Smartlink Mobility Management
Regional Transportation Coordination Councils

Background

- Met Council, MNDOT, DHS, coordinating to improve service coordination and availability
- Dial-A-Ride for both Counties—managing
- Current Scheduling Software (Trapeze) update coming
- Current Provider of NEMT Administration for Medical Assistance Transportation—County Access plan
- Network of Public, Private and Non-profit providers
- Volunteer driver program
Mobility Management Tasks

- Establish Coordination Council (Advisory Board) for Scott and Carver Counties—geographic representation from local officials
- Lead Activities to Advance Coordination in Region
- Exercise Authority to make change based on formal Government framework—Cooperative Agreement or JPA?
- Utilize an accounting and software system to reflect the full cost of providing transportation services

Mission

Establish a coordination council for Scott and Carver Counties that leads to improved transportation options. Establish a needs group and provider network to enhance mobility options for all Scott and Carver County residents.

Goals

- Decrease denials of trips for all residents
- Enhance access to services
- Improve use of resources
- Better coordination that leads to Livable Communities
Needs Group

- Discover Gaps
- Information to all Residents—Travel trainer
- Survey led to Week-end and Evening Service in Scott County
- List of Needs by Organizations
- Utilize what already is out there—Current Inventory
- Finding and creating solutions

Provider Group

- Volunteer Driver Program and Recruitment
- Vehicle Sharing
- Inventory of Current Services—volunteers, Taxis, Uber/Lyft, School bus, Medical vans, DT&H,
- Potential for adding service
- List of Needs or Gaps for Solutions—How can they help?
- Cost to Solutions—
Shared Vehicle

- Insurance— Non-profit Insurance Group
- Driver’s license and qualifications, trainings
- Driver Sharing— Pool
- Vehicle sizes— consider thresholds
- Partners— group by geographic area
- Fuel, Maintenance, Repair, Upkeep, Storage
- Establish rate for use— hourly, mileage, per passenger?
- Reporting— MNDOT, provider group, Board
- Pilot Projects— 1 started, 2 forming

UPDATES

- Dial–A–Ride 2017
  - 3.95/Passenger per Hour
  - 99% on time
  - Denials reduced 52% from 2016 to 2017
- Volunteer drivers
  - 70% of denials in DAR system performed by volunteer drivers in 2017
  - Recruitment led to adding 6 volunteers in 2017
- NEMT administration
  - New designation as a Medical coordinator March/2018
  - Updating software for better NEMT communication and billing abilities
- Shared vehicle
  - Still need to break down some DHS barriers and Insurance worries
- Travel trainer
  - Full time person as of March/2018
- Expanded service
  - Scott County tax to have evening and weekend DAR services— 1.5PPH