

MCOTA Member Survey Results

April 13, 2019

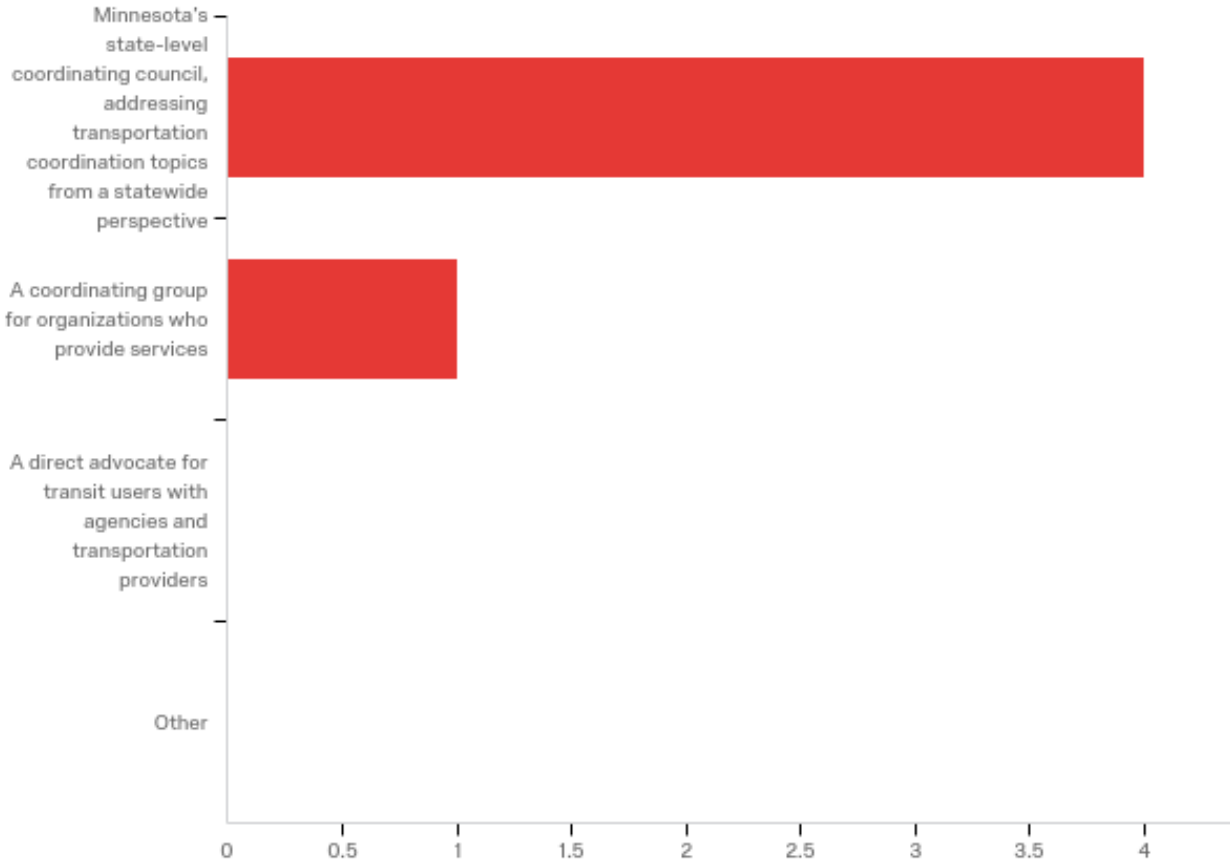
Q2 - On a scale of 0 to 5 (0 = not at all, and 5 = very closely aligned), how closely do each of the MCOTA legislative duties align with the goals of your organization?

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
10	(10) encourage volunteer driver programs and recommend legislation to address liability and insurance issues;	0	5	3.5	1.71	2.92	6
13	(13) develop a standard method for addressing liability insurance requirements for transportation services purchased, provided, or coordinated;	0	5	3.17	1.57	2.47	6
4	(4) identify barriers prohibiting coordination and accessibility of public transportation services and aggressively pursue the elimination of those barriers;	0	5	3	2.24	5	6
6	(6) identify stakeholders in providing services for the transit public, and seek input from them concerning barriers and appropriate strategies;	0	5	3	2.24	5	6
19	(19) identify policies and necessary legislation to facilitate vehicle sharing; and	0	5	3	1.91	3.67	6
20	(20) advocate aggressively for eliminating barriers to coordination, implementing coordination strategies, enacting necessary legislation, and appropriating resources to achieve the council's objectives.	0	5	3	2.24	5	6
5	(5) recommend policies and procedures for coordinating local, regional, state, and federal funding and services for the transit public;	0	5	2.83	2.11	4.47	6

2	(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;	0	5	2.67	1.97	3.89	6
9	(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;	0	5	2.67	1.97	3.89	6
11	(11) recommend minimum performance standards for delivery of services;	0	5	2.67	1.97	3.89	6
1	(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;	0	5	2.5	1.89	3.58	6
16	(16) encourage the design and development of training programs for coordinated transportation services;	0	5	2.33	2.13	4.56	6
18	(18) develop an allocation methodology that equitably distributes transportation funds to compensate units of government and all entities that provide coordinated transportation services;	0	4	2.33	1.7	2.89	6
12	(12) identify methods to eliminate fraud and abuse in special transportation services;	0	5	2.17	1.95	3.81	6
3	(3) recommend statewide objectives for providing public transportation services for the transit public;	0	5	2	2.08	4.33	6
8	(8) encourage all state agencies participating in the council to purchase trips within the coordinated system;	0	5	2	2.16	4.67	6
14	(14) design and develop a contracting template for providing coordinated transportation services;	0	5	1.83	1.67	2.81	6

7	(7) recommend guidelines for developing transportation coordination plans throughout the state;	0	5	1.67	2.36	5.56	6
17	(17) encourage the use of public school transportation vehicles for the transit public;	0	4	1.67	1.8	3.22	6
15	(15) recommend an interagency uniform contracting and billing and accounting system for providing coordinated transportation services;	0	3	1.33	1.11	1.22	6

Q3 - What do you think MCOTA's role should be (select all that apply)?



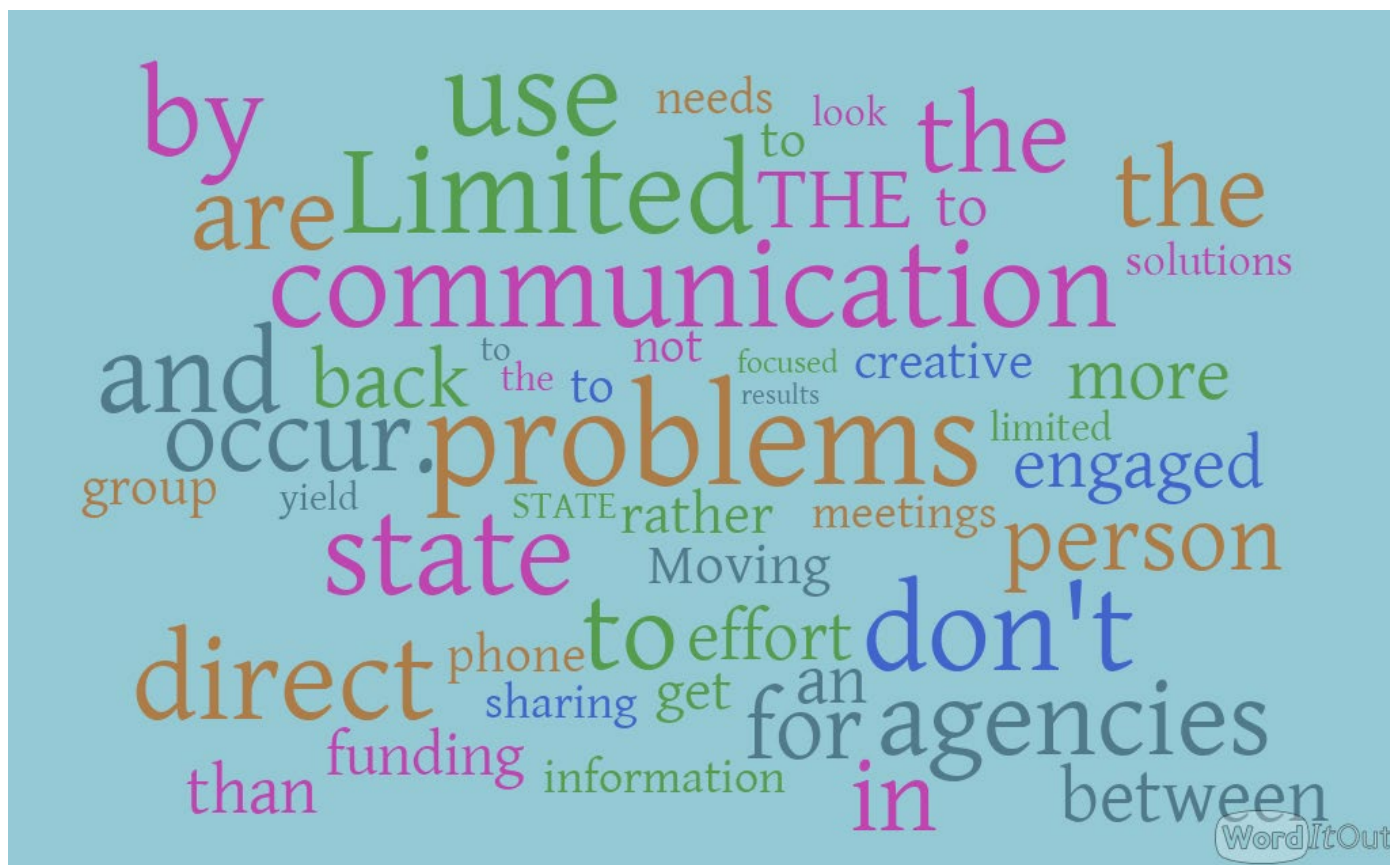
#	Answer	%	Count
1	Minnesota's state-level coordinating council, addressing transportation coordination topics from a statewide perspective	80.00%	4
2	A coordinating group for organizations who provide services	20.00%	1
3	A direct advocate for transit users with agencies and transportation providers	0.00%	0
4	Other	0.00%	0
	Total	100%	5

Q4 - What would be the most important thing for MCOTA accomplish in the next 3-5 years? Rank by indicating the number from 1-9, 1 = most important and 9 = least important.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
2	Encourage the development of and reduction of barriers to volunteer driver programs through legislative changes and education	1	6	2.8	1.72	2.96	5
4	Define a role for MCOTA in the testing and deployment of automated vehicles in Minnesota	1	8	4.4	2.73	7.44	5
1	Formalize MCOTA's role in organizing and supporting the development of RTCCs and TCAPs	1	9	4.6	3.38	11.44	5
3	Change the legislation authorizing MCOTA to focus on implementation	3	6	4.6	1.36	1.84	5
5	Optimize the number of service providers and agencies within the state	3	7	4.8	1.47	2.16	5
7	Eliminate funding silos or find a way to share funds	2	7	5	1.67	2.8	5
6	Use common administrative tools to standardize recordkeeping and reporting	3	8	5.4	1.85	3.44	5
8	Offer state-supplied dispatch software and/or enable coordination between dispatch software programs throughout the state	2	8	6	2.28	5.2	5
9	Other	1	9	6.33	3.77	14.22	3

Q5 - What barriers get in the way of MCOTA accomplishing its mission? "MCOTA's mission is to work together to remove obstacles that prevent the successful coordination of transportation programs and resources among their respective customers so that Minnesotans will have access to coordinated transportation services to meet their mobility needs."



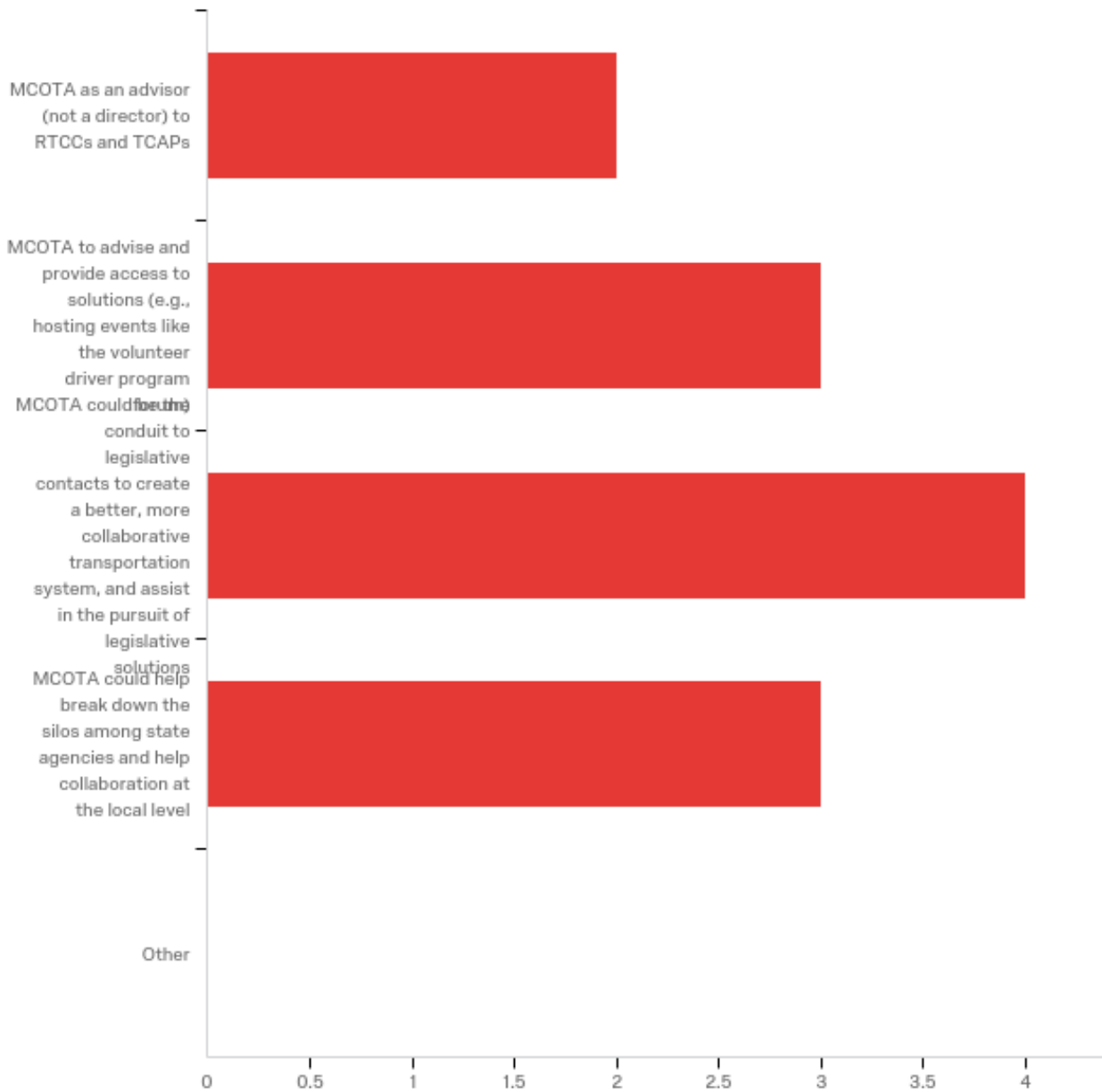
- I think one of the biggest barriers is that a number of state agencies are not engaged and committed to the effort. They don't use the information to look for creative solutions to transportation problems. I think this is demonstrated by the majority of members, with offices near MnDOT, joining the meetings by phone rather than in person.
- I think MCOTA has served as a research and education group. Moving to an implementation focused group would yield more direct results.
- THE STATE AGENCY SILOS! more sharing needs to occur. get commissioners back at the table to get more commitment.
- Limited funding for providers, limited communication between providers

Q6 - How could MCOTA make more progress in its mission?



- Move to the next step and champion implementation of coordination initiatives.
- get commissioners to table to direct their staff to commit more money and staff.
- Encourage advocacy from non-state entities and organizations.

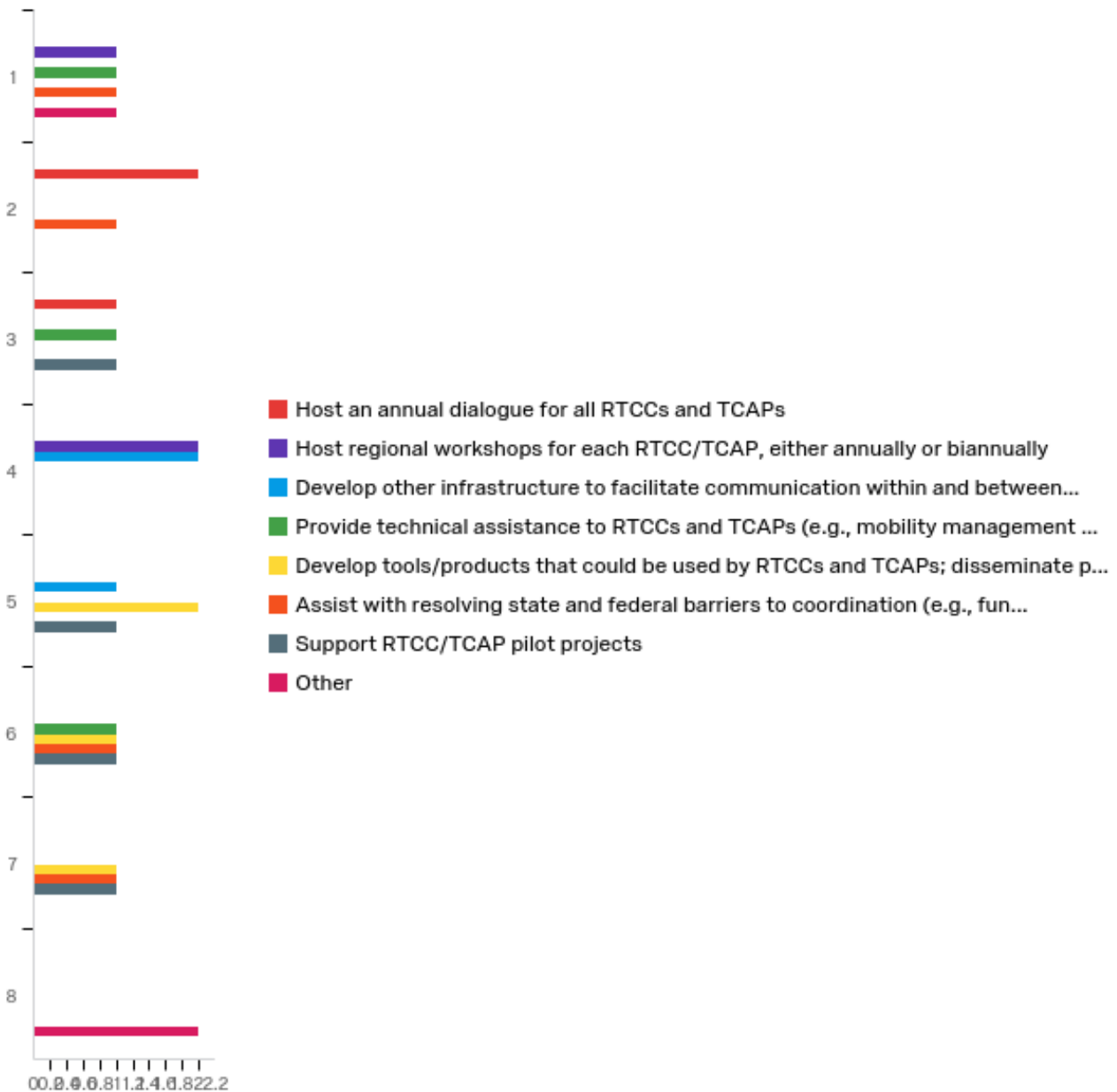
Q7 - What role would you like MCOTA to play in relation to the Greater Minnesota Regional Transportation Coordinating Councils (RTCCs) and metro area Transit Coordination Assistance Projects (TCAPs) (select all that apply)?



#	Answer	%	Count
3	MCOTA could be the conduit to legislative contacts to create a better, more collaborative transportation system, and assist in the pursuit of legislative solutions	33.33%	4
2	MCOTA to advise and provide access to solutions (e.g., hosting events like the volunteer driver program forum)	25.00%	3

4	MCOTA could help break down the silos among state agencies and help collaboration at the local level	25.00%	3
1	MCOTA as an advisor (not a director) to RTCCs and TCAPs	16.67%	2
5	Other	0.00%	0
	Total	100%	12

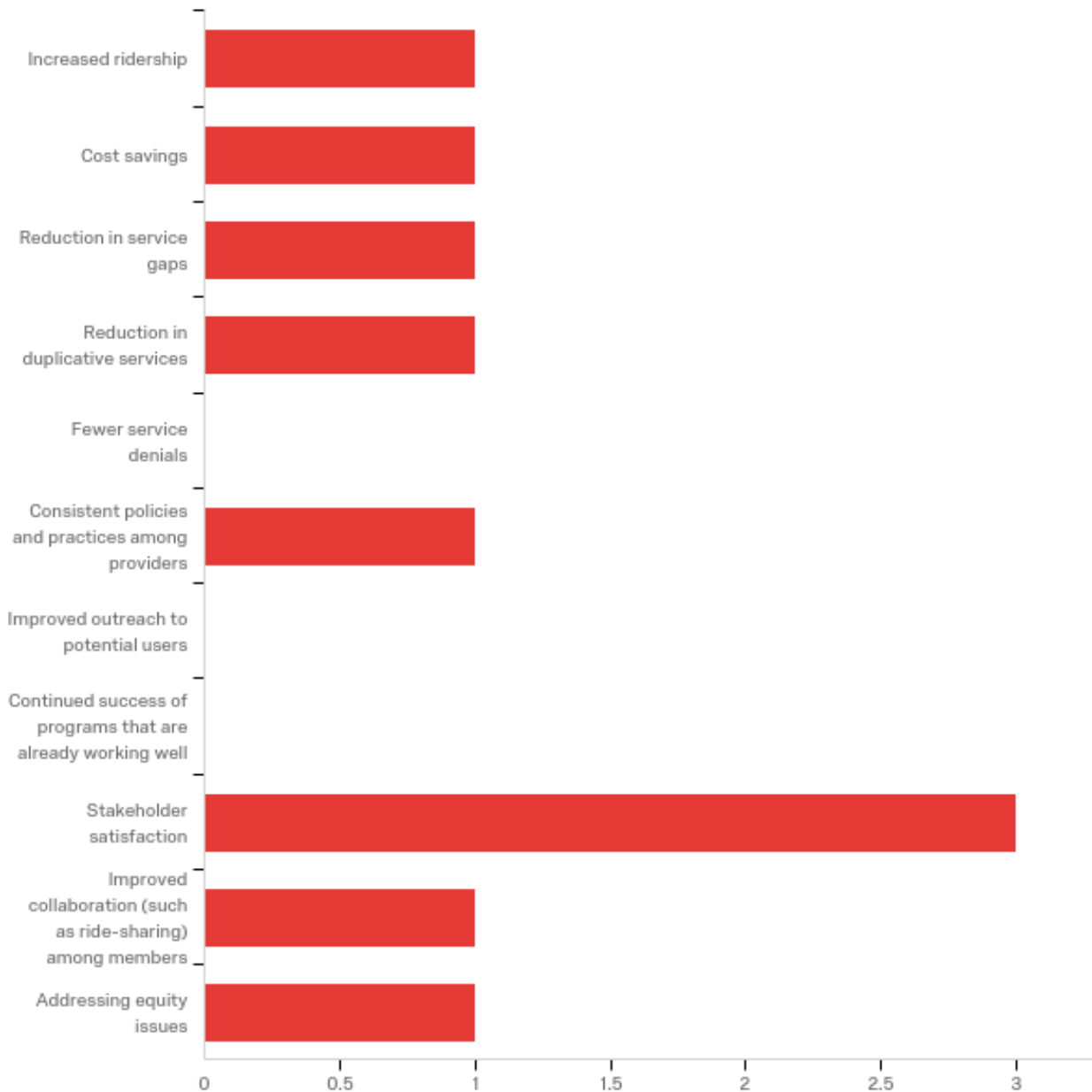
Q8 - What support would you like MCOTA to provide to the Greater Minnesota RTCCs and metro area TCAPs? Rank by indicating the number from 1-9, 1 = most important and 9 = least important.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Host an annual dialogue for all RTCCs and TCAPs	2	3	2.33	0.47	0.22	3
2	Host regional workshops for each RTCC/TCAP, either annually or biannually	1	4	3	1.41	2	3

4	Provide technical assistance to RTCCs and TCAPs (e.g., mobility management training, other specialized training, dealing with HIPAA)	1	6	3.33	2.05	4.22	3
6	Assist with resolving state and federal barriers to coordination (e.g., funding restrictions, privacy regulations, insurance regulations, legislation, interagency conflicts, etc.)	1	7	4	2.55	6.5	4
3	Develop other infrastructure to facilitate communication within and between the RTCCs and TCAPs (e.g., electronic discussion group(s), website, etc.)	4	5	4.33	0.47	0.22	3
7	Support RTCC/TCAP pilot projects	3	7	5.25	1.48	2.19	4
5	Develop tools/products that could be used by RTCCs and TCAPs; disseminate products developed by one RTCC/TCAP to the other RTCCs/TCAPs (e.g., sample by-laws, insurance agreements, waiver and other templates, etc.)	5	7	5.75	0.83	0.69	4
8	Other	1	8	5.67	3.3	10.89	3

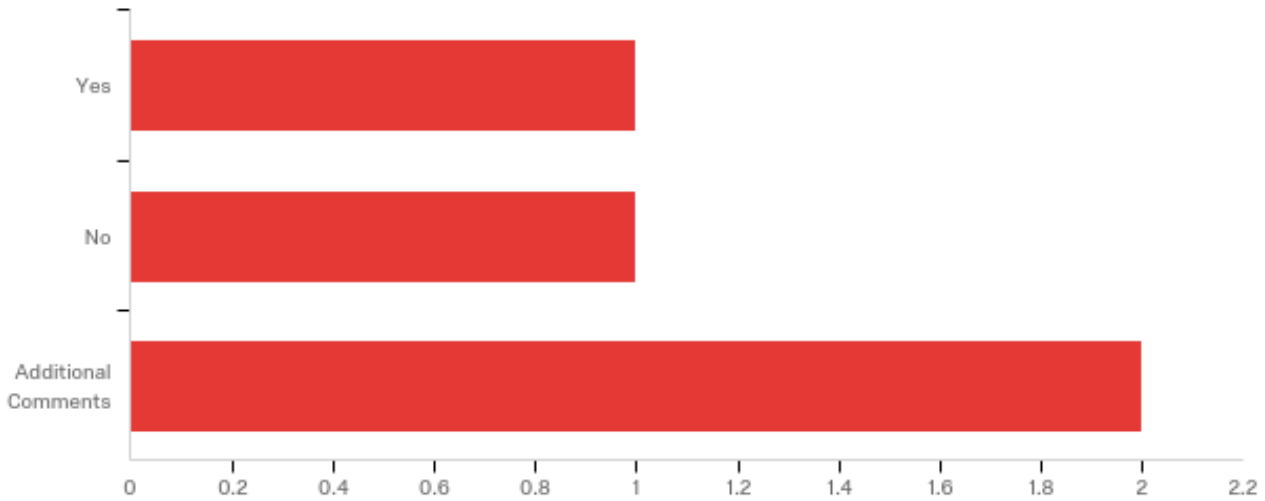
Q9 - How could MCOTA, with RTCC/TCAP advisory committee input, develop minimum standards for outcomes/performance measures? Please provide recommendations for as many listed outcomes as possible.



#	Answer	%	Count
9	<p>Stakeholder satisfaction</p> <p>Comments:</p> <p>Establish service quality standards for all services</p> <p>I think this is the most important. User satisfaction come in many forms. Could be more access, better service. Being confined to measures that are too specific may result in</p>	30.00%	3

	missing improvements that are taking place. Conduct surveys		
1	Increased ridership Comments: advertise in Access press	10.00%	1
2	Cost savings Comment: competitive processes	10.00%	1
3	Reduction in service gaps comment: mobility management	10.00%	1
4	Reduction in duplicative services comment: mobility management	10.00%	1
6	Consistent policies and practices among providers Comment: I think this could go a long way in increasing the available pool of providers across all programs.	10.00%	1
10	Improved collaboration (such as ride-sharing) among members Comment: marketing increase	10.00%	1
11	Addressing equity issues Comment: hold town hall mtgs	10.00%	1
5	Fewer service denials	0.00%	0
7	Improved outreach to potential users	0.00%	0
8	Continued success of programs that are already working well	0.00%	0
	Total	100%	10

Q11 - What are your opinions on each element of this proposed structure - should it be modified?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What are your opinions on each element of this proposed structure - should it be modified? - Selected Choice	1.00	3.00	2.25	0.83	0.69	4

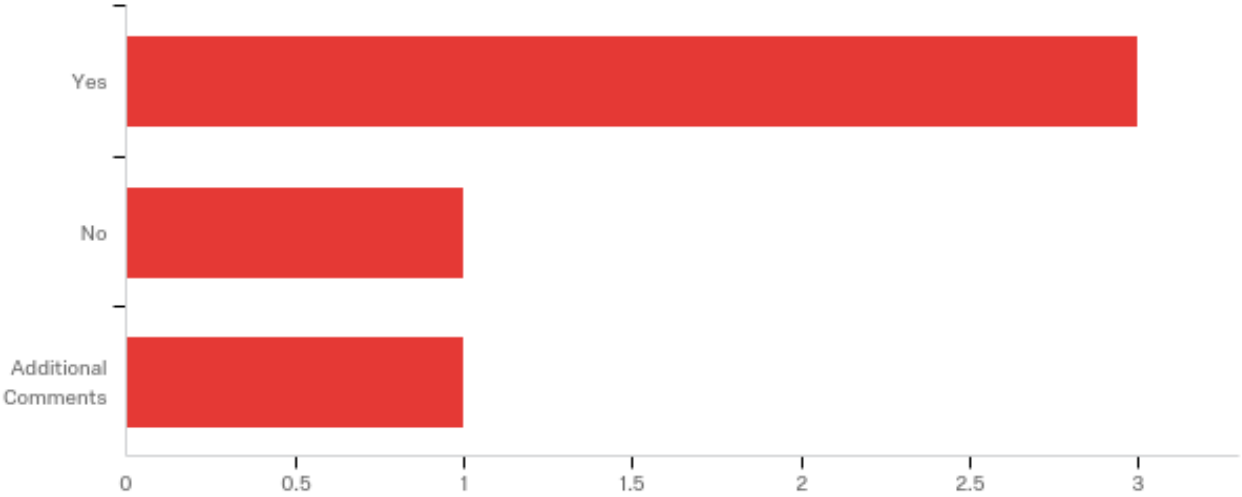
#	Answer	%	Count
1	Yes	25.00%	1
2	No	25.00%	1
3	Additional Comments	50.00%	2
	Total	100%	4

Additional Comments - Text

The only modification is identifying what type of staff should be on each group. For example, number 4 likely requires different expertise than number 1.

it will lose its focus and strength if not mtg monthly.

Q12 - Meeting frequency - should full MCOTA meetings move from a monthly to quarterly schedule?

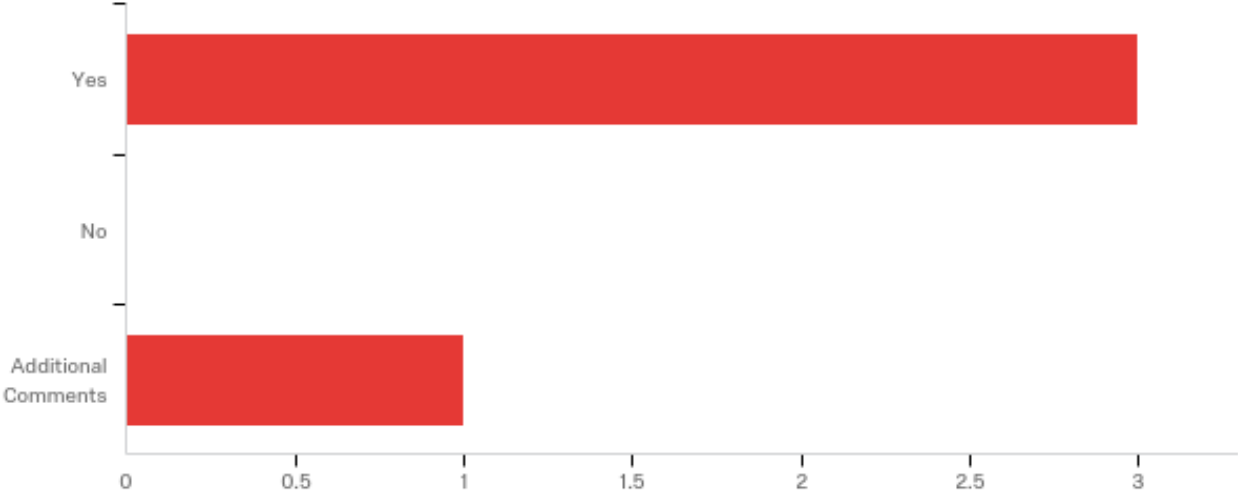


#	Answer	%	Count
1	Yes	60.00%	3
2	No	20.00%	1
3	Additional Comments	20.00%	1
	Total	100%	5

Additional Comments - Text

Include the ability to call a full member meeting if necessary.

Q13 - Meeting frequency - do you support up to six communications committee meetings?

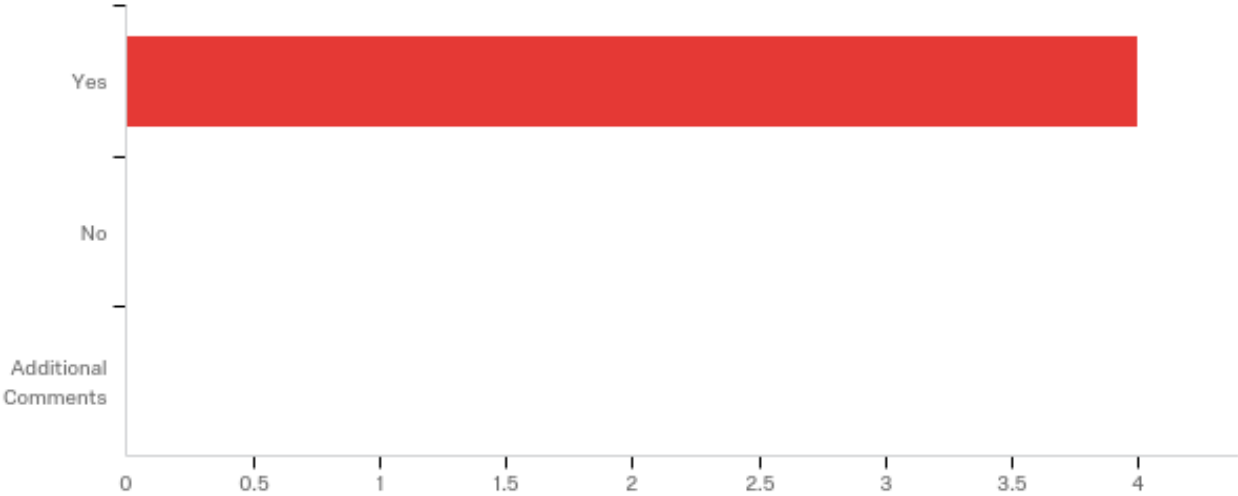


#	Answer	%	Count
1	Yes	75.00%	3
2	No	0.00%	0
3	Additional Comments	25.00%	1
	Total	100%	4

Additional Comments - Text

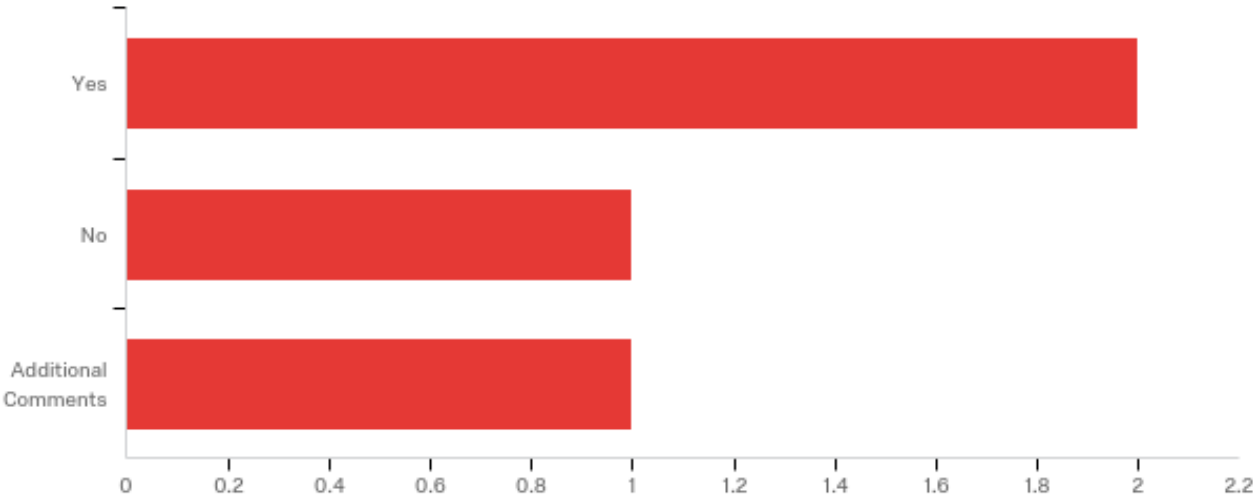
Unsure. I think i need a little more detail about what types of agenda items would be before this group.

Q14 - Meeting frequency - do you support up to five topical/organization committees meeting at frequencies of monthly to quarterly (topics could include insurance issues, volunteer driver programs, RTCCs, and engagement)?



#	Answer	%	Count
1	Yes	100.00%	4
2	No	0.00%	0
3	Additional Comments	0.00%	0
	Total	100%	4

Q15 - Legislative/agency leadership engagement - should one agency Commissioner meeting or legislative briefing be added to the annual meeting cycle?



#	Answer	%	Count
1	Yes	50.00%	2
2	No	25.00%	1
3	Additional Comments	25.00%	1
	Total	100%	4

Additional Comments - Text

Unsure. I would need to ask leadership about this piece.

