2020 DRAFT 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 $5,056.
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 actually happens at the local level, and MCOTA continues to engage with Regional Transportation Coordinating Councils (RTCCs) in Greater Minnesota and with Transit Coordination Assistance Projects (TCAPs) 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 its structure to include a new Executive Director, Tom Gottfried, work teams focused on specific initiatives, and an agency senior leadership team. In addition, MCOTA provided website support for the RTCCs and TCAPs, supported state and federal legislation in support of volunteer driver programs, and planned and began holding a monthly Volunteer Driver Program Forum Series. In addition to their regular tasks and initiatives, the onset of the coronavirus pandemic in March 2020 forced 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 and nimbly to these urgent needs. MCOTA also continued to inform stakeholders about its activities and meetings through its quarterly newsletter updates and through its website, CoordinateMNTransit.org.

MCOTA intends to finalize its strategic plan by early 2020; it will determine MCOTA’s priorities for 2020 and for the next three to five years. Volunteer driver programs, RTCC/TCAP support, and stakeholder communications are three areas expected to continue as priorities in 2020.
Introduction

Transportation is about more than improving individual lives; it is about improving 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 have been significant investments in transit at the federal, state, and local levels, serious gaps in service exist in many communities.

Unfortunately, a multitude of funding programs and requirements across dozens of departments and agencies make transportation coordination and communication a daunting task. At the federal level alone, there are at least 62 transit programs administered by eight departments and even more agencies. This creates a complex web of transportation that often results in duplicative efforts and confusion among transit customers.

To unravel this complex web, transportation coordination and cooperation is necessary. This is the function of the Minnesota Council on Transportation Access (MCOTA), Minnesota’s state-level coordinating council. When representatives of different agencies and organizations involved in transportation programs work together, they can increase capacity to 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; Minnesota Board on Aging; Minnesota Management and Budget; Minnesota State Council on Disability; and the Minnesota Public Transit Association.

MCOTA is tasked with three major key transportation goals:

1) Identify and reduce transportation gaps,
2) Develop more 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, Tom Gottfried, work teams, and an agency senior leadership team. In addition, MCOTA provided website support for the RTCCs and TCAPs, supported state and federal legislation in support of volunteer driver programs, and planned and began holding a monthly Volunteer Driver Program Forum Series. In addition to their regular tasks and initiatives, the onset of the coronavirus pandemic in March 2020 forced 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 and nimbly to these urgent needs.
MCOTA Mission

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

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

MCOTA Legislative Duties

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 in 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.
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 and 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 pp. 7-8 of this report.

Table 1: Key MCOTA 2020 Activities and Accomplishments

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

See Appendix B for a list of all initiatives since the Council’s inception grouped by legislative duty.

2020-2024 Strategic Plan

In January 2020, MCOTA approved a new five-year strategic plan. It puts the council in a position to more effectively act on its legislatively defined duties through a revised governance structure, through a focus on four key strategic priorities, and by developing measures to assess the council’s progress.

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

- Senior state agency leadership will meet once per year to identify priorities for the council’s work. The agency senior leadership team consists of member agency commissioners and sets strategic direction and prioritizes 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 among different levels of work 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 direction from the MCOTA leadership team, recruits participants for working teams, facilitates work group meetings, and shepherds groups toward successful outcomes.
MCOTA work teams include MCOTA members, agency staff, content experts, and RTCC/TCAP members to work on specific initiatives identified by MCOTA. Those initiatives include communications, event planning, legislation, research, and topics like volunteer-driver programs. 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 the following 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 full strategic plan and FY21 work plan

- 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, is now the executive director of MCOTA. In his new role, Tom provides coordination and leadership functions for the council. This role is critical in building relationships between agencies and stakeholders, and in guiding the work of MCOTA working teams. He serves on the MCOTA leadership team, recruits participants for working teams, facilitates work group meetings, and shepherds groups towards successful outcomes.

Work Teams

MCOTA’s Strategic Plan recommended several work teams to make progress on 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 Work Team
  This work team is focused on strengthening volunteer driver programs, including on reducing legislative barriers and through networking and professional development this year.
• Communications Work Team
  This work team is focused on the MCOTA’s annual legislative report, newsletter, website (including RTCC and TCAP sections), and the development of new member materials this year.

• Operations Work Team
  This work team is focused on performance measures and also coordinating alignment of the various MCOTA, TCAP, and RTCC plans.

Senior Leadership Meeting

MCOTA held its first annual Agency Senior Leadership meeting with commissioners on July 24, 2020. The agenda included an overview the MCOTA’s 2020-2024 Strategic Plan and 2020/21 Work Plan; discussion of MCOTA, RTCC, and TCAP Program issues & opportunities, including how agency programs can support the mission and implementation of RTCC and TCAP initiatives; and two votes on volunteer driver program legislation that have been requested by the 81- member Minnesota Volunteer Driver Coalition and the Minnesota Public Transit Association.

MCOTA’s updated strategic plan and organizational structure align with all of MCOTA’s legislative duties.

Volunteer Driver Program Initiatives

Volunteer driver programs are well documented to provide essential and cost-effective services, especially in rural Minnesota. MCOTA continued to hear from stakeholders about the urgent need to reduce barriers for volunteers and also planned and began a volunteer drive program webinar series, building on the well-received Volunteer Driver Forum held in 2018.

State and Federal Volunteer Driver Legislation

Representatives from the 81-member Minnesota Volunteer Driver Coalition and the Minnesota Public Transit Association provided public testimony to MCOTA and made a formal request for 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, and the Living at Home Network, and AARP Minnesota. The Coalition came together due to a shared and deep concern for the viability of volunteer driver programs across the state and, most important, for the well-being of the people who depend on the services of volunteer drivers. The Coalition members serve predominantly older adults and people with disabilities, as well as some youth and refugees. 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 Coalition’s survey found that a total of 77,474 people depended on volunteers for rides in 2018. This includes rides to medical appointments, grocery stores, and other community services. 1,900 volunteers provided 168,400 one-way trips to those 77,000 Minnesotans covering over 9.6 million miles. Volunteers in Minnesota in 2018 contributed more than 500,000 hours driving fellow community members.
The viability of these volunteer driver programs is threatened by a lack of definitional clarity in state law, leading to pressure on volunteers by insurance companies to pay higher rates. The programs are at risk for recruiting and retaining volunteers for this reason and also due to a financial disincentive where volunteers who receive more than $600 a year in mileage reimbursement are subject to tax that is considered income. COVID-19 is another factor contributing to a shortage of volunteer drivers, since many of the volunteers are themselves older adults at higher risk. For example, the Faith in Action Program in Morrison County went from about 50 volunteer drivers down to five since the pandemic began.

In July, MCOTA senior agency leadership voted to approve state and federal legislative actions to strengthen volunteer driver programs that have been advocated by the 81-member Minnesota Volunteer Driver Coalition and the Minnesota Public Transit Association.

Senior leaders voted that MCOTA agencies will support Minnesota state legislation and advocacy for inclusion 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 which is, as of July 2020, about 57 cents. This request is to the Appropriations Committee in addition to the Minnesota Congressional delegation. A letter will be prepared from MCOTA to members of Congress that will include the language and the background. In addition, the Metropolitan Council could enlist their federal group to work on advocacy of this issue and MnDOT can also work on similar advocacy through AASHTO.

**2020-2021 Volunteer Driver Program Forum Series**

Karen Onan of the East Central Regional Development Commission and Beverly Sidlo-Tolliver of the North East/Arrowhead Regional Transportation Coordinating Council are the planning committee co-chairs for the Volunteer Driver Program Forum Series. The planning committee includes MCOTA members and members of the Minnesota Volunteer Driver Coalition. The series is offered monthly from November 2020 through May 2021. All sessions are virtual and are geared toward a statewide audience. They are also recorded and available online. Topics include policy issues and practical tips for starting a volunteer driver program, recruitment and promotion, and resources for training on topics such a 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

MCOTA works with local governments and organizations throughout the state to create and support in Greater Minnesota Regional Transportation Coordinating Councils (RTCCs) and the Metro Area Transit Coordination Assistance Projects (TCAPs). 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.

Potential additions: a matrix showing what issues RTCCs are addressing, common vs. unique problems; map of RTCC/TCAP coverage.

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.

RTCC Current Status as of July 1, 2020

Currently twelve RTCCs are in the planning or implementation phases:

- Phase 1: Organizational Plan involve tasks including 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 who are working on the tasks outlined in Greater Minnesota regions. During this phase RTCCs formally establish councils, proceeding with gaps analysis and creating a transportation providers’ inventory. Seven RTCCs have completed Phase 2 and are starting Phase 3.
- Phase 3: Implementation of Comprehensive Work Plan. Seven RTCCs are in Phase 3.

TCAP Current Status 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, proceeding with gaps analysis and creating 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, Ramsey County (Newtrax).

Will update this chart

Figure 1: Chart showing status of RTCCs and TCAPs 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: Seven presentations to be conducted from November 2020 to May 2021, offered via webinars to maximize statewide participation.
• Responding to nutrition access during COVID-19 providing 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
• Utilizing 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 use of resources thereby reducing duplication of services and vehicles
Coordinating and collaborating which results in providing transportation that contributes to livable communities and a vital economy
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 in the county
Piloting subsidized ride-hailing services
Developing a one-stop approach for transportation information
Using mobility management, connecting people to transportation options that meets their needs

Highlights of several RTCCs and TCAPs shared with MCOTA this year include these four.

**West Central RTCC**

West Central Minnesota RTCC is run by West Central Community Action, Inc. and includes the counties of Becker, Clay, Douglas, Grant, Otter Tail, Pope, Stevens, Traverse, and Wilken. Heather Molesworth provided an overview of their work plan short-term goals:

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

Heather Molesworth shared two challenges, which include:

- Developing buy-in from some community stakeholders.
- Some counties have concerns with the 10% local match requirement for third year of the RTCC grant. For the first two years, MnDOT has funded the project 100% with seed money to get things up and running. It is difficult for some locals to point to tangible accomplishments and that leads to concerns with providing the match dollars. But many other local groups have found the RTCCs have provided a lot of added value and have no concerns about the match.
Arrowhead RTCC

Beverly Sidlo-Tolliver gave an update to MCOTA about the Arrowhead RTCC’s activities in April 2020. Arrowhead RTCC is currently in phase two of planning. Its members generally consist of public transit agencies, including through the Duluth Transit Authority (DTA), 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, and also a citizen, a rider and/or a volunteer driver.

Arrowhead RTCC’s work plan focuses on building foundation for coordination between transportation services in the region and then filling the gaps identified in Phase 1. Examples include:

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

For phase three, Arrowhead would like to create a trip finder to allow a rider to enter their information and desired destination and receive transportation options customized for their situation and also hopes to add new volunteer driver programs and help the existing programs navigate through billing waiver services.

Dakota County TCAP

In May, Robyn Bernardy presented information about four projects from the Dakota County TCAP: Transportation Finder, partnership with Lyft, GoDakota Travel Training, and 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 can input their address and learn about all the different transportation options available at that address, including public transit, and expanded community transportation options like volunteer driver programs, Transit Link, Metro Mobility, and non-emergency medical transportation. The county plans to expand it 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 (HCBS) 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 taken. Desired outcomes for the program were to have people be able to work where they wanted to work, to be able to get out and about in their community more, and to be happier with their transportation options.

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 everything. The pilot began in March 2019 with 23 riders and slowly grew to 158 riders in November 2019 and up to 435 riders in May 2020. COVID-19 caused Lyft ridership to drop by half from February to April. Pre-COVID, each rider was taking an average of 24 trips a month, with an average cost of $13.40 per one-way trip.

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

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

The county highlights several success stories from the pilot in videos on its website. Individuals who were very limited in their work options before and now can get where they need to go and have more flexibility; they are thriving in their employment.

As part of the final year of their DHS innovation grant, the team will be talking to other Minnesota cities or counties where Lyft and Uber are available so they can learn about setting up a similar model. Currently, Lyft is available in the Twin Cities, Duluth, Mankato, Rochester, St. Cloud, and Moorhead.

GoDakota Travel Training

Travel Training is teaching 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. They provide travel training on any mode of transportation that's available in the county, including Metro Transit, Metro
Mobility, TransitLink, MVTA, DARTS, Lyft, Uber, or a volunteer driver program. The goal is that 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 are located in Hastings, which has limited transportation options. When individuals were released from jail, they would often hitchhike or walk 15 miles along Highway 55 to be able to get to a bus route.

DakotaLink was launched in September 2019 to address the need for safe transportation for those released from jail, those going to and from court, and those with appointments in Hastings. It 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 to help individuals get where they need to go. At many of the Olmstead Plan listening sessions, MCOTA members repeatedly heard the need for this type of accessibility for people who have been incarcerated, and the Dakota County program has been very helpful for these populations.

**Newtrax TCAP in Ramsey County**

Newtrax is an innovative partnership created in 2011 between two long-established day training and habilitation (DT&H) nonprofits, PAI and Merrick, Inc., to increase the efficiency of transportation services to the persons with disabilities they serve.

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. Included in the Newtrax portfolio:

- **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 for women from the Karen community one day a week. A similar initiative being planned 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 major technological pilot scheduled to begin in October (or possibly later due to Covid-19-related delays) using an automated vehicle (AV) 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, running on a 1.25-mile fixed-route loop. 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 the Minnesota Department of Transportation (MnDOT). The pilot, which heralds a new wave of technology in its operation, also will test the functional operations of an AV over 12 months, including a Minnesota winter — information that is critical to MnDOT. But the AV pilot is more than a simple demonstration — it also will provide cutting-edge educational opportunities to high school, community college, and university students preparing for related careers.

**Responding to COVID-19**

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

*Will add information re: the impact of COVID on Metro Transit/Metro Mobility from Gerri Sutton.*

Minnesota Department of Health led efforts with MnDOT, the Minnesota Olmstead Implementation Office and other organizations for statewide transportation access and food access as well as on issues of how to safely and reliably transport people who have tested positive for COVID-19.

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

**MCOTA Members’ Collaboration on COVID-19 Positive Client Transportation**

The collaborative process of MCOTA enabled members from Minnesota Department of Health, 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’ and agencies’ representatives 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 (NEMT) providers who are certified as Special Transportation Service (STS) providers by the MnDOT Motor Carrier Office 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 ran through December 30, 2020.

**Washington County TCAP’s COVID-19 Response**

An example shared with MCOTA is from 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, including Metro Council’s Transit Link and the Washington County Community Development Agency.

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

![Food Shelf Deliveries by Transit Link](chart.png)
Dakota County TCAP’s response to COVID-19

Robyn Bernardy reported that Dakota County approved the use of $245,000 in federal CARES relief funds to support county residents who have been negatively affected by COVID-19 in their transportation needs. As part of that initiative, the Transportation Resources Program will include funds for a variety of transportation options 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 learned about the progress on implementation, goals and measures of the Olmstead Plan at every 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 on track.

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 that all transit system statewide will be at a 90% or greater on-time performance. For 2017, Greater Minnesota transit systems’ on-time performance was at 78%, an increase of 2% from 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.”¹

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.”²

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.”³

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**

**Website**

MCOTA continued to update its CoordinateMNTransit.org website, including information for the RTCCs and TCAPs and upcoming events.

**Stakeholder newsletter**

MCOTA also continued its approximately quarterly 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, other transit stakeholders and those who signed up on the CoordinateMNTransit.org website.

The contents included announcements about the new Strategic Plan, highlights of individual RTCCs and TCAPS, event announcements and notices of upcoming meetings. The readership statistics are shown in Table 2.

**Table 2: MCOTA newsletter readership statistics**

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
<table>
<thead>
<tr>
<th></th>
<th>November 2019</th>
<th>March 2020</th>
<th>June 2020</th>
<th>September 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recipients</td>
<td>603</td>
<td>642</td>
<td>627</td>
<td>603</td>
</tr>
<tr>
<td>Open rate</td>
<td>26.3%</td>
<td>23.3%</td>
<td>25.2%</td>
<td>26.3%</td>
</tr>
<tr>
<td>Unique click-through rate</td>
<td>5.6%</td>
<td>11.0%</td>
<td>11.7%</td>
<td>5.6%</td>
</tr>
</tbody>
</table>

These communications tasks relate to MCOTA’s first legislative duty of sharing information with stakeholders on coordination efforts in the state.
FY21 Priorities

This section needs more work

Looking forward, MCOTA expects that 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.

- Volunteer driver programs
  - Legislation
  - Strengthen, continue educational and networking opportunities
  - Finalize educational materials such as brochure

- Communications
  - Develop new member orientation materials and process

- Operations
  - Performance measures

- RTCCs and TCAPs – continue development and expand relationships, partnerships, and mobility management. Once all 18 RTCC and TCAP programs are fully implemented (Phase 3, plus one to two years), we expect to see significant improvements in transportation access, such as:
  - Create a comprehensive transportation 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
  - Create 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 to be flexible with the changing environment and population
Conclusion

Transportation is crucial for Minnesotans’ access to essential destinations and services: work, school, shopping, health care and recreation. In 2019, MCOTA advanced its legislatively outlined duties to improve transportation coordination throughout the state by provided website support for the new Regional Transportation Coordination Councils (RTCCs) and had representatives from the RTCCs provide updates to MCOTA, supported state and federal legislation in support of volunteer driver programs, and revised the volunteer driver insurance brochure. In addition, MCOTA continued to inform stakeholders about its activities and meetings through email updates and through its website, CoordinateMNTransit.org.

In the spring of 2019, MCOTA engaged with stakeholders to update its 2015 strategic plan through a membership survey, stakeholder input, engagement with RTCC and TCAP representatives (including both Greater Minnesota and the Twin Cities Metropolitan area collaboratives) and a strategic planning workshop.

MCOTA intends to finalize its strategic plan by early 2020; it will determine MCOTA’s priorities for 2020 and for the next three to five years. Volunteer driver programs, RTCC/TCAP support, and stakeholder communications are three areas expected to continue as priorities in 2020.
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

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #1</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-2020, expect to continue the Supporting Activities in 2021</td>
<td>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.</td>
</tr>
</tbody>
</table>

### Supporting Activities

- Minnesota coordination website
- Economic cost-benefit studies
- Transportation section of Minnesotahelp.info
- NEMT Advisory Committee support
- NEMT Coordination Study
- Local Transit Coordination Case Studies
- Primer of funding sources for “transit public” in Minnesota
- RTCC development, stakeholder engagement, guidance, & website assistance
- Study of economic benefits of Minnesota volunteer driver programs
- Study of public-private partnerships in transit
- Periodic stakeholder e-mail communication
- Volunteer Driver Program Forum
- Study on best practices in youth employment transportation
<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #2</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-2020, expect to continue the Supporting Activities in 2021</td>
<td>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.</td>
</tr>
</tbody>
</table>

**Supporting Activities**

- NEMT Advisory Committee support
- NEMT Coordination Study
- Vehicle-sharing Study
- Successful Local Transit Coordination Case Studies
- Minnesota mobility management case studies
- Strategic planning
- RTCC development, stakeholder engagement, guidance, & website assistance
- Volunteer transportation programs inventory and survey
- Study of economic benefits of Minnesota volunteer driver programs
- Study of public-private partnerships in transit
- Volunteer Driver Program Forum
- Study on best practices in youth employment transportation

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #3</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012-2020, expect to continue the Supporting Activities in 2021</td>
<td>Recommend statewide objectives for providing public transportation services for the transit public.</td>
</tr>
</tbody>
</table>

**Supporting Activities**

- NEMT Advisory Committee support
- NEMT Coordination Study
- Definition of coordination
- Strategic planning
- Olmstead Plan goals and measures
- Homelessness and transportation services
- RTCC development, stakeholder engagement, guidance, & website assistance
<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #4</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-2020, expect to continue the Supporting Activities in 2021</td>
<td>Identify barriers prohibiting coordination and accessibility of public transportation services and aggressively pursue the elimination of those barriers.</td>
</tr>
<tr>
<td></td>
<td>Supporting Activities</td>
</tr>
<tr>
<td></td>
<td>• NEMT Advisory Committee support</td>
</tr>
<tr>
<td></td>
<td>• NEMT Study</td>
</tr>
<tr>
<td></td>
<td>• Synthesis of 2011 Greater MN regional transportation coordination plans</td>
</tr>
<tr>
<td></td>
<td>• Planning guidance for the 2011 Local Human Service Transit Coordination Plans in Minnesota</td>
</tr>
<tr>
<td></td>
<td>• Maps of human service transportation providers’ areas of service in Minnesota</td>
</tr>
<tr>
<td></td>
<td>• Strategic planning</td>
</tr>
<tr>
<td></td>
<td>• Olmstead Plan goals and measures</td>
</tr>
<tr>
<td></td>
<td>• Homelessness and transportation services</td>
</tr>
<tr>
<td></td>
<td>• RTCC development, stakeholder engagement, guidance, &amp; website assistance</td>
</tr>
<tr>
<td></td>
<td>• Ways to increase vehicle sharing in Minnesota</td>
</tr>
<tr>
<td></td>
<td>• Study of public-private partnerships in transit</td>
</tr>
<tr>
<td></td>
<td>• Study on best practices in youth employment transportation</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #5</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-2020, expect to continue the Supporting Activities in 2021</td>
<td>Recommend policies and procedures for coordinating local, regional, state, and federal funding and services for the transit public.</td>
</tr>
<tr>
<td></td>
<td>Supporting Activities</td>
</tr>
<tr>
<td></td>
<td>• Synthesis of 2011 Greater MN regional transportation coordination plans</td>
</tr>
<tr>
<td></td>
<td>• Successful Local Transit Coordination Case Studies</td>
</tr>
<tr>
<td></td>
<td>• Primer of funding sources for “transit public” in Minnesota</td>
</tr>
<tr>
<td></td>
<td>• Strategic planning</td>
</tr>
<tr>
<td></td>
<td>• RTCC development, stakeholder engagement, guidance, &amp; website assistance</td>
</tr>
<tr>
<td></td>
<td>• Study of public-private partnerships in transit</td>
</tr>
</tbody>
</table>
### Legislative Duty #6

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #6</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011, 2014-2020, expect to continue the Supporting Activities in 2021</td>
<td>Identify stakeholders in providing services for the transit public and seek input from them concerning barriers and appropriate strategies.</td>
</tr>
</tbody>
</table>

**Supporting Activities**

- Synthesis of 2011 Greater MN regional transportation coordination plans
- Participation in the MN State Council on Disability’s annual Town Hall meeting.
- Data collection and analysis of vehicle sharing
- Strategic planning
- Homelessness and transportation services
- RTCC development, stakeholder engagement, guidance, & website assistance
- Ways to increase vehicle sharing in Minnesota
- Volunteer transportation programs inventory and survey

### Legislative Duty #7

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #7</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-2020, expect to continue the Supporting Activities in 2021</td>
<td>Recommend guidelines for developing transportation coordination plans throughout the state.</td>
</tr>
</tbody>
</table>

**Supporting Activities**

- Synthesis of 2011 Greater MN regional transportation coordination plans
- Planning guidance for the 2011 Local Human Service Transit Coordination Plans in Minnesota
- Successful local transit coordination case studies
- RTCC development, stakeholder engagement, guidance, & website assistance

### Legislative Duty #8

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #8</th>
</tr>
</thead>
<tbody>
<tr>
<td>None of the years between 2011-2020</td>
<td>Encourage all state agencies participating in the council to purchase trips within the coordinated system.</td>
</tr>
</tbody>
</table>

**Supporting Activities**

- This model of centralized purchasing is not in place in Minnesota.
### Legislative Duty #9

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #9</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-2012, 2014-2020</td>
<td>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.</td>
</tr>
</tbody>
</table>

**Supporting Activities**

- Mobility management webinars
- Planning guidance for the 2011 Local Human Service Transit Coordination Plans in Minnesota
- Successful local transit coordination case studies
- Minnesota mobility management case studies
- RTCC development, stakeholder engagement, guidance, & website assistance

### Legislative Duty #10

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #10</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011, 2015-2020, expect to continue the Supporting Activities in 2021</td>
<td>Encourage volunteer driver programs and recommend legislation to address liability and insurance issues.</td>
</tr>
</tbody>
</table>

**Supporting Activities**

- Successful local transit coordination case studies
- A survey and selected case studies of volunteer driver programs in Minnesota, including faith-based programs
- RTCC development, stakeholder engagement, guidance, & website assistance
- Volunteer transportation programs inventory and survey
- Study of economic benefits of Minnesota volunteer driver programs
- Volunteer driver insurance and reimbursement issues and education
- Volunteer Driver Program Forum
- Volunteer Driver Program resolution, brochure

### Legislative Duty #11

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #11</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016, expect to continue the Supporting Activities in 2021</td>
<td>Recommend minimum performance standards for delivery of services.</td>
</tr>
</tbody>
</table>

**Supporting Activities**

- RTCC development, stakeholder engagement, guidance, & website assistance
<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #12</th>
</tr>
</thead>
<tbody>
<tr>
<td>None of the years between 2011-2020</td>
<td>Identify methods to eliminate fraud and abuse in special transportation services.</td>
</tr>
<tr>
<td></td>
<td><strong>Supporting Activities</strong></td>
</tr>
<tr>
<td></td>
<td>• To be addressed in future work plans</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #13</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013, 2015-2020 expect to continue the Supporting Activities in 2021</td>
<td>Develop a standard method for addressing liability insurance requirements for transportation services purchased, provided, or coordinated.</td>
</tr>
<tr>
<td></td>
<td><strong>Supporting Activities</strong></td>
</tr>
<tr>
<td></td>
<td>• Vehicle-sharing Study</td>
</tr>
<tr>
<td></td>
<td>• RTCC development, stakeholder engagement, guidance, &amp; website assistance</td>
</tr>
<tr>
<td></td>
<td>• Ways to increase vehicle sharing in Minnesota</td>
</tr>
<tr>
<td></td>
<td>• Volunteer driver insurance and reimbursement issues and education</td>
</tr>
<tr>
<td></td>
<td>• Volunteer Driver Program resolution, brochure</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #14</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011-2012</td>
<td>Design and develop a contracting template for providing coordinated transportation services.</td>
</tr>
<tr>
<td></td>
<td><strong>Supporting Activities</strong></td>
</tr>
<tr>
<td></td>
<td>• Development of contract template</td>
</tr>
<tr>
<td></td>
<td>• RTCC development, stakeholder engagement, guidance, &amp; website assistance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #15</th>
</tr>
</thead>
<tbody>
<tr>
<td>2011, 2014 expect to continue the Supporting Activities in 2021</td>
<td>Recommend an interagency uniform contracting and billing and accounting system for providing coordinated transportation services.</td>
</tr>
<tr>
<td></td>
<td><strong>Supporting Activities</strong></td>
</tr>
<tr>
<td></td>
<td>• Collaboration on the development of a Unified Transit Data Center pilot project in Scott and Carver counties.</td>
</tr>
<tr>
<td></td>
<td>• Common standards for financial records</td>
</tr>
<tr>
<td>Year(s)</td>
<td>Legislative Duty #16</td>
</tr>
<tr>
<td>---------</td>
<td>----------------------</td>
</tr>
<tr>
<td>2012-2016 expect to continue the Supporting Activities in 2021</td>
<td>Encourage the design and development of training programs for coordinated transportation services.</td>
</tr>
</tbody>
</table>

**Supporting Activities**

- NEMT Advisory Committee support
- NEMT Study
- Mobility management webinars
- Minnesota mobility management case studies
- Minnesota Mobility Management Handbook
- RTCC development, stakeholder engagement, guidance, & website assistance

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #17</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016, expect to continue the Supporting Activities in 2021</td>
<td>Encourage the use of public school transportation vehicles for the transit public.</td>
</tr>
</tbody>
</table>

**Supporting Activities**

- RTCC development, stakeholder engagement, guidance, & website assistance

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty #18</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014-2015 expect to continue the Supporting Activities in 2021</td>
<td>Develop an allocation methodology that equitably distributes transportation funds to compensate units of government and all entities that provide coordinated transportation services.</td>
</tr>
</tbody>
</table>

**Supporting Activities**

- Common standards for financial records
- RTCC organizing and implementation
### Legislative Duty #19

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty</th>
<th>Supporting Activities</th>
</tr>
</thead>
</table>
| 2013, 2015, 2016 | Identify policies and necessary legislation to facilitate vehicle sharing. | • Vehicle-sharing study  
• Data collection and analysis of vehicle sharing  
• Maps of human service transportation providers’ areas of service in Minnesota  
• Outreach to providers about options and benefits of vehicle sharing  
• RTCC development, stakeholder engagement, guidance, & website assistance |

### Legislative Duty #20

<table>
<thead>
<tr>
<th>Year(s)</th>
<th>Legislative Duty</th>
<th>Supporting Activities</th>
</tr>
</thead>
</table>
| 2012-2020 | Advocate for eliminating barriers to coordination, implementing coordination strategies, enacting necessary legislation and appropriating resources to achieve the council's objectives. | • NEMT Advisory Committee support  
• Transportation section of Minnesotahelp.info  
• Primer of funding sources for “transit public” in Minnesota  
• Strategic planning  
• RTCC development, stakeholder engagement, guidance, & website assistance  
• Volunteer driver insurance and reimbursement issues and education  
• Volunteer Driver Program resolution, brochure |