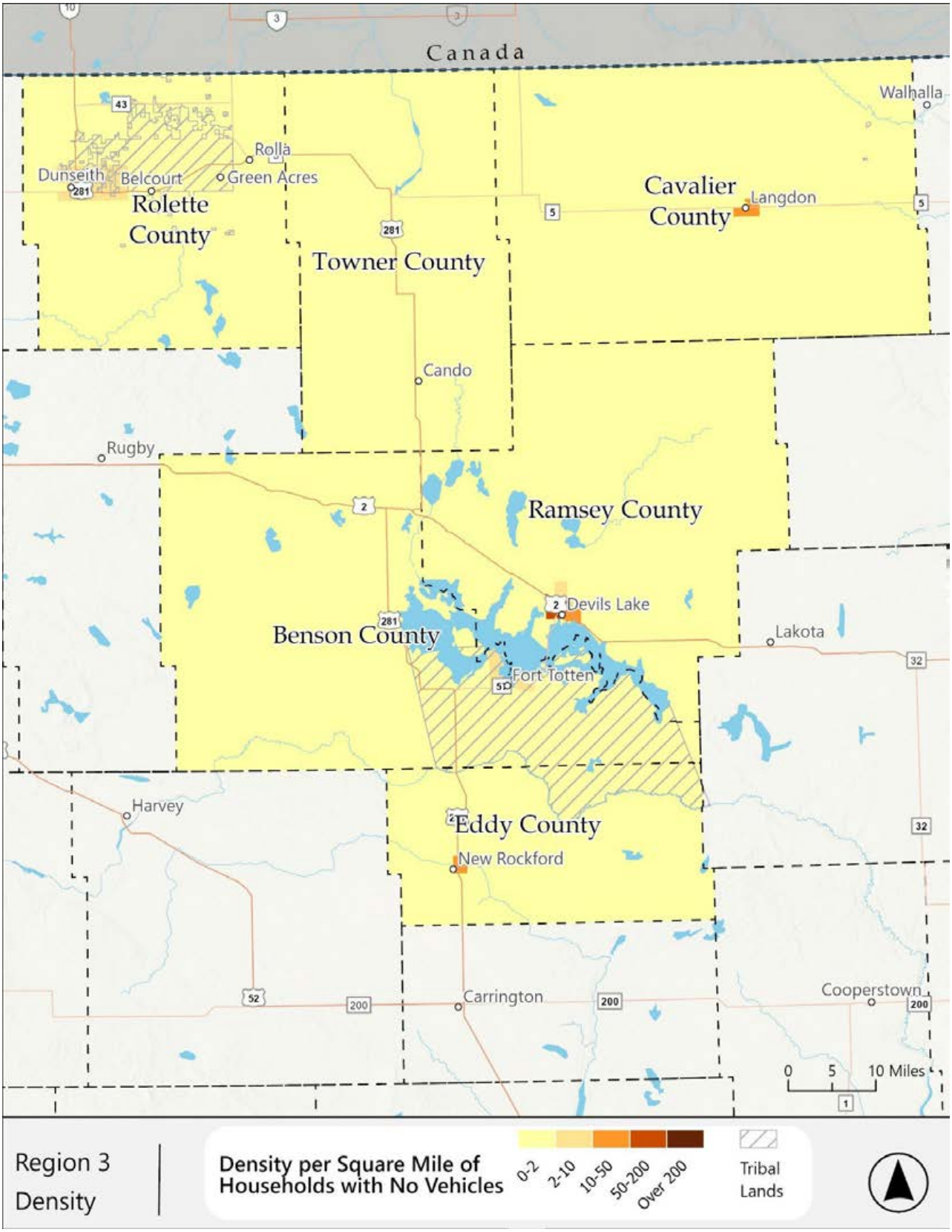


Figure 4-48: Region 3, Households without a Vehicle – Density



Region 4

Although Grand Forks County is the only county in Region 4 that is expected to grow over the next 25 years, it makes up such a vast majority of the region's population that the overall region will still grow. As urbanization increases the city of Grand Forks is likely to drive growth in the region. In the 2020 Census, the population of the region was 93,592—almost two-thirds of whom lived in the city of Grand Forks.

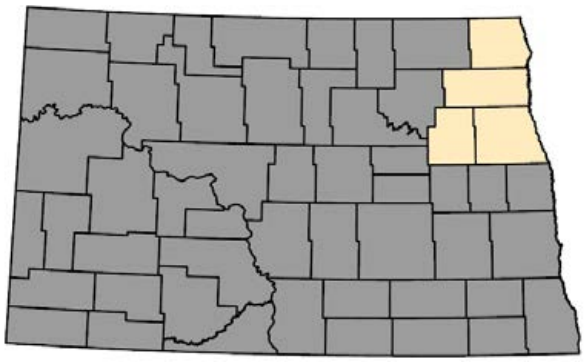
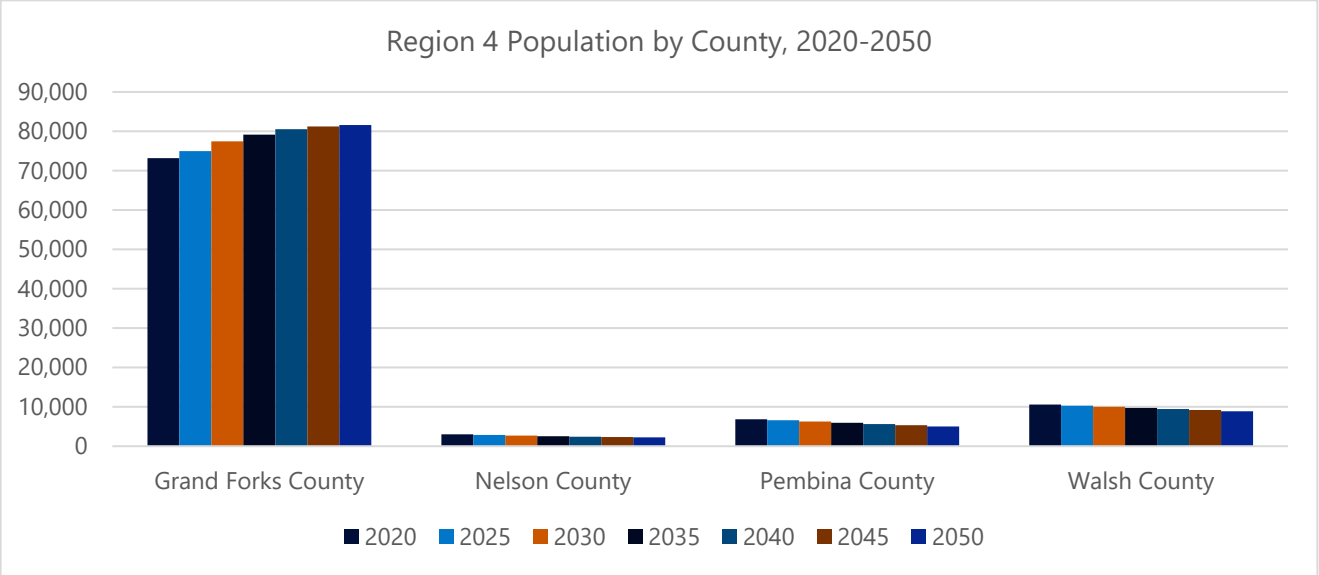


Figure 4-49: Region 4 Population



Region 4 – Individuals with Disabilities

Figures 4-50 through 4-52 show the number individuals with disabilities in Region 4.

Several block groups with "Very High" percentages of individuals with disabilities are in Grand Forks, with the others in the region being northwestern Nelson County and in the city of Grafton. The average percentage of individuals with disabilities in Region 4 is 9.2%—the lowest of any region. The total number of people with disabilities reflects a similar pattern, with the notable locations being similar parts of Grand Forks along with Grafton and northwestern Nelson County. Grand Forks clearly has the highest density of individuals with disabilities, although Grafton and Northwood also stand out.

Figure 4-50: Region 4, Individuals with Disabilities – Percentage

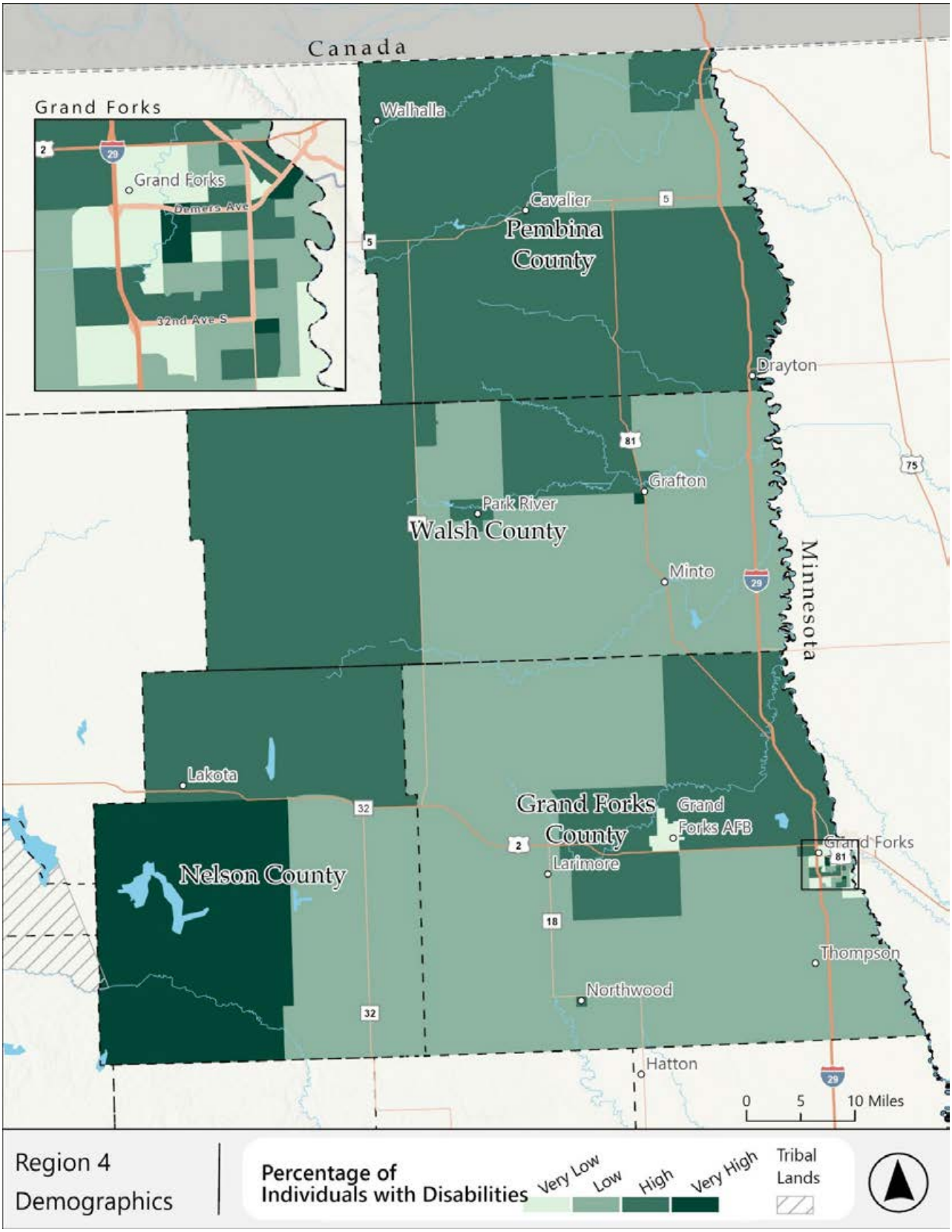


Figure 4-51: Region 4, Individuals with Disabilities – Population

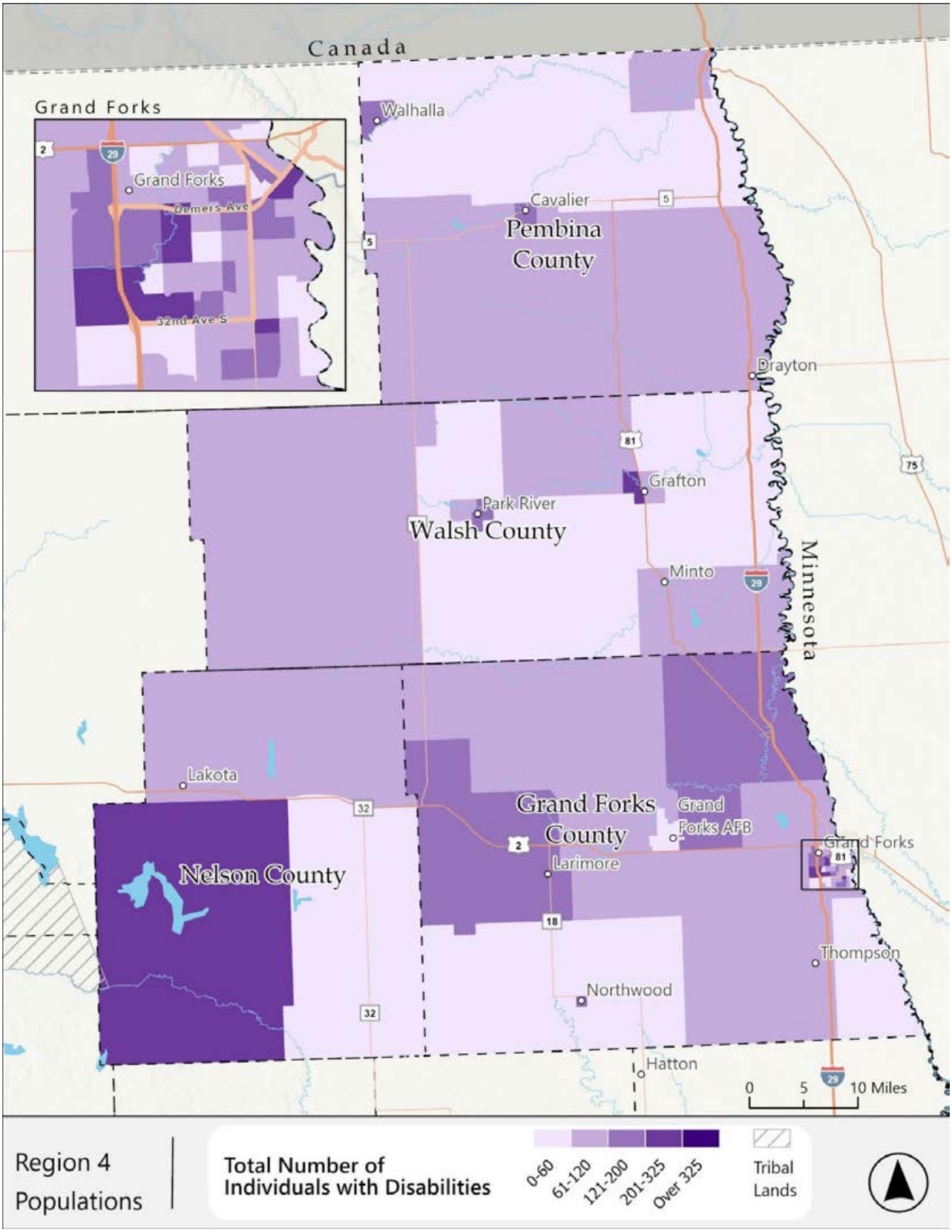
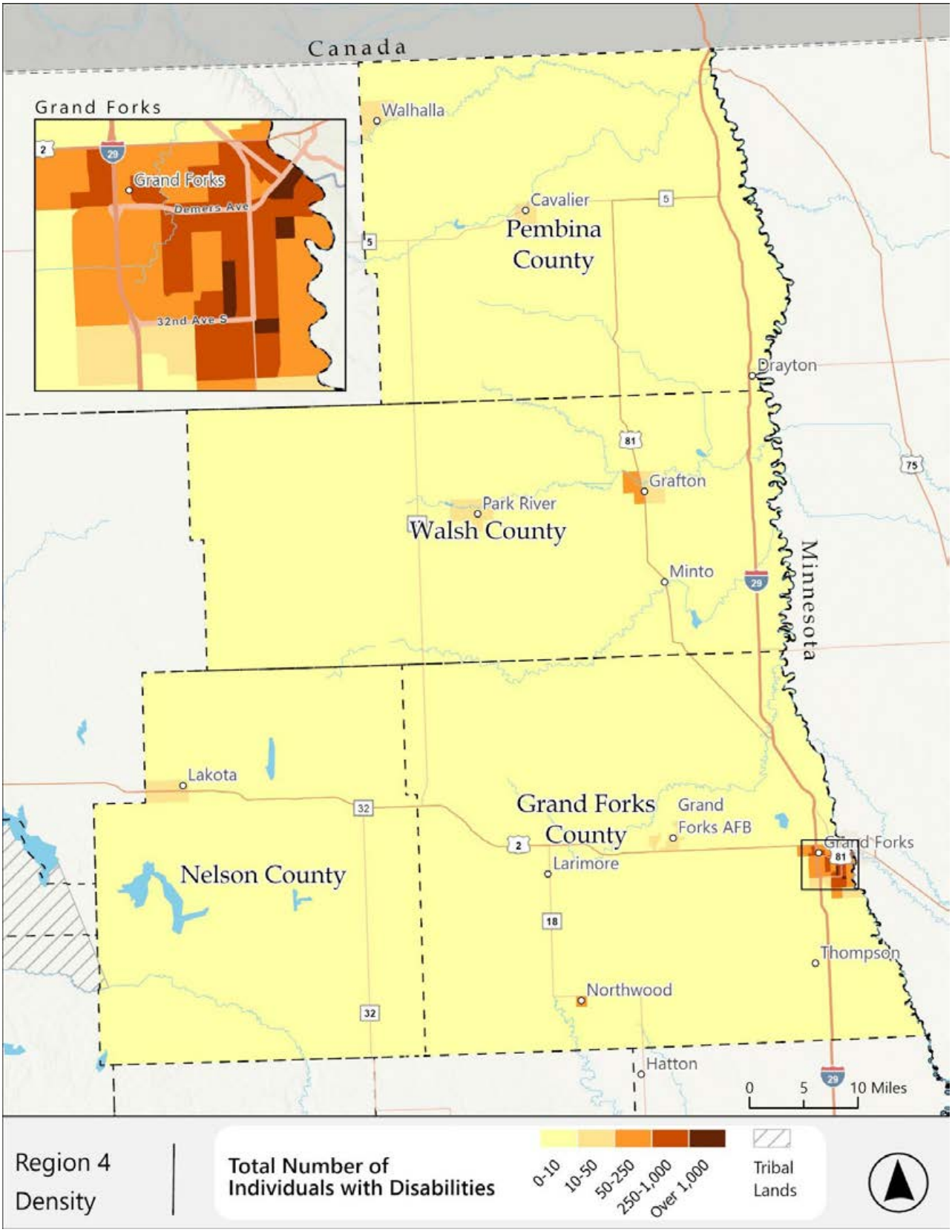


Figure 4-52: Region 4, Individuals with Disabilities – Density



Region 4 – Older Adults

Figures 4-53 through 4-55 show the population of persons aged 65 years or older in Region 4.

The areas with "Very High" concentrations of adults 65 or older across the region are certain parts of Grand Rapids, along with northern Nelson County, northeastern Pembina County, and northwestern Pembina County around Walhalla. The percentage of people in the region who are 65 or older is 16.1, which is the fifth highest. By total population, all of these same areas also stand out, although Grand Forks has more older adults than the other areas. Western Grand Forks County, and the cities of Grafton and Park River, also stand out by total population. Grand Forks clearly has the highest density of older adults, although Grafton has one block group that is higher than anywhere in the region outside of Grand Forks.

Figure 4-53: Region 4, Older Adults – Percentage

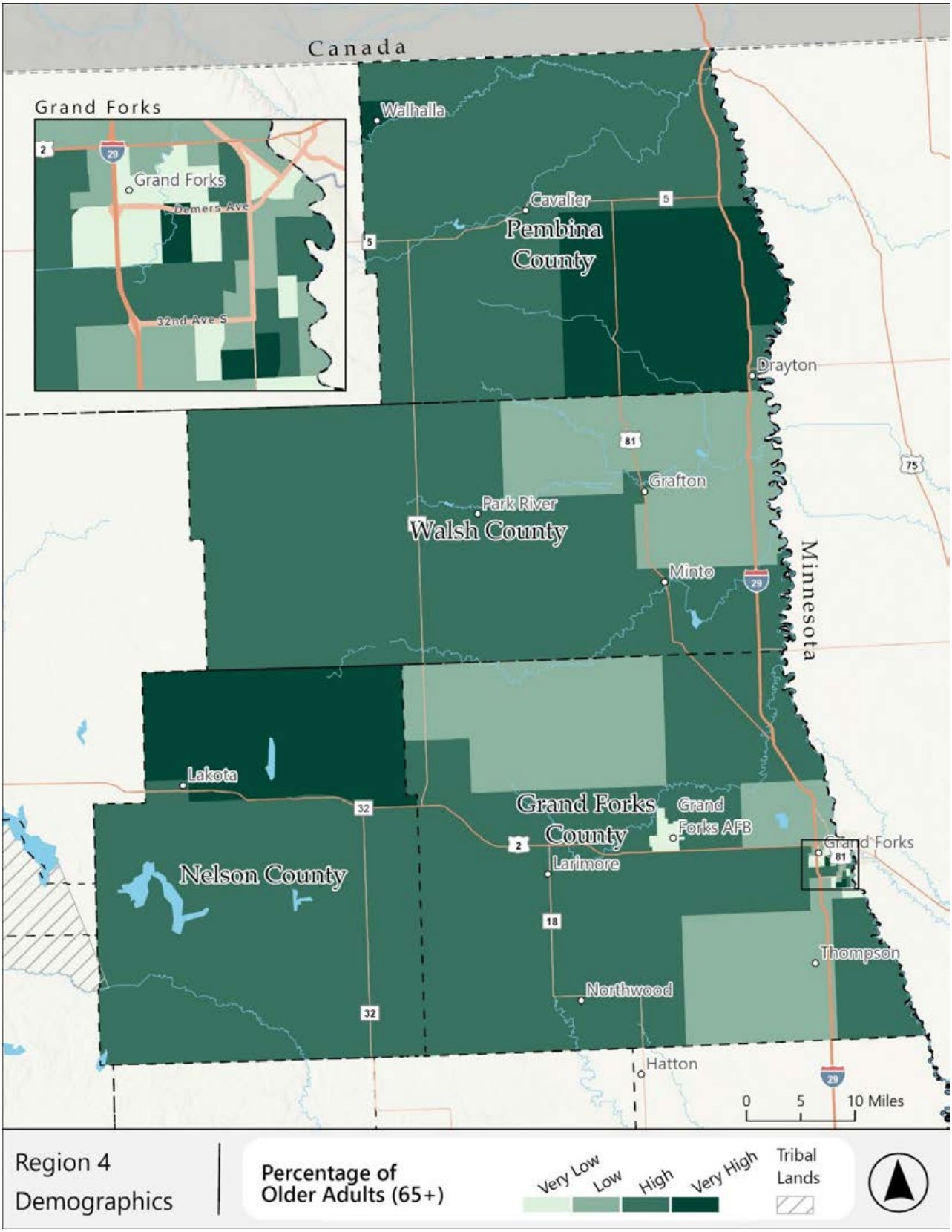


Figure 4-54: Region 4, Older Adults - Populations

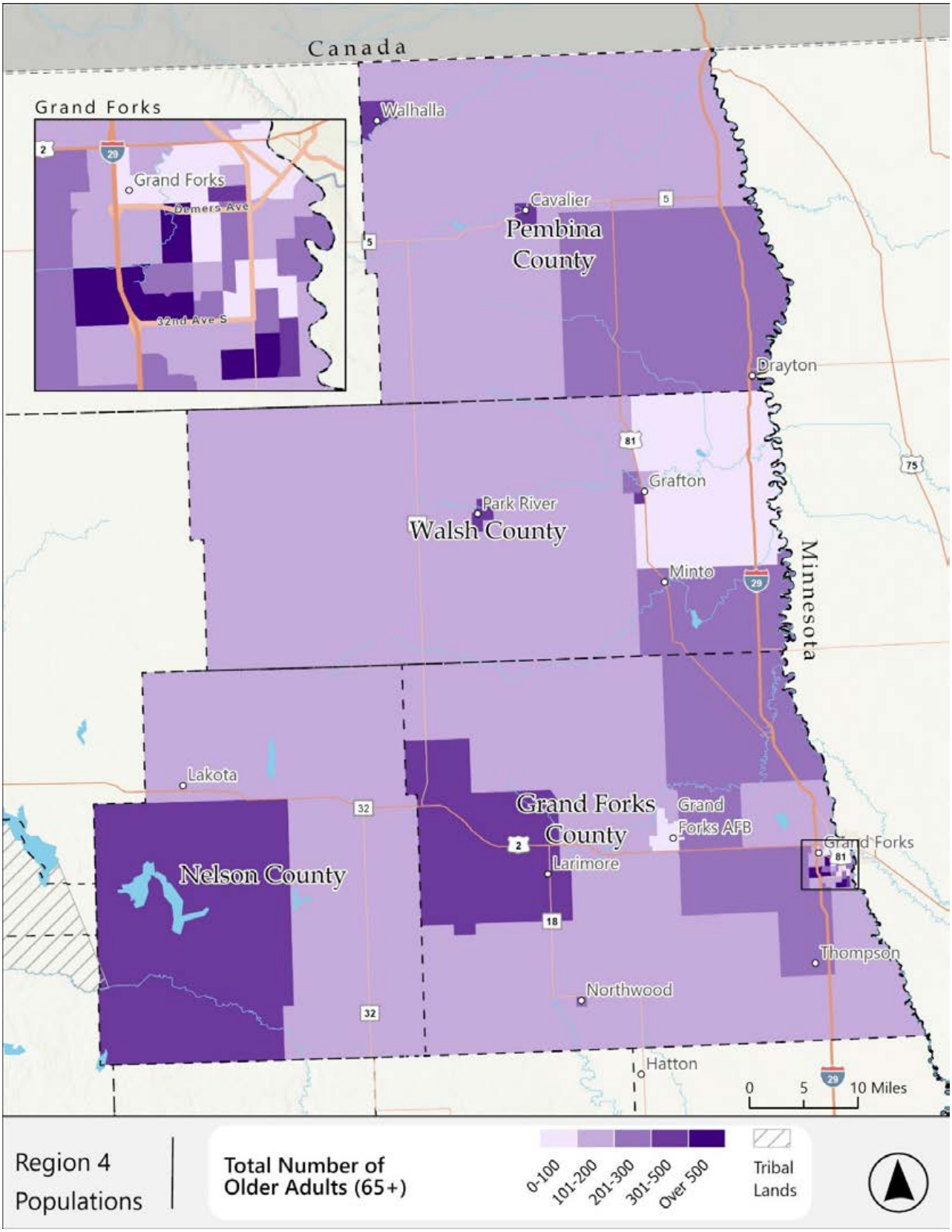
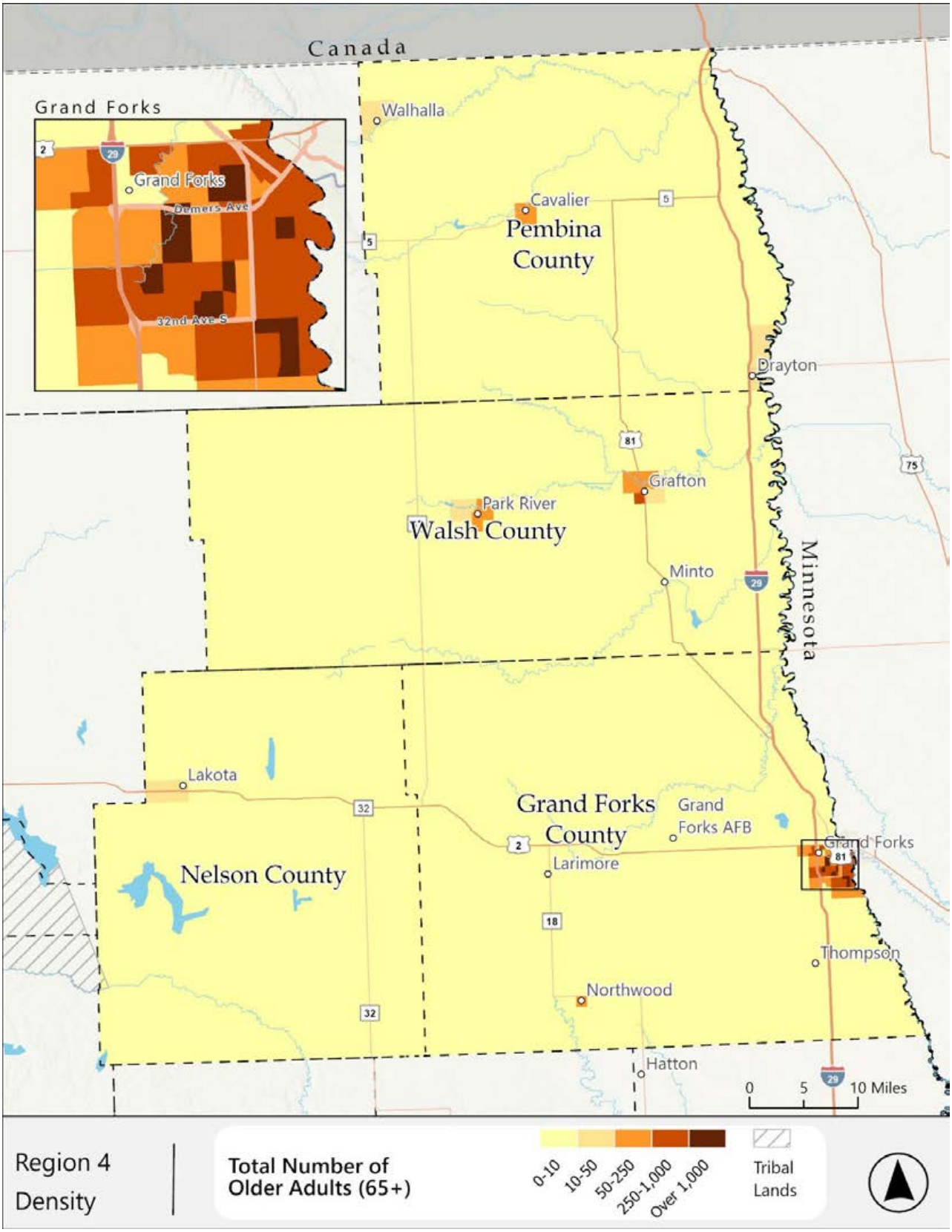


Figure 4-55: Region 4, Older Adults – Density



Region 4 – Low-Income

Figures 4-56 through 4-58 show the population of individuals who live below the federal poverty level.

There are areas with "Very High" concentrations, based on the percentage of people below the poverty level across the region, and all are in Grand Forks. The average percentage of people living below the poverty level in the region is 12.3%, which is the second-highest of all regions. By total population of low-income individuals, Grand Forks is also the highest, particularly western Grand Forks. Grand Forks also has the highest density of low-income individuals, although Northwood and Grafton are notably higher than the rest of the region.

Figure 4-56: Region 4, Low-Income – Percentage

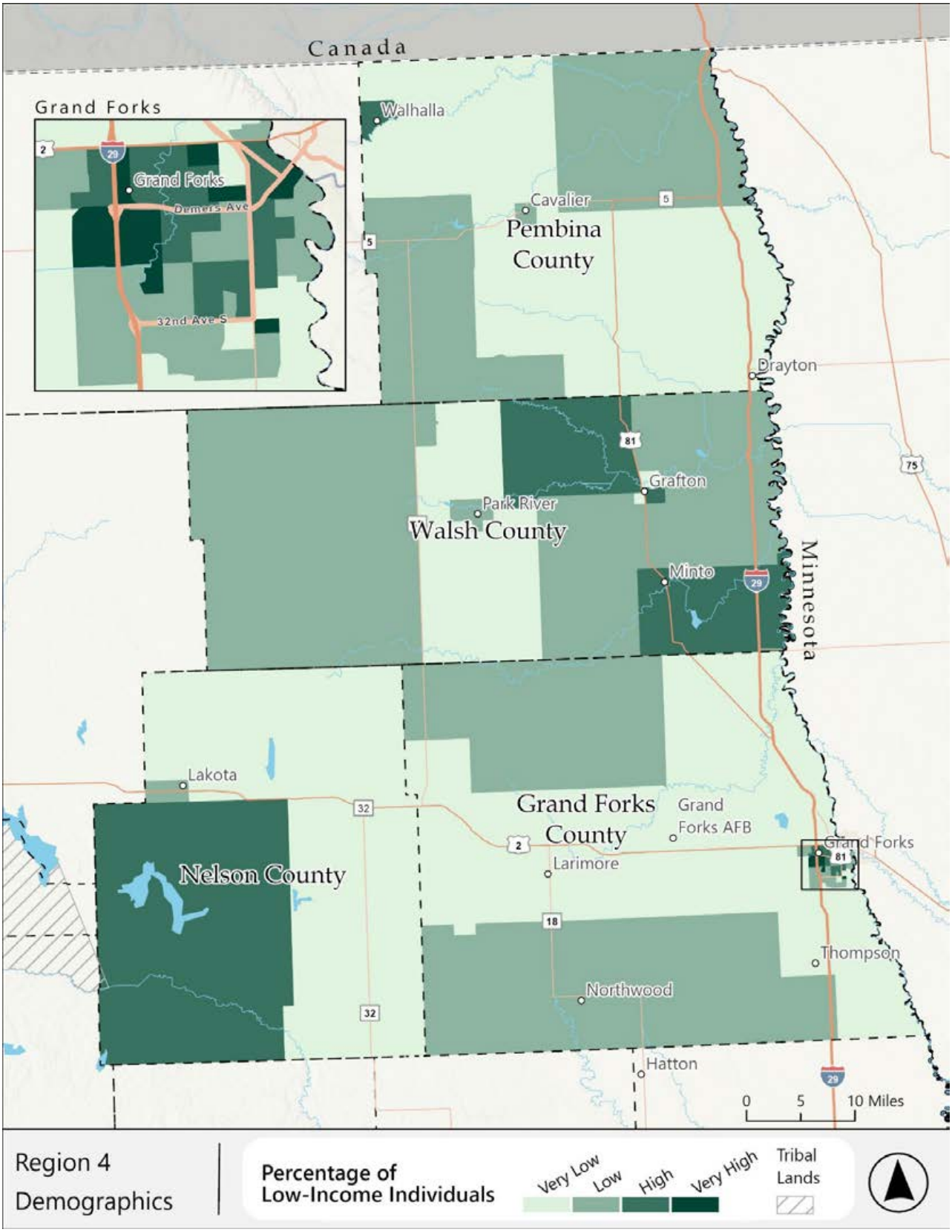


Figure 4-57: Region 4, Low-Income – Population

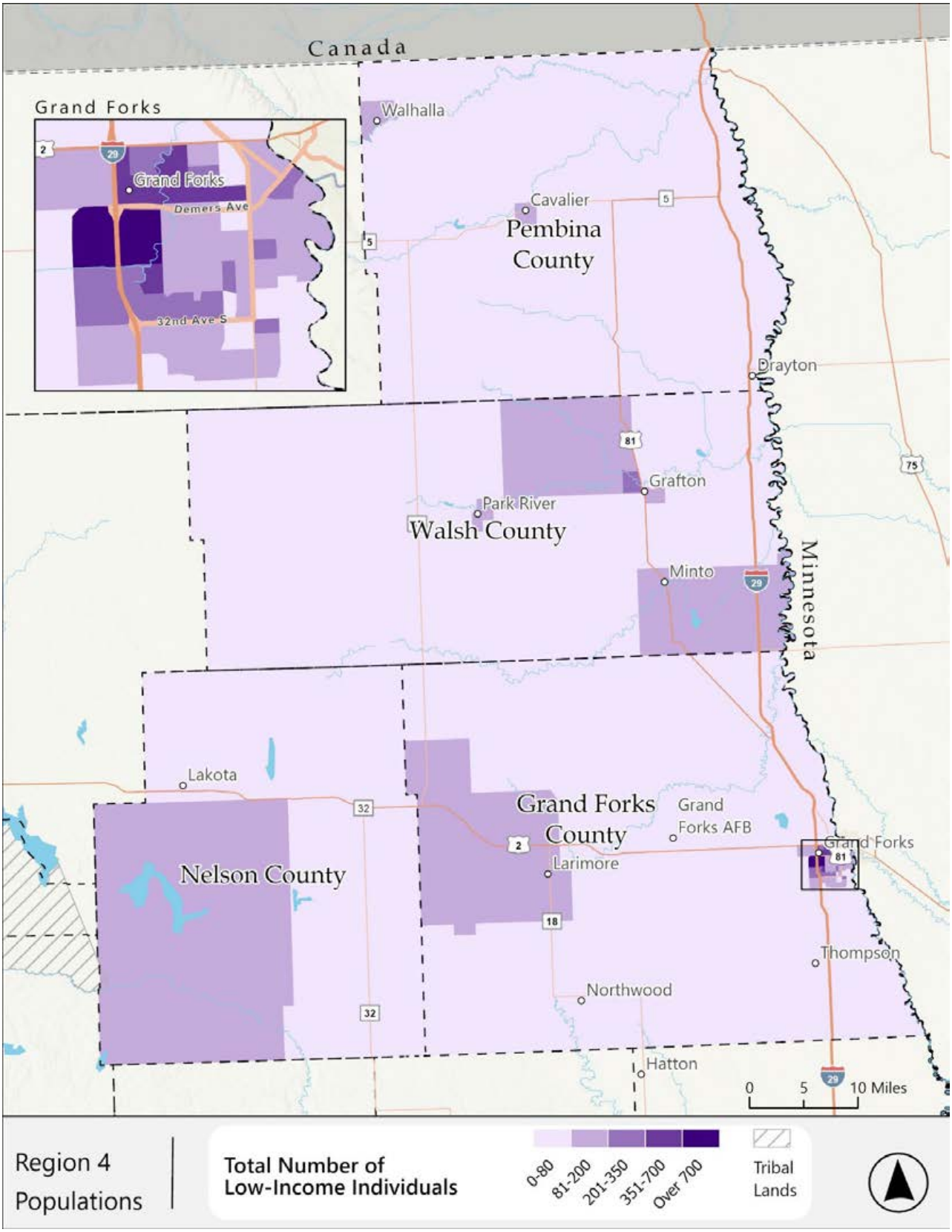
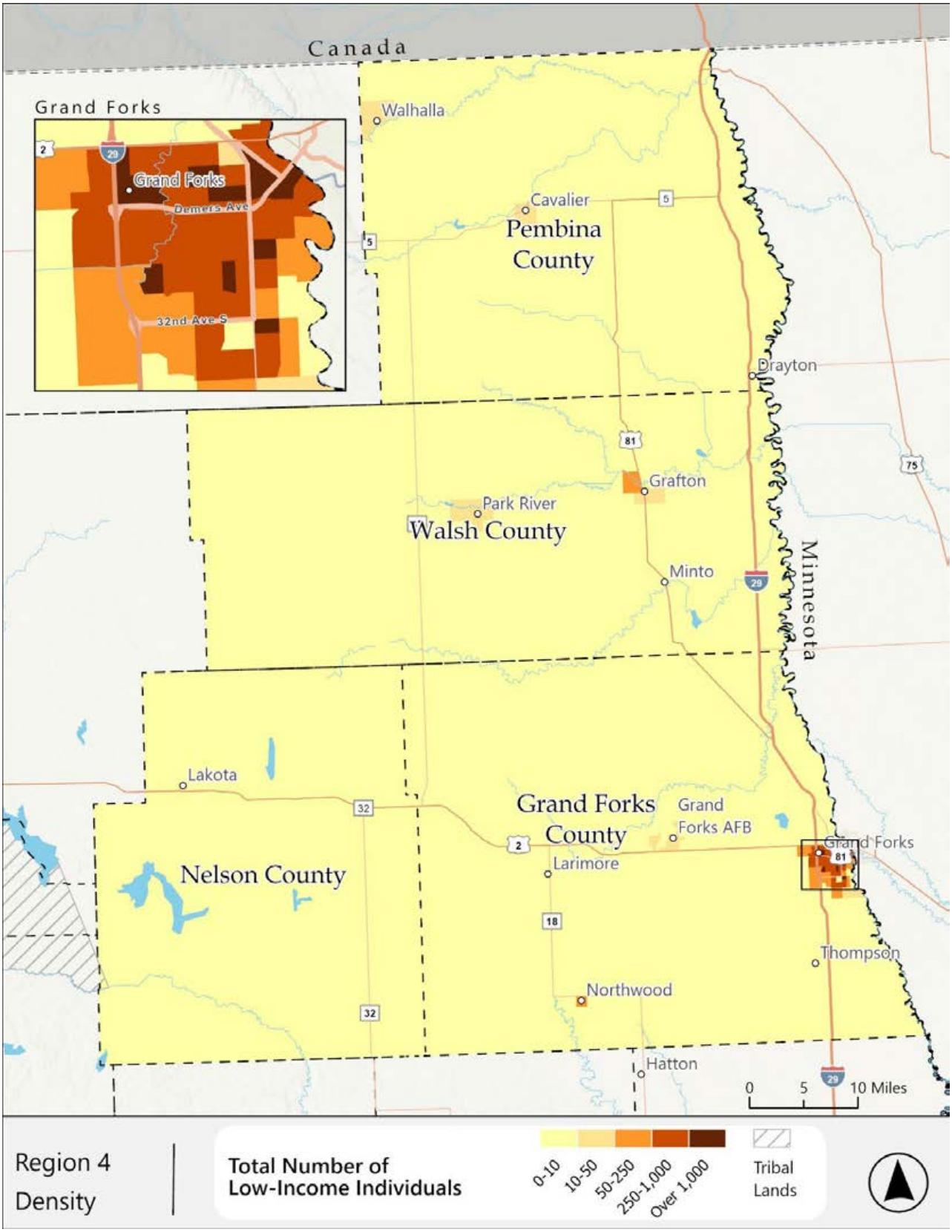


Figure 4-58: Region 4, Low-Income – Density



Region 4 – People Aged 18-24

Figures 4-59 through 4-61 show the population of individuals who are between the ages of 18 and 24 years old.

The areas with "Very High" concentrations, based on the percentage of people who are between 18 and 24 in the region, are in the city of Grand Forks, particularly the northwest. The Grand Forks Air Force Base is also relatively high. The overall percent of individuals in that age range in the region is 16.5%, which is the highest of any region. This is not surprising as the region is home to the University of North Dakota and the Grand Forks Air Force Base. These same locations stand out in the total population of people aged 18 to 24, and the population density, although northwest of the city, stands out less when measuring by population density.

Figure 4-59: Region 4, People Aged 18-24 – Percentage

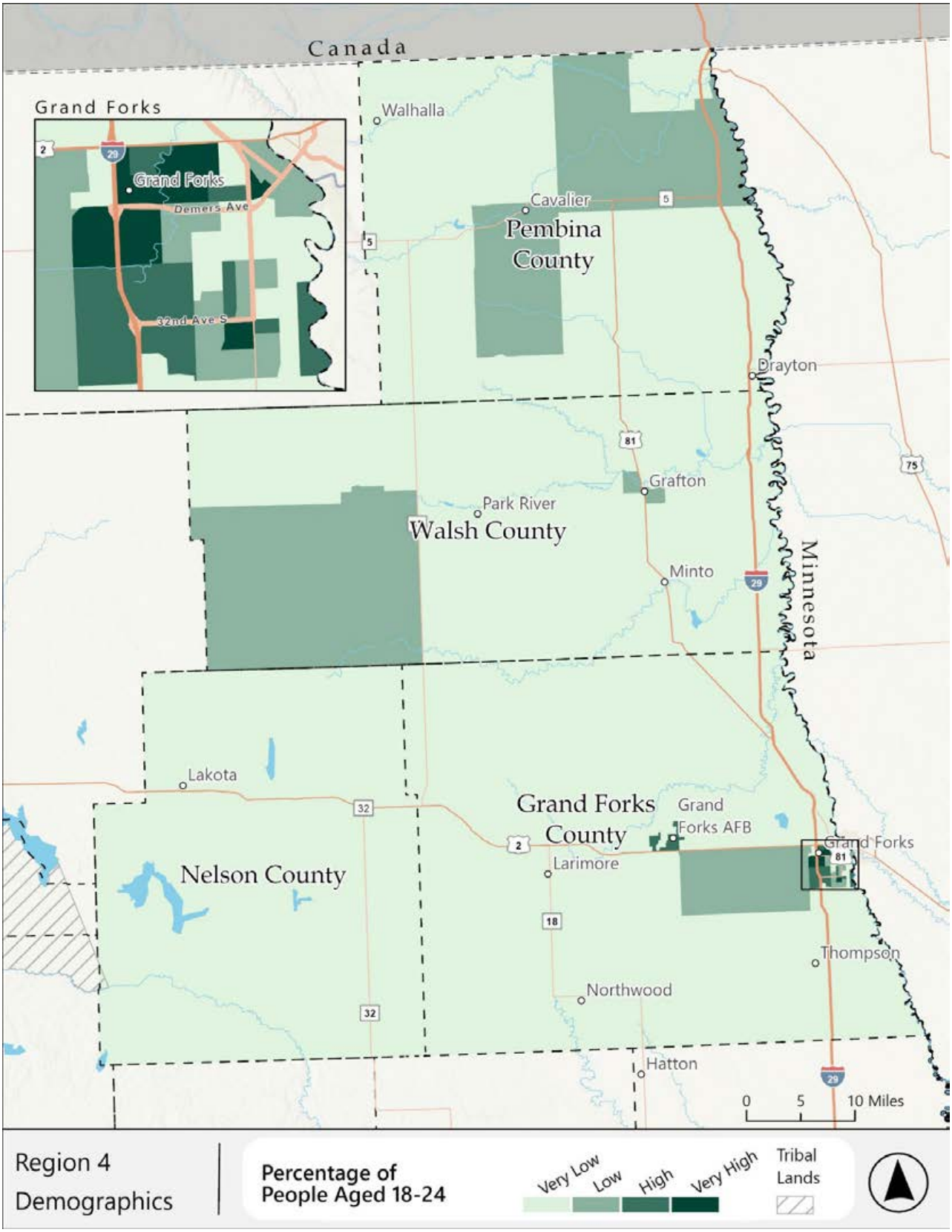


Figure 4-60: Region 4, People Aged 18-24 – Population

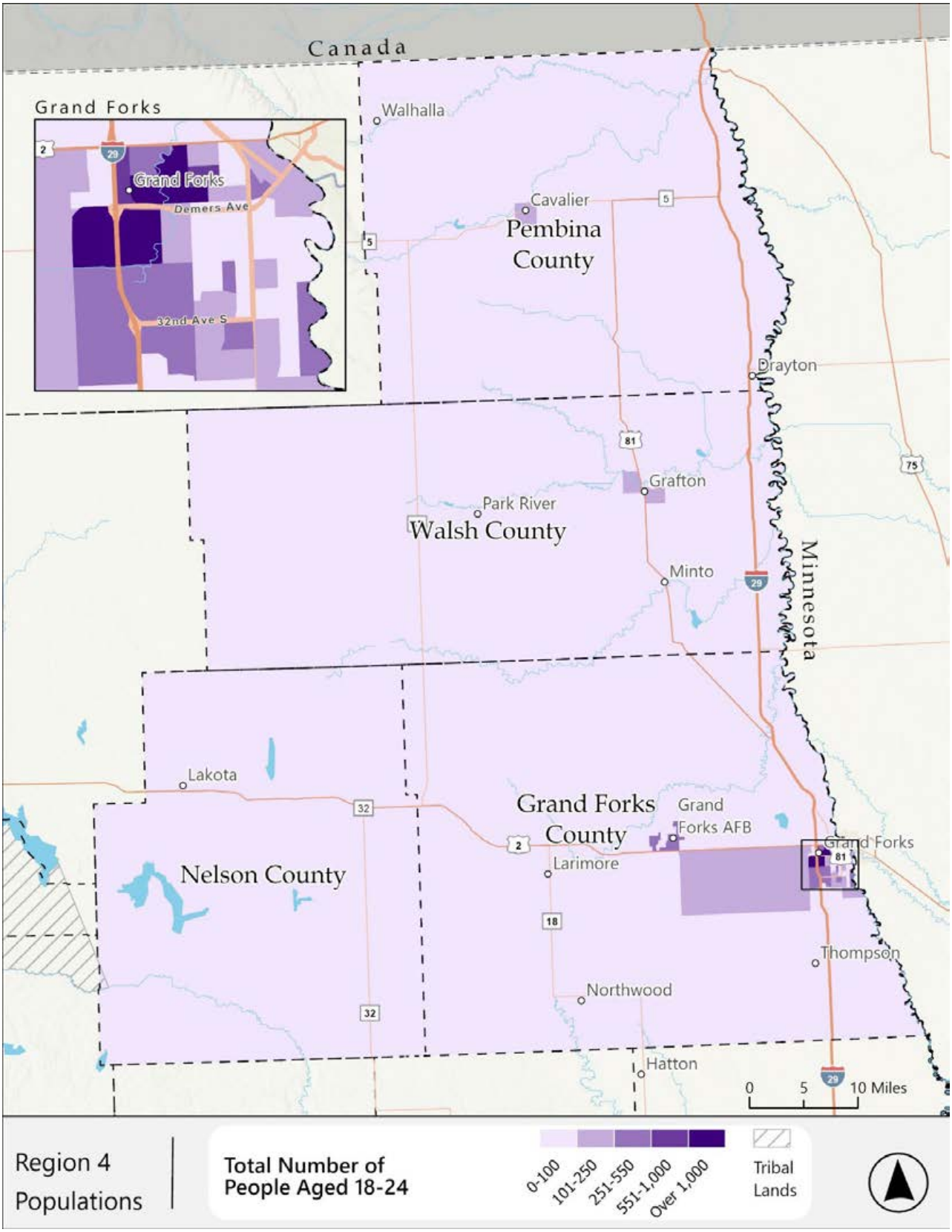
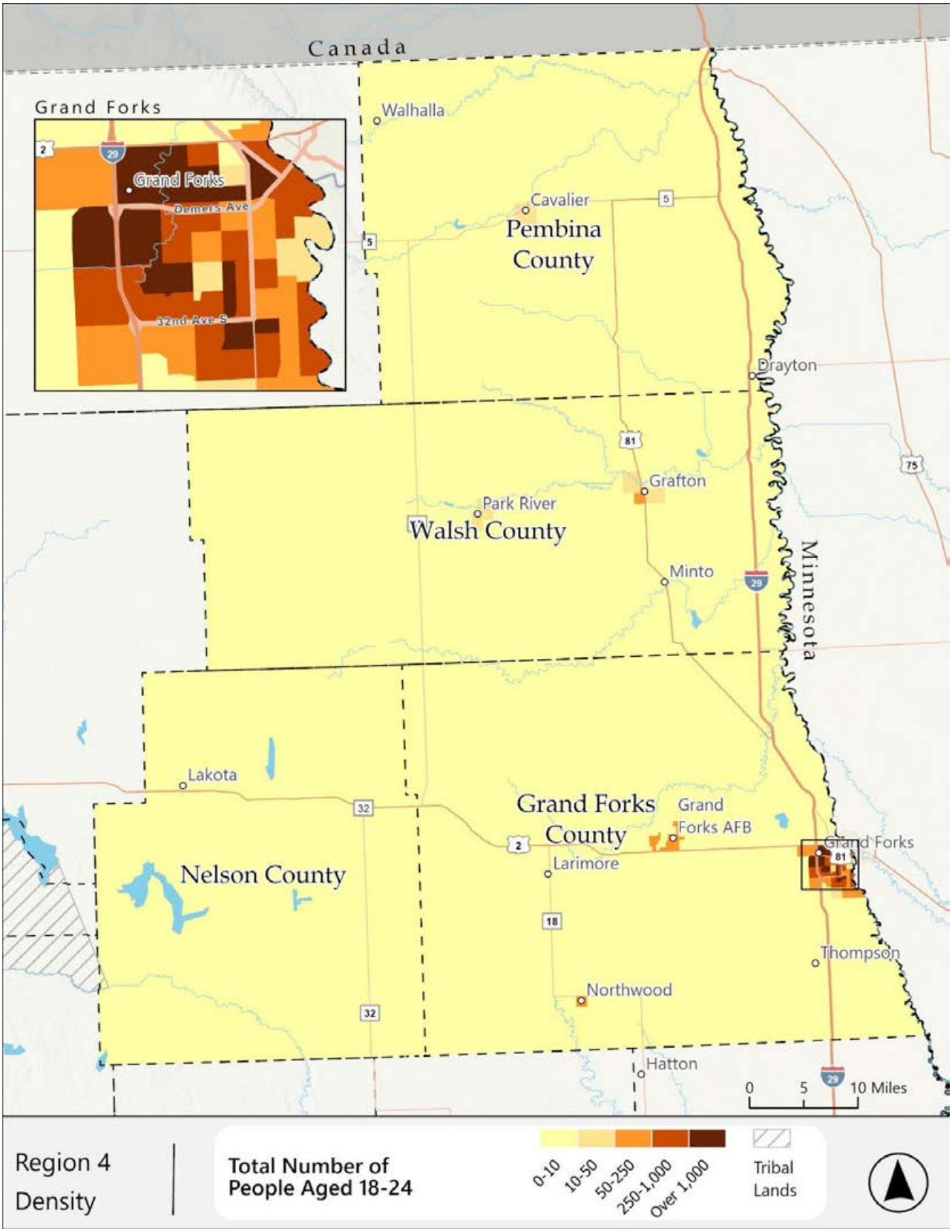


Figure 4-61: Region 4, People Aged 18-24 – Density



Region 4 – Households with No Vehicle

Figures 4-62 through 4-64 show the number of households in Region 4 where no member owns a vehicle.

Block groups with "Very High" percentages of households where no one owns a vehicle are all in the city of Grand Forks, although smaller cities—Grafton, Park River, and Cavalier—score in the "High" category. In the region, 5.8% of households do not have any vehicles, which ranks fourth from the top among the eight regions.

By total population, Grand Forks has the most autoless households, with Grafton the only other notable location. By density, Grand Forks again stands out, with Grafton and Northwood having a lower density of autoless households than Grand Forks, but higher than the rest of the region.

Region 4 Synopsis

By the strength of its population density, Grand Forks is the clear center of need in Region 4. However, the smaller cities of Grafton and Northwood also appear to be high-need areas. Nelson County might also be an area that needs more services than average, as it had percentages and counts of both older adults and individuals with disabilities.

Figure 4-62: Region 4, Households with No Vehicle – Percentage

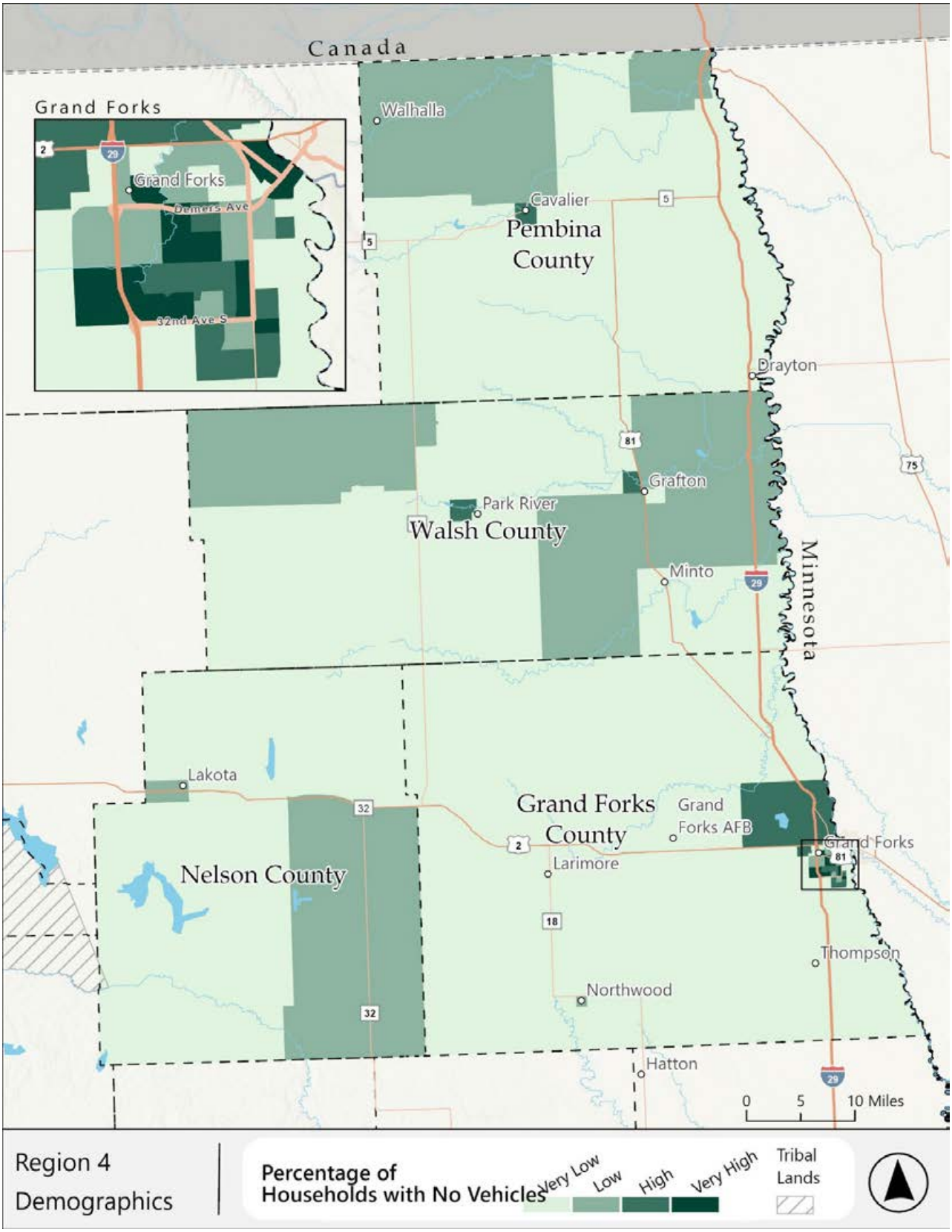


Figure 4-63: Region 4, Households with No Vehicle – Population

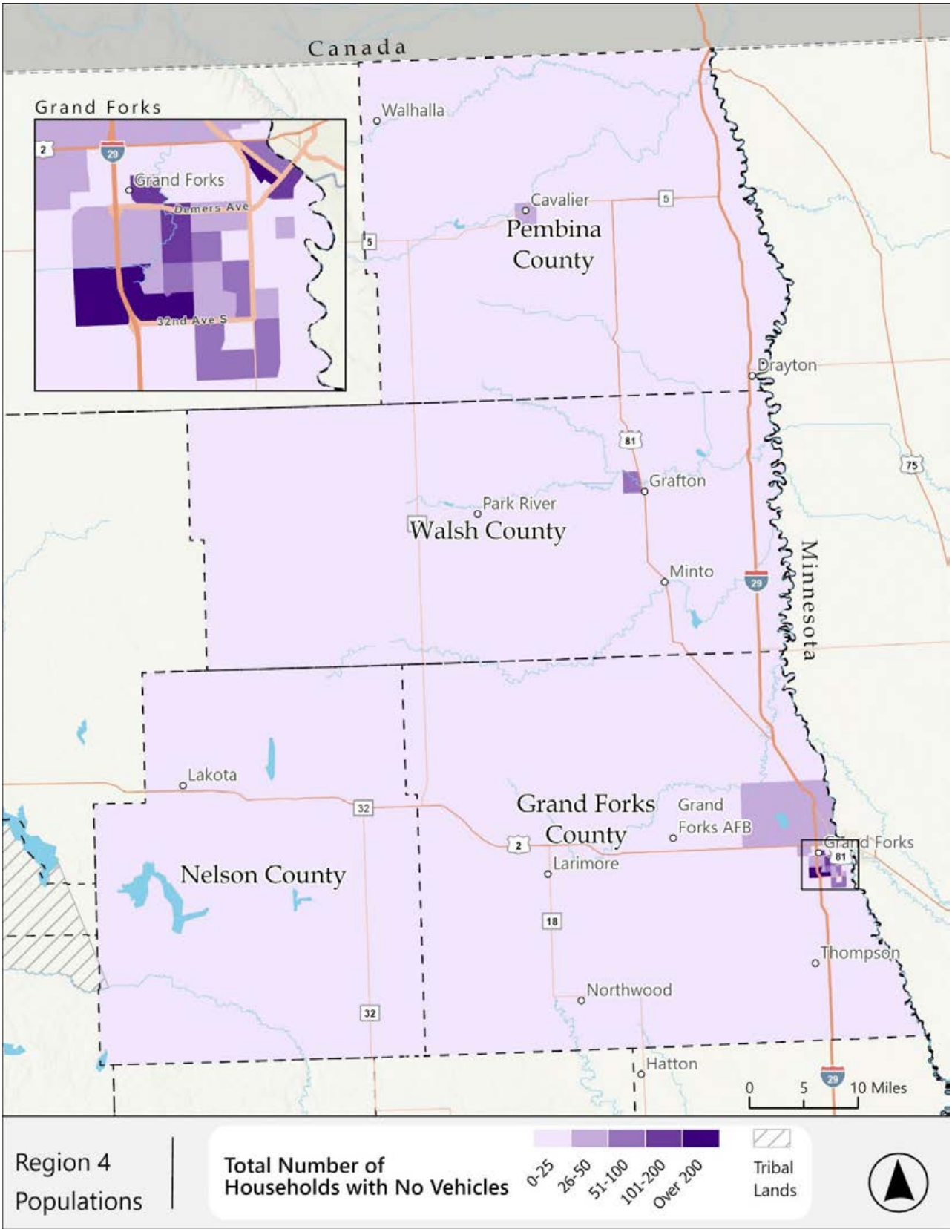
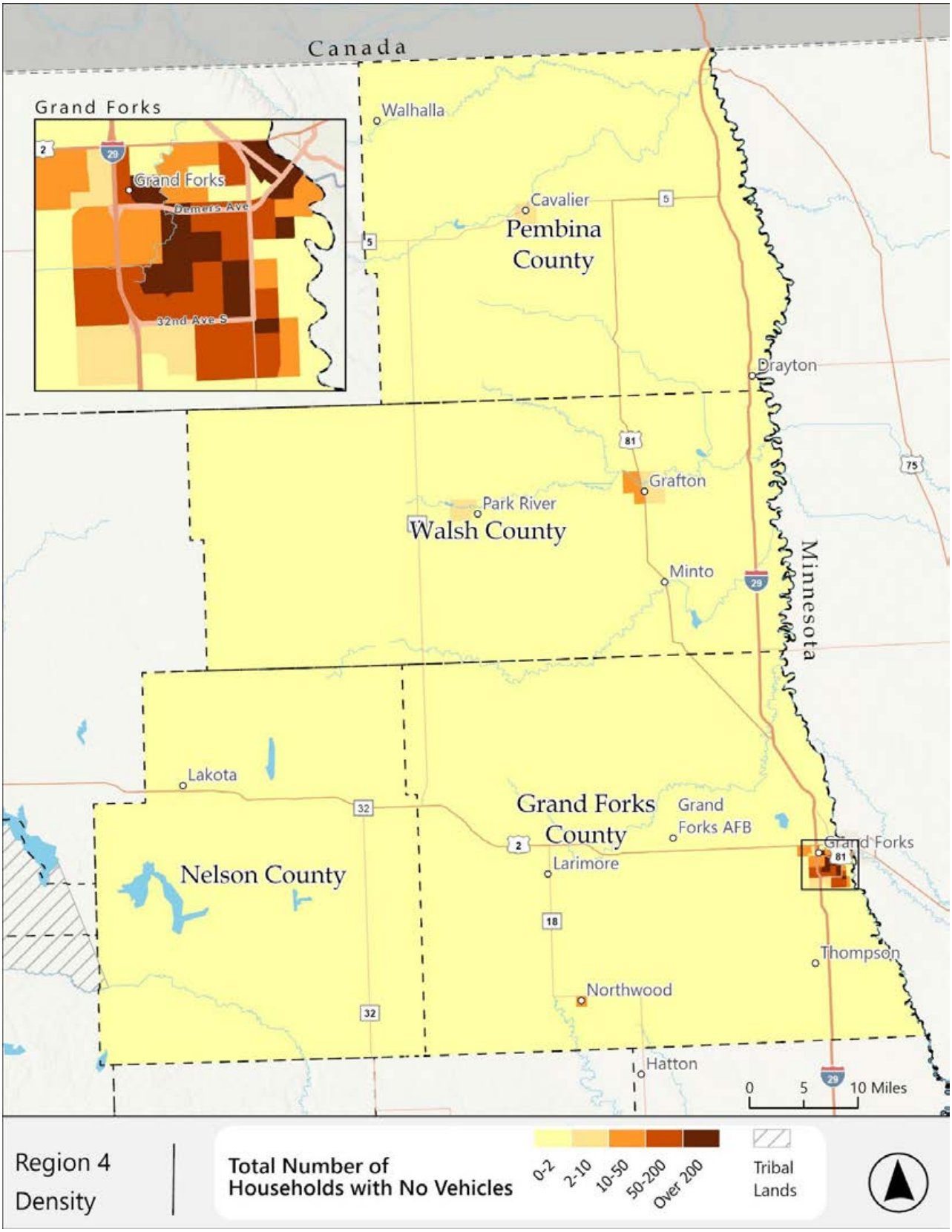


Figure 4-64: Region 4, People Aged 18-24 – Density



Region 5

Similar to the situation in Region 4, Region 5 has only Cass County expecting to grow over the next 25 years. However, Cass County—which includes Fargo—makes up most of the region's population. Therefore, the overall region will still grow, although most of that growth will likely be seen in Fargo and its suburbs as the rural counties see their populations decline. The total population at the 2020 census was 220,414, making it by far the largest of the eight regions.

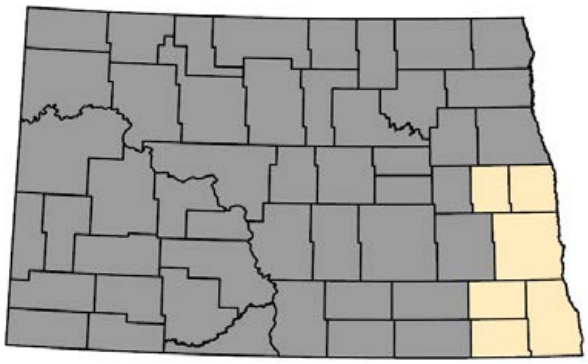
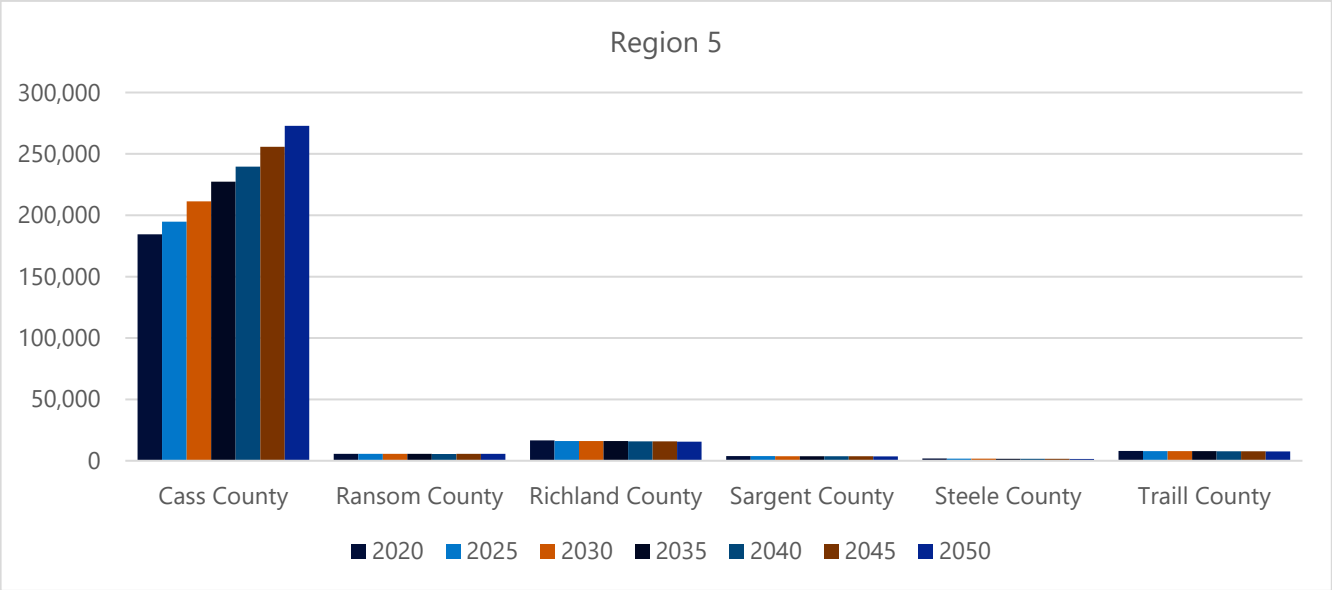


Figure 4-65: Region 5 Population



Region 5 – Individuals with Disabilities

Figures 4-66 through 4-68 show the number individuals with disabilities in Region 5.

Block groups with "Very High" percentages of individuals with disabilities are all in Fargo or the surrounding areas, with the exception of one near Wahpeton. The average percentage of individuals with disabilities in Region 5 is 9.6%, ranking it second-lowest among the regions. The total number of people with disabilities is also concentrated in Fargo, although western Cass County is high as well. Fargo clearly has the highest density of individuals with disabilities, although the highest block groups are spread out within the city.

Figure 4-66: Region 5, Individuals with Disabilities – Percentage

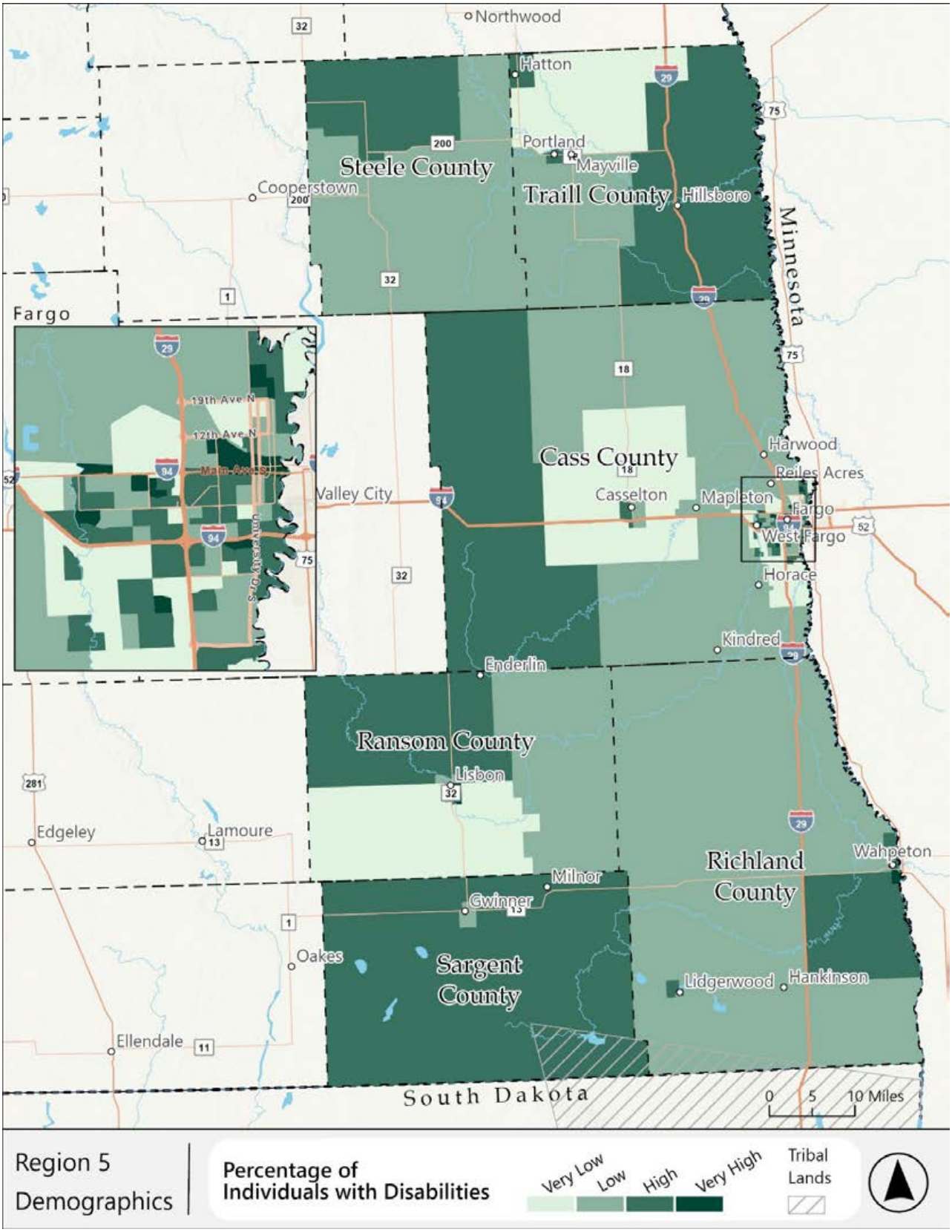


Figure 4-67: Region 5, Individuals with Disabilities – Counts

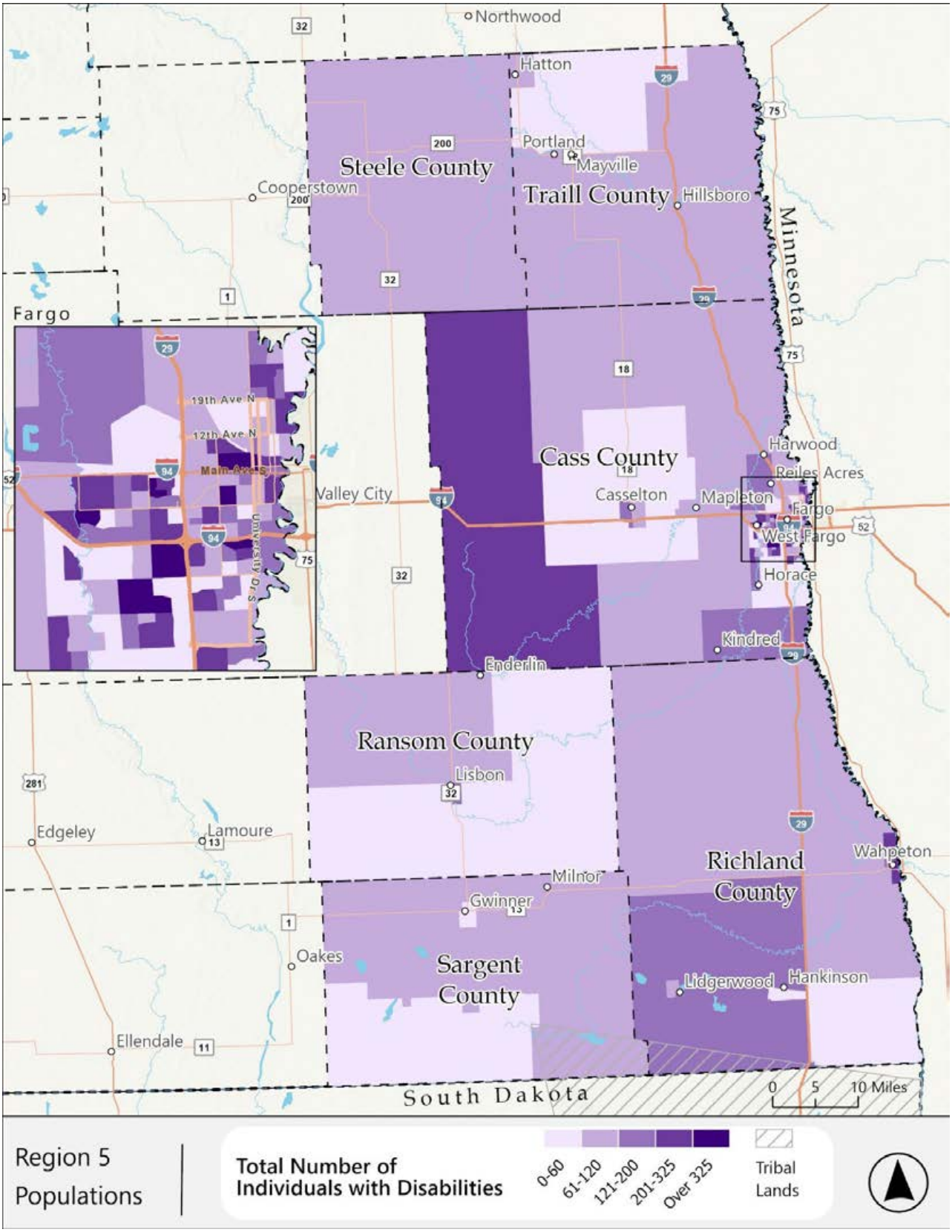
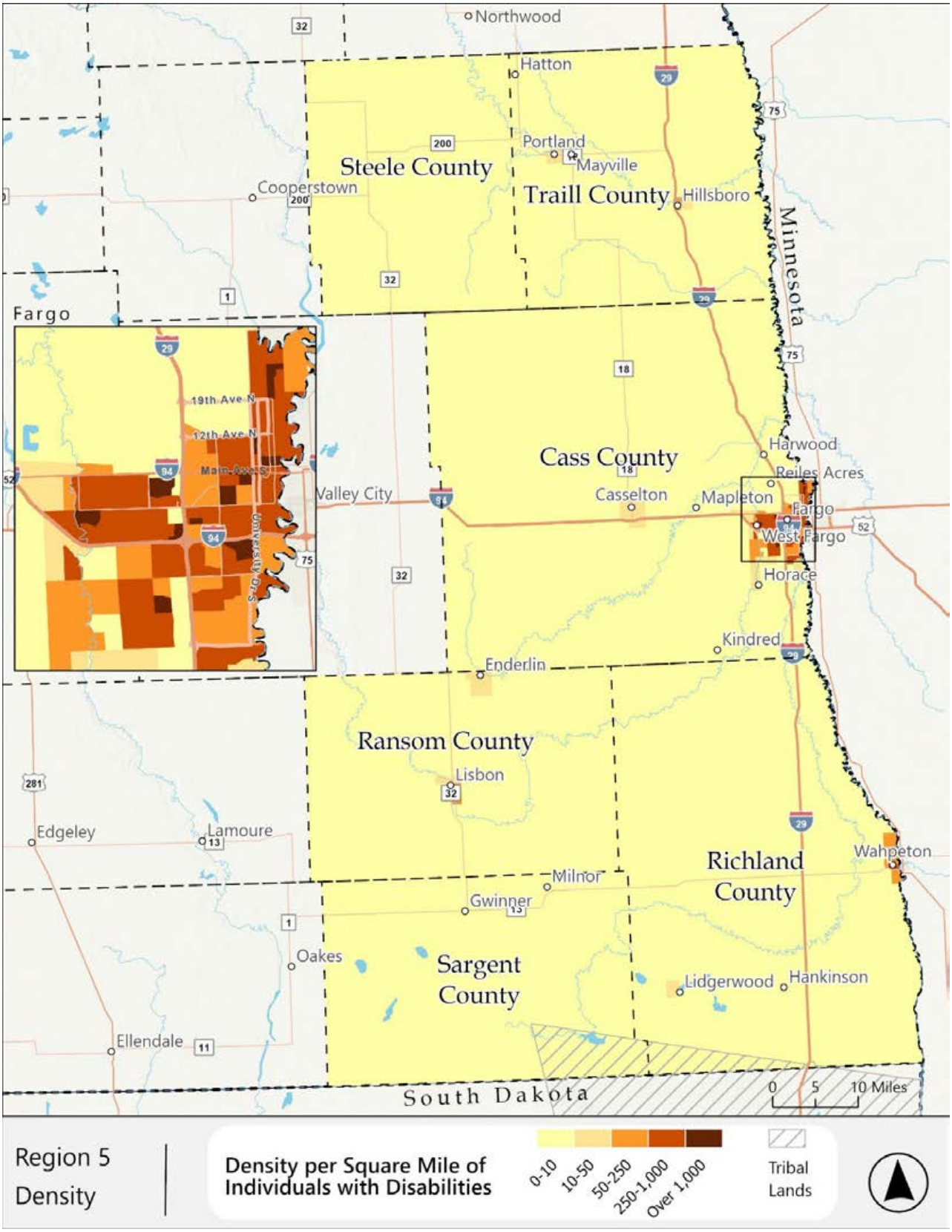


Figure 4-68: Region 5, Individuals with Disabilities – Density



Region 5 – Older Adults

Figures 4-69 through 4-71 show the number of adults in Region 5 who are aged 65 or older.

Some block groups with "Very High" percentages of older adults are Fargo, particularly eastern Fargo, where they are interspersed with block groups having low scores. The outskirts of Fargo tend to be the lowest, while the rest of the area scores "High," including "Very High" block groups at the northern and northern edges of the county. In the region overall, 14.0% of people are 65 or older, making it again the second-lowest of the regions. The block groups with the highest total counts of older adults are in northern Fargo, but western Cass County, much of Steele County, and northwestern Richmond County also score high. Fargo dominates by density, with the highest concentrations of high-density block groups in eastern Fargo.

Figure 4-69: Region 5, Older Adults – Percentage

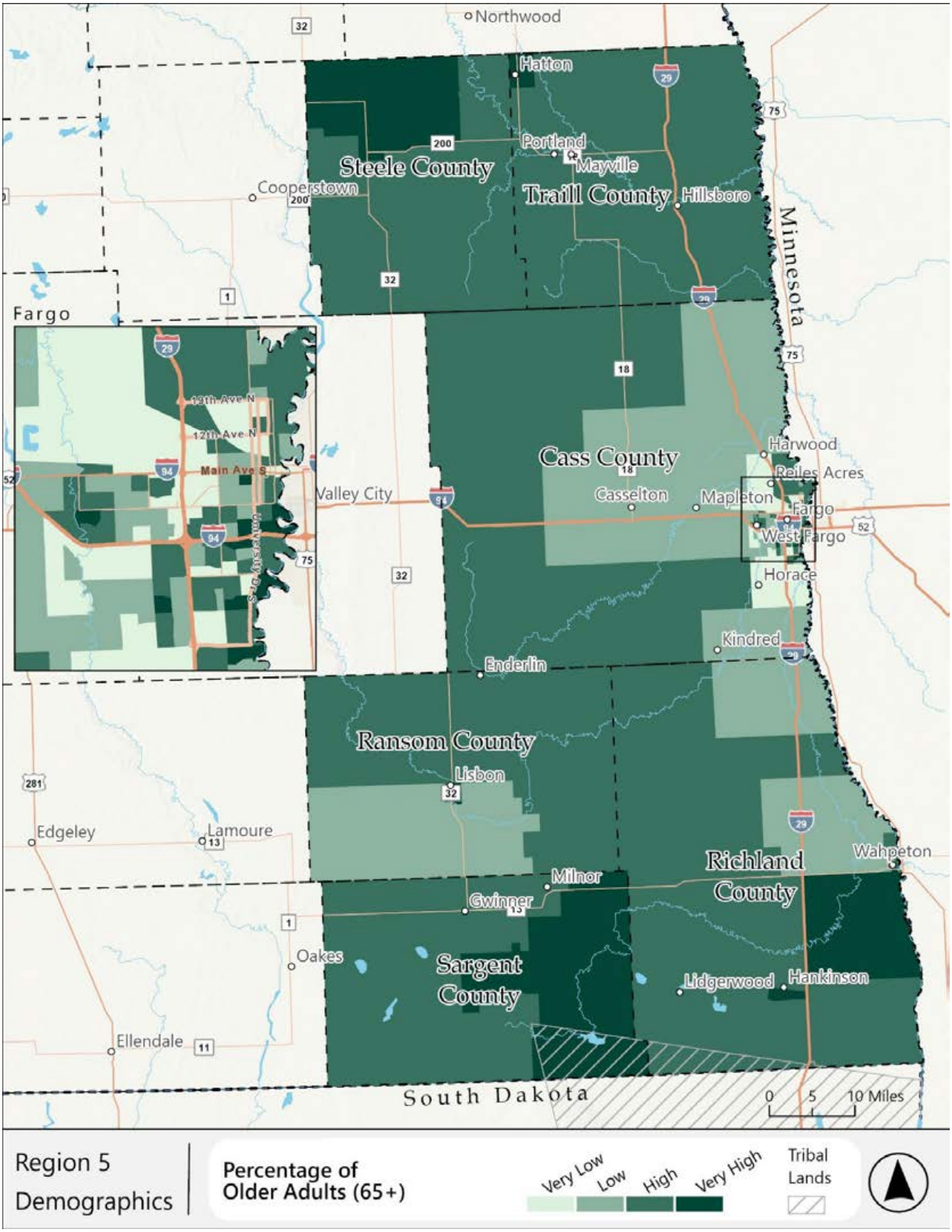


Figure 4-70: Region 5, Older Adults – Count

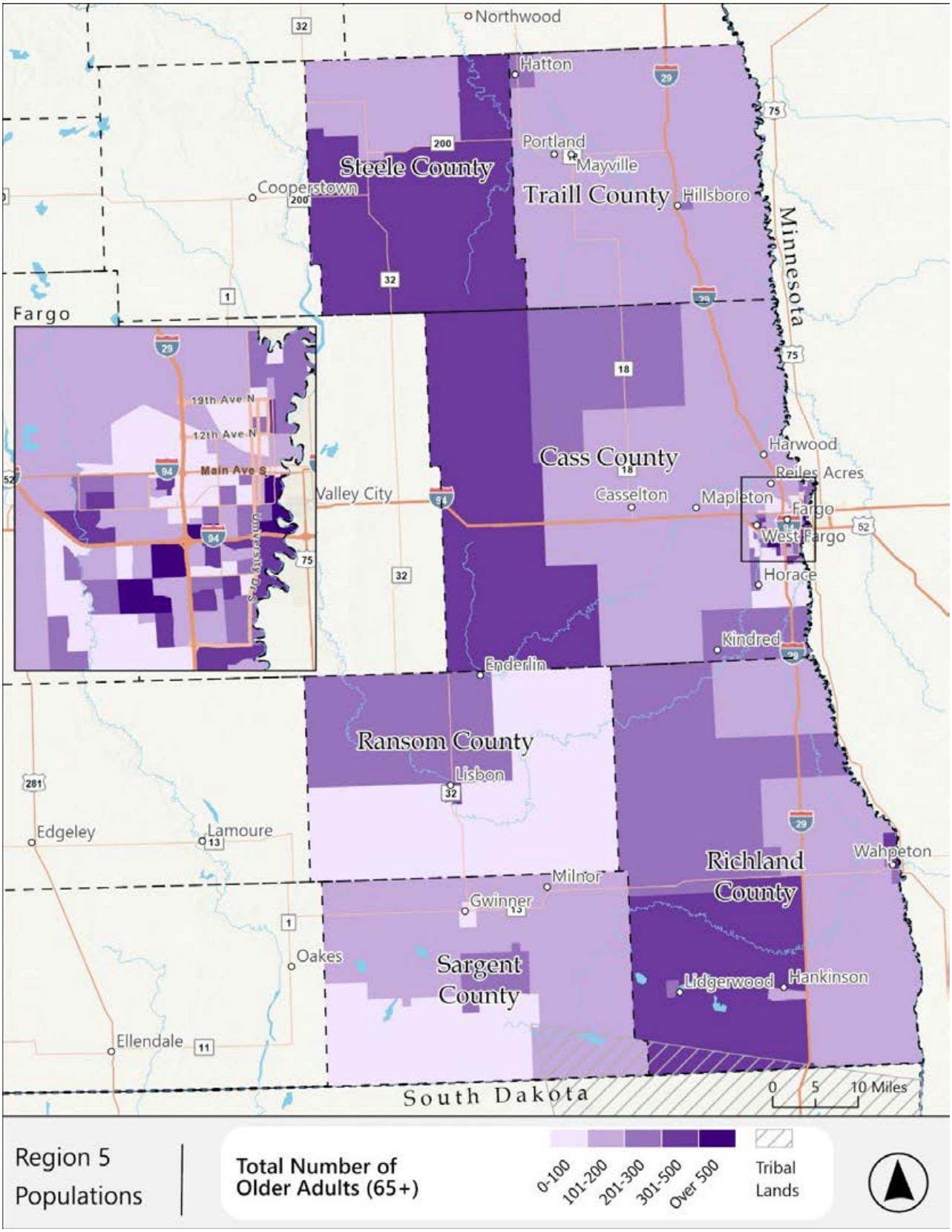
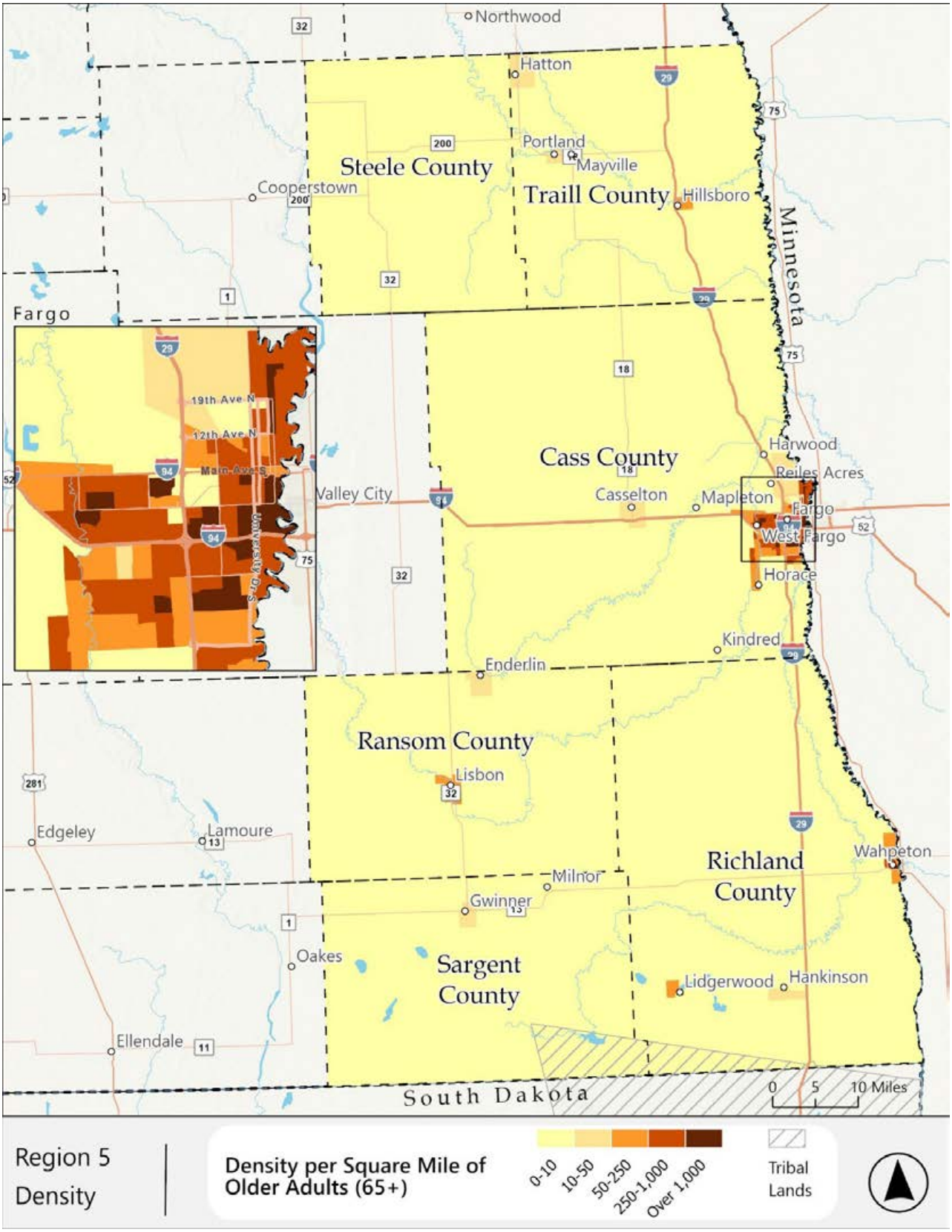


Figure 4-71: Region 5, Older Adults – Density



Region 5 – Low-Income

Figures 4-72 through 4-74 show the number of low-income individuals in Region 5.

Fargo has the most block groups with "Very High" percentages of low-income individuals, but several others are outside the Fargo area—including the entirety of Steele County—where 9.9% of all people in Region 5 are low-income, placing it fifth among the eight regions. Fargo is the only part of the county with notable concentrations of low-income individuals when measured by total population per block group and by density.

Figure 4-72: Region 5, Low-Income – Percentage

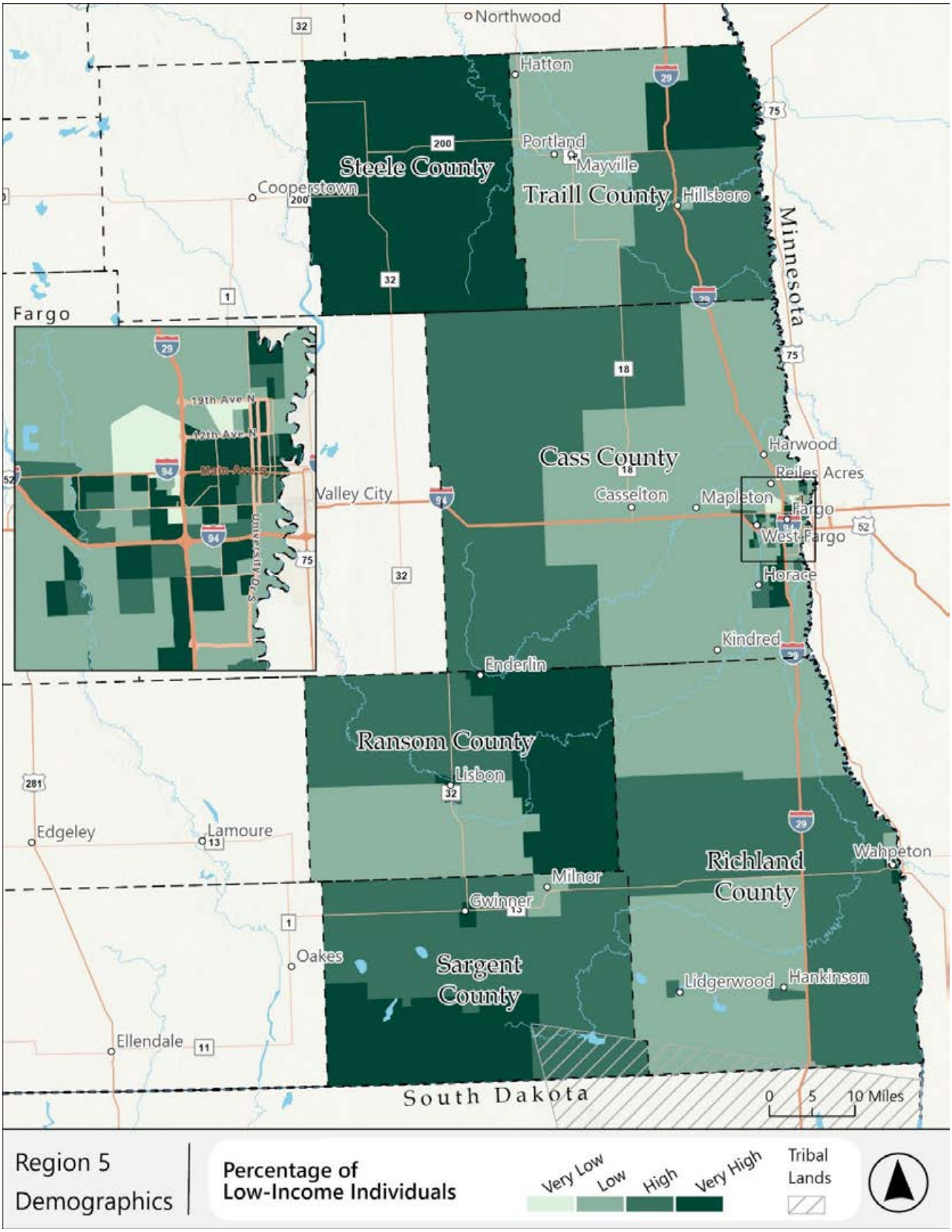


Figure 4-73: Region 5, Low-Income – Count

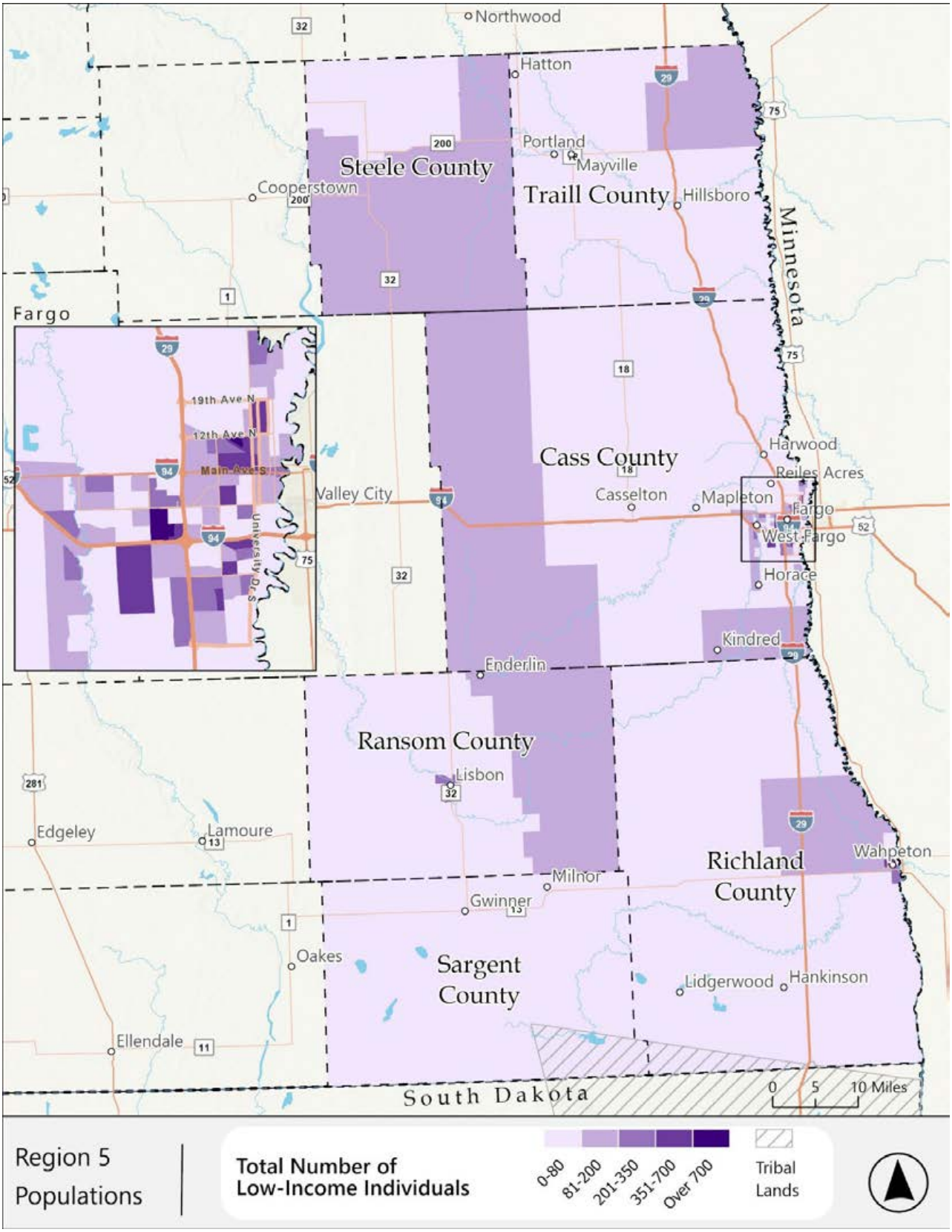
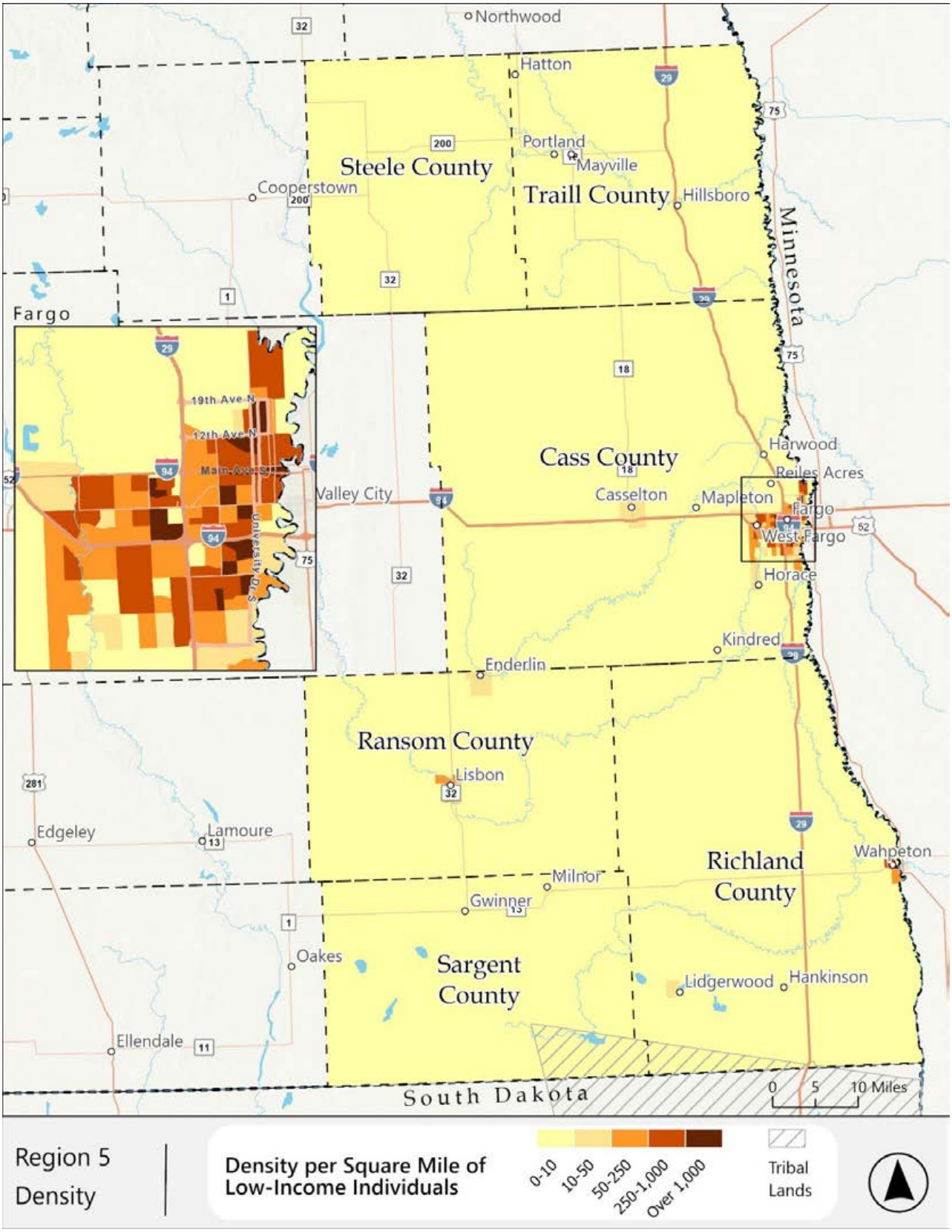


Figure 4-74: Region 5, Low-Income – Count



Region 5 – People Aged 18-24

Figures 4-75 through 4-77 show the number of individuals between the ages of 18 and 24 in Region 5.

Almost all the block groups with "Very High" percentages of individuals between the ages of 18 and 24 are in or around Fargo. There are two outside the Fargo area. One is north near Horace, not far from Fargo. The other is a block group near Casselton, which is still in Cass County. In Region 5, 13.4% of all people are between the ages of 18 and 24—the second-highest percentage of all the regions. These young adults are concentrated in Fargo, both by total population count and by density, although Wahpeton stands out as having more young adults than the rest of the county. The concentration of young adults in Fargo is not surprising, as it is both North Dakota's largest city and home to North Dakota State University.

Figure 4-75: Region 5, People Aged 18-24 – Percentage

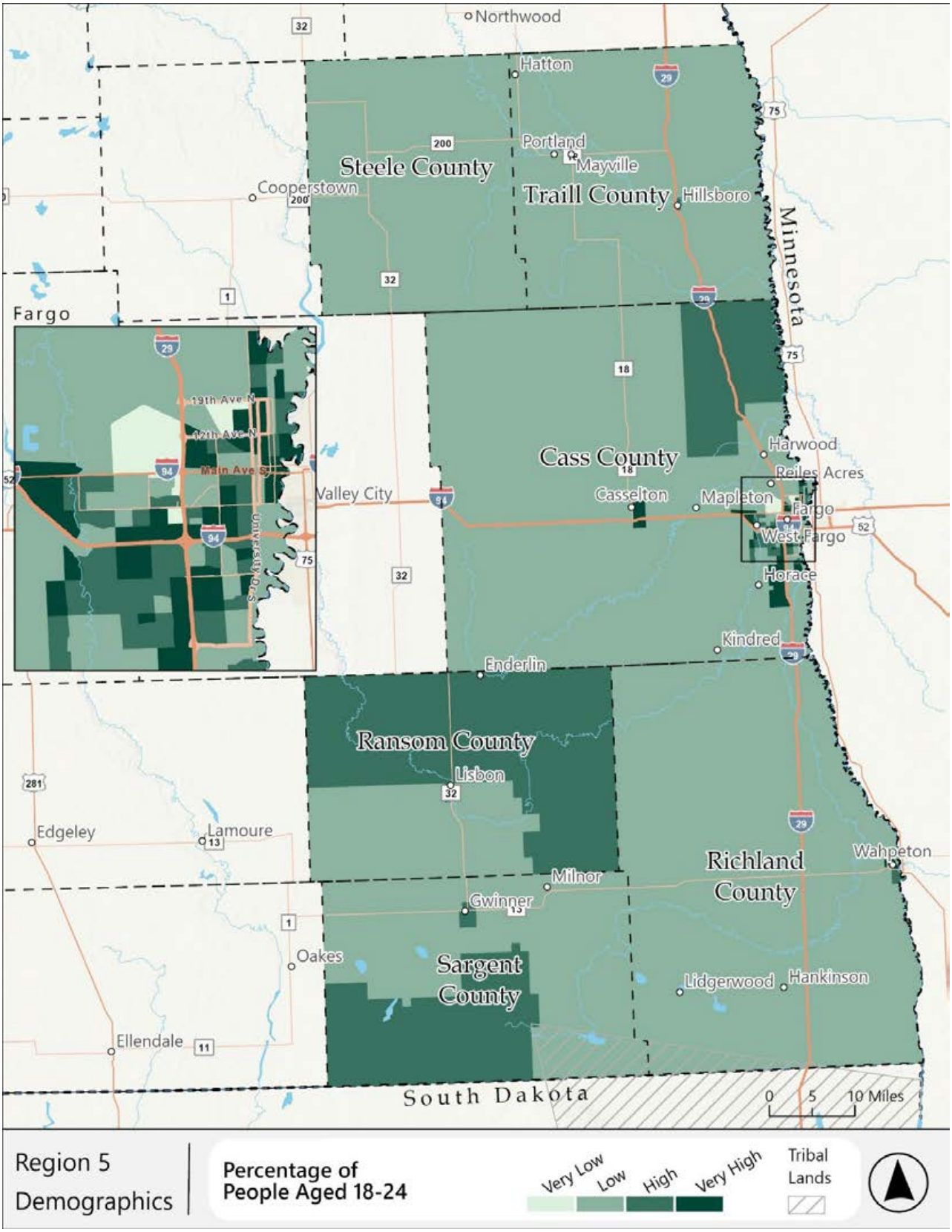


Figure 4-76: Region 5, People Aged 18-24 – Counts

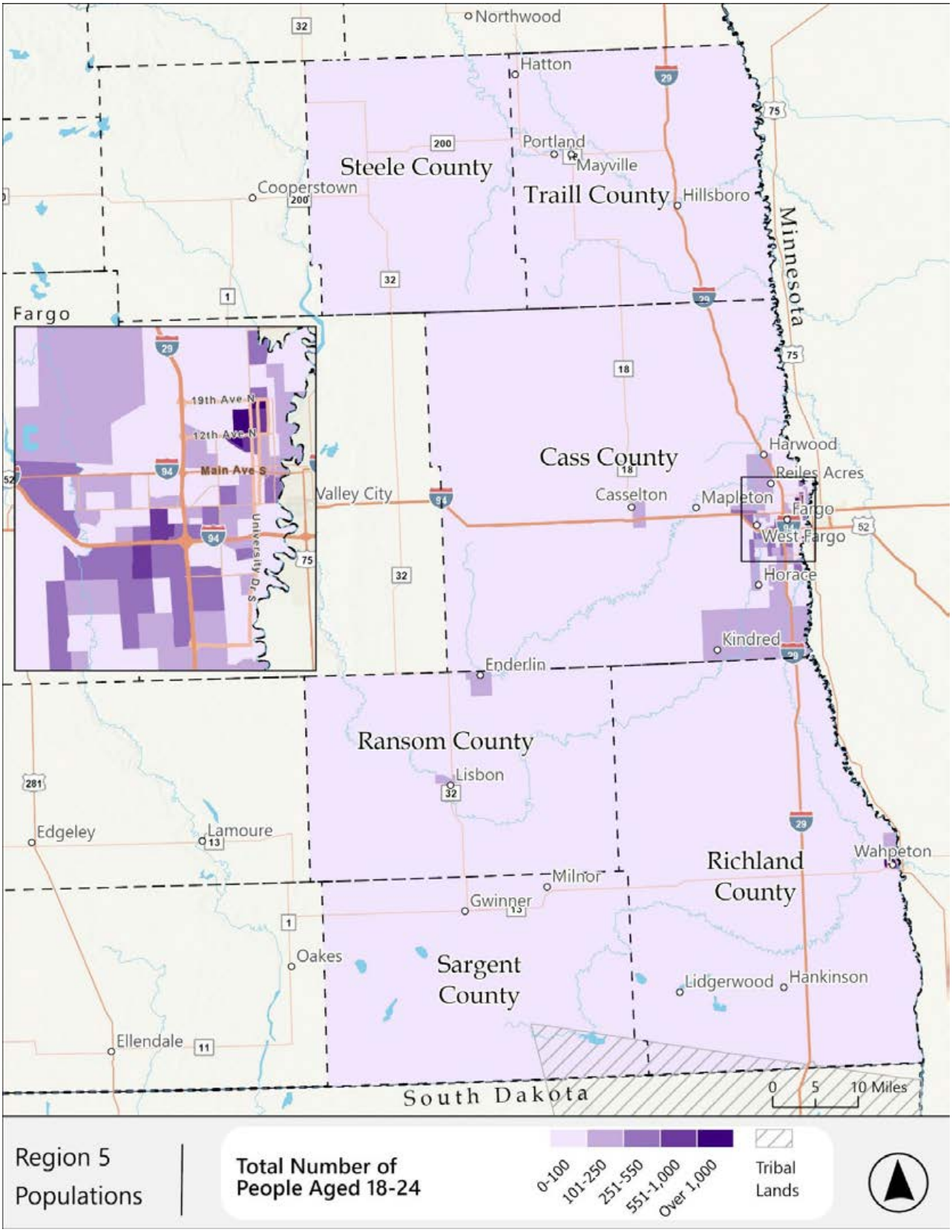
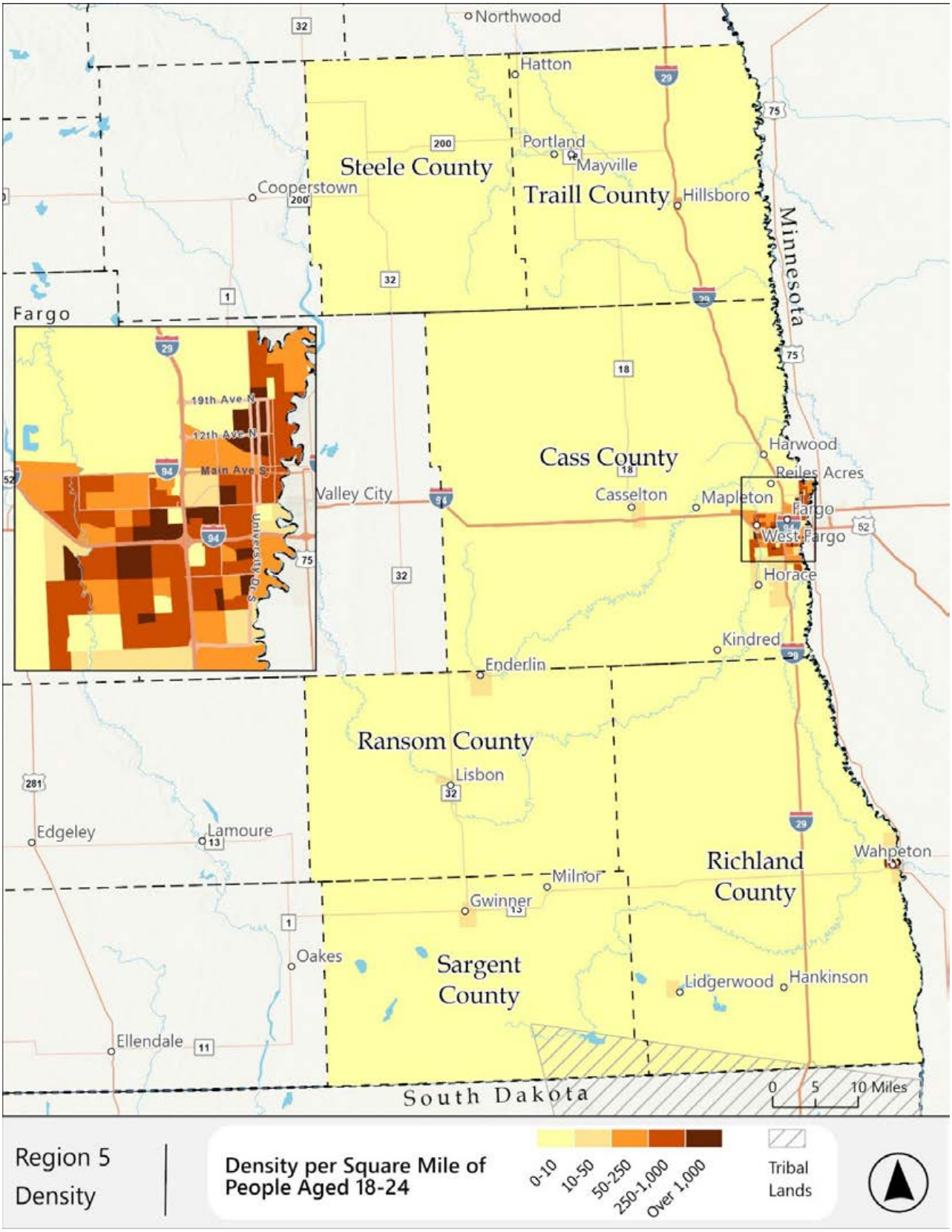


Figure 4-77: Region 5, People Aged 18-24 – Density



Region 5 – Autoless Households

Figures 4-78 through 4-80 show various measures of the number of autoless households by block group in Region 5.

As with the other demographic groups, most of the block groups with "Very High" percentages of autoless households are near Fargo. The exceptions include a block group north of the city near Horace, but also a block group far from Fargo, in the city of Lidgerwood. Several other small cities received "High" scores—Wahpeton, Lisbon, Hatton, Hillsboro, and Harwood. In this region, 6.4% of households have no vehicles—the second highest in the state. This may be because Fargo is a major city, where existing without a vehicle is easier than elsewhere in North Dakota. By total population and by density, Fargo has the most autoless households, with Wahpeton higher than the other areas.

Region 5 Synopsis

Similar to Region 4 and Grand Forks, Region 5 needs will clearly be highest in Fargo and the surrounding areas. Most of the region's population lives in and around Fargo. In general, transit-dependent people seem more likely to live in Fargo than in West Fargo, and the high percentage of autoless households and young adults near Horace should not be forgotten. Outside of Fargo, Wahpeton is likely to have the most need for services. The high percentage of autoless households in many of the small cities and the high percentage of low-income individuals in many of the rural areas illustrates that while Fargo will need the most services, there are needs across the county.

Figure 4-78: Region 5, Autoless Households – Percentage

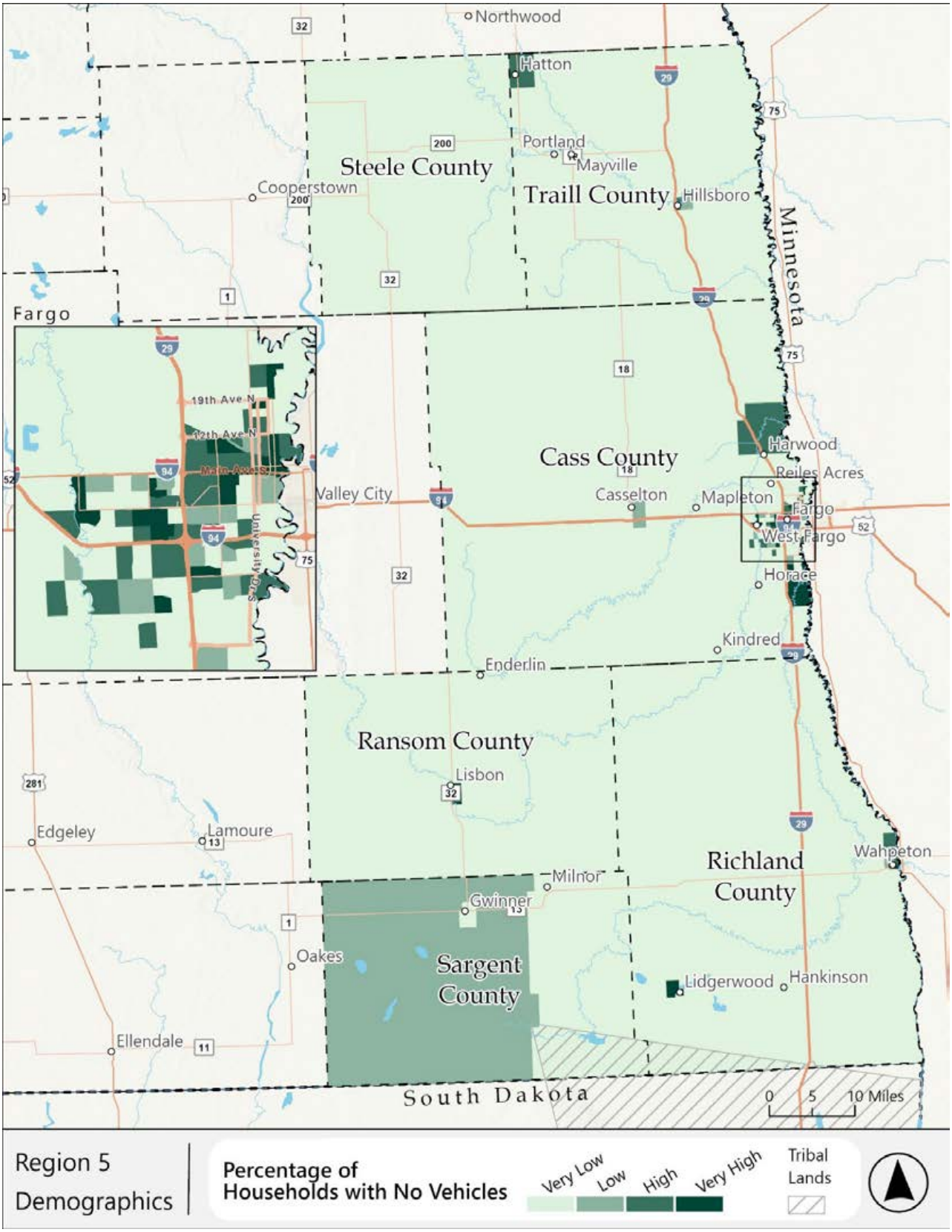


Figure 4-79: Region 5, Autoless Households – Count

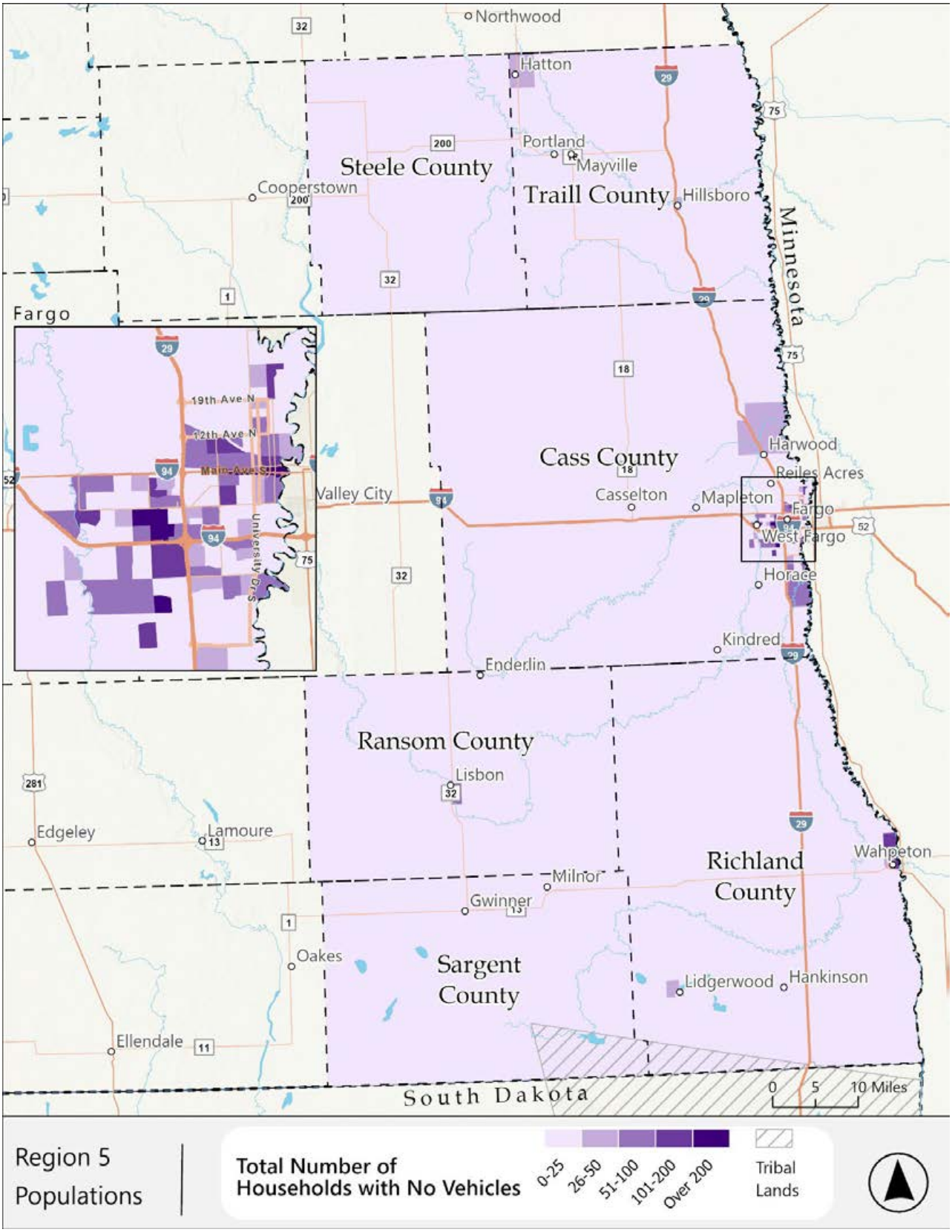
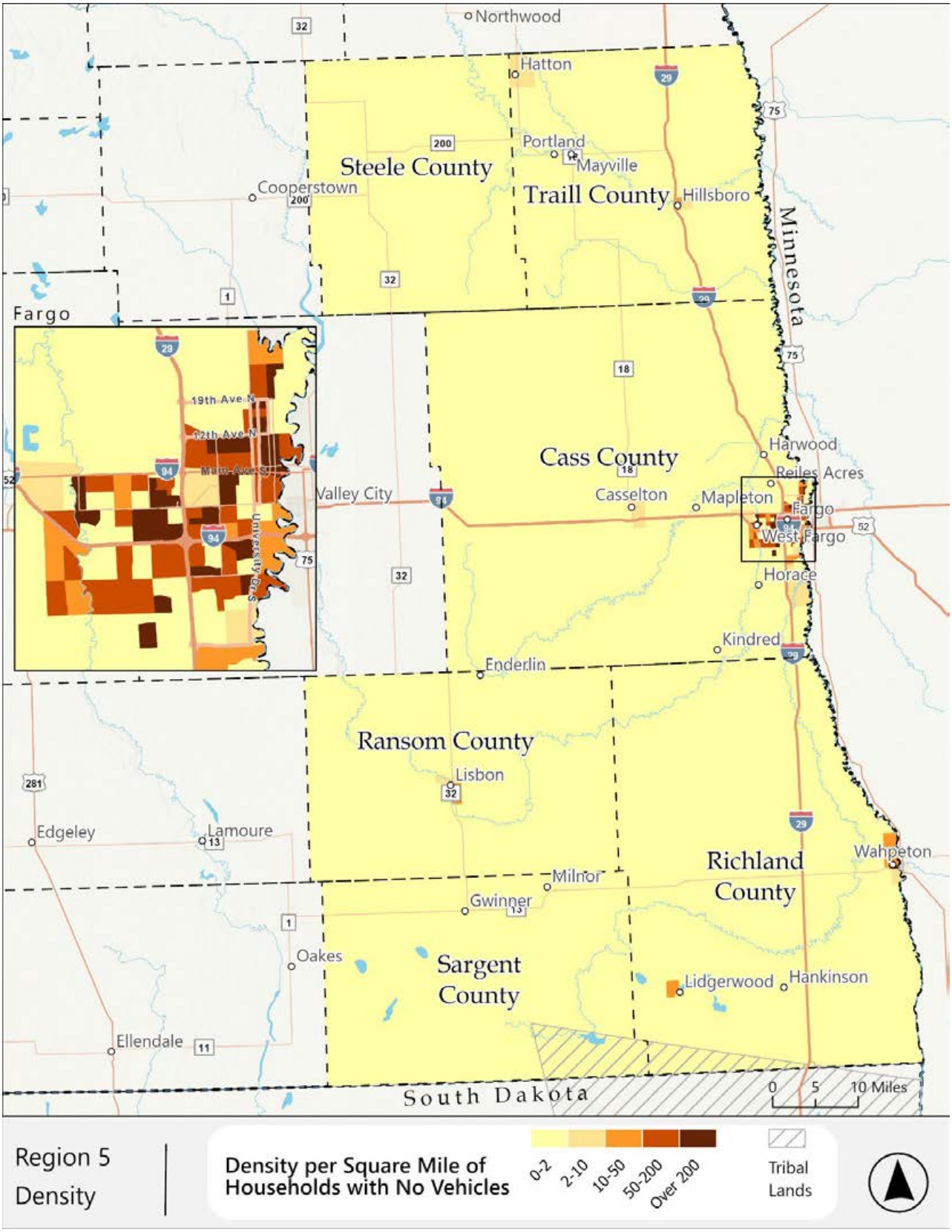


Figure 4-80: Region 5, Autoless Households – Density



Region 6

Region 6 is predicted to see a population decrease between 2025 and 2050. Similar to Region 3, which is the one other region that is expected to shrink, Region 6 has none of North Dakota's major cities. Jamestown, in Stutsman County, is the largest, but had less than 16,000 inhabitants in the 2020 census. With just 55,629 residents, Region 6 is sixth in population among the eight regions.

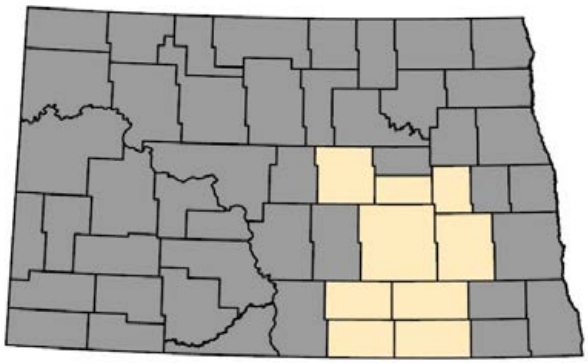
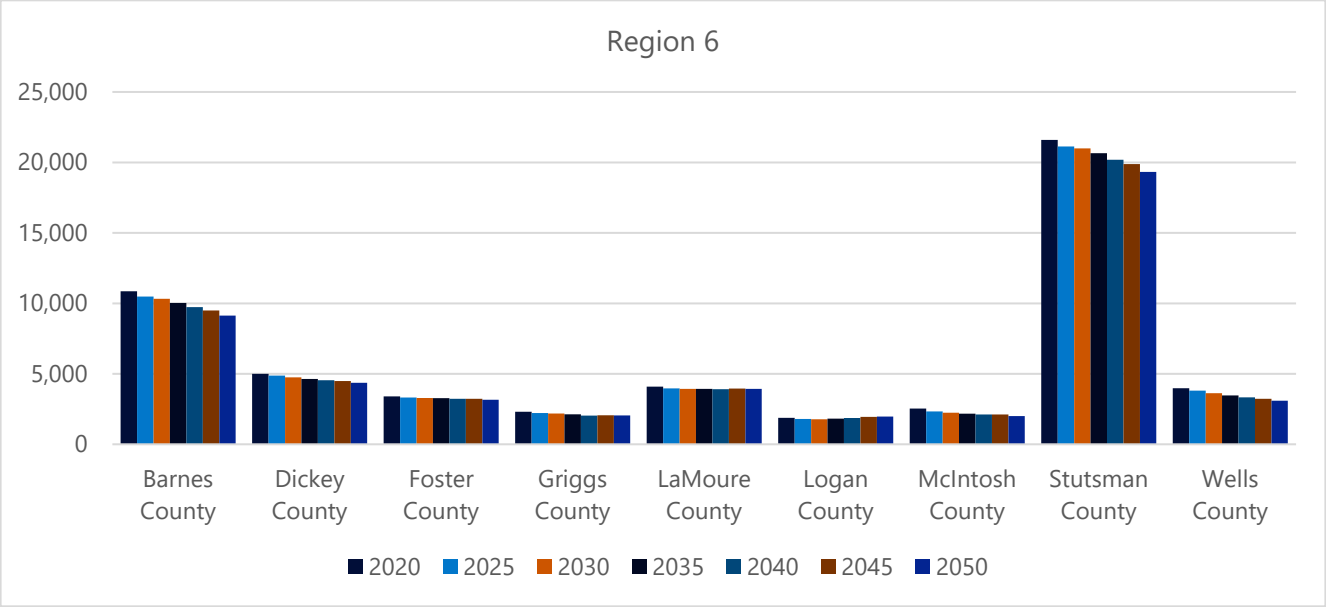


Figure 4-81: Region 6 Population



Region 6 – Individuals with Disabilities

Figures 4-82 through 4-84 show the number individuals with disabilities in Region 6.

The only block groups with "Very High" percentages of individuals with disabilities are in Jamestown. Block groups that are "High" are spread across the region, reflecting a general lack of concentration of individuals with disabilities in a single area. Overall, 12.7% of the region's population are individuals with disabilities, which ranks second among the regions. Jamestown also has the highest overall population of individuals with disabilities, and the highest density, although density is relatively low across the region.

Figure 4-82: Region 6, Individuals with Disabilities – Percentage

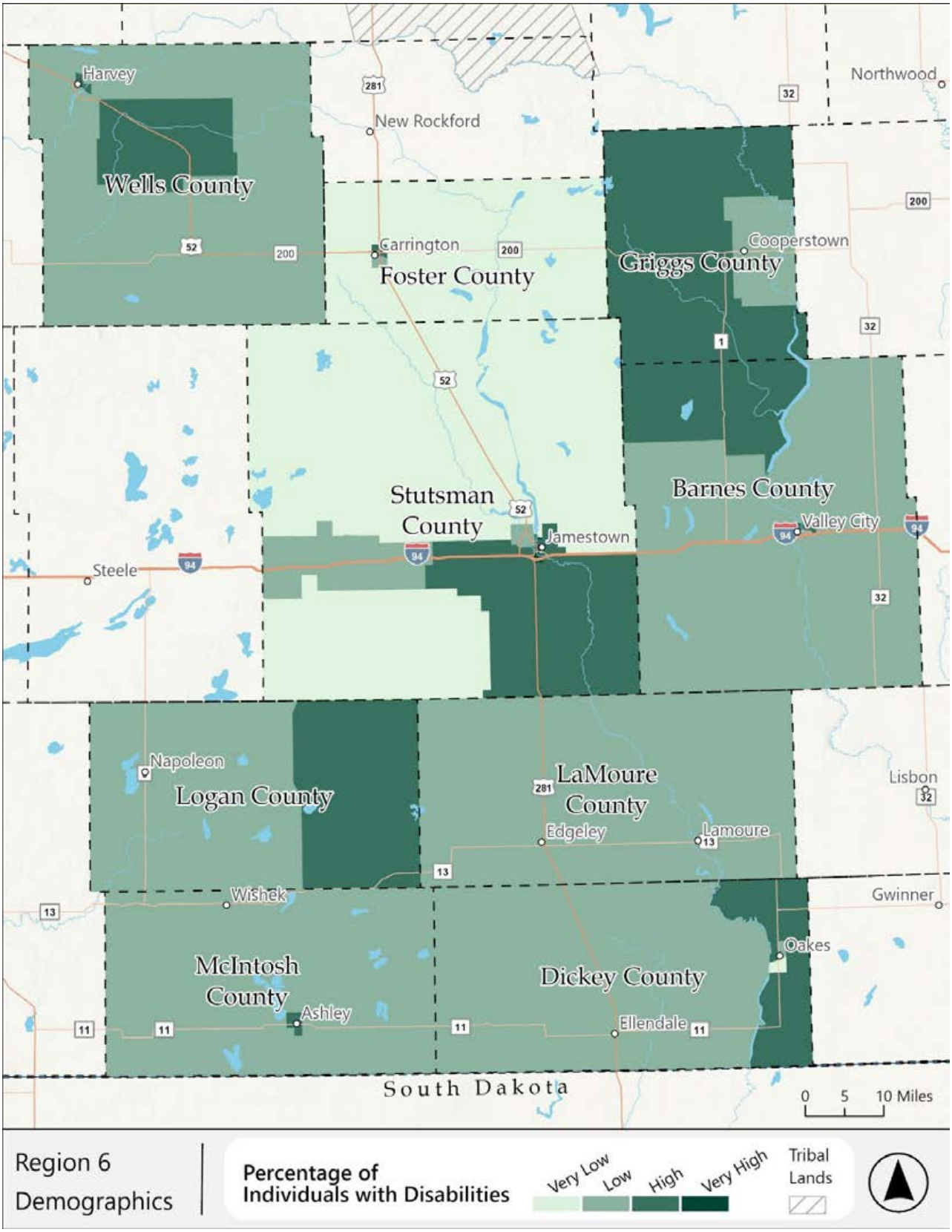


Figure 4-83: Region 6, Individuals with Disabilities – Count

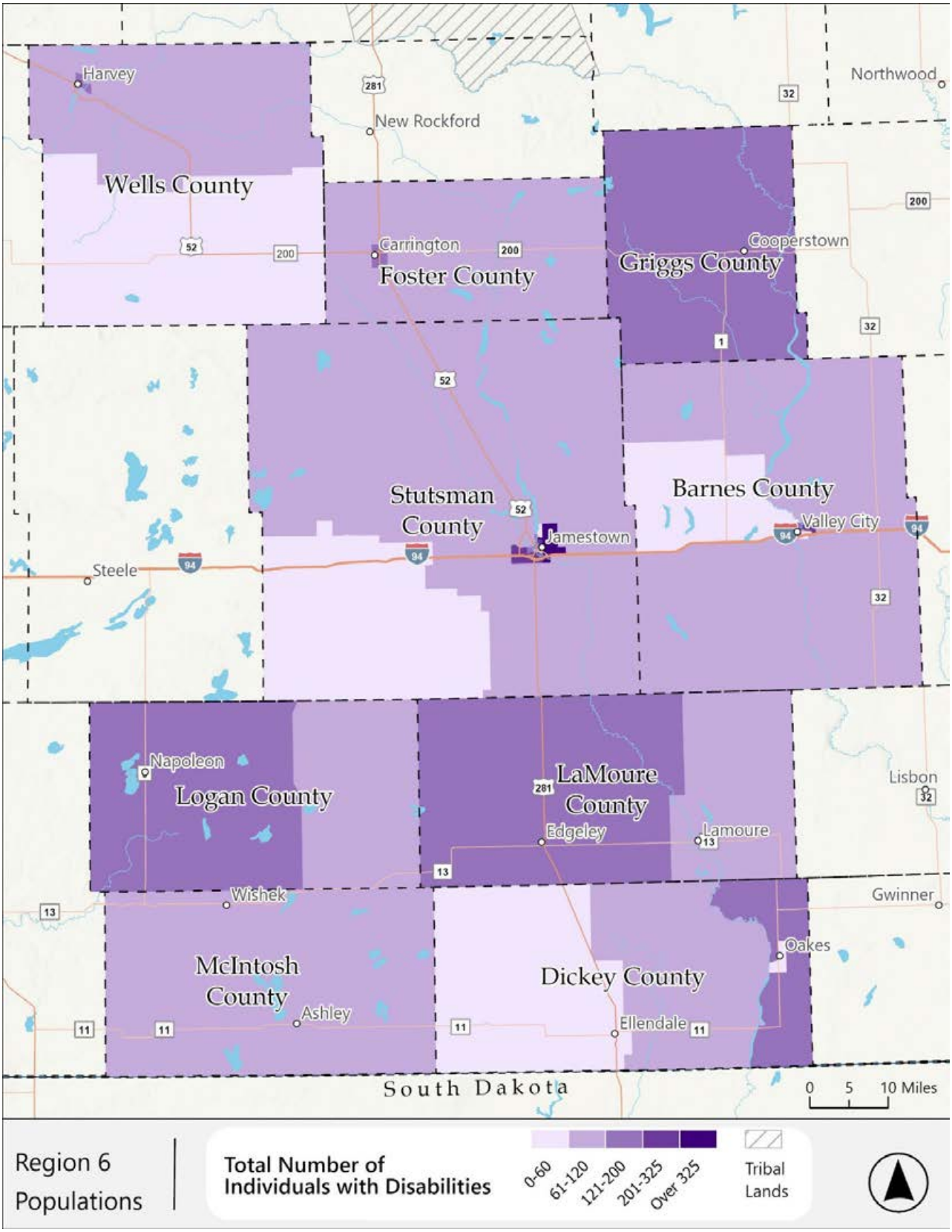
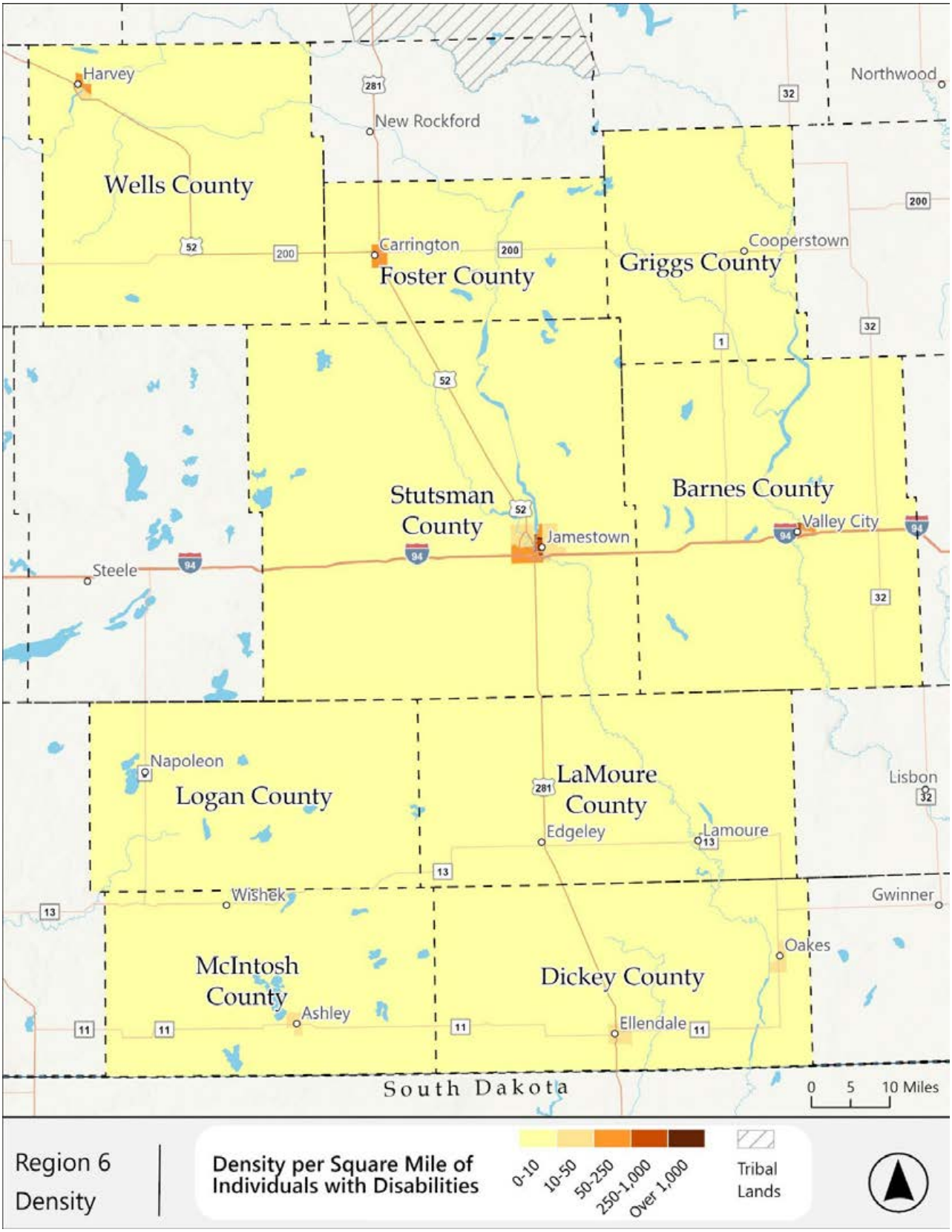


Figure 4-84: Region 6, Individuals with Disabilities – Density



Region 6 – Older Adults

Figures 4-85 through 4-87 show the population of persons aged 65 years or older in Region 6.

There are no block groups with "Very High" percentages of people over the ages of 65 in the region, and there are also no block groups with "Very Low" percentages of such people. To an even greater extent than with individuals with disabilities, this indicates that there are no areas where older people are a significantly larger proportion of the population than anywhere else. This may be influenced by the fact that Region 6 has the highest percent of older adults of any region, as 22.8% of all residents are over the age of 65.

By total count of older adults, Jamestown has the only block group where the population exceeds 500, but many block groups across the region are in the next-highest category. By density, Jamestown stands out more as the center of the older adult population, but Valley City in Barnes County also has a high density of people over the age of 65. Valley City is the second largest city in the area, with a population of around 6,500.

Figure 4-85: Region 6, Older Adults – Percentage

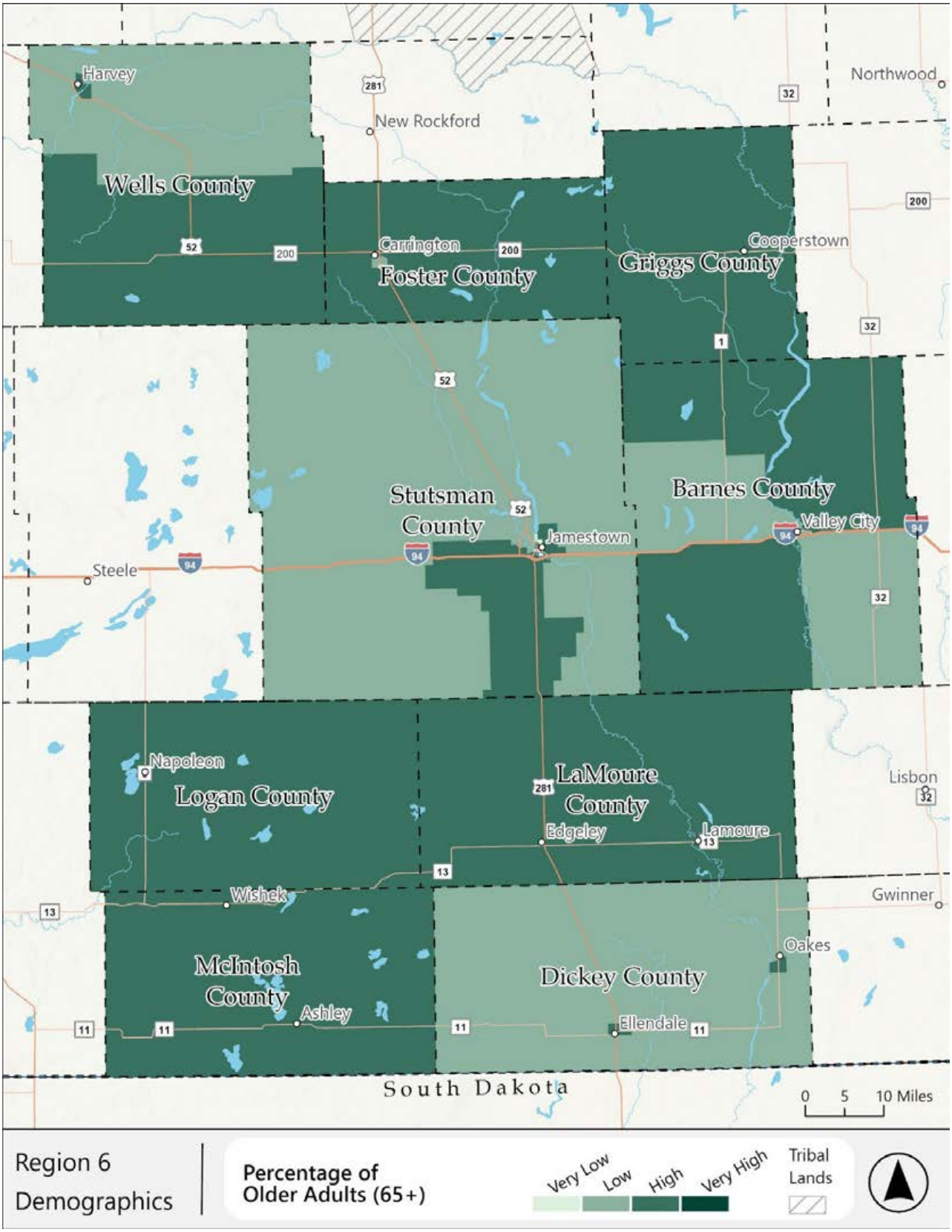


Figure 4-86: Region 6, Older Adults – Count

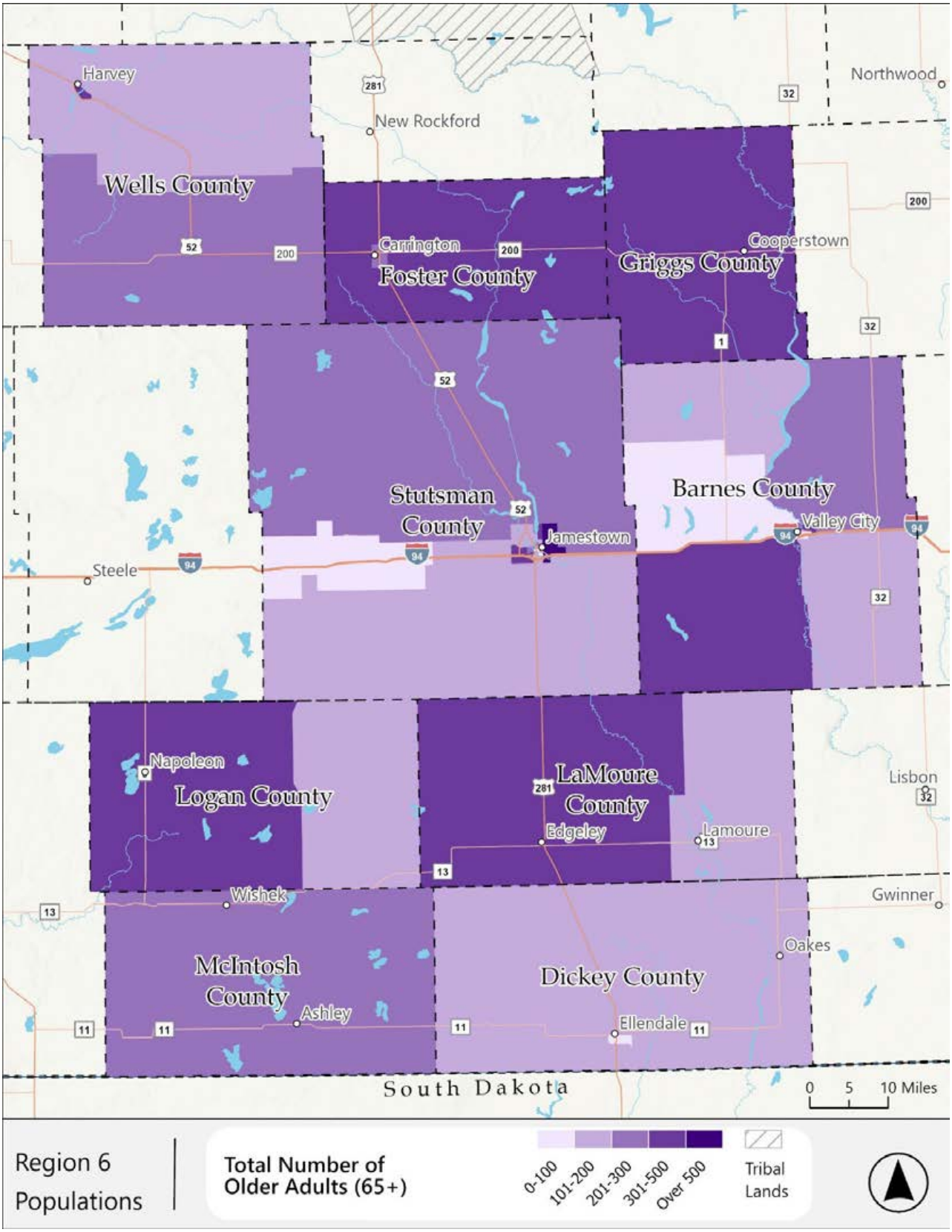
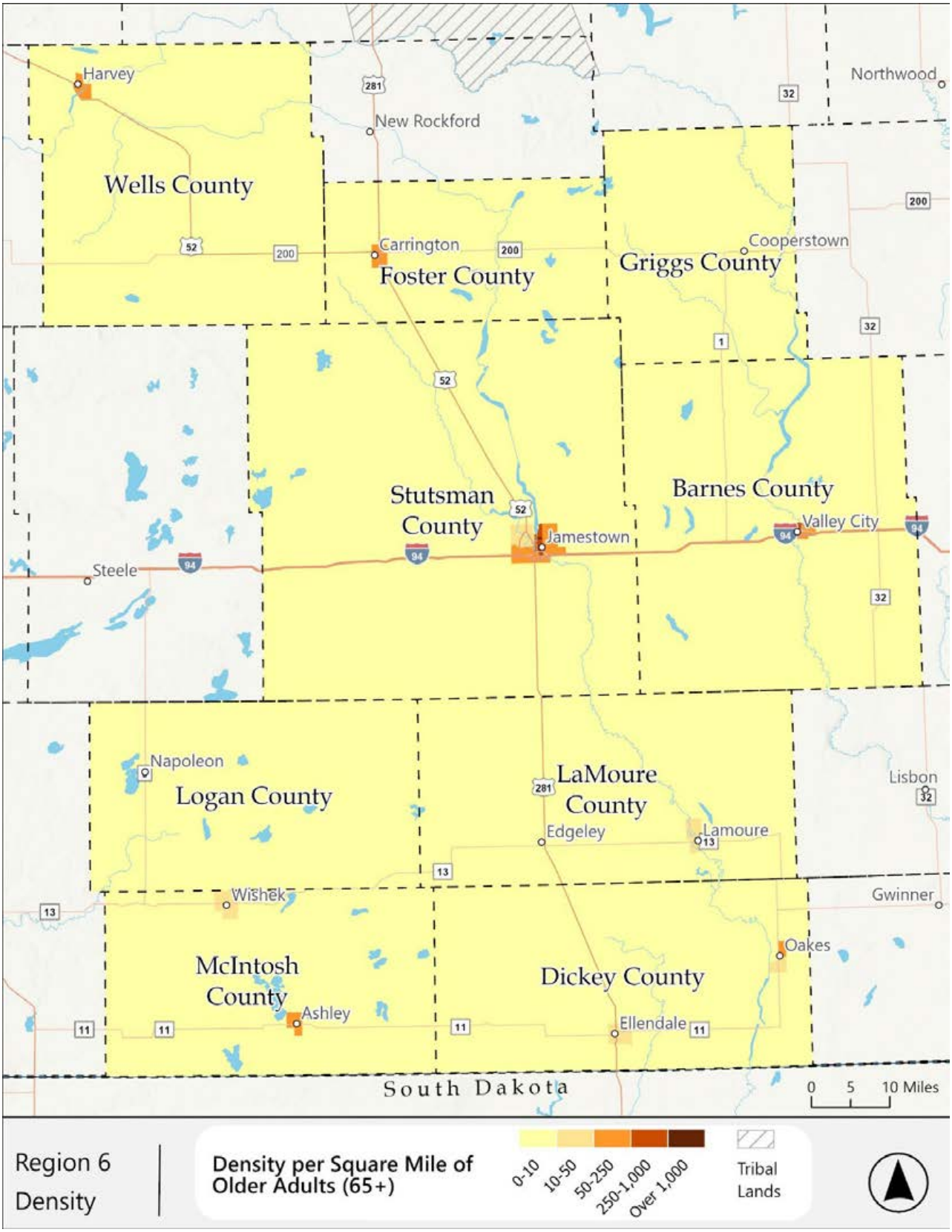


Figure 4-87: Region 6, Older Adults – Density



Region 6 – Low-Income

Figures 4-88 through 4-90 show the number of low-income individuals in Region 6.

There is just one block group that scores "Very High" and it is in the city of Harvey, the largest city in Wells County, with about 1,600 residents. In general, the areas north and west of the region have a higher percentage of low-income residents than the north and east. The region has the third highest percentage of residents who are low-income, at 10.9%.

By total county of low-income individuals, Jamestown stands out the most, and the same pattern of the west and north having more low-income individuals than the north and east. Jamestown is the most prominent location when looking at the density of low-income individuals, followed by Valley City and Harvey.

Figure 4-88: Region 6, Low-Income – Percentage

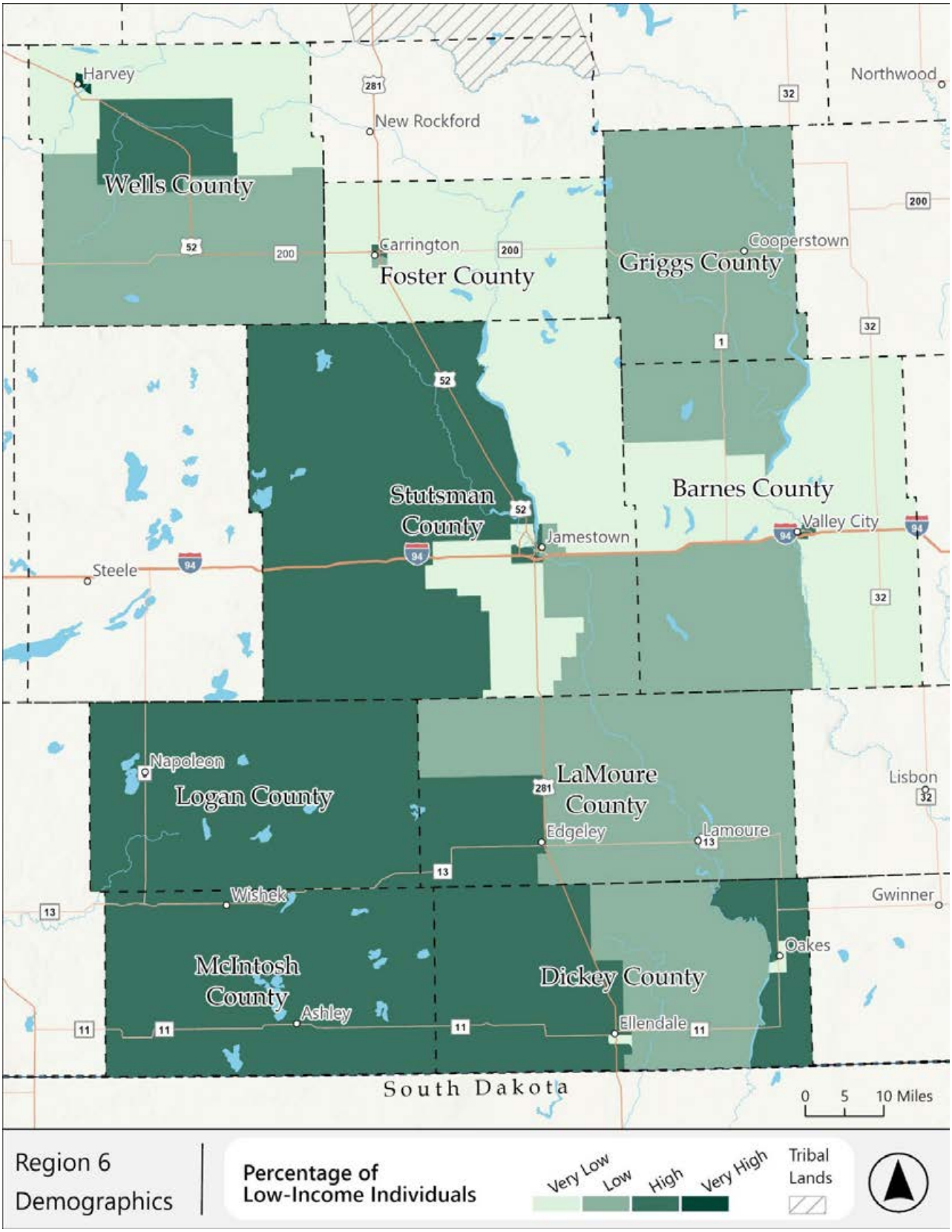


Figure 4-89: Region 6, Low-Income – Count

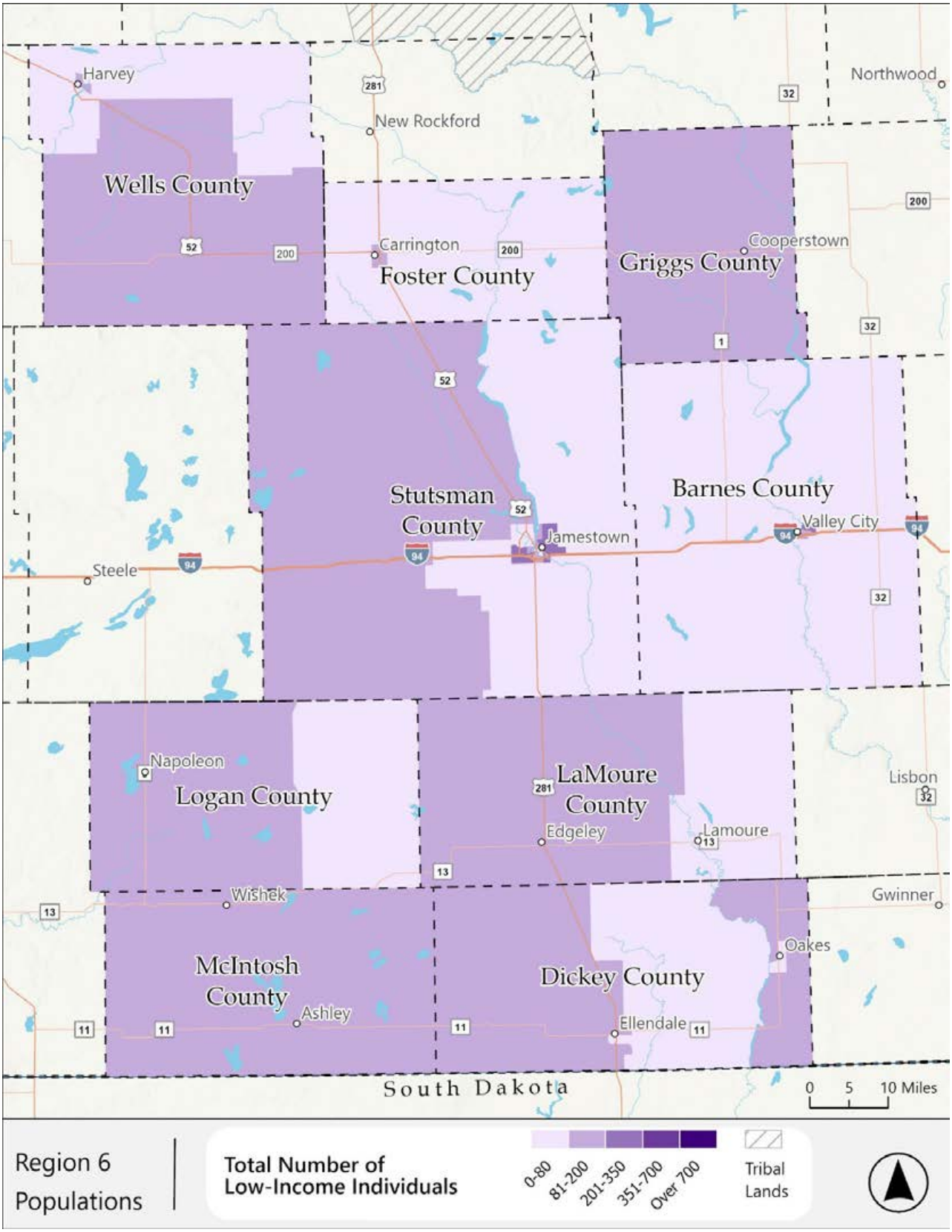
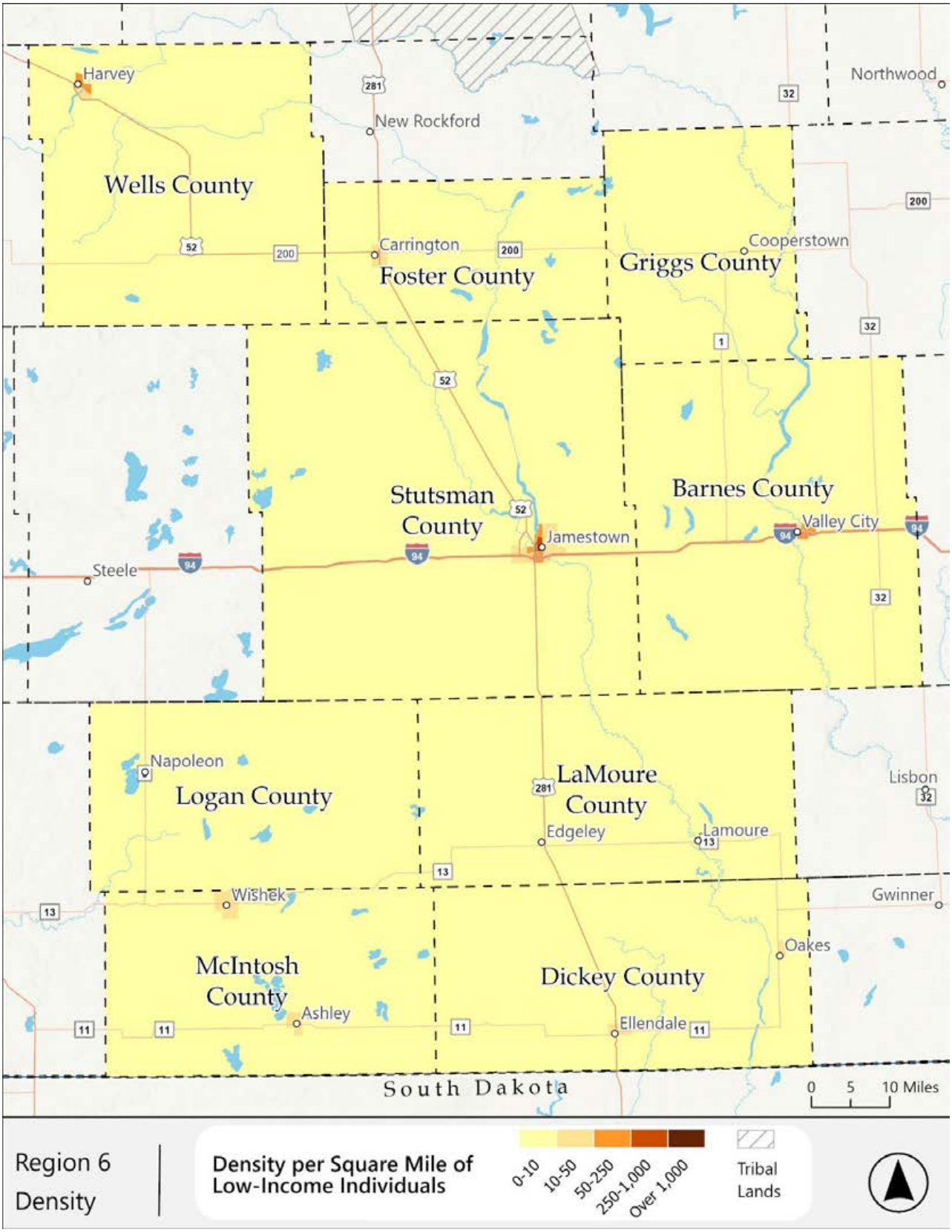


Figure 4-90: Region 6, Low-Income – Density



Region 6 – People Aged 18-24

Figures 4-91 through 4-93 show the population of individuals who are between the ages of 18 and 24 years old in Region 6.

There are two block groups with a "Very High" percentage of young adults in the region, one in Jamestown and the other Ellendale. Overall, young adults tend to live in the cities, although Dickey County has a larger percentage of young adults than other counties. Compared to the other regions, Region 6 has a middling percentage of the population who are young adults at 8.7%, fourth among the eight regions.

Jamestown has more young adults than other area in the region. It also has the most young adults per square mile, but other small cities—Harvey, Valley City, and Ellendale—also have a higher density than the more rural parts of the counties.

Figure 4-91: Region 6, People Aged 18-24 – Percentage

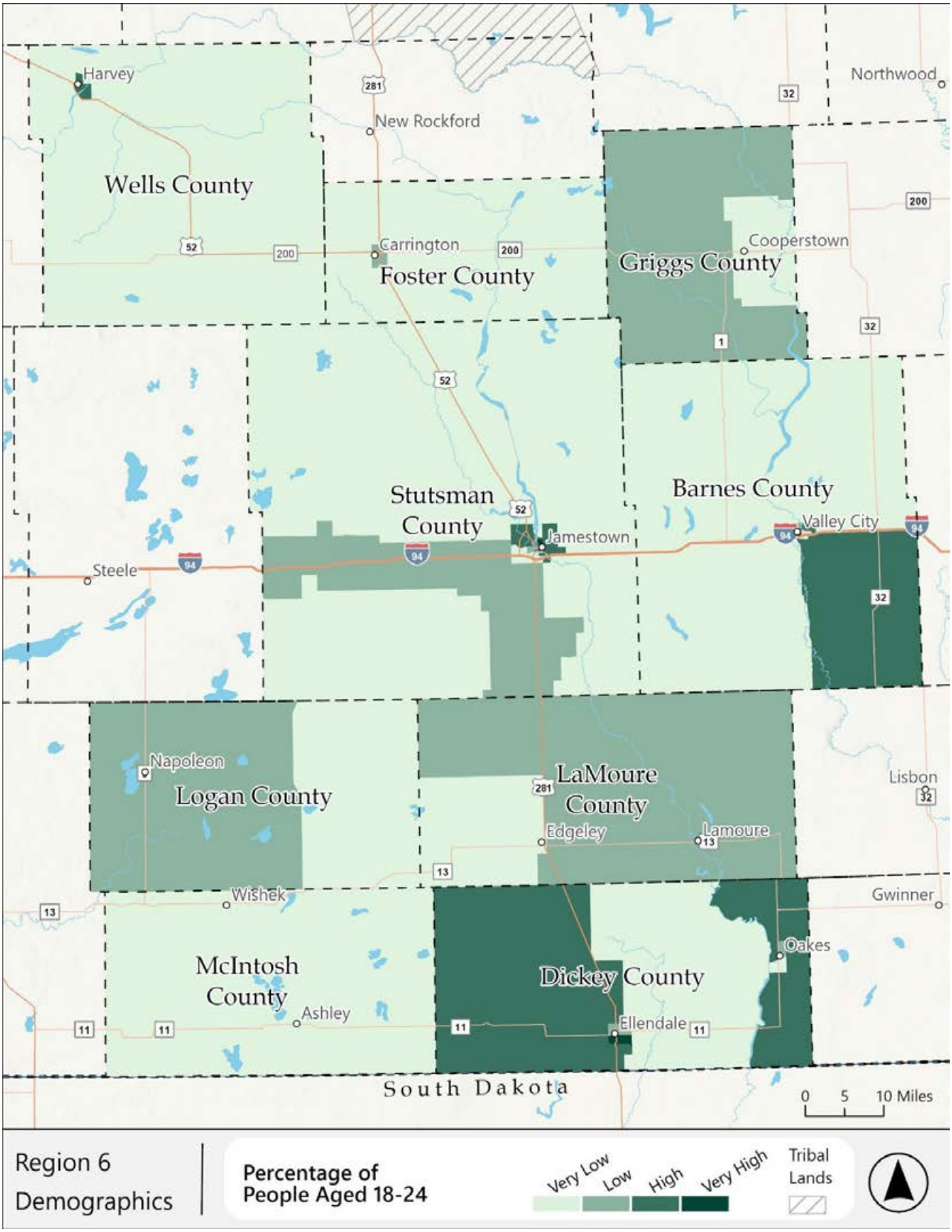


Figure 4-92: Region 6, People Aged 18-24 – Count

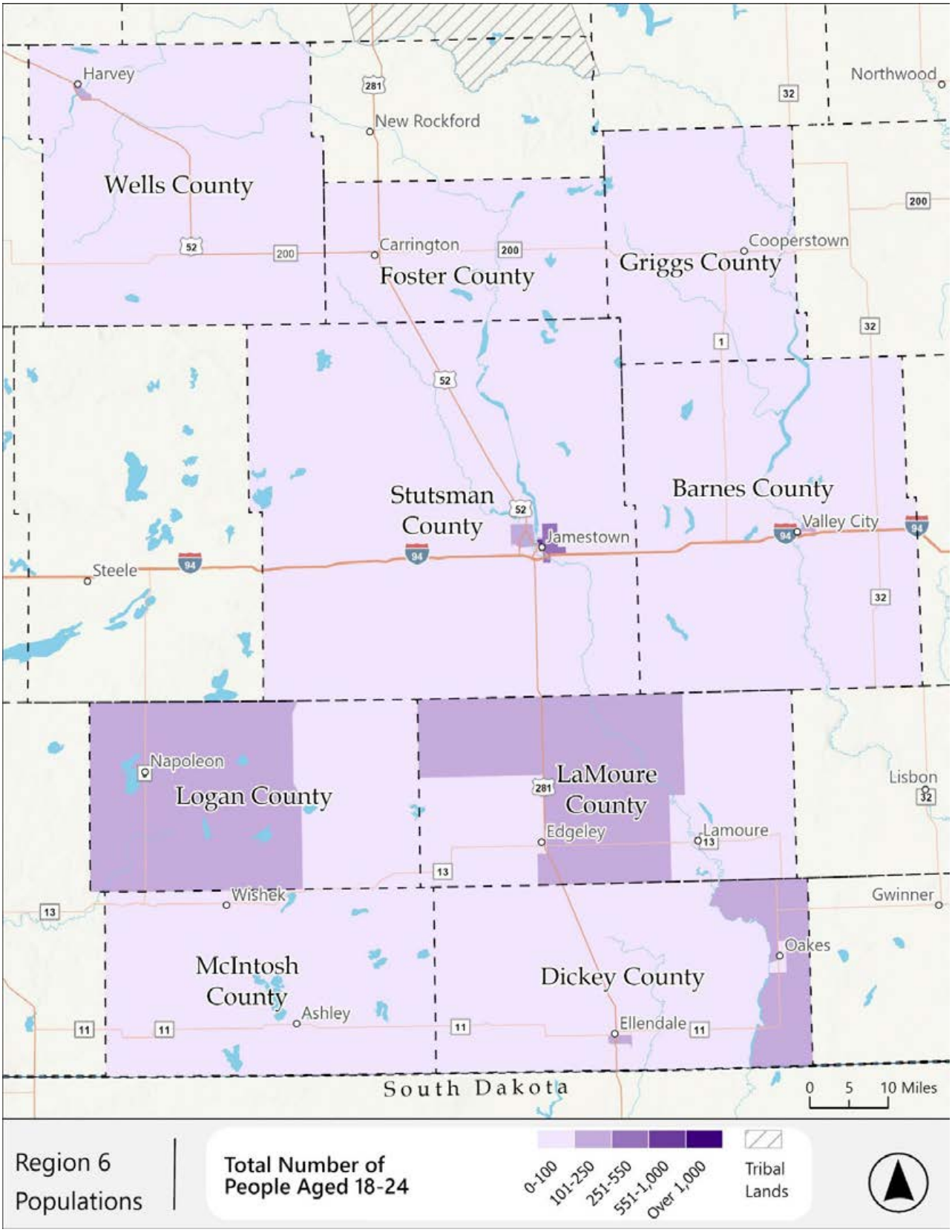
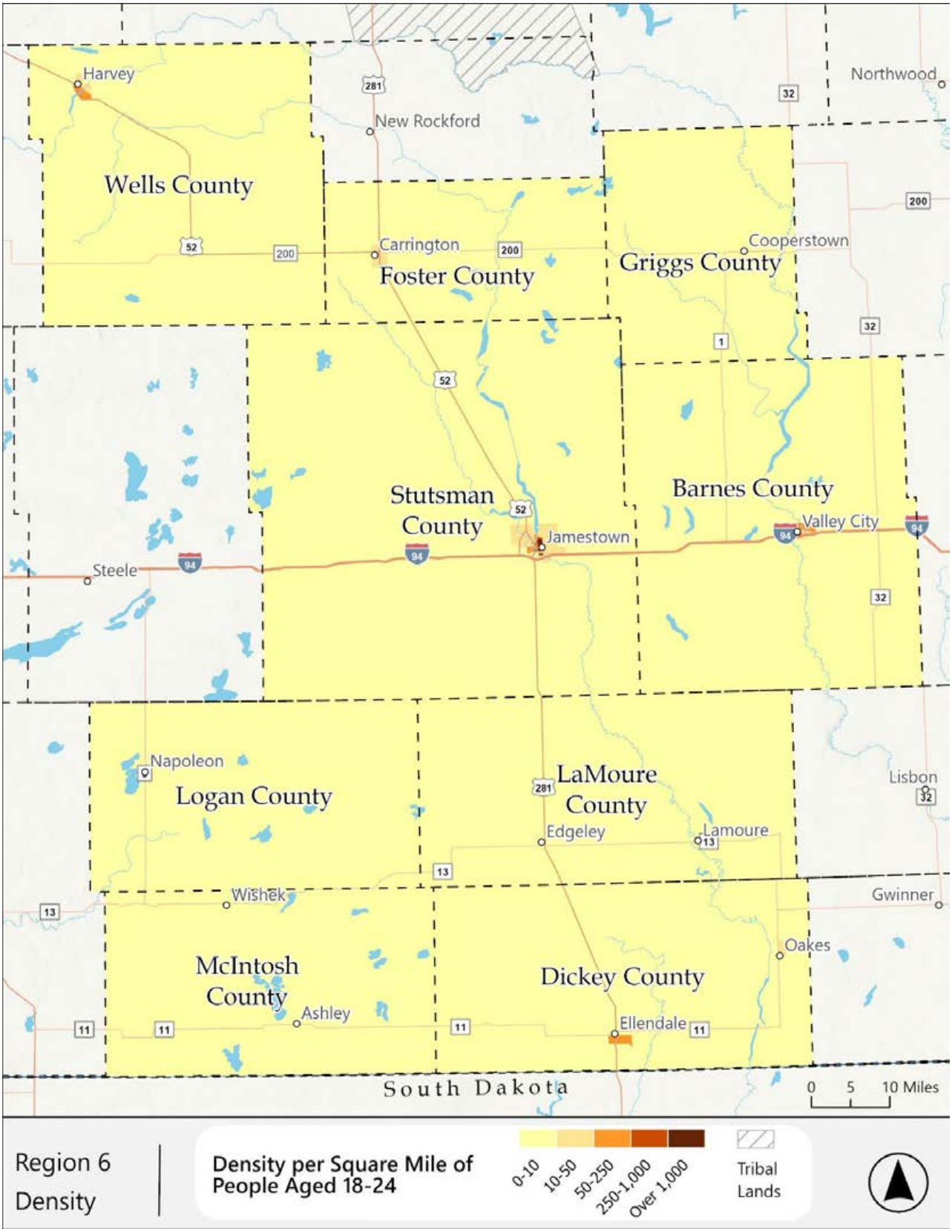


Figure 4-93: Region 6, People Aged 18-24 – Density



Region 6 – Autoless Households

Figures 4-94 through 4-96 show the households where no one owns a vehicle in Region 6.

Several of the cities in the region have a block group with a "Very high" percentage of autoless households. This includes Jamestown and Valley City, which is unsurprising as they are the largest cities, but also Harvey, Carrington, and Ashley in McIntosh County, which has a population of just a few hundred people. Jamestown has the greatest number of autoless households, but Valley City's density is also high, and to a lesser extent, Harvey and Carrington.

Region 6 has no major city where autoless households would be expected to concentrate to the degree seen in other regions, which may be why several small cities fall into the "Very High" category. Additionally, there are relatively few autoless households in the region (5.1%, sixth among the regions). These two factors combined might mean that there is a wider distribution of percentage of autoless households in Region 6, increasing the number of block groups that fall into the "Very High" category.

Figure 4-94: Region 6, Autoless Households – Percentage

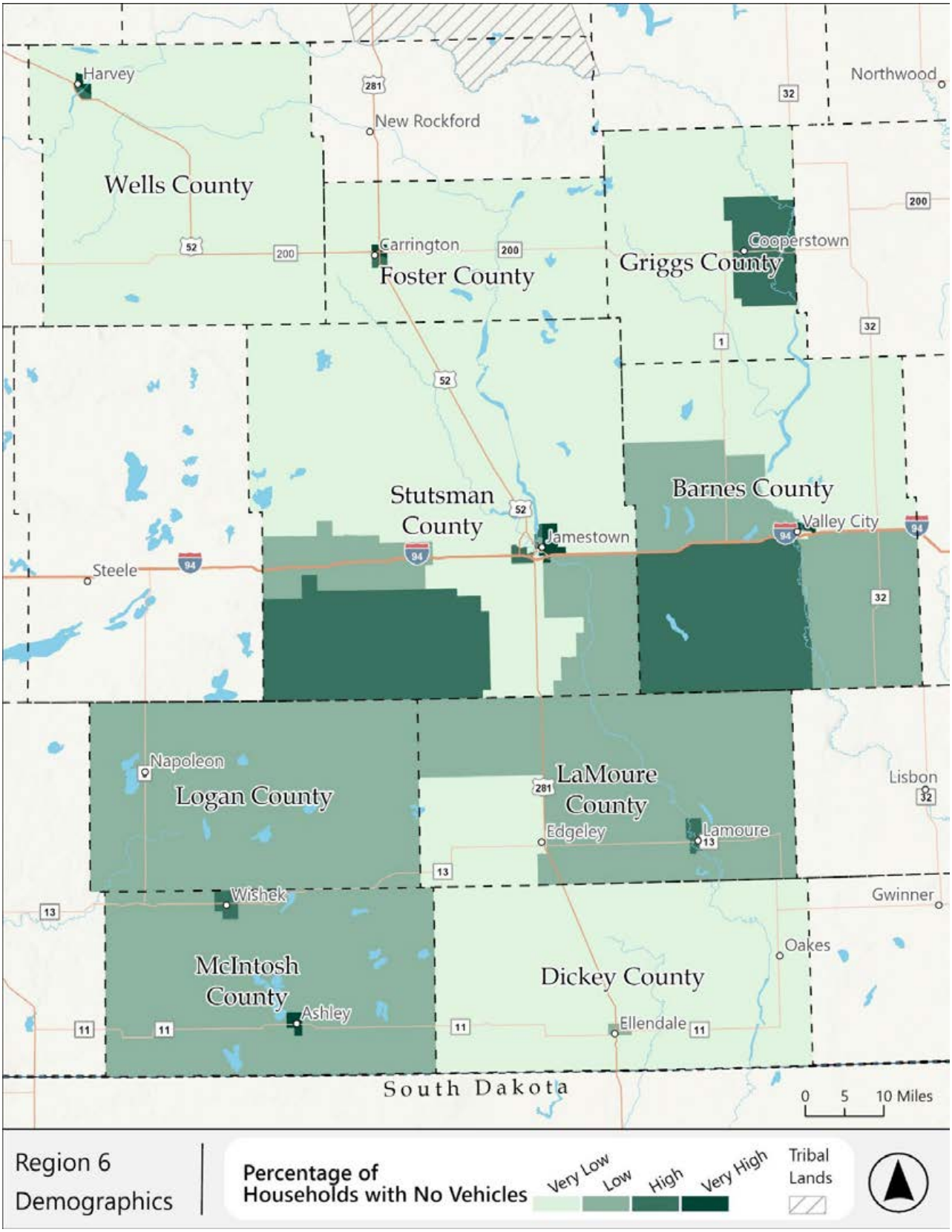


Figure 4-95: Region 6, Autoless Households – Counts

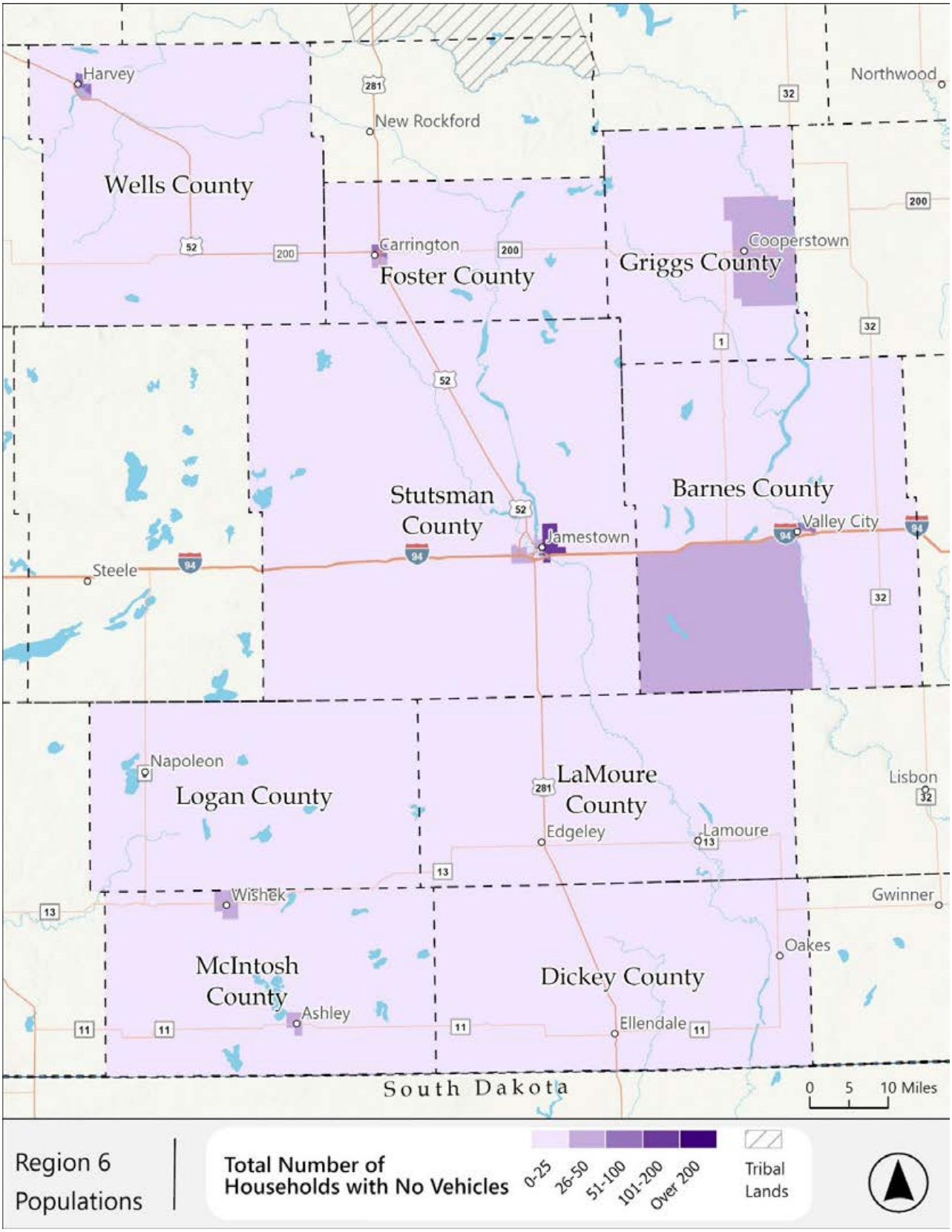
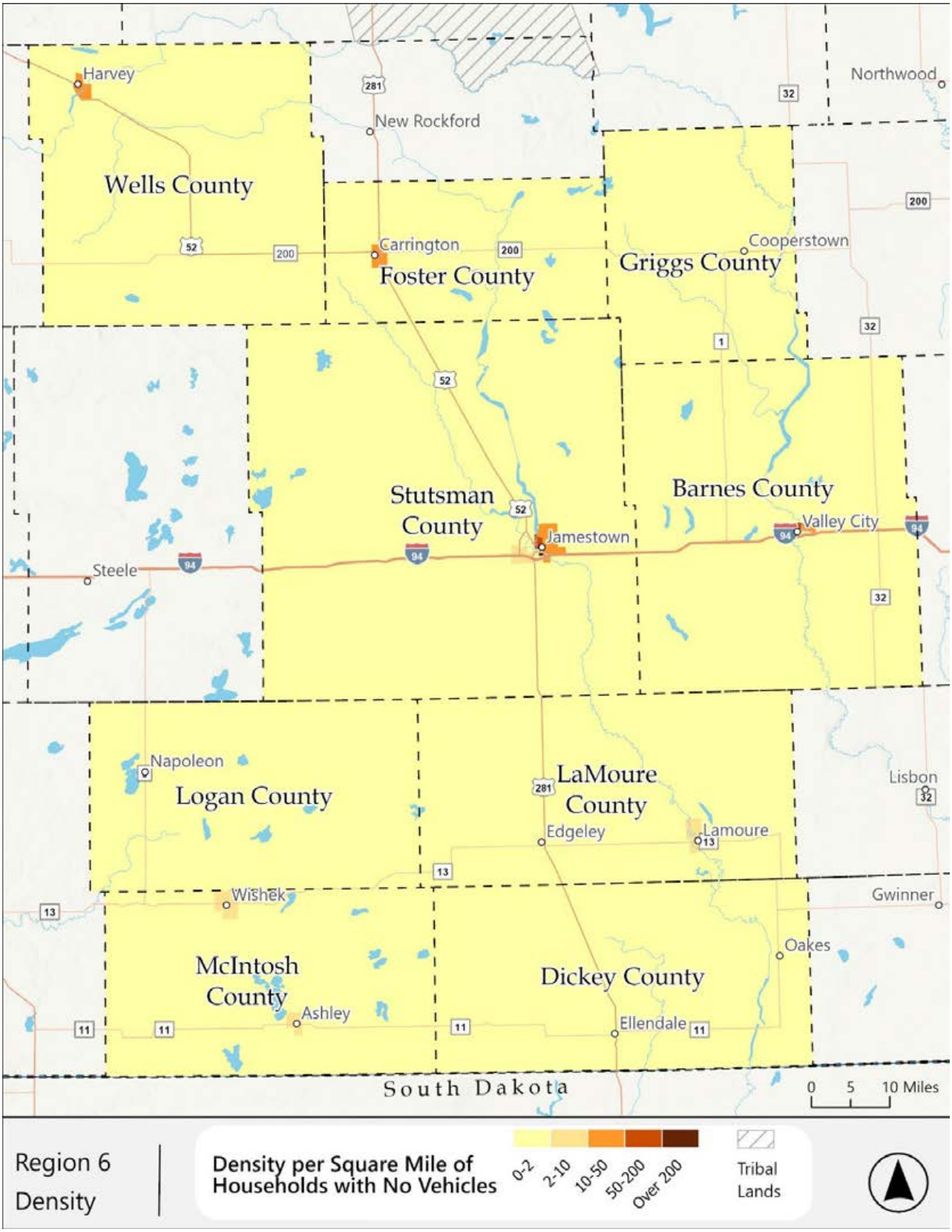


Figure 4-96: Region 6, Autoless Households – Density



Region 7

Home to North Dakota's capital, Bismarck, Region 7 is the second largest region, with 164,906 residents as of the 2020 census. Bismarck is in Burleigh County and makes up about 45% of the county, with just under 74,000 residents in that same census. Just across the Missouri River, Mandan has another 24,000 residents, which is most of the population of Morton County, where it is located. Although many of the small counties in Region 7 are expected to shrink in the coming years, growth in Bismarck and Mandan will keep the region growing overall.

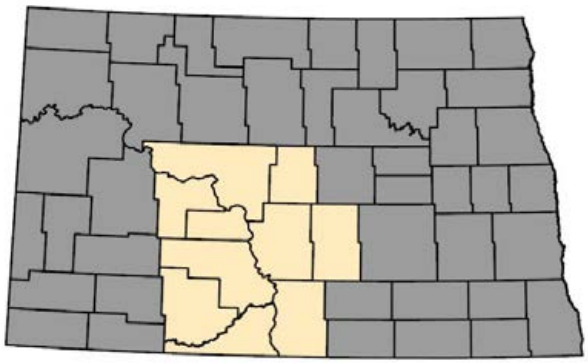
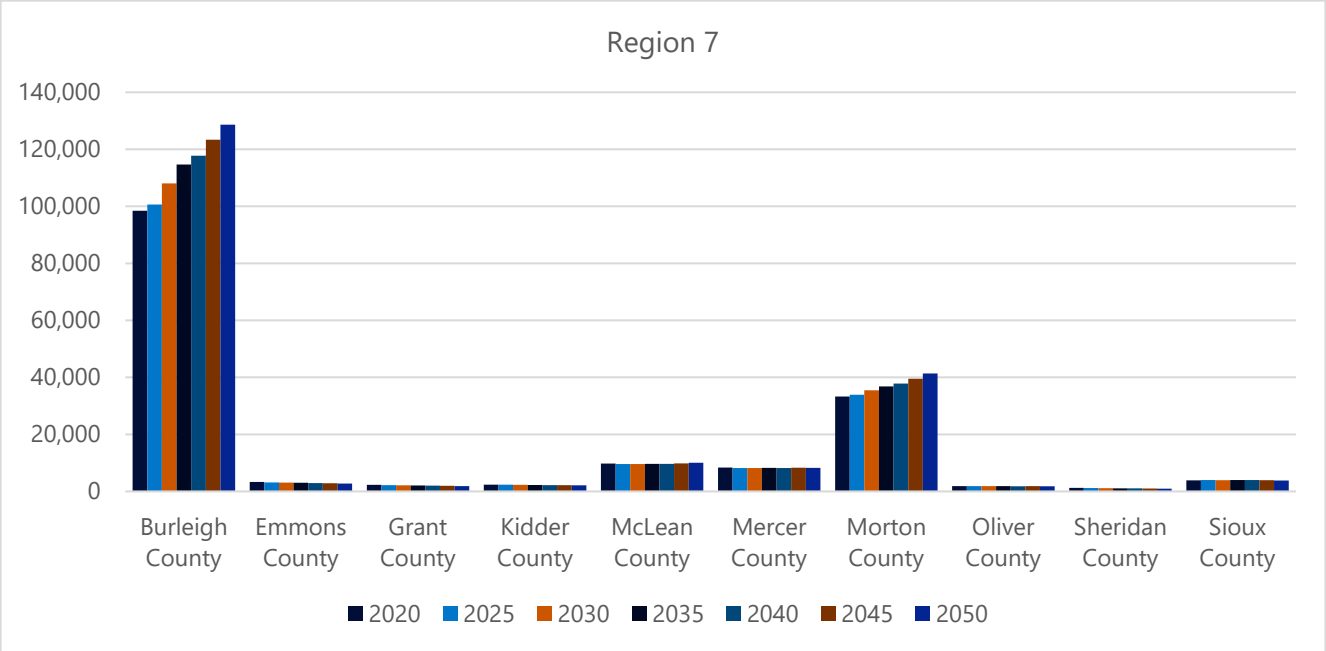


Figure 4-97: Region 7 Population



Region 7 – Individuals with Disabilities

Figures 4-98 through 4-100 show the population of individuals with disabilities in Region 7.

Most areas with "Very High" percentages of individuals with disabilities are in Bismarck and Mandan, although a census block group around Beulah in Mercer County also has more than double the average percentage of individuals with disabilities. Overall, 10.3% of the region's population are individuals with disabilities, which ranks sixth among the regions. By total number of individuals and by density, Bismarck and Mandan stand out the most, although central McLean County by Garrison also has a large number of individuals with disabilities.

Figure 4-98: Region 7, Individuals with Disabilities – Percentage

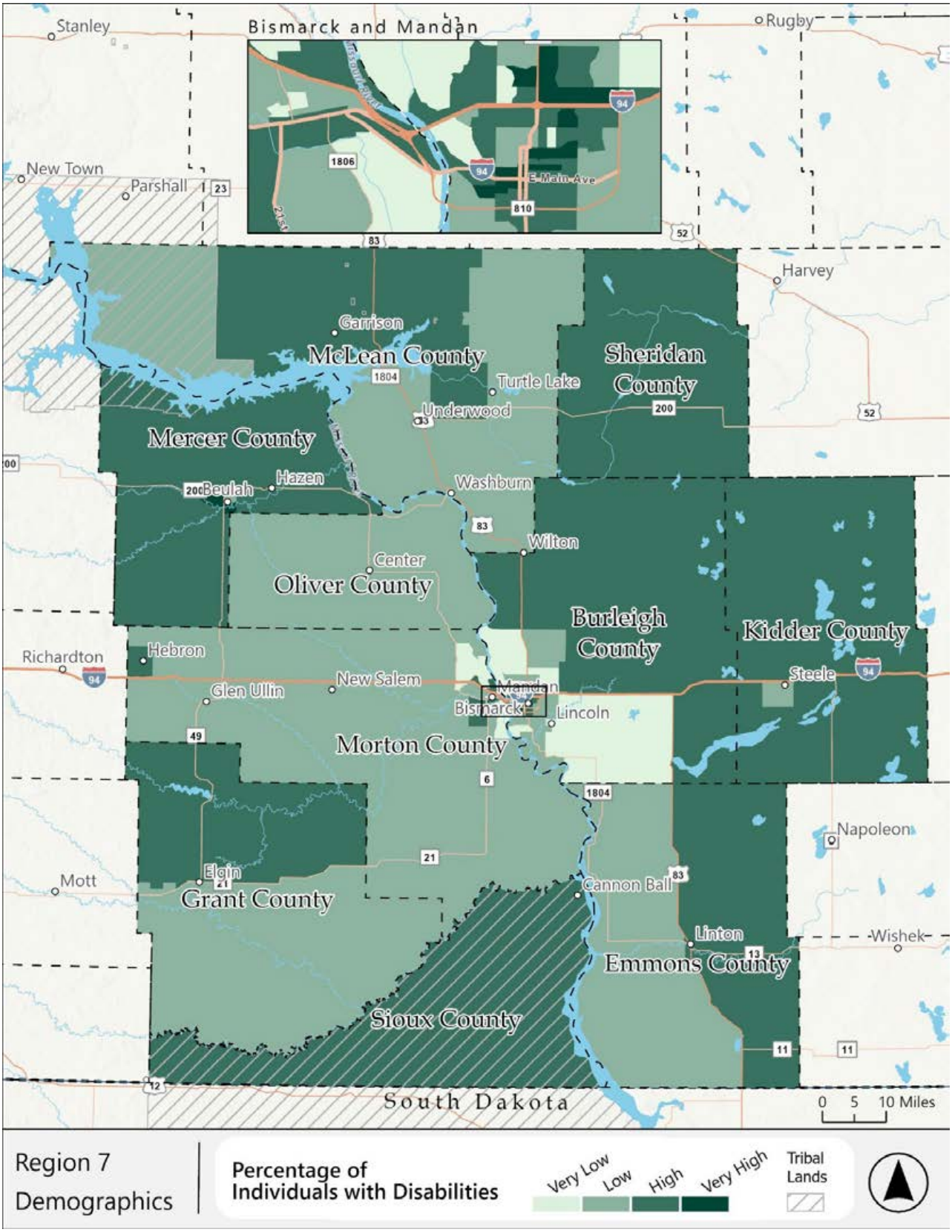


Figure 4-99: Region 7, Individuals with Disabilities – Count

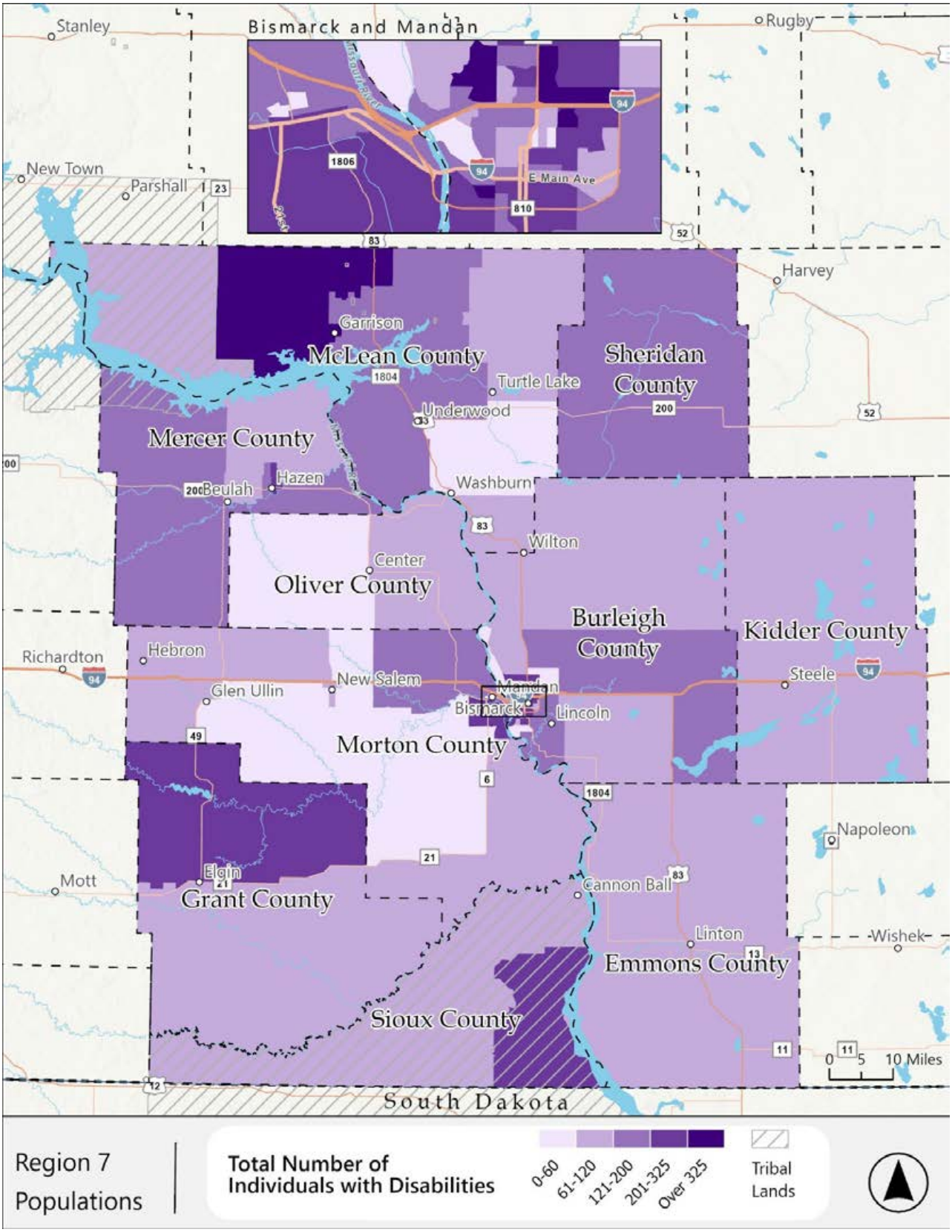
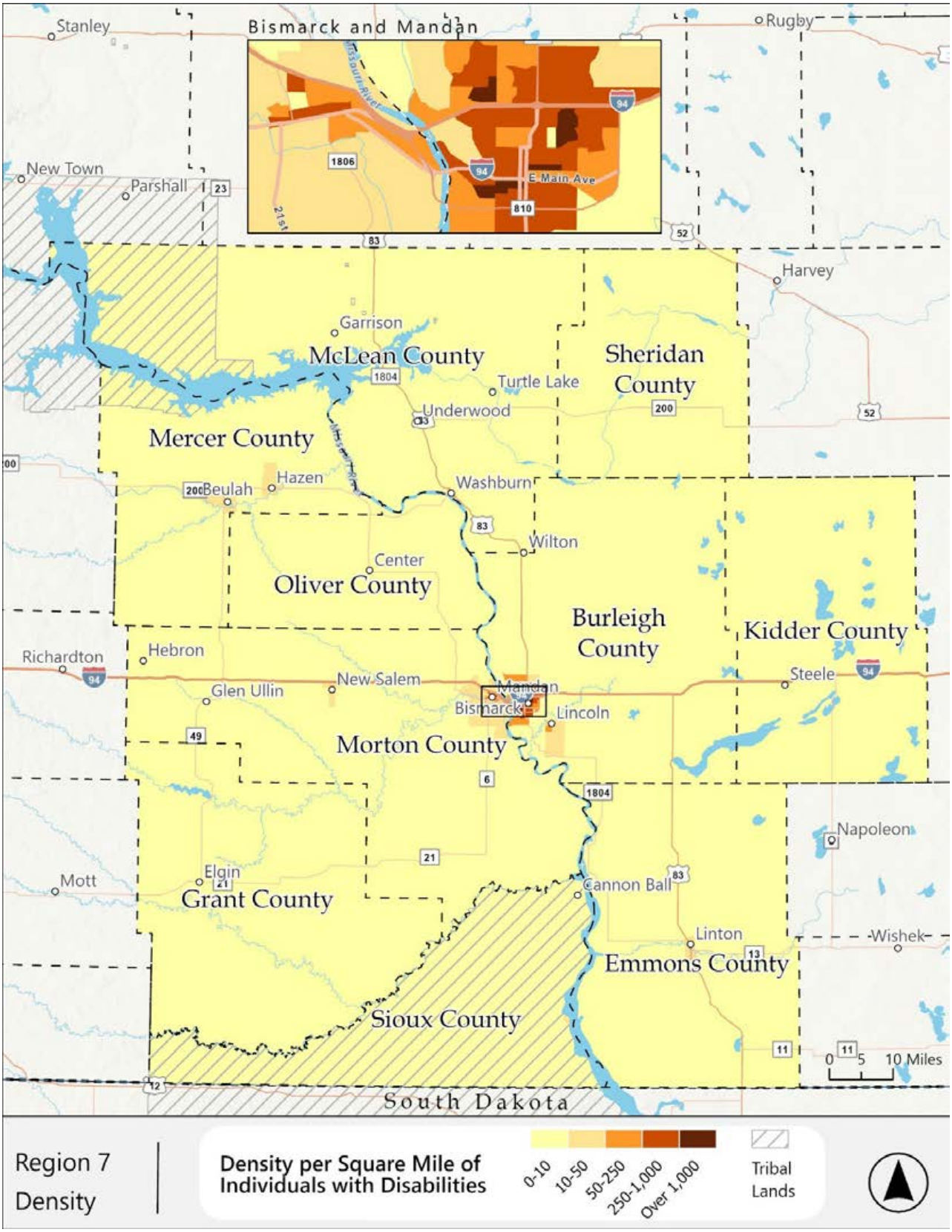


Figure 4-100: Region 7, Individuals with Disabilities – Density



Region 7 – Older Adults

Figures 4-101 through 4-103 show the population of persons aged 65 years or older in Region 7.

The only "Very High" block groups by percentage of people over the age of 65 are in Bismarck, but most of the region ranks as "High." The only areas that are "Very Low" are in and around Bismarck and Mandan, and in eastern Sioux County. It was found that 18.5% of people who live in the region are over the age of 65, which is third most of the regions. The large number of "High" block groups indicate that the "Very Low" areas are likely extremely low.

Looking at the total number of older adults, they are still distributed across the region. As expected, Bismarck and Mandan have a high count, as does the area to the north of the cities, and one block group to the north of Bismarck in Burleigh County. Central McClean County by Garrison is still high. Much of the western county is relatively high, while Sioux County has very few older adults. By density, Mandan and especially Bismarck have the highest densities of older adults, although the city of Lincoln, just northeast of Bismarck, also has one notably high block group. Smaller cities like Linton, Hazen, and Beulah also have more density than the surrounding rural regions.

Figure 4-101: Region 7, Older Adults – Percentage

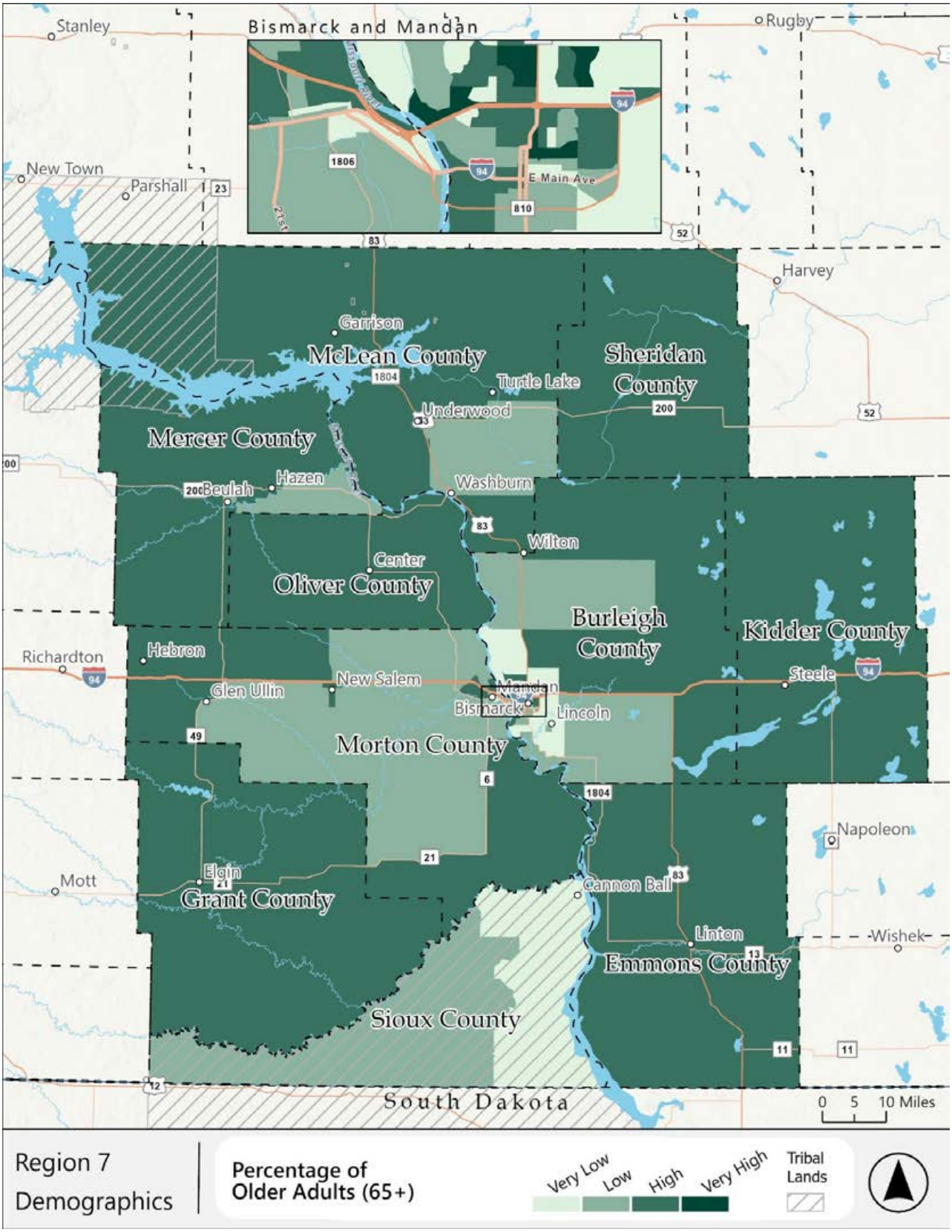


Figure 4-102: Region 7, Older Adults – Count

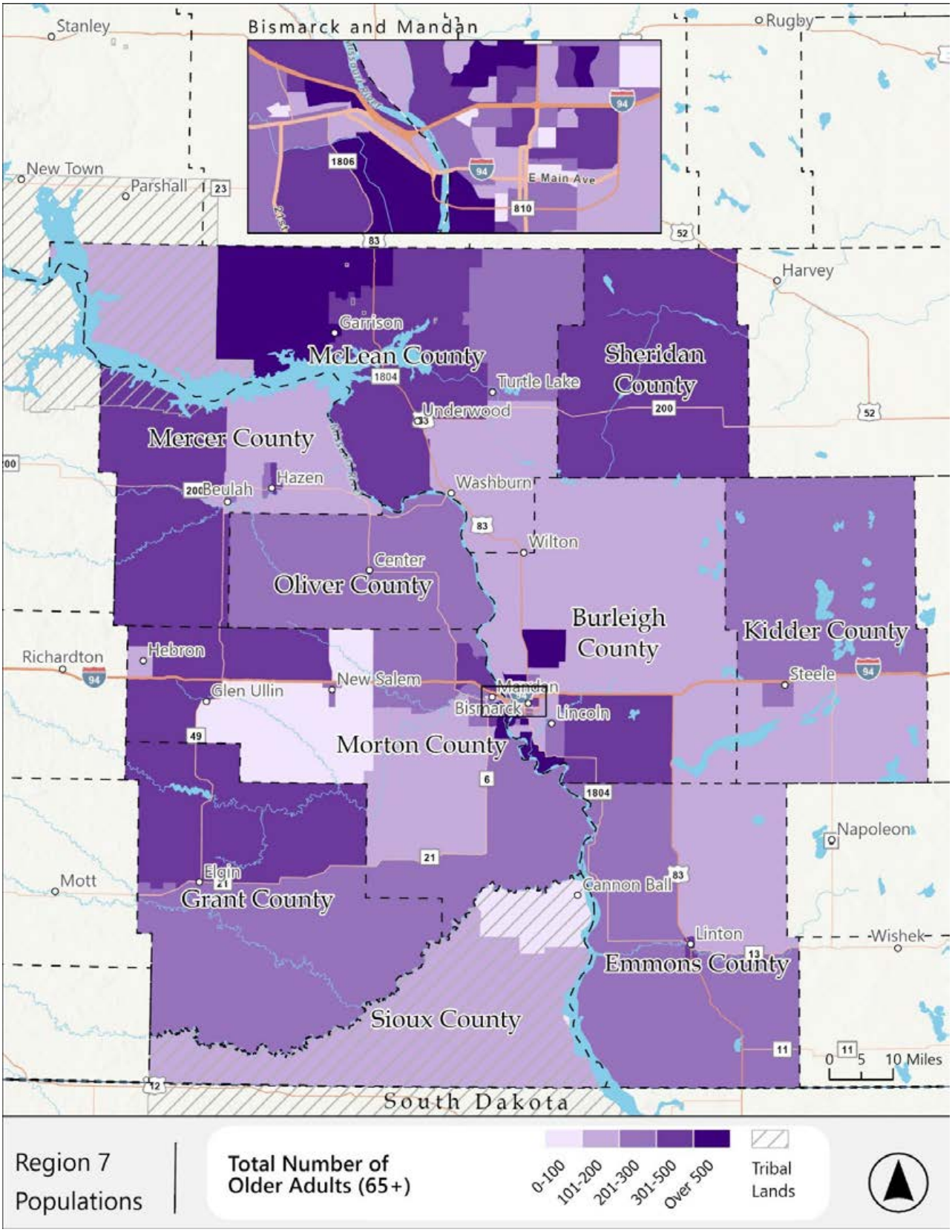
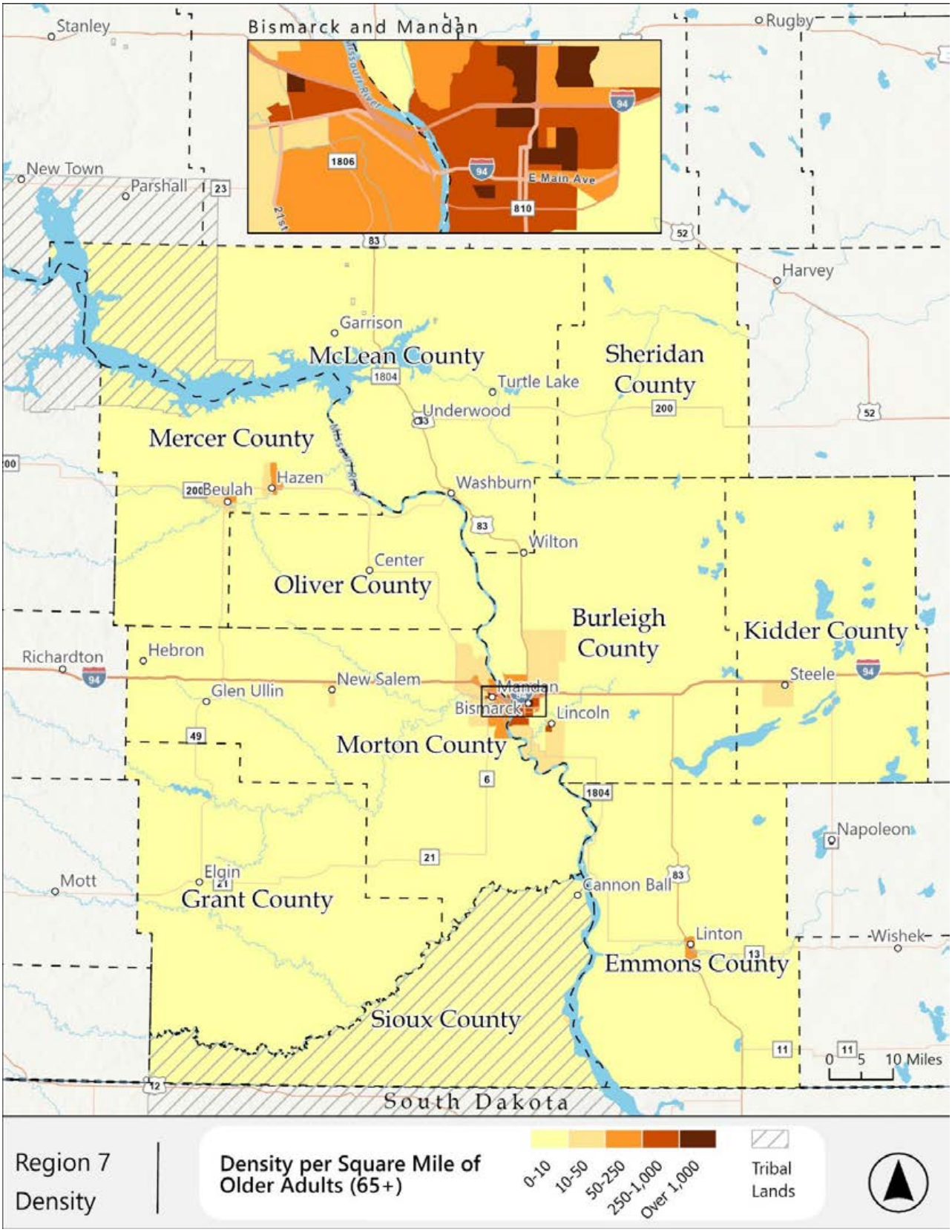


Figure 4-103: Region 7, Older Adults – Density



Region 7 – Low-Income

Figures 4-104 through 4-106 show the population of individuals who live below the federal poverty line in Region 7.

Block groups that score "very High" on their percentage of low-income residents are spread throughout the region. Most are in Bismarck and Mandan, where they are interspersed with block groups that score "Very Low." There are also areas that score "Very High" in Mercer County, west of Hazen, in northern Grant County, and eastern Sioux County. Overall, this is one of the wealthier regions, as just 8.7% of residents are low income, placing it seventh among the eight regions.

The block group with the most low-income individuals overall is northeastern Sioux County. The concentration of low-income individuals here is notable because it is in the Sioux Tribe reservation. Although that block group has a low density of low-income individuals, there is a small block group in the area that also stands out by density. This block group is where Fort Yates, the tribal headquarters of the Standing Rock Sioux Tribe, is located. Bismarck has the block groups with the highest density of low-income individuals, followed by Mandan and Lincoln.

Figure 4-104: Region 7, Low-Income – Percentage

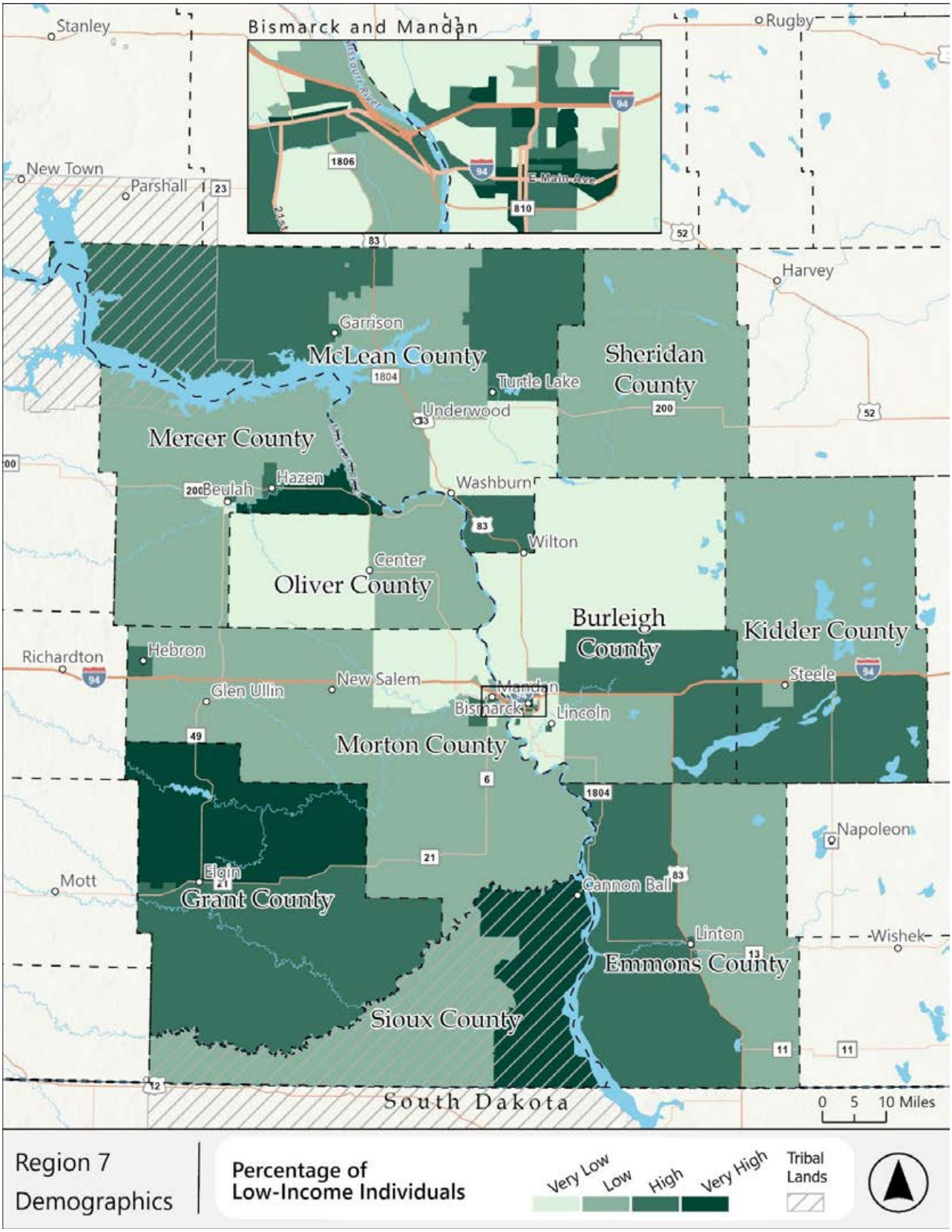


Figure 4-105: Region 7, Low-Income – Count

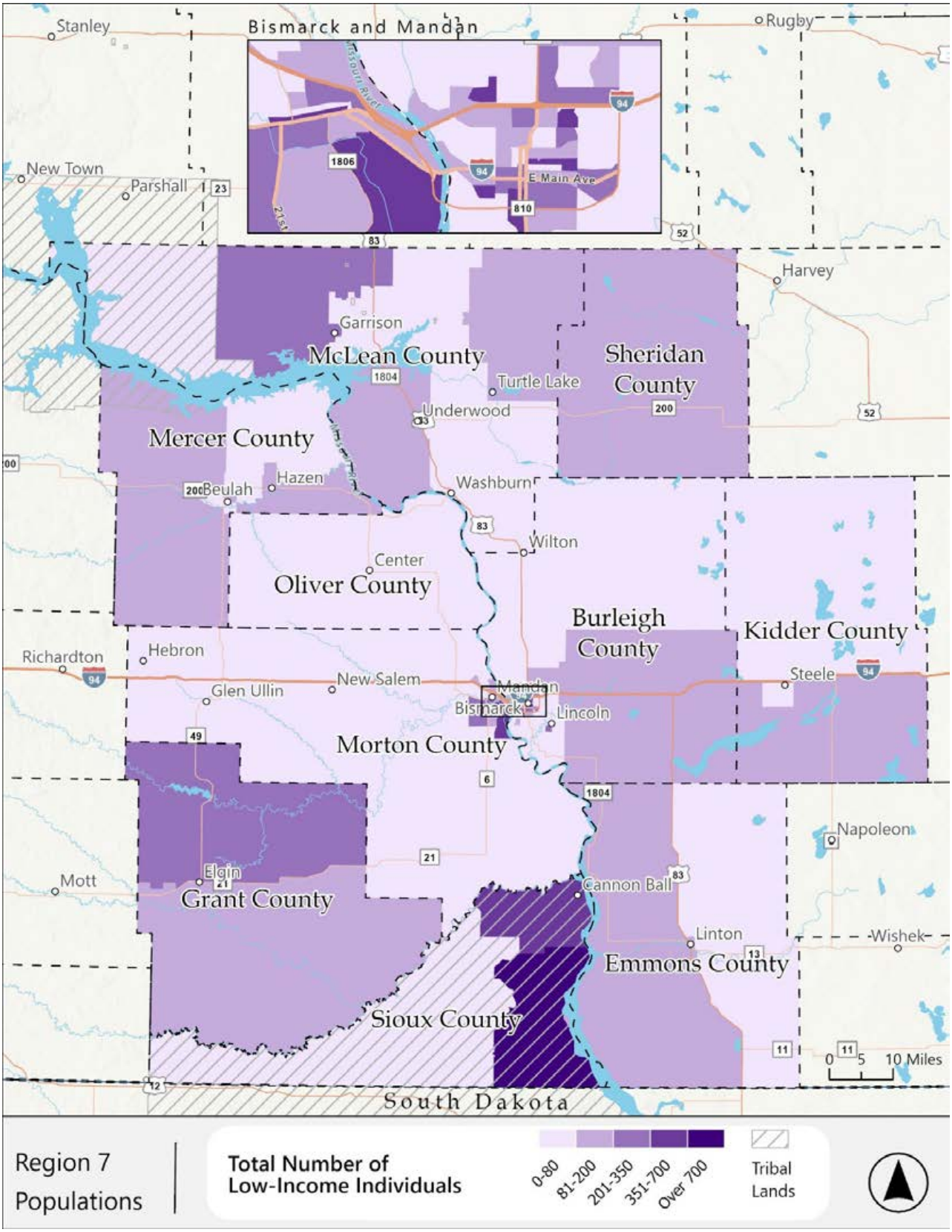
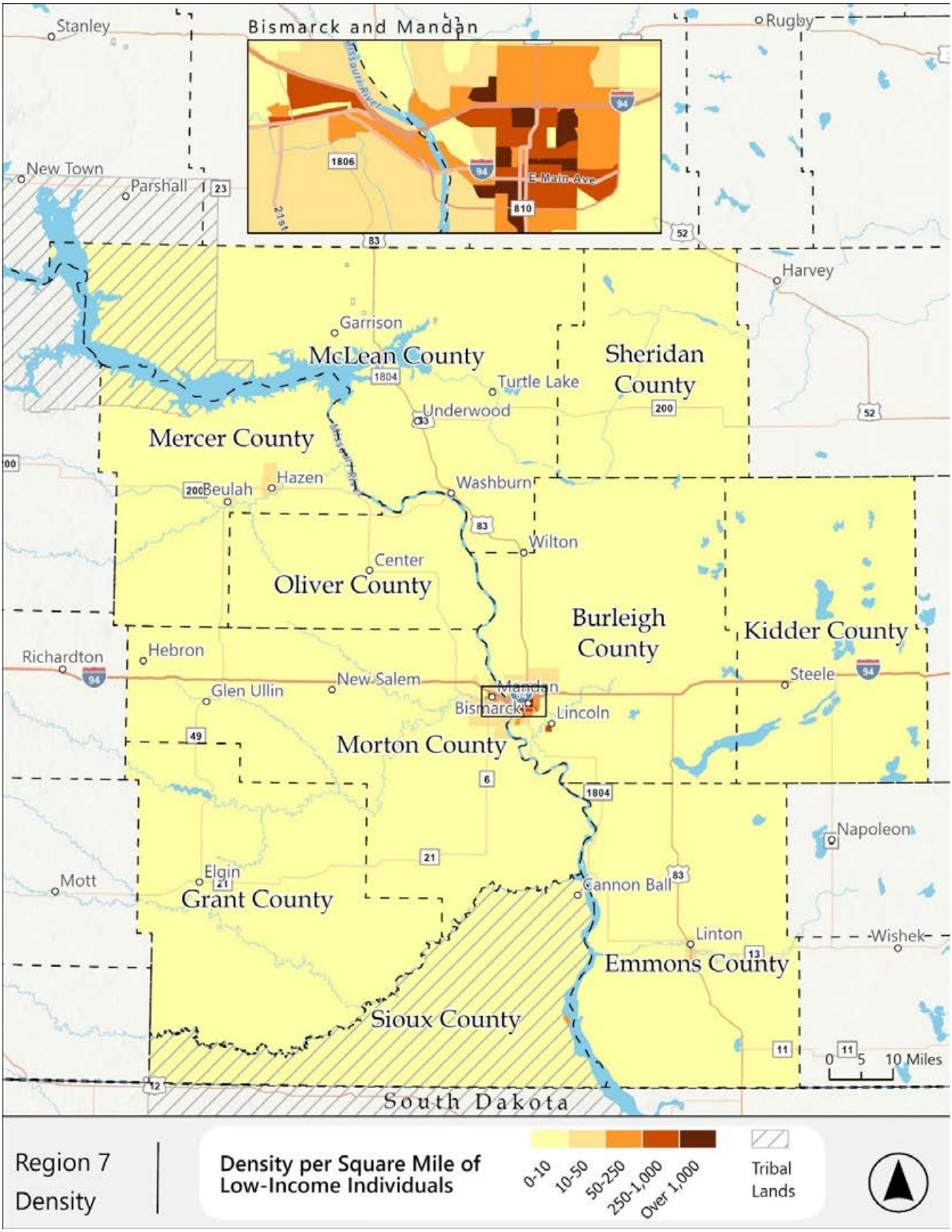


Figure 4-106: Region 7, Low-Income – Density



Region 7 – People Aged 18-24

Figures 4-107 through 4-109 show the population of individuals between the ages of 18 and 24 in Region 7.

The block groups that score "Very High" in percentage of young adults are largely concentrated in Bismarck and Mandan, mirroring the trends of young adults living in the cities that has been seen in the other regions. The only block group that scores that high and is not in the city is still in Burleigh County, north of Bismarck.

The block group north of Bismarck has the most individuals between the ages of 18 and 24 of any block in the region. This is likely because the block group is home to the University of Mary, a private university with just under 4,000 students. Outside of that block group, the block groups that have the most total young adults are in Bismarck and Mandan, as well as northeastern Sioux County. The Bismarck and Mandan region clearly has the highest density of young adults.

Figure 4-107: Region 7, People Aged 18-24 – Percentage

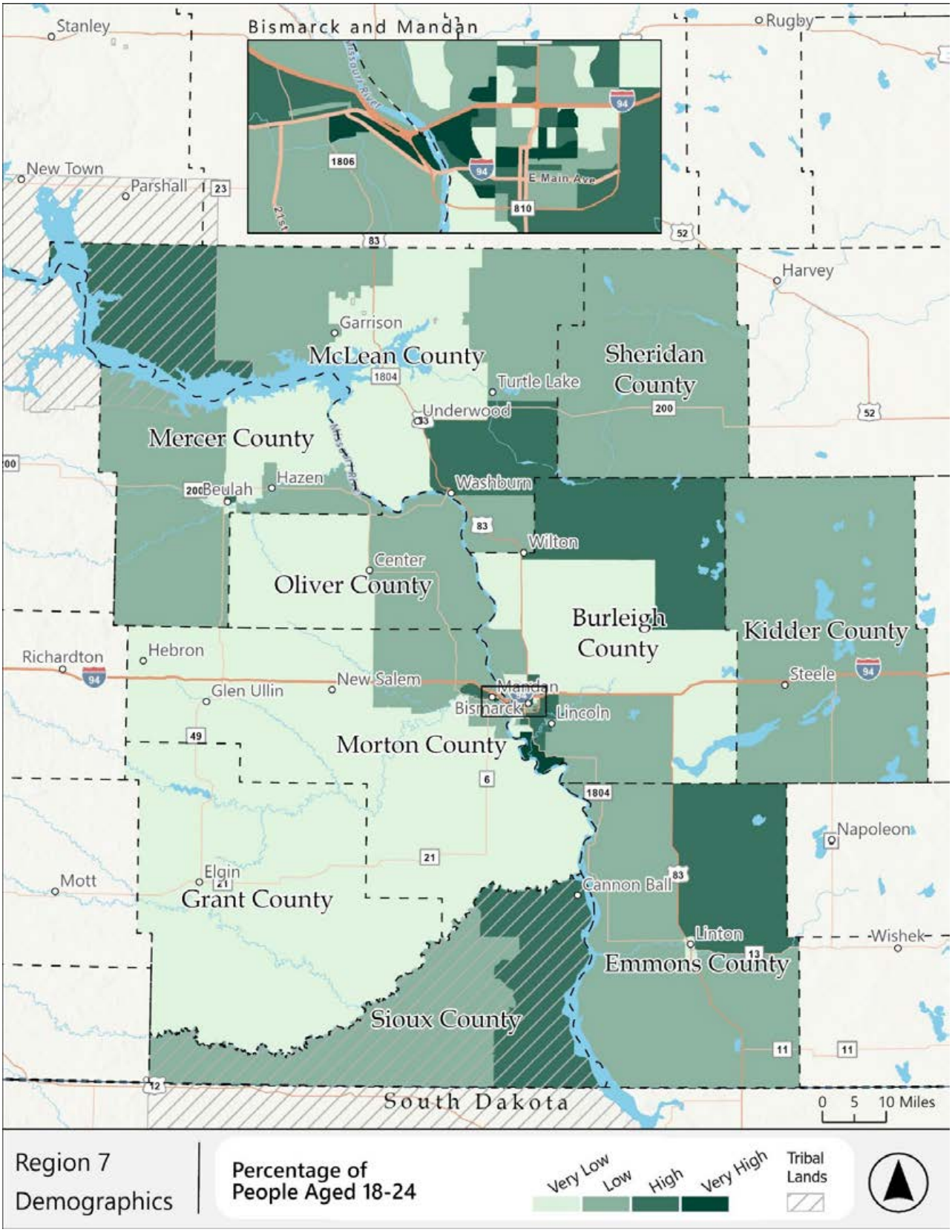


Figure 4-108: Region 7, People Aged 18-24 – Count

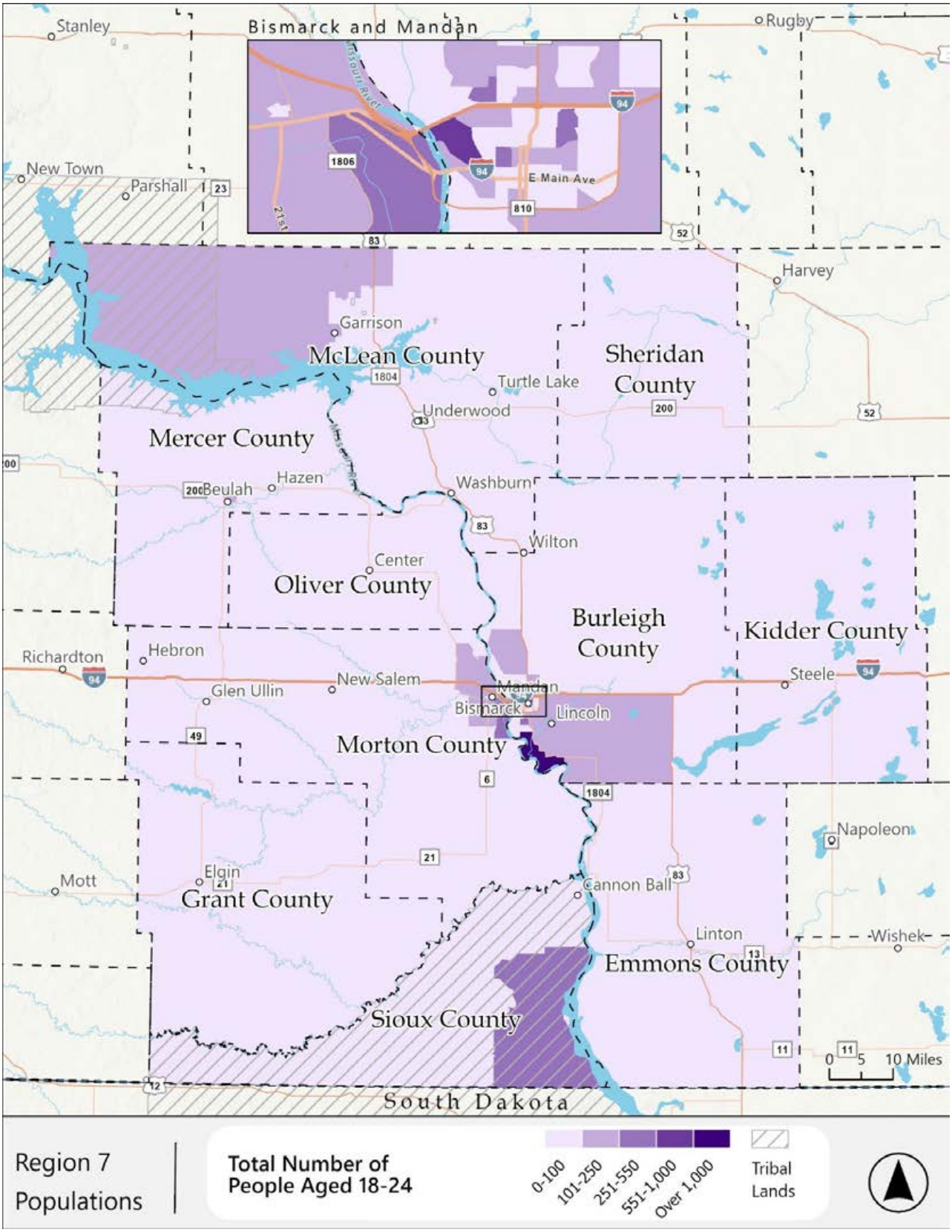
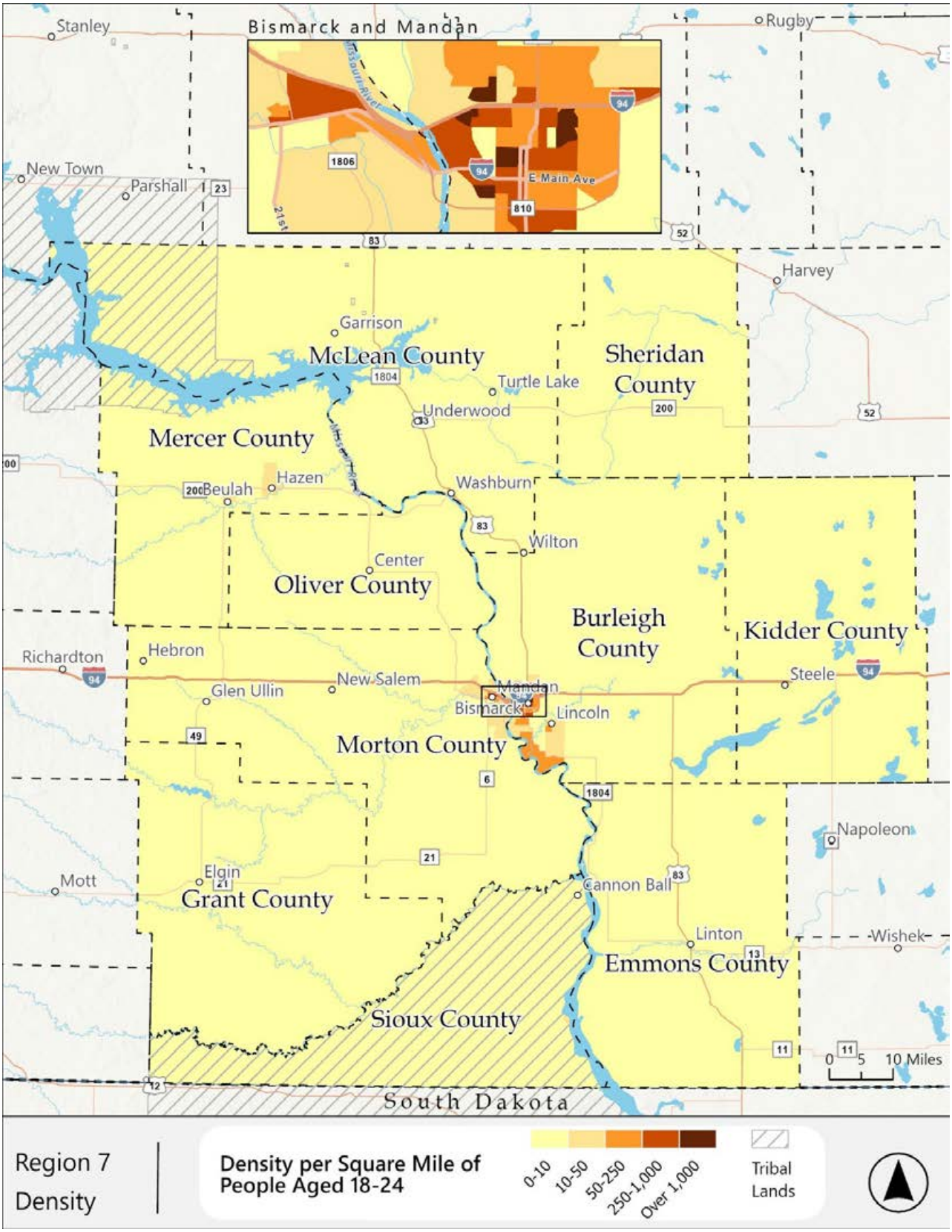


Figure 4-109: Region 7, People Aged 18-24 – Density



Region 7 – Autoless Households

Figures 4-110 through 4-112 show the population of individuals between the ages of 18 and 24 in Region 7.

Most of the region scores "Very Low" on its percentage of autoless households, while a large number of blocks also score "Very High", reflecting that the autoless households in the region are heavily concentrated in those areas. These "Very High" groups are split into four distinct areas. The first is in Bismarck and Mandan, where the concentration of autoless households is expected. The second is the block group around Linton in Emmons County, a small city. The third is a block group in central McClean County, west of Turtle Lake, and the fourth is the entirety of Sioux County. Sioux County is the most notable result here, as it is multiple census block groups with a number of autoless households, despite being a large and rural area. It is also all part of a tribal reservation. However, it is important to note that the region as a whole has a relatively few autoless households. They make up just 4.7% of all households, the second-lowest of any region.

The total number of autoless households in each block group shows a similar pattern, although only northeastern Sioux county stands out in this map, while Bismarck and Mandan have the block groups with the most autoless households. The concentration on Bismarck and Mandan is even more exaggerated in the density map, although the highest density of autoless households outside of Bismarck and Mandan is in Fort Yates, the small census block group in eastern Sioux County.

Region 7 Synopsis

The high density in Bismarck and Mandan, along with many of the block groups that score highest in the percentage ranking there, indicate that Bismarck and Mandan are likely to need transit and mobility services. Outside of those cities, Sioux County, particularly northeastern Sioux County, is clearly a high need area. With high percentages and numbers of individuals with disabilities, low-income people, and autoless households, many of the residents there likely rely on transit services. McClean County, with its large overall population of older adults and individuals with disabilities is another priority area.

Figure 4-110: Region 7, Autoless Households – Percentage

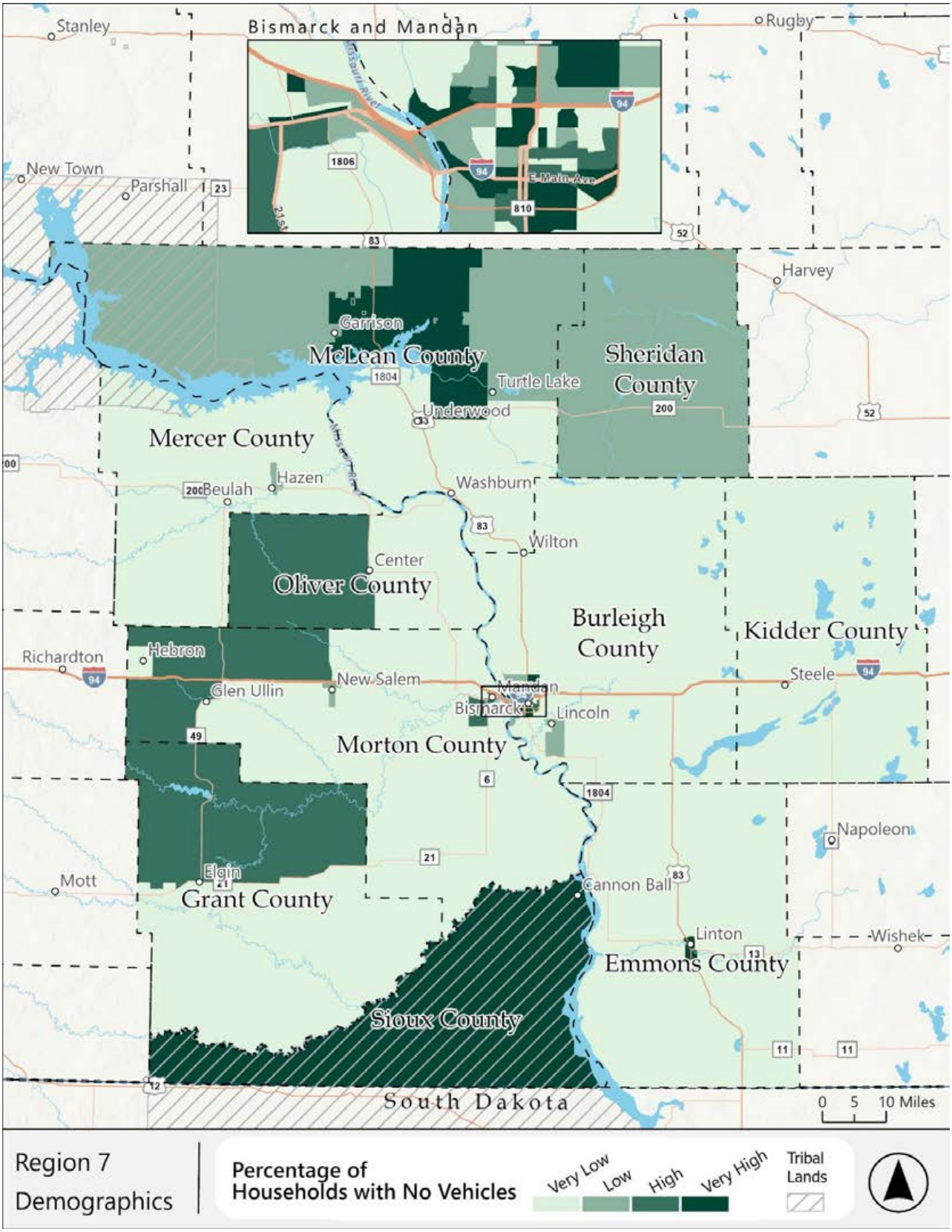


Figure 4-111: Region 7, Autoless Households – Count

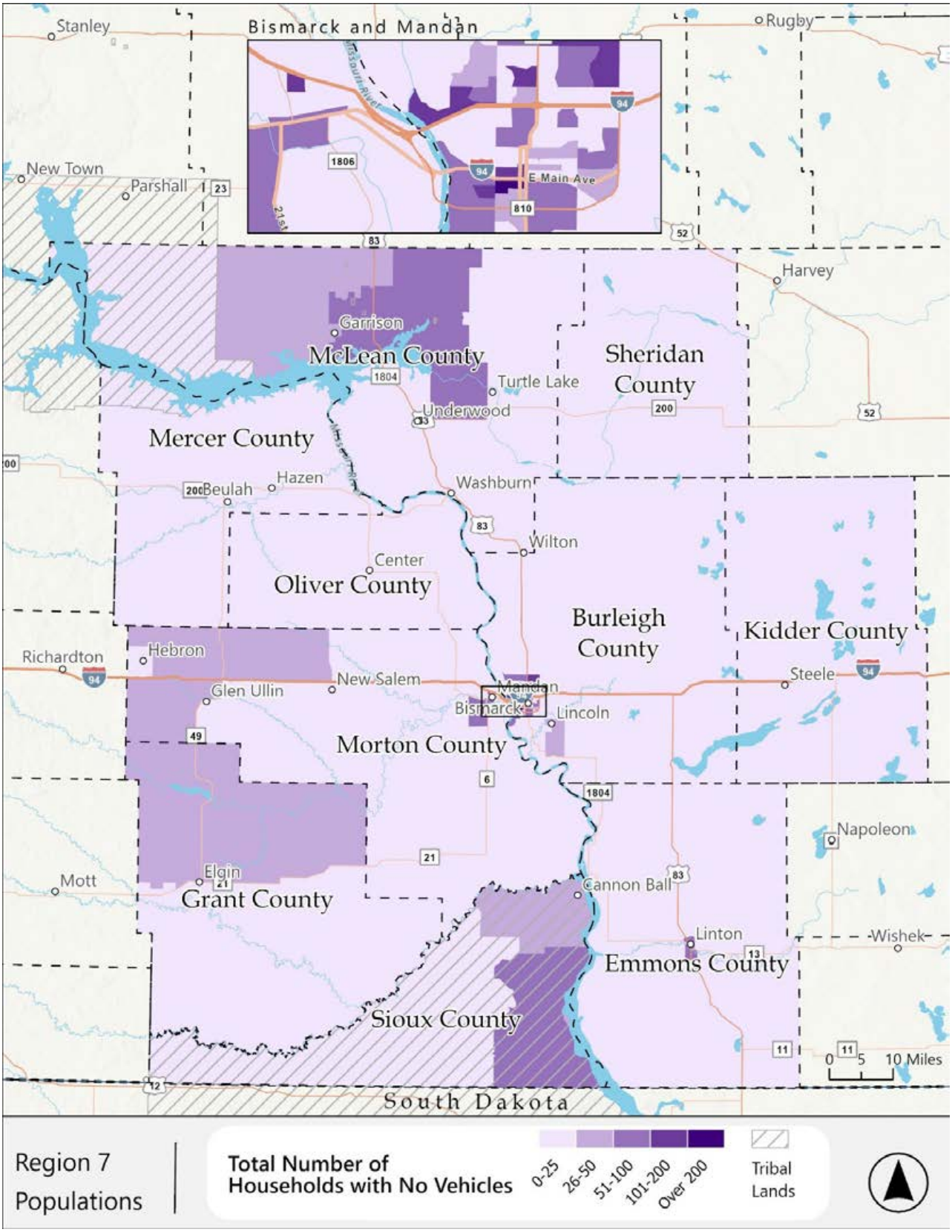
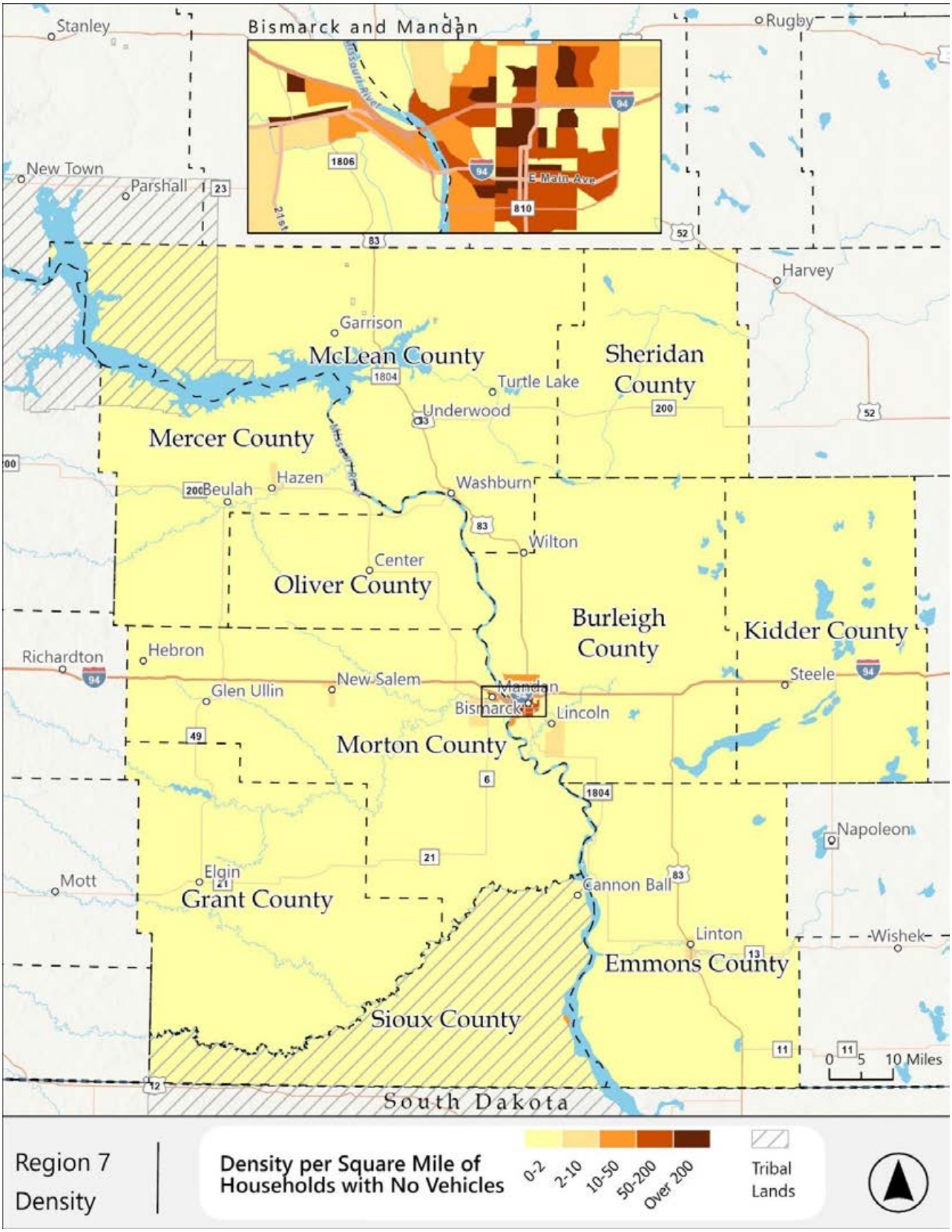


Figure 4-112: Region 7, Autoless Households – Density



Region 8

Region 8 is expected to grow over the next 25 years, with that growth driven by Stark County and its largest city, Dickinson. Dickinson had just over 25,000 residents in the 2020 census, which is over half of the total population of the region. With 48,810 residents in that census, Region 8 is the second-smallest of the regions by population.

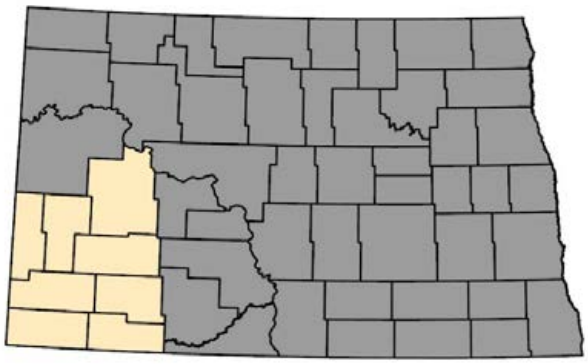
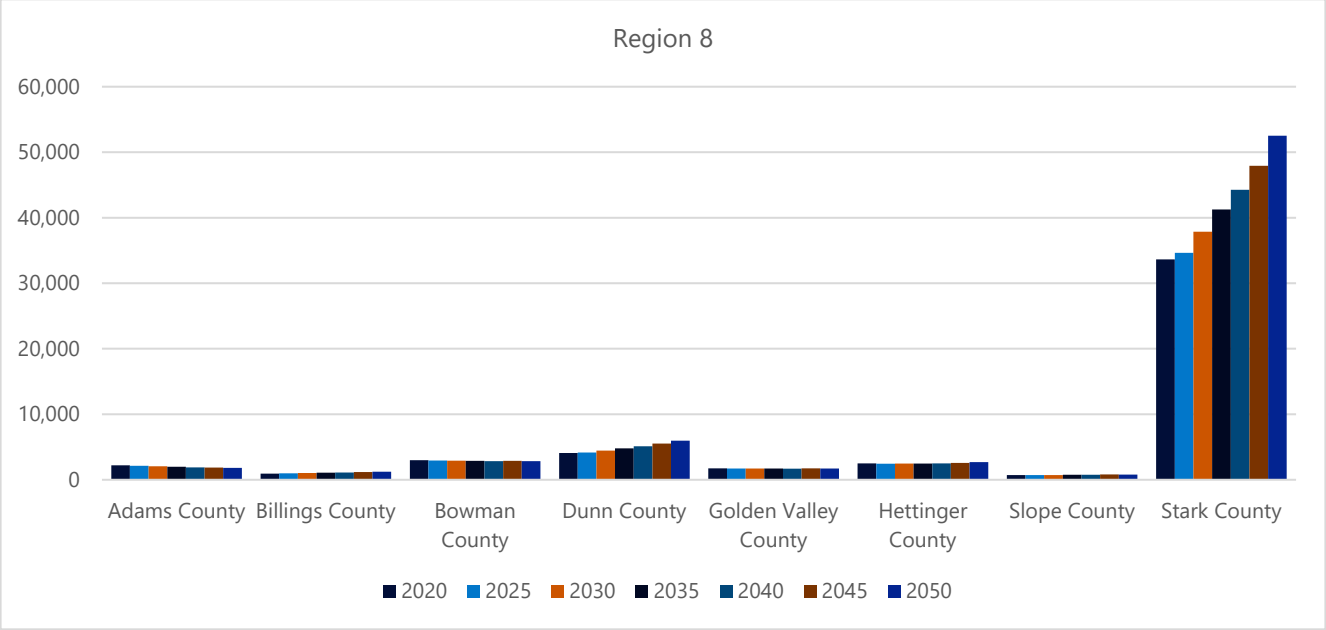


Figure 4-113: Region 8 Population



Region 8 – Individuals with Disabilities

Figures 4-114 through 4-116 show the population of individuals with disabilities in Region 8.

Just two block groups have a "Very High" percentage of individuals with disabilities. One is in Dickinson, the other in northern Golden Valley County. Dickinson also has most of the block groups with a "Very Low" percentage of individuals with disabilities. Overall, 10.8% of the region's population are individuals with disabilities, the fourth highest of the regions.

These same areas have the most total number of individuals with disabilities, along with a block group in Adams County near Hettinger, but Dickinson clearly has the highest density.

Figure 4-114: Region 8, Individuals with Disabilities – Percentage

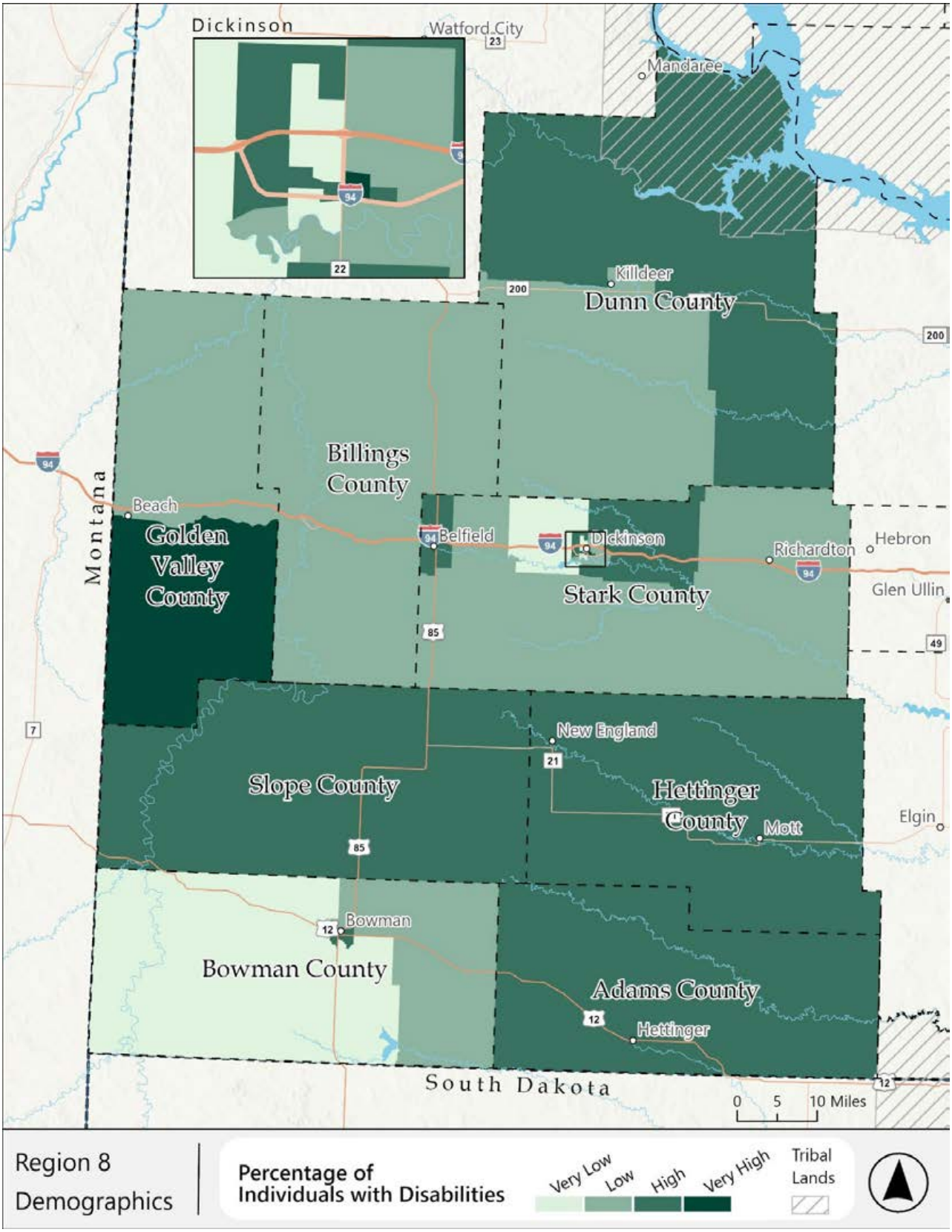


Figure 4-115: Region 8, Individuals with Disabilities – Count

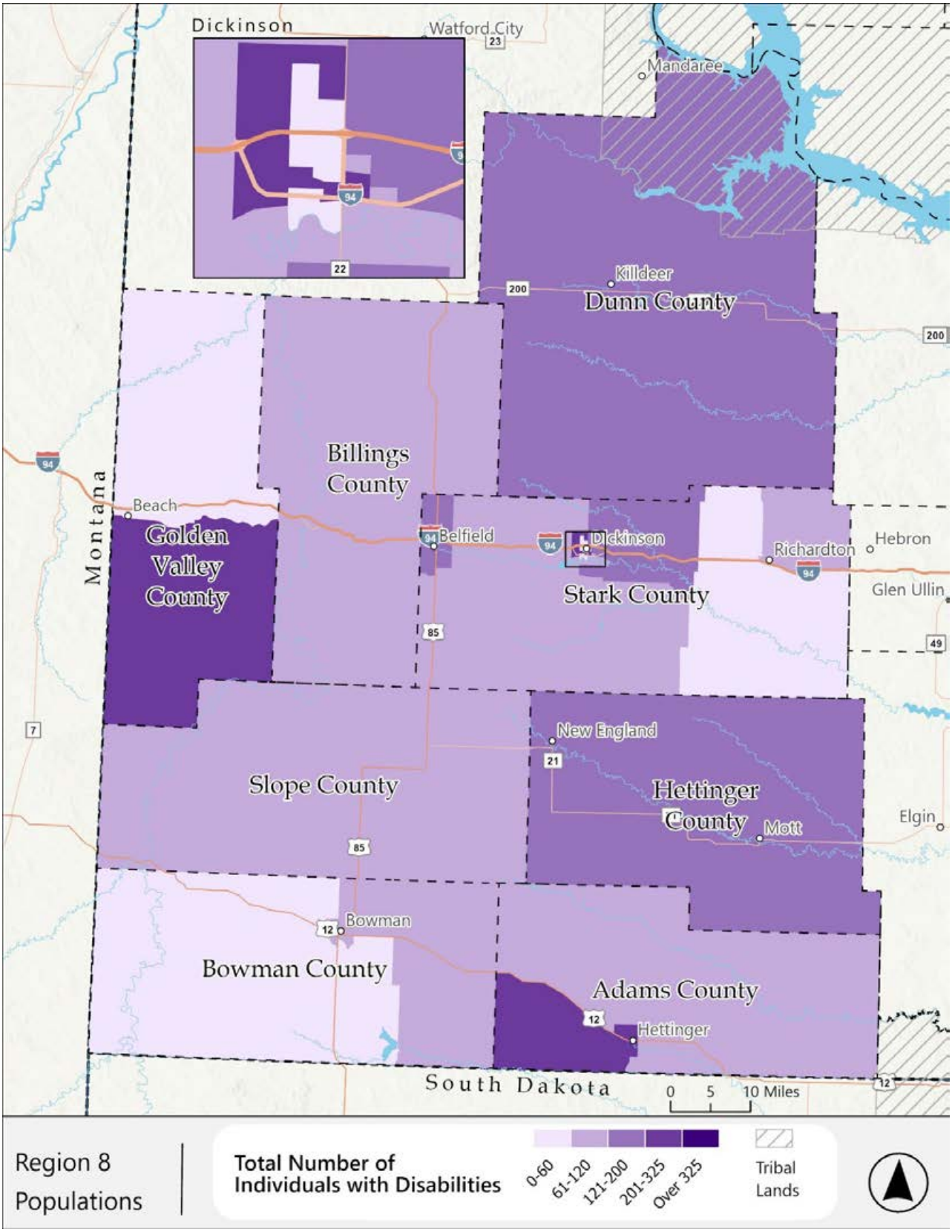
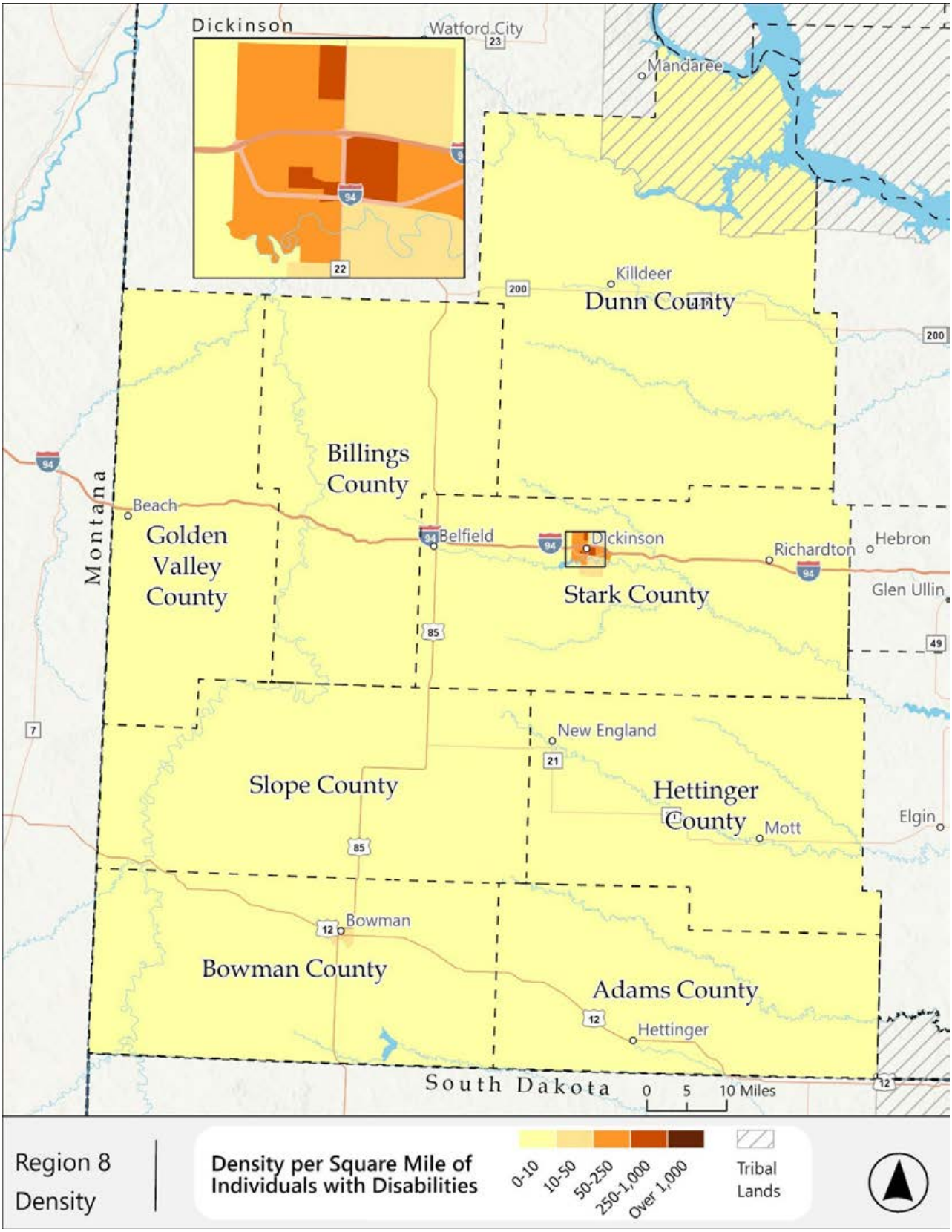


Figure 4-116: Region 8, Individuals with Disabilities – Density



Region 8 – Older Adults

Figures 4-117 through 4-119 show the population of adults aged 65 or older in Region 8.

Most of the region is considered to be "Very High" by the percentage of people over the age of 65 in the block group, which indicates that the few areas which are "Very Low" are extremely low and bring the average down. These block groups are all in Dickinson, and several of the few block groups that are only "High" make up most of Stark County. Region 8 ranks fourth among the regions for total overall percentage of older adults, with 16.7% of the population being over the age of 65.

By total count of people over the age of 65, two block groups stand out. One is in Adams County near Hettinger, which also had a high percentage of individuals with disabilities. The other is in northern Dunn County and includes part of the Fort Berthold Indian Reservation. Despite the older adult population of Region 8 being less centered around Dickinson than other regions have been around their largest city, Dickinson still clearly has the highest density of older adults, as the city has the majority of the region's population.

Figure 4-117: Region 8, Older Adults – Percentage

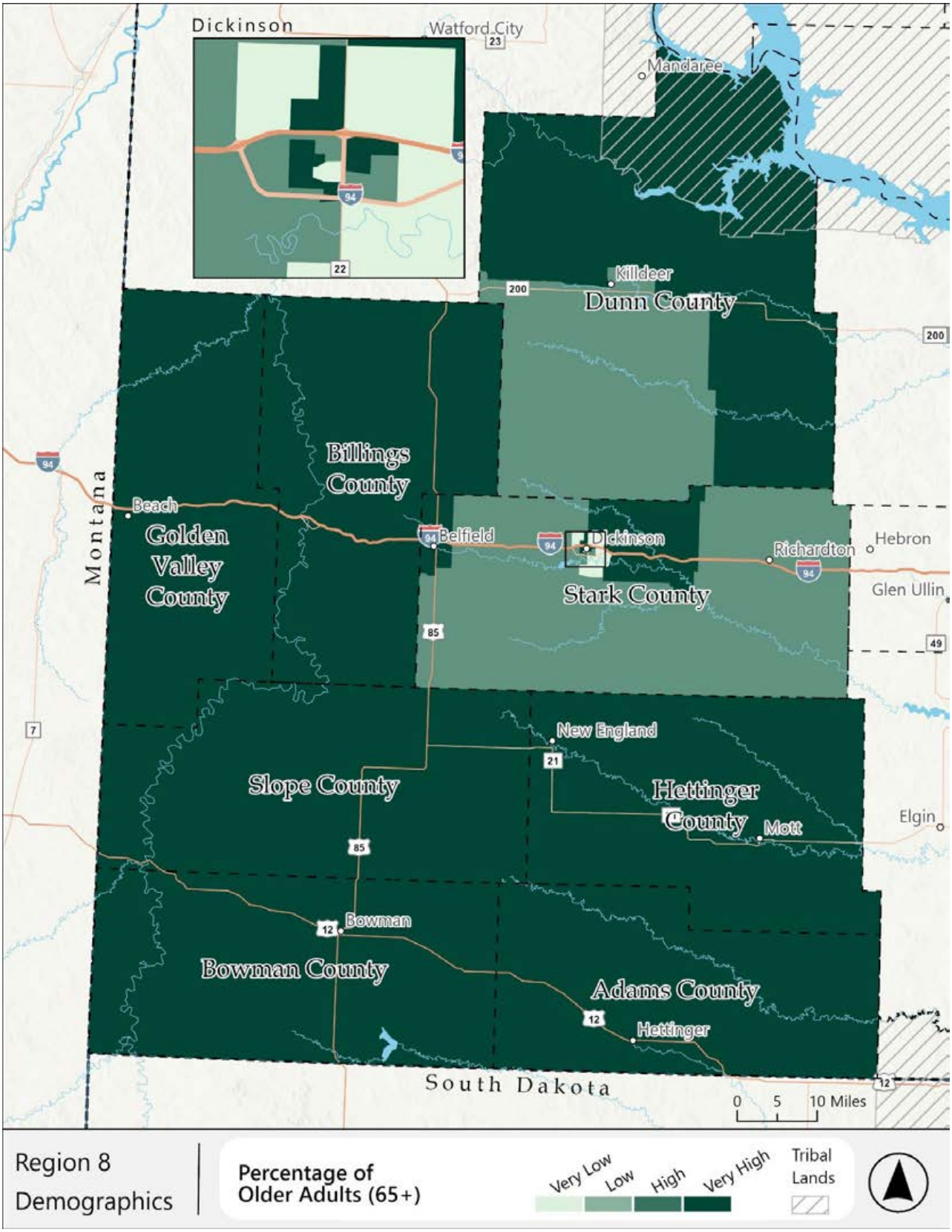


Figure 4-118: Region 8, Older Adults – Count

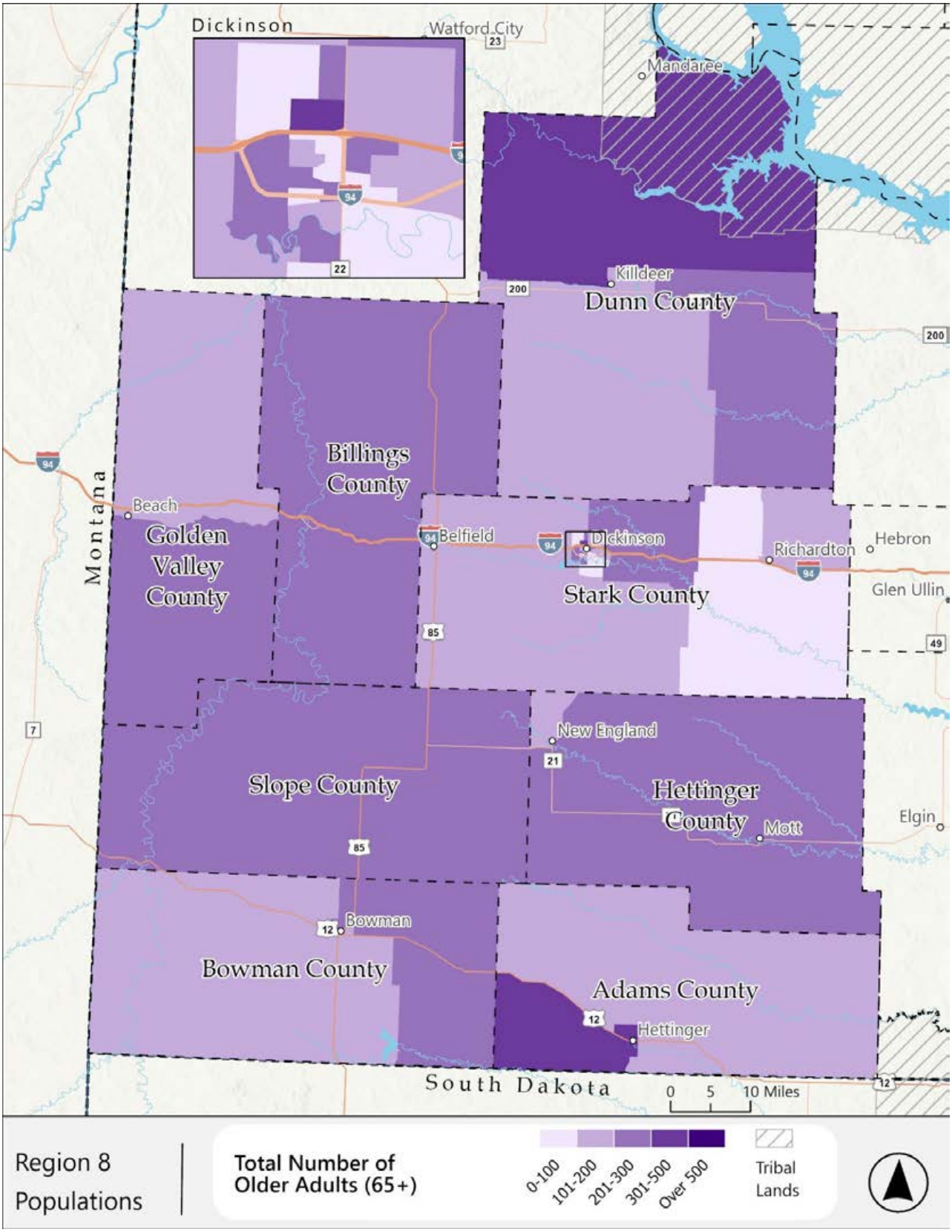
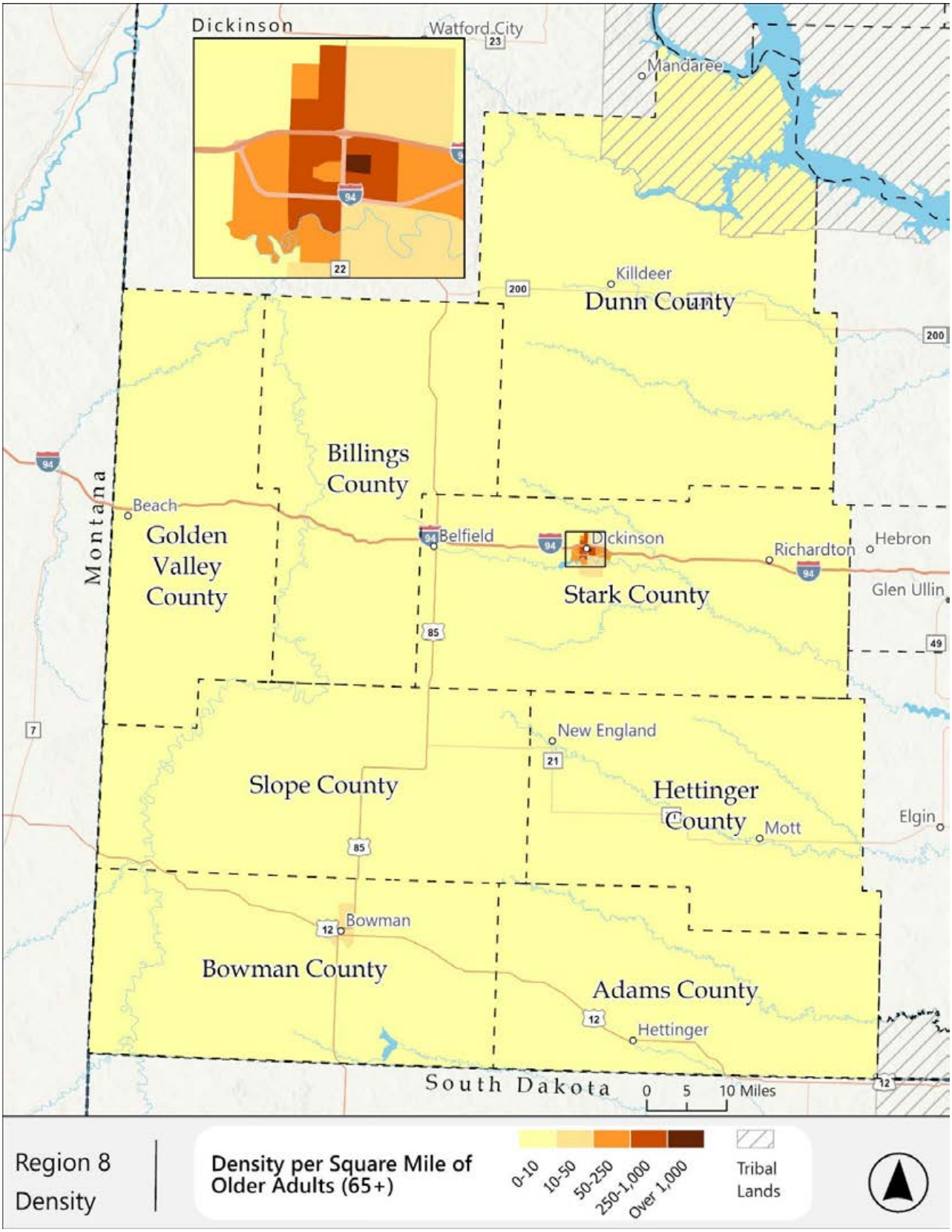


Figure 4-119: Region 8, Older Adults – Density



Region 8 – Low-Income

Figures 4-120 through 4-122 show the population of persons living below the poverty line in Region 8.

Most of the block groups with the highest percentage of low-income persons are in Dickinson, but two are not. One is northern Golden Valley County, which also had a concentration of individuals with disabilities, and the other is in Adams County, although it is not the same block group that stood out in the analysis of individuals with disabilities and older adults. Region 8 has the fourth-highest percentage of residents who are low-income, at 10.6%.

The total number of low-income people is highest in several of the Dickinson block groups, as well as northern Golden Valley County. By density, Dickinson again clearly stands out.

Figure 4-120: Region 8, Low-Income – Percentage

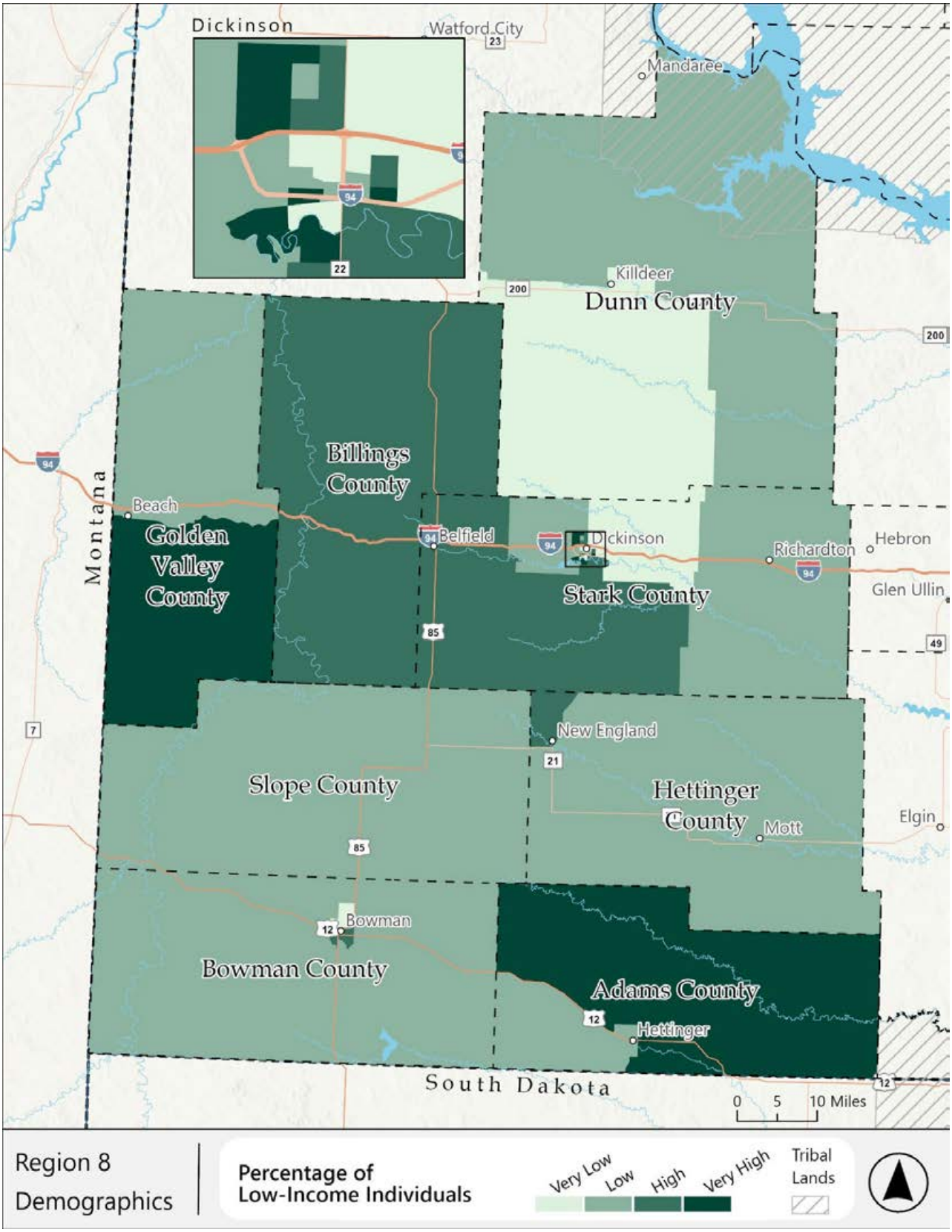


Figure 4-121: Region 8, Low-Income – Count

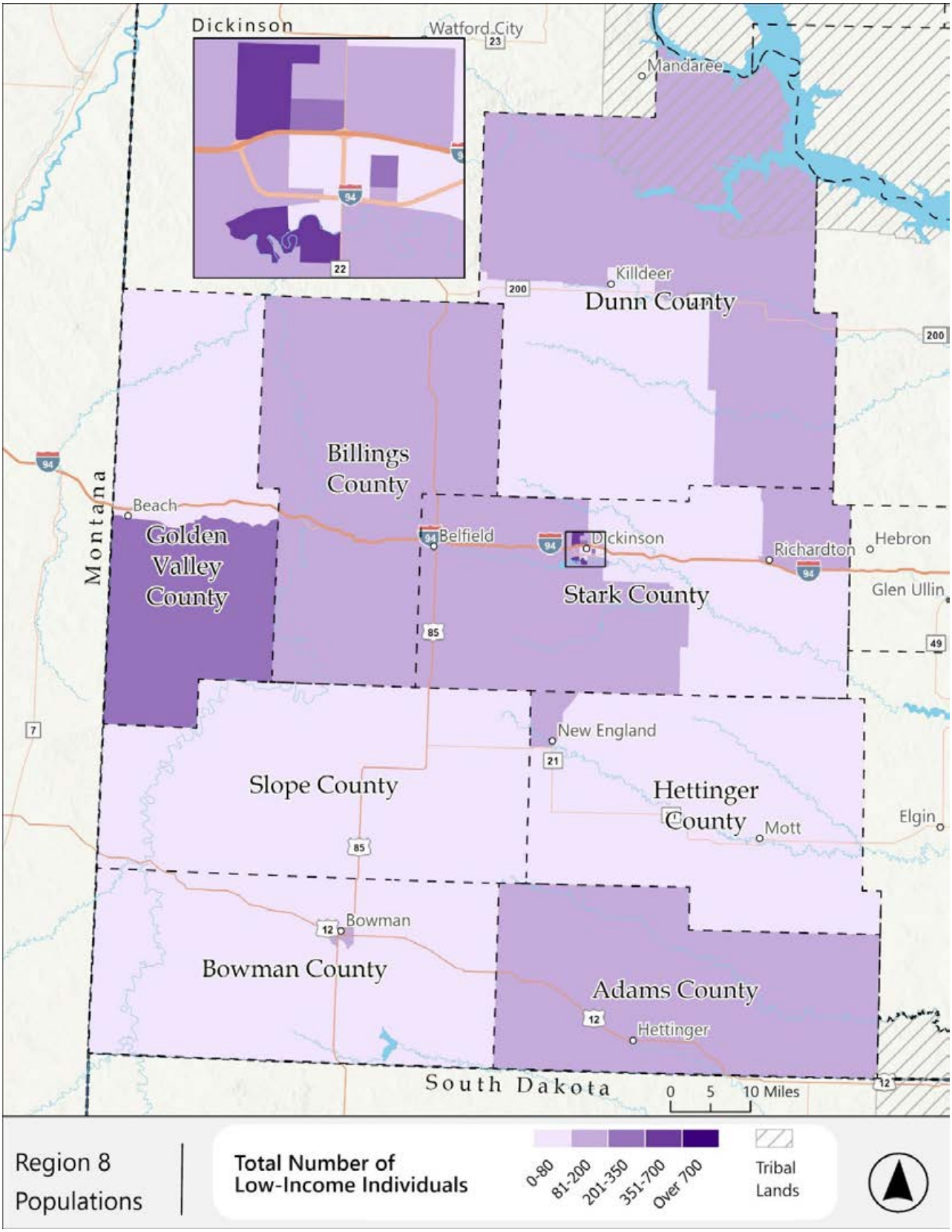
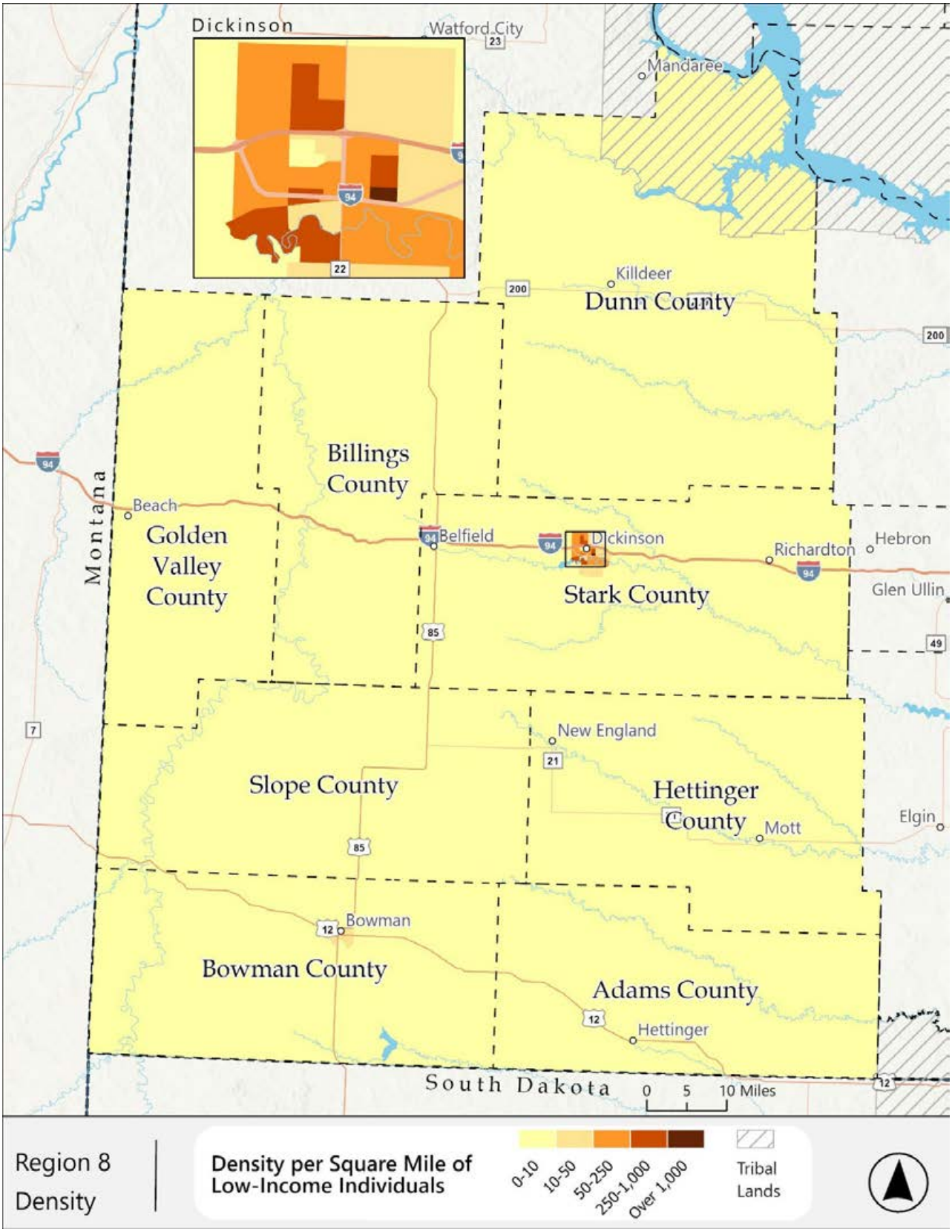


Figure 4-122: Region 8, Low-Income – Density



Region 8 – People Aged 18-24

Figures 4-123 through 4-125 show the population of individuals between the ages of 18 and 24 in Region 8.

There are just two block groups with the highest score in percentage of young adults. One is in Dickinson, and the other is in northwestern Hettinger County, around the city of New England. There are a number of blocks that score "High," notably many in Dickinson, and the block group in northwestern Adams County by Hettinger.

The total number of young adults in the region is low overall. Dickinson has the most, and New England and Hettinger also have more than the rest of the region. Dickinson also has the highest density of people between the ages of 18 and 24.

Figure 4-123: Region 8, People Aged 18-24 – Percentage

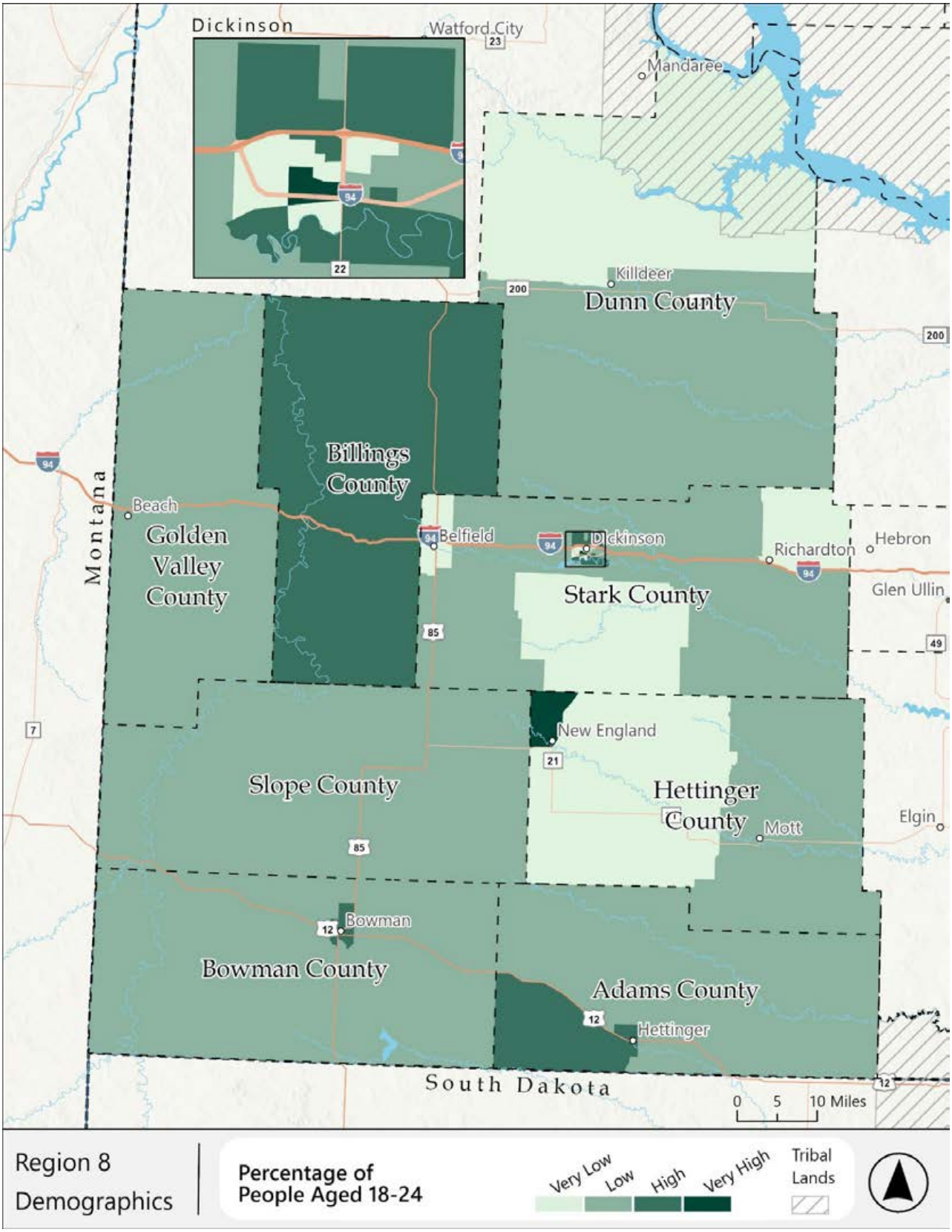


Figure 4-124: Region 8, People Aged 18-24 – Counts

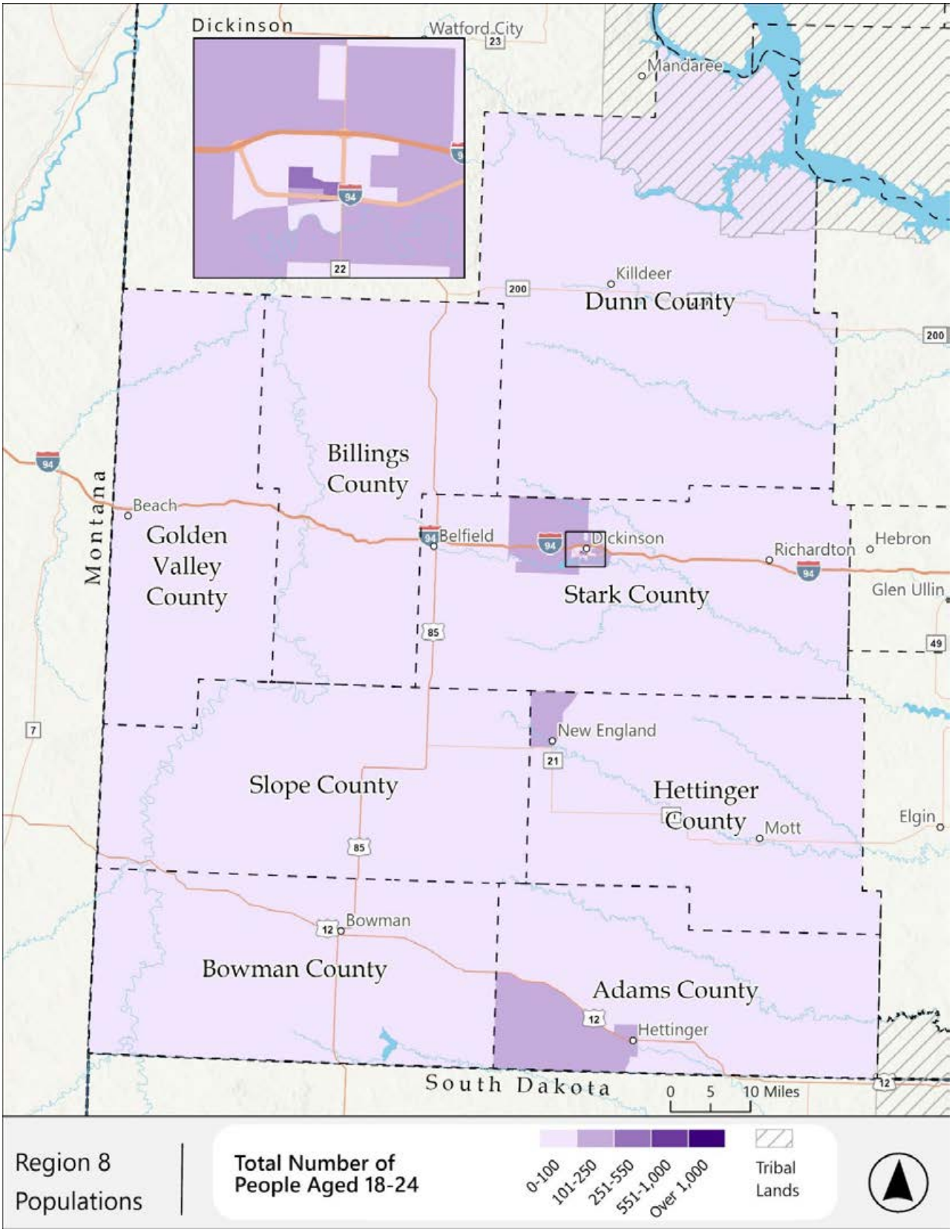
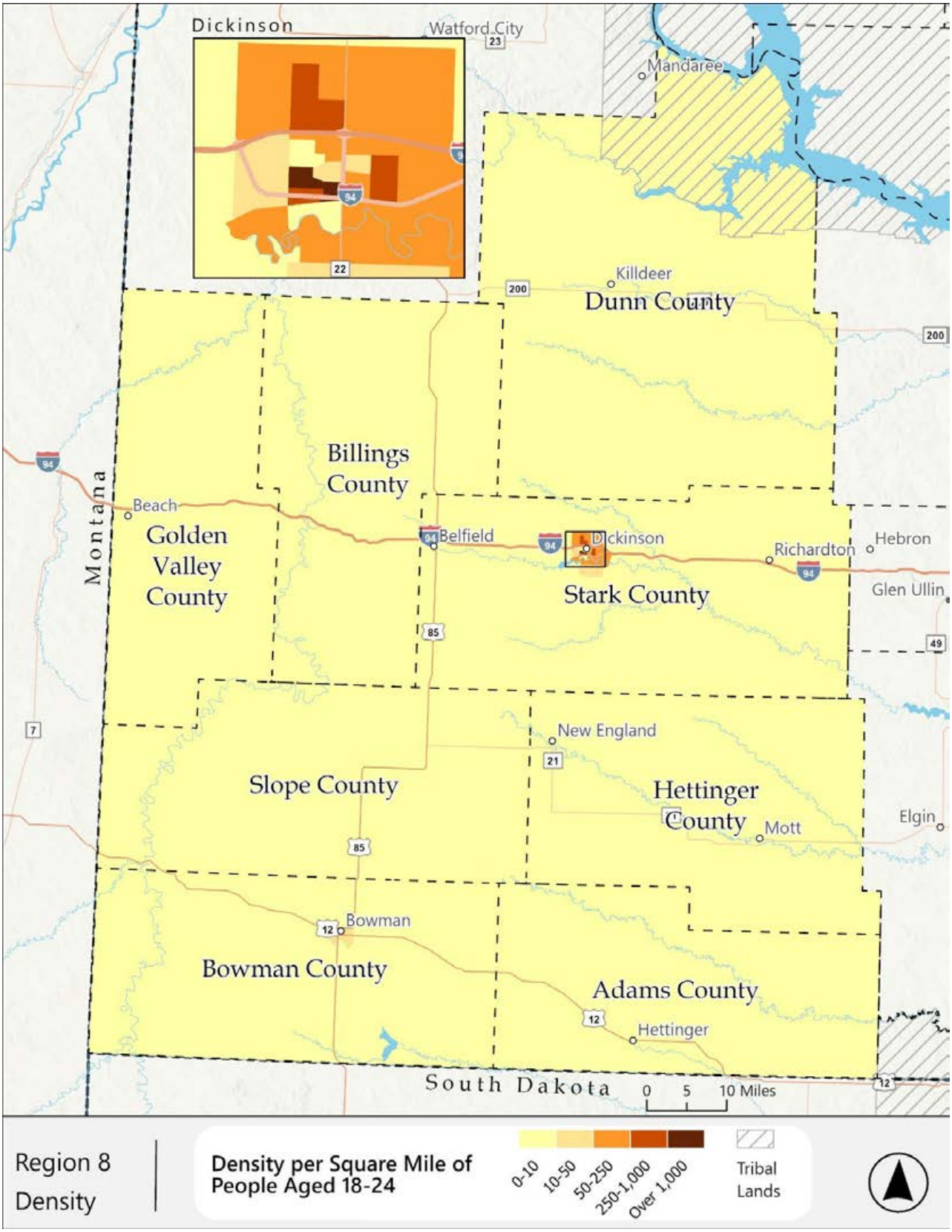


Figure 4-125: Region 8, People Aged 18-24 – Density



Region 8 – Autoless Households

Figures 4-126 through 4-128 show the households without vehicles in Region 8.

By percentage of households, autoless households are concentrated around Dickinson and in Adams County. In other regions, autoless households have generally been most common in the cities, but the high scores in rural Adams County are rare.

The total number of autoless households per block group reveals a similar pattern. The block groups with the most autoless households are in Dickinson, but northwestern Adams County is not far behind, even if by density, Adams County does not appear to be notable.

Region 8 Synopsis

Two areas have repeatedly stood out in the series of demographics maps as having the most people who are more likely to rely on transit for their mobility needs. The city of Dickinson is the first. This matches the pattern seen in other regions, which have had a greater proportion of transit-dependent people in the cities, and Dickinson has over half of the region's total population.

The other notable area is Adams County. In other regions, high-needs areas outside of the major city have been in smaller cities, and the only other rural area that has featured as prominently on the maps as Adams County is Sioux County in Region 7. Assessing the needs in Adams County is difficult because the region is so rural that the county has just two block groups. The city of Hettinger is in the western one, and scores higher in the overall population counts, but the eastern one scores higher in the percentages, indicating that many of the autoless households and low-income individuals (the two categories where Adams county featured most prominently by percentage) may be in the rural parts of the county, and not in Hettinger.

The percentage of adults over the age of 65 is also one of the most notable results. Such an even distribution across the county indicates a need for widespread services. Even in Dickinson, where some block groups have very few older adults, there are still block groups with many.

Figure 4-126: Region 8, Autoless Households – Percentage

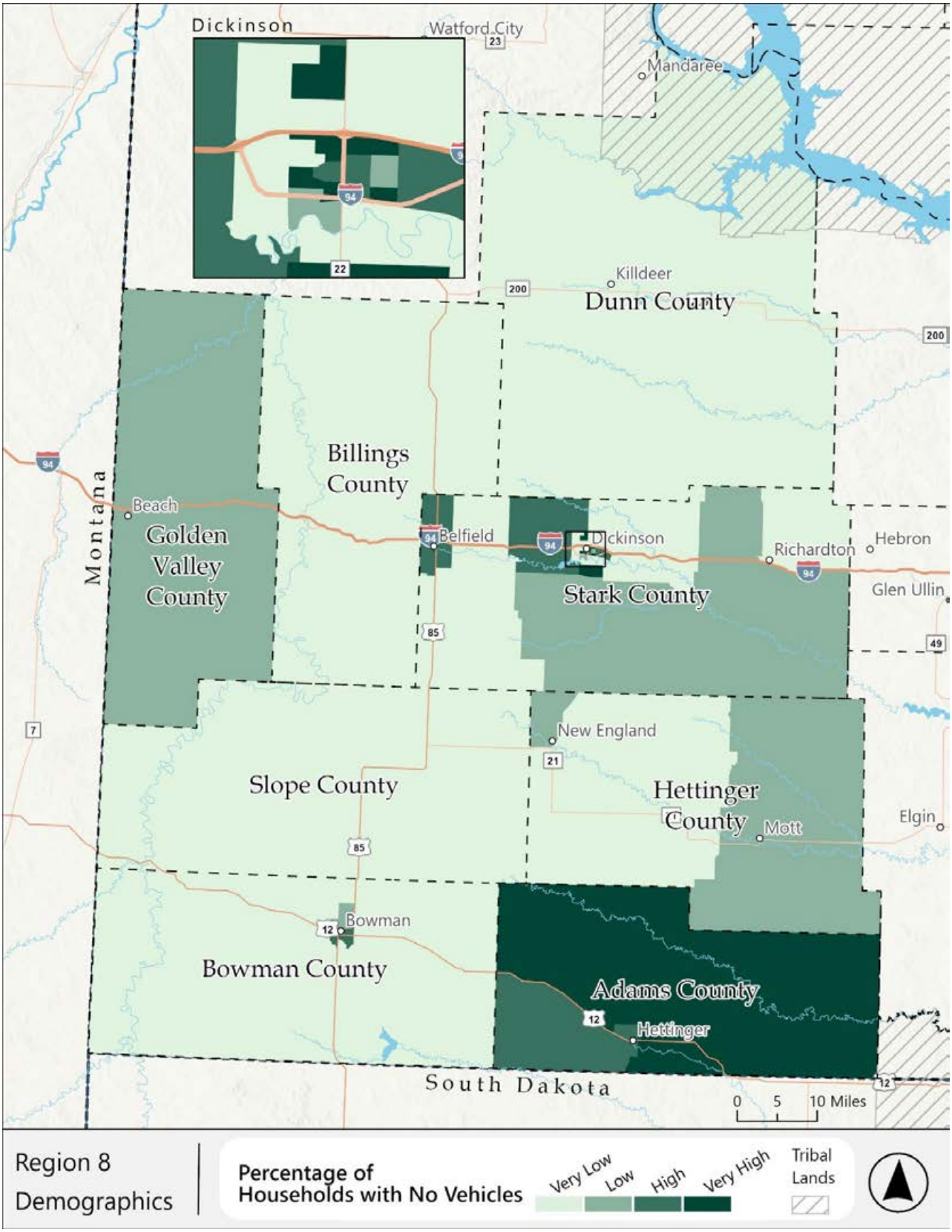


Figure 4-127: Region 8, Autoless Households – Counts

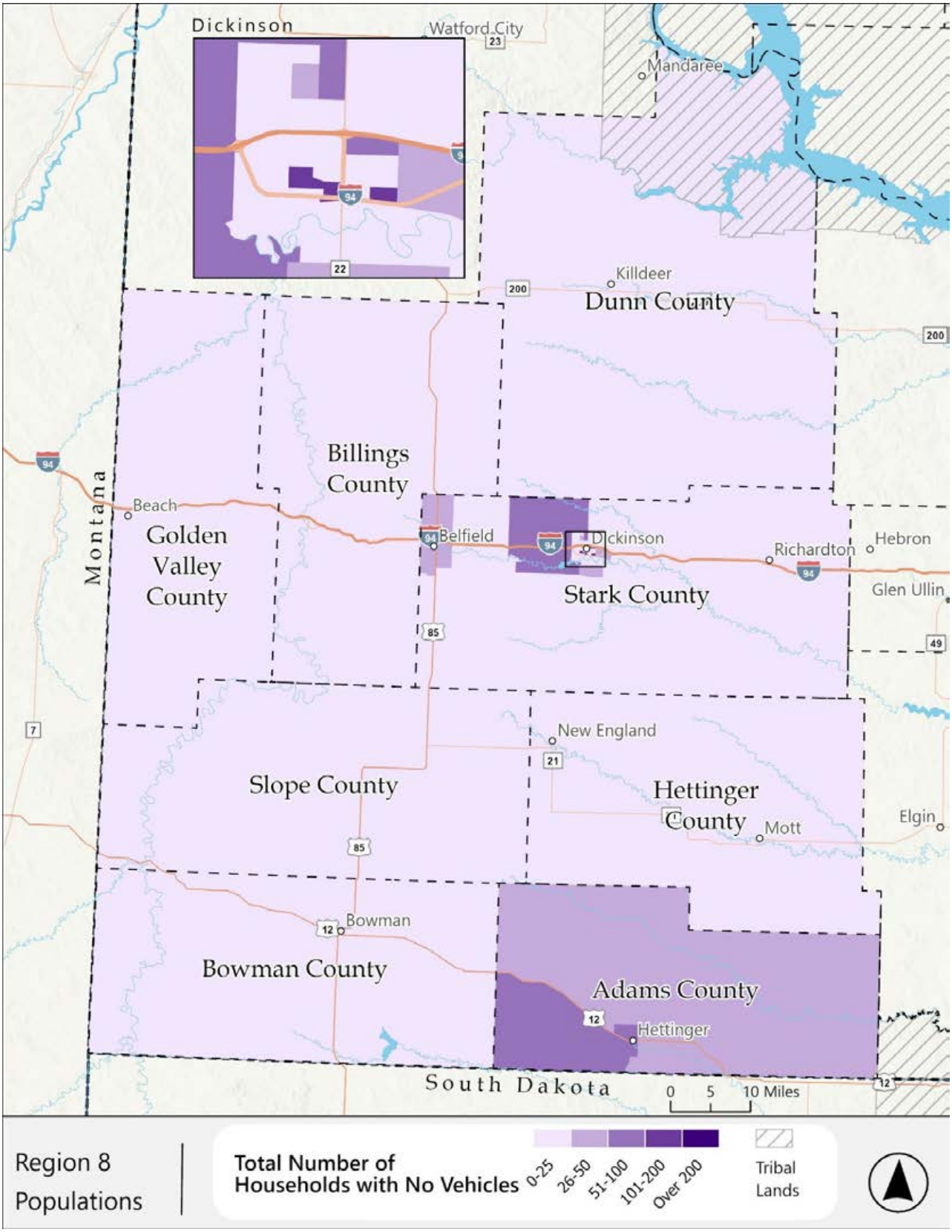
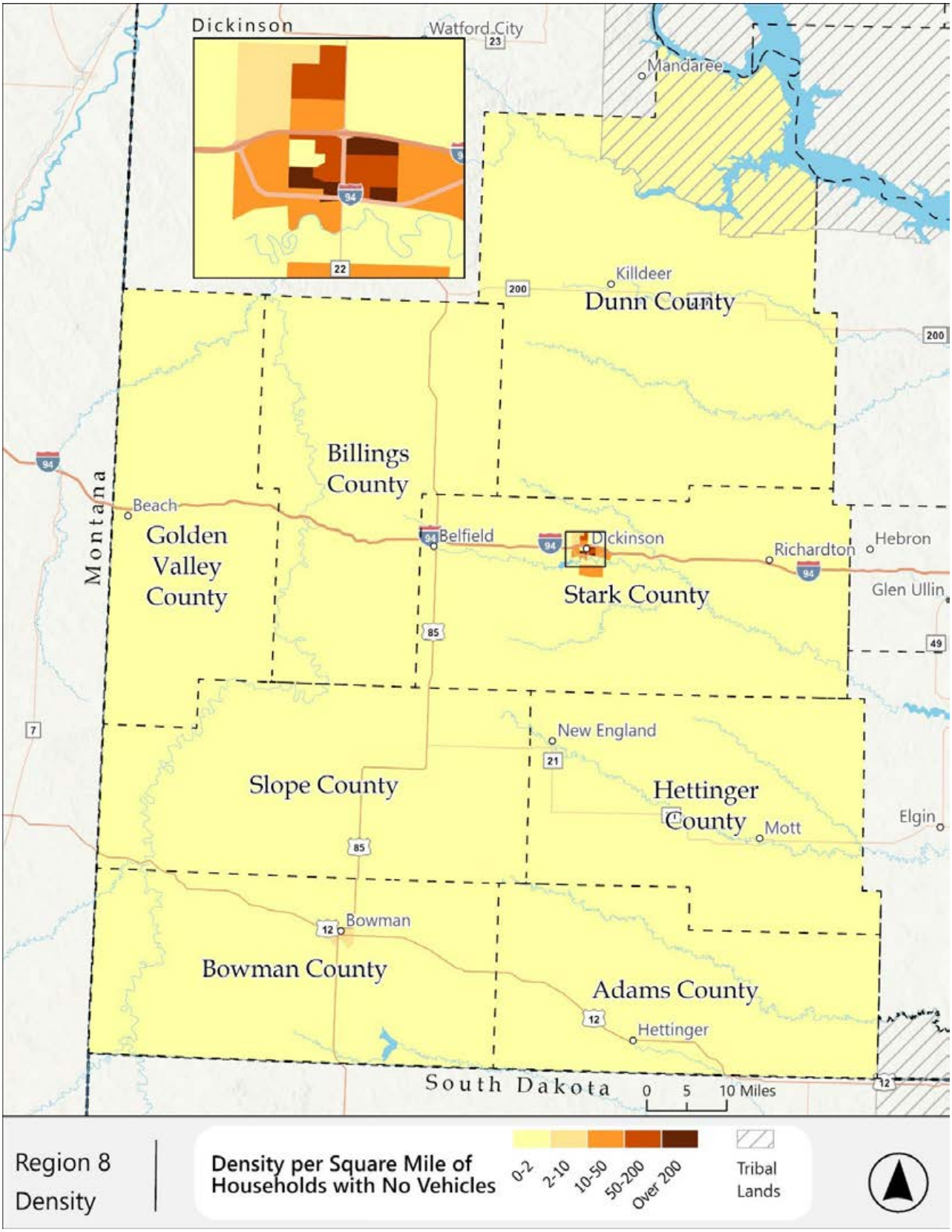


Figure 4-128: Region 8, Autoless Households – Density

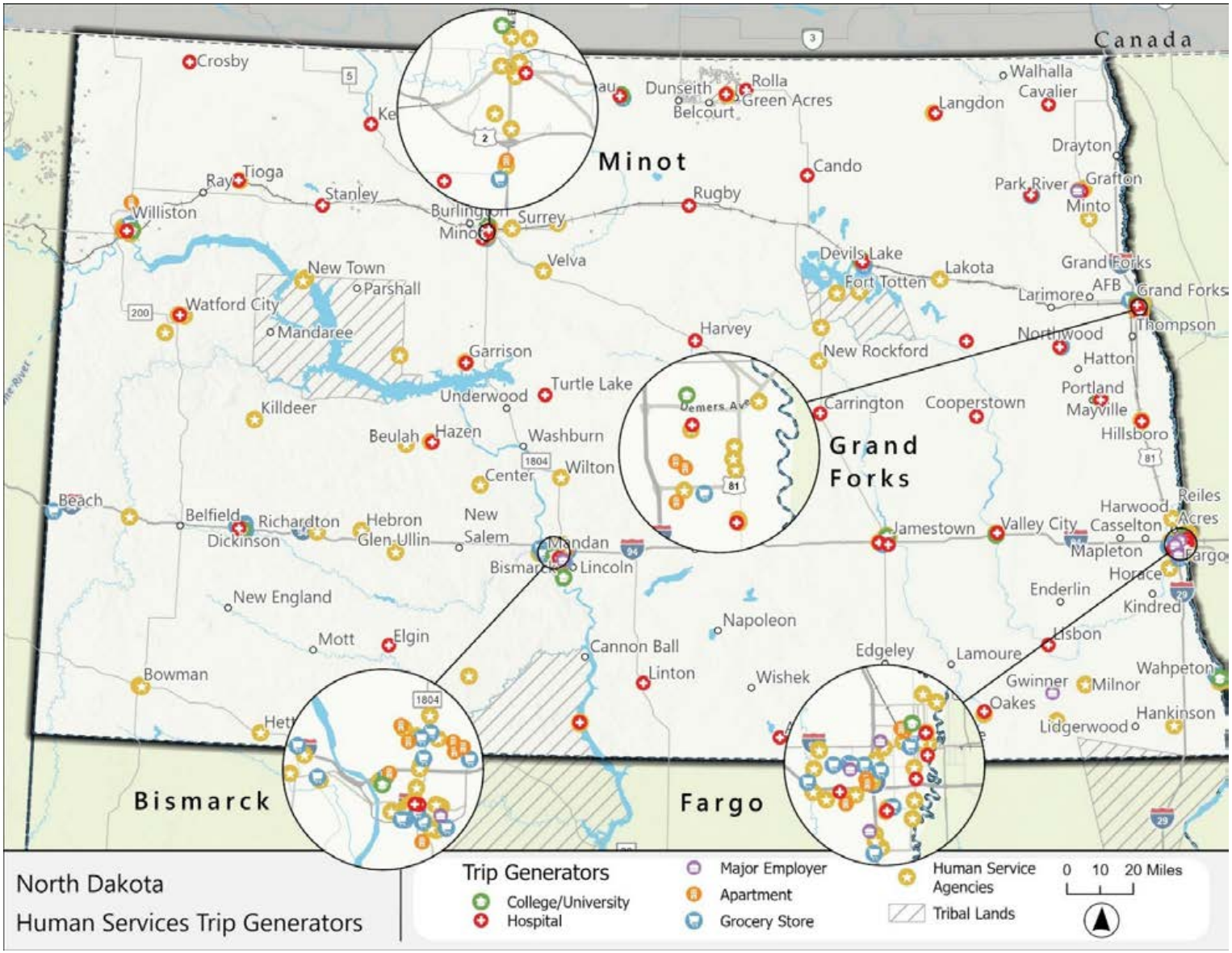


Trip Generators

Trip generators are important in identifying areas that need public and/or human services transportation services. These are locations that would draw in people from a large area and/or disperse people into a large area. The locations relevant to human services and public transportation include major employers, hospitals, higher education, major grocery and big box stores such as Walmart or Family Fare Supermarket, multi-family housing developments, and human services agencies.

These trip generators are heavily concentrated in the areas around Fargo and Bismarck, with smaller concentrations in cities such as Grand Forks, Minot, and Williston. Human services agencies are particularly numerous, and many are outside the major cities, while stores and human services agencies tend to remain concentrated in the cities. There are also a large number of rural hospitals spread across the state, but these are generally small hospitals, with just a few beds and limited specialists. The hospitals in the major cities tend to be much larger and provide a wider variety of medical services. This pattern indicates that there will be strong demand for human services and public transportation trips from rural areas to the cities. A list of all trip generators is provided in Appendix A of this report.

Figure 4-129: Human Services and Public Transportation Trip Generators



Chapter 5
Assessment of Transportation Needs

Another of the required elements of a coordinated transportation plan is an assessment of transportation needs, particularly for individuals with disabilities and older adults. These needs were identified through a review of previous plans and studies, input from stakeholders through the area workshops, and feedback from NDDOT. This qualitative data is then supplemented by an analysis of demographic data provided in the previous chapter.

Review of Previous Plans and Studies

This section consolidates findings from five major regional plans across North Dakota. After the review of the five coordination and TDPs an overview of the 2020 study, *Assessment of North Dakota Mobility Options, Transit Needs, and Characteristics of Users* is provided.

- MATBUS 2021-2025 Transit Development Plan
- Safe Routes to Service & Complete Streets Study for Bismarck-Mandan (2024)
- Grand Forks-East Grand Forks Transit Development Plan (2022)
- West River Coordination Plan (Adopted 2011, revised 2017, 2018, and 2020)
- Dickinson Public Transit Improvement Study (2018)

Despite serving vastly different geographies and populations, the reports reveal a level of consistency in needs, barriers, and themes among the studies. The consistent themes that emerged include:

1. Expanded service hours
2. Better access to medical, human services, and essential destinations
3. Growing needs among transportation disadvantaged populations: seniors, people with disabilities, and low-income households
4. Infrastructure and capital needs: ADA bus stop upgrades, fleet replacement, and investments in facilities
5. Service innovations such as microtransit and on-demand services
6. Stronger coordination with health, social services, and human services agencies
7. Winter mobility challenges

Statewide Transit Needs Identified in Studies

Expanded Service Hours and Reliability – across every region, stakeholders consistently expressed the need for:

- Longer weekday service
- Evening hours
- Weekend and Sunday service
- Improved service reliability

These gaps limit access to jobs, healthcare, education, and essential services.

Access to Medical, Human Services, and Essential Destinations – Studies highlighted mobility challenges for:

- Medical care (especially dialysis, specialist care, and hospital discharge)
- Food access (pantries, grocery stores)
- Employment sites (industrial parks, Amazon, Walmart, DSU/UND/NDSU areas)
- Childcare and preschool locations
- Housing, shelters, and recovery programs

North Dakotans rely on transit for essential life functions, particularly in low-income and rural counties.

Transportation-Disadvantaged Populations Needs

Aging Population Growth – All regions showed rising proportion of:

- Seniors
- Mobility-impaired residents
- People unable to drive

This demographic trend signals the need for more demand-response, paratransit, and community-based mobility options.

Autoless / Zero-Vehicle Households & Low-Income Riders – Populations dependent on transit are disproportionately located in:

- Central Dickinson
- West Fargo/North Fargo
- Grand Forks north end and UND vicinity
- Bismarck-Mandan
- McLean, Mercer, and Morton counties (West River Transit region)

Infrastructure and Capital Needs

Bus Stop & ADA Improvements -Recurring infrastructure issues include:

- Missing ADA-compliant stops
- Need for shelters and benches
- Poor pedestrian access routes
- Weather-related challenges

Fleet and Facility Reinvestment – nearly all operators would like:

- Vehicle replacements
- Facility upgrades
- Enhanced dispatch and scheduling systems
- Modernization of hubs and transfer points

Service Innovation and Modernization

Microtransit and On-Demand Services – All regions show interest in flexible, technology-based mobility, including:

- Grand Forks microtransit zones
- MATBUS TapRide
- Dickinson's phased fixed-route and demand-response model
- Mandan microtransit feasibility
- West River's tech-enhanced scheduling

Microtransit could help as a statewide solution for low-density and evening service gaps.

Mobility Hubs – Grand Forks, MATBUS, and Bismarck-Mandan identify opportunities for:

- Safe transfer facilities
- Co-location with human services providers
- Amenities like restrooms and Wi-Fi

Coordination with Human Services Agencies

Providers expressed the need to:

- Formalize coordination relationships
- Share information, resources, and rider support functions
- Provide mobility management
- Improve communication between transit, medical providers, and social services

Winter Mobility Challenges

Every region reported:

- Snow removal, barriers at stops, and sidewalks
- Icy or inaccessible walkways
- Winter delays in rural areas
- Unsafe pedestrian conditions

North Dakota Needs Assessment Study

The *Assessment of North Dakota Mobility Options, Transit Needs, and Characteristics of Users* (2020) by Mattson, Mistry, and Hough provided a comprehensive statewide evaluation of:

- Population and demographic trends
- Current levels of transit service
- Mobility needs across all regions
- Transit agency needs
- Funding requirements to meet current and future needs
- Service gaps and target service levels for 2030

The report integrates population projections, demographic vulnerability mapping, surveys of transit agencies, riders, and stakeholders, and an assessment of statewide transit performance and unmet needs.

Population Growth Forecasts

The key findings of the study revealed the fastest growth occurred in the western oil region and the major urban counties (Cass and Burleigh). Many of the rural counties in the eastern half of the state experienced population loss. The report forecasted population growth through 2030 and showed that most of the growth patterns would occur in the urban areas with population increase, and that rural areas outside of the west/central oil region would experience a population decrease.

The study found the estimated growth of older adult populations (65 and older) would increase by 44% between 2017 and 2030. Many rural counties are expected to experience over 50% growth in the older adult populations. Further, the study found a high concentration of people with disabilities (up17.8%), people below poverty (33-37% in some counties), and workers without vehicle access. These demographic factors significantly increase demand for human services transportation.

Through use of a regional mobility needs index—using factors including seniors, disabilities, poverty, and workers without vehicles—identified the areas with the greatest mobility needs. The areas include rural counties with aging populations, reservation areas, and fast-growing western regions lacking sufficient transit expansion.

Based on statewide agency, stakeholder, and rider surveys, the study showed a need for increased days of service (because many rural areas operate one day per week or less), along with a need for expanded hours that would include early morning, evening, and especially weekend and Sunday service. This need for expanded hours and service is consistent with the findings from the coordinated and TDPs.

The critical needs identified in the surveys of agencies, riders, and stakeholders revealed five common themes:

- Drivers and workforce shortages
- Vehicle replacement and expansion needs
- Insufficient hours/days of operation
- Desire for more regional medical and employment transportation
- Challenges in providing ADA and long-distance rural service

The study considers the statewide funding needed to fill the gaps in service. There is a need for $5.3 million increase annually to fill the current service gaps and an increase of $14.4 million needed by 2030 to meet projected demand. The report identified the need for 57 additional vehicles to meet the base scenario needs and an additional 152 vehicles by 2030 to meet demand.

Regional Workshop Results

The main findings from the regional workshops are discussed in the next sections. The responses from the online feedback form/survey are presented, by region, following the workshop discussion.

Region 1

The Region 1 workshop was held in Williston on November 3, 2025, at the Senior Center. The discussion in Williston focused on regional and intercity connectivity. Williston does not currently have intercity bus service, creating a major gap in the statewide network, particularly along US Highway 2. Amtrak serves Williston, but limited schedules and lack of local connectivity reduce its usefulness for many trips. The need for intercity feeder service from Williston to Dickinson or Minot was discussed. There was some discussion regarding whether a feeder service to Dickinson or Minot would be preferred. A route to Dickinson would provide a better connection to Jefferson Lines and the national intercity bus network, but a route to Minot may serve more regional trips and could also connect to the intercity bus network via the Souris Basin Transit feeder route from Minot to Bismarck. Participants were unsure where the greater demand would be.

Participants identified a need for out-of-town trips, particularly for medical travel or later hours. Currently, there is a lack of regional service from Williston to Minot, Bismarck, or Dickinson. Participants identified a need for transportation to Minot and Bismarck for medical care. Medical trips often dominate long-distance demand. The challenges in providing this service include long travel times, staffing constraints, and limited scheduling flexibility.

Driver shortages were mentioned as a challenge, especially due to limited wages and competition from oilfield jobs. Long-distance routes significantly increase driver time and operational complexity.

The city of Williston has grown significantly in recent years and may be large enough to support a fixed-route system. However, participants were skeptical that a traditional fixed-route system within Williston would be sustainable. There were also concerns that fixed routes could reduce access for mobility-limited riders currently served by door-to-door service. There was some interest in limited or hybrid fixed routes (e.g., peak-hour commuter loops), but the consensus was that further study would be needed. Participants identified cost, advance reservation requirements, and lack of awareness as barriers to the current service in Williston.

Concerns were raised about stigma surrounding public transit and limited awareness among younger and working-age populations. Suggestions included more targeted outreach through social services, healthcare providers, churches, job service agencies, and social media.

Region 1 Online Feedback

Region 1 had the most online feedback, with 21 responses. Respondents to the online feedback form indicated that there was a need for more transportation both in the region and, especially, from the region to other parts of the state. The need for trips to Minot was emphasized by many respondents. While there are public transportation trips to Minot and Bismarck, they are very limited. Many people need to go to Minot for medical trips, but others want to go shopping or for recreation. One respondent also mentioned the need to get to transportation hubs, using the Billings airport as an example.

Within the community, several respondents mentioned that there are few transportation options for getting from rural areas around Williston into the city. Several comments also indicated that there is not enough service for people to rely on public transportation for their daily lives, such as going to work, running errands, and social engagements.

Some responses reflected a desire for a fixed-route bus system in Williston, while others wanted more capacity, particularly for out-of-town trips. Many people felt that the need to reserve a trip well in advance made using public transportation more difficult. A few comments also reflected that while the bus is cheaper than other options, even a small cost can be significant to some riders.

Region 2

The Region 2 workshop was held at the Minot Public Library on November 3, 2025. Minot serves as a key regional hub for healthcare, social services, employment, and long-distance travel. Service Basin Transit provides demand-response and scheduled services across multiple counties, with Minot functioning as a central connection point. A major focus of the discussion was Service Basin Transit's Minot–Bismarck feeder route, which now operates seven days per week with twice-daily trips, specifically

scheduled to connect with Jefferson Lines' eastbound and westbound intercity bus services. This feeder route was widely viewed as a successful and replicable model for coordinated intercity access, having expanded from limited-service days to daily service as demand increased.

Participants highlighted the importance of strong coordination between rural transit providers and Jefferson Lines. The Minot–Bismarck feeder route serves both local travel needs (medical, social, and personal trips) and long-distance intercity travel. Riders use the service for a wide range of purposes. Incremental service expansion, starting with limited days and growing as demand develops, was identified as a realistic approach for rural feeder routes.

Potential future improvements discussed included enhanced or limited-day connections between Minot and Williston, and better utilization of existing services from smaller communities such as Kenmare, Crosby, Stanley, and New Town.

Participants emphasized the need for clear signage, simple explanations of how services connect, and improved wayfinding. Minot has a newer transit center that provides a good connection between local services and the Souris Basin feeder service that connects to Bismarck, though it lacks in-person ticketing, and there could be some confusion if someone with a Jefferson Lines ticket is expecting to find a Jefferson Lines bus.

Souris Basin was noted for having done some effective marketing. Service Basin Transit's investment in professional marketing and outreach, including website improvements, social media, digital advertising, and traditional media, was cited as a key factor in increasing awareness and ridership.

While informal coordination among transit providers and human services agencies exists, participants noted the need for more consistent communication and outreach, particularly to ensure human services agencies and social service staff are aware of available transit options. Ideas included periodic coordination meetings, shared outreach efforts, and joint marketing campaigns. Participants discussed having a one-day event that brings together all the transportation providers and human services agencies in the region to educate those agencies on the transportation options and how they can better help their clients.

Driver shortages and limited funding continue to constrain service expansion. Participants emphasized that maximizing the effectiveness of existing services through coordination and information sharing may be more feasible in the near term than launching entirely new routes.

Region 2 Online Feedback

Of the nine respondents from Region 2, all but one felt that there were unserved needs both within and outside of their communities. The major limitations within the communities were limited hours of service in Minot, and the difficulties of getting rides within small towns. One respondent specifically said it was easier for them to get a ride from Mohall to Minot than it was to get a ride from their home in Mohall to the clinic in Mohall. Other respondents said that they could not get rides at all from rural areas to Minot.

The limitations faced going to areas outside of their community were getting from small towns (such as Burlington and Surrey) to Minot and getting from Minot other cities for medical appointments. Rugby was specifically mentioned as a major destination for medical appointments, along with Bismarck.

Survey respondents wanted to see more buses and faster headways in Minot, as well as more options in rural areas and more NEMT transportation. One respondent also highlighted the difficulty pet owners have of getting their pets to veterinary appointments.

Region 3

The Region 3 workshop was held in Devils Lake on October 27, 2025, at the Senior Meals & Services. Key themes discussed included the need for more resources, with participants emphasizing that workforce capacity, particularly the recruitment and retention of part-time drivers, is the primary constraint affecting service availability, flexibility, and expansion. Additional themes include unmet needs for evening services, feeder services connecting Devils Lake to the intercity bus network, and the need for increased marketing and community awareness.

While there is a need to expand hours, the lack of drivers was emphasized as a challenge that makes it difficult to expand services. Many of the drivers are older individuals who have retired from their previous careers, and most work part-time. Participants noted that staffing limitations directly constrain the ability to accommodate longer-distance trips, out-of-town medical travel, and short notice requests, even where demand exists. The local agency described significant challenges in attracting new drivers. Taxi services exist in Devils Lake to meet the need for evening trips, but those services are more expensive. Stakeholders noted that reliance on higher cost taxi services can create affordability barriers for low-income riders and individuals without access to alternative transportation options, particularly for social, errand, and work-related trips occurring outside weekday daytime hours. It was discussed that other private transportation companies also exist to meet some of the needs.

Participants identified out-of-town medical transportation as a recurring challenge, particularly for trips to larger service centers. Short-notice hospital discharge transportation was cited as especially difficult to accommodate due to staffing constraints and limited scheduling flexibility, often requiring coordination family members to provide rides when transit is unavailable.

Devils Lake lacks intercity bus services. Participants identified a need for an intercity feeder service to connect Devils Lake to Jefferson Lines in either Grand Forks or Minot, or possibly Jamestown. Participants also raised concerns about the lack of a safe, warm, and accessible waiting area for passengers using intercity or rail services. While Amtrak serves Devils Lake and is viewed as a valuable option, limited schedules, and the absence of an indoor waiting area during certain hours and delays were identified as barriers, particularly during winter conditions.

Stakeholders reported an increase in homelessness in the Devils Lake area and identified related transportation needs, particularly during extreme winter weather. Participants expressed interest in improved coordination and practical solutions that support safe access to shelter and services.

The need for increased marketing was also a key subject. One suggestion was for a statewide marketing person to provide marketing assistance to all the rural agencies. One participant noted that the community held a resource fair where people could learn about the different services that are available in town. They may continue holding this resource fair annually so that the community can see the different resources available to them within the region.

Region 3 Online Feedback

Region 3 had just two online responses. Both respondents indicated that the general lack of transportation options was the top issue. These options are particularly limited for out-of-town medical appointments and wheelchair users. One respondent suggested that working with the tribal transportation systems could increase options for everyone.

Region 4

The Region 4 workshop was held in Grand Forks at the Cities Area Transit on October 17, 2025. Within Grand Forks and East Grand Forks, Cities Area Transit (CAT) provides fixed-route and demand-response services. Outside city limits, rural transit providers operate limited-day, demand-response services, often bringing riders into Grand Forks several days per week for medical appointments, shopping, employment, and connections to Jefferson Lines.

Rural providers described extensive informal coordination with human services agencies, hospitals, clinics, schools, and behavioral health providers. Transportation is frequently arranged for medical discharges, therapy appointments, counseling, youth services, and school-related trips. While coordination is strong, it is largely informal, and participants noted the absence of a formal regional human-services transportation coordination council.

The most significant unmet needs identified included rural coverage gaps, including parts of Grand Forks County outside city limits; limited hours of service, especially evenings, weekends, and holidays; affordability concerns, as dial-a-ride and alternative options cost more than fixed-route service; and funding and driver shortages, which constrain the ability of agencies to maintain existing services, let alone expand coverage or hours.

Jefferson Lines serves Grand Forks along the I-29 corridor, with stops at the Transit Center and the University of North Dakota. Rural transit agencies already provide feeder trips to Jefferson Lines on limited schedules, but tickets are purchased separately and schedules are not fully integrated.

Participants highlighted major intercity service gaps along US Highway 2, where intercity bus service no longer operates. While Amtrak provides an alternative, late-night schedules and limited local access reduce its usefulness for many riders. Limited frequency and schedule constraints were seen as suppressing potential demand for intercity travel.

Participants expressed interest in expanded mobility management and travel training to help riders navigate local and intercity services.

A recurring unmet need is public transportation access to regional airports, including Grand Forks and Fargo. Airport connectivity was identified as a potential high-value service benefiting both university-related travel and the general public.

Region 4 Online Feedback

Many of respondents from Region 4 felt like they had good service in their communities, with just 7 of the 15 respondents (47%) indicating that they felt there were unmet needs. Most of the respondents that said there were unmet needs identified them as being on the western side of Grand Forks, with two separate responses mentioning the Tractor Supply.

More respondents (9) felt that there were unserved populations or destinations outside their community. Most of these responses indicated that it was difficult to get between Grand Forks and rural areas. Some of the specific places named were Northwood, Grafton, Park River, and the Grand Forks Air Force Base.

For potential improvements, several responses reflected a desire for more flexible options, including some mention dial-a-ride and day-of scheduling for senior transportation. Others wanted to expand the coverage of the existing system. There were also several comments indicating that timing of rides was difficult, both in terms of getting a ride when the client wants one, and in terms of the bus being on time.

Region 5

The Region 5 workshop was held at the Main Fargo Public Library on October 29, 2025. Fargo serves as a major regional hub for healthcare, employment, education, and intercity travel. MATBUS provides fixed-route, paratransit, and limited on-demand/microtransit services within Fargo, West Fargo, and Moorhead. Valley Senior Services and other rural providers offer weekday, demand-response transportation from rural Cass County and surrounding counties into Fargo or Grand Forks, primarily for medical trips. Jefferson Lines provides intercity bus service along the I-94 and I-29 corridors, connecting Fargo to Bismarck, Grand Forks, and out-of-state destinations.

Participants raised concerns about the location and accessibility of Jefferson Lines stops in Fargo. The current stop is located in an industrial area, which creates challenges related to safety, limited waiting facilities, lack of on-site customer assistance, and poor connections to local transit. The relocation of Jefferson Lines away from the Ground Transportation Center reduced opportunities for informal rider support and coordination.

Difficulty connecting riders from MATBUS or rural services to intercity bus stops was discussed. MATBUS has provided on-demand service to the industrial park area, where the Jefferson Lines stop is located, but this service is scheduled to be discontinued due to budget constraints, further increasing first-/last-mile challenges.

Fast-growing communities on the fringe of the metro area—such as Horace, Mapleton, and other small towns—often lack affordable public transportation into Fargo. MATBUS frequently receives calls from residents with disabilities or medical needs who are surprised to learn they are outside service boundaries. Relocation of medical facilities to suburban or fringe locations outside of the MATBUS service area has intensified these access challenges. In particular, a lack of service in Horace was identified as an unmet need. Horace is not served by MATBUS, and is it also not served by Valley Senior Services' rural country service since it is part of the metro area. It is served by Metro Senior Ride, but that is limited to riders aged 65 or older. Other transportation services exist, including for-profit services, but they are more expensive.

The majority of rural and regional trips into Fargo are for medical care, including dialysis, specialty clinics, and hospital visits. Providers attempt to coordinate schedules but limited-service hours and shared rides can result in long wait times. Cross-county coordination between providers occurs regularly but remains largely informal, relying on phone calls and personal relationships.

Participants emphasized that riders sometimes struggle to understand what services exist, eligibility requirements, and how to coordinate trips across multiple providers. The FM Ride Source Directory was highlighted as a critical resource used by transit agencies, senior services, hospitals, and social service organizations. There was interest in a centralized "one-call" or mobility management model to help riders and caregivers navigate available options.

Driver shortages, especially in rural areas, were cited as a major barrier to expanding service. Drivers work part time for the rural agency, and they compete with local industries for staffing. Limited evening and weekend service persists, and participants agreed that while additional funding would support expansion, staffing capacity remains a binding constraint.

Fargo has experience with microtransit and on-demand services, particularly near campus and the industrial park. Public feedback indicates strong support for maintaining fixed-route reliability, with microtransit viewed as a complement rather than a replacement. Employer partnerships and targeted service zones were identified as potential opportunities.

Region 5 Online Feedback

Of the seven responses received from Region 5, five selected that there were unserved populations or destinations in their communities. Most of these respondents indicated that the outlying parts of Fargo, particularly in the south and west of the city, needed more transportation services. Five respondents also said that there were unserved needs outside their communities. Multiple respondents mentioned Horace, and both the Red River Valley Fairgrounds and Wahpeton were also named. Other responses indicated that it was difficult to get to Fargo from rural areas. As for improvements, several respondents wanted more financial resources and more financial flexibility for the transit system, while others wanted fares to be cheaper.

Region 6

The Region 6 workshop was held in Valley City on October 9, 2025, at Barnes County Senior Center. Valley City and surrounding counties are primarily served by South Central Transit. Service requires advance scheduling (generally by the previous day), with flexibility depending on driver and vehicle availability. Regional trips to Fargo and Jamestown are available. In addition, Valley City operates a 24/7 ADA-accessible taxi service, which plays a critical role outside regular transit hours and serves as an important connector to regional and intercity travel.

Lack of awareness was a recurring theme. Many residents are unaware of available transit options, including regional trips and connections to intercity bus service. There is a misconception that the service is only for medical trips, but it is also used for employment, shopping, social, and other trips. Limited marketing budgets restrict outreach, and participants emphasized the need for clear, easy-to-understand information, particularly in printed form for seniors and residents uncomfortable with online tools.

Evening service gaps were also highlighted, especially between approximately 5:00 and 10:00 PM, when regular transit service ends and riders must rely on taxi service. While the taxi provides essential coverage, its higher cost compared to transit can be a barrier for low-income riders. Another distinction is that taxi service is curb-to-curb, while transit is door-to-door.

Jefferson Lines currently serves Valley City along the I-94 corridor, providing access to Fargo, Bismarck, and the national intercity bus network. Participants identified major geographic gaps in intercity service elsewhere in the state, particularly along Highways 2 and 85. Jefferson Lines emphasized that future expansion is most feasible through feeder services operated by local transit providers, as demonstrated by the successful Minot–Bismarck connection. Jefferson Lines also noted that they do not make stops at any locations that do not have an established bus stop, and they talked about the criteria for how they would establish a new bus stop along an existing route, noting that it can be a challenge to find a location for a bus stop in small towns where riders can wait inside.

Barriers to intercity bus use include difficulty with online ticket purchase and automated phone systems. There was interest in local, in-person assistance with ticketing and travel information to improve accessibility.

Region 6 Online Feedback

Half of the six respondents from Region 6 indicated that they had unserved needs within their community. These responses all reflected different issues; the lack of service in small towns, the lack of options for individuals with disabilities, and the limited hours of transit.

All six respondents felt that there were unserved needs beyond their community. Most of these responses said that people needed to get to larger cities for medical appointments. Jamestown was specifically mentioned twice. As for improvements to the existing system, most respondents wanted more hours of service, and to generally expand public transportation.

Region 7

The Region 7 workshop was held in Bismarck at the Veterans Memorial Public Library on October 28, 2025. Bismarck–Mandan functions as a regional hub for healthcare, social services, employment, and intercity travel. Bis-Man Transit provides fixed-route and paratransit service within the urban area, while rural counties rely on providers such as West River Transit, South Central Transit, and Standing Rock Transit, many of which offer limited scheduled trips into Bismarck for medical or other trips. Jefferson Lines provides intercity bus service along the I-94 corridor, with Bismarck serving as a transfer point for a feeder route between Minot and Bismarck.

The most frequently cited local challenges relate to service hours, frequency, and reliability. The lack of Sunday service and limited evening service create major barriers for people working evening and weekend jobs, especially those commuting between Mandan and Bismarck. Long travel times for paratransit riders were mentioned. A two-hour headway on the route between Bismarck and Mandan makes work trips difficult, often forcing riders to arrive very early or wait long periods after work. Finding service from within the city to areas just outside the city limits can also be difficult.

Participants emphasized driver shortages and limited funding as the primary barriers to expanding service. Microtransit is being studied as an option in urban areas to support evening or after-hours service.

The need for more connections to Jefferson Lines intercity services was discussed. A shortage of drivers makes rural feeder service difficult to sustain. Jefferson Lines provides a good connection to local transit services in Bismarck at the transit hub.

Participants noted uneven public awareness of transit and intercity bus services, with limited advertising and inconsistent information sharing. Underserved populations identified included people with disabilities, low-income individuals, rural residents traveling for medical and behavioral healthcare, veterans, and Indigenous populations outside the urban core.

Region 7 Online Feedback

Eleven of the 15 surveys received from Region 7 indicated that there were unserved needs within the community. The issues were generally about limited availability of rides due to demand, or about limited-service areas. A specific complaint about limited availability was that South Central Transit needs more vehicles. The geographic limitations related to the lack of service in rural towns such as Lincoln, and to the inability to serve the outlying areas of Bismarck/Mandan.

Eleven respondents also said that there were unserved needs outside their community. Most of these comments reflected the difficulties of getting from rural areas into the city and vice versa, particularly the lack of paratransit outside of Bismarck/Mandan.

Expanded service hours, particularly for paratransit, was the most commonly suggested improvement. Other improvements included day-of paratransit service, and finding ways to reduce the amount of time people spend on the bus. Several comments also reflected that a lack of reliable transportation is a major impediment for workers and job seekers. Another sentiment reflected in multiple comments was the need for more transportation options outside of the public transportation operating hours.

Region 8

The Region 8 workshop was held in Dickinson at the City Hall on October 28, 2025. Dickinson operates a demand-response transit system that serves in-town trips as well as limited regional travel based on driver availability and advance scheduling. The majority of trips are for medical appointments and employment. The system also offers scheduled long-distance trips to Bismarck on specific days of the week, primarily for medical purposes, though trips are not restricted by trip type. Typical service hours in Dickinson are from 6:00 a.m. to 6:00 p.m., seven days a week. While extended evening hours were previously tested, they were reduced due to low demand and operational constraints.

Service to surrounding smaller communities is provided when possible, but availability is constrained by staffing and vehicle capacity, and the system does not get many requests. The transit system recently implemented new scheduling software and a mobile app to improve efficiency and rider access, while maintaining phone-based scheduling for riders who prefer or require it.

Ridership has rebounded since the COVID-19 pandemic, with higher demand during fall and winter months and lower demand during summer. Some riders remain cautious about shared rides, though the system has resumed grouping riders to improve efficiency.

Jefferson Lines serves Dickinson along the I-94 corridor, providing connections to Bismarck, Fargo, and destinations outside the state. While this is a key asset for the region, participants emphasized the lack of a connection between Dickinson and Williston as a major regional gap.

Late-night intercity schedules were cited as a major barrier, particularly given limited station amenities and waiting facilities. Limited public awareness of intercity bus options was noted as an ongoing challenge. While some caseworkers and service agencies are familiar with Jefferson Lines, many residents do not know how to find schedules, purchase tickets, or coordinate intercity trips.

The group discussed the potential for small-scale fixed-route or scheduled services within Dickinson to serve common destinations such as medical facilities, grocery stores, and major employers. Seasonal or employer-based services, such as potential connections to Medora during peak tourism periods, were noted as ideas requiring further analysis.

Region 8 Online Feedback

Only two responses were received from Region 8 residents. The comments that they left indicated a need for more intercity services to Fargo, Minot, Billings, and Rapid City, and a need for expanded public transportation hours.

Workshop Summary

These outreach events brought together transit providers, human services agencies, intercity bus operators, local governments, advocacy organizations, and other stakeholders to identify transportation needs, service gaps, and coordination opportunities.

Several common statewide themes emerged from these meetings.

1. **Driver shortages and workforce constraints.**
   The most frequently cited challenge statewide was a shortage of qualified drivers. Many agencies reported that even where funding or demand exists, service expansion is limited by difficulty recruiting and retaining drivers. Factors contributing to this challenge include competition for labor, modest wages, reliance on part-time positions, and an aging driver workforce.

2. **Importance of intercity bus feeder services.**
   Demand for intercity travel is often latent or suppressed where feeder services do not exist. Daily feeder service is frequently unrealistic in rural areas due to cost and staffing constraints. Limited-day feeder service (e.g., two to three days per week) was viewed as a practical and scalable alternative. The greatest need for feeder services is along the Highway 2 and Highway 85 corridors, connecting Williston and Devils Lake to the existing network. The Minot–Bismarck feeder route was repeatedly cited as a statewide best-practice example, demonstrating how incremental expansion and schedule coordination can successfully link rural and regional travel with the national intercity bus network.

3. **Medical travel as a primary trip driver.**
   Across all regions, medical travel emerged as the dominant purpose for long-distance and regional trips. Many riders rely entirely on public or coordinated transportation to access healthcare, particularly in rural areas. As a result, service reliability, scheduling flexibility, and minimizing long wait times are critical considerations.

4. **Limited evening and weekend service.**
   Participants in multiple regions identified gaps outside standard weekday business hours as a major barrier.

5. **Information, awareness, and navigation barriers.**
   A recurring theme was that existing services are often underutilized because people do not know they exist or do not understand how to use them. Successful examples—such as the FM Ride Source directory in Fargo and Service Basin Transit's marketing efforts in Minot—demonstrate that investments in mobility management, outreach, and communication can significantly improve system effectiveness.

While the statewide themes above were consistent, each region identified priorities shaped by local needs.

- **Valley City:** Key issues include evening service gaps, higher taxi costs for low-income riders, and limited awareness.
- **Grand Forks:** Grand Forks stakeholders highlighted rural access gaps, limited evening and weekend service, and strong but informal coordination with human services agencies. Interest was also expressed in improved airport connectivity.
- **Dickinson:** Dickinson's system is centered on demand-response service for medical and work trips. Participants identified late-night intercity schedules, connections to Medora during peak tourism periods, and the lack of a Dickinson–Williston connection as key barriers. Analysis of fixed-route service in the city could be warranted.
- **Bismarck:** Bismarck–Mandan faces challenges related to cross-river connectivity, limited evening and Sunday service, and long paratransit travel times.
- **Fargo:** Fargo stakeholders emphasized intercity bus access and facility issues, first-/last-mile challenges, rapid growth in fringe communities outside service boundaries, and the need for centralized mobility information.
- **Minot:** Minot was widely viewed as a success story due to strong feeder–intercity coordination. Stakeholders emphasized the importance of marketing, signage, and passenger information and expressed interest in extending best practices to northwest North Dakota and providing a connection between Williston and Minot.
- **Williston:** Williston faces a major intercity bus gap despite its role as a regional hub. Stakeholders emphasized the need for connections to Minot and Dickinson, particularly for medical travel.

Chapter 6
Implementation Strategy

Vision and Goals for Coordination in North Dakota

Human services transportation encompasses a broad range of services designed to meet the mobility needs of population groups who need options beyond a personal automobile, particularly older adults, people with disabilities, people with lower incomes, and those living in rural areas. In North Dakota, these needs are impacted by long travel distances, dispersed populations, and reliance on coordinated public transit services to access essential destinations such as healthcare, employment, education, and community services.

Coordination of public transit service and human services transportation is critical to meeting these needs, particularly as demand for transportation services continues to grow while available funding and workforce resources remain constrained. The fundamental purpose of coordination is to maximize the use of existing services, funding sources, and partnerships to improve efficiency, reduce duplication, and expand access to mobility.

North Dakota already benefits from a relatively high level of coordination, with many transit providers operating regionally and serving multiple counties while also supporting human services transportation needs. However, input received through statewide outreach efforts also identified key challenges and opportunities, including the need to maintain existing services, address workforce shortages, improve awareness of available transportation options, and strengthen regional and intercity connectivity.

The vision and goals presented below build upon these findings and provide a framework for advancing coordinated transportation in North Dakota over the next five years.

Vision: Public Transit – Human Services Transportation Coordination

North Dakota will support a coordinated transportation system in which public transit providers, human services agencies, healthcare organizations, and community partners work collaboratively to deliver efficient, accessible, and reliable mobility options. Coordination in North Dakota will emphasize practical, scalable approaches that reflect the state's rural context, workforce constraints, and funding realities, while continuing to build on existing partnerships and service networks.

The coordinated system will:

- Maintain and strengthen existing transportation services that provide essential access to medical care, employment, and daily needs.

- Improve coordination among transportation providers and human services agencies to maximize available resources.
- Expand awareness and understanding of available transportation options.
- Enhance regional and statewide connectivity, including connections to intercity bus services.
- Support innovative and flexible service models where feasible and sustainable.

As noted in the Introduction, while there are renewed coordination efforts at the federal level through the Coordinating Council on Access and Mobility (CCAM) and the CCAM Technical Assistance Center (CCAM-TAC), ultimately much of the work to coordinate funds and to fully utilize resources through these programs occurs at the state, regional, and local levels. It requires cooperation and coordination support between key agency decision makers, community leaders, and stakeholders to discuss how current funding and resources can be used most effectively to meet mobility needs and to identify possible new sources that would support additional transportation services.

It is recommended that the vision for coordination in North Dakota follow efforts similar to the federal level, and involve:

- Multiple entities working together to deliver one or more components of a transportation service so they can increase their capacity to provide trips.
- Sharing of passenger trips and vehicles and co-location of facilities, programs, or services as appropriate and feasible.
- Collaborating on grant applications, state/local plans, training, vehicle purchasing, or maintenance.

Similar to federal efforts, public transit and human services coordination in North Dakota would support and promote:

- Increased availability and accessibility of transportation, providing more options for end users and serving more people through streamlined policies that encourage collaboration.
- Increased efficiency by allowing local communities and other funding recipients to share resources, save funds, and reduce redundancy within the federal and state programs that fund public transit and human services transportation.
- Innovation by developing and implementing future transportation models such as microtransit that may lead to improved and expanded customer options.

Five-Year Goals

While many efforts and activities are interrelated, the following goals are proposed and are based on the statewide themes, regional priorities, and implementation considerations. These goals are intended to guide decision-making, investment, and coordination efforts over the next five years:

- Goal 1: Maintain and Stabilize Existing Transportation Services and Workforce Capacity
- Goal 2: Improve Communication, Coordination, and Mobility Management at State, Regional, and Local Levels
- Goal 3: Enhance Access to Medical, Employment, and Essential Services
- Goal 4: Improve Awareness, Information, and System Navigation
- Goal 5: Support Targeted Expansion of Mobility Options and Regional Connectivity

Goal 1: Maintain and Stabilize Existing Transportation Services and Workforce Capacity

Maintaining existing public transit and human services transportation services is the highest priority statewide. Demand-response and regional services form the backbone of mobility in North Dakota, particularly for medical travel and access to essential services.

At the same time, workforce shortages—particularly among drivers—represent the most significant constraint on service availability and potential expansion.

Potential Strategies:

- Preserve existing demand-response and regional transportation services that support medical, employment, and essential trips.
- Support workforce recruitment and retention efforts, including coordination with workforce development programs. Workforce development efforts can be supported through existing programs administered by Job Service North Dakota, including the Workforce Innovation and Opportunity Act (WIOA), on the job training programs, and partnerships with community and technical colleges offering commercial driver training. These programs provide opportunities to expand the transit workforce pipeline, support recruitment and retention, and reduce barriers to employment for potential drivers and operation staff. The programs can help to better connect transit agencies to the existing workforce system.
- Provide technical assistance and training to strengthen local provider's capacity.
- Ensure continued investment in operating and capital resources to maintain safe and reliable service.
- Monitor workforce trends and service impacts to inform planning and funding decisions.

Goal 2: Improve Communication, Coordination, and Mobility Management at State, Regional, and Local Levels

While coordination exists across the state, it is often informal and can be strengthened through improved communication, structured collaboration, and expanded mobility management efforts. The ultimate goal is to improve coordination of services among providers to reduce duplication, increase efficiency, and use available resources in the most effective manner.

In addition, stakeholders consistently noted that many individuals are unaware of available transportation services or face challenges navigating multiple providers and eligibility requirements.

Potential Strategies:

- Expand mobility management functions to serve as a centralized resource for transportation information and coordination.

Mobility management can serve as a central coordination function to help riders and agencies navigate what could be considered a complex system of providers, services, and eligibility requirements. In North Dakota, this could include:

- Establishing regional or statewide mobility management roles that serve as a single point of contact for transportation information. Typically, at the state level this would involve a staff position that coordinates statewide efforts and supports local and regional mobility managers based at transit systems or human services agencies, and who then serve as the local contact for people with transportation needs or for agency staff working with these individuals.
- Supporting one-call/one-click information systems or coordinated directories of available services.
- Providing trip planning assistance, especially for long-distance medical or intercity travel.
- Assisting human services agencies with coordinating trips for their clients.
- Helping providers identify opportunities to share rides, vehicles, or scheduling resources.

- Support development or regional coordination forums involving transit providers, human services agencies, healthcare organizations, and other stakeholders.

  The regional workshops provided a unique opportunity for various transportation providers, human services agencies, and local stakeholders to be together and to discuss mobility needs and potential improvements. There is a continual need to assess local and regional coordination efforts, and therefore to maintain the momentum from the statewide planning and regional outreach events the following future activities could be considered:

  - Schedule and conduct regional coordinated transportation planning forums on a regular basis, potentially bi-annually. If deemed appropriate by individual regions more formal Regional Coordinated Planning Committees could be established and include appropriate representatives from stakeholder organizations. Committee responsibilities could include:
  - Providing input on priorities with regard to community transportation services.
  - Reviewing and discussing coordination and mobility management strategies in the region.
  - Providing recommendations for possible improvements to help expand mobility options in the region.
  - Leading future updates of their respective portion of the statewide coordinated public transit-human services transportation plan.

- Expand outreach and education efforts to improve awareness of available transportation options.

  Despite ongoing marketing efforts and outreach by local public transit systems and human services transportation providers, stakeholders reported that often people with transportation challenges are unaware of their mobility options. This strategy stresses support for appropriate platforms that expand outreach and information on available transportation options, and provides the foundation for discussions on improved coordination and connectivity of existing transportation services. Potential activities through this strategy are closely associated with other efforts, and therefore it is anticipated that expanded outreach would be conducted in combination with regional activities and mobility management strategies.

- Provide clear, accessible information through multiple channels, including printed materials, phone-based support, and digital tools.

  Closely tied with the previous strategy is the need to provide outreach and marketing materials through multiple formats and media, recognizing that people obtain information through a variety of ways. This is particularly important as technology constantly – and quickly – changes, and customers can access information through new programs, formats, and platforms. It is important to identify opportunities to utilize emerging technologies to improve both information access and the process of requesting services, while maintaining convenient access for people who would prefer other methods. Having all relevant transit information available in one place online, potentially through an app, would make it easier for someone to figure out what services they can use, though it must take into account that some customers may not want to use this type of technology and would prefer other ways to obtain information on available services or to schedule a ride. It is anticipated that local transit agencies would lead this effort, with funding and technical assistance support coming from the state level.

- Provide technical assistance and guidance to local providers to support coordination and service delivery.

  A variety of barriers can hinder coordination efforts, and can include insurance requirements, organizational regulations, and limited or no guidance or approval from funding sources to coordinate transportation. While some barriers are real, often they are perceived obstacles and can be overcome with appropriate guidance and assistance. This strategy supports a more coordinated and formalized approach to the training received by transportation providers, and additional opportunities for communications with their transportation mentors and peers.

  NDDOT and other state agencies that fund transportation services could further identify technical assistance needs, and then work with appropriate organizations to determine potential training or other supports. While some training topics are more appropriate for in-person sessions, the use of videoconferencing, webinars, and electronic media could be further explored. Statewide technical assistance efforts can be considered, for other states have employed one-day forums and introduced a user manual to heighten interest in coordination issues and to sparked local and regional coordination efforts.

- Formalize coordination efforts between state agencies.

  While state agencies in North Dakota have informal discussions on possible coordination opportunities, some states have formalized these efforts through Governor Executive Orders, interagency agreements, and even legislation. Since public transit and human services transportation is administered by different state agencies a more formal process to coordinate between these agencies can be considered. There may be opportunities to build upon existing committees, such as the North Dakota Interagency Coordinating Council led by the Department of Health and Human Services. This effort would be consistent with the federal CCAM goal to improve multisector collaboration at all levels.

Goal 3: Enhance Access to Medical, Employment, and Essential Services

Medical travel is the primary driver of long-distance and regional transportation demand in North Dakota. Reliable access to healthcare services is critical, particularly for rural residents who may need to travel significant distances. In addition to medical travel, there is a need to improve access to employment, education, shopping, and other essential destinations.

Potential Strategies:

- Prioritize medical transportation needs in service planning and coordination efforts.
- Strengthen coordination with healthcare providers and human services agencies.
- Support development of regional transportation options that connect rural communities to service hubs.
- Improve scheduling flexibility and coordination to reduce wait times and improve trip reliability.
- Identify opportunities to improve access to employment-related transportation, including early morning, evening, and weekend service where feasible. This can include monitoring potential funding opportunities that may arise, including the National Rural Transit Assistance Program (National RTAP) Community Rides Grant Program and competitive funding programs occasionally offered by FTA.

Goal 4: Improve Awareness, Information, and System Navigation (Customer focused)

A consistent finding from outreach efforts is that existing transportation services are often underutilized due to lack of awareness or difficulty navigating the system. While Goal 2 focuses on improving coordination among providers and agencies, this goal emphasizes customer experience. Improving access to information and simplifying the user experience are critical to increasing ridership and maximizing the effectiveness of existing services.

Potential Strategies:

- Develop and maintain centralized passenger information resources that provide clear and consistent information on available services.
- Improve signage, wayfinding, and accessibility of transportation facilities.
- Expand travel training programs to assist riders in understanding and using available services.
- Coordinate marketing and outreach efforts across providers to ensure consistent messaging.
- Tailor communication strategies to meet the needs of different populations, including older adults and individuals without access to technology.

Goal 5: Support Targeted Expansion of Mobility Options and Regional Connectivity

While maintaining existing services is the highest priority, outreach efforts also identified opportunities to improve mobility through targeted service enhancements and expanded regional connectivity. These efforts must be pursued in a manner that is financially sustainable and consistent with workforce capacity.

Potential Strategies:

- Support service expansions and improvements identified in local transit plans.
- Support targeted expansion of regional transportation services where demand and feasibility are demonstrated.
- Explore flexible service models, including microtransit and deviated fixed-route services, where appropriate.
- Improve first-mile/last-mile connections (improve connections between local transportation and regional or intercity services).
- Strengthen coordination between local transit services and intercity bus providers.
- Identify and pursue funding opportunities to support service enhancements and pilot programs.

The vision and goals for coordinated transportation in North Dakota reflect a practical, resource-conscious approach that prioritizes maintaining existing services, strengthening coordination, and addressing critical mobility needs. By focusing on system stabilization, improved communication, and targeted enhancements, North Dakota can continue to build a coordinated transportation system that effectively serves its residents while positioning the state for sustainable future growth.

Methodology to Monitor Identified Measurable Results

As discussed in Chapter 1 FTA guidance for the Section 5310 Program includes the following program measures.

Traditional Section 5310 Projects:

(1) Gaps in Service Filled: Provision of transportation options that would not otherwise be available for seniors and individuals with disabilities, measured in numbers of seniors and individuals with disabilities afforded mobility they would not have without program support, as a result of traditional Section 5310 projects implemented in the current reporting year.

(2) Ridership: Actual or estimated number of rides (as measured by one-way trips) provided annually for seniors or individuals with disabilities on Section 5310 supported vehicles and services as a result of traditional Section 5310 projects implemented in the current reporting year.

Other Section 5310 Projects:

(1) Service Improvements: related to geographic coverage, service quality, and/or service times that impact availability of transportation services for seniors and individuals with disabilities as a result of other Section 5310 projects implemented in the current reporting year.

(2) Physical Improvements: Additions or changes to environmental infrastructure (e.g., transportation facilities, sidewalks, etc.), technology, and vehicles that impact availability of transportation services for seniors and individuals with disabilities as a result of other section 5310 projects implemented in the current reporting year.
(3) Ridership: Actual or estimated number of rides (as measured by one-way trips) provided annually for

seniors or individuals with disabilities on Section 5310 supported vehicles and services as a result of other Section 5310 projects implemented in the current reporting year.

Looking at broader coordination efforts, and considering performance measures for assessing state-level coordination activities, the following methods are recommended to monitor results:

- Meetings conducted between state agencies funding transportation services or providing human services to discuss coordination opportunities.
- Development of established and specific roles and responsibilities for participating agencies.
- Level of guidance developed and distributed to regional and local transportation and human services providers on best practices and other technical assistance with coordination efforts.
- Development of an annual report (discussed in the following task) that documents coordination activities and responsible agencies and is used to assess progress in meeting established benchmarks.

Phased Implementation Strategy

While all the strategies discussed earlier in this chapter are important and would support efforts to expand mobility, a key step in the coordinated transportation planning process is priority for implementation based on resources, time, and feasibility. The following phased implementation strategy for coordinated public transit-human services transportation planning in North Dakota builds directly upon the statewide themes, regional priorities, funding considerations, and implementation lenses. Three evaluation lenses are proposed to assess the strategies:

- Resource Feasibility
- Implementation Readiness
- Impact on Priority Populations and Needs

Strategies were also grouped into three priority tiers:

- Near-Term (High Priority)
- Mid-Term (Medium Priority)
- Long-Term (Lower Priority)

The phased implementation strategy translates those priority tiers into an actionable, time-based structure organized into:

- Short-Term (Years 1-2): System Stabilization
- Mid-Term (Years 3-4): Targeted Enhancements
- Long-Term (Year 5 and Beyond): Strategic Expansion

This approach reflects a central finding from outreach efforts—maintaining and stabilizing existing services is the highest statewide priority and needs to precede system expansion.
In addition, the phased strategy recognizes key constraints identified through the planning process,

including workforce availability, funding limitations, and the geographic challenges of serving a large rural state. The short-term and mid-term strategies are described below.

Short-Term (Years 1-2): System Stabilization

The preservation of existing demand-response and regional services is the highest statewide priority. Stakeholders consistently emphasized that maintaining core medical, employment, and essential access trips must precede any system expansion.

Short-term implementation actions focus on stabilization and strengthening the current system. Described below are the priority actions for the short-term implementation.

Maintain Existing Demand-Response and Regional Services

Maintaining current service levels is essential to ensuring continued access to transportation across North Dakota, particularly in rural areas where transit is often the only available option.

Short-term efforts should focus on:

- Preserving core demand-response and regional services that provide access to healthcare, employment, and essential services.
- Prioritizing service reliability and consistency, especially for medical trips that require scheduled appointments.
- Ensuring that service reductions are avoided wherever possible, especially in regions with limited alternatives.
- Maintaining regional trip capacity, including long-distance trips to major healthcare centers such as Fargo, Bismarck, Grand Forks, and Minot.
- Monitoring ridership and trip patterns to ensure services remain aligned with demand while maintaining efficiency.

Transit providers should focus on keeping existing routes and service hours intact, even if expansion is deferred, and prioritize trips that serve critical needs such as dialysis, specialist appointments, and employment access.

Address Workforce Stabilization

Workforce shortages, especially among drivers, were identified as the most significant constraint affecting transit service across North Dakota. Addressing these challenges is necessary before any expansion efforts can be considered.
The short-term actions are described below.

- Implementing targeted recruitment efforts in local communities, including outreach through job service offices, community organizations, and local media
- Coordinating with Job Services North Dakota to leverage existing workforce programs, including training and on-the-job training opportunities
- Partnering with community and technical colleges to support CDL training and certification
- Explore flexible employment models such as part-time divers, shared staff across agencies, or flexible scheduling to attract a broader workforce
- Evaluating compensation, benefits, and working conditions to improve retention where feasible
- Monitoring workforce metrics, including vacancy rates and service impacts to inform operational decisions

Rural transit systems may partner with a local technical college to support CDL training, while offering part-time driving positions that appeal to retirees or individuals seeking a flexible work schedule.

Workforce stabilization is foundational; expansion-oriented strategies should not proceed without adequate staffing capacity.

Strengthen Mobility Management and Information Access

Many residents are unaware of available transportation services or face difficulty navigating multiple providers. Improving access to information is a critical short-term priority. Short-term actions are described below.

- Expanding centralized information resources that provide clear and consistent information on available transportation options
- Improving coordination between transit providers and human services agencies, healthcare providers, and workforce partners to ensure accurate referrals
- Supporting travel training programs that help individuals understand how to use available services
- Improving signage and wayfinding at transit facilities and key connection points
- Providing information through multiple formats, including:
  - Printed ride guides
  - Phone-based assistance
  - Online tools
- Ensuring that information is accessible to:
  - Older adults
  - Individuals without internet access
  - Individuals unfamiliar with transit systems

The DOT may ask providers to develop simple, region-wide "Transportation Guide" that lists all available services, contact numbers, and how to schedule a ride.

Enhance Coordination at State and Regional Levels

While coordination already occurs across North Dakota, it is often informal. Short-term efforts should focus on strengthening communication and establishing consistent coordination practices without creating an unnecessary administrative burden. Short-term actions may include:

- Establishing regular coordination meetings at the regional level, involving:
  - Transit providers
  - Human services agencies
  - Healthcare organizations
  - Workforce partners
- Encouraging information sharing on service availability, scheduling, and gaps
- Clarifying roles and responsibilities among agencies involved in transportation service delivery
- Supporting initial development of regional coordination structures that can evolve over time
- Coordinating planning efforts related to:
  - Medical transportation
  - Regional connectivity
  - Intercity bus access

A pilot project could be implemented where a region such as Bismarck/Mandan could establish a quarterly coordination meeting to align transit services with healthcare providers and regional partners.

Support Vehicle Replacement and Capital Needs

Reliable vehicles are essential to maintaining service levels, particularly in a state with long travel distances and challenging weather conditions. Short-term efforts should include:

- Prioritizing vehicle replacement cycles through Section 5339 and Section 5310 Program
- Ensuring that aging vehicles are replaced before reliability declines
- Investing in accessible vehicles that meet the needs of older adults and individuals with disabilities
- Coordinating vehicle procurement where feasible to improve cost efficiency
- Maintaining facilities and equipment needed to support safe and reliable operations

Transit providers should plan proactively for vehicle replacement to avoid breakdowns that could disrupt long-distance medical trips.

Mid-Term (Years 3-4): Targeted Enhancements

Mid-term strategies reflect those identified as Medium Priority. These strategies may require additional funding, partnerships, or pilot testing.

Implement Regional Coordination Structures

In North Dakota, coordination currently occurs but is often informal. Mid-term efforts should formalize these relationships in a way that reflects the state's regional structure. This could include:

- Establishing regional coordination groups aligned with the existing transit service regions used in this study (e.g., Valley City, Minot, Bismarck, Fargo, Devils Lake, Williston, and Dickinson areas)
- Holding quarterly coordination meetings that bring together transit providers, human services agencies, hospitals, workforce agencies, and tribal partners
- Using these meetings to:
  - Identify regional service gaps
  - Coordinate schedules for medical trips and long-distance travel
  - Share information on funding opportunities and workforce challenges
- Designating a lead entity or coordinator (may be the regional transit provider) to organize meetings and track action items

Pilot Targeted Service Enhancements

Rather than implementing large-scale expansions, North Dakota should evaluate improvements through pilot projects that reflect real demand and operational constraints.

This could include piloting limited-day regional routes (e.g., 2-3 days per week) such as connecting Williston to Minot or Dickinson or Devils Lake to Grand Forks. A second option could be testing coordinated feeder services to intercity bus stops using existing vehicles and drivers. A third option could be implementing trial service adjustments, such as adding a small number of additional trips during peak medical travel days and monitor ridership, cost per trip, and driver availability. Using pilot results will help determine whether services should be expanded, modified, or discontinued.

Address Service Gaps Outside Traditional Hours

Evening and weekend service limitations were consistently identified across North Dakota, but full expansion is often not feasible due to cost and workforce constraints. Mid-term efforts should focus on targeted, flexible solutions, such as piloting extended service hours on select days, especially for evenings for employment trips or early mornings for medical appointments. It would be helpful to coordinate with healthcare providers to align discharge times and appointment schedules as well as employers with shift workers. Another option would be to explore hybrid service models, such as coordinating with local taxi providers or volunteer drivers. The model could include utilizing limited after-hours service on a reservation basis. It would be important to prioritize the areas where demand is most clearly documented (e.g., Bismarck-Mandan, Fargo fringe areas).

Expand Awareness and Outreach Efforts

A common theme through the coordinated transportation planning process was the need for expanded marketing. Mid-term outreach efforts should move beyond basic awareness and focus on coordinated, consistent, and targeted communication strategies. A statewide transit marketing program can be developed to support a variety of efforts to increase awareness of current transportation services and to dispel any misconceptions of public transit services.

The coordinated, consistent, and targeted communication strategies could include:

- Developing a statewide or regional branding approach so services are easier to recognize
- Expanding tools like service directories (similar to FM Ride Source in Fargo) to other regions
- Partnering with hospitals for patient transportation information, social services agencies, and job service offices
- Using multiple communication channels including local radio and social media, etc.

Improve Connections Between Local Transportation and Regional or Intercity Services

Improving access to intercity and regional transportation requires better connections between local services and key hubs. This could include:

- Coordinating local transit schedules with intercity bus departures and arrivals
- Providing scheduled or on-demand connections to intercity bus stops, airports, and major medical centers
- Addressing known gaps such as lack of transit access to intercity facilities, e.g., Fargo
- Improving transfer locations, including safe waiting areas, clear signage, and coordination of pick-up/drop-off points

Long-Term (Years 5 and Beyond): Plan Update

Update Coordinated Public Transit-Human Services Transportation Plan

Ideally this coordinated transportation plan will be used on an ongoing basis — both at the state and regional levels — and updated as needed to meet changing conditions or progress on the proposed strategies. At a minimum this plan will need to be formally updated every five years to meet current Section 5310 Program guidance.

Recommendations of Needed Capital and Operational Investment

Coordinated Planning Capital and Operating

The development of recommendations for improving the coordination of public transit and human services transportation at the state level is often a lengthy one that involves a variety of stakeholders and needs to have the support of key decision makers who have been gradually briefed on potential options. Initial steps that can be considered to begin this process and to establish the statewide and regional structures include:

- Based on NDNDOT staff review, this statewide coordinated plan would serve as a briefing document to inform upper management of possible coordination strategies.
- Taking into account upper management input, produce a potential action plan that could be provided to appropriate state agencies for their review and consideration.

- Depending on the outcomes from these efforts, work to establish the state-level committee/council discussed earlier that would include appropriate agency decision-makers and other key stakeholders. Potential future formalization mechanisms could include executive-level coordination agreements, memoranda of understanding, or other state-level policy approaches.
- This committee/council would then begin work on a proposed state-level structure.

Capital and Operational Investments

In regard to capital and operational investments for coordinated transportation, priority should be given to the operating and capital assistance needed to maintain existing services. In particular, capital needs are primarily related to the need for maintaining the vehicle fleet that has been funded through the Section 5310 Program.

Additional operating and capital funding would then be needed to expand services and address the strategies developed based on stakeholder input—these have implications related to capital costs and on-going operating costs. The expansions include:

- Extended service hours on public transit, with more evening and weekend service
- Regional transit services
- Microtransit services, which are flexible demand-response transportation services requested through a mobile application or call center
- Vanpools for work trips

Typically, a local or regional transit planning effort identifies specific needs and the local priorities for service delivery methods to expand services, which then leads to the identification of potential costs. As needed, projected estimates at the state level can be developed in conjunction with discussions with NDDOT, and included in the final report. It is anticipated that these estimates will go beyond the funding available from the FTA programs, and would require additional state assistance or local funding.

Additional Funding and Partnership Considerations

Implementation of many of the strategies identified in this plan will likely require funding and partnerships beyond traditional federal transit programs. While Federal Transit Administration programs such as Sections 5310 and 5311 remain critical funding sources for coordinated transportation services, additional state, local, regional, and private-sector partnerships may also be needed to support long-term implementation and sustainability.

Potential funding and partnership opportunities could include coordination with healthcare providers and healthcare systems, human services agencies, local governments, workforce and employment programs, tribal government, veterans' programs, community organizations, nonprofit partners. In some cases, coordination efforts may also benefit from volunteer driver programs, mobility management initiatives, in-kind support, or cost sharing agreements between agencies and organizations.

Local match requirements continue to present challenges for some transportation providers, particularly in rural areas with limited local funding capacity. As coordination efforts move forward, identifying

sustainable funding approaches and opportunities for shared investment will remain important considerations for maintaining and expanding mobility services throughout North Dakota.

The implementation of pilot programs or expanded services may also require phased implementation approaches, ongoing evaluation, future refinement based on available resources, demonstrated demand, and operational feasibility.

Implementation Considerations and Challenges

Implementation of the strategies identified in this plan will require ongoing coordination, sustained funding and flexibility to address changing local and regional conditions. While many opportunities exist to improve mobility and coordination throughout North Dakota, several challenges may affect implementation efforts and the long-term sustainability of services.

One of the most significant challenges identified throughout the planning process is the continued difficulty in recruiting and retaining drivers, dispatchers, and other transit personnel. Workforce shortages affect many transportation providers across the state and may limit the ability to expand service hours, implement new services, or maintain existing operations.

Rural geography and long travel distances also create operational challenges. Many transportation providers serve large geographic areas with relatively low population densities, resulting in higher operating costs and longer trip lengths. In some areas, several weather conditions and hazardous road conditions may further impact service reliability, operating expenses, and scheduling flexibility.

Technology and communications infrastructure may also vary across the state, particularly in rural areas where cellular coverage or broadband access mya be limited. These factors can affect the implementation of technology-based service models, scheduling systems, or mobile applications.

Despite these challenges, continued coordination among transportation providers, human services agencies, healthcare organizations, tribal entities, local governments, and NDDOT can help identify practical and scalable approaches to improving mobility throughout North Dakota.

Recommended Evaluation Methodology

This section presents a recommended evaluation methodology for North Dakota to monitor progress in implementing the coordinated public transit–human services transportation plan and intercity bus plan. The methodology is designed to be practical, scalable, and aligned with existing data collection efforts, while providing sufficient information to assess progress toward statewide goals and identify emerging needs.

The evaluation framework builds upon the findings of Technical Memoranda #1, #2, and #3, including identified service gaps, coordination challenges, and stakeholder priorities. It is also consistent with federal guidance, including performance expectations outlined in the FTA Section 5310 Program.

Evaluation Framework Overview

The recommended evaluation methodology is based on two core components:

1. Coordination and Implementation Tracking – Measuring progress on coordination activities and strategies
2. Ongoing Needs Assessment – Identifying new or evolving gaps and priorities

Together, these components provide a balanced approach that evaluates what services are being delivered and how effectively agencies are working together to meet mobility needs.

Coordination and Implementation Tracking

It is important to evaluate how effectively coordination strategies are being implemented. This reflects a key goal of the plan: improving coordination among transit providers, human services agencies, and other partners.

Tracking should include coordination activities such as regional meetings, mobility management efforts, and service coordination outcomes. This may include shared trips, improved connections between services, and the implementation of feeder or pilot services. These measures can be collected through simple annual reporting by transit providers or regional coordination groups and do not require complex data systems.

To support consistent statewide evaluation efforts, NDDOT and regional stakeholders may consider tracking a combination of coordination activities, mobility improvements, service changes, and customer access measures over time. The measures should remain practical and scalable and should build upon existing reporting processes whenever possible.

Potential measures may include:

- Number of coordination meetings or regional coordination activities conducted annually
- Number of agencies or organizations participating in coordination efforts
- Number of mobility management activities or referrals provided
- Number of coordinated or shared trips provided between agencies
- Changes in service coverage or geographic access
- Number of regional or intercity connections opportunities established or improved
- Ridership trends for older adults and individuals with disabilities
- Customer feedback related to unmet transportation needs
- Availability of evening, weekend, or expanded service hours

These measures are intended to provide general guidance and may be refined over time based on available resources, data collection capabilities, and statewide priorities.

Ongoing Needs Assessment

The evaluation process should also include mechanisms to identify emerging needs, gaps, and opportunities for improvement.

This includes regular review of stakeholder feedback and identification of new or persistent issues such as regional connectivity gaps, intercity access challenges, and limitations in service hours. Changes in demographics, healthcare access, and employment patterns should also be considered. This component ensures that the coordinated plan remains a living document that can evolve over time.

Data Collection and Reporting Approach

The recommended evaluation methodology builds on existing data collection processes and avoids creating unnecessary reporting burdens.

Existing sources such as NTD reporting and NDDOT program data should be used as the foundation. These can be supplemented with targeted reporting on coordination activities and service changes. At present, North Dakota does not maintain a single, comprehensive statewide transit performance report. The development of a **periodic statewide summary report** would enhance transparency, support decision-making, and improve coordination efforts.

Evaluation Timeline and Process

Evaluation activities should occur on a regular and ongoing basis. An annual review process should be used to compile performance data, assess progress toward goals, and identify key trends. More comprehensive evaluations should occur during periodic plan updates, incorporating stakeholder input and updated data. Ongoing monitoring of pilot programs and service changes should inform future decision-making and adjustments.

Roles and Responsibilities

Successful implementation of the evaluation methodology will require coordination among multiple partners. The North Dakota Department of Transportation will lead statewide data collection and analysis, provide guidance to transit providers, and prepare summary reports. Regional and partner agencies will support coordination efforts and provide input on service needs and gaps.

Summary

The recommended evaluation methodology provides a practical and scalable framework for monitoring progress and guiding future decision-making. By combining coordination tracking and ongoing needs assessment, North Dakota can effectively evaluate the implementation of this plan while maintaining flexibility to adapt to changing conditions.

Appendix A:
All Trip Generators

Colleges/Universities

Name	Address
Minot State University	500 University Ave W, Minot, ND 58707
Dakota College at Bottineau	105 Simrall Blvd, Bottineau, ND 58318
Dickinson State University	291 Campus Dr, Dickinson, ND 58601
Bismarck State College	1500 Edwards Ave, Bismarck, ND 58501
Lake Region State College	1598 College Dr N, Devils Lake, ND 58301
Mayville State University	330 3rd St NE, Mayville, ND 58257
North Dakota State College of Science	800 6th St N, Wahpeton, ND 58076
North Dakota State University	1340 Administration Ave, Fargo, ND 58105
University of Jamestown	6000 College Ln, Jamestown, ND 58405
University of Mary	7500 University Dr, Bismarck, ND 58504
University of North Dakota	775 Hamline St, Grand Forks, ND 58203
Valley City State University	101 College St SE, Valley City, ND 58072
Williston State College	1410 University Ave, Williston, ND 58801

Hospitals

Name	Address
Altru Health System Hospital	1200 S Columbia Rd, Grand Forks, ND 58201, United States
Altru Specialty Center	4500 S Washington St, Grand Forks, ND 58201
Ashley Medical Center	612 Center Ave N, Ashley, ND 58413
Cavalier County Memorial Hospital	909 2nd St, Langdon, ND 58249
CHI Lisbon Health	905 Main St, Lisbon, ND 58054
CHI Mercy Health Valley City	570 Chautauqua Blvd, Valley City, ND 58072, United States

Name	Address
CHI Oakes Hospital	1200 7th St N, Oakes, ND 58474
CHI St. Alexius Carrington	800 4th St N, Carrington, ND 58421, United States
CHI St. Alexius Health Bismarck Medical Center	900 E Broadway Ave, Bismarck, ND 58501, United States
CHI St. Alexius Health Devils Lake Hospital (Mercy Hospital)	1031 7th Street Northeast, Devils Lake, ND 58301, United States
CHI St. Alexius Health Dickinson Medical Center	2500 Fairway St, Dickinson, ND 58601, United States
CHI St. Alexius Health Garrison Memorial Hospital	407 3rd Ave SE, Garrison, ND 58540
CHI St. Alexius Health Turtle Lake Hospital (Community Memorial Hospital)	220 5th Ave, Turtle Lake, ND 58575, United States
CHI St. Alexius Health Williston Medical Center	1301 15th Ave W, Williston, ND 58801, United States
Cooperstown Medical Center	107 12th St S, Cooperstown, ND 58425, United States
Essentia Health-Fargo Hospital	3000 32nd Ave S, Fargo, ND 58103
First Care Health Center	115 Vivian St, Park River, ND 58270
Fort Yates Hospital	10 Standing Rock Ave, Fort Yates, ND 58538
Heart of America Medical Center	2975 US-2, Rugby, ND 58368
Jacobson Memorial Hospital	601 E St N, Elgin, ND 58533, United States
Jamestown Regional Medical Center	2422 20th St SW, Jamestown, ND 58401
Kenmare Community Hospital	317 1st Ave NW, Kenmare, ND 58746
Linton Hospital and Medical Center	111 W Elm Ave W, Linton, ND 58552
McKenzie County Healthcare System	709 4th Ave NE, Watford City, ND 58854, United States
Mountrail County Health Center	615 6th St SE, Stanley, ND 58784, United States
Nelson County Health System	200 Main St S, McVille, ND 58254, United States
North Dakota State Hospital	2605 Circle Dr, Jamestown, ND 58401, United States
Northwood Deaconess Health Center	4 S Park St, Northwood, ND 58267, United States
Pembina County Memorial Hospital	301 Mountain St E, Cavalier, ND 58220
Prairie St. John's Psychiatric Center	510 4th St S, Fargo, ND 58103
Presentation Medical Center	213 2nd Ave NE, Rolla, ND 58367
Quentin N. Burdick Memorial Healthcare Center	1300 Hospital Lp, Belcourt, ND 58316

Name	Address
Sakakawea Medical Center	510 8th Ave NE, Hazen, ND 58545, United States
Sanford Broadway Medical Center	801 Broadway N, Fargo, ND 58102
Sanford Hillsboro Medical Center	315 E Caledonia Ave, Hillsboro, ND 58045
Sanford Mayville Medical Center	42 6th Ave SE, Mayville, ND 58257
Sanford Medical Center	1720 S University Dr, Fargo, ND 58103
Sanford Medical Center Bismarck	300 N 7th St, Bismarck, ND 58501, United States
Sanford Medical Center Fargo	5225 23rd Ave S, Fargo, ND 58104, United States
St. Aloisius Medical Center	325 Brewster St E, Harvey, ND 58341, United States
St. Andrew's Health Center	316 Ohmer St, Bottineau, ND 58318
St. Luke's Hospital	702 1st St SW, Crosby, ND 58730
Tioga Medical Center	810 Welo St N, Tioga, ND 58852, United States
Towner County Medical Center	228 1st Ave, Cando, ND 58324
Trinity Hospital	2305 37th Ave SW, Minot, ND 58701, United States
Trinity Hospital-St. Joseph's	407 3rd St SE, Minot, ND 58701
Unity Medical Center	164 W 13th St, Grafton, ND 58237, United States

Major Employers

Name	Address
Aldevron	4055 41st Ave S, Fargo, ND 58104
CNH	3401 1st Ave N, Fargo, ND 58102
Doosan Bobcat	210 1st Ave NE, Gwinner, ND 58040
Doosan Bobcat	530 S 26th St, Bismarck, ND 58504
Grand Forks AFB	1 Steen Ave, Grand Forks, ND 58205
Marvin	14835 ND-17, Grafton, ND 58237
Minot AFB	15 Missile Ave, Minot AFB, ND 58704
Nordian Healthcare Solutions	4510 13th Ave S, Fargo, ND 58103

Multi-Family Housing

Name	Address
Sierra Ridge	1060 W Turnpike Ave, Bismarck, ND 58501, USA
Dakota East & West Apartments	1704 Dakota Dr N, Fargo, ND 58102, USA
Dakota View Estates	1717 40th St S, Fargo, ND 58103, USA
Danbury	1881 39th St SW, Fargo, ND 58103, USA
Dakota Crossing Apartments - APM	1900 Dakota Dr N, Fargo, ND 58102, USA
Cottonwood Apartment Homes	2020 S 12th St, Bismarck, ND 58504, USA
Forest Park Apartments	2200 S 34th St apt 528, Grand Forks, ND 58201, USA
Dakota Park Apartments	3001 34th Ave S, Fargo, ND 58104, USA
Coulee Ridge Apartments and Twin Homes	3009 43rd Ave NE, Bismarck, ND 58503, USA
Northridge Apartment Homes	3103 E Calgary Ave, Bismarck, ND 58503, USA
Dakota Property Management	3108 S Broadway STE J, Minot, ND 58701, USA
Sundance Apartments	320 W Lasalle Dr, Bismarck, ND 58503, USA
Blackmore Flats	3233 24th Ave S #113, Grand Forks, ND 58201, USA
Southpoint Apartments	3450 Ruemmele Rd, Grand Forks, ND 58201, USA
The Retreat Apartment Homes	3602 7th St W, Williston, ND 58801, USA
Legacy Heights Apartments	3841 Knudsen Ave, Bismarck, ND 58503, USA
Hawk Pointe Apartments	4201 Montreal St, Bismarck, ND 58503, USA
The Retreat At Urban Plains	4955 30th Ave S, Fargo, ND 58104, USA
Dakota Ridge	5963 US-85, Williston, ND 58801, USA
Deer Ridge Apartment Homes	800 12th Ave NE, Jamestown, ND 58401, USA

Human Services Agencies

Name	Address
Addiction Rehabilitation Center ND	809 US-83, Minot, ND 58703, USA
Adopt-a-Block Jeannette Myhre School - Food Distribution Center	919 S 12th St, Bismarck, ND 58504, USA
Alfred Dickey Public Library	105 3rd St SE, Jamestown, ND 58401, USA
Altru's Inpatient Rehabilitation	4500 S Washington St, Grand Forks, ND 58201, USA
AMEN Food Pantry	30 7th St W, Dickinson, ND 58601, USA
Aurora Dialysis	1451 44th Ave S # 104D, Grand Forks, ND 58201, USA
Benedictine Living Community-Bismarck	4580 Coleman St, Bismarck, ND 58503, USA

Name	Address
Bismarck Emergency Food Pantry	220 W Front Ave, Bismarck, ND 58504, USA
Bismarck VA Clinic	2700 State St # 5, Bismarck, ND 58503, USA
Bismarck Veterans Memorial Library	515 N 5th St, Bismarck, ND 58501, USA
Bowman Parks and Recreation EDGE Activity Complex	320 US-12, Bowman, ND 58623, USA
Bowman Parks and Recreation Rouzie Recreation Center	305 1st St SW, Bowman, ND 58623, USA
Brick City Senior Citizens Center	707 Main Ave, Hebron, ND 58638, USA
BSC Aquatic & Wellness Center	1601 Canary Ave, Bismarck, ND 58501, USA
Burleigh County Senior Adults	315 N 20th St #4753, Bismarck, ND 58501, USA
Carnegie Regional Library	630 Griggs Ave, Grafton, ND 58237, USA
Center Community Pool	207 Lincoln Ave, Center, ND 58530, USA
Center Community Pool	207 Lincoln Ave, Center, ND 58530, USA
Centre, Inc.	3501 Westrac Dr, Fargo, ND 58103, USA
DaVita Dialysis At The Forks	1300 S Columbia Rd, Grand Forks, ND 58201, USA
DaVita Fargo Dialysis Center	4474 23rd Ave S ste m, Fargo, ND 58104, USA
Devils Lake VA Clinic	1031 7th Street Northeast, Devils Lake, ND 58301, USA
Dickinson Adult Learning Center	402 4th St W, Dickinson, ND 58601, USA
Dickinson Area Public Library	139 3rd St W, Dickinson, ND 58601, USA
Dickinson VA Clinic	3275 West Ridge Drive, West Ridge, Market Center, 3275 W Ridge Dr Suite P, Dickinson, ND 58601, USA
Door of Hope Freedom Center	1998 43rd Ave NE, Bismarck, ND 58503, USA
Dream Center Bismarck	1805 Park Ave, Bismarck, ND 58504, USA
Emergency Food Pantry	1101 4th Ave N, Fargo, ND 58102, USA
Eventide Heartland Care Center	620 14th Ave NE, Devils Lake, ND 58301, USA
Fargo Elim Healthcare Center	3534 S University Dr, Fargo, ND 58104, USA
Fargo Public Library – Dr. James Carlson Library	2801 32nd Ave S, Fargo, ND 58103, USA
Fargo Public Library – Main Library	101 4th St N, Fargo, ND 58102, USA
Fargo Public Library – Northport Library	2714 Broadway N, Fargo, ND 58102, USA
Fargo VA Community Resource & Referral Center (CRRC)	Community Resource & Referral Center (CRRC, 721 1st Ave N, Fargo, ND 58102, USA
Fargo VA Healthcare System	2101 Elm St NE, Fargo, ND 58102, USA
Food Pantry - Community Action Region Vi	1108 5th Ave NE, Jamestown, ND 58401, USA

Name	Address
Food Pantry-Our Lady of Grace	707 16th Ave SW, Minot, ND 58701, USA
Fort Yates VA Clinic	116 Yates St, Fort Yates, ND 58538, USA
Four Seasons Healthcare Center	483 4th St SW, Forman, ND 58032, USA
Garrison Public Library	32 S Main St, Garrison, ND 58540, USA
Golden Age Services	301 15th St NW, Mandan, ND 58554, USA
Good Road Recovery Center	1308 Elbowoods Ln, Bismarck, ND 58503, USA
Grafton VA Clinic	1319 11th St, Grafton, ND 58237, USA
Grand Forks Public Library	2110 Library Cir, Grand Forks, ND 58201, USA
Grand Forks Senior Center	620 4th Ave S, Grand Forks, ND 58201, USA
Grand Forks VA Clinic	3221 32nd Ave S, Grand Forks, ND 58201, USA
Granville Senior Citizen's Center	101 Lincoln Ave, Granville, ND 58741, USA
Great Plains Food Bank	1315 S 20th St, Bismarck, ND 58504, USA
Great Plains Food Bank	1720 3rd Ave N, Fargo, ND 58102, USA
Hankinson Community Center	112 Main Ave S, Hankinson, ND 58041, USA
Harwood Community Center	210 Freedland Dr, Harwood, ND 58042, USA
Hazen Senior Citizens Center	21 7th St NW, Hazen, ND 58545, USA
HC Community Care Center & Food Pantry - Food Distribution Center	1726 S Washington St, Grand Forks, ND 58201, USA
Heartview Foundation - Bismarck	101 E Broadway Ave, Bismarck, ND 58501, USA
Heavens Helpers Soup Cafe	220 N 23rd St, Bismarck, ND 58501, USA
High Plains Community Center & Dunn County Fair Association	100 5th Ave SW, Killdeer, ND 58640, USA
Hillsboro Community Center	Hillsboro, ND 58045, USA
Hope Center	313 3rd St NE, Devils Lake, ND 58301, USA
Hope Manor	321 S 1st St, Bismarck, ND 58504, USA
Horace Community Center	220 Thue Ct, Horace, ND 58047, USA
Jamestown VA Clinic	2430 20th St SW Suite 8, Jamestown, ND 58401, USA
Kinder Care	2235 Shiloh Street Platted, West Fargo, ND 58078, USA
Knife River Care Center	118 22nd St NE, Beulah, ND 58523, USA
Lake Region Public Library	423 7th Street Northeast, Devils Lake, ND 58301, USA
Lakota City Community Center	404 US-2, Lakota, ND 58344, USA
Listen Day Services	1407 24th Ave S #100, Grand Forks, ND 58201, USA

Name	Address
Lodoen Community Center	109 3rd St E, West Fargo, ND 58078, USA
Lutheran Sunset Home	333 Eastern Ave, Grafton, ND 58237, USA
Maple Manor Care Center	1116 9th Ave, Langdon, ND 58249, USA
Marian Manor Healthcare Center	604 E Ash Ave, Glen Ullin, ND 58631, USA
McKenzie County Public Library	112 2nd Ave NE, Watford City, ND 58854, USA
Medora Community Center	465 Pacific Ave, Medora, ND 58645, USA
Metro Recreation Center	3110 Main Ave, Fargo, ND 58103, USA
Milnor Area Community Center	528 5th St, Milnor, ND 58060, USA
Ministry on the Margins	201 N 24th St, Bismarck, ND 58501, USA
Minot Commission On Aging	21 1st Ave SE B, Minot, ND 58701, USA
Minot Public Library	516 2nd Ave SW, Minot, ND 58701, USA
Minot VA Clinic	3400 S Broadway, Minot, ND 58701, USA
Minto Community Center	114 Harvey Ave, Minto, ND 58261, USA
Missouri Slope	4916 N Washington St, Bismarck, ND 58503, USA
NDSU Library	1201 Albrecht Blvd #2080, Fargo, ND 58105, USA
New Freedom Center	905 E Interstate Ave, Bismarck, ND 58503, USA
New Rockford Senior Center	529 1st Ave N, New Rockford, ND 58356, USA
New Town City Library	307 Main St, New Town, ND 58763, USA
North Dakota Adult & Teen Challenge, Inc.	1406 2nd St NW, Mandan, ND 58554, USA
North Dakota Department of Veterans Affairs	4201 38th St S Suite 104, Fargo, ND 58104, USA
North Dakota State Library	604 E Boulevard Ave, Bismarck, ND 58505, USA
Northern Lights Rehab and Long Term Care (Previously Minot Health and Rehab)	600 Main St S, Minot, ND 58701, USA
Northwood City Library	206 N Main St, Northwood, ND 58267, USA
PAM Health Rehabilitation Hospital of Fargo	4671 38th St S, Fargo, ND 58104, USA
Prairie Recovery Center	7785 St Gertrude Ave, Raleigh, ND 58564, USA
Progress Community Center	429 2nd St SW, Jamestown, ND 58401, USA
Providence House Men's Center	2126 Vista Ave, Arnegard, ND 58835, USA
Ralph Wells Community Center	1104 Warrior St, Roseglen, ND 58775, USA
Raymond Family Community Center	1002 11th St W, Williston, ND 58801, USA
Richardton Health Center Inc	8885 ND-10, Richardton, ND 58652, USA

Name	Address
Richland Wilkin Food Pantry	699 8th Ave S, Wahpeton, ND 58075, USA
Rough Rider Center	2209 Wolves Den Pkwy, Watford City, ND 58854, USA
Rustad Recreation Center	601 26th Ave E, West Fargo, ND 58078, USA
Sanford Dialysis	1321 W 22nd St, Sioux Falls, SD 57117, USA
Sanford Dialysis	2801 S University Dr, Fargo, ND 58103, USA
Sanford Fort Yates Dialysis	10 S River Rd, Fort Yates, ND 58538, USA
Sanford Health Acute Dialysis Services	801 Broadway N, Fargo, ND 58122, USA
Sanford Jamestown Dialysis	300 2nd Ave NE, Jamestown, ND 58401, USA
Sanford Tom and Frances Leach Bismarck Dialysis	209 N 7th St, Bismarck, ND 58501, USA
Senior Center	715 Randolph St NW, Washington, DC 20011, USA
Senior Citizens	122 Main St N, Velva, ND 58790, USA
Senior Citizens Center	207 S 5th St, Oakes, ND 58474, USA
Senior Citizens Center	42 Dakota Ave, Wilton, ND 58579, USA
Sertoma Community Center	300 Riverside Park Rd, Bismarck, ND 58504, USA
Sheyenne Crossings	125 13th Ave W, West Fargo, ND 58078, USA
Sheyenne Senior Citizen Center	100 1st St N, Sheyenne, ND 58374, USA
Slick City Action Park	3430 Jacks Wy S, Fargo, ND 58104, USA
Soul Solutions Recovery Center	1801 38th St S, Fargo, ND 58103, USA
South Central Adult Services	139 2nd Ave SE, Valley City, ND 58072, USA
Spirit Lake Tribe Rec Center	114 1st Ave, St Michael, ND 58370, USA
Spirit Lake Tribe Rec Center	7296 ND-57, Fort Totten, ND 58335, USA
Spirit of Life Catholic Church - Food Distribution Center	801 1st St SE, Mandan, ND 58554, USA
Sunset Center Senior Citizens	46 1st Ave E, Dickinson, ND 58601, USA
Surrey Senior Citizens	301 2nd St NW, Surrey, ND 58785, USA
The Lord's Cupboard - Food Distribution Center	1901 S Broadway STE 2, Minot, ND 58701, USA
The Meadows on University	1315 S University Dr, Fargo, ND 58103, USA
Three Affiliated Tribes Kidney Dialysis Unit	1250 Elbowoods Loop, New Town, ND 58763, USA
Tioga Community Center	410 6th St NE, Tioga, ND 58852, USA
Trinity Homes	305 8th Ave NE, Minot, ND 58703, USA

Name	Address
Trinity Lenoir Dialysis	1310 Hospital Lp, Belcourt, ND 58316, USA
Two Rivers Activity Center	1501 5th St NE, Jamestown, ND 58401, USA
US Veterans Affairs Department	Veterans Administration Hospital, 2101 Elm St N, Fargo, ND 58102, USA
VA Outpatient Clinic	Frontage Rd, Minot, ND 58701, USA
Valley City Public Library	410 Central Ave N, Valley City, ND 58072, USA
Valley Senior Services	205 N Main St, Hillsboro, ND 58045, USA
Washington Senior Healthcare Center	5300 Shawnee Rd. #101, Alexandria, VA 22312, USA
West Fargo Public Library	215 3rd St E, West Fargo, ND 58078, USA
West River Community Center	2004 Fairway St, Dickinson, ND 58601, USA
Western Horizons Care Center	1104 US-12, Hettinger, ND 58639, USA
Williston Area Recreation Center (ARC)	822 18th St E, Williston, ND 58801, USA
Williston Community Library	1302 Davidson Dr, Williston, ND 58801, USA
Williston Senior Center	18 Main St, Williston, ND 58801, USA
Williston VA Clinic	3210 27th St W Suite 206, Williston, ND 58801, USA

Grocery Stores

Name	Address
Asian & American Market	1425 Main Ave, Fargo, ND 58103, USA
Asian Gourmet Market Store	800 E Bowen Ave, Bismarck, ND 58504, USA
Beach Food Center	181 N Central Ave, Beach, ND 58621, USA
Cash Wise Foods Grocery Store	1144 E Bismarck Expy, Bismarck, ND 58504, USA
Cash Wise Foods Grocery Store	1401 33rd St S, Fargo, ND 58103, USA
Cash Wise Foods Grocery Store	1761 3rd Ave W, Dickinson, ND 58601, USA
Cash Wise Foods Grocery Store	900 43rd Ave NE, Bismarck, ND 58503, USA
Family Fare Supermarket	1100 13th Ave E, West Fargo, ND 58078, USA
Family Fare Supermarket	1190 W Turnpike Ave, Bismarck, ND 58501, USA
Family Fare Supermarket	1283 Roughrider Blvd, Dickinson, ND 58601, USA
Family Fare Supermarket	302 E 1st St, Dickinson, ND 58601, USA
Family Fare Supermarket	3101 N 11th St, Bismarck, ND 58503, USA
Family Fare Supermarket	3103 Yorktown Dr Suite 3, Bismarck, ND 58503, USA
Family Fare Supermarket	3175 25th St S, Fargo, ND 58103, USA
Family Fare Supermarket	500 Burlington St SE, Mandan, ND 58554, USA
Family Fare Supermarket	724 N University Dr, Fargo, ND 58102, USA
Family Fare Supermarket	835 S Washington St, Bismarck, ND 58504, USA
Hornbacher's	2050 Sheyenne St, West Fargo, ND 58078, USA
Hornbacher's	4101 13th Ave S, Fargo, ND 58103, USA
Jim's Supervalue	103 3rd St W, Park River, ND 58270, USA
Miller's Fresh Foods	104 N Main St, Northwood, ND 58267, USA
Natural Grocers	4517 13th Ave S, Fargo, ND 58103, USA
Natural Grocers	840 S Washington St, Bismarck, ND 58504, USA
Walmart Supercenter	1000 Old Red Trail, Mandan, ND 58554, USA
Walmart Supercenter	1400 Skyline Blvd, Bismarck, ND 58503, USA
Walmart Supercenter	1424 US-2, Devils Lake, ND 58301, USA
Walmart Supercenter	1625 Commerce St, Wahpeton, ND 58075, USA
Walmart Supercenter	2456 3rd Ave W, Dickinson, ND 58601, USA
Walmart Supercenter	2551 32nd Ave S, Grand Forks, ND 58201, USA
Walmart Supercenter	2717 Rock Island Pl, Bismarck, ND 58504, USA
Walmart Supercenter	3757 55th Avenue South, Fargo, ND 58104, USA
Walmart Supercenter	3900 S Broadway, Minot, ND 58701, USA
Walmart Supercenter	4001 2nd Ave W, Williston, ND 58801, USA
Walmart Supercenter	4731 13th Ave S, Fargo, ND 58103, USA
Walmart Supercenter	5755 Gateway Dr, Grand Forks, ND 58203, USA
Walmart Supercenter	912 11th St E, Bottineau, ND 58318, USA
Walmart Supercenter	921 25th St SW, Jamestown, ND 58401, USA