

Minnesota RTCC Implementation Emphasis Areas- 2019 (Draft 1/22/2019)

Emphasis areas set implementation priorities, support the work of MCOTA, and give importance to topic areas which RTCCs are encouraged to address as they develop their implementation programs.

Regional Transportation Coordinating Councils should consider the following topics when preparing their Implementation Work Plan.

Transportation Management Coordination Centers (TMCC)

A TMCC serves as a one call–one click service for transportation providing customers with a single point of contact to learn about available transportation resources. This customer-friendly tool can empower travelers by providing information about, assistance with, and access to available services. To assist in the development of one call-one click programs, a Toolkit was created with funding from the [Office of Disability Employment Policy, U.S. Department of Labor](#), through a cooperative agreement between the [Community Transportation Association of America](#) and the [Federal Transit Administration](#). This Toolkit provides information for communities interested in working together-whether locally, regionally or statewide-to develop a one-call or one-click service for transportation. Communities can choose to start small, follow one of a number of different models, and develop technologically and functionally from information and referral to reservations, dispatching, and more. The Toolkit will empower communities to select the right fit for their own circumstances.

The Toolkit is a set of on-line tools, including:

- A guide for beginning one call-one click transportation services,
- Results from a survey of existing one-call services,
- Advice from the one-call services field,
- Local profiles and videos, and
- Factsheets, a glossary, and links to more information.

Toolkit Link:

<http://web1.ctaa.org/webmodules/webarticles/anmviewer.asp?a=2428>

RTCCs are encouraged to develop TMCCs in their local region. A good case study example is the Lower Savannah Council of Governments.

Case Study Link:

http://web1.ctaa.org/webmodules/webarticles/articlefiles/CaseStudy_LSCOG.pdf

Volunteer Driver Program Committee

Volunteer drivers are a key component of human services transportation in Minnesota. They provide a low cost form of transportation for people that need services provided by these organizations in situations where other forms of transit would be less cost-effective and/or provide a lower level of service.

A wide variety of organizations utilize volunteer drivers. These include counties and other local governments, human service providers, public transit providers, faith-based organizations, and other non-profit organizations. Not surprisingly, given the wide variety of organizations, they also provide a wide variety of trips, ranging from non-emergency medical appointments to trips to work or school, to general errands or other unspecified purposes. While most of the organizations that utilize volunteer drivers are located in small towns or rural areas where dedicated transit services do not exist, many are located in urban areas as well.

To support the volunteer driver programs MCOTA has studied the benefits and costs of the programs to the State and conducted a Volunteer Forum in early 2018 to share best practices and identify issues and solutions for maintaining this valuable network in Minnesota. One of the findings of the Volunteer Forum was the need for ongoing support at the local level in attempting to address many of the issues facing Volunteer Driver Programs. It was identified that the RTCC organizations can assist in this effort by convening the Programs to coordinate their efforts at maintaining and improving the vital networks.

MCOTA Reports:

[2018 Volunteer Driver Program Forum summary \(PDF\)](#)

Summary and highlights from the May 2018 state-wide Volunteer Driver Program Forum, a day-long event that brought together those running volunteer driver programs and other stakeholders to share information to maintain and strengthen the programs.

[Cost-Benefit Analysis of Volunteer Driver Programs: Minnesota Case Studies \(PDF, 2017\)](#)

This study identified the economic benefits of volunteer driver programs in Minnesota, using six volunteer driver programs as case studies

[Volunteer Driver Programs in Minnesota: Benefits and Barriers \(PDF, 2017\)](#)

This study surveyed organizations that use volunteer drivers and the challenges and opportunities they face

Vehicle Sharing

Vehicle sharing generally refers to (a) one or more organization operating the same vehicle at different times (time sharing) or (b) an HSP using their vehicle to provide transportation for the clients of another organization (ride sharing). The aim of vehicle sharing is to maximize the use of available vehicles and drivers in order to save on transportation related costs and expand services.

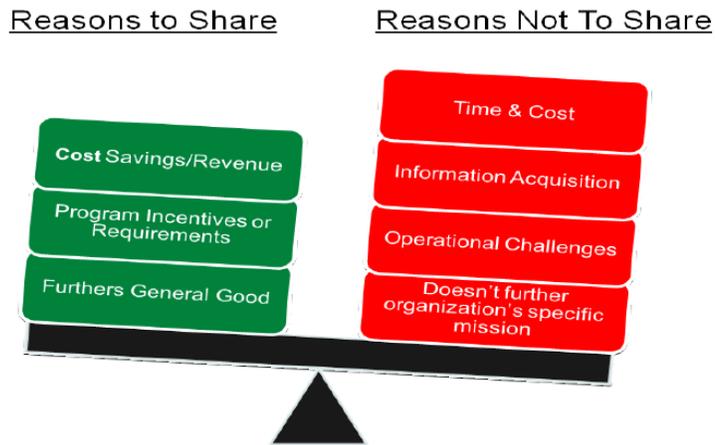
Increased vehicle sharing is an objective among the government agencies and private organizations that fund transportation. It also is an objective among transportation providers seeking to more efficiently use their resources, further their respective missions or increase funding opportunities outside of the current boundaries that are impacted by transportation movements between regions.

MCOTA has studied this area

http://www.coordinatemntransit.org/MCOTA/documents/MCOTA_VehicleSharing_Report_2013.pdf

The report includes several very specific recommendation to reduce the transaction cost.

Figure 2. Cumulative Transaction Costs Outweigh Benefits of Vehicle Sharing



RTCCs are encouraged to provide outreach and education focusing on the “how to” of vehicle sharing to reduce the informational acquisition cost. RTCC’s are also encouraged to work with the MnDOT (FTA 5310 - **Enhanced Mobility of Seniors & Individuals with Disabilities Program** to identify potential vehicle sharing partnerships.