



2020 report on

# Minnesota Council on Transportation Access

January 2021

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# Legislative Request

This report is issued to comply with [Minnesota Statutes 174.285, subdivision 5.](#)

## **174.285 MINNESOTA COUNCIL ON TRANSPORTATION ACCESS.**

### **Subd. 5. Report.**

By January 15 of each year, beginning in 2012, the council shall report its findings, recommendations, and activities to the governor's office and to the chairs and ranking minority members of the legislative committees with jurisdiction over transportation, health, and human services, and to the legislature as provided under section 3.195.

*The cost of preparing this report is \$6,000.*

# List of Abbreviations

DHS.....	Minnesota Department of Human Services
DTCCC.....	Dakota County Transportation Coordinating Collaborative
MCOTA.....	Minnesota Council on Transportation Access
MnDOT.....	Minnesota Department of Transportation
MPTA.....	Minnesota Public Transit Association
NEMT.....	Nonemergency Medical Transportation
PTPP.....	Public Transportation Policy Plan
RTCC.....	Regional Transportation Coordinating Council
STS.....	Special Transportation Service
TCAP.....	Twin Cities Area Transit Coordination Assistance Project
TNC.....	Transportation Network Company (e.g., Lyft, Uber, etc.)

# Summary

In 2010, under [Minn. Stat. 174.285](#), the Minnesota State Legislature created the Minnesota Council on Transportation Access to study, evaluate, oversee and make recommendations to improve the coordination, availability, accessibility, efficiency, cost-effectiveness and safety of transportation services provided to the transit public.

As Minnesota's state-level coordinating council, MCOTA addresses transportation coordination topics from a statewide perspective. Transportation coordination occurs at the local level and MCOTA continues to engage with Regional Transportation Coordinating Councils in Greater Minnesota and with Transit Coordination Assistance Projects in the Twin Cities. RTCCs and TCAPs consist of stakeholders and public members interested in improving mobility for those who have limited transportation options, such as older adults, people with disabilities, individuals with low income and veterans. RTCCs and TCAPs build on the service delivery foundation of public transit systems and layer on mobility management to expand service options and to provide transportation across service boundaries.

In this annual report, MCOTA provides a summary of 2020 activities that advance MCOTA's legislatively outlined duties to improve transportation coordination throughout the state.

In 2020, MCOTA approved and began implementing its 2020-2024 Strategic Plan and updated the structure to include a new executive director, work teams focused on specific initiatives, and an agency senior leadership team. MCOTA provided website support for the RTCCs and TCAPs, supported state and federal legislation for volunteer driver programs, planned and launched a monthly Volunteer Driver Program Forum Series. At the onset of the coronavirus pandemic in March 2020, MCOTA utilized the existing member agencies to create collaborative opportunities with transportation providers, RTCCs and TCAPs. These collaborative opportunities to address community needs for COVID 19 safe transportation, transportation for essential workers and food security. MCOTA facilitated member agencies and partners to respond quickly and nimbly to these urgent and emerging needs. MCOTA also continued to inform stakeholders about its activities and meetings through quarterly newsletter updates and their website, [CoordinateMNTransit.org](https://CoordinateMNTransit.org).

In addition to their regular tasks and initiatives, the onset of the coronavirus pandemic in March 2020 encouraged MCOTA member agencies, transit providers, and RTCCs and TCAPs to collaborate to meet community needs for safe transportation, transportation for essential workers, and food security. The relationships formed through MCOTA facilitated member agencies and partners to respond quickly to these emerging and urgent needs.

In 2021, MCOTA expects that the continued presence of COVID-19 will establish a new normal for agencies and transportation organizations, prompting a need to be flexible, proactive and to plan for a range of scenarios. Specific initiatives include:

- Strengthening volunteer driver programs through legislation, education and networking
- Developing performance measures/indicators, for transportation coordination
- Identifying and implementing research and best practices
- Continuing to support networking among the RTCCs and TCAPs, and further their establishment within their regions.

# Introduction

Transportation provides opportunities for people to work, go to school, visit friends, buy groceries or see a doctor. Transportation improves individual lives and is important to all facets of our state’s economy, culture and communities. Reliable transportation is a prerequisite for a healthy economy and is often the first step toward independence and opportunity for people with low incomes, older adults and people with disabilities. While there has been significant investment in transit at the federal, state and local levels, serious transportation gaps in service exist in many communities.

The Minnesota Council on Transportation Access acts as steward in the coordination of varied funding programs and requirements across dozens of departments and agencies. At the federal level, there are approximately 62 transit programs administered by eight departments through many agencies. It is prudent to increase access by coordinating transit services to reduce duplicative efforts and identify and address gaps.

Creating transportation coordination and cooperation is a guiding principle of MCOTA. When representatives of different agencies and organizations involved in transportation programs work together, they increase capacity, serve unmet needs, improve quality of service, improve understanding and access to services by the public, and achieve more cost-effective service delivery.

The Minnesota State Legislature established MCOTA in 2010. It includes representatives from 13 organizations, listed in Appendix A. The member organizations are the Minnesota Departments of Commerce, Education, Employment and Economic Development, Human Services, Transportation, and Veterans Affairs; the Metropolitan Council; the Office of the Governor; the Minnesota Board on Aging; Minnesota Management and Budget; Minnesota State Council on Disability; and the Minnesota Public Transit Association.

MCOTA is tasked with three key transportation goals:

- 1) Identify and reduce transportation gaps
- 2) Develop effective and streamlined access to transportation
- 3) Provide more transportation options

In 2020, MCOTA approved and began implementing its 2020-2024 Strategic Plan and updated its structure to include a new executive director, work teams, and an agency senior leadership team. MCOTA provided website support for the RTCCs and TCAPs, supported state and federal legislation for volunteer driver programs, and planned and launched a monthly Volunteer Driver Program Forum Series.

## MCOTA Mission

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The mission of MCOTA is to work together to remove obstacles that prevent the successful coordination of transportation programs and resources among their respective customers.

## MCOTA Vision

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Minnesotans will have access to coordinated transportation services to meet their mobility needs.

## MCOTA Legislative Duties

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Under [Minn. Stat. 174.285](#), the purpose of MCOTA is to study, evaluate, oversee and make recommendations to improve the coordination, availability, accessibility, efficiency, cost-effectiveness and safety of transportation services provided to the transit public.

To improve transit coordination and accessibility, the statute assigns the council 20 duties:

1. Compile information on existing transportation alternatives for the transit public, and serve as a clearinghouse for information on services, funding sources, innovations and coordination efforts.
2. Identify best practices and strategies that have been successful in Minnesota and in other states for coordination of local, regional, state and federal funding and services.
3. Recommend statewide objectives for providing public transportation services for the transit public.
4. Identify barriers prohibiting coordination and accessibility of public transportation services and aggressively pursue the elimination of those barriers.
5. Recommend policies and procedures for coordinating local, regional, state and federal funding and services for the transit public.
6. Identify stakeholders providing services for the transit public and seek input from them concerning barriers and appropriate strategies.
7. Recommend guidelines for developing transportation coordination plans throughout the state.
8. Encourage all state agencies participating in the council to purchase trips within the coordinated system.
9. Facilitate the creation and operation of transportation brokerages to match riders to the appropriate service, promote shared dispatching, compile and disseminate information on transportation options and promote regional communication.
10. Encourage volunteer driver programs and recommend legislation to address liability and insurance issues.
11. Recommend minimum performance standards for delivery of services.
12. Identify methods to eliminate fraud and abuse in special transportation services.
13. Develop a standard method for addressing liability insurance requirements for transportation services purchased, provided or coordinated.
14. Design and develop a contracting template for providing coordinated transportation services.
15. Recommend an interagency uniform contracting billing and accounting system for providing coordinated transportation services.
16. Encourage the design and development of training programs for coordinated transportation services.
17. Encourage the use of public-school transportation vehicles for the transit public.
18. Develop an allocation methodology that equitably distributes transportation funds to compensate units of government and all entities that provide coordinated transportation services.
19. Identify policies and necessary legislation to facilitate vehicle sharing.
20. Advocate for eliminating barriers to coordination, implementing coordination strategies, enacting necessary legislation and appropriating resources to achieve the council's objectives.

# MCOTA 2020 Activities and Accomplishments

Since its creation in 2010, MCOTA has pursued projects and activities to improve transportation coordination in Minnesota. Below are brief descriptions of key council activities and accomplishments during 2020. The numbers referenced in the table are the numbers of the duties in the statute and listed on p. 6 of this report.

**Table 1: Key MCOTA 2020 Activities and Accomplishments**

Activity	Legislative Duties Addressed Under <a href="#">Minn. Stat. 174.285</a>
2020-2024 Strategic Plan, FY21 Work Plan, Senior Leadership Team Meeting	All
Regional Transportation Coordinating Councils and TCAP development, partnerships	1-11, 13-14, 16-17, 19-20
Volunteer Driver Program legislative recommendations, webinar series	10, 13, 20
Continue stakeholder communications, website and newsletter	1
Olmstead Plan progress monitoring	3, 4

See Appendix B for a list of all initiatives grouped by legislative duty.

## 2020-2024 Strategic Plan

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In January 2020, MCOTA approved a new five-year strategic plan. This allows the council to act on its legislatively defined duties through a revised governance structure, a focus on four key strategic priorities, and by assessing the council's progress.

As recommended in the strategic plan, MCOTA updated its organizational structure:

- State agency leadership will meet annually to identify priorities for the council's work. The leadership team consists of member agency commissioners who set strategic direction and prioritize work plan items for the MCOTA leadership team.
- The leadership team includes the MCOTA chair, vice chair and executive director who oversee the implementation of MCOTA initiatives, review and approve work team recommendations, approve work products, and ensure coordination within the council structure.
- The MCOTA executive director provides coordination and leadership functions to the council. This role is critical in building relationships between agencies and stakeholders and in guiding MCOTA working teams. The MCOTA executive director receives guidance from the MCOTA leadership team, recruits working team participants, facilitates work group meetings and shepherds' groups toward successful outcomes.
- MCOTA work teams include MCOTA members, agency staff, content experts and RTCC/TCAP. Team members work on specific initiatives identified by MCOTA including communications, event planning,

legislation, research and topic development, for example the volunteer-driver programs. The three current teams are volunteer driver programs, communications and operations.

- Minnesota's Regional Transportation Coordinating Councils and Twin Cities Area Transit Coordination Assistance Projects conduct mobility management and transportation coordination at the local level. RTCCs and TCAPs are a critical link between MCOTA's statewide perspective and the operations of local providers.

MCOTA is focusing on four key strategies to improve transportation coordination in Minnesota:

1. Provide support and technical assistance to local partners
2. Share best practices and build coalitions
3. Identify and respond to research needs
4. Engage in responsible education, communication and advocacy activities

**View the full strategic plan and fiscal year 2021 work plan at the links below:**

- [Minnesota Council on Transportation Access Strategic Plan 2020-2024 \(PDF\)](#)
- [2020-21 MCOTA Work Plan \(PDF\)](#)

## **New Executive Director for MCOTA**

As part of the new structure outlined in the MCOTA strategic plan, Tom Gottfried, program director and transportation mobility manager for the MnDOT Office of Transit and Active Transportation, will serve as the executive director of MCOTA. In this new role, Gottfried provides coordination and leadership functions for the council by building relationships between agencies and stakeholders and in guiding the work of MCOTA working teams. Gottfried also serves on the MCOTA leadership team, recruits participants for working teams, facilitates work group meetings and shepherds' groups towards successful outcomes.



## **New MCOTA Project Manager**

Michelle Lichtig is the new project manager for MCOTA and is responsible for MCOTA work teams. She is a MnDOT program manager for the Greater Minnesota Regional Transportation Coordinating Councils and the Transit Coordination Assistance Projects.



## Work Teams

MCOTA's Strategic Plan recommended the creation of several work teams to develop specific initiatives. The work teams include MCOTA members, agency staff, content experts and RTCC/TCAP members. The first three work teams are:

- **Volunteer Driver Program Initiatives**  
This year the work team focused on strengthening volunteer driver programs, reducing legislative barriers, networking and professional development.
- **Communications**  
This work team produced the MCOTA annual legislative report, newsletter, website (including RTCC and TCAP sections) and the development of new member materials.
- **Operations**  
This work team concentrated on performance measures/indicators and coordinated alignment of the various MCOTA, TCAP, and RTCC plans.

## Senior Leadership Meeting

MCOTA held its first annual senior leadership meeting with agency commissioners on July 24, 2020 to ensure MCOTA's updated strategic plan and organizational structure align with all of MCOTA's legislative duties. The agenda included the following items:

- Overview of MCOTA's 2020-2024 Strategic Plan and 2020/21 Work Plan
- Discussion of MCOTA, RTCC and TCAP program issues and opportunities, including how agency programs can support the mission and implementation of RTCC and TCAP initiatives
- Took two votes on volunteer driver program legislation requested by the 81 member Minnesota Volunteer Driver Coalition and the Minnesota Public Transit Association

## Volunteer Driver Program Initiatives

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Volunteer driver programs provide essential and cost-effective services, especially in rural Minnesota. MCOTA continued to involve stakeholders as they champion the urgent need to reduce barriers for volunteers and volunteer drivers.

### State and Federal Volunteer Driver Legislation

Representatives from the 81 member Minnesota Volunteer Driver Coalition and the Minnesota Public Transit Association presented at a MCOTA meeting, formally requesting MCOTA to support legislative changes to reduce the barriers for volunteer drivers. The Minnesota Volunteer Driver Coalition was formed in 2018 and includes members from nonprofits, counties, area agencies on aging, the Minnesota Council of Nonprofits, the Association of Minnesota Counties, the Township Association, the Living at Home Network and AARP Minnesota. This group came together due to shared concerns for the viability of volunteer driver programs across the state and for the well-being of the people dependent on the services of volunteer drivers. Volunteer

drivers are the engine behind the delivery of Meals on Wheels and are essential to the delivery of other social services for many Minnesotans. The Minnesota Volunteer Driver Coalition members serve predominantly older adults, people with disabilities, some youth and refugees.

A Minnesota Volunteer Driver Coalition survey found that 77,474 people depended on volunteers for rides in 2018. These rides included rides to medical appointments, grocery stores and other community services. The data showed that 1,900 volunteer drivers provided 168,400 one-way trips to more than 77,000 Minnesotans needing rides and travelling more than 9.6 million miles. In 2018, Minnesota’s volunteer drivers contributed more than 500,000 hours driving fellow community members.

The viability of volunteer driver programs is threatened by a lack of definitional clarity in state law, tax policy surrounding volunteer driver’s mileage reimbursements and COVID-19. The lack of a clear definition in state law allows insurance companies to charge higher rates for volunteer drivers, creating a financial disincentive for volunteers, and creates difficulty in recruiting and retaining volunteers. The programs are also at risk because volunteers who receive more than \$600 a year in mileage reimbursement are subject to an income tax. COVID-19 is also contributing to a shortage of volunteer drivers, as the volunteers are older adults at higher risk. For example, the Faith in Action Program in Morrison County went from an approximately 50 volunteer drivers to five since the pandemic began.

In July, MCOTA senior agency leadership voted to approve state and federal legislative proposals to resolve the financial disincentives thereby strengthening volunteer driver programs in Minnesota. These were the actions advocated for by the Minnesota Volunteer Driver Coalition and the Minnesota Public Transit Association.

Senior leaders voted that MCOTA agencies will support legislation and advocate for the inclusion of these proposals in Governor Walz and Lieutenant Governor Flanagan's budget proposal for 2022-2023 that:

1. Clearly defines a volunteer driver as “not for hire”; and
2. Provides an income tax subtraction for volunteer drivers

MCOTA senior leadership also approved a motion that urges Congress to take action to change the 14 cents per mile reimbursement for volunteers to match the business mileage reimbursement. This request was made to the House and Senate Appropriations Committee and to the Minnesota Congressional delegation. For the incoming Congress, MCOTA will prepare a letter that will include the language proposals and the background about the requested changes to law.

## Minnesota’s Road to Volunteer Drivers: 2020-21 Virtual Forum Series

Starting in November 2020 through May 2021, *Minnesota’s Road to Volunteer Drivers*, a series of nine virtual forums will provide participants the opportunity to share information to maintain and strengthen these programs. This virtual forum series is built upon the well-received in-person Volunteer Driver Forum held in 2018. The planning committee co-chairs for the Volunteer Drivers Virtual Forum Series are Karen Onan of the East Central Regional Development Commission and Beverly Sidlo-Tolliver of the Northeast/Arrowhead Regional Transportation Coordinating



Council. The planning committee also includes MCOTA members and members of the Minnesota Volunteer Driver Coalition. All virtual sessions are geared toward a statewide audience, and each forum will be recorded and available online. Topics will include policy issues and practical tips for starting a volunteer driver program, recruitment and promotion, and resources for training on topics such as disability awareness and sensitivity, cultural diversity, equity, trauma-informed care, resources for the deaf and hard of hearing community, and safety and security.

Volunteer driver program activities relate to MCOTA legislative duties 10, 13 and 20 by identifying barriers to volunteer driver programs and recommending steps, including legislation and advocacy, to address barriers such as liability and insurance issues.

## Regional Coordination Progress

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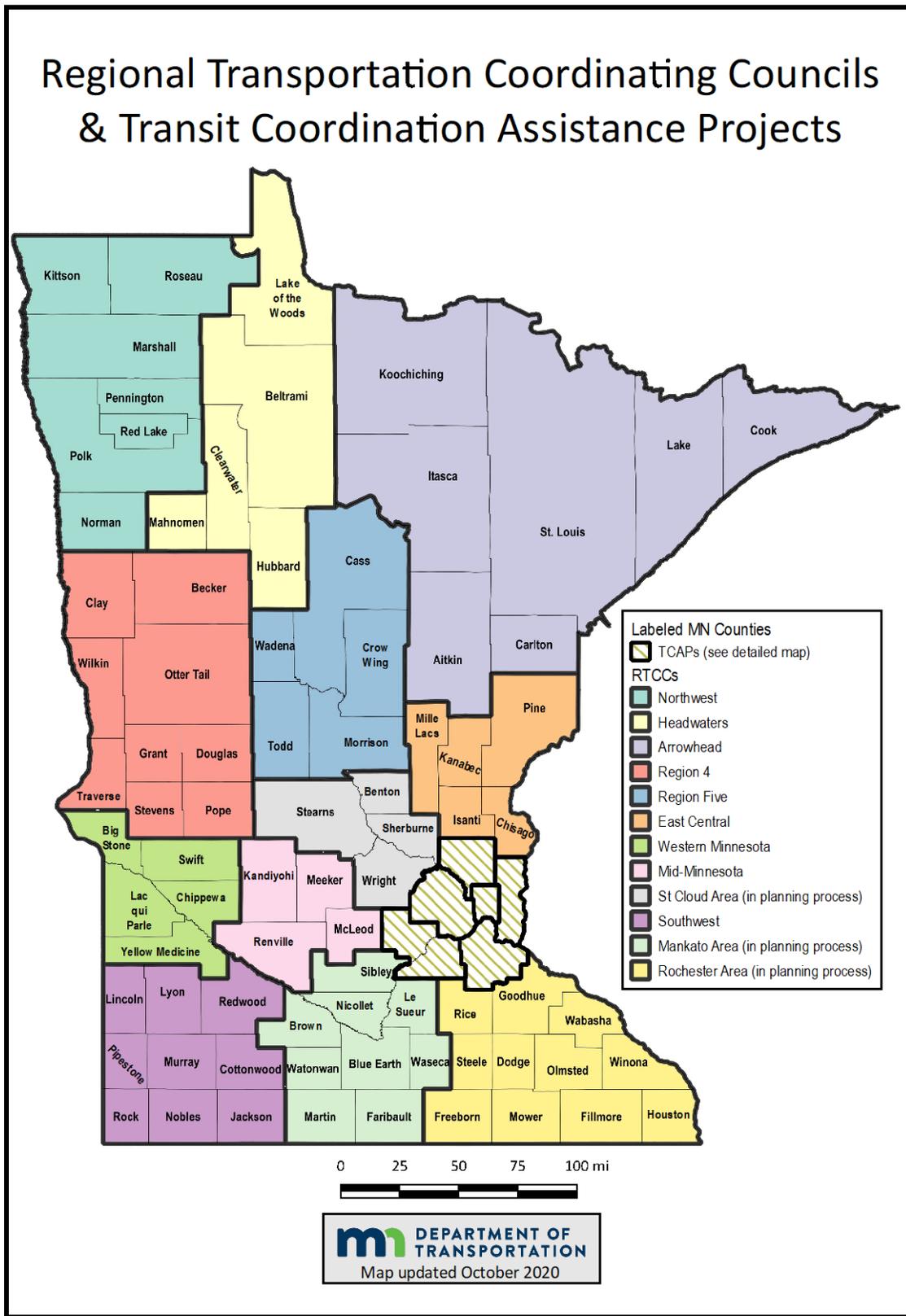
In Greater Minnesota, MCOTA works with local governments and organizations throughout the state to create and support Regional Transportation Coordinating Councils and the Metro Area Transit Coordination Assistance Projects. RTCCs and TCAPs include stakeholders and public members interested in improving mobility for those with limited transportation options such as older adults, people with disabilities, low-income individuals and veterans.

RTCCs and TCAPs build on the service delivery foundation of public transit systems, and layer on mobility management to expand service options and to provide transportation across service boundaries.

Each RTCC and TCAP has, or will have, a formalized coordination plan among providers and service agencies to achieve three outcomes:

1. Identify and reduce transportation gaps
2. Streamline access to transportation
3. Provide more transportation options

Figure 1: Map of Minnesota with RTCCs as of October 1, 2020



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Figure 2: Map of Minnesota with Twin Cities Area Transit Coordination Assistance Programs (TCAPs) as of October 1, 2020



## Current Status of RTCC as of July 1, 2020

Currently twelve RTCCs are in the planning or implementation phases:

- Phase 1: Organizational Plan-includes tasks identifying an entity to carry out the implementation of the Regional Transportation Coordinating Councils. Four RTCCs are in Phase 1.
- Phase 2: Operational Implementation Plan-for applicants engaged in tasks outlined in Greater Minnesota regions. During this phase RTCCs formally establish councils, proceed with gaps analysis and create a transportation providers' inventory. Seven RTCCs have completed Phase 2 and are starting Phase 3.
- Phase 3: Implementation of Comprehensive Work Plan: There are seven RTCCs in Phase 3.

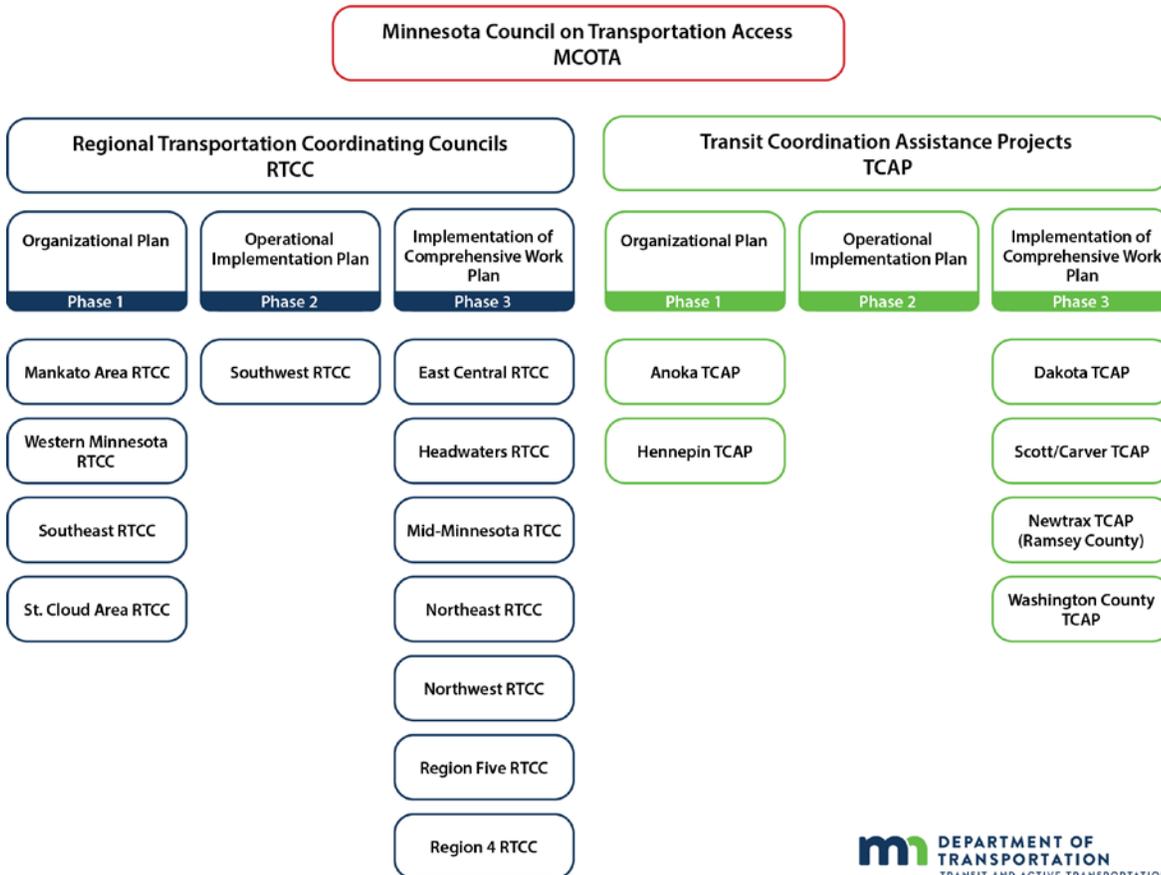
## Current Status of TCAP as of July 1, 2020

Currently six TCAPs are involved in the planning or implementation phases:

- Phase 1: Organizational Plan-involve tasks including identifying an entity to carry out the implementation of Transit Coordination Assistance Projects through the planning process. Two TCAPs are in Phase 1, Anoka County and Hennepin County.
- Phase 2: Operational Implementation Plan-for applicants who are working on the tasks in the Metro Area. During this phase TCAPs formally establish councils, proceed with gaps analysis and create a transportation providers' inventory. All four remaining TCAPs have completed Phase 2.
- Phase 3: Implementation of Comprehensive Work Plan-four TCAPs are in Phase 3, Washington County, Dakota County, Carver/Scott Counties and Ramsey County/Newtrax.

Figure 3: Chart showing status of RTCCs and TCAPs as of July 1, 2020

**Regional Transportation Coordinating Councils and Transit Coordination Assistance Projects**  
Phase Status as of July 1, 2020



## RTCC and TCAP Accomplishments

The accomplishments and ongoing activities reflect the efforts generated in Phase 1, Organizational Plan and Phase 2, Operational Implementation Plan which are continuing in the next implementation phase.

Examples:

- Organizing an upcoming Volunteer Driver Forum Series: with seven presentations to be conducted from November 2020 to May 2021, offered via webinars to maximize statewide participation
- Responding to community needs for food assistance during COVID-19, provided food shelf deliveries to 1,463 individuals from mid-April to mid-June
- Creating and updating regional providers' inventory
- Providing technical assistance to facilitate human service program vehicle sharing
- Using a cost accounting system to accurately reflect the full costs of providing transportation services
- Overseeing volunteer driver programs and coordinating volunteer programs

- Increasing efficiencies and improving the use of resources and reducing duplication of services and vehicles
- Supporting transportation that contributes to livable communities and a vital economy by coordination and collaboration
- Developing coordinated approaches to providing public transit and human services transportation
- Creating a travel training program to help residents learn how to use the existing available transportation options within their area
- Piloted a subsidized ride-hailing service project
- Developing a one-stop approach for transportation information
- Using mobility management, connecting people to transportation options that meets their needs

## RTCC Stories

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The following highlights of several RTCCs and TCAPs that were shared with MCOTA this year include these four.

### Region 4 (West Central) Minnesota RTCC

Region 4 (West Central) RTCC is led by West Central Community Action, Inc. and includes the counties of Becker, Clay, Douglas, Grant, Otter Tail, Pope, Stevens, Traverse and Wilken. Heather Molesworth, Family and Community Services Director, provided an overview of their work plan short-term goals:

- Educating the public about transportation available by centralizing information on transit and distributing in high potential ridership locations
- Increasing service hours, establish taxi-subsidy programs and establishing/enhancing assisted transportation
- Implementing rural transit bus stops
- Developing a provider directory
- Started testing Transportation Management Coordination Center
- Developing a Volunteer Driver Program Committee
- Expanding the successful Douglas County Car Care Program to more counties

Heather Molesworth, Family and Community Services Director, shared two challenges:

- Developing buy-in from some community stakeholders
- Concerns of some counties about the 10 percent local match requirement for the third year of the RTCC grant.

For the first two years, MnDOT has fully funded the project with seed money to get things up and running.

## Northeast Minnesota RTCC

Beverly Sidlo-Tolliver, Transportation Coordinator-RTCC Coordinator, gave an update to MCOTA in April 2020 about the Northeast RTCC's activities. The RTCC is part of the Arrowhead Regional Development Commission (and is currently in phase two of planning). The RTCC includes the counties of Aitkin, Carlton, Cook, Itasca, Koochiching, Lake, Pine and St. Louis. Its members generally consist of public transit agencies, including some through the Duluth Transit Authority, Arrowhead Transit, tribal transit agencies, volunteer driver agencies, direct client service providers, veteran services, healthcare representatives and a representative from each county. The RTCC would like to add a representative from the private transportation sector, a citizen, a rider and/or a volunteer driver to its membership.

Northeast RTCC's work plan focuses on building the foundation for coordination between transportation services in the region and then filling the gaps identified in Phase 1. Some work plan examples include:

- Creating a transportation provider database of the 175 transportation providers in the region
- Facilitating the sharing of vehicles purchased with federal 5310 funds
- Developing a rider training program and creating materials for new potential riders
  - designing materials to improve access for new potential riders to help them feel comfortable using the transit systems
- Strengthening volunteer driver programs by providing support for legislation to reduce barriers for volunteer drivers

For phase three, the Northeast RTCC plans to create a trip finder allowing riders to enter their information and desired destination and receive transportation options customized for them. This RTCC wants to add new volunteer driver programs and help the existing programs navigate through billing waiver services.

## Dakota County TCAP

In May, Dakota County Mobility Manager, Robyn Bernardy, presented information about four projects from the Dakota County TCAP:

1. Transportation Finder
2. Partnership with Lyft
3. GoDakota Travel Training
4. DakotaLink

The Dakota County TCAP is the most mature local coordinating entity in Minnesota, having started in 2014.

## Transportation Finder

The GoDakota Transportation Finder is an online service on the GoDakota web page where riders input their address and learn about all the different transportation options available, including public transit, expanded community transportation options volunteer driver programs, Transit Link, Metro Mobility and non-emergency medical transportation. The county plans to expand this online service into a trip planner.

## Dakota County Social Services and Lyft Partnership Pilot

In Minnesota, transportation is a billable service under the Centers for Medicare and Medicaid Services Home and Community Based waivers. Under the pilot, individuals with HCBS waivers can take Lyft to get to and from employment and/or to access the community. Dakota County then bills the individual's Medicaid Waiver directly for the cost of the rides. This program was designed so people could access more work sites, move about their communities freely and choose from many transportation options to meet their needs.

Prior to the pilot, individuals were using many different forms of transportation: Metro Mobility, Transit Link, friends and family, taxi service, walking, or a combination of these. The pilot began in March 2019 with 23 riders. grew to 158 riders in November 2019 and to 435 riders in May 2020. COVID-19 caused Lyft ridership to drop by half from February to April.

The team has evaluated the pilot through one-month and six-month surveys, focus groups and case studies. Prior to the pilot, 60 percent of individuals were either dissatisfied or extremely dissatisfied with their transportation, with the remaining 40 percent neutral. One month into the pilot, nearly 92 percent of individuals were either satisfied or extremely satisfied with their transportation. Other outcomes include:

- Can get to work/leave when they need to = 71 percent
- Friends/family no longer have to drive = 63 percent
- Transportation is less stressful = 63 percent
- Transportation is more reliable = 61 percent
- Spending less time on transportation = 61 percent
- Can work more hours = 43 percent
- Got a new job = 25 percent

The county highlights several success stories from the pilot in videos on their [website](#). This pilot assisted individuals with limited work and recreational options/opportunities due to their location, now have a much more expanded set of options/opportunities due to flexible transportation. These individuals are thriving because of these new transportation options.



As part of the final year for the DHS innovation grant, the team will share experiences with other Minnesota cities and counties. This allows other areas to learn about the pilot using transportation network companies, such as Lyft and Uber, including how to create a similar model in their area. Currently, Lyft is available in the Twin Cities, Duluth, Mankato, Rochester, St. Cloud and Moorhead.

## GoDakota Travel Training

Travel Training teaches individuals how to access and use the transportation options available to them safely and independently. Dakota County has one full-time travel trainer who provides train-the-trainer training, group training and individualized intensive trip training services. Travel training is provided for any mode of transportation that is available in the county, including Metro Transit, Metro Mobility, TransitLink, MVTA, DARTS, Lyft, Uber, or a volunteer driver program. The goal is so riders can successfully, safely and independently travel. The county includes video testimonials on the positive impact of travel training on residents' lives. One new transit rider said that "I feel confident that I know how to get places on my own and back," and another expressed that knowing how to use the transit system "gave me a freedom I've never known before."

In 2019, 45 individuals completed trip training and 957 individuals completed group training. As of May 2020, 16 individuals completed trip training and 527 individuals completed group training.

## DakotaLink Pilot

The Dakota County Judicial Center and the Dakota County Jail in Hastings created an issue for individuals released from jail or going to court or having appointments in Hastings due to limited transportation options. People would often need to hitchhike or walk 15 miles along Highway 55 to get to a bus route.

DakotaLink was launched in September 2019 to address the need for safe transportation for people released from jail, those going to and from court and people with appointments in Hastings. The service runs three times a day on weekdays from the Judicial Center in Hastings to the Cedar Grove Transit Station in Eagan, to Signal Hills Shopping Center in West St. Paul, and back to the Judicial Center. At Cedar Grove and Signal Hills, there are many transit connections available to individuals. During Olmstead Plan listening sessions, MCOTA members repeatedly heard the need for this type of accessibility for people who have been incarcerated. The Dakota County program continues to be very helpful for these populations. Additional transportation options also save both the county and individuals money by reducing missed appointments and court dates.

## Newtrax TCAP in Ramsey County

Newtrax is an innovative partnership created in 2011. Newtrax runs between two long-established day training and habilitation nonprofits, PAI and Merrick, Inc. Persons with disabilities are served by this route and Newtrax works to increase the efficiency of transportation services to this population.

As a Section 5310 Transit Coordination Assistance Project in White Bear Lake and Ramsey County, Newtrax continues to be guided by its founding principles of innovation and partnership.



The Newtrax approach — innovating new services through partnerships while remaining flexible and nimble — has led to an unusual array of projects with multiple partners, passenger populations and objectives.

Innovative schedules/technology in the Newtrax portfolio include:

- **Connecting students to prosperity:** Newtrax is making evening and weekend classes feasible for many first-generation Century College students, some non-traditional in age and life experience.
- **Partnering to support greater access to care:** Newtrax is expanding connections to healthcare and wellness services by partnering with M Health Fairview to provide rides to and from multiple healthcare facilities one day a week for women from the Karen community. A similar initiative will focus on increasing access to the Roselawn Clinic for men from the Karen community who live on the border between Roseville, Saint Paul and Little Canada.
- **Crossing new technological frontiers:** Newtrax is actively involved in a pilot project, tentatively scheduled to begin in October, using an automated vehicle running on a 1.25-mile fixed-route loop to connect older adults and persons with disabilities to multiple destinations. Those destinations include senior living facilities, vocational programs for persons with disabilities and the White Bear Lake YMCA. The project is a unique partnership with the city of White Bear Lake, the White Bear Lake School District, the White Bear Lake Chamber of Commerce, Ramsey County, the University of Minnesota and MnDOT. The pilot will test the functional operations of an AV over 12 months, including a Minnesota winter — providing data that is critical to MnDOT. But the AV pilot is more than a simple demonstration because it also will provide cutting-edge educational opportunities to high school, community college and university students preparing for related careers.

## Responding to COVID-19

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The onset of the pandemic in 2020 forced MCOTA member agencies, transit providers, RTCCs and TCAPs to pivot to help meet new community needs such as for food security and safe transportation.

MCOTA members connected RTCCs and TCAPs with the state Food Security Task Force and State Emergency Operations Center to help support food access and connect them with local public health resources within their communities.

### Metro Transit and Metro Mobility

Metro Transit and Metro Mobility have responded to COVID-19 in many ways.

#### Food and goods access and delivery

Certified Metro Mobility customers can order groceries and household essentials online from a store that has online shopping and local pick up, and Metro Mobility will pick up and deliver orders to customers' homes. Metro Mobility is also providing a curbside pickup service for certified customers.

In addition, Metro Mobility and Transit Link have partnered with food shelves across the region to delivery groceries and goods to those in need.

## **Transport for essential health workers**

Metro Mobility is providing free rides to and from work for employees at health care facilities. These riders do not need to be Metro Mobility certified.

## **Fixed Route Transit**

Metro Transit implemented changes in fixed route service to keep customers and drivers safe. Many local bus routes, the METRO A Line and the METRO C Line will keep service levels at the same levels as was provided pre-pandemic. As was the case before COVID, the METRO Blue Line and METRO Green Line will continue to offer 10-minute service throughout most of the day with the service ending daily at 2 a.m.

In July, ridership on local bus routes and the METRO A Line and METRO C Line was down approximately 50 percent compared to the same month last year. Light rail ridership was down approximately 75 percent. Increases in local bus and light rail service helps riders keep a safe distance on buses and trains as more people return to transit.

## **Transit Assistance Program**

The Transit Assistance Program is designed to make public transit more affordable for lower income residents. It allows customers to use a bus or train for just \$1 per ride – even during rush hour – with a 2½ hour transfer. Since the pandemic caused serious economic disruptions across the US, Metro Transit added eligibility criteria specifically for those recently unemployed due to the pandemic. People receiving unemployment benefits from the State of Minnesota can now use those documents as a proof of income to qualify for the TAP for one full year. Nearly 200,000 people are unemployed in the Twin Cities metro area and could benefit from this expansion of TAP eligibility.

## **MCOTA Members' Collaboration on COVID-19 Positive Client Transportation**

MCOTA's collaborative process enabled members from the Minnesota Department of Health, the Olmstead Office and MnDOT to effectively work together and respond to COVID-19 by developing a funding opportunity with CARES ACT resources. Together these members developed the COVID-19 Positive Client Transportation for Greater Minnesota Program. This is a coordinated effort to provide and cover the medical transportation costs for individuals in Greater Minnesota who tested positive for COVID-19 and/or exhibited COVID-19 symptoms to and from medical services, including and not limited to doctor appointments, pharmacy, medical treatments such as dialysis, cancer treatments, and any other medical treatments.

The trips were delivered by Non-Emergency Medical Transportation providers who are certified as Special Transportation Service providers by MnDOT, and who submitted COVID-19 safety protocols that follow the CDC and Minnesota Department of Health's recommendations for safe transportation for the driver and passengers. The program started in September 2020 and ended December 30, 2020.

## RTCCs and TCAPs adapting services due to COVID-19

RTCCs and TCAPs ability to be flexible during COVID-19 was beneficial because the organizational structure allowed the ongoing involvement of community stakeholders in designing and modifying service delivery. With pre-COVID-19 service needs reduced, RTCCs and TCAPs pivoted to fulfill new priorities, such as transportation for:

- health care workers to their work sites
- people released from county detention facility to their home communities
- and food deliveries for the quarantined.

Prior to COVID-19, many RTCCs and TCAPs successfully coordinated transportation to access food by transporting people to congregate dining, food shelves and/or grocery stores. During the pandemic, the principles behind transporting people to food were transferred to the new pandemic scenario – picking up and delivering food from food shelves or grocery stores to those whose medical situation required quarantine.

Statewide, many transit systems switched to the delivery of food and goods. For example, 250 families in the Southwest region are regularly getting food deliveries; the Newtrax TCAP, serving Ramsey County, is working with Loaves and Fishes, delivering approximately 7,000 daily meals to 28 Twin City Area YMCAs since late April and 11,000 frozen meals were delivered in the rural Northwest region during that same time frame.

Karen Onan, of the East Central RTCC, sums it up: “COVID-19 has opened new doors.” Below are two more examples of how RTCCs and TCAPs are building creative partnerships to serve their communities during the pandemic.

### Washington County TCAP: Food security and transportation responsiveness during COVID-19

The following example was shared with MCOTA by Sheila Holbrook-White, Mobility Manager in Washington County.

Early in the onset of the coronavirus pandemic in March, Washington County recognized the importance of responding to food insecurity and created a three-person Food Security Unit that leveraged existing relationships built through the Washington County Transportation Consortium, Met Council’s Transit Link and the Washington County Community Development Agency.

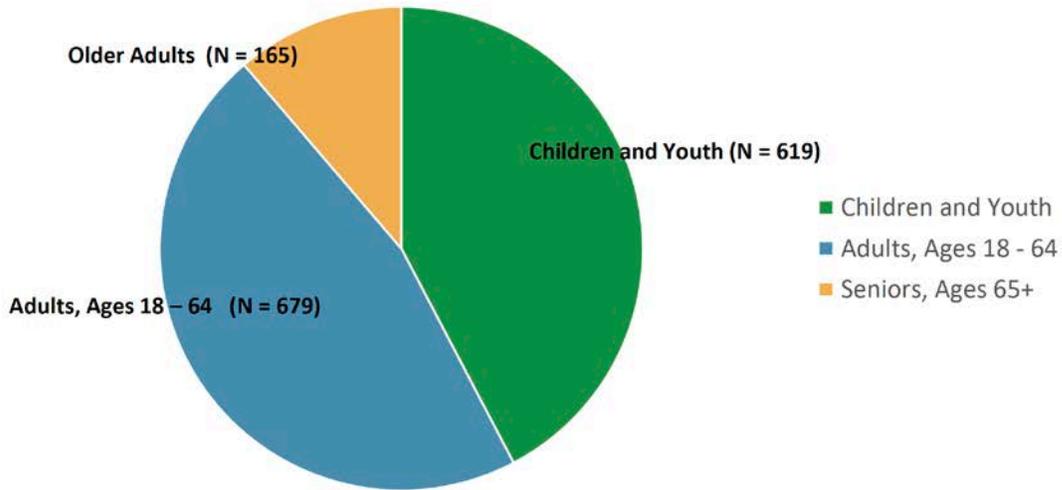
In Washington County, the mobility manager serves as the human hub, connecting individuals who need food shelf deliveries to Transit Link’s contracted provider and supporting the connection between grocery purchases and individuals who order food.

Washington County offers scheduled grocery delivery to people at home as well as no-cost, contact-free delivery of emergency food packs from food shelves. As of September 1, 2020, Transit Link provided food shelf deliveries to 2,689 individuals in the county.

Figure 4: Chart showing food shelf deliveries by Transit Link in Washington County as of June 15, 2020

# Food Shelf Deliveries by Transit Link

(N= 1,463 individuals served, as of 15 June 2020)



## Dakota County TCAP’s response to COVID-19

Mobility Manager, Robyn Bernardy, reported that Dakota County approved the use of \$245,000 in federal CARES relief funds to support county residents whose transportation needs were negatively affected by COVID-19. As part of that initiative, the Transportation Resources Program includes funds for a variety of transportation options offered to mitigate some of the negative transportation impacts due to COVID, including:

- Lyft rides through Lyft codes
- Bus/Train/Metro Mobility/Transit Link rides through GoTo cards
- DARTS Loops
- Individual rides through DARTS
- Food delivery through DARTS

## Olmstead Plan Progress Updates

Minnesota’s Olmstead Plan greatly influences the work of MCOTA, including the development of regional coordination organizations, which are important mechanisms for advancing Olmstead’s goals. MCOTA was updated about the progress on implementation, goals and measures of the Olmstead Plan at each meeting.

The Olmstead Plan was revised with public comment and listening sessions held around the state. All goals were on track to being met. MnDOT’s infrastructure goals were met and exceeded while MnDOT’s two transit-related measures were anticipated to be met.

1. **Number of annual service hours.** The goal is 1.7 million annual service hours in Greater Minnesota by 2025. The current level is 1,444,652 hours, an increase of 242,652 from the baseline.

2. **Transit systems' on-time performance.** The goal is for all transit systems statewide to be at a 90 percent or greater on-time performance. For 2017, Greater Minnesota transit systems' on-time performance was 78 percent, an increase of 2 percent from the baseline.

## Background on the Olmstead Plan

In 1999, the United States Supreme Court ruled in *Olmstead v. L.C.* that “unjustified segregation of persons with disabilities constitutes discrimination in violation of Title II of the Americans with Disabilities Act. The court held that public entities must provide community-based services to persons with disabilities when (1) such services are appropriate (2) the affected persons do not oppose community-based treatment and (3) community-based services can be reasonably accommodated, taking into account the resources available to the public entity and the needs of others who are receiving disability services from the entity.”<sup>1</sup>

In response to a 2011 federal lawsuit, the state of Minnesota agreed to develop an Olmstead Plan, which is a way to document the state’s “plans to provide services to individuals with disabilities in the most integrated setting appropriate to the individual. Effective Olmstead plans include analysis of current services, concrete commitments to increase integration (and to prevent unnecessary institutionalization), and specific and reasonable timeframes, among other components.”<sup>2</sup>

Minnesota’s Olmstead Plan describes how state agencies will provide services to individuals with disabilities to help them be as integrated in their community as is desirable and appropriate. On Sept. 29, 2015, the court approved the revised Olmstead Plan. The overall goal and purpose of the plan remains unchanged, which is to “ensure people with disabilities are living, learning, working, and enjoying life in the most integrated setting.”<sup>3</sup>

This activity fulfills some of the MCOTA legislative duties in 1-11, 13, 14, 16, 19 and 20 by identifying stakeholders that provide services for the transit public, seeking their input about appropriate strategies, identifying best practices, recommending statewide objectives, identifying barriers and ways to eliminate barriers and advocating for implementation of recommendations to enhance coordination throughout the state.

## Stakeholder Communications

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### Website

MCOTA continued to update its [CoordinateMNTransit.org](http://CoordinateMNTransit.org) website, including information for the RTCCs and TCAPs and upcoming events.

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1 United States Department of Justice, Americans with Disabilities Act website, About Olmstead

2 Minnesota Governor’s press release: Minnesota’s new Olmstead Plan improves opportunities for people with disabilities, Nov. 1, 2013

3 [mn.gov/olmstead](http://mn.gov/olmstead)

## Stakeholder newsletter

MCOTA also continued to produce an email newsletter that began in 2017 in response to requests from stakeholders.

The distribution list includes people who were invited to, or attended the workshops, transit stakeholders and those who self-register on the [CoordinateMNTransit.org](https://CoordinateMNTransit.org) website.

The newsletter includes the new Strategic Plan, highlights of individual RTCCs and TCAPS, events and upcoming meetings. The readership statistics are shown in Table 2.

**Table 2: MCOTA newsletter readership statistics**

	<b>November 2019</b>	<b>March 2020</b>	<b>June 2020</b>	<b>October 2020</b>
Recipients	603	582	574	532
Open rate	26.3%	24.5%	19%	23.3%
Unique click-through rate	5.6%	2.4%	2.3%	6.1%

These communications tasks relate to MCOTA's first legislative duty of sharing information with stakeholders on state coordination efforts.

## 2021 Priorities

Looking forward, MCOTA expects that the continued presence of COVID-19 will establish a new normal for agencies and transit organizations, prompting a need to be flexible, proactive and to plan for a range of scenarios. MCOTA's structure facilitates responsiveness and flexibility in coordinating state and local agencies to provide access to services and goods, especially medical services, jobs and food.

Specific initiatives include the following:

- Volunteer driver program work team:
  - Advocate for legislation to strengthen volunteer driver programs
  - Strengthen and continue educational and networking opportunities
  - Finalize educational materials such as a volunteer driver brochure
- Communications work team:
  - Develop new member orientation materials and process
  - Refresh the [CoordinateMNTransit.org website](https://CoordinateMNTransit.org), expanding the standard information included about RTCCs and TCAPs
- Operations work team:
  - Develop statewide performance measures/indicators for transportation coordination ready in 2021
- Research work team:
  - Identify research to conduct and best practices to implement throughout the state.
- RTCCs and TCAPs:
  - Continue development and expand relationships, partnerships, and mobility management including counties, private non-profit organizations and private for-profit organizations. Once all 18 RTCC and TCAP programs are fully implemented over the next 3-5 years, we expect to see significant improvements in transportation access through the following actions:
    - Create a comprehensive transportation and awareness gaps analysis for all state agencies' service and programs
    - Implement a shared database system to address most agencies (state and local) client's transportation access needs
    - Facilitate the development of a streamlined cost and billing system that is user friendly, effective and efficient
    - Implement services with new transportation funding partners to fill the gaps as the needs change and demonstrate flexibility with changing environments and populations

## Conclusion

Transportation is critical for Minnesotans' access to essential destinations and services, including employment, food and health care. In 2020, MCOTA began implementing its 2020-2024 Strategic Plan to meet its goals of identifying and reducing transportation gaps and improving access to transportation options. The coronavirus pandemic that began in March 2020 forced MCOTA member agencies, transit providers, RTCCs and TCAPs to collaborate to meet community needs for safe transportation, transporting essential workers and providing food security. The ongoing presence of the coronavirus requires continued flexibility and creativity in responding to Minnesotans' urgent needs.

This year, MCOTA advocated for state and federal legislation in support of volunteer driver programs, planned and began holding a monthly Volunteer Driver Program Forum Series, and began developing performance measures/indicators. MCOTA also continued to inform stakeholders of activities and meetings through newsletter updates and their website, [CoordinateMNTransit.org](https://CoordinateMNTransit.org).

In 2021, MCOTA will focus on initiatives that strengthen volunteer driver programs develop performance measures/indicators for transportation coordination, identify research and implement best practices, while continuing to support the development and maturation of RTCCs and TCAPs throughout the state.

## Appendix A: MCOTA Members during 2020

Tim Henkel, Chair  
Minnesota Department of Transportation

Diogo Reis, Vice Chair  
Minnesota Department of Human Services

At-Large Representative: Victoria Nill  
Minnesota Department of Transportation

Suzanne Sobotka (since June 2020)  
Office of the Governor

Kody Olson, (January-July 2020)  
Minnesota State Council on Disability

David Fenley, (since August 2020)  
Minnesota State Council on Disability

Gerri Sutton  
Metropolitan Council

John Doan (since June 2020)  
Minnesota Board on Aging

Jim Varpness (through May 2020)  
Minnesota Board on Aging

Peter Brickwedde  
Minnesota Department of Commerce

Kelly Garvey  
Minnesota Department of Education

Jodi Yanda  
Minnesota Department of Employment and  
Economic Development

Susan Bishop  
Minnesota Department of Health

Rolando Sotolongo  
Minnesota Department of Veterans Affairs

Shawn Kremer  
Minnesota Management and Budget

Tiffany Collins  
Minnesota Public Transit Association

## Appendix B: MCOTA Legislative Duties and Accomplishments Since Inception

Year(s)
2011-2020, expect to continue the Supporting Activities in 2021
Legislative Duty #1
Compile information on existing transportation alternatives for the transit public and serve as a clearinghouse for information on services, funding sources, innovations and coordination efforts.
Supporting Activities
<ul style="list-style-type: none"> <li>• Minnesota coordination website</li> <li>• Economic cost-benefit studies</li> <li>• Transportation section of Minnesotahelp.info</li> <li>• NEMT Advisory Committee support</li> <li>• NEMT Coordination Study</li> <li>• Local Transit Coordination Case Studies</li> <li>• Primer of funding sources for “transit public” in Minnesota</li> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> <li>• Study of economic benefits of Minnesota volunteer driver programs</li> <li>• Study of public-private partnerships in transit</li> <li>• Periodic stakeholder e-mail communication</li> <li>• Volunteer Driver Program Forum</li> <li>• Study on best practices in youth employment transportation</li> </ul>

<b>Year(s)</b>
2011-2020, expect to continue the Supporting Activities in 2021
<b>Legislative Duty #2</b>
Identify best practices and strategies that have been successful in Minnesota and in other states for coordination of local, regional, state and federal funding and services.
<b>Supporting Activities</b>
<ul style="list-style-type: none"> <li>• NEMT Advisory Committee support</li> <li>• NEMT Coordination Study</li> <li>• Vehicle-sharing Study</li> <li>• Successful Local Transit Coordination Case Studies</li> <li>• Minnesota mobility management case studies</li> <li>• Strategic planning</li> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> <li>• Volunteer transportation programs inventory and survey</li> <li>• Study of economic benefits of Minnesota volunteer driver programs</li> <li>• Study of public-private partnerships in transit</li> <li>• Volunteer Driver Program Forum</li> <li>• Study on best practices in youth employment transportation</li> </ul>

<b>Year(s)</b>
2012-2020, expect to continue the Supporting Activities in 2021
<b>Legislative Duty #3</b>
Recommend statewide objectives for providing public transportation services for the transit public.
<b>Supporting Activities</b>
<ul style="list-style-type: none"> <li>• NEMT Advisory Committee support</li> <li>• NEMT Coordination Study</li> <li>• Definition of coordination</li> <li>• Strategic planning</li> <li>• Olmstead Plan goals and measures</li> <li>• Homelessness and transportation services</li> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> </ul>

<b>Year(s)</b>
2011-2020, expect to continue the Supporting Activities in 2021
<b>Legislative Duty #4</b>
Identify barriers prohibiting coordination and accessibility of public transportation services and aggressively pursue the elimination of those barriers.
<b>Supporting Activities</b>
<ul style="list-style-type: none"> <li>• NEMT Advisory Committee support</li> <li>• NEMT Study</li> <li>• Synthesis of 2011 Greater MN regional transportation coordination plans</li> <li>• Planning guidance for the 2011 Local Human Service Transit Coordination Plans in Minnesota</li> <li>• Maps of human service transportation providers' areas of service in MN</li> <li>• Strategic planning</li> <li>• Olmstead Plan goals and measures</li> <li>• Homelessness and transportation services</li> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> <li>• Ways to increase vehicle sharing in Minnesota</li> <li>• Study of public-private partnerships in transit</li> <li>• Study on best practices in youth employment transportation</li> </ul>

<b>Year(s)</b>
2011-2020, expect to continue the Supporting Activities in 2021
<b>Legislative Duty #5</b>
Recommend policies and procedures for coordinating local, regional, state, and federal funding and services for the transit public.
<b>Supporting Activities</b>
<ul style="list-style-type: none"> <li>• Synthesis of 2011 Greater MN regional transportation coordination plans</li> <li>• Successful Local Transit Coordination Case Studies</li> <li>• Primer of funding sources for "transit public" in Minnesota</li> <li>• Strategic planning</li> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> <li>• Study of public-private partnerships in transit</li> </ul>

Year(s)
2011, 2014-2019, expect to continue the Supporting Activities in 2021
Legislative Duty #6
Identify stakeholders in providing services for the transit public and seek input from them concerning barriers and appropriate strategies.
Supporting Activities
<ul style="list-style-type: none"> <li>• Synthesis of 2011 Greater MN regional transportation coordination plans</li> <li>• Participation in the MN State Council on Disability's annual Town Hall Mtg.</li> <li>• Data collection and analysis of vehicle sharing</li> <li>• Strategic planning</li> <li>• Homelessness and transportation services</li> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> <li>• Ways to increase vehicle sharing in Minnesota</li> <li>• Volunteer transportation programs inventory and survey</li> </ul>

Year(s)
2011-2020, expect to continue the Supporting Activities in 2021
Legislative Duty #7
Recommend guidelines for developing transportation coordination plans throughout the state.
Supporting Activities
<ul style="list-style-type: none"> <li>• Synthesis of 2011 Greater MN regional transportation coordination plans</li> <li>• Planning guidance for the 2011 Local Human Service Transit Coordination Plans in Minnesota</li> <li>• Successful Local Transit Coordination case studies</li> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> </ul>

Year(s)
None of the years between 2011-2020
Legislative Duty #8
Encourage all state agencies participating in the council to purchase trips within the coordinated system.
Supporting Activities
<ul style="list-style-type: none"> <li>• This model of centralized purchasing is not in place in Minnesota.</li> </ul>

Year(s)
2011-2012, 2014-2020
Legislative Duty #9
Facilitate the creation and operation of transportation brokerages to match riders to the appropriate service, promote shared dispatching, compile and disseminate information on transportation options, and promote regional communication.
Supporting Activities
<ul style="list-style-type: none"> <li>• Mobility management webinars</li> <li>• Planning guidance for the 2011 Local Human Service Transit Coordination Plans in Minnesota</li> <li>• Successful Local Transit Coordination case studies</li> <li>• Minnesota mobility management case studies</li> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> </ul>

Year(s)
2011, 2015-2019, expect to continue the Supporting Activities in 2021
Legislative Duty #10
Encourage volunteer driver programs and recommend legislation to address liability and insurance issues.
Supporting Activities
<ul style="list-style-type: none"> <li>• Successful local transit coordination case studies</li> <li>• A survey and selected case studies of volunteer driver programs in MN, including faith-based programs</li> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> <li>• Volunteer transportation programs inventory and survey</li> <li>• Study of economic benefits of Minnesota volunteer driver programs</li> <li>• Volunteer driver insurance and reimbursement issues and education</li> <li>• Volunteer Driver Program Forum</li> <li>• Volunteer Driver Program resolution, brochure</li> </ul>

Year(s)
2016, expect to continue the Supporting Activities in 2021
Legislative Duty #11
Recommend minimum performance standards for delivery of services.
Supporting Activities
<ul style="list-style-type: none"> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> </ul>

Year(s)
None of the years between 2011-2020
Legislative Duty #12
Identify methods to eliminate fraud and abuse in special transportation services.
Supporting Activities
<ul style="list-style-type: none"> <li>To be addressed in future work plans</li> </ul>

Year(s)
2013, 2015-2019 expect to continue the Supporting Activities in 2021
Legislative Duty #13
Develop a standard method for addressing liability insurance requirements for transportation services purchased, provided, or coordinated.
Supporting Activities
<ul style="list-style-type: none"> <li>Vehicle-sharing Study</li> <li>RTCC development, stakeholder engagement, guidance and website assistance</li> <li>Ways to increase vehicle sharing in Minnesota</li> <li>Volunteer driver insurance and reimbursement issues and education</li> <li>Volunteer Driver Program resolution, brochure</li> </ul>

Year(s)
2011-2012
Legislative Duty #14
Design and develop a contracting template for providing coordinated transportation services.
Supporting Activities
<ul style="list-style-type: none"> <li>Development of contract template</li> <li>RTCC development, stakeholder engagement, guidance and website assistance</li> </ul>

Year(s)
2011, 2014 expect to continue the Supporting Activities in 2021
Legislative Duty #15
Recommend an interagency uniform contracting and billing and accounting system for providing coordinated transportation services.
Supporting Activities
<ul style="list-style-type: none"> <li>• Collaboration on development of a Unified Transit Data Center pilot project in Scott and Carver counties</li> <li>• Common standards for financial records</li> <li>• RTCC organizing and implementation</li> </ul>

Year(s)
2012-2016 expect to continue the Supporting Activities in 2021
Legislative Duty #16
Encourage the design and development of training programs for coordinated transportation services.
Supporting Activities
<ul style="list-style-type: none"> <li>• NEMT Advisory Committee support</li> <li>• NEMT Study</li> <li>• Mobility management webinars</li> <li>• Minnesota mobility management case studies</li> <li>• Minnesota Mobility Management Handbook</li> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> </ul>

Year(s)
2016, expect to continue the Supporting Activities in 2021
Legislative Duty #17
Encourage the use of public school transportation vehicles for the transit public.
Supporting Activities
<ul style="list-style-type: none"> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> </ul>

Year(s)
2014-2015 expect to continue the Supporting Activities in 2021
Legislative Duty #18
Develop an allocation methodology that equitably distributes transportation funds to compensate units of government and all entities that provide coordinated transportation services.
Supporting Activities
<ul style="list-style-type: none"> <li>• Common standards for financial records</li> <li>• RTCC organizing and implementation</li> </ul>

Year(s)
2013, 2015, 2016 expect to continue the Supporting Activities in 2021
Legislative Duty #19
Identify policies and necessary legislation to facilitate vehicle sharing.
Supporting Activities
<ul style="list-style-type: none"> <li>• Vehicle-sharing study</li> <li>• Data collection and analysis of vehicle sharing</li> <li>• Maps of human service transportation providers' areas of service in Minnesota</li> <li>• Outreach to providers about options and benefits of vehicle sharing</li> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> </ul>

Year(s)
2012-2020 expect to continue the Supporting Activities in 2021
Legislative Duty #20
Advocate aggressively for eliminating barriers to coordination, implementing coordination strategies, enacting necessary legislation, and appropriating resources to achieve the council's objectives.
Supporting Activities
<ul style="list-style-type: none"> <li>• NEMT Advisory Committee support</li> <li>• Transportation section of Minnesotahelp.info</li> <li>• Primer of funding sources for "transit public" in Minnesota</li> <li>• Strategic planning</li> <li>• RTCC development, stakeholder engagement, guidance and website assistance</li> <li>• Volunteer driver insurance and reimbursement issues and education</li> <li>• Volunteer Driver Program resolution, brochure</li> </ul>