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In support of SCR 4004, I would like to submit my personal testimony of public transportation in Minot, North Dakota and the necessity of improvements across this great state. I am an adult that needs assistance of rides for work, appointments, recreation, church, and to run errands. I have help with rides through my friends, family, and the non-profit Souris Basin Transportation. Yes, a transportation study is needed.

Souris Basin Transportation (SBT) employees have many variables to consider when trying to meet the needs of transportation for this community of Minot. I advocate for their efforts, safety, and well-being of their drivers, as they are getting up early and are pulling double-shifts. The office employees are driving, as well. There are circulation and other health problems from driving that can occur. We need one another for employment to impact our area because without customers SBT will not operate. One non-profit is not enough to meet the needs of transportation for this area.

Minot has limited options, in addition to Souris Basin Transportation. The NDAD wheelchair van loan program only has one van. There are no taxis companies. The city bus routes are limited. Their schedule is confusing. Lyft gives you more room for purchased items; but not everyone can afford it or can easily make an appointment.

Using Souris Basin Transportation, I have had many experiences. I cannot confirm my appointment time and correct errors because they have no system besides an inconsistent voicemail left the afternoon before your scheduled appointment. I try to make appointments a week in advance just to get on the schedule. I am on a reoccurring schedule for work that gets canceled without my permission. It is degrading having to wait outside in the elements. Rarely, I will get a courtesy call to communicate. Respect and etiquette and customer service needs to increase in these areas because I am human too.

When I had Rhinoplasty and Septoplasty surgery done last year, I could not wear my glasses for a month or more. I needed a ride to my follow-up appointments and work. I am glad that I had Souris Basin Transportation and my friends as possibilities.

The winter causes challenges. I do not have a plug-in for the future vehicle I can afford now. The snow filled and icy sidewalks make it dangerous to walk.

I have the stress of not getting to work on time. Currently, my employer is allowing me to be flexible with my arrival times, using Souris Basin Transportation. I finally get to use my Bachelor of Arts degree in Sociology at my new full-time career! As a part-time care provider of

eleven years, I used SBT to run errands for my clients and travel from one client's home to the next with my arrival time being flexible too. Also, my former wonderful bosses, friends, clients, and coworkers have driven me for my care providing work. Another employer required me to be prompt for my shift, so I scheduled my arrival time half hour to an hour earlier. I did not want to be fired. Because Souris Basin Transportation schedules their pickup times about a half hour to an hour before your actual appointment time, I must ride according to my appointment time and destination area. I cannot be spontaneous, like other people. I cannot leave when I want to leave either.

After doing an independent feasibility study in 2017, I approached my pastor about buying a wheelchair lift bus. We were able to purchase one in 2020. Souris Basin Transportation's last Sunday appointment is 2:00 PM. Our services start at 1:30 PM and ends around 6:00 PM. The congregation wants to be able to make it possible for us to come to church.

I was born 3 months premature with a depth perception problem and night blindness. Also, I am directionally challenged and have anxiety sometimes. This North Dakotan, God-fearing, farm girl wants the opportunity to contribute to my community and country. I want to earn a living, have a quality of life, and help others do so. Please vote yes for the study.

Respectfully Submitted,

*Margaret A. Parslow*

Customer